NAVEX GLOBAL®

version 10.6

PolicyTech Policy and Procedure Management

User's Guide

PolicyTech® 10.6 User's Guide

11/8/2018

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Introduction to User Topics

The *User's Guide* helps you learn about and efficiently use PolicyTech.

To get started, please read the following introductory topics:

- The Publishing Process
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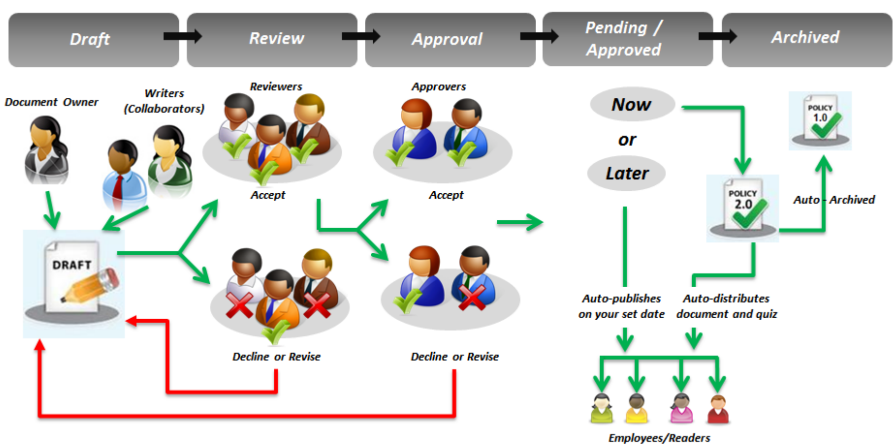
- Changing Personal Preferences
- Resetting a Forgotten Password
- Working with My Tasks

The Publishing Process

All documents and questionnaires created in PolicyTech must go through the publishing process before they can be assigned to users (assignees). There are seven possible stages or statuses in the publishing process: Draft, Collaboration, Review, Approval, Pending, Approved, and Archived.



The process starts when a document owner writes the original draft of the document/questionnaire. If desired, the document owner can collaborate with other writers to complete the first draft. The document owner then submits the document/questionnaire to Review, where each reviewer can accept, revise, or decline it. If all reviewers accept the document/questionnaire, it is automatically moved to the Approval status. If revised or declined by one or more reviewers, the document/questionnaire is placed back in Draft status, and a task email is sent to the document owner to review the revised or declined document/questionnaire, make the necessary changes, and then resubmit it for review. (The document goes back to Draft status only after all reviewers have accepted, revised, or declined it.) This part of the process can be repeated as many times as necessary to create an acceptable document/questionnaire.

Once all reviewers approve a subsequent draft, the document/questionnaire is moved automatically to Approval status. Approvers have the same options as reviewers for dealing with the document/questionnaire (accept, revise, and decline). If all approvers accept it, the document/questionnaire is automatically published. If one or more approvers revise or decline the document/questionnaire, it again goes back to Draft status where the document owner can again make needed changes and resubmit the document/questionnaire to Review or directly to Approval.

The only time a document/questionnaire is not immediately published upon approval is if the document owner designates a publication date sometime in the future. In that case, the document/questionnaire is moved to Pending status until that date arrives, and then the document/questionnaire is published.

As soon as a document/questionnaire is published, task notifications to read the document or complete the questionnaire are sent to all assignees.

If an approved document/questionnaire is a new version of an existing one, the previous version is automatically archived when the new version is published.

Roles and Permissions

The things you can do in PolicyTech are determined by the roles and system permissions assigned to you by the administrator, as shown in the following tables.

> **Note:** Mentions of questionnaires in the following tables are referring to stand-alone questionnaires, not questionnaires embedded in documents.

Roles

Document Role	Description
Document Owner	A document owner has the following responsibilities for each owned document or questionnaire: ■ Create the document or questionnaire ■ Assign writers, proxy authors, reviewers, approvers, and users (assignees) to read/complete the document/questionnaire ■ Assign departments and categories ■ Write the document or questionnaire content or assign another user to write it

	■ Manage the document or questionnaire through the review and approval process (if enabled), making revisions as necessary ■ As the document or questionnaire is periodically reviewed, create new versions and make necessary updates When necessary, a document owner can also do the following with an owned document or questionnaire: ■ Submit the draft document or questionnaire directly to approval if no required reviewers are assigned ■ Set the document or questionnaire as approved if assigned the **Approves Own Documents** role ■ Modify the assignees of published documents or questionnaires ■ Archive the document or questionnaire
Approves Own Documents	This role applies only to users assigned the Document Owner role. With the Approves Own Documents role assigned, a document owner can approve his or her own documents or questionnaires without having to go through the review and approval process. **Note:** If a document's template contains required reviewers or approvers, the document owner is not allowed to approve the document/questionnaire, even with the Approves Own Documents role assigned.
Writer	A document owner can assign any user with the Writer role to write or collaborate in writing a document or questionnaire. A writer cannot, however, access or change any of the properties (assignments, roles, permissions, and so on). A writer can edit an assigned document or questionnaire for as long as it is in the Draft status.
Reviewer	A document owner can assign any user with the Reviewer role to review documents or questionnaires. A reviewer can accept an assigned document or questionnaire as is, revise it, or decline it. Those assigned the Reviewer role are typically subject matter experts and managers.
Approver	A document owner can assign any user with the Approver role to approve documents or questionnaires. An approver can accept an assigned document or questionnaire as is, revise it, or decline it. Because an approver may be legally responsible for a document's or questionnaire's contents, those assigned the Approver role are typically managers or company executives.

Pending Documents	A user assigned the Pending Documents role can see documents and questionnaires that are approved but not yet published because of a pending publication date. Access is limited to documents and questionnaires the user would be able to see once they are published.
Assignee	A user given the Assignee role can see all documents and questionnaires they're assigned to plus all published documents/questionnaires whose security is set to **All Users**.
Archived Documents	A user assigned the Archived Documents role can see documents and questionnaires stored in the Archive. Access is limited to documents and questionnaires the user would be able to see if they were in Published status. **Important:** Users assigned this role can also see all contents of the archived documents' and questionnaires' Overview tab, including the Properties, Version History, task status, and Security pages.
Template	A user assigned the Template role can view, create, and edit document and questionnaire templates, but cannot archive them.
Proxy Author	The following list describes what a user assigned the Proxy Author role can and cannot do: ▪ Can create documents and questionnaires for assigned document owners only ▪ Can access and edit all draft documents and questionnaires for assigned document owners regardless of whether those items were created by the proxy author or the document owner ▪ Cannot submit a document or questionnaire for review or approval but can request that the document owner do so ▪ Can view assigned document owners' documents and questionnaires through the review and approval process ▪ Can revise assigned document owner's documents in Review and or Approval status, which will cause them to be sent back to Draft status after all assigned reviewers or approvers have taken action (accepted, revised, or declined)

System Permissions

System	Description

Permission	
Category Owner	A user assigned this permission can immediately access and edit both unassigned categories assigned subcategories.
Administrator for All Sites (Global permissions)	When assigned this permission, a user can do the following: **Preferences:** Access and edit all preferences (**Company Setup**, **User Setup**, **Document Setup**, and **System / IT Settings**), including designating other users as global or site administrators. **Reports:** Generate and view management and administrative reports and access other reporting options. **Documents:** ▪ Do everything a document owner can do, except be assigned as a document's or questionnaire's owner. ▪ Set a document or questionnaire as approved, skipping all assigned writers, reviewers, and approvers. ▪ Edit a document or questionnaire in its current state without sending it back to draft or creating a new version. (The document owner and assigned approvers receive notification that the document or questionnaire has been edited.) ▪ Skip the next review date anytime (designate as "No Revision Necessary"), even before the review warning period.
Administrator for a Single Site	Except for the exceptions listed below, an administrator for a single site can do everything on that site that an administrator for all sites (global administrator) can do. ▪ A site administrator cannot access the following preferences: **General Properties** in **Company Setup**; **Default Properties** in **Document Setup**; all **System / IT Settings** preferences. ▪ Because a global administrator can assign a category or template to multiple sites, changes a site administrator makes to an existing category or template affects it at all assigned sites. A site administrator cannot assign new categories or templates to other existing sites, but can choose to have the new category automatically assigned to new sites as they are created. ▪ When assigning system permissions to users, a site administrator can only assign them for his or her assigned site.

Company / User	If assigned this permission for all sites, a user can access and edit all the **Company Setup** and **User Setup** preferences that a global administrator can access and edit, with the following exceptions: **General Settings** and **Email Manager** under **Company Setup**; **Bulk Permissions Editor** and **Custom Attributes** under **User Setup**. A user assigned this permission for a single site is limited to the **Company Setup** and **User Setup** preferences a site administrator can access and edit, with the same exceptions listed above.
System / IT	A user assigned this permission can access and edit all of the **System / IT Settings** for all sites.
Report Manager	When assigned this permission, a user can access all reports that an administrator can access.
Access Site	By default, a user only has access to the site assigned to that user. A user assigned the Access Site permission for a particular site can access the documents assigned to that site and act within that site in any currently assigned role.
View Docs All Departments	This permissions applies only if the administrator has restricted users to seeing only the documents and questionnaires assigned to their departments. (By default a user given the Assignee role can view all unrestricted published documents and questionnaires assigned to any department.) When assigned this permission, a user can see unrestricted documents and questionnaires in all departments, as if the department restriction were not in place.
Manager	A user assigned the Manager permission can do the following: ▪ Add or change a user, with control over a limited set of settings (department manager only) ▪ Run management reports on managed users ▪ Receive escalation notifications for managed users' overdue tasks ▪ Change assignees for documents/questionnaires assigned to the department (department manager only)

Logging in to PolicyTech

PolicyTech runs in your Internet browser, so, to log into PolicyTech, you must have its web address.

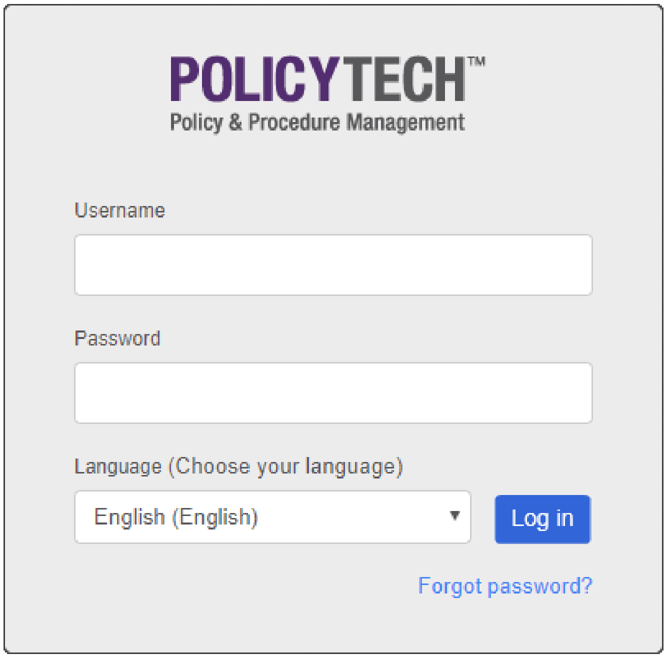
When PolicyTech was installed, at least one of your organization's users was designated as an administrator. The administrator has responsibilities and permissions to set up PolicyTech users and preferences and will know the web address for accessing PolicyTech.

Note: Your information technology (IT) professional or system administrator may have set up a different way to access PolicyTech, such as a link from within your organization's web portal. In any case, the PolicyTech administrator should be able to help you get to the PolicyTech login window.

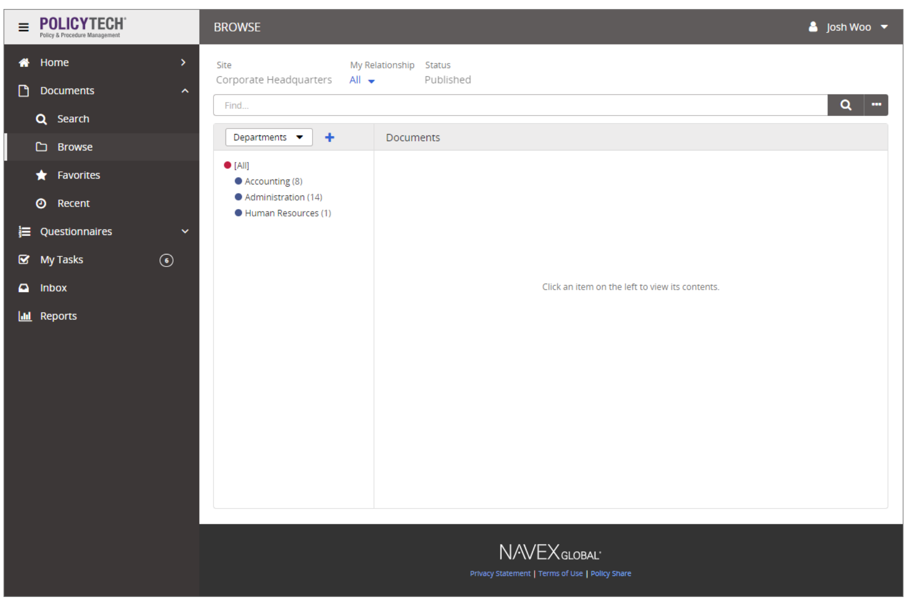
1. Contact your PolicyTech administrator to get the following:
   - PolicyTech web address or link
   - Your PolicyTech user name and password
2. Open your Internet browser, and then do one of the following:
   - In the browser's address box, type the PolicyTech web address, and then press Enter.
   - Go to the page containing the PolicyTech link, and then click the link.
3. In the login window, type your user name and password, and then click **Log in**.

Notes:

- If a PolicyTech language module has been installed, you will also have the option of selecting a language for the user interface text.
- If you see the NAVEX Global logo instead of the PolicyTech logo, that means that your organization has two or more NAVEX Global products and that the **Single Sign-on** feature is in use. After signing in, you will need to access PolicyTech from the Gateway. See your administrator if you have questions.



You should now see the default PolicyTech window your administrator has selected for your site (location), which may or may not look like the one below.



Things to Do in PolicyTech

Once you've successfully logged in, go to one of the following sections, depending on what you want to do next:

[Changing Personal Preferences](#) (for all users)

Searching for a Document or Questionnaire or Browsing for a Document or Questionnaire (for all users)

Reading a Required Document (for all users)

Completing a Questionnaire (for all users)

Creating Draft Documents and Questionnaires (for document owners, proxy authors, and writers)

Working with Documents or Questionnaires in Review and Approval (for document owners, proxy authors, and writers)

Reviewing and Approving a Document or Questionnaire (for reviewers and approvers)

Resetting a Forgotten Password

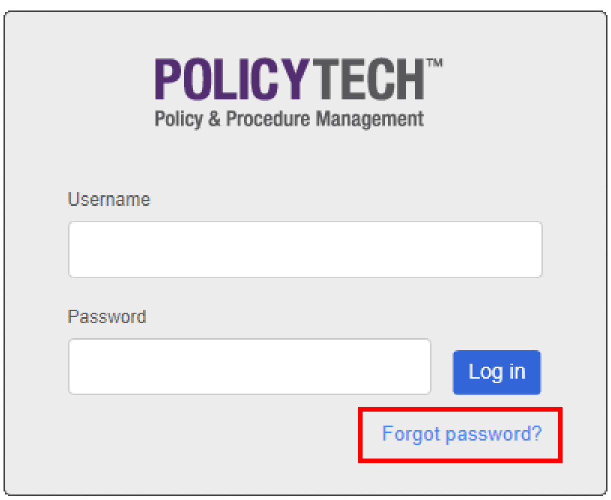
If you have forgotten your password, you may be able to have PolicyTech send you a link to reset it.

Important: The following must be true before you can reset your password:

- The administrator has set you up to receive PolicyTech emails.
- PolicyTech is not currently using a network service called Active Directory® to keep the user list in PolicyTech synchronized with the network user list.

If you don't receive an email after following the steps below, contact your administrator, who can reset your password.

1. In the login window, click **Forgot Password?**

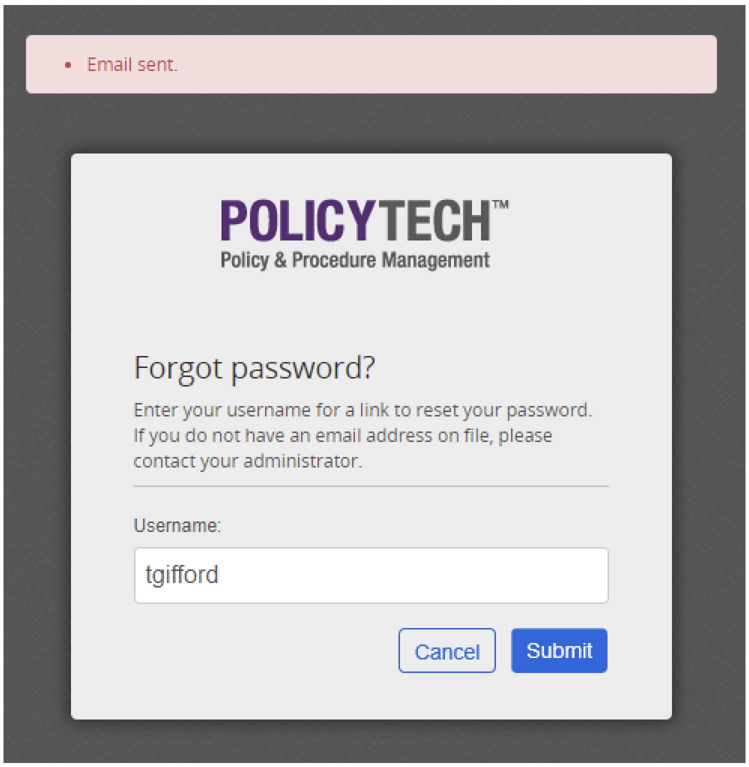


2. In the **Username** box, type the user name you normally use to log in, and then click **Submit**.

Note: If you've forgotten your user name, you will need to contact your administrator for help.

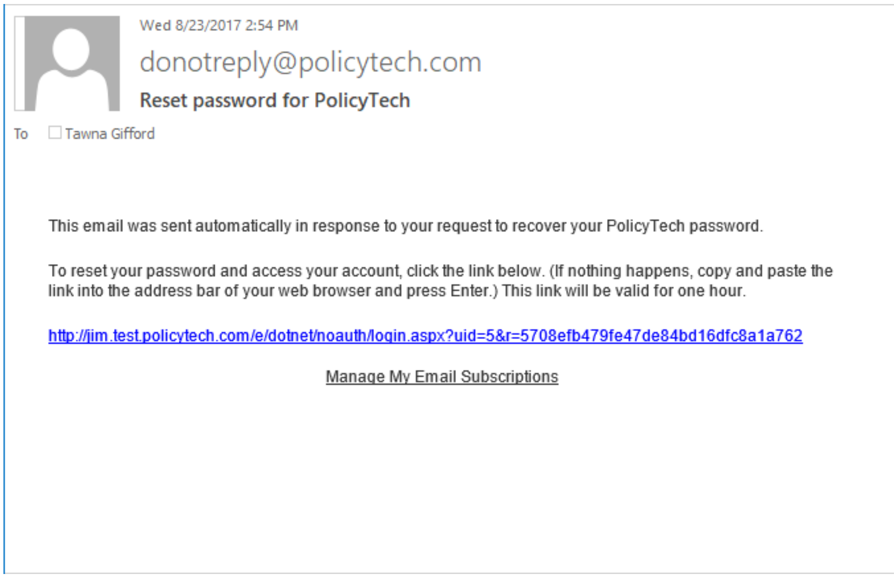
3. You should now see the message "Email sent." Close the **Forgot Password?** window.

Note: If you see the message "User not found in records" or "User does not have an email address," contact your administrator.

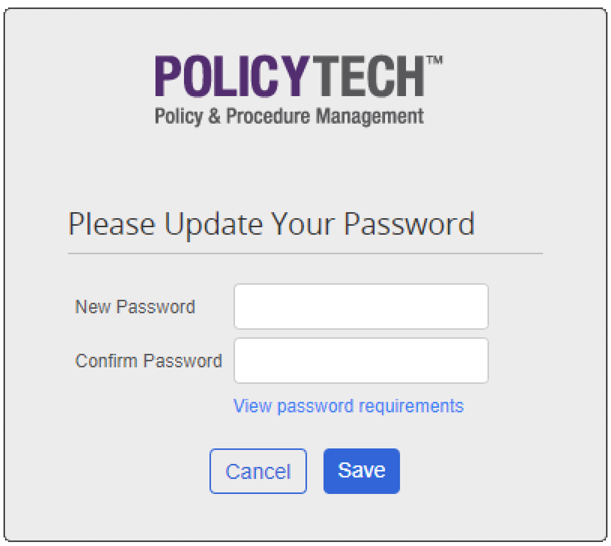


4. Check your inbox for an email with the following subject: "Reset Password for PolicyTech." Open the email, and then click the provided link.

Note: It could take several minutes for the email to be processed and sent to your inbox. If you don't receive an email, contact your administrator.



5. Type a new password, and then type it again to confirm it.

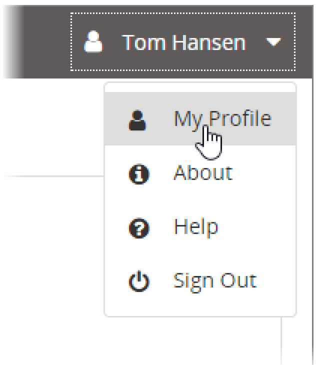


6. Click **Save**.

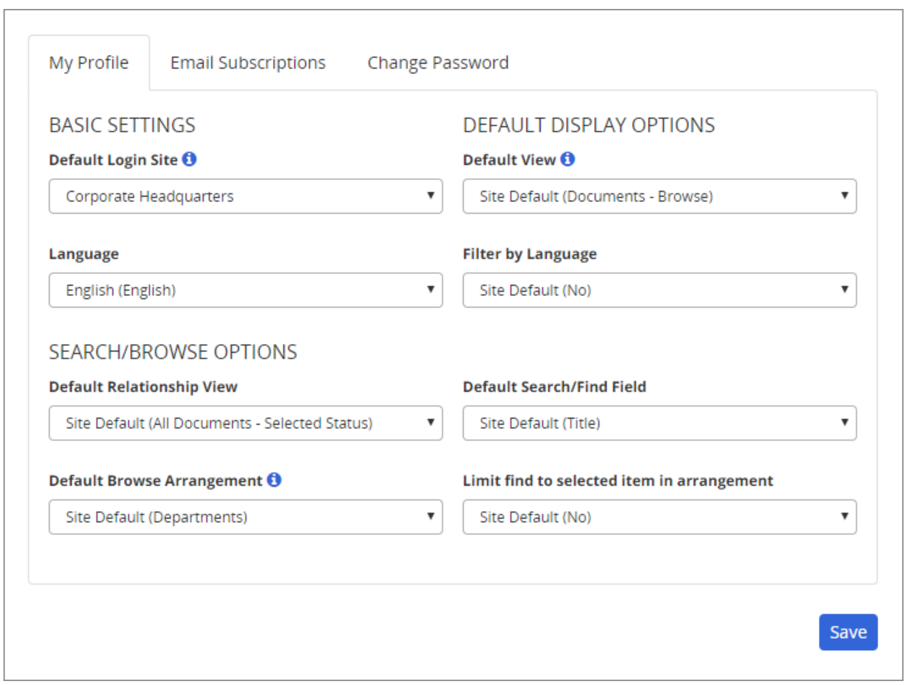
Changing Your Profile Settings

Use **My Profile** to change what is displayed by default when you log in to PolicyTech, to change what notification emails you receive, and to change your password.

1. In the upper right corner, click your user name, and then click **My Profile**.



2. Make desired changes (see "Profile Setting Descriptions" below).



3. Click **Save**.

Profile Setting Descriptions

Most of the initial **My Profile** settings are determined by the system settings of the site you're assigned to.

The settings are organized into the following tabs:

- My Profile
- Email Subscriptions
- Change Password

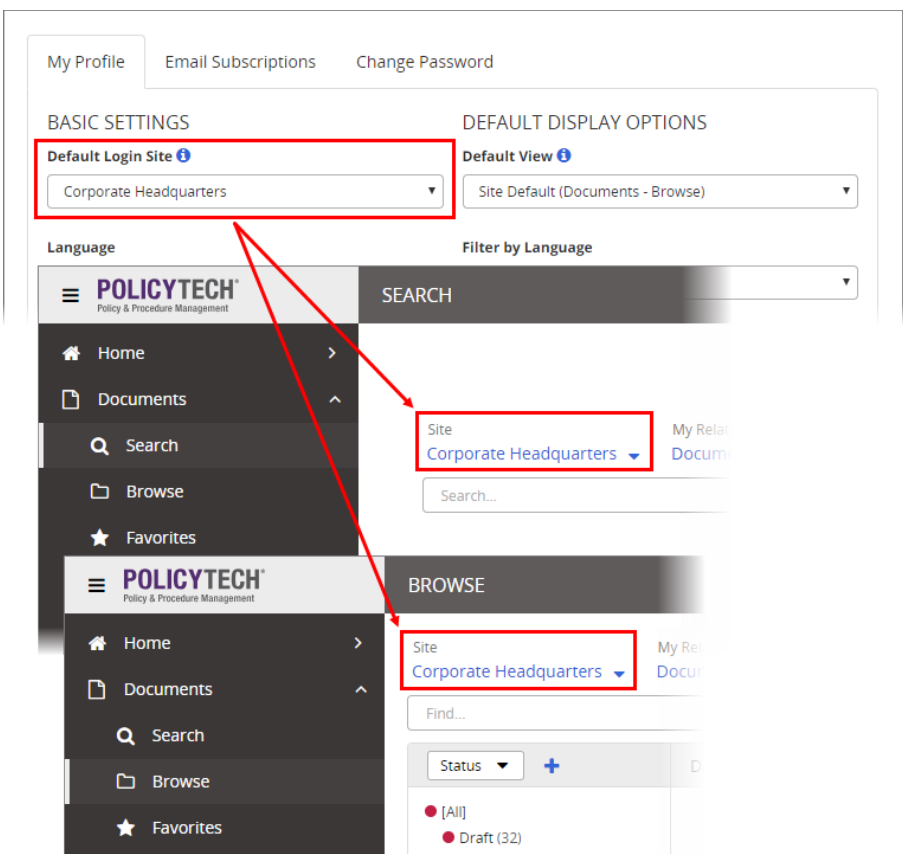
Important: Be sure to click **Save** after changing a setting.

My Profile: My Profile Tab

Use the **My Profile** tab to set your default login, language, display, search, and browse options.

Default Login Site

If PolicyTech is set up with multiple sites, use **Default Login Site** to specify which site will be selected by default when you select the **Search** or **Browse** view.



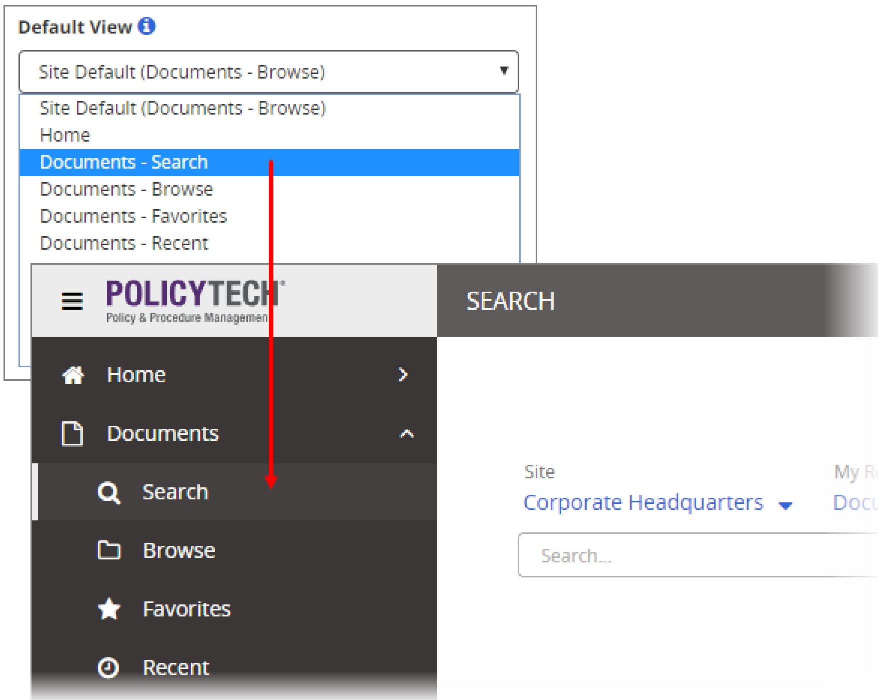
Language

Note: This setting applies only if more than one user interface language has been installed.

Specify which language to show by default for the user interface text.

Default View

Select which PolicyTech view will be displayed when you first log in. For view descriptions, see Selecting a View.



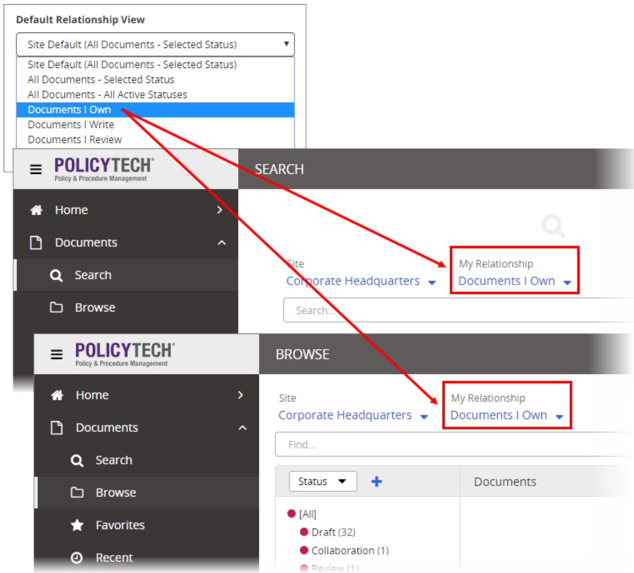
Filter by Language

Note: This setting applies only if more than one user interface language has been installed.

Select **Yes** to hide all documents that are not in the currently selected language (see next option), or select **No** to show all documents regardless of their assigned languages.

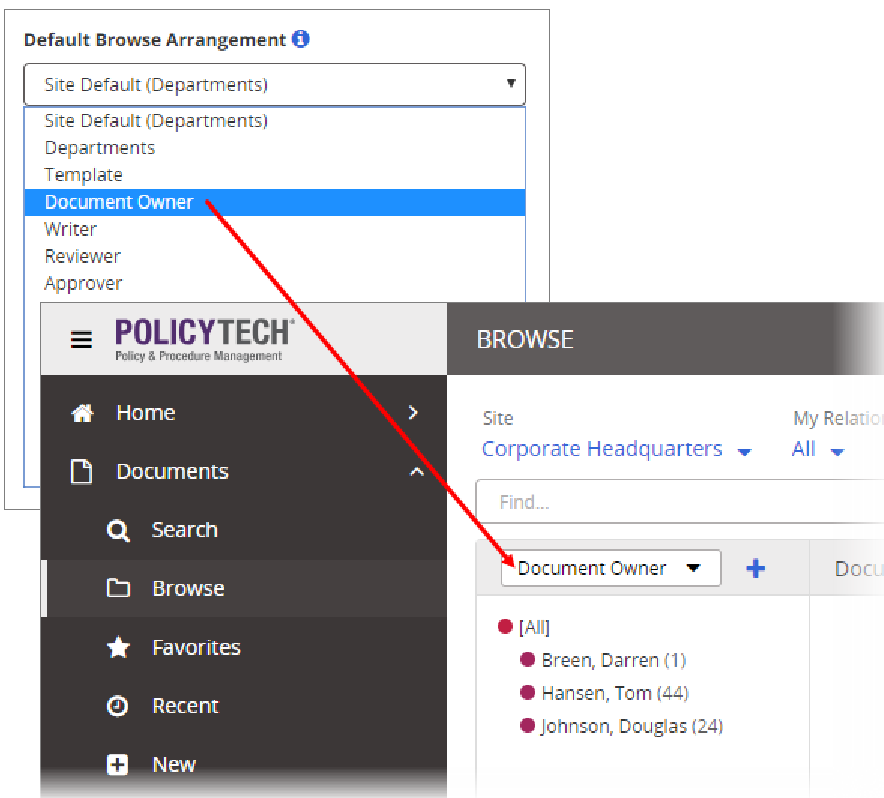
Default Relationship View

Select how documents in **Search** and **Browse** results will be filtered in relation to your document assignments and document status.



Default Browse Arrangement

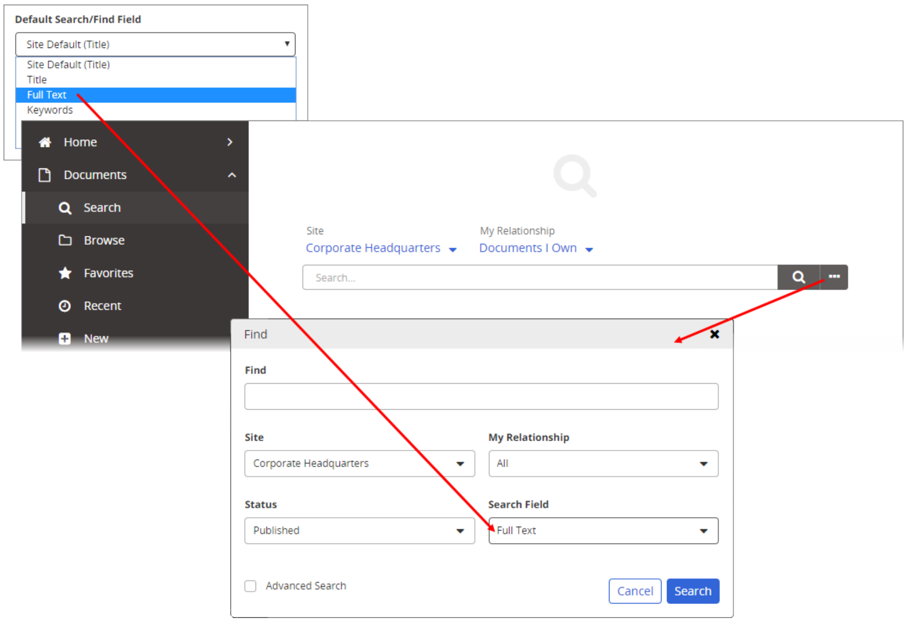
Select how documents will be arranged the first time the **Browse** view is displayed after logging in.



Default Search/Find Field

Select the field (type of document data) that will be selected by default whenever you access **Search**.

Note: If this option is set to **All of the above** and you can't change it, your administrator has locked the setting for searching all fields.



Limit find to selected item in arrangement

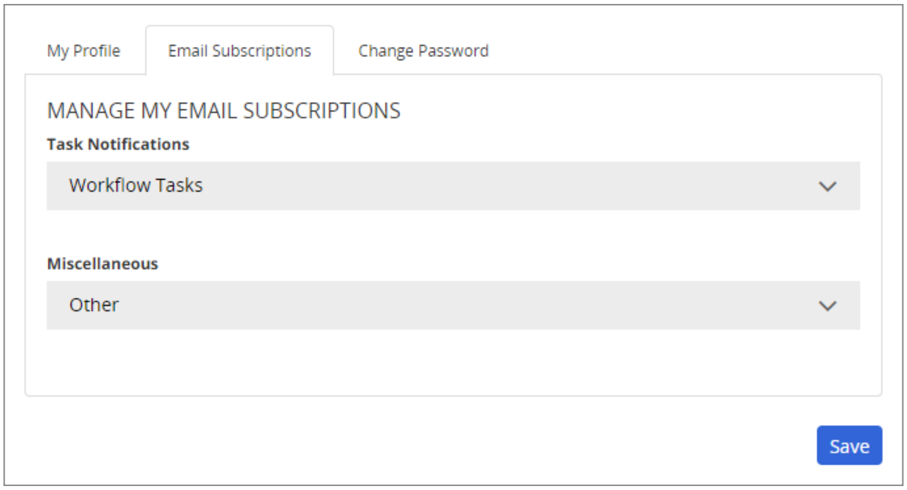
Select **Yes** to have the **Limit find to selected item in arrangement** option selected by default in **Browse** (see Browsing for a Document for details on this option).

My Profile: Email Subscriptions Tab

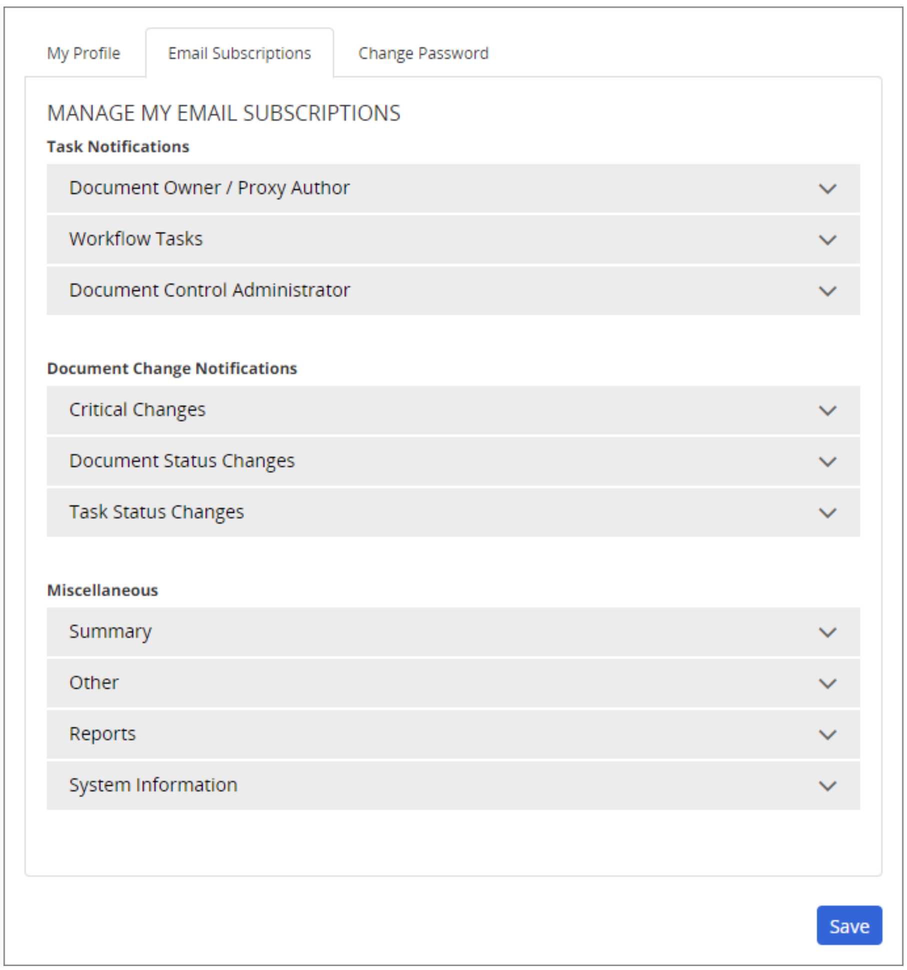
Important: You will see the **Email Subscriptions** tab only if these settings have been enabled by your administrator.

1. Click the **Email Subscriptions** tab.

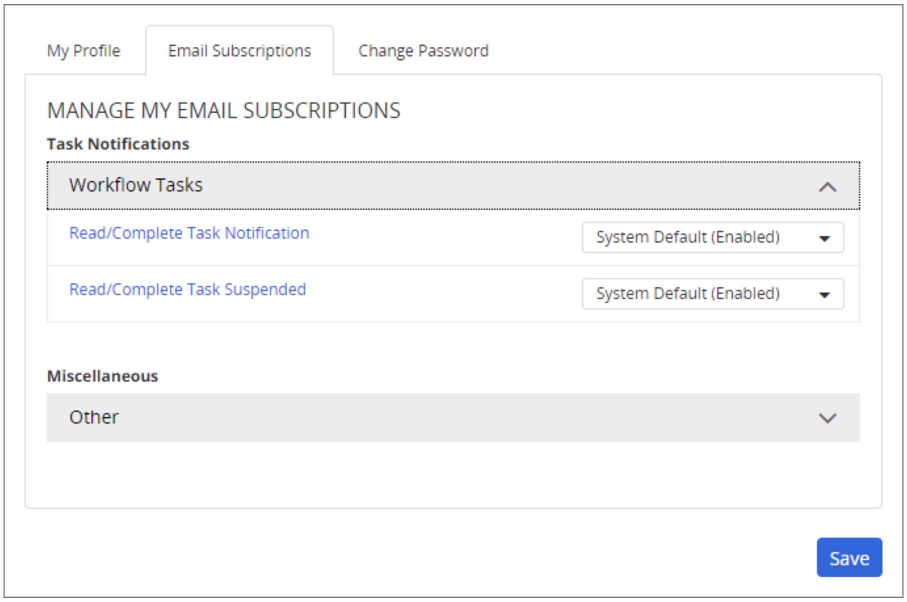
The number of email categories and individual emails listed depends on your assigned roles and permissions. For example, the screenshot below shows the email categories listed for a user with only the Assignee role.



This screenshot shows the email categories for an administrator.



2. Click an email category to show its notification emails.

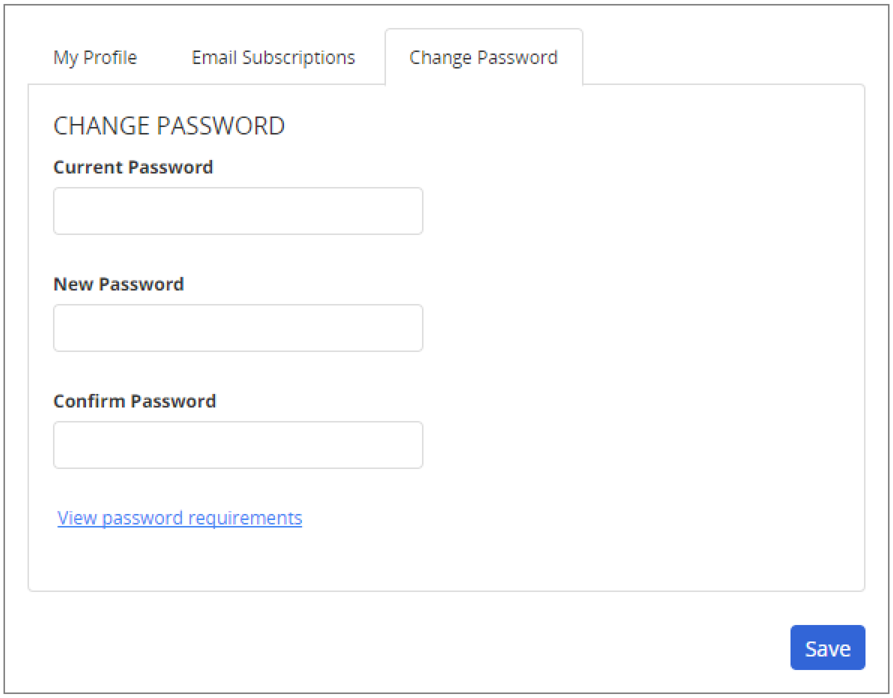


3. (Optional) Click an email name to view its description.
4. In the email's drop-down menu, click **Disabled** or **Enabled**.

My Profile: Change Password Tab

Important: The **Change Password** tab appears only if your administrator has set up PolicyTech to allow the resetting of passwords. If you don't see the **Change Password** tab and you need your password changed, contact your administrator, who can reset it for you.

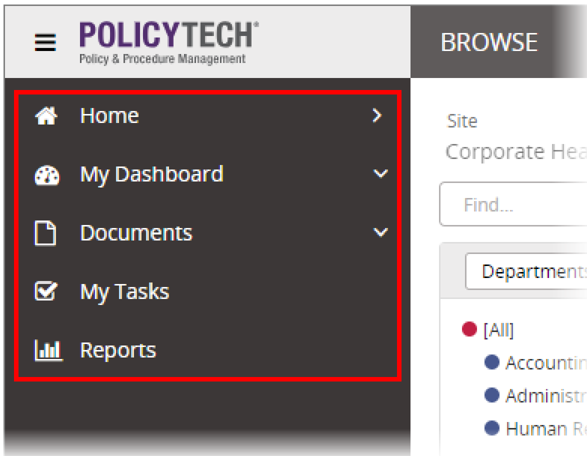
1. Click the **Change Password** tab.



2. Type your current password.
3. (Optional) Click **View password requirements** to see what the password must contain, and then click **OK**.
4. Type a new password, and then type it again to confirm.
5. Click **Save**.

Selecting a View

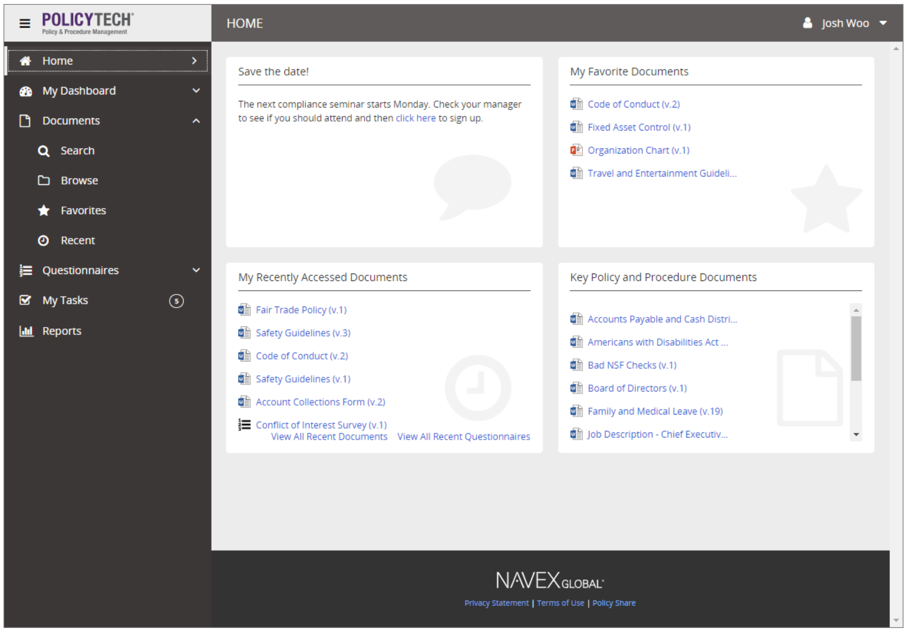
The PolicyTech application contains several views for accessing PolicyTech features.



Note: The view displayed when you first log in is determined by a system setting. You can choose your own default view in **My Profile** (see Changing Your Profile Settings).

Home

If you see the **Home** option, click it to view a dashboard that can contain a variety of at-a-glance information, including a message from the administrator and compact views of useful information and quick access lists of key documents.

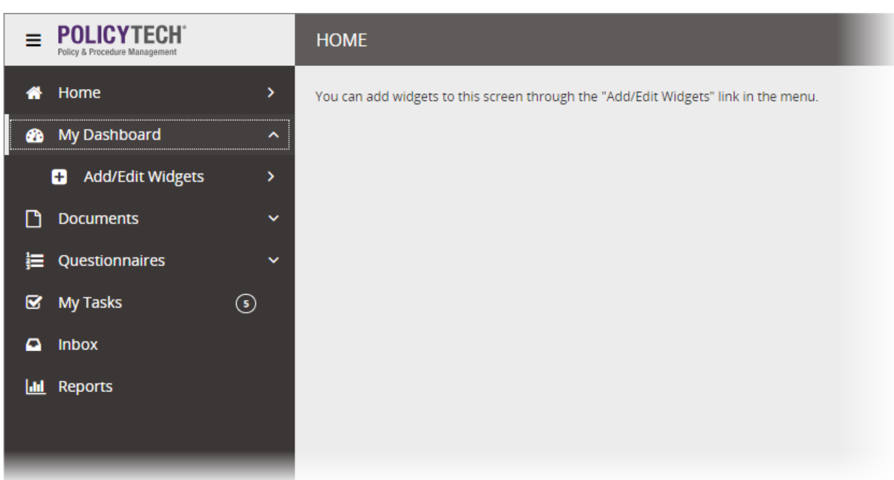


Notes:

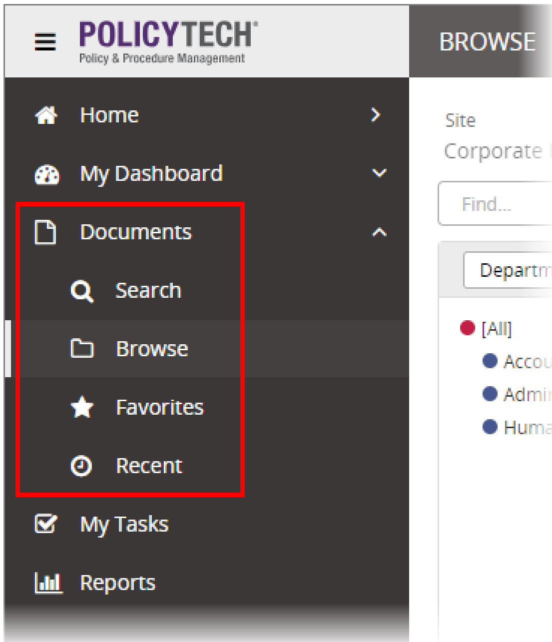
- The **Home** dashboard is an optional feature that may not be currently enabled.
- Your administrator can customize the **Home** dashboard to fit your organization's needs, so it will most likely contain different views than those shown above.

My Dashboard

If personal dashboards have been enabled, you will see the **My Dashboard** option that lets you choose from among several compact views called widgets to create your own dashboard. See Setting Up a Personal Dashboard for details.



Documents



If the **Documents Module** has been enabled, use one of the following views to find and list documents you have access to:

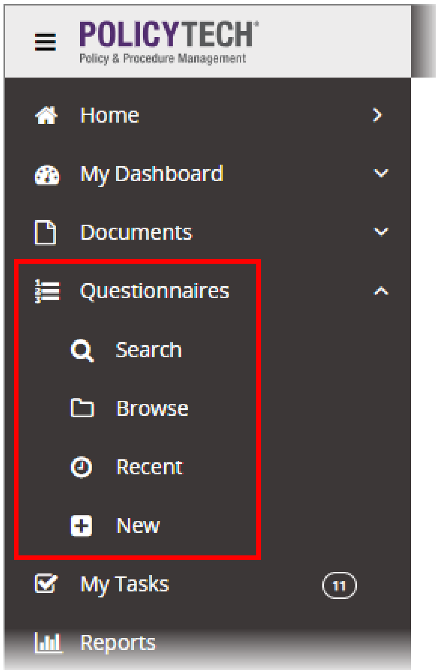
Search: See Searching for a Document or Questionnaire.

Browse: See Browsing for a Document or Questionnaire.

Favorites: See Adding and Viewing Favorite Documents.

Recent: Lists documents you've recently opened.

Questionnaires



If the **Questionnaire Module** has been enabled, use one of the following views to find and list questionnaires you have access to:

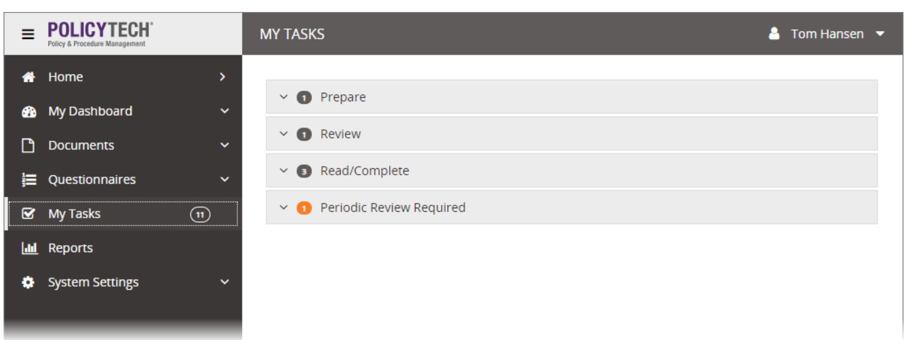
Search: See Searching for a Document or Questionnaire.

Browse: See Browsing for a Document or Questionnaire.

Recent: Lists questionnaires you've recently opened.

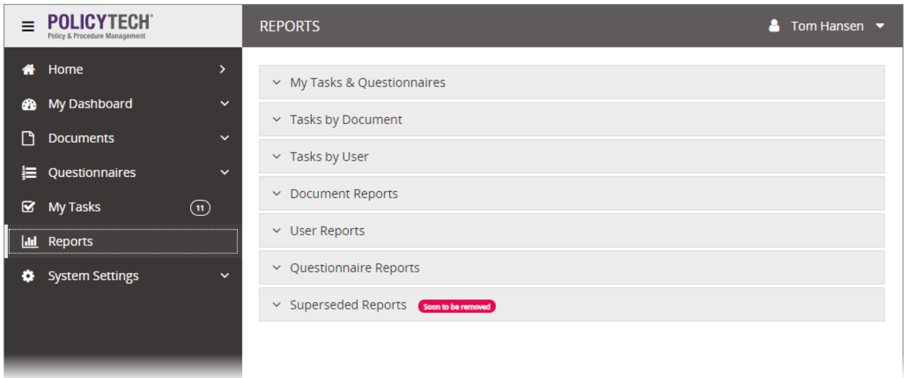
My Tasks

This view lists the tasks you've been assigned but haven't completed yet. See Working with My Tasks.



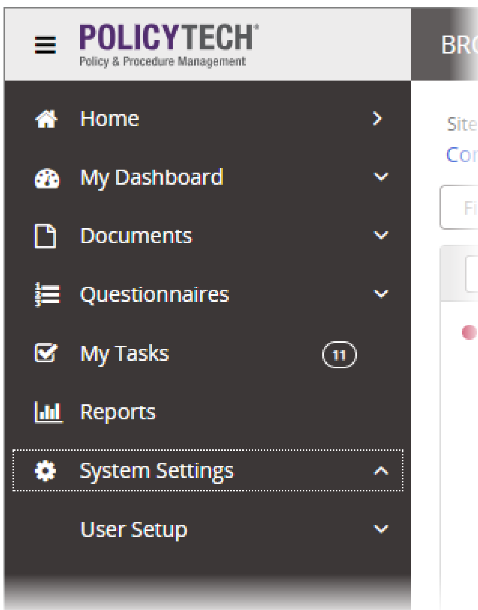
Reports

This view lists all the reports you have access to. See the Reports Supplement.



System Settings

You will see this option only if you've been assigned the Administrator permission or certain other permissions. See the "Working with System Settings" section of the Administrator's Guide.



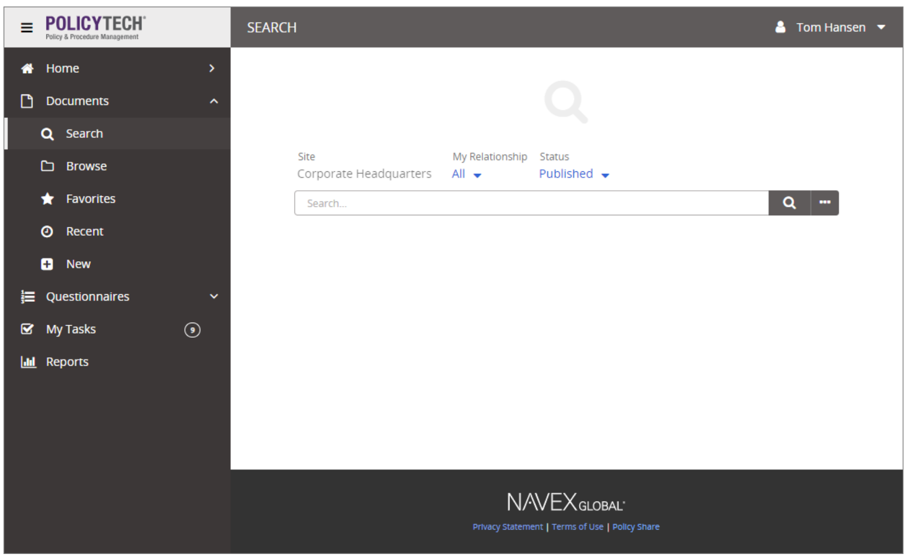
Searching for a Document or Questionnaire

You can search for a text string in a document's or questionnaire's title or its contents, keywords, or reference number.

Notes:

- What documents and questionnaires you have access to depends on their security level, what roles you've been assigned, and your current document or questionnaire task assignments. See Access Table for Documents and Questionnaires for details.
- You can change the default search settings using **My Profile** (see Changing Your Profile Settings).

1. Click **Documents** or **Questionnaires**, and then click **Search**.

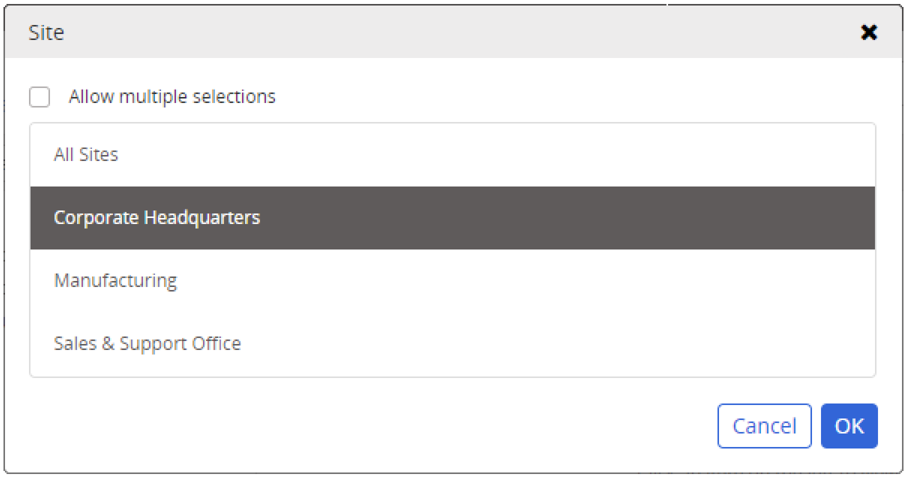


2. If you have access to multiple sites, select the site or sites you believe the document or questionnaire could be in.

   a. Click the current site selection and then do one of the following:

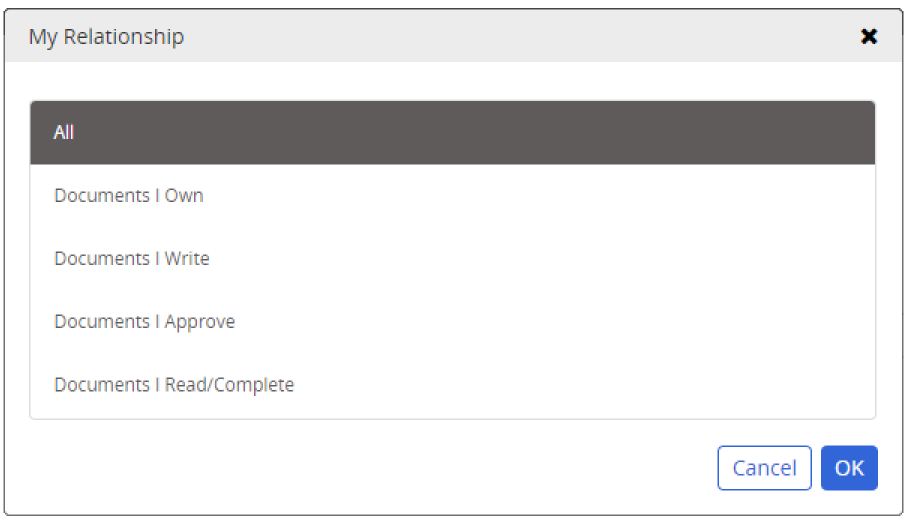
      - Click a different site.
      - Click **All Sites** to search all sites you have access to.
      - Select **Allow multiple selections**, and then select two or more sites.

Note: Because you must have at least one site selected when **Allow multiple selections** is active, your primary site may be selected by default. You must select another site before your can clear the primary site selection.



b. Click **OK**.

3. (Optional) The **My Relationship** option lets you narrow the search to only those documents or questionnaires you've been assigned to in some way, such as those you've been assigned to read or complete. Click an option, and then click **OK**.



Note: The following are all possible **My Relationship** options:

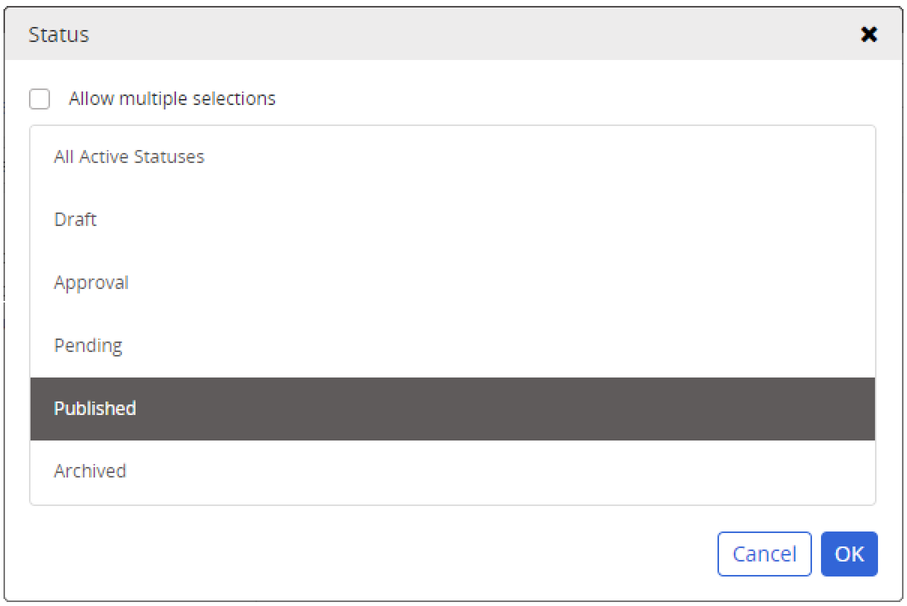
- Documents I Read/Complete
- Documents I Own
- Documents I Proxy
- Documents I Write
- Documents I Review
- Documents I Approve

The options available to you depend on what roles you've been assigned. You should at least see the **Documents I Read/Complete** option.

4. Select the status or statuses you believe the document or questionnaire could be in.

Note: The **Status** option is hidden if you select any **My Relationship** option other than **All**.

   a. Click the current status selection, and then do one of the following:
      - Click a different status.
      - Click **All Active Statuses**.
      - Select **Allow multiple selections**, and then select two or more statuses.

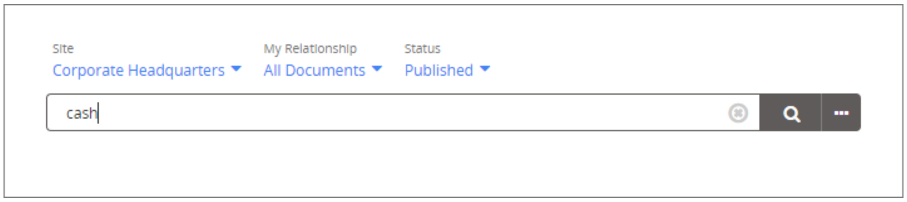


Notes:

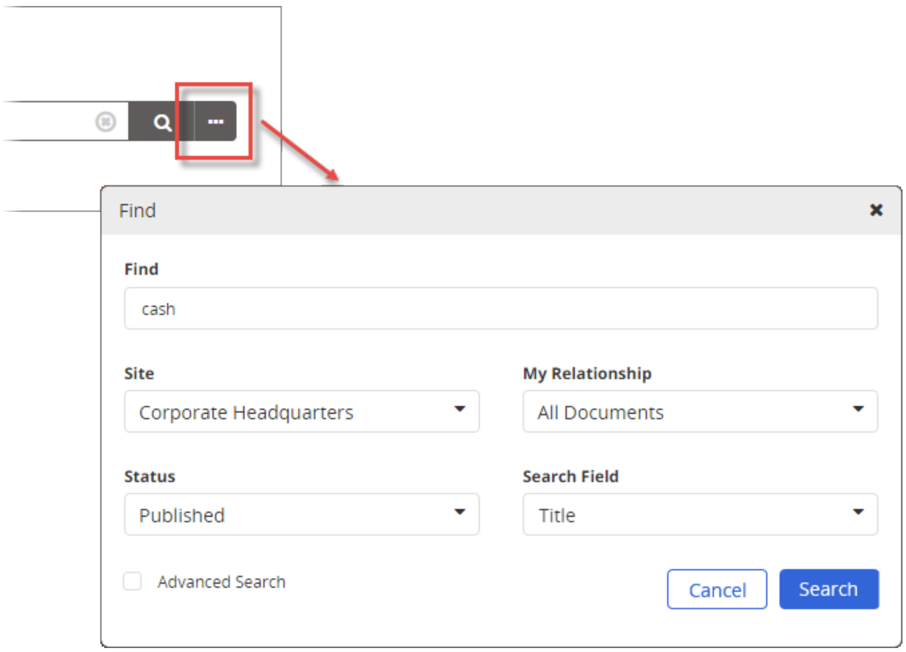
- The available status options depend on what roles you've been assigned. For example, you will see the **Approval** option only if you've been assigned the Approver role.
- Because you must have at least one status selected when **Allow multiple selections** is active, **Published** is selected by default. You must select another status before you can clear the **Published** selection.

   b. Click **OK**.

5. Click inside the **Search** box, and then type some text. See Search Text Options for detailed instructions.



6. (Optional) To change other search settings, click ⋯, and then do any of the following:



- The **Find** (Search), **Site**, **My Relationship**, and **Status** options are the same as those in the main **Search** pane. You can change any of these if necessary.
- By default, **Search** will find the text anywhere in titles. To change what data is searched, click the current **Search Field** selection, click **Title**, **Full Text** (document or questionnaire contents), **Keywords**, **Reference #**, or **All of the above**, and then click **OK**.

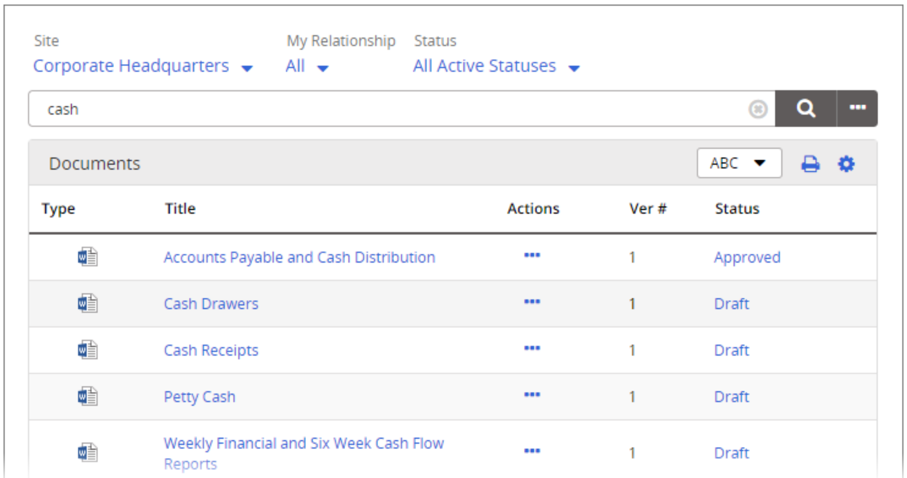
Notes:

- If the **Search Field** setting is **All Search Fields**, an administrator has selected a system setting that forces the searching of all fields, in which case you cannot choose a different setting.
- The **Full Text** option applies only to Word, Excel, and text-based PDF documents.
- A document owner can add keywords when creating a document or questionnaire, but is not required to. Keywords are words or phrases the document owner thinks users might search for when trying to find a particular document or questionnaire.

- To specify more search criteria when searching for documents, such as a date range, select **Advanced Search**, and then see Advanced Search for detailed instructions.

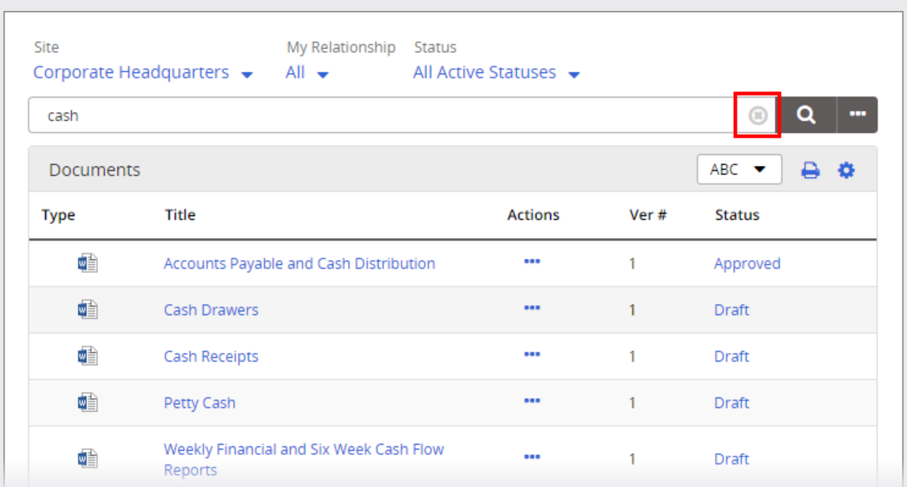
7. Click .

   The search returns a list of all documents or questionnaires, if any, that match the search text in the selected areas of the document or questionnaire and in the selected site, relationship, and status.



   If the search returns a long list, several features are available to help you reorganize or narrow the list to make a document or questionnaire easier to find. See Working with the Documents or Questionnaires Grid.

Note: To clear the current search and start over, click in the **Search** box.



8. To open one of the listed items, click its title. The document or questionnaire opens in a separate browser window.

> **Note:** To open the document or questionnaire and go directly to its **Overview** tab, click the link in the **Status** column.

What you can do with the open document or questionnaire depends on your assigned role. Go to a topic below that corresponds with your role.

Document Owner or Proxy Author:

Creating a Document

Creating a Questionnaire

Working with Documents or Questionnaires in Review and Approval

Doing a Periodic Review and Creating a New Version

Working with My Tasks

Writer:

Writing a Document

Adding Questions and Answers to a Questionnaire

Working with My Tasks

Reviewer or Approver:

Reviewing and Approving a Document or Questionnaire

Working with My Tasks

Assignee:

Reading a Required Document

Completing a Questionnaire

Working with My Tasks

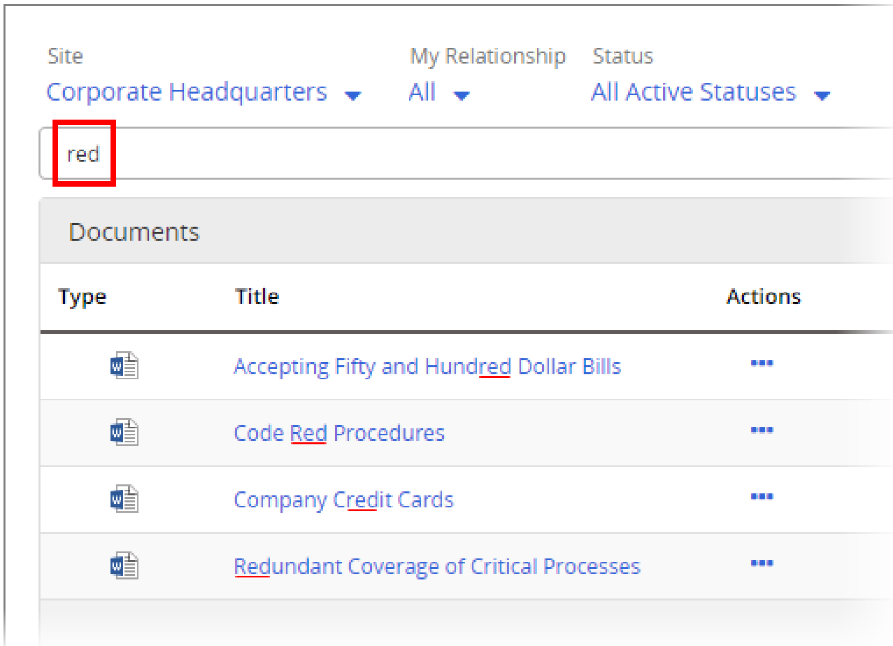
Search Text Options

Use any of the following options to create a search string. If you find that these options are not enough to perform the type of search needed, see Advanced Search.

Type a single word. The search will return a list of all documents or questionnaires that contain that word (or string of characters) anywhere within titles, contents, keywords, or reference numbers (whichever you select for **Search Field**).

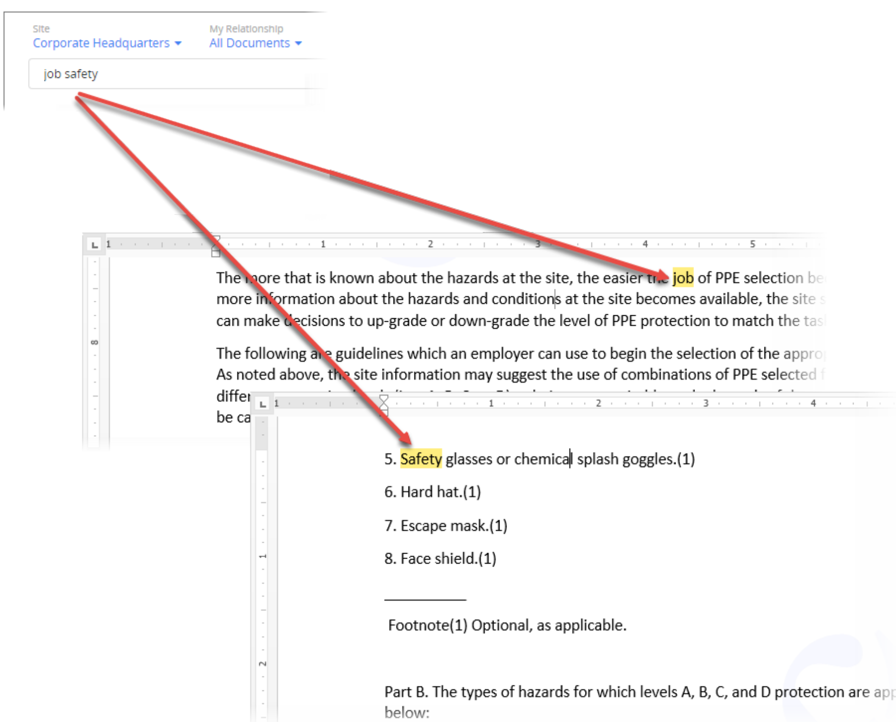
> **Note:** The **Search** feature is not case sensitive. In other words, the search text **policy**, **Policy**, and **POLICY** would all return the same results regardless of the individual characters' case in the search text or the text being searched.

For example, if you typed *red* as the search text and chose to search by title, the search would return documents or questionnaires with any of the following words in the title: *Red*, *Credit*, *Redundant*, *Hundred*.



Type multiple words, with each word separated from the next by a space. The search will return a list of all documents or questionnaires that contain all of the words you typed that are anywhere within the selected areas.

For example, if you typed **job safety** as the search text and chose to search document content (full text), the search would return documents containing at least one instance of each word anywhere in the document content, even if the word **job** is found on page 2 and the word **safety** is found on page 7.

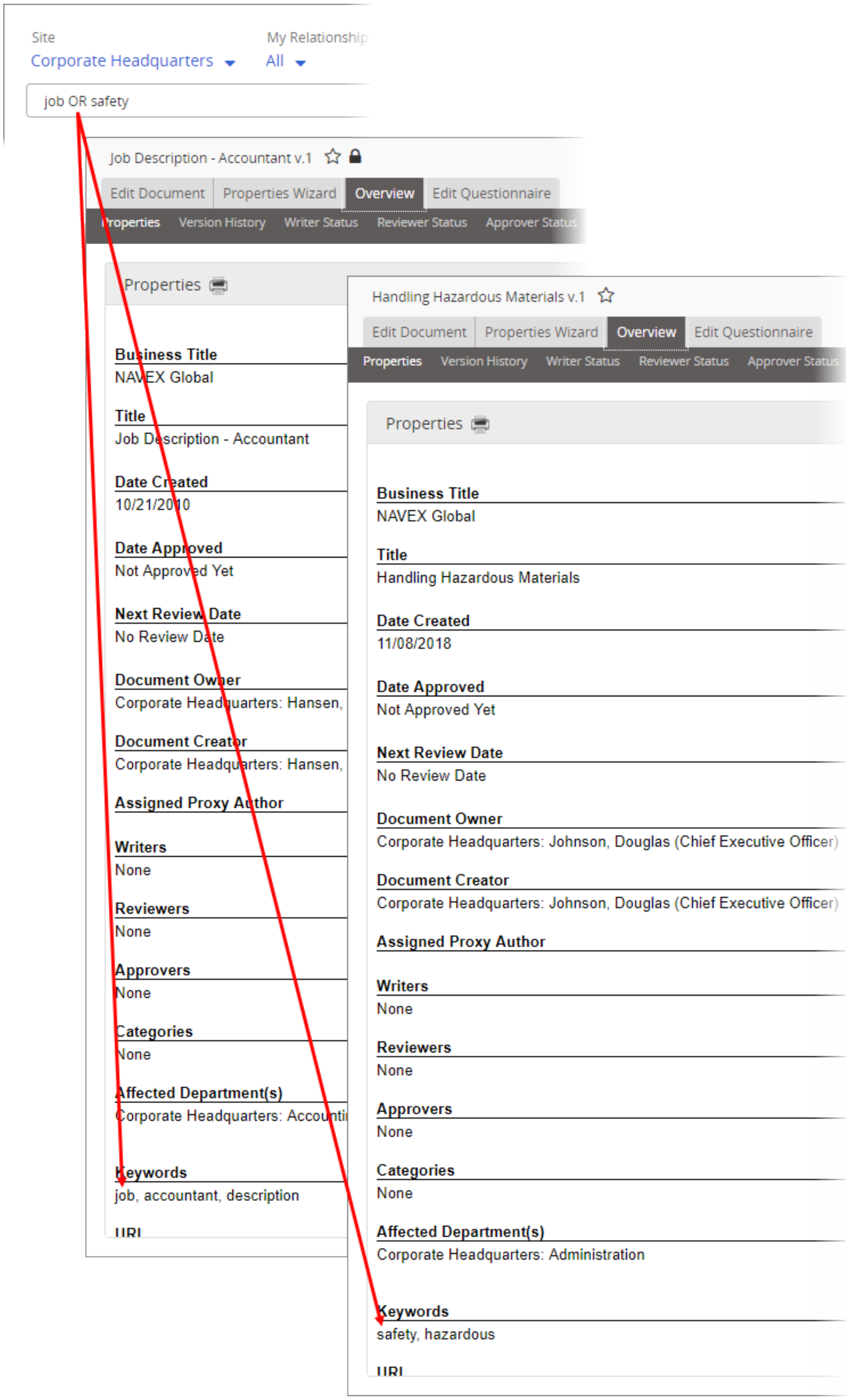


Note: Including a space between search text words is a shortcut for the AND operator. In other words, **job safety** and **job AND safety** would return the same results.

Type multiple words, with each word separated from the next by OR in all uppercase letters. The search will return a list of all documents or questionnaires that contain at least one of the words you typed that are anywhere within the selected areas.

Note: You can use the vertical bar character (|) in place of OR. Include a space before and after the character.

For example, if you typed **job OR safety** as the search text and chose to search keywords, the search would return both of the following documents: a document with **job** but not **safety** as an assigned keyword; a document with **safety** but not **job** as an assigned keyword.



Type one or more words with each preceded by NOT in all uppercase letters. The search will return a list of all documents or questionnaires that do not contain the words in the search text anywhere within the selected areas.

Note: You can use the dash or minus character (-) in place of NOT. Include a space before and after the character.

The NOT operator can be especially useful when combined with another word you want to find. For example, if you typed **account NOT accountant** as the search text and chose to search document titles, the search would find documents with the words **Account**, **Accounts**, and **Accounting** in the title but not documents with **Accountant** or **Accountants** in the title.

Type one or more words enclosed in quotation marks. The search will return a list of all documents or questionnaires that contain the exact text within the quotation marks anywhere within the selected areas.

For example, if you typed **"job safety"** as the search text and chose to search document titles, the search would find the following document title: **Job Safety Regulations**; but the search would not find the following document title: **Safety on the Job**.

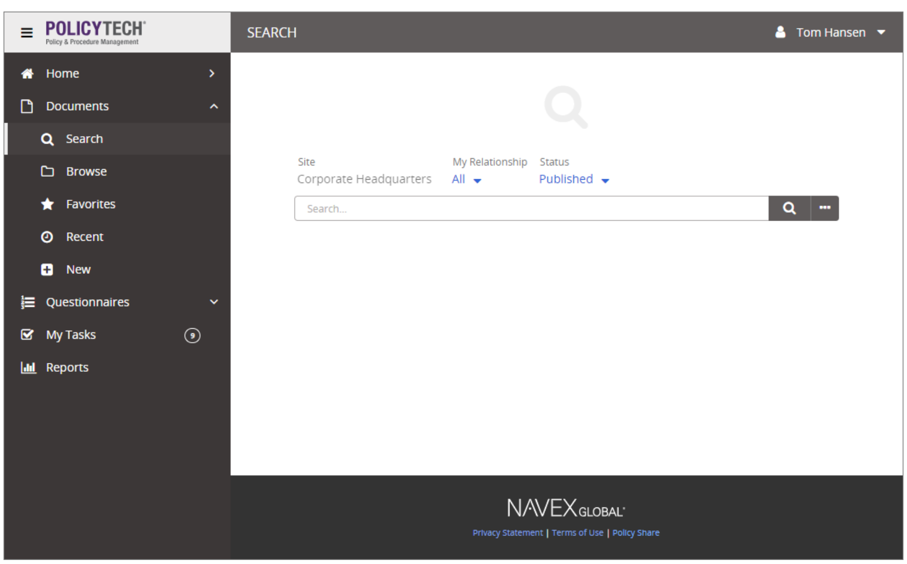
Note: You can use the AND, OR, and NOT operators between quotation-mark-enclosed text strings.

Advanced Search

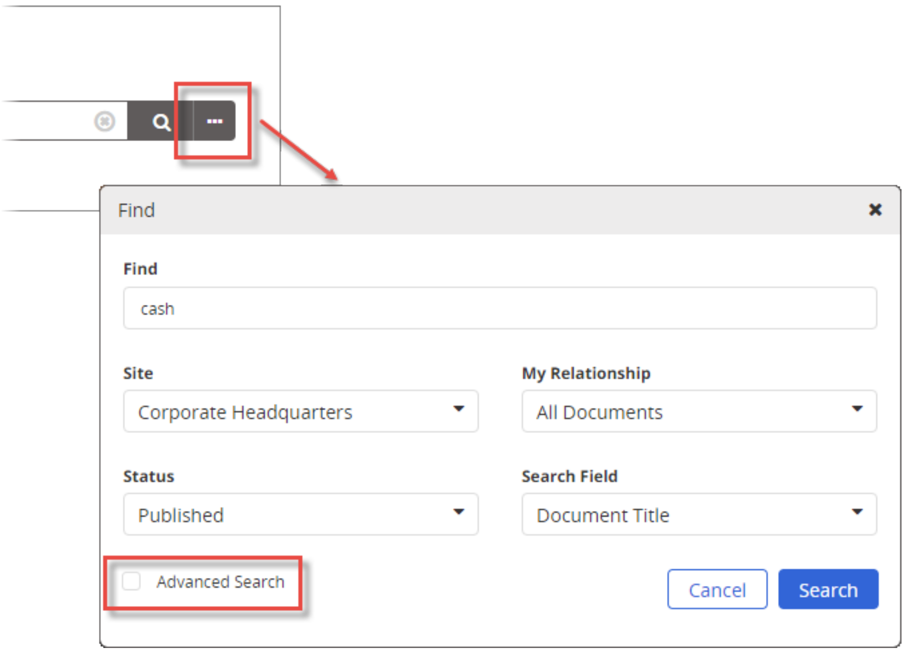
Important: The **Advanced Search** feature is only available when searching for documents.

Advanced Search provides more options for narrowing a search. For example, you can search for documents within a specific date range.

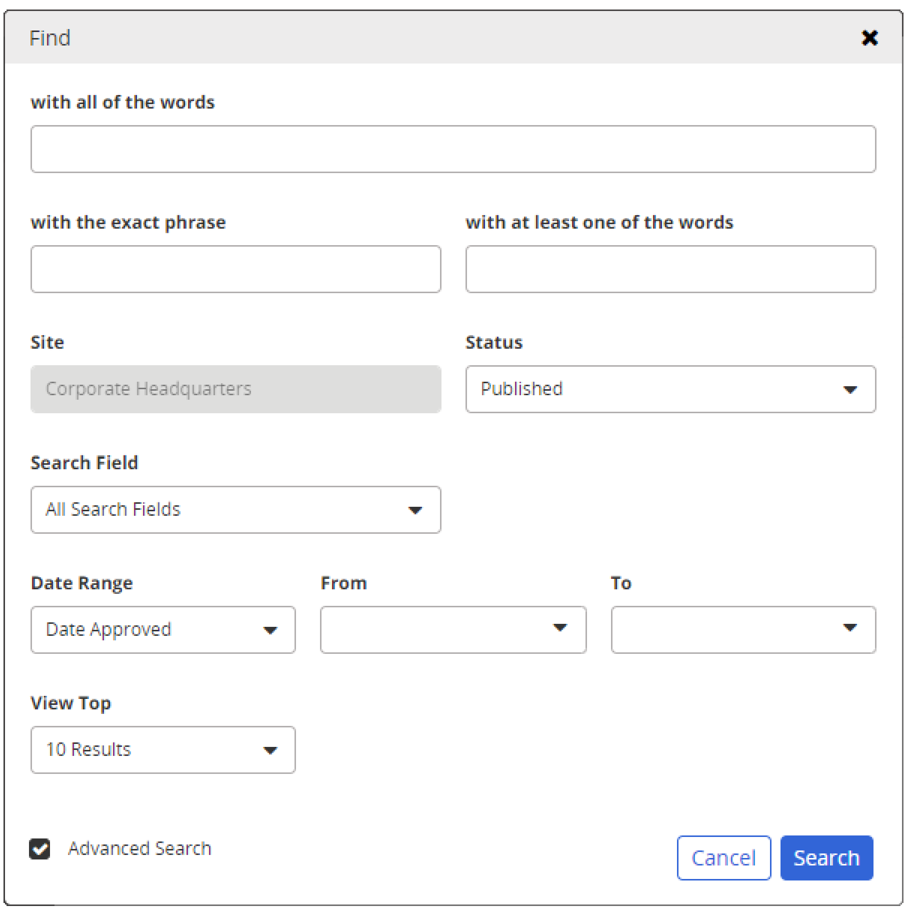
1. Click **Documents**, and then click **Search**.



2. Click , and then select **Advanced Search**.



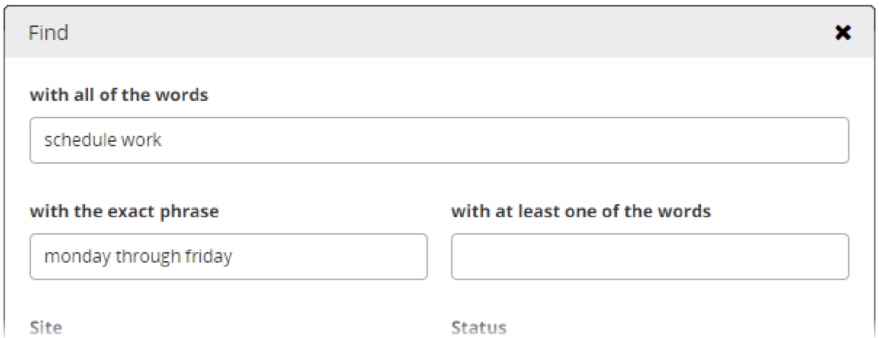
The **Advanced Search** form is displayed.



3. In one or more of the first three boxes, type search text.

Note: Advanced searches are not case-sensitive.

If you type text in more than one box, then all of the text must be found within the selected document areas in order for a document to be found. In the **Advanced Search** form below, for example, for a document to be found by this search, its title and contents combined must contain both of the words "schedule" and "work" plus the exact phrase "monday through friday."

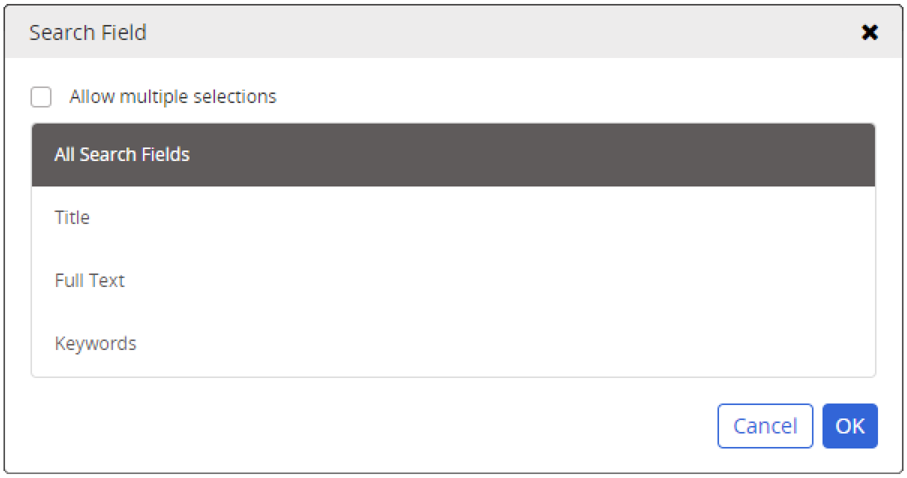


4. Make selections for **Site**, **My Relationship**, and **Status** as you would for a basic search (see Searching for a Document or Questionnaire for details).

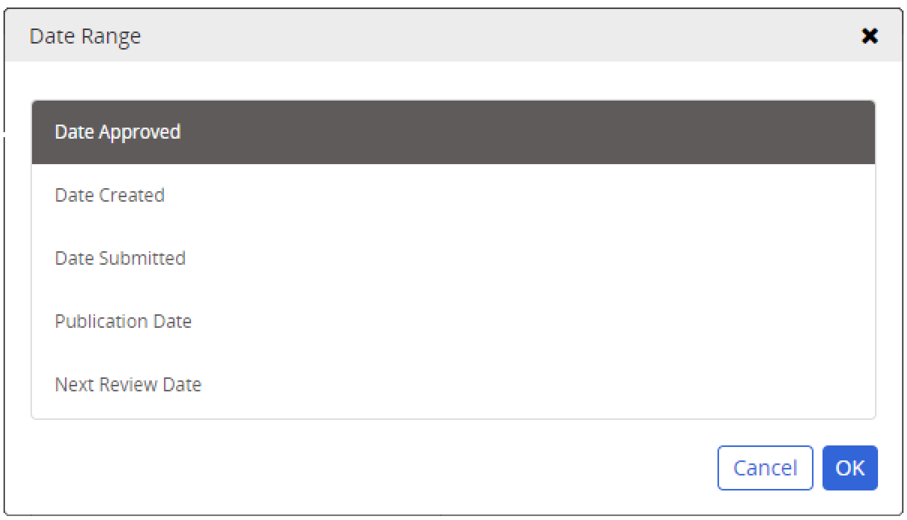
5. For **Search Field**, do one of the following:

   - Select a single field (**Document Title**, **Full Text**, or **Keywords**).
   - Select **All Search Fields**.
   - Select **Allow multiple selections**, and then select two or more fields.

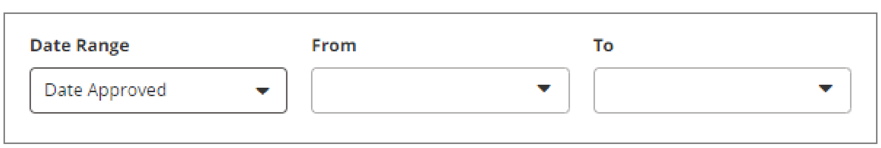
Note: If the **Search Field** setting is **All Search Fields**, an administrator has selected a system setting that forces the searching of all fields, in which case you cannot choose a different setting.



4. (Optional) For **Date Range**, select a document-related date type, and then click **OK**.



   Also select or type **From** and **To** dates.



5. (Optional) Click the current **View Top** selection, click how many of the most relevant matching documents you want listed, and then click **OK**.
6. Click **Search**.

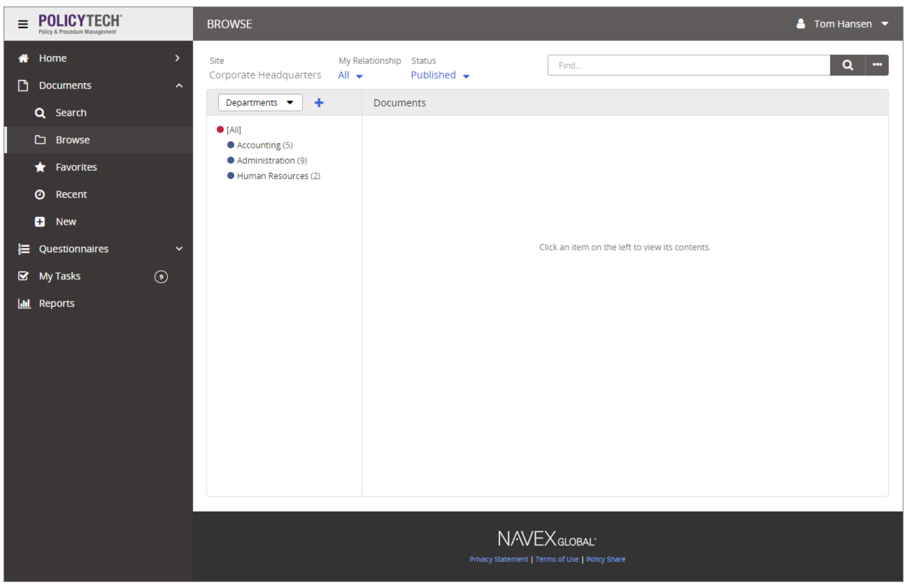
   The matching documents, if any, are displayed.
7. To open a document, click its title.

Browsing for a Document or Questionnaire

You can find a document or questionnaire by browsing through lists of titles arranged by various criteria.

> **Note:** What documents and questionnaires you have access to depends on their security level, what roles you've been assigned, and your current document or questionnaire task assignments. See Access Table for Documents and Questionnaires for details..

1. Click **Documents** or **Questionnaires**, and then click **Browse**.

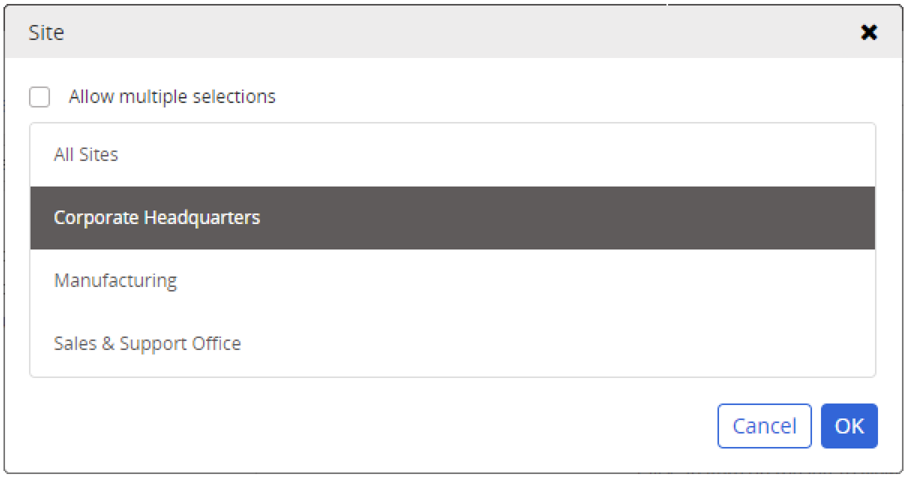


2. If you have access to multiple sites, select the site or sites you believe the document or questionnaire could be in.

   a. Click the current site selection and then do one of the following:

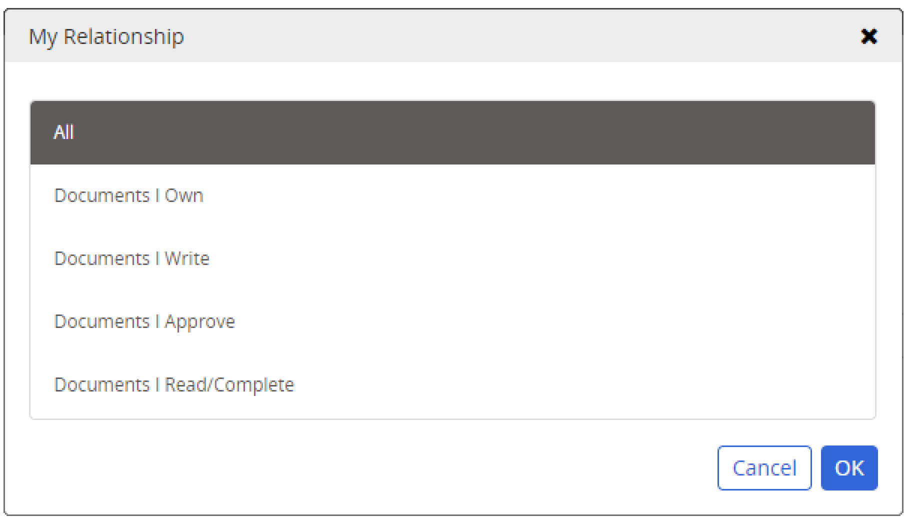
      - Click a different site.
      - Click **All Sites** to search all sites you have access to.
      - Select **Allow multiple selections**, and then select two or more sites.

> **Note:** Because you must have at least one site selected when **Allow multiple selections** is active, your primary site may be selected by default. You must select another site before your can clear the primary site selection.



b. Click **OK**.

3. The **My Relationship** option lets you narrow the list to only those documents or questionnaires you've been assigned to in some way, such as those you've been assigned to read or complete. Click an option, and then click **OK**.



Note: The following are all possible **My Relationship** options:

- Documents I Read/Complete
- Documents I Own
- Documents I Proxy
- Documents I Write
- Documents I Review
- Documents I Approve

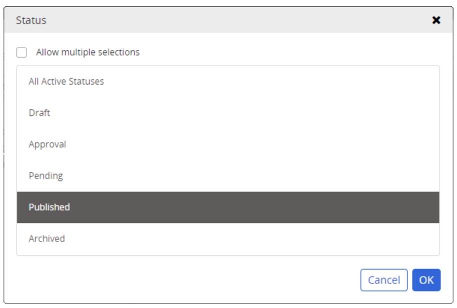
The options available to you depend on what roles you've been assigned. You should at least see the **Documents I Read/Complete** option.

4. (Conditional) If you selected **All** in the previous step, select the status or statuses you believe the document could be in.

Note: The **Status** option is hidden if you select any **My Relationship** option other than **All Documents**.

   a. Click the current status selection, and then do one of the following:

      - Click a different status.
      - Click **All Active Statuses**.
      - Select **Allow multiple selections**, and then select two or more statuses.



Notes:

- The available status options depend on what document roles you've been assigned. For example, you will see the **Approval** option only if you've been assigned the Approver role.
- Because you must have at least one status selected when **Allow multiple selections** is active, **Published** is selected by default. You must select another status before you can clear the **Published** selection.

   b. Click **OK**.

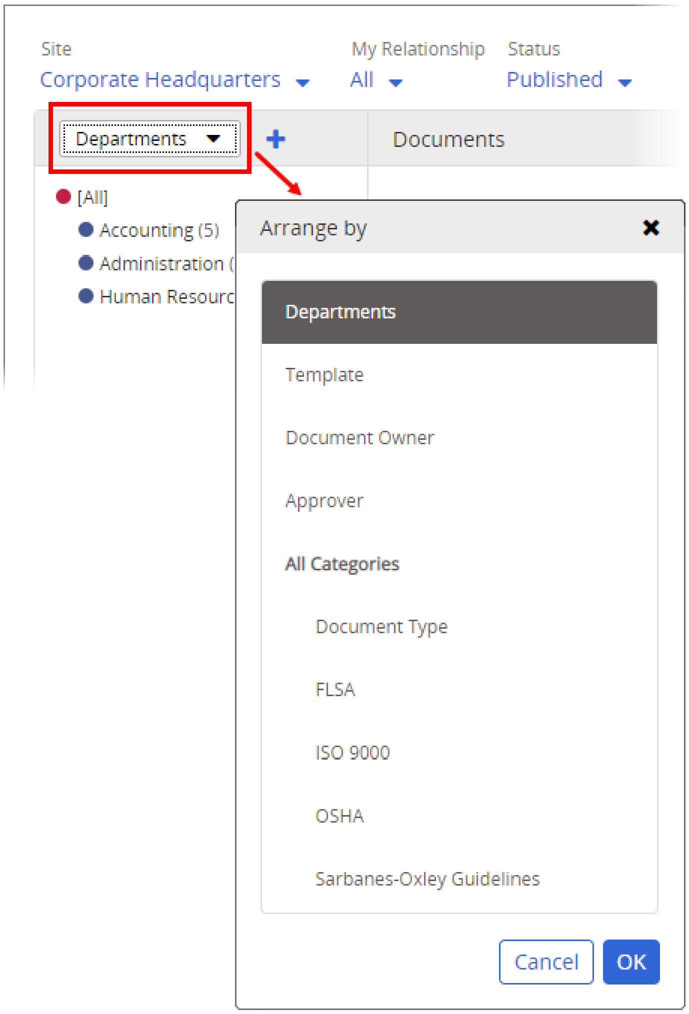
5. You can arrange (filter) the list by any of several criteria, including assigned departments, templates, document owners, and categories.

   In the header of the panel to the left of the **Documents** or **Questionnaires** grid (below the **Site** selection), click the current **Arrange by** selection, click an option, and then click **OK**.

Notes:

- To create a complex arrangement based on multiple criteria, see Custom "Arrange by" Sort.
- When creating a category, an administrator has the option of hiding that category in the **Arrange by** list. If hidden categories exist and you have been assigned any role in addition to the Assignee role, you will

see the **Show Hidden Categories** option below the **Arrange by** list.



6. For additional ways to refine and arrange browsing results, see [Working with the Documents or Questionnaires Grid].

7. To open one of the listed items, click its title. The document or questionnaire opens in a separate browser window.

Note: To open the document or questionnaire and go directly to its **Overview** tab, click the link in the **Status** column.

What you can do with the open document or questionnaire depends on your assigned role. Go to a topic below that corresponds with your role.

Document Owner or Proxy Author:

Creating a Document

Creating a Questionnaire

Working with Documents or Questionnaires in Review and Approval

Doing a Periodic Review and Creating a New Version

Working with My Tasks

Writer:

Writing a Document

Adding Questions and Answers to a Questionnaire

Working with My Tasks

Reviewer or Approver:

Reviewing and Approving a Document or Questionnaire

Working with My Tasks

Assignee:

Reading a Required Document

Completing a Questionnaire

Working with My Tasks

Access Table for Documents and Questionnaires

The table below explains what roles can access a document or questionnaire in each publication process status with the three security levels.

Publishing Status	Description	Roles with Access		
		Security Level: All Users	Security Level: Restricted - High	Security Level: Restricted - Severe
Draft	Contains new documents and questionnaires not yet submitted for review or approvaland those that, after completion of the review or approval process, have been revised or declined by one or more assigned reviewers or approvers.	Administrators and any document owner, proxy author, writer, reviewer, and approver, whether or not assigned to the document or questionnaire	Administrators and only the assigned document owner, proxy authors, writers, reviewers, and approvers	Administrators and only the assigned document owner and proxy authors with active tasks
Collaboration	Contains documents and questionnaires submitted to assigned writers before being reviewed and approved.	Administrators and any document owner, proxy author, writer, reviewer, and approver, whether or not assigned to the document or questionnaire	Administrators and only the assigned document owner, proxy authors, writers, reviewers, and approvers	Administrators and only the assigned document owner, proxy authors, and writers with active tasks

Review	Contains documents and questionnaires submitted for review but not yet reviewed by all assigned reviewers.	Administrators and any document owner, proxy author, writer, reviewer, and approver, whether or not assigned to the document or questionnaire	Administrators and only the assigned document owner, proxy authors, writers, reviewers, and approvers	Administrators and only the assigned document owner, proxy authors, and reviewers with active tasks
Approval	Contains documents and questionnaires accepted by all reviewers or submitted directly to approval but that have not yet been reviewed by all assigned approvers.	Administrators and any document owner, proxy author, writer, reviewer, and approver, whether or not assigned to the document or questionnaire	Administrators and only the assigned document owner, proxy authors, writers, reviewers, and approvers	Administrators and only the assigned document owner, proxy authors, and approvers with active tasks
Pending	Contains approved documents and questionnaires that have not yet reached their designated effective dates—the dates when they will move into the published status.	Administrators and any document owner, proxy author, writer, reviewer, and approver, whether or not assigned to the document or questionnaire, and sometimes assignees*	Administrators and only the assigned document owner, proxy authors, writers, reviewers, approvers, and sometimes assignees*	Administrators and only the assigned document owner, proxy authors, and sometimes assignees* with active tasks
Published	Contains	Administrators and any	Administrators and only the	Administrators and only the

	documents and questionnaires accepted by all assigned reviewers (if any) and approvers and that have been published upon approval or on their designated effective date.	document owner, proxy author, writer, reviewer, approver, or assignee, whether or not assigned to the document or questionnaire	assigned document owner, proxy authors, writers, reviewers, approvers, and assignees	assigned document owner, proxy authors, and assignees with active tasks
Archived	Contains previous versions of documents and questionnaires, documents replaced by new documents, and manually archived documents and questionnaires.	Administrators and any user assigned the Archived Documents role	Administrators and any user assigned both the Archived Documents role and the Document Owner, Proxy Author, Writer, Reviewer, or Approver role	Administrators and any user who is both assigned the Archived Documents role and is assigned as the document owner or a proxy author for the current document or questionnaire

*Assignees can access a document or questionnaire in pending status if the **Require completion before publication** option is currently selected in the Properties Wizard.

Working with the Documents or Questionnaires Grid

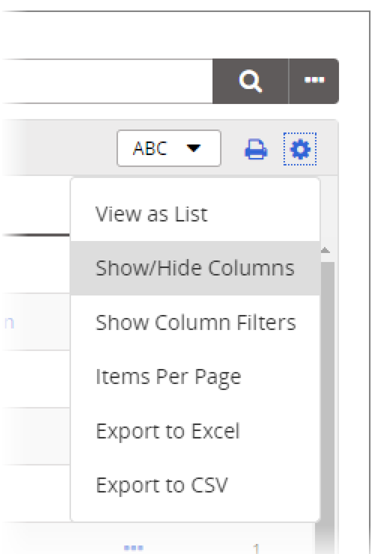
By default, **Search** and **Browse** show documents or questionnaires in a grid (or table) consisting of rows and columns. Use any of the features below to customize the grid to your needs or export it as an Excel spreadsheet.

Customizing the Grid Layout

You can add or remove columns from the grid, rearrange and resize columns, and change which column the grid is sorted by. You can also specify how many items (rows) to show per page.

Adding or Removing Columns

1. In a **Documents** or **Questionnaires** grid, click ⚙, and then click **Show/Hide Columns**.



2. Do any of the following:

- Select or click to clear a check box to show or hide that column.
- Select **Lock Title Column** to keep the **Title** column always visible on the left of the grid as you scroll from left to right.

Note: Lock Title Column locks both the **Title** and **Type** columns (if **Type** is currently displayed) and moves them to the far left of the grid. With **Lock Title Column** active, you can switch which of these columns is displayed first, but you can't move either of them out of the first two column positions.

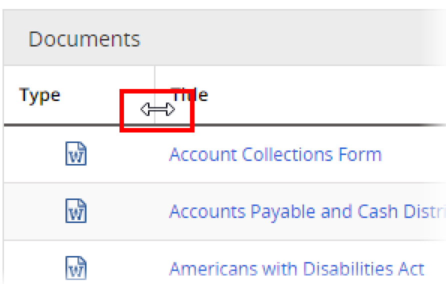
- Click **Reset Column Layout**.

Note: This only resets which columns are displayed. It does not affect the current column positions or sizes.

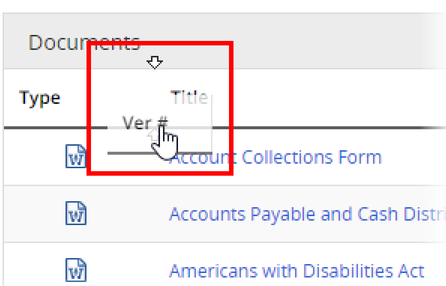
3. Click **Done**.

Arranging Columns and Changing Sort Order

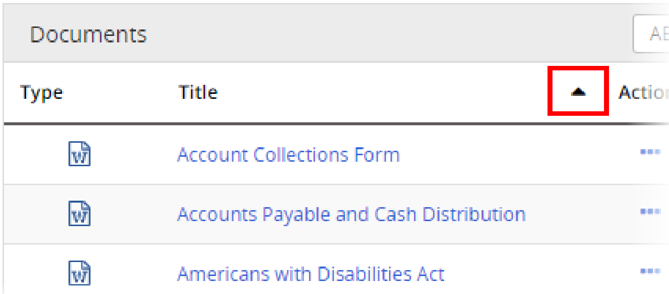
Adjust a column's width: Hover the pointer over the line between two column headers until the pointer changes to a two-headed arrow, and then click and drag the column separator.



Move a column: Click and drag a column header over a column separator to display the placement arrows, and then drop the header.



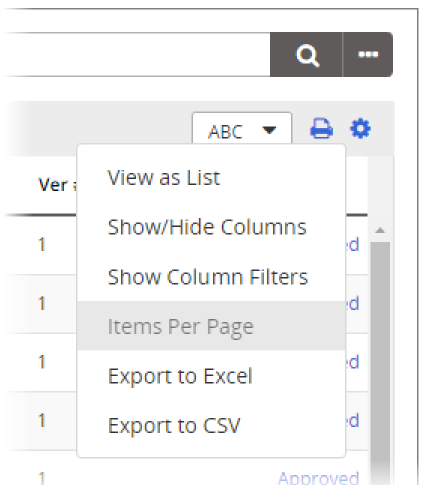
Select a column to sort by: Click a column header to sort the documents or questionnaires by that item. An up or down arrow appears in the current sort column.



Change the sort order: Click the header of the current sort column to reverse the sort order from ascending to descending, or vice versa.

Changing the Number of Items Displayed per Page

1. In a **Documents** or **Questionnaires** grid, click ⚙, and then click **Items Per Page**.

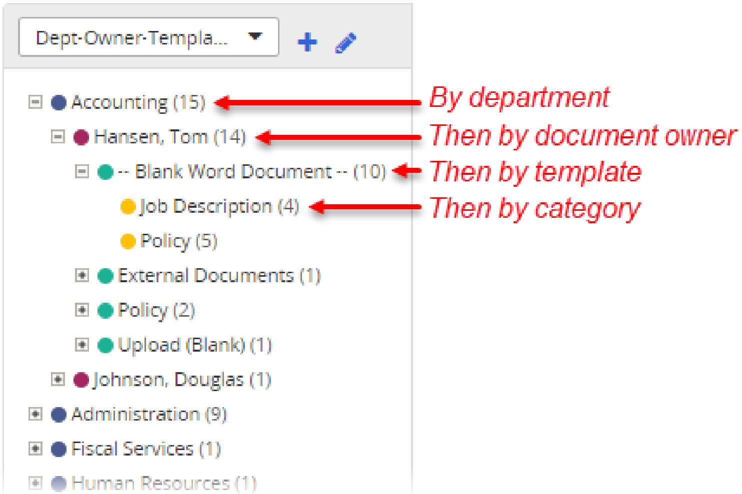


2. Click an option.

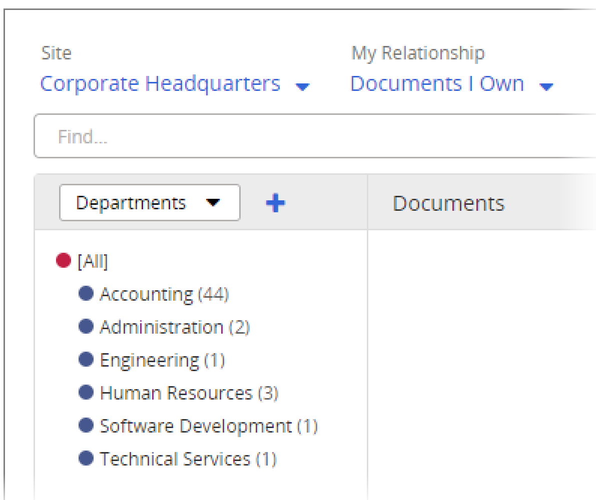
Using Custom "Arrange by"

The **Arrange by** feature lets you arrange documents or questionnaires based on a single property, such as the assigned department, template, document owner, or category.

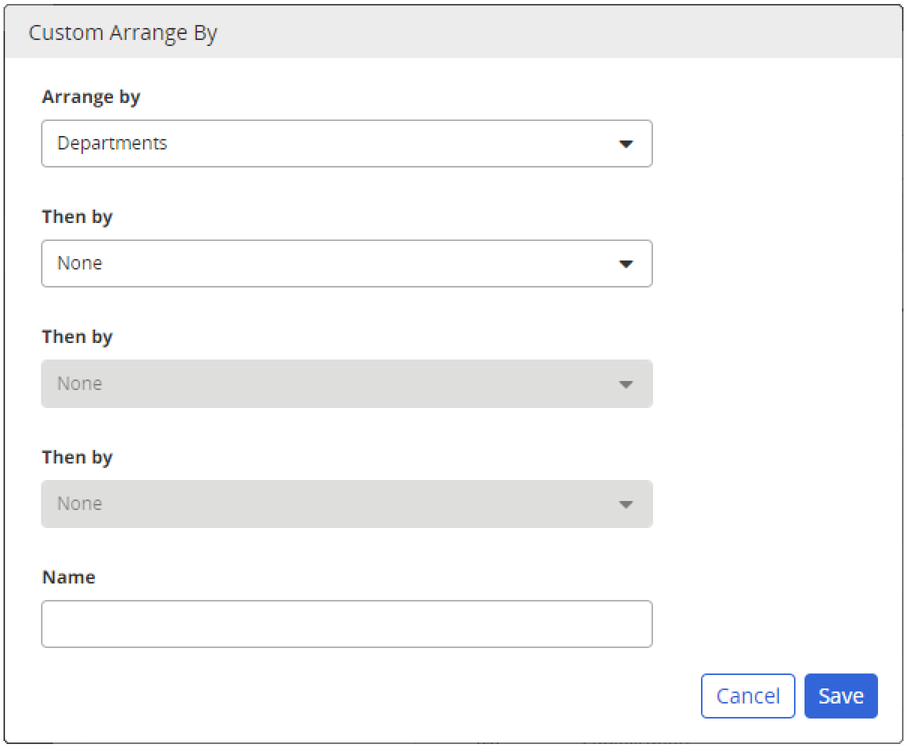
Use **Custom Arrange By** to arrange a list of documents or questionnaires by up to four levels of properties, as shown in the example below.



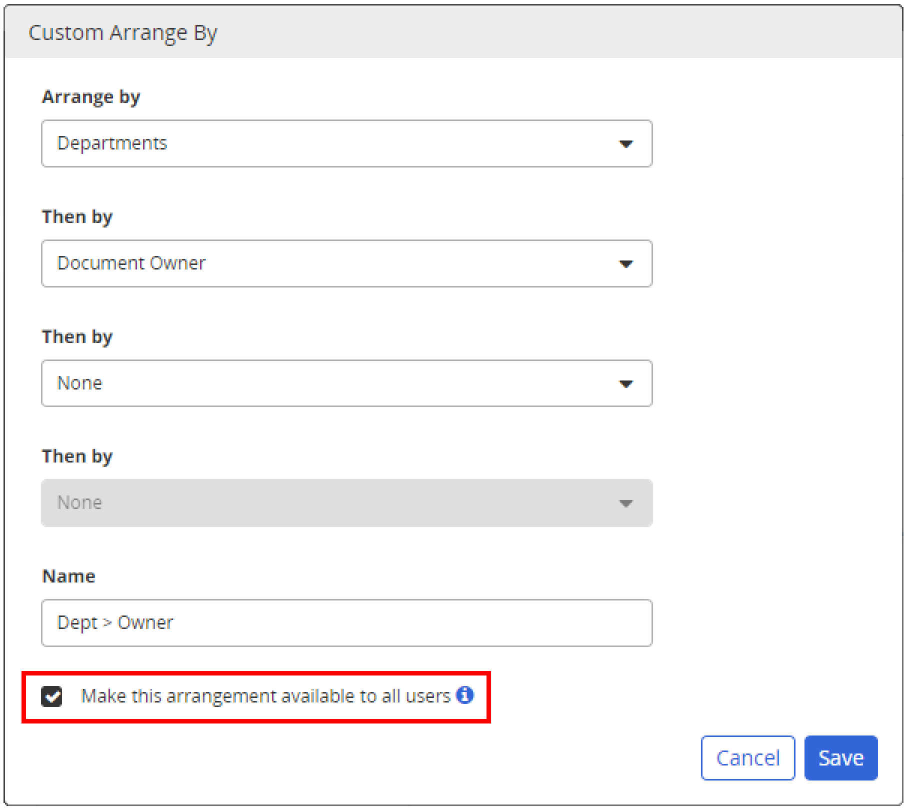
1. Click **Documents**, and then click **Browse**.
2. Next to the current **Arrange by** selection, click **+**.



3. For **Arrange by**, select a property.

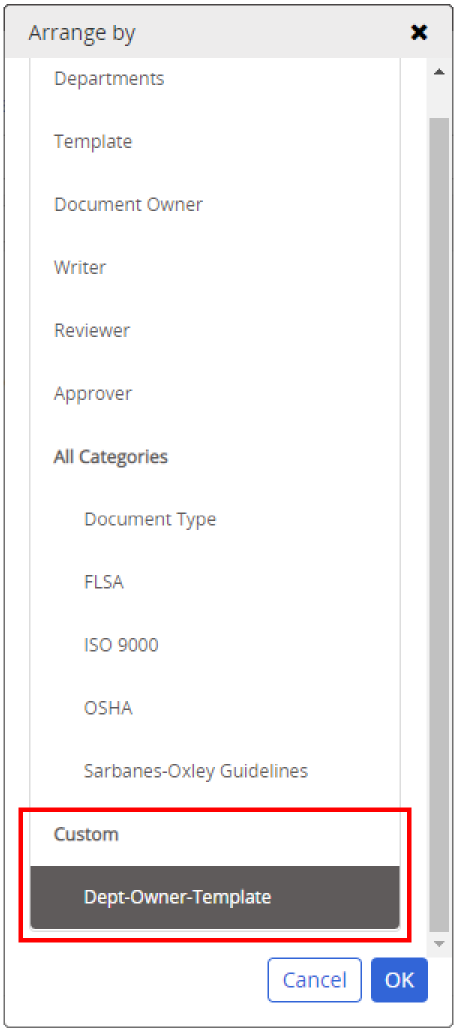


4. (Optional) Select one or more **Then by** options.
5. Type a name, and then click **Save**.
6. (Conditional) If you've been assigned the administrator role for all sites (global permissions), you can share your custom arrangement by selecting **Make this arrangement available to all users**. It will then appear as an option in the **Arrange By** list for all users on all sites. The custom arrangement will also be available in other tools, such as the document/questionnaire selector for reports and in **Bulk Edit**, as well as in the **Default Browse Arrangement** setting for sites and in **My Profile**.



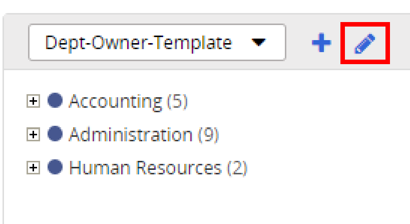
7. Click **Save**.

   The custom arrangement is immediately applied and is added to the **Arrange by** list under the **Custom** heading for future use.



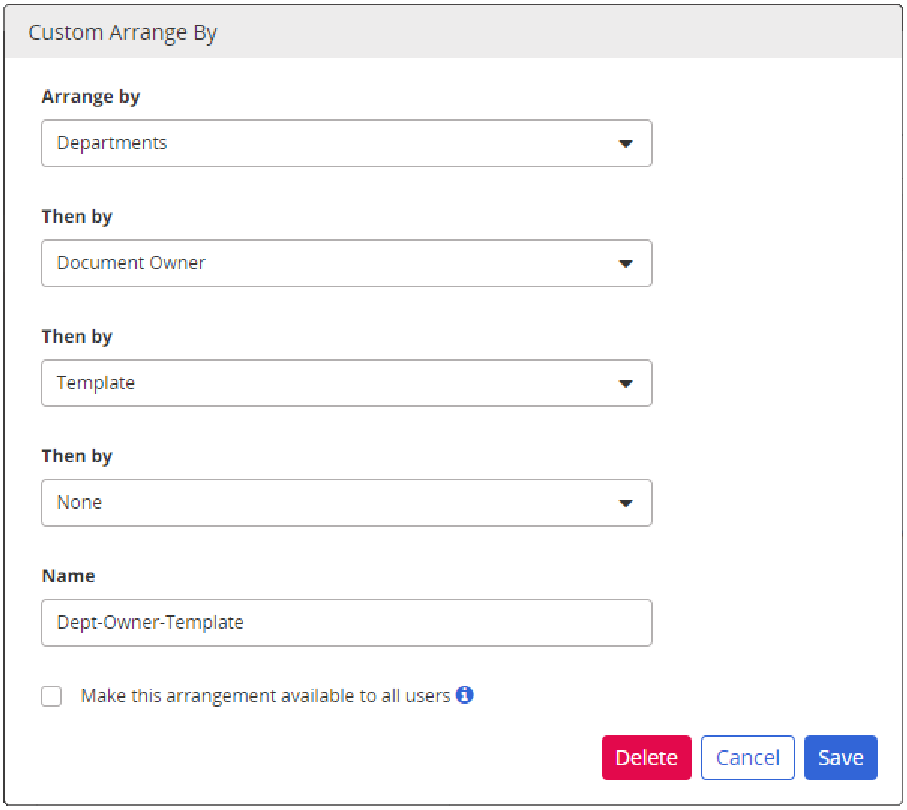
Editing or Deleting a Custom Sort

1. Click **Documents** or **Questionnaires**, and then click **Browse**.
2. For **Arrange by** list, select the custom sort you want to edit or delete.
3. To the right of the **Arrange by** selection, click .



4. Do one of the following:

- Make changes to the custom sort, and then click **Save**.
- Click **Delete**.



Applying Filters to a Document or Questionnaire Grid

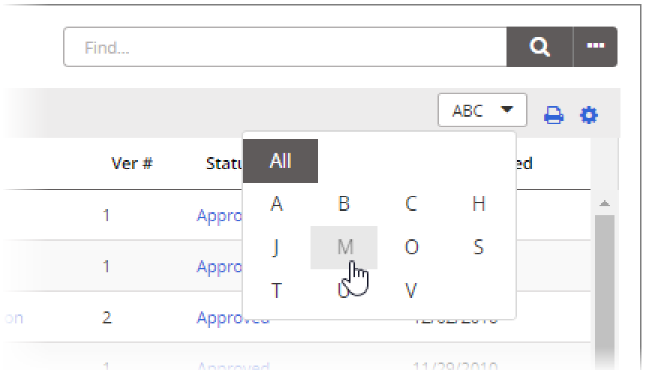
To narrow which documents or questionnaires are listed in a grid, you can apply an alphanumeric title filter or a column content filter.

Alphanumeric Title Filter

Use this filter to limit listed documents or questionnaires to those whose titles start with a specific letter, a specific punctuation mark or special character, or with a number.

In a document or questionnaire grid, click ABC, and then click an available letter or character, or click **#** to list documents whose titles start with a number.

Note: A letter or a punctuation or special character is available only if there is at least one document or questionnaire whose title starts with that letter or character. The **#** is available only if there is at least one document or questionnaire whose title starts with a number character (0 through 9).

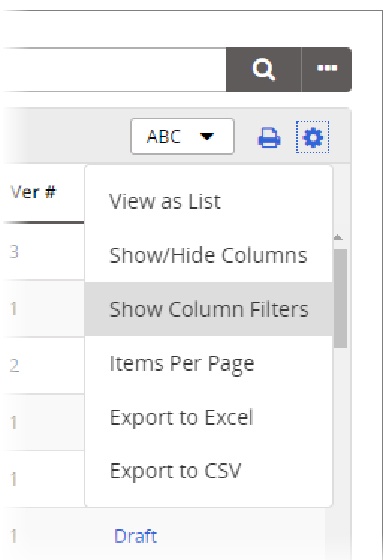


To clear the alphabetic filter, click ABC, and then click **All**.

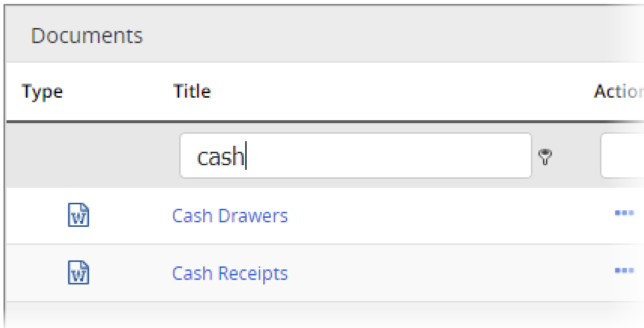
Column Content Filter

You can use a column content filter to narrow the list of documents or questionnaires to only those whose information within a column (title, version, status, etc.) matches the filter criterion for the text you type. Simple filter criteria include the following: **Begins with**, **Contains**, **Doesn't contain**, **Ends with**, **Equals**, **Doesn't equal**. You can apply a simple filter to only one column at a time.

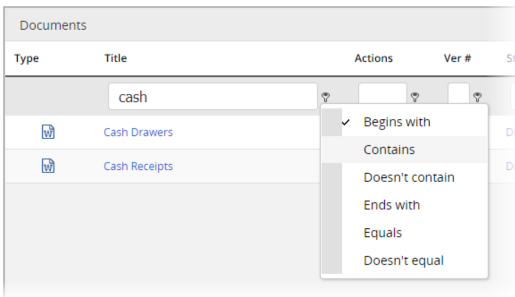
1. In a document or questionnaire grid, click the gear icon, and then click **Show Column Filters**.



2. Click inside a column's filter box, and then type the text to filter by. The list is immediately limited to those documents or questionnaires matching the filter text and criterion.



3. (Optional) To use a filter criterion other than **Begins with** (the default), to the right of the filter box click , and then click an option.

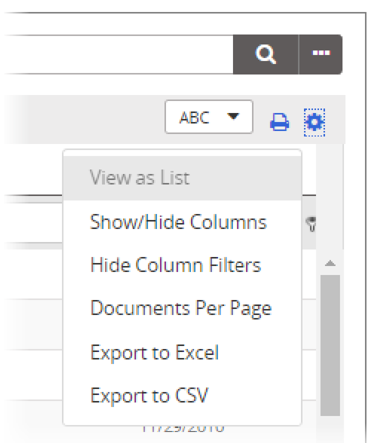


4. (Optional) Repeat steps 2 and 3 in a different column to further filter the list.

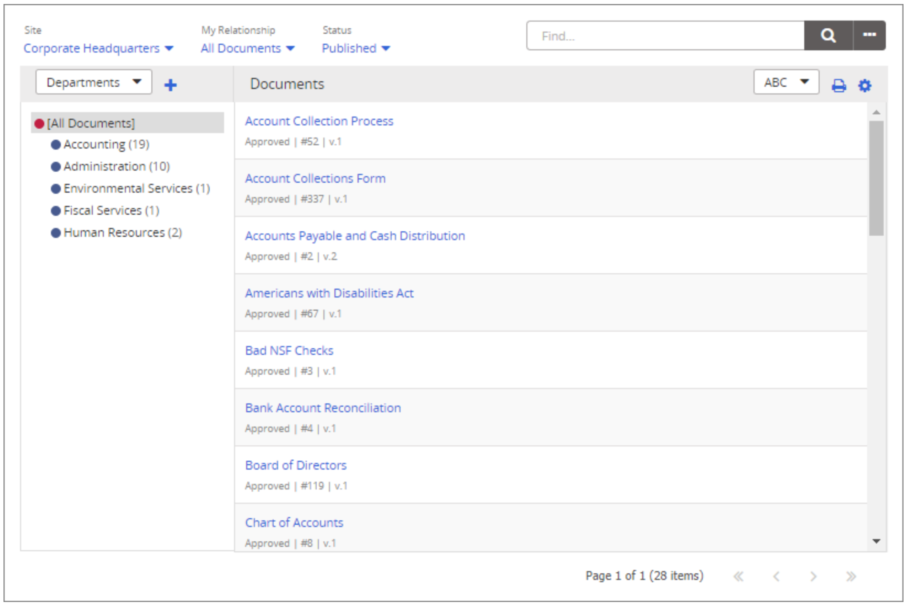
Switching to the List View in the Document or Questionnaire Grid

When using **Search** or **Browse**, you can change how found documents or questionnaires are displayed.

To change from the standard grid view (rows and columns) to a simple list view (just rows), click , and then click **View as List**.

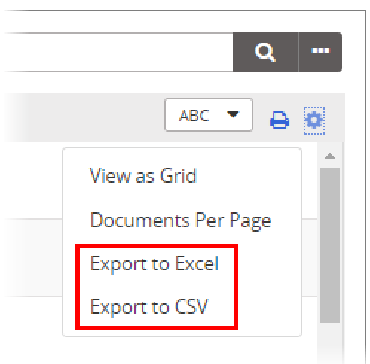


In the list view, each row includes only the document or questionnaire title, status, reference number, and version number.



Exporting a Document or Questionnaire Grid

1. To export the currently displayed document or questionnaire grid, click , and then click **Export to Excel** or **Export to CSV** (comma-separated value file).



2. Follow the prompts to open or save the file.

Printing a Document or Questionnaire Grid

You can print or save to disk a list of the documents or questionnaires displayed in the main **Browse** grid, such as all the published documents from the accounting department.

1. Use **Search** or **Browse** to display a list of the documents or questionnaires you want included in the printed list (see Searching for a Document or Questionnaire or Browsing for a Document or Questionnaire).

Note: Information about all of the listed documents or questionnaires is printed, even if the list spans multiple pages.

2. (Optional) The following details are always included for each document or questionnaire in the printed list:

   - Reference number
   - Title with version number
   - Document owner
   - Site and department
   - Security level
   - Review interval in months

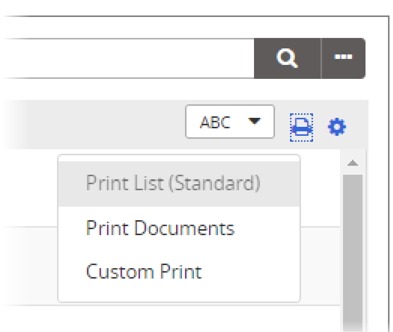
   You can also include any of the following dates:

   - Date created
   - Date submitted
   - Last reviewed date
   - Date approved
   - Publication date

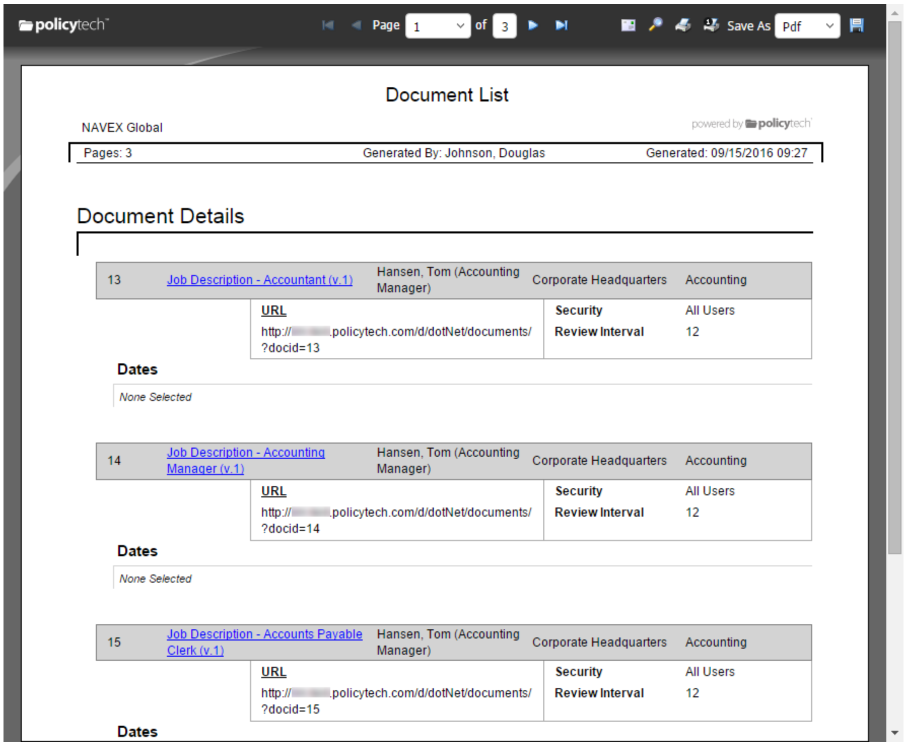
   To add one or more dates to the printed document/questionnaire list, click , click **Show/Hide Columns**, and select one or more of the date columns listed above, and then click **OK**.

Note: These are the only column selections that affect the content of the printed list.

3. Click , and then click **Print List (Standard)**.



The list opens in a separate browser window where you can view, print, and save the list to disk in several different formats.



Adding and Viewing Favorite Documents

You can mark a document to add it to your **Favorites** view.

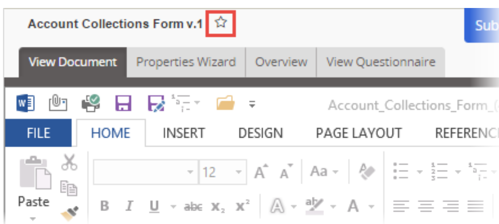
Note: Favorites is not available in **Questionnaires**.

Adding a Favorite

You can add a favorite in an open document or in a document list.

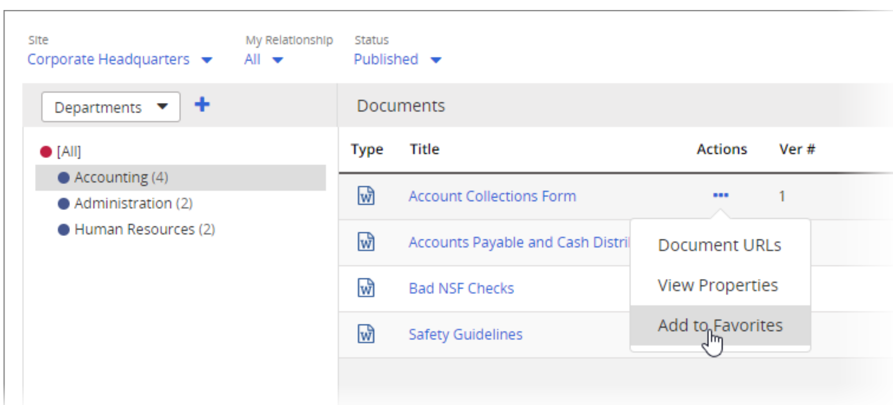
In an Open Document

In the header, click the star after the document title.



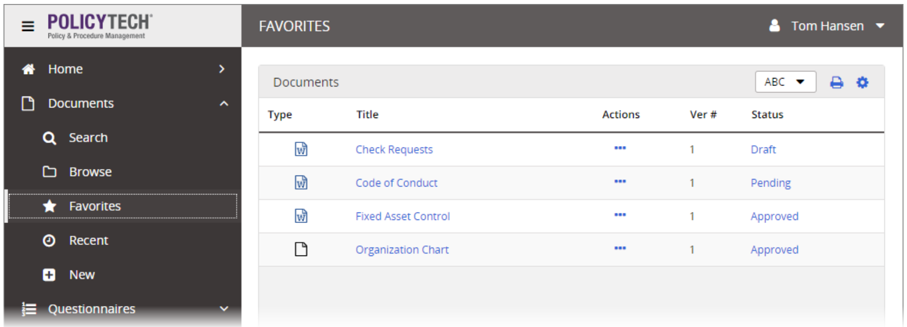
In a Document List

In the **Actions** column of a document in a list, click •••, and then click **Add to Favorites**.



Viewing Your Favorites List

Click **Documents**, and then click **Favorites**.

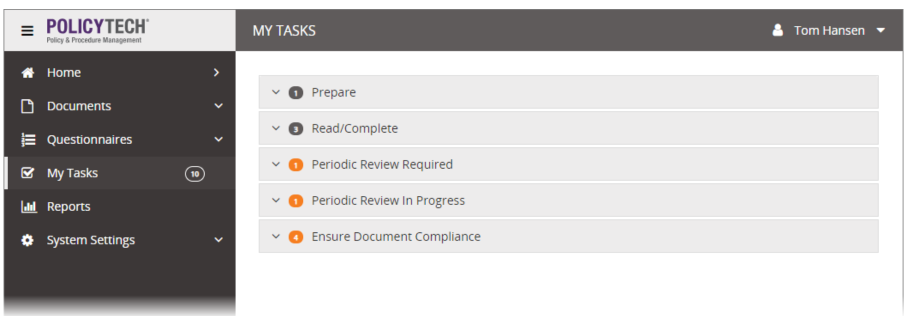

POLICYTECH
Policy & Procedure Management
FAVORITES
Tom Hansen
Home
Documents
Search
Browse
Favorites
Recent
New
Questionnaires
Documents
ABC
Type
Title
Actions
Ver #
Status
Check Requests
1
Draft
Code of Conduct
1
Pending
Fixed Asset Control
1
Approved
Organization Chart
1
Approved

Working with My Tasks

If PolicyTech is set up to use your organization's email system, PolicyTech sends you a notification email each time you receive a new task (see Working with Notification Emails for details). Each task is also added to your **My Tasks** page under the appropriate task type. The types of tasks you can receive depend on the roles and system permissions you've been given.

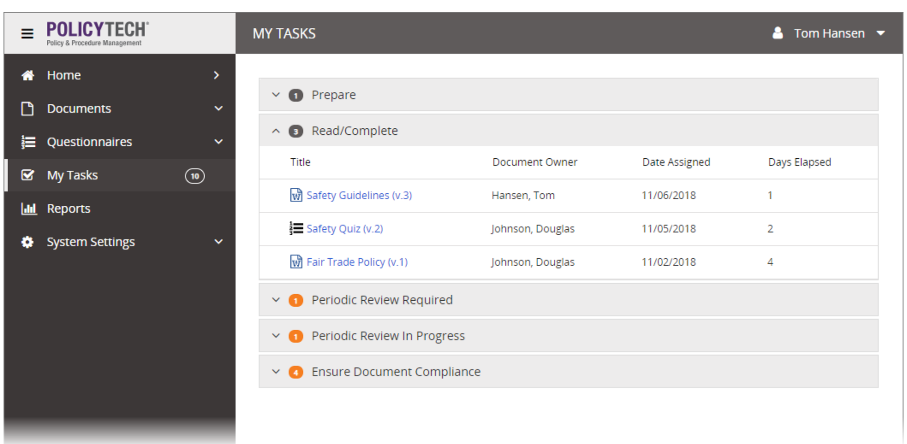
Note: If PolicyTech or your user profile is not set up for you to receive email notifications, you will see an **Inbox** option below **My Tasks**. Click **Inbox** to view and manage your task and other notifications (see Using the Messages Inbox for details).

1. Click **My Tasks**. The image below is an example of what a **My Tasks** page could look like for a user assigned the Document Owner, Reviewer, and Assignee roles.



2. Click a heading to display its task list.

Note: If there is only one task type, its task list is automatically displayed (expanded).



Note: When assigning writers, reviewers, approvers, and assignees to a document or questionnaire, assigning a due date, a warning period, and a date when a task becomes critical is optional. If one or more of these dates have been assigned, you may see one of the following icons:

Icon	Meaning
!	Today's date is within the designated warning period before the due date.
⚠	The due date has passed.
❗	The designated critical date has passed.

3. To open a document or questionnaire, click its title.
4. Perform your task, and then take the appropriate action to indicate that you've completed the task. See the Help topic links in the next section's table for additional instructions.

Task List with Help Topic Links

The table below shows some tasks users with each role or system permission might receive and links to topics that explain how to perform those tasks.

Role or Permission	"My Tasks" Section Heading	Help Topic Link
Assignee	**Read / Complete**	Reading a Required Document Completing a Questionnaire
Writer	**Collaborate**	Collaborating on (Helping to Write) a Document or Questionnaire (for assigned writers)
Reviewer	**Review**	Reviewing a Document or Questionnaire
Approver	**Approve**	Approving a Document or Questionnaire
Document owner	**Prepare**	Submitting a Document or Questionnaire for Review

Role or Permission	"My Tasks" Section Heading	Help Topic Link
Document owner, proxy author	**Periodic Review Required**	Doing a Periodic Review and Creating a New Version
Document owner, proxy author	**Update Links**	Updating Document Links
Administrator	**Reassign Documents**	"Reassigning Document Owners" in the Administrator's Guide

Using the PolicyTech Inbox

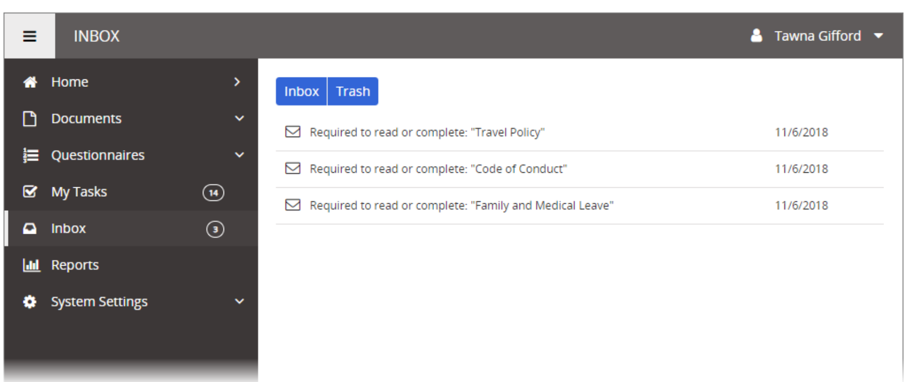
If one or both of the following are true, your task and informational notifications will be posted to the PolicyTech Inbox instead of being sent to you via your organization's email system.

- An administrator has not configured PolicyTech to use your organization's email system.
- Your user definition (set up and managed by the administrator) does not include a valid email address.

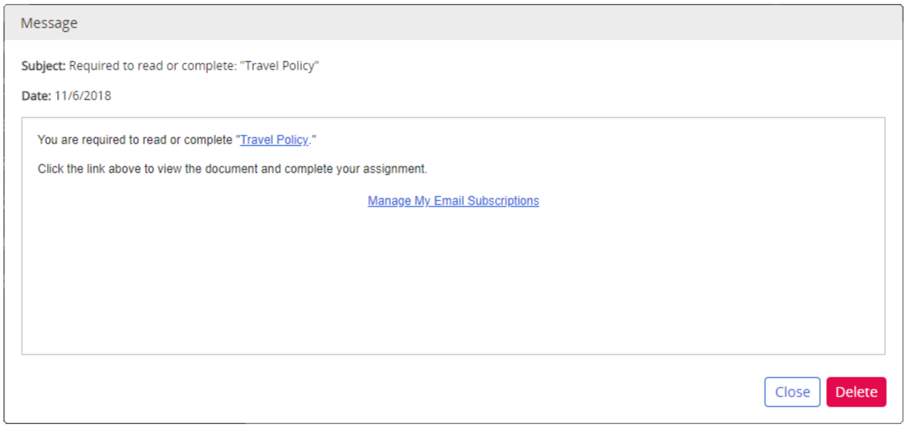
Note: Because an email address is required for any user assigned the Administrator system permission, the Inbox will never be available for an administrator if PolicyTech is configured to use your organization's email system.

1. Click **Inbox**.

Note: If you don't see the **Inbox** option in the left panel, then you are set up to receive notifications via your organization's email system. If you're not receiving notifications, contact your administrator for help.



2. To read a message, click it.



3. If the message is a task notification, to open the document or questionnaire, click its title, and then perform the task (see Task List with Help Topic Links in the "Working with My Tasks" topic).
4. Click **Close** or **Delete**.

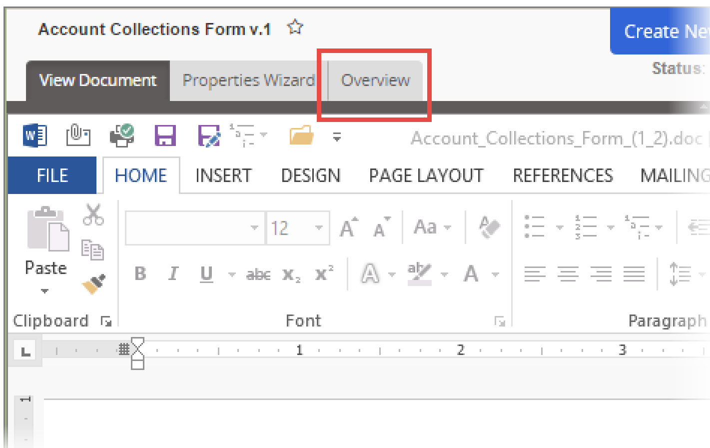
Working with the Overview

The Overview provides quick views of a document's or questionnaire's properties, history, assigned task status, links, and security settings.

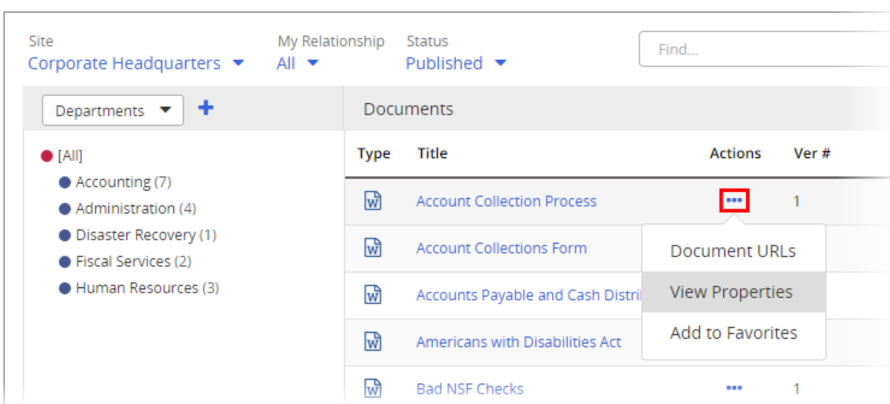
Important: If you don't see the **Overview** tab in a document/questionnaire, then your PolicyTech system is set up to hide the **Overview** for users with only the Assignee (formerly Reader) role assigned.

To access an overview, do any of the follow:

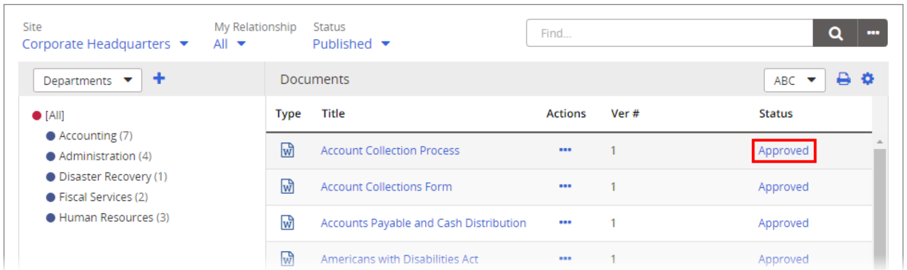
- Open the document or questionnaire, and then click **Overview**.



- In a **Documents** or **Questionnaires** grid after using **Search** or **Browse**, click ••• in an item's **Actions** column, and then click **View Properties**.

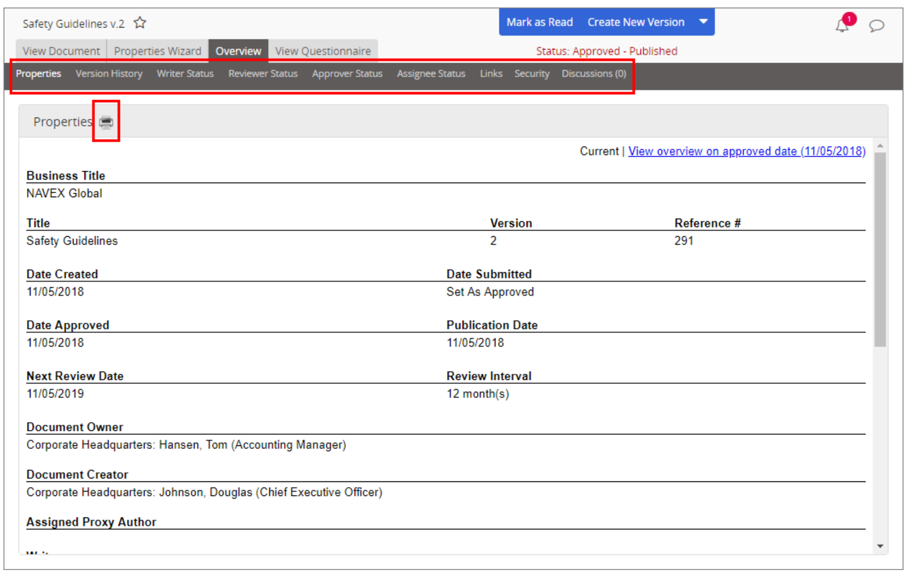


- In a **Documents** or **Questionnaires** grid after using **Search** or **Browse**, click the link in a document's or questionnaire's **Status** column.



The **Overview** opens with the **Properties** page selected. Notice the links to other overview pages (**Version History**, **Approver Status**, etc.) and, if this is a document, the printer icon next to **Properties**. You can print any document's **Properties** page.

Note: If you click the link in the **Status** column of the **Documents** or **Questionnaires** grid, you may be taken to the corresponding status page instead of the **Properties** page.



Each **Overview** page is described in the sections that follow. Click a link below to go directly to a specific section.

Properties

Version History

Writer, Reviewer, and Approver Status

Assignee Status

Links

Security

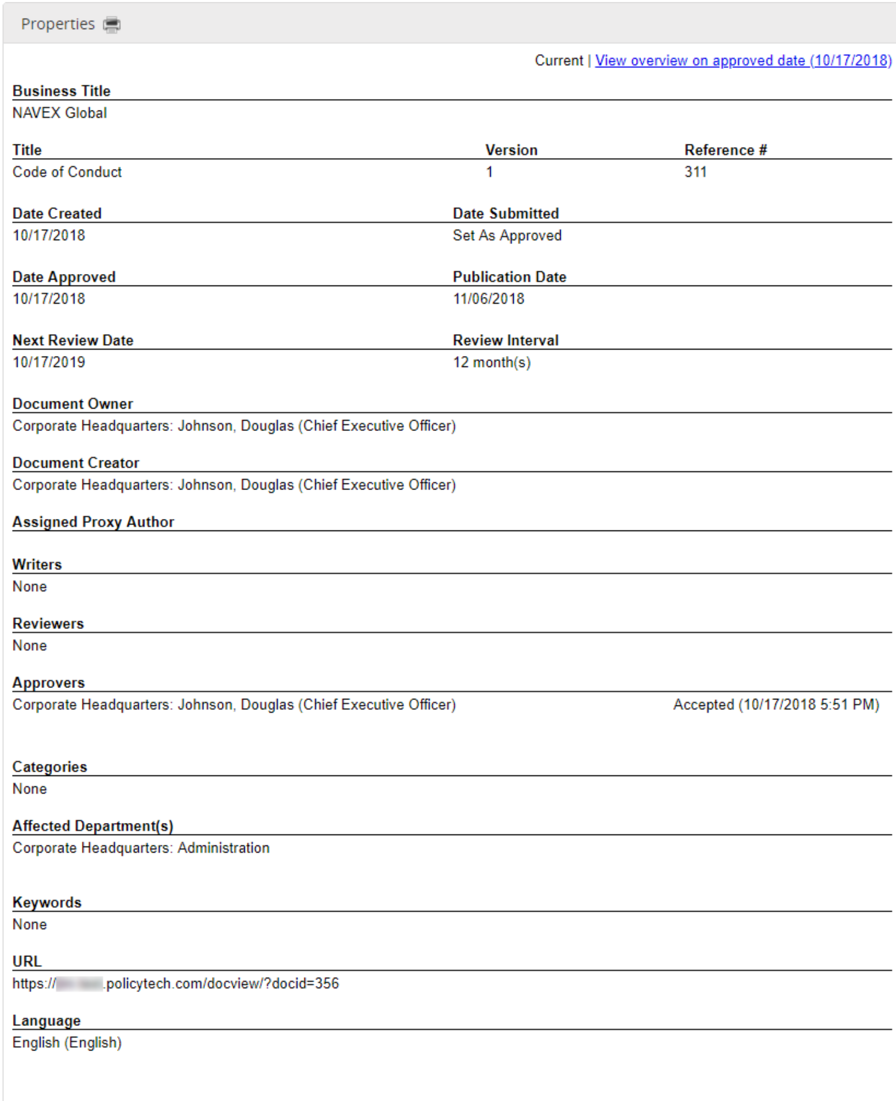
Discussions

About the Properties Page of the Overview

The **Properties** page shows most of the settings from the **Properties Wizard**, the dates of workflow milestones, and the document or questionnaire URL.

> **Note:** You can copy and paste the provided URL in a document's content to link between PolicyTech documents for from an external document to a PolicyTech document. In the rare case where you have multiple PolicyTech systems and need to link to documents in one PolicyTech system from documents in another PolicyTech system, you can contact Customer Support to have the **Cross-System URL** feature enabled. When enabled, this feature displays a specially formatted URL that a user can copy and paste into a document in another PolicyTech system to link back to the current document.

All of the **Properties** page information is for the document or questionnaire in its current state. You can also view the properties on the date when the item was approved. In the example below, the user would click **View overview on approved date (08/08/2016)**. There may be differences between the two **Properties** pages, because administrators and the document owner can change properties within the approved item. An administrator can also change PolicyTech preferences that may affect properties.



Properties

Current | View overview on approved date (10/17/2018)

Business Title
NAVEX Global

Title	**Version**	**Reference #**
Code of Conduct	1	311

Date Created	**Date Submitted**
10/17/2018	Set As Approved

Date Approved	**Publication Date**
10/17/2018	11/06/2018

Next Review Date	**Review Interval**
10/17/2019	12 month(s)

Document Owner
Corporate Headquarters: Johnson, Douglas (Chief Executive Officer)

Document Creator
Corporate Headquarters: Johnson, Douglas (Chief Executive Officer)

Assigned Proxy Author

Writers
None

Reviewers
None

Approvers
Corporate Headquarters: Johnson, Douglas (Chief Executive Officer) Accepted (10/17/2018 5:51 PM)

Categories
None

Affected Department(s)
Corporate Headquarters: Administration

Keywords
None

URL
https://[redacted].policytech.com/docview/?docid=356

Language
English (English)

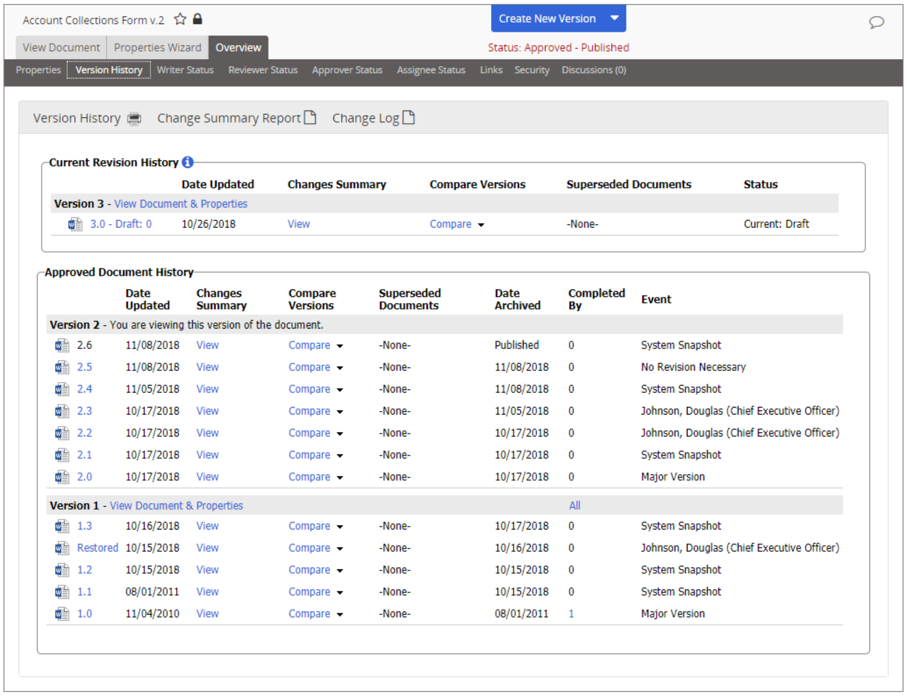
About the Version History Page of the Overview

The **Version History** page can contain two areas: the **Current Revision History** and the **Approved Document History**. You will see the **Current Revision History** if a version of the document or questionnaire is being created or revised and is in the Draft, Collaboration, Review, or Approval status. The **Approved Revision History** appears if one or more versions of the item have been approved.

Notes:

- See Snapshot Triggers for details on when a new snapshot (stored copy) of a Word or Excel document is taken.
- By default, snapshots of the draft versions are deleted when the

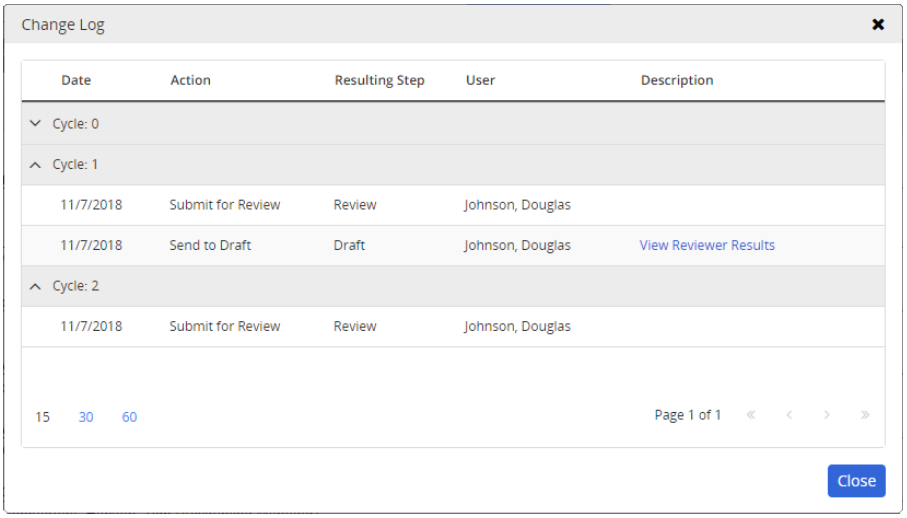
document is approved. There is an add-on module available that enables the keeping of all draft snapshots after approval. Talk to your administrator if you feel you need this functionality.



In the **Version History** page, you can do any of the following:

- Click **Change Summary Report** to go to the Change Summary with Version History and Documents Replaced report. (For help with setting up and generating the report, see the "Report: Change Summary with Version History and Documents Replaced" section in the Reports Supplement.
- Click **Change Log** to view details of the item's workflow, including each writing (collaboration), review, and approval cycle.

Note: The **Change Log** option is available only if the item has been through multiple writing (collaboration), review, or approval cycles.



In the **Description** column click **View Writer Results**, **View Reviewer Results**, or **View Approver Results** to see the actions taken by each assigned writer, reviewer, or approver, along with comments, if any.

- Click **View Document & Properties** to open the item. What you see will be the same as if you opened the document or questionnaire directly from a **Documents** or **Questionnaires** list for the item's current status (draft, collaboration, review, etc.).
- Click a version number to see an uneditable view of that version.
- Click **View** in the **Changes Summary** column to display the change summaries (if any) entered by the document owner when submitting the item for review or approval. Changes to inserted fields are also displayed.
- Click **Compare**, and then click the version number you want to compare to the currently open version. A PDF version of the item opens with changes marked up.
- Click a number (except 0) in the **Completed By** column to see who has read/completed that version.
- Click **All** in the **Completed By** column to see all users who have read/completed that version, including revisions.

Snapshot Triggers

A snapshot is a stored copy of a document in a specific state. Whenever a Microsoft® Word or Excel® document goes through a significant change (see table below), PolicyTech makes a copy of the document as it exists immediately before that change takes place.

There are two types of snapshots—document (content) and properties. The table below lists all changes that trigger a snapshot, along with the types of snapshots taken. Snapshot types followed by an asterisk (*) are deleted once the document is approved.

Snapshot Trigger	Snapshot Type
The document owner submits a draft document to one of the following statuses: collaboration, review, approval.	Document*
All assigned writers finish writing the document, which sends the document from collaboration back to draft.	Document*
A reviewer or approver revises or declines a document, which sends it back to draft.	Document*
All assigned approvers accept the document, which moves it to pending or published status.	Document and properties
An administrator sets an unapproved document as approved.	Document and properties
An administrator edits an unapproved document in its current state and then takes an action that moves the document to a different state. For example, after editing a document in review, an administrator submits the document for approval or sets the document as approved.	Document and properties
An administrator edits in its current state an approved document's content.	Document
An administrator edits in its current state an approved document's properties.	Properties
A document owner or administrator archives a document.	Properties

* *The snapshot is deleted once the document is approved.*

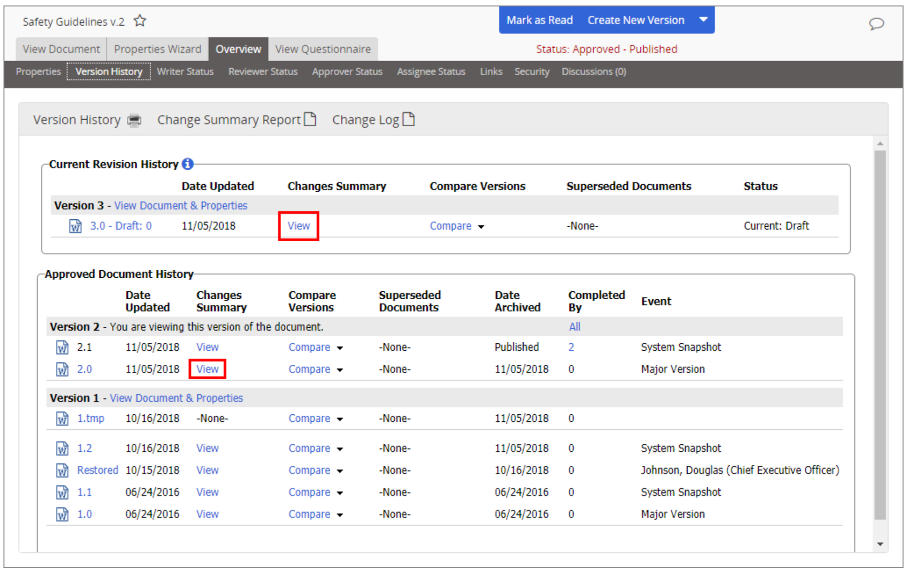
Editing a Change Summary

A change summary is created whenever a draft document or questionnaire is submitted to review or submitted directly to approval (skipping the review status). As an assigned document owner or proxy author, you can make changes to a document's or questionnaire's change summary while that item is in any status except archived.

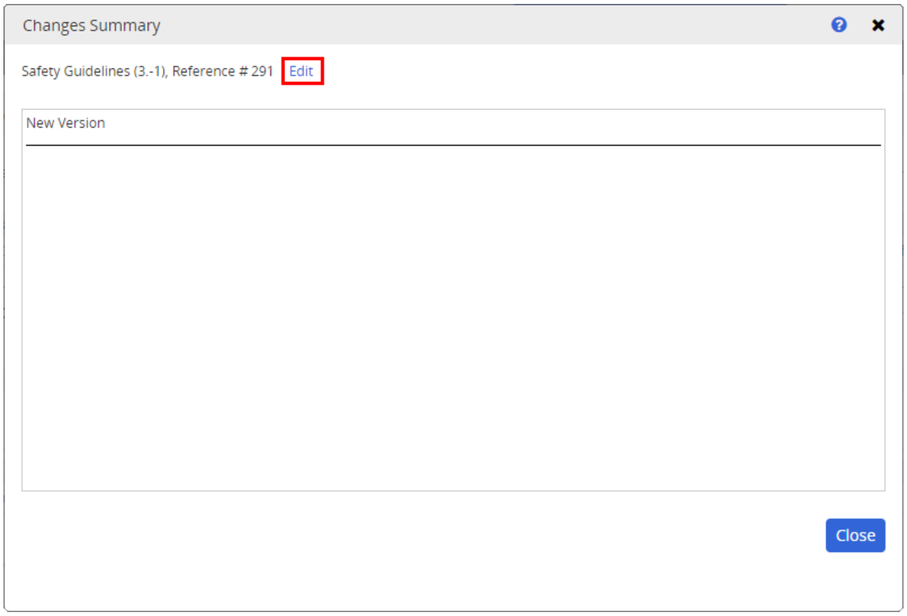
Important: You can only access the editing feature on major versions greater than 1.0 (such as 2.0 or 3.0). It is not available for version 1.0 and when viewing minor version change summaries (1.1, 1.2, 1.3, etc.).

1. Open a document in any status except archived.
2. Click the **Overview** tab, and then click **Version History**.
3. In the **Changes Summary** column, for a major version (with a .0 extension), click **View**.

Note: The version history may list archived versions, whose change summaries cannot be edited.



4. Click **Edit**.



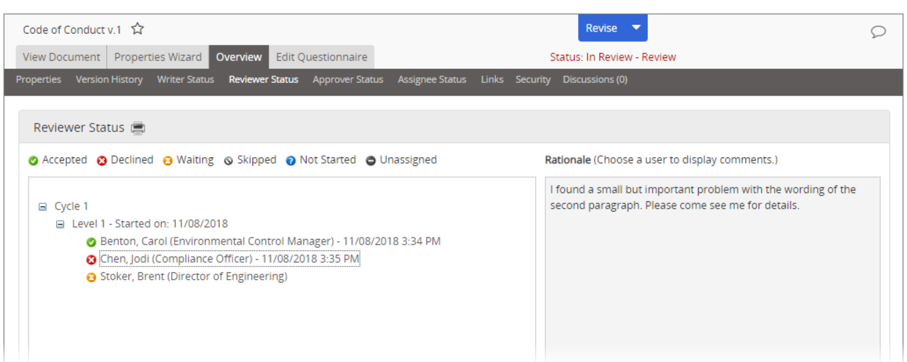
5. Make changes, click **Save**, and then close the document or questionnaire.

Notes:

- To return to the existing change summary without saving changes, click **View** or **Close**.
- You cannot save an empty change summary.

About the Writer, Reviewer, and Approver Status Pages of the Overview

Use these pages to check the status of users assigned to write, review, and approve the document or questionnaire. Each page lists the assigned users with a status icon before each name. If a user finished an action (writing, reviewing, or approving) and typed comments when doing so, you can see them by clicking that user's name.



Icon Descriptions

The user has accepted the document or questionnaire as is (no revisions).

The user has revised or declined the document or questionnaire (applies only to reviewers and approvers).

The user has received notification that the document or questionnaire is ready to be written, reviewed, or approved, but the user has not completed the task.

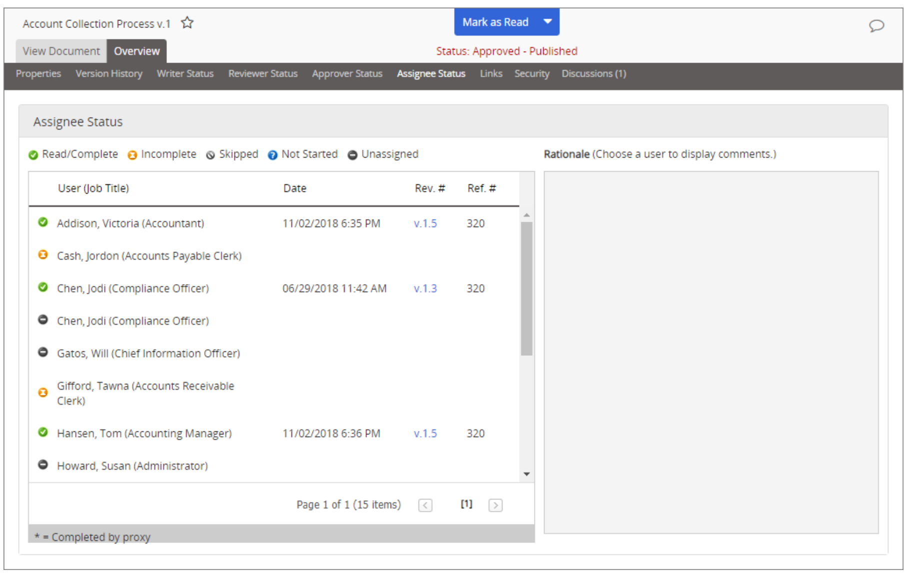
The document owner or an administrator moved the document or questionnaire directly on to another workflow status, such as from Draft to Approval, skipping an assigned workflow step, such as Review. This icon can also mean that the user did not complete the assigned task before a new version or revision was made.

The user has not yet received notification to write, review, or approve the document or questionnaire.

The user was once assigned the task, but has since been unassigned.

About the Assignee Status Page of the Overview

This page shows the status of assignee (reading/completion) tasks.



Icon Descriptions

The user has marked the document as read or completed the questionnaire.

The user has received notification that the document/questionnaire is ready to read/complete, but the user has not completed the task.

The user did not mark the document as read or complete the questionnaire before a new version or revision of the document/questionnaire was made.

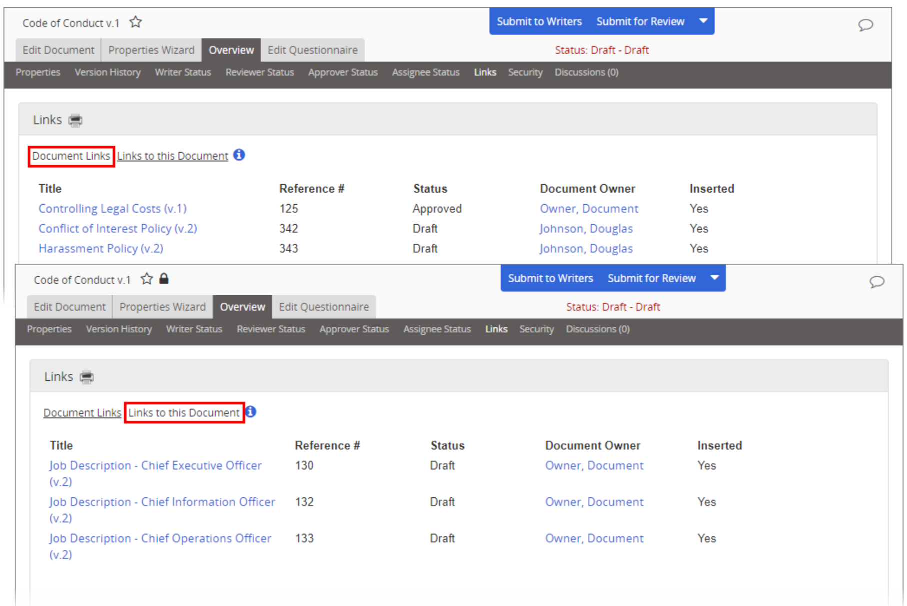
The user has not yet received notification to read/complete the document/questionnaire.

The user was once assigned to read/complete the document/questionnaire, but has since been unassigned.

About the Links Page of the Overview

Note: The **Links** page applies only to documents and is not available in the **Overview** for questionnaires.

The **Links** page shows links both out of and into the current document and shows whether a link has been inserted into the document.

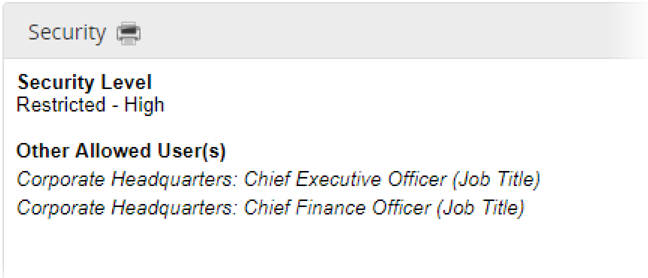


In the **Links** page, do any of the following:

- Click **Document Links** to display documents the current document is linked to.
- Click **Links to this Document** to display other documents that link to the current document.
- Click the title of a listed document to open it.
- Click a document owner's name to display that user's site, department, job title, and email address.

About the Security Page of the Overview

The **Security** page shows the document's or questionnaire's security settings from the **Properties Wizard**, plus any additional users given permission to view the document/questionnaire.



Printing Documents

The options you have for printing documents depends on the roles and system permissions you've been assigned.

All users with at least the Assignee (formerly Reader) role have access to the **Print List (Standard)** option. See Printing a Document Grid.

If you've been assigned the Administrator or Report Manager permission, you'll also have access to the **Print Documents** and **Custom Print** options for printing document contents. See Using Print Documents and Using Custom Print for details.

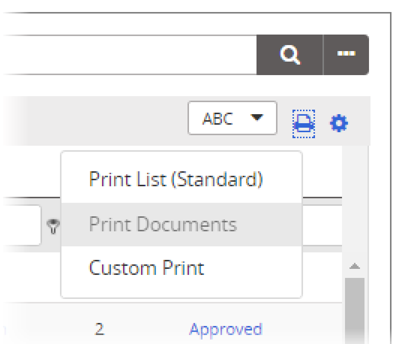
Using Print Documents

Important:

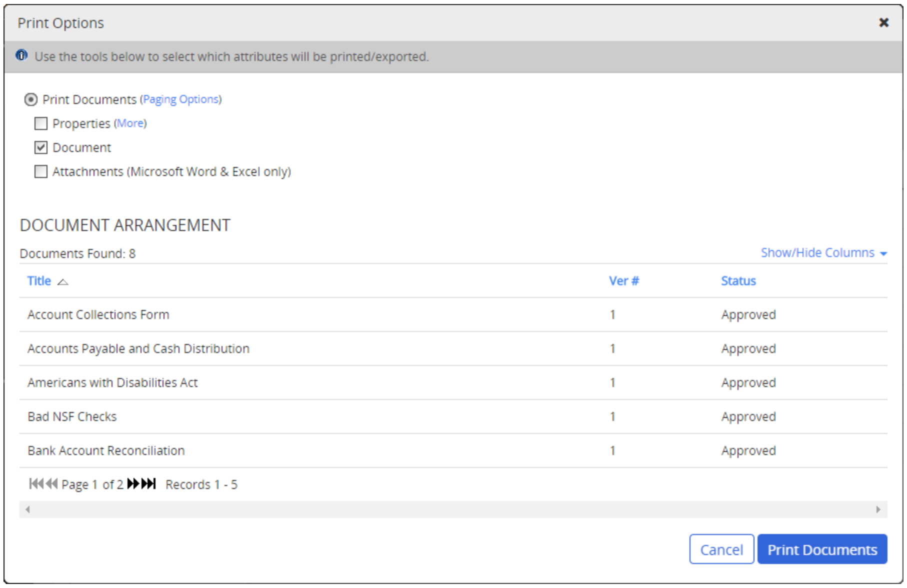
- You will see this print option only if you've been assigned the Administrator or Report Manager permission and if you are in a **Documents** list. Print options are not available for questionnaires.
- This print option applies only to Word and Excel documents.

Note: If you have access to document reports, you can also use the **Print Multiple Documents** report to select and print documents (see "Print Multiple Documents" in the Reports Supplement).

1. Use **Search** or **Browse** find the documents you want to print (see Searching for a Document or Questionnaire or Browsing for a Document or Questionnaire).
2. Click , and then click **Print Documents**.



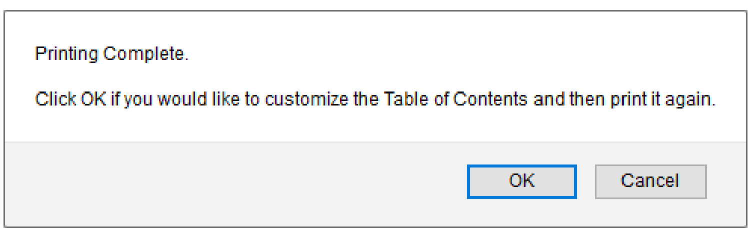
3. Select what you want printed (see Print Documents Options for details).



4. Click **Print Documents**.

Important: PolicyTech opens and prints each selected document one after the other. This may take several minutes if many documents are selected. Do not attempt to work with any open document until the printing process has completely finished.

5. The last thing to be printed is the table of contents page, at which time you'll see the message displayed below.



To use the default table of contents that has already been printed, click **Cancel**, which closes the table of contents.

To edit the default table of contents page, click **OK**, and then make changes as you would with any other Word document within PolicyTech. When finished, print the modified table of contents from within Word.

Using Custom Print

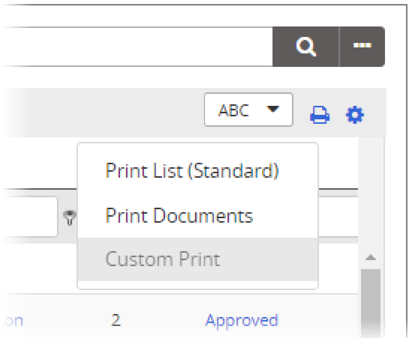
Important:

- You will see this print option only if you've been assigned the Administrator or Report Manager permission and if you are in a **Documents** list. Print options are not available for questionnaires.

- This print option applies only to Word and Excel documents.

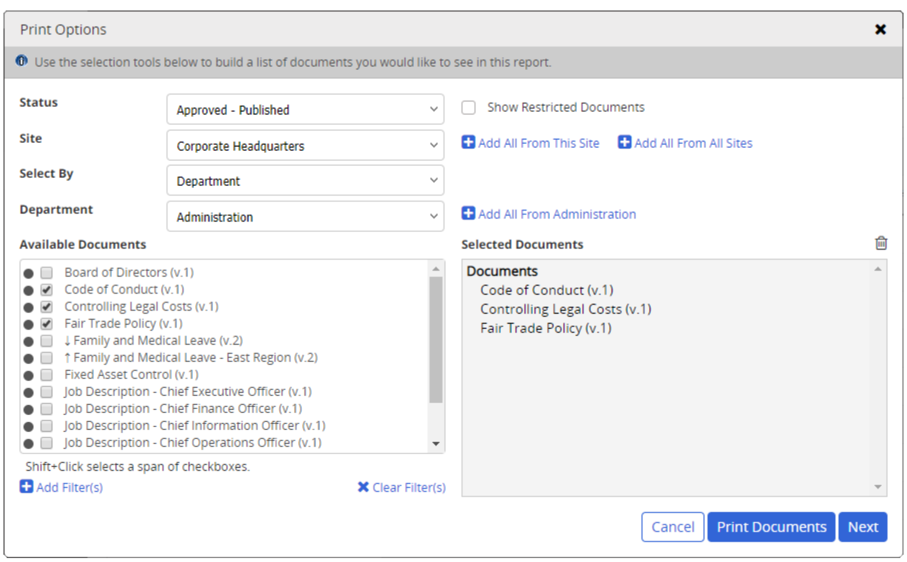
The **Custom Print** feature uses a different method of selecting documents (not the document list) and offers more options for what to print.

1. With a **Search** or **Browse** document grid displayed, click , and then click **Custom Print**.



2. Select the documents you want to print (see the "Selecting Documents" section in the Reports Supplement).

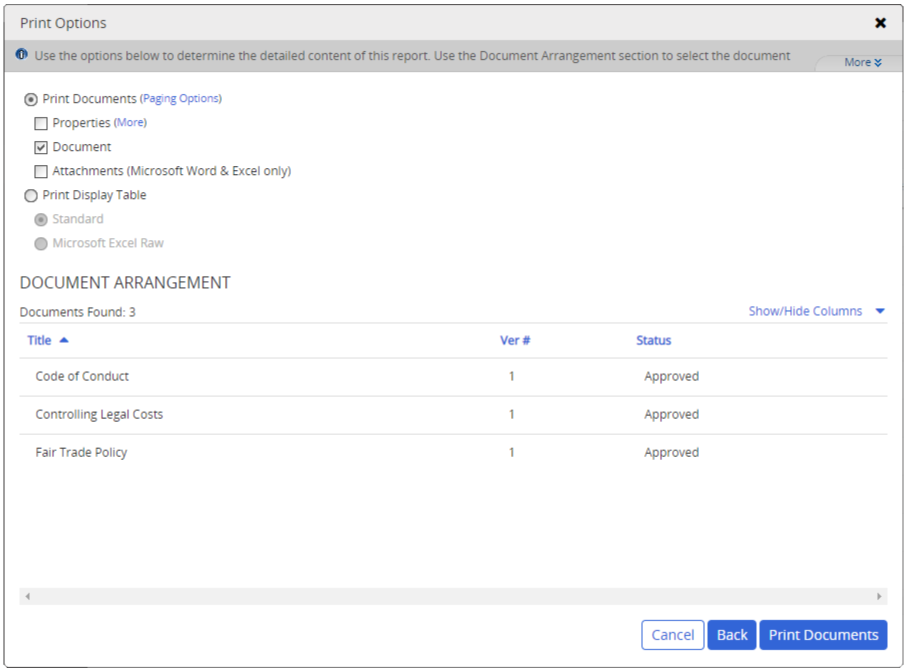
Important: By default, only documents assigned the **All Users** (default) security level are displayed in the **Available Documents** box. To display and have the option to select documents assigned the **Restricted - High** or **Restricted - Severe** security level, click **Show Restricted Documents**. Restricted document titles are displayed in red font.



3. Do one of the following:

   - To start the automated printing of the selected documents, click **Print Documents**.

- To change one or more report settings, click **Next**, and then continue with the next step.



4. Select one of the following outputs for the selected documents:

   - **Print Documents:** Automatically opens and prints all selected documents. To change what is printed by default, see below. If you select this option, skip step 5.

   - **Print Display Table:** A display table is what is currently displayed in the **Document Arrangement** area, which you can modify (see the next step below). After selecting this option, select **Standard** to create a report containing the document list, or select **Microsoft Excel Raw** to export the list to an Excel (.xls) file.

5. The **Document Arrangement** area controls what document information is included in the printed output and the document sort order. Do any of the following:

Important: Making changes in the **Document Arrangement** area directly affects what is printed or exported with the **Print Display Table** options.

- By default, the following information is included about each document listed in the **Document Arrangement** area:

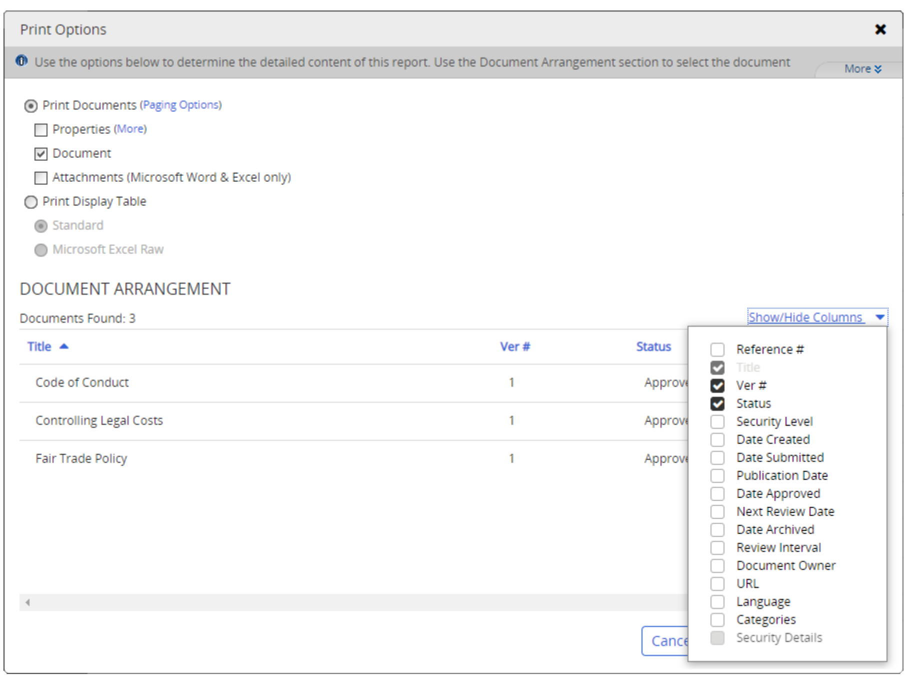
  - Reference number

  - Title

- Version number
- Status
- Date Created
- Date Submitted
- Publication Date
- Date Approved
- Next Review Date

To change which columns of information are displayed in the document list, click **Show/Hide Columns**, and then select what you want added and deselect what you want removed.

Important: Changing what is displayed in the **Document Arrangement** list does not affect output when **Print Documents** is selected, but it does affect the output for **Print Display Table**. With **Print Display Table** and **Standard** selected, deselecting the following columns hides them in the **Document Arrangement** list, but it does not remove them from the standard display table: **Reference #**, **Ver #**,**Review Interval**, **Document Owner**, **URL**, **Categories**; however, all of the date column selections do affect the contents of the standard display table. With **Print Display Table** and **Microsoft Excel Raw** selected, all column changes you make directly affect what is included in the exported display table file.



Note: The **Security Details** option functions differently than the other **Show/Hide Columns** options. First, it is only selectable if **Microsoft Excel Raw** is selected. Second, it causes two columns to be added to the display table: **Allowed Access Type** and **Allowed Access**. These two columns will contain information only for documents that have the **Restricted - High** or **Restricted - Severe** security level assigned, and only if one or more other allowed users are selected (for details on security levels, see Step 7: Security). The **Allowed Access Type** column shows how other allowed users were selected (by department, by job title, or by assignees), and the **Allowed Access** column shows the departments, job titles, and assignees that were selected. Notice in the example below that a separate row is included for each of a document's **Allowed Access** entities that were selected.

Screenshot...

	A	B	C	D	E	F
1	Title	Ver #	Status	Allowed Access Type	Allowed Access	
2	Account Collections Form	1	Draft	Department	Corporate Headquarters: Accounting	
3	Account Collections Form	1	Draft	Multi-Site (Global) Department Group	Customer Satisfaction Group	
4	Account Collections Form	1	Draft	Reader Group	Corporate Headquarters: Managers	
5	Account Collections Form	1	Draft	Reader	Aguiar, Janice (Accounts Payable Clerk)	
6	Accounts Payable and Cash Distribution	1	Draft			
7	Bad NSF Checks	1	Draft			
8	Invoice Billings	1	Draft			
9	Job Description - Accountant	1	Draft			
10	Performance Evaluation - Accounting Manager	1	Draft			
11	Year End Closing	1	Draft			
12						

By default, the document sort order in the report is ascending by title. To change what the documents are sorted by, click a different column header. Click the same column header again to reverse the sort order.

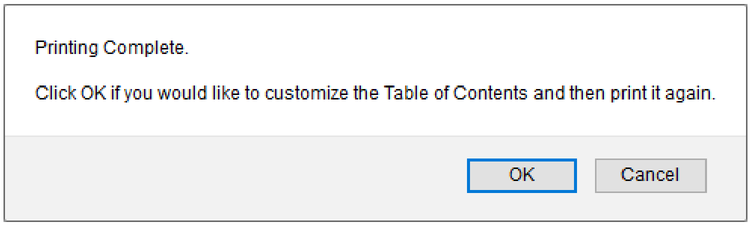
Note: Changes to the document sort column and sort order directly affect both **Print Display Table** outputs.

6. Do one of the following, depending on what output you've selected:

   - **Print Documents:** To start the automated printing of the selected documents, click the **Print Documents** button.

Important: PolicyTech opens and prints each selected document one after the other. This may take several minutes if many documents are selected. Do not attempt to work with any open document until the printing process has completely finished.

The last thing to be printed is the table of contents page, at which time you'll see the message displayed below.

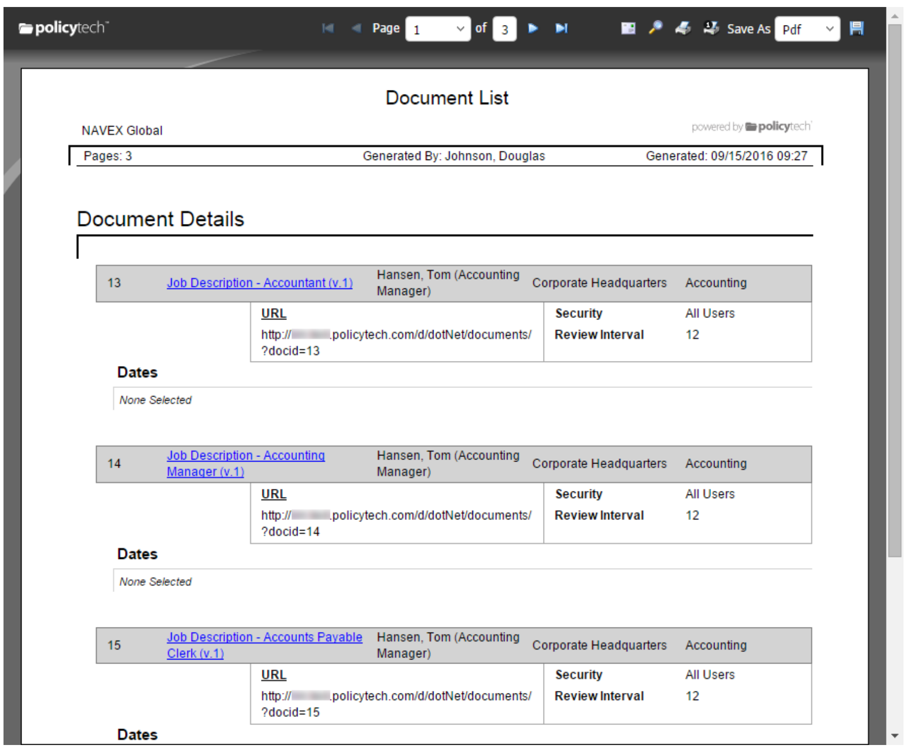


To use the default table of contents that has already been printed, click **Cancel**, which closes the table of contents.

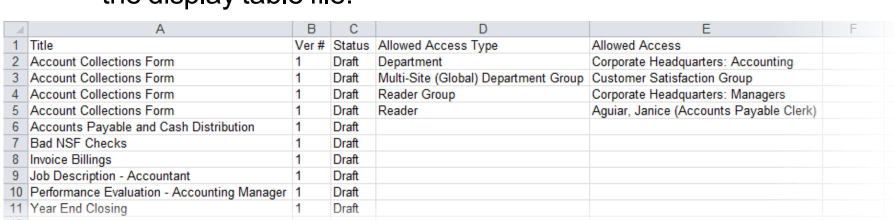
To edit the default table of contents page, click **OK**, and then make changes as you would with any other Word document within PolicyTech. When finished, print the modified table of contents from within Word.

- **Print Display Table:** Click **View Report**.

  If **Standard** is currently selected, the report opens in a separate browser window.



If **Microsoft Excel Raw** is selected, follow the prompts to open or save the display table file.



	A	B	C	D	E	F
1	Title	Ver #	Status	Allowed Access Type	Allowed Access	
2	Account Collections Form	1	Draft	Department	Corporate Headquarters: Accounting	
3	Account Collections Form	1	Draft	Multi-Site (Global) Department Group	Customer Satisfaction Group	
4	Account Collections Form	1	Draft	Reader Group	Corporate Headquarters: Managers	
5	Account Collections Form	1	Draft	Reader	Aguiar, Janice (Accounts Payable Clerk)	
6	Accounts Payable and Cash Distribution	1	Draft			
7	Bad NSF Checks	1	Draft			
8	Invoice Billings	1	Draft			
9	Job Description - Accountant	1	Draft			
10	Performance Evaluation - Accounting Manager	1	Draft			
11	Year End Closing	1	Draft			
12						

Print Documents Options

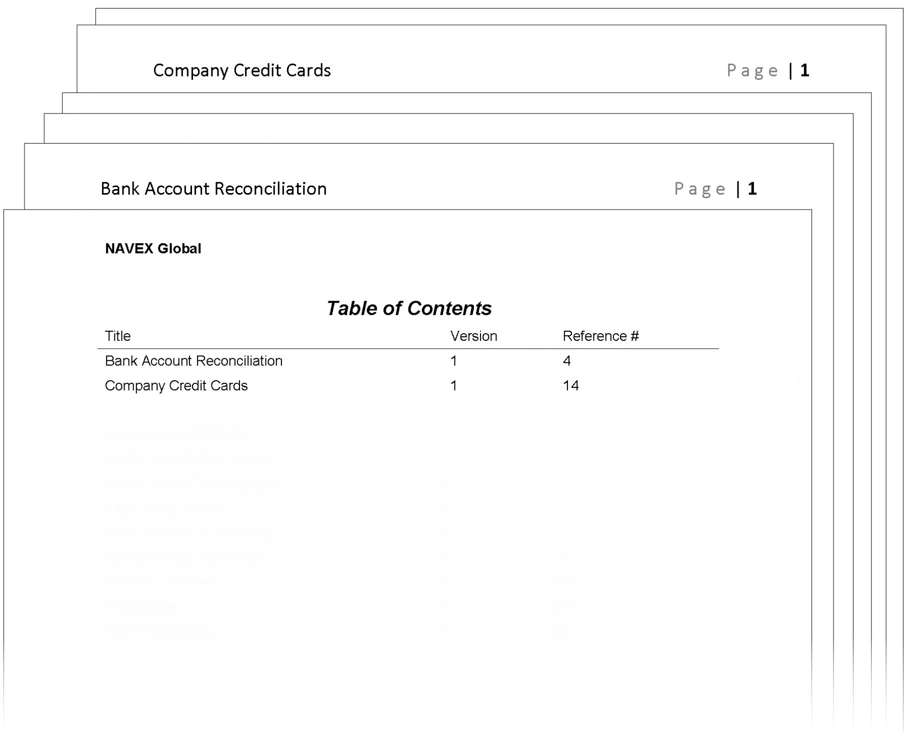
Use the following options to customize what is printed with the selected documents.

Paging Options

When you print multiple documents, PolicyTech adds a table of contents page listing each document printed. The paging options control pagination of the printed material and whether page numbers are displayed in the table of contents.

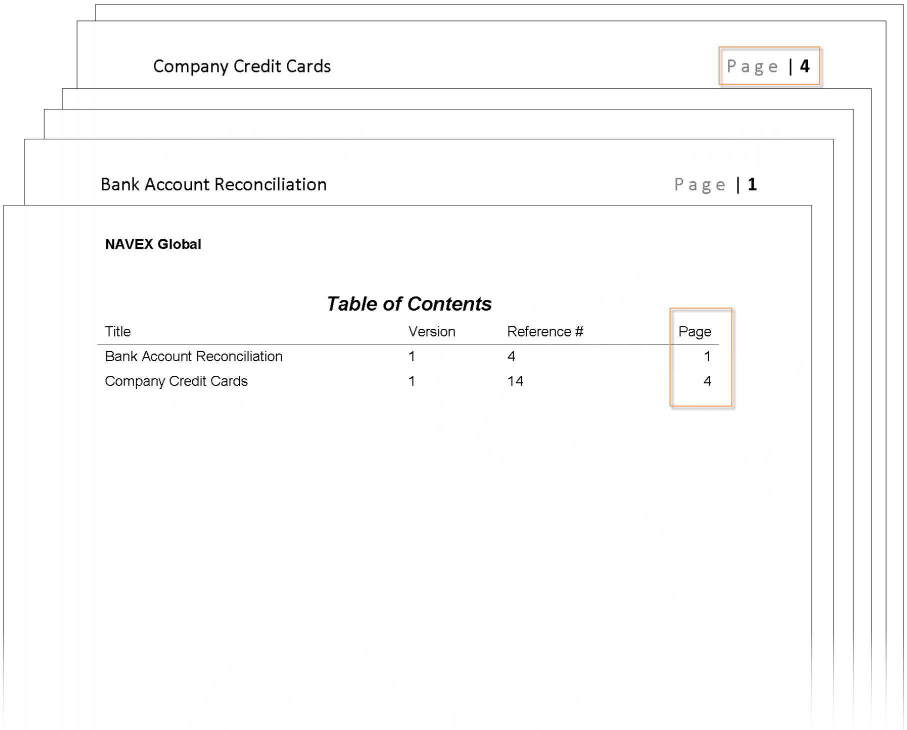
Click **Paging Options** and then click one of the following:

- **Keep Original Paging:** Uses whatever automatic page numbering has been inserted into the documents, restarting pagination for each successive document. Page numbers are not included on the table of contents page, or on properties cover pages, if that option is selected.



- **Continuous Paging:** Starts pagination with the first document in the list and continues with that pagination (does not start over) in each successive document and any attached Word or Excel documents. Page numbers are added to properties cover pages, if included, and for each document listed in the table of contents.

Note: If any of the selected documents contain automatic page numbering with a format similar to "Page 1 of 5," the current page number will be updated to be continuous throughout the print batch, but the "of" number will not. For example, you could see something like "Page 7 of 5."



Properties

Select **Properties** if you want a cover page with properties added for each document.

Business Title

NAVEX Global

Title	Version	Reference #
Bank Account Reconciliation	1	4

Date Created	Date Submitted	Date Approved	Publication Date	Next Review Date	Review Interval
10/21/2010	Not Submitted Yet	Not Approved Yet	Not Approved Yet	No Review Date	12 month(s)

Update Requests

None

Document Owner

Corporate Headquarters: Hansen, Tom (Accounting Manager)

Document Creator

Corporate Headquarters: Hansen, Tom (Accounting Manager)

Assigned Proxy Author

Writers

Corporate Headquarters: Cash, Jordon (Accounts Payable Clerk)	Upcoming Task

Reviewers

Corporate Headquarters: Stoker, Brent (Director of Engineering)	Upcoming Task
Corporate Headquarters: Breen, Darren (Personnel Manager)	Upcoming Task

Approvers

Corporate Headquarters: Gatos, Will (Chief Information Officer)	Upcoming Task

Categories

Document Type

Policies

Affected Department(s)

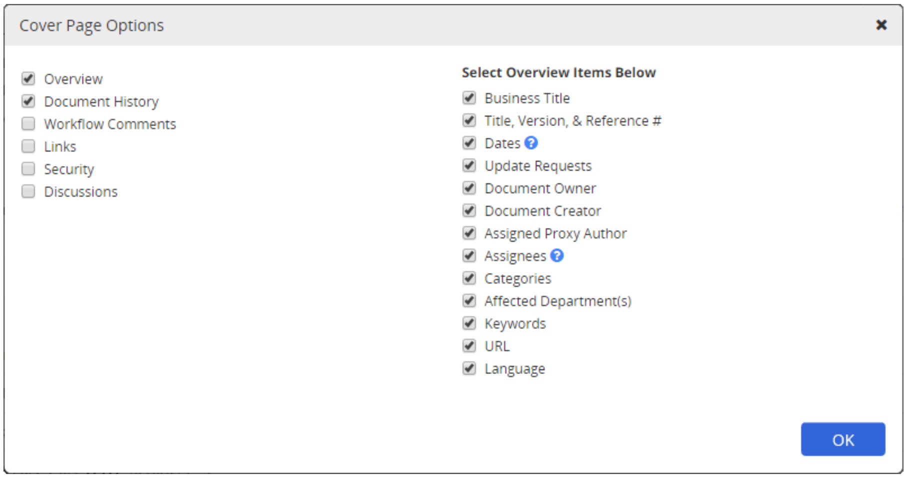
Corporate Headquarters: Accounting

Keywords

None

To change which properties are included on each cover page, click **More**, and then, in the **Select Overview Items Below** area, click to clear the check boxes of the properties you don't want included. Click **OK**.

To include more information than just properties on the cover page, click **More**, select additional items from the menu on the left, and then click **OK**.



Attachments

If one or more of the selected documents has attached Word or Excel files, select **Attachments** to have those documents printed as well.

Important: Only Word and Excel attachments will be printed. Any other attachment file types will be skipped.

Viewing a Document's or Questionnaire's URL

Each document and questionnaire in PolicyTech has a unique URL (web address) that can be used to access that item directly. You can add the URL to a link in a document or enter it on the address line of a browser.

Depending on the current PolicyTech configuration and the item's state, a single document or questionnaire may have multiple URLs associated with it.

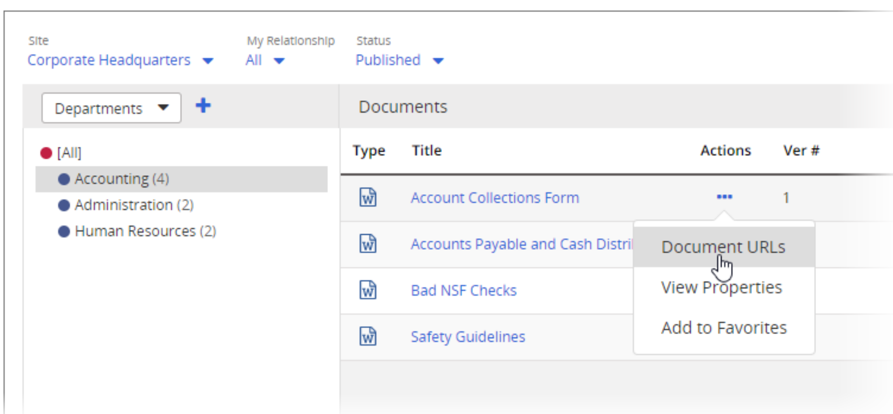
You can view all of a document's URLs in one of two ways:

- Open a document's or questionnaire's **Overview** and go to the URL section (see Working with the Overview for details).
- Access a URL list from a document or questionnaire grid (read on for details on using this method).

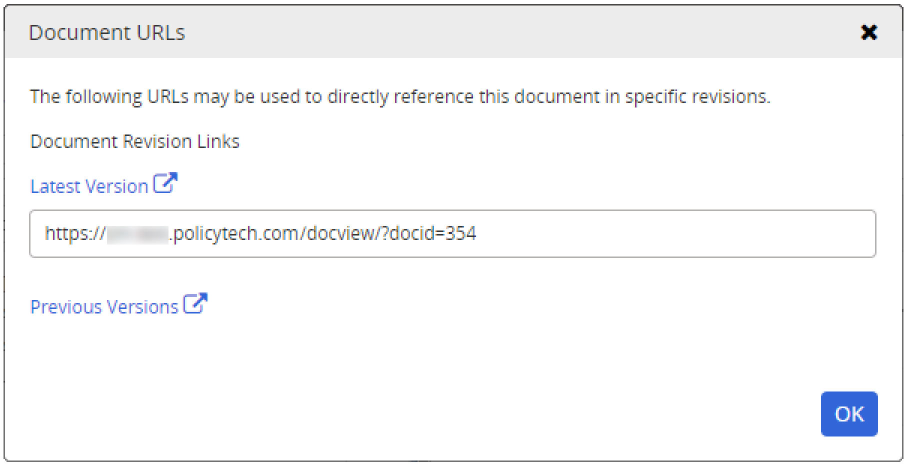
Viewing URLs for the Current Version of a Document

To view all of the URLs associated with the current version of a published document or questionnaire,

1. Use **Search** or **Browse** to find a document or questionnaire in the Pending or Published status (see Searching for a Document or Questionnaire or Browsing for a Document or Questionnaire).
2. In the **Actions** column for the document/questionnaire whose URLs you want to view, click ▪▪▪, and then click **Document URLs**.

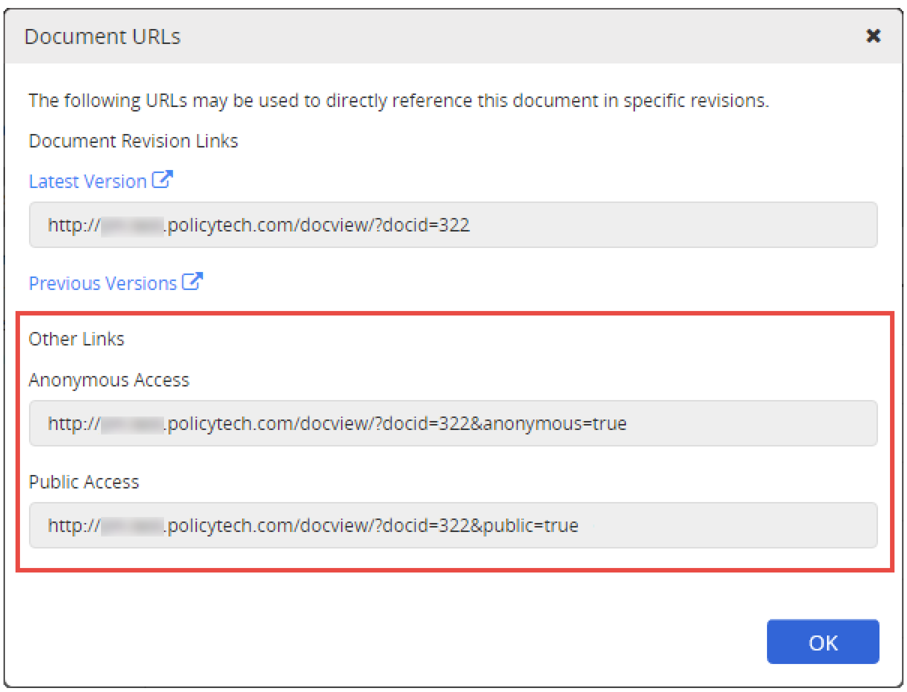


You should see dialog box similar to the one below, which shows the URL for the latest version.



If there are any other URLs associated with this version, they will appear under **Other Links**.

Note: Additional URLs are available only if their corresponding features have been enabled (see URL Types below).



Viewing a URL for a Previous Version

Note: Only those with permission to view archived documents and questionnaires will be able to access previous versions.

1. Perform steps 1 and 2 in the section above and then click **Previous Versions** to display the document's or questionnaire's history.
2. Click the desired version to open it.

   The URL is in the browser's address box.

URL Types

The table below lists the different URL types and details of when these URLs are available for which items.

URL Type	Available When...	Applies To...
Version	...any document or questionnaire version is published	...all versions of all published documents and questionnaires
Anonymous Access	...anonymous access has been enabled for a site (see "Adding a Site" in the Administrator's Guide for more information about anonymous login)	...all published documents on the enabled site
Public Access	...the Public Viewer Module has been enabled (see "Pubic Viewer" in the Administrator's Guide for more information about the public viewer)	...all published documents that have been explicitly granted public access

Reading a Required Document

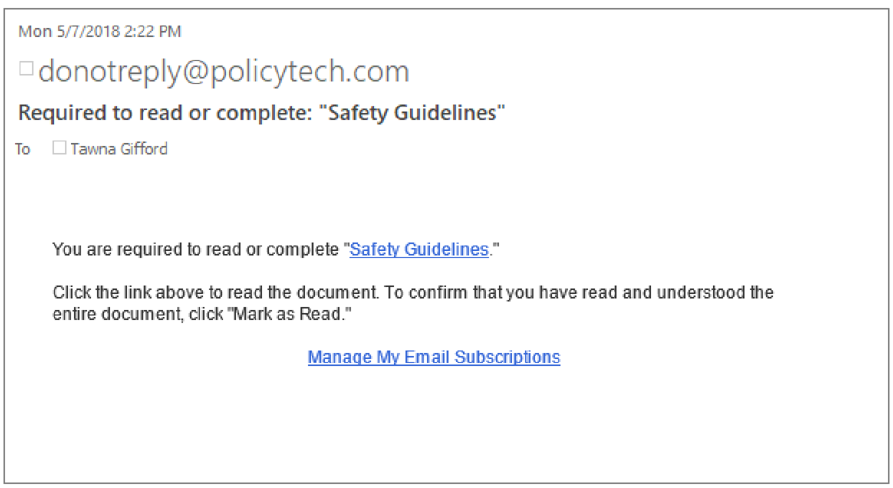
You can read any document that is listed in a **Published** document list.

> **Note:** You may not be required to read all the documents you have access to. While some of the documents in the **Published** list are available because you've been assigned to read them, other documents may be available because the documents' owners set those documents' security level to **All Users**. This means that all users can see these documents whether the users have been assigned to read them or not.

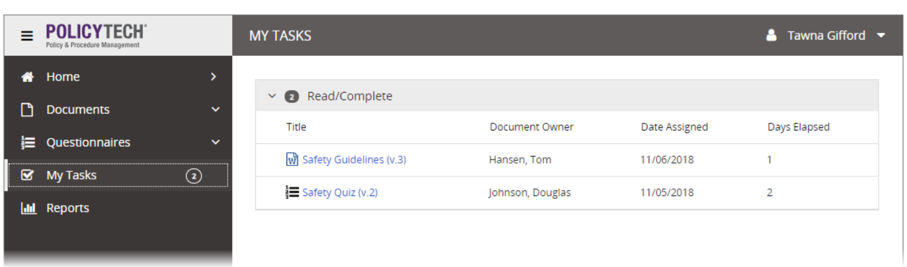
If you are required to read a document, you will receive a task assignment. The task assignment notification will come in the form of an email (if you are set up to receive emails from PolicyTech) and will be added to your **My Tasks** list in PolicyTech.

1. To open a document you are required to read, do one of the following:

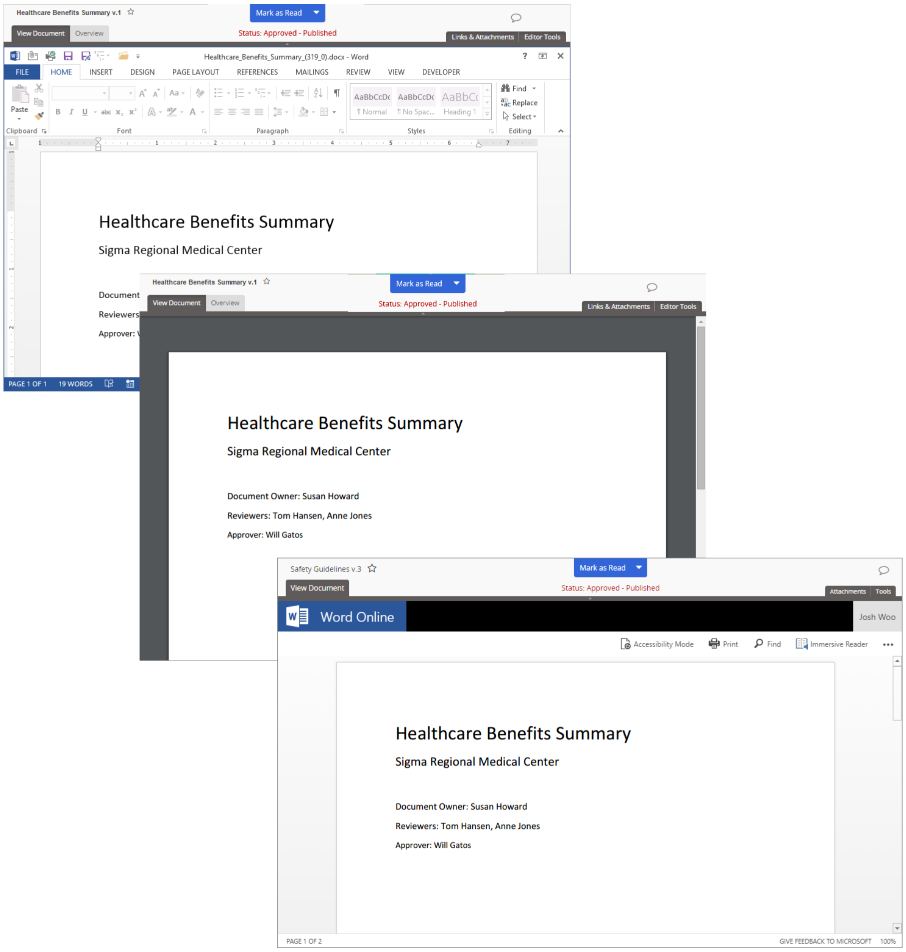
   - Open the task notification email, and then click the document link.



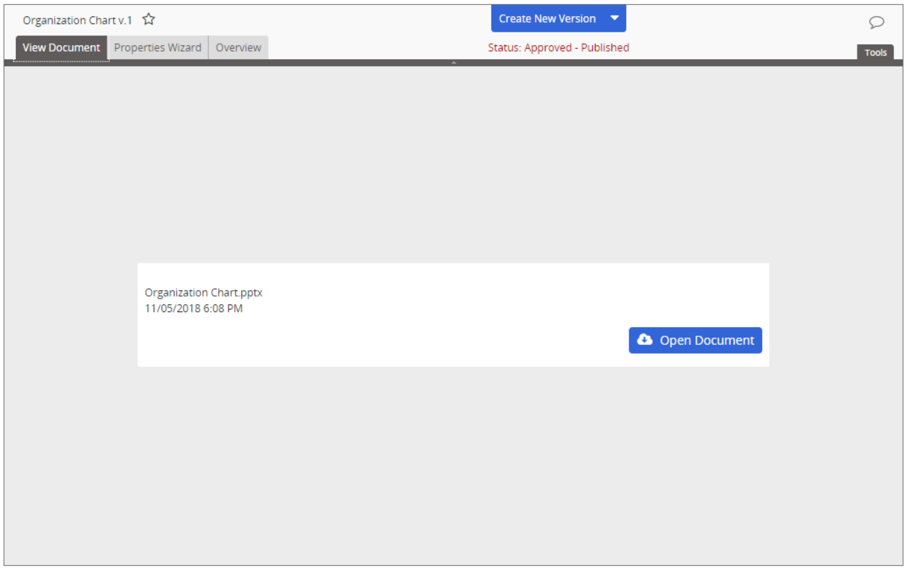
   - Click **My Tasks**, click the **Read / Complete** heading, and then click the document title.



If you see a window similar to the one of those shown below, with the document contents displayed in the **View Document** tab, move on to step 2.



If you see a window like the one below, follow the instructions in [Downloading a Document to Read It](), and then resume with the next step in these instructions.

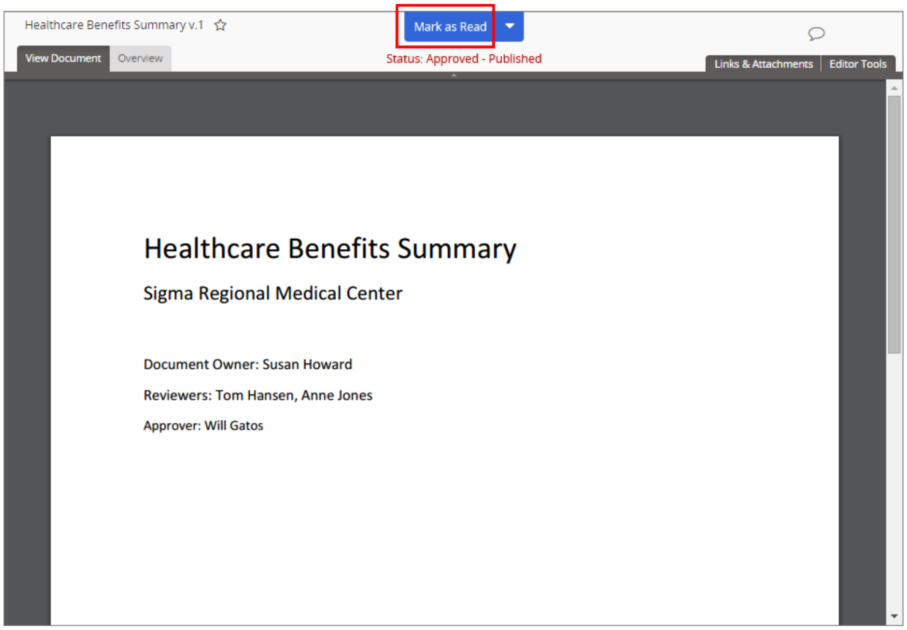


2. Thoroughly read the document.
3. Check for and review the following: attachments, notes, discussions, change summary (see Reviewing Supplementary Materials for details).

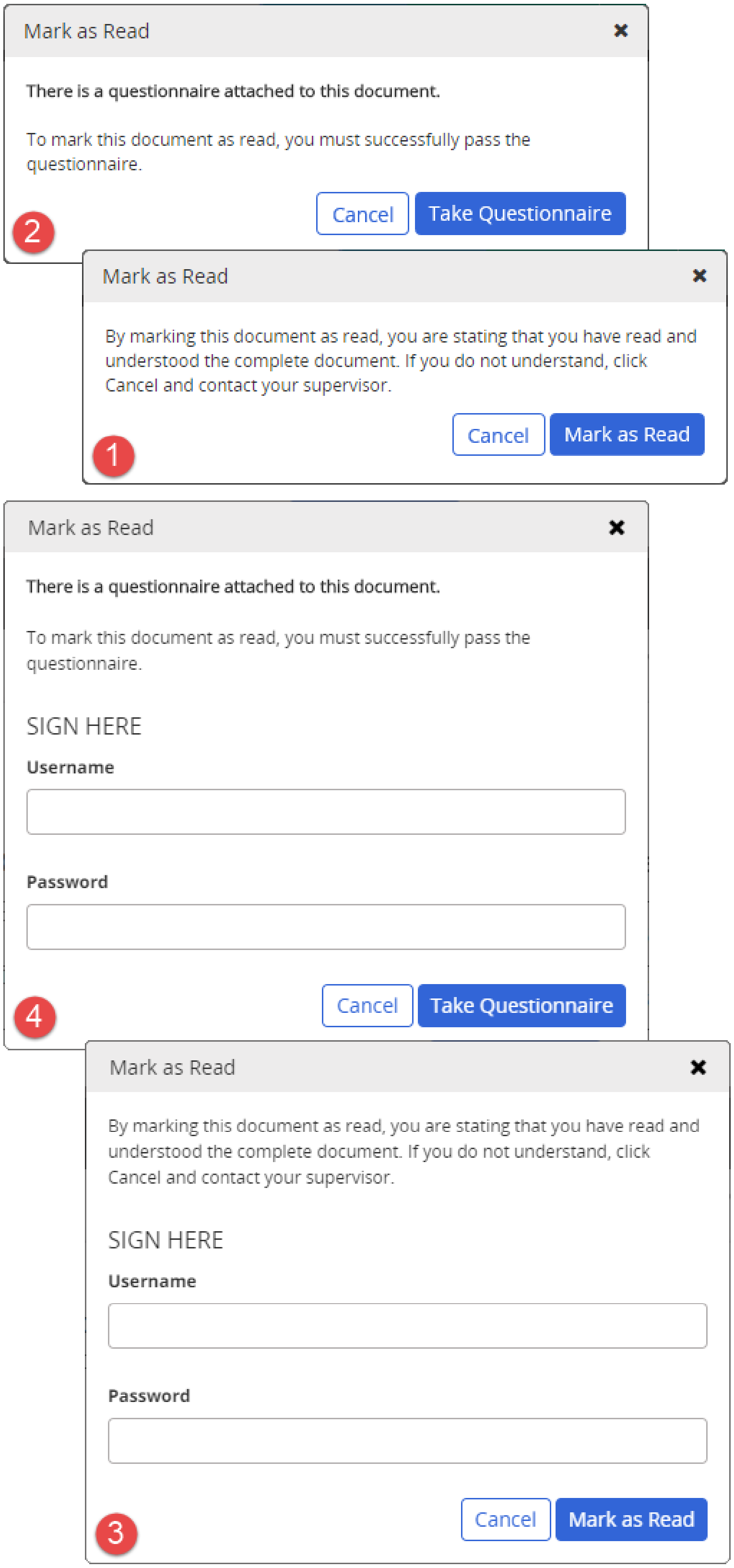
Note: If you need to communicate with the owner or this document, click , and then click **Send Message to Owner**. Fill out the form, and then click **Save**.

4. Click **Mark as Read** at the top of the document window.

Note: If you don't see the **Mark as Read** button, then you are not required to read this document. However, you can still mark it as read by clicking , and then clicking **Mark as Read (Optional)**.



You will see one of the following windows, depending on whether the document has an accompanying questionnaire and whether enhanced validation has been activated.


Mark as Read
There is a questionnaire attached to this document.
To mark this document as read, you must successfully pass the questionnaire.
Cancel
Take Questionnaire
2
Mark as Read
By marking this document as read, you are stating that you have read and understood the complete document. If you do not understand, click Cancel and contact your supervisor.
Cancel
Mark as Read
1
Mark as Read
There is a questionnaire attached to this document.
To mark this document as read, you must successfully pass the questionnaire.
SIGN HERE
Username
Password
Cancel
Take Questionnaire
4
Mark as Read
By marking this document as read, you are stating that you have read and understood the complete document. If you do not understand, click Cancel and contact your supervisor.
SIGN HERE
Username
Password
Cancel
Mark as Read
3

5. Follow the instructions below for the window you see:

   1 Read the message, and then click **Mark as Read** to confirm the action.

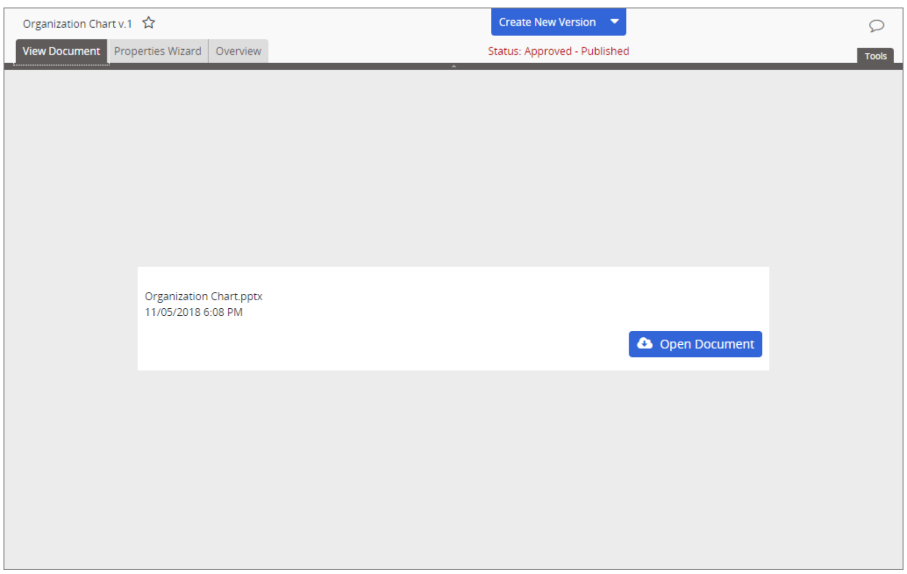
   2 Click **Take Questionnaire**, and then go to Completing a Document Questionnaire.

   3 Type your user name and password, and then click **Mark as Read**.

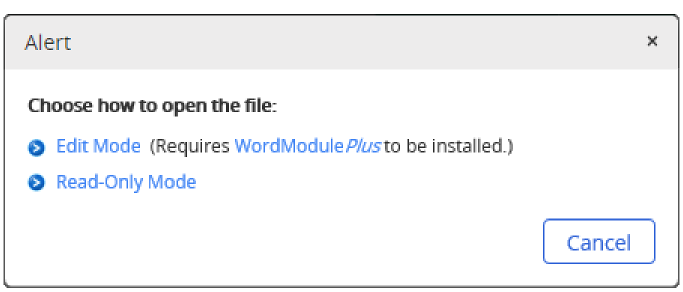
   4 Type your user name and password, click **Take Questionnaire**, and then go to Completing a Document Questionnaire.

Downloading a Document to Open It

When opening a document, you may see a window like the one below instead of the document contents.

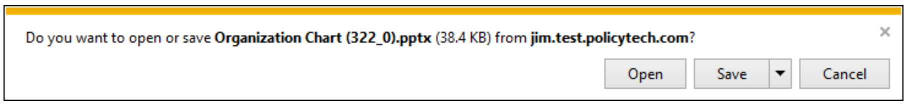


1. Click **Open Document**.
2. Do one of the following depending on what you see:
   - If you see a window like the one below, do one of the following:

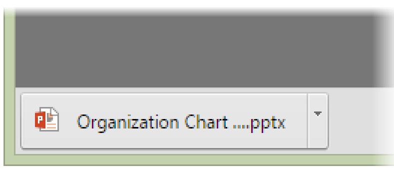


  - If you've been assigned to read the document, click **Read-Only Mode**, and then click **Open**. The document opens in a separate window in whatever is currently the Windows default application for the document file type.
  - If you've been assigned to review or approve the document, you'll need to install WordModule*Plus* to enable document revision (see Installing WordModule*Plus*).

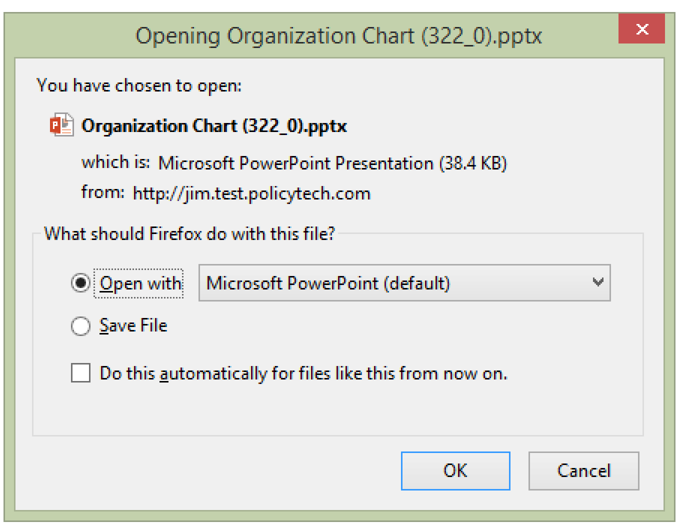
- If you're using Internet Explorer and are prompted to open or save the document, click **Open**. The document opens in a separate window in whatever is currently the Windows default application for the document file type.



- If you're using Chrome, the file is immediately downloaded and shown in the window's footer. Click the downloaded file to open it in a separate window in whatever is currently the Windows default application for the document file type.



- If you're using Firefox and are prompted to open or save the file, click **Open with**, select an application, and then click **OK** to open the document in a separate window.



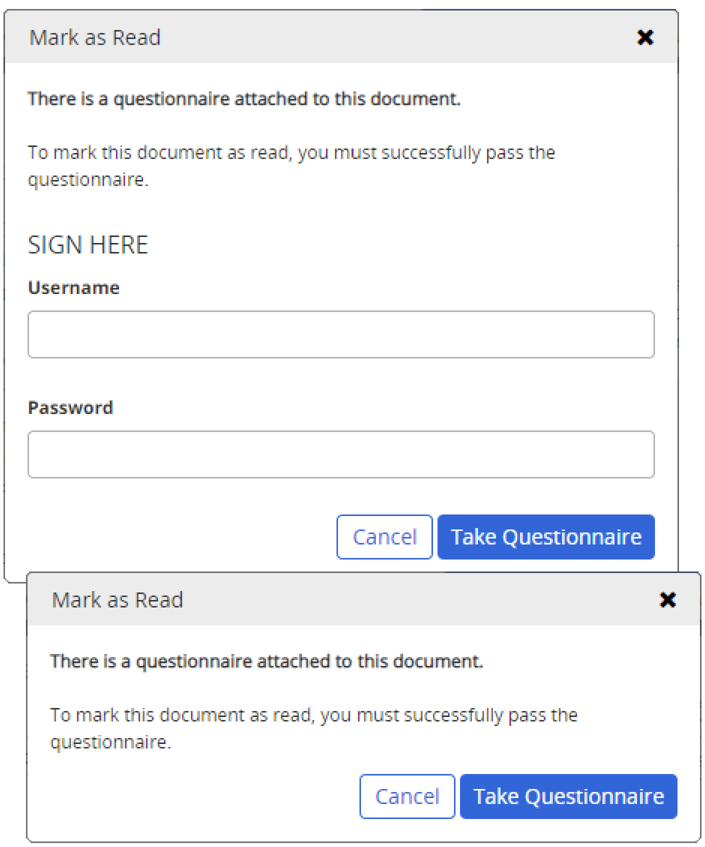
Notes:

- Your Windows operating system controls which program is used to open a specific type of file.
- You must have the default program installed on your computer in order to open the document. If you can't open the document, contact your administrator for help.

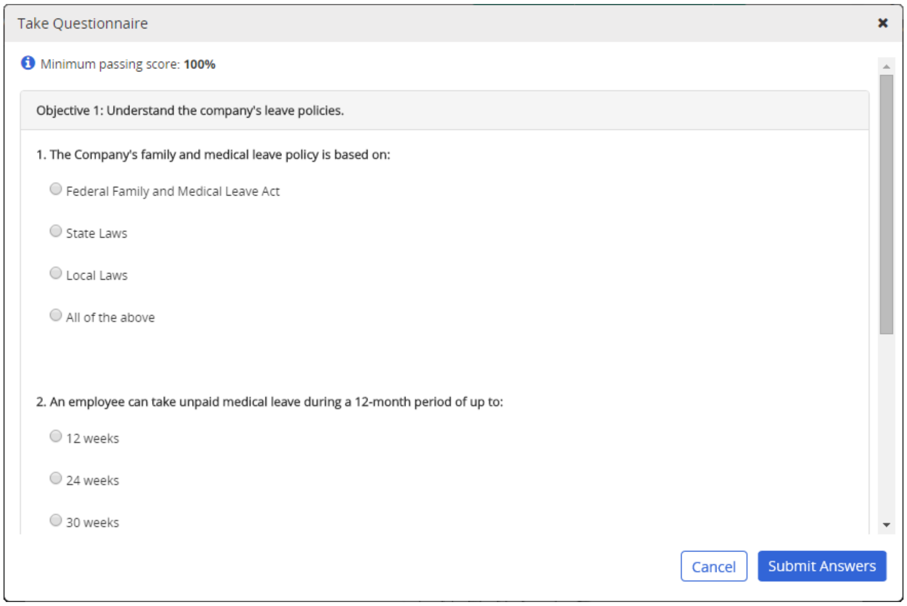
Completing a Document Questionnaire

If the current document includes a questionnaire, you will see one of the following prompts when you click **Mark as Read**. You must successfully complete the questionnaire before you can finish marking the document as read.

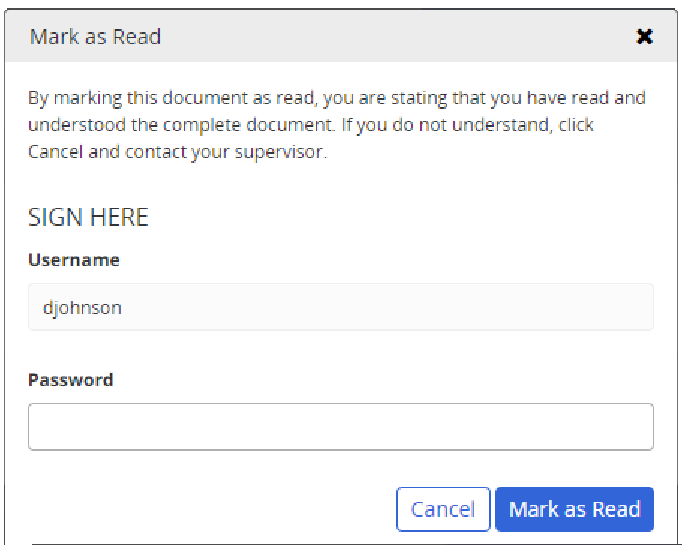
Note: These instructions apply only to questionnaires that are added to documents. For stand-alone questionnaires, see Completing a Questionnaire.

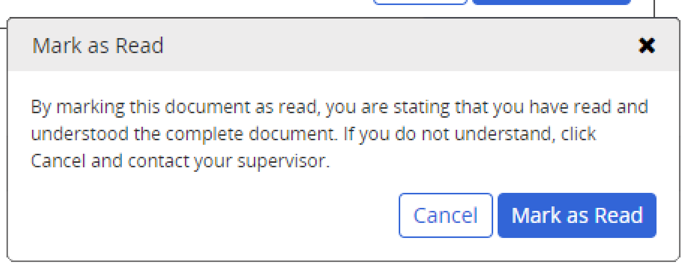


1. Click **Take Questionnaire**, or, if you see the **Sign Here** area, type your user name and password, and then click **Take Questionnaire**.
2. Read each question carefully and select or type the best answer.



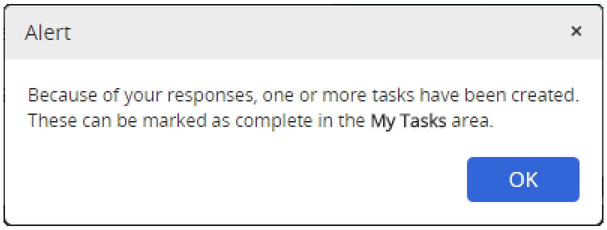
3. When you have answered all of the questions, click **Submit Answers**, and then click **Mark as Read**, or, if you see the **Sign Here** area, type your password, and then click **Mark as Read**.





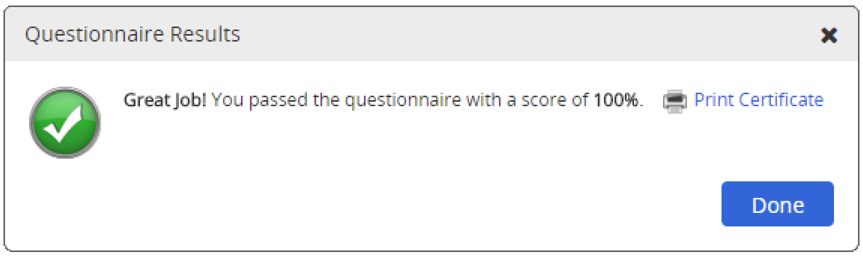
4. (Conditional) If the questionnaire creator associated a task with one or more of the answers you selected, you will see the following alert. Click **OK**

to clear the alert. You can find the new task in the **Questionnaire Response Task** area in the **My Tasks** list (see Working with My Tasks).



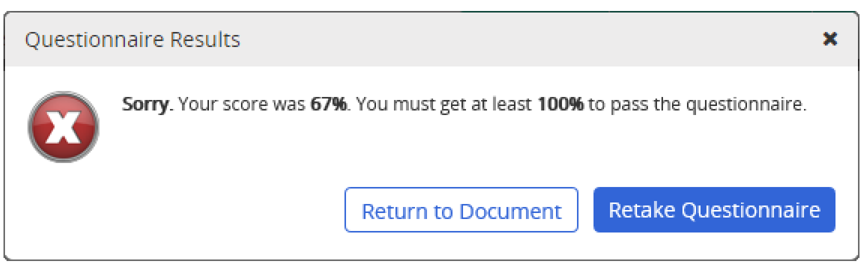
5. Do one of the following, depending on your score:

   - If you passed, click **Done**.



Important: If the questionnaire creator opted to let you print out a certificate showing that you passed the questionnaire, click **Print Certificate** in the **Questionnaire Results** prompt.

   - If you did not pass the questionnaire, click **Retake Questionnaire** if you want to try again immediately, or click **Close Questionnaire** if you want to review the document again before retaking the questionnaire.



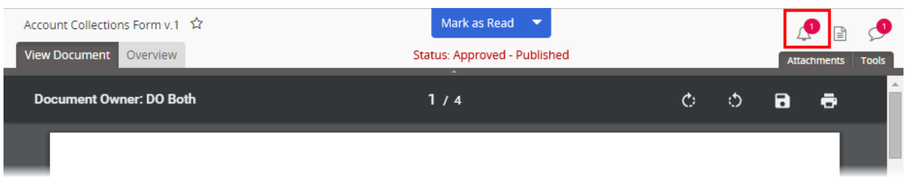
Reviewing Supplementary Materials

The following types of information may be available to review in a document or questionnaire in addition to the document/questionnaire content.

- **Attachments (in documents only):** A document owner can attach any number of PolicyTech documents, external files, and web addresses to a document.

- **Links (in documents only):** These can be links to other PolicyTech documents and to websites.
- **Notes:** A document owner has the option of writing notes to document and questionnaire assignees.
- **Discussions:** Those involved with creating, reviewing, approving and reading/completing documents/questionnaires can start discussions with others assignees.
- **Changes Summary:** A document owner has the option of describing changes in the document or questionnaire when submitting it for review or approval.
- **Change Log:** The change log lists details of each writing (collaboration), review, and approval cycle.

You can access attachments, links, the changes summary, and the change log (if available) using the **Please Review** icon highlighted in the screenshot below.



This and other ways to access supplementary materials are described in the topics below.

[Reviewing Attachments and Links](#)

[Reviewing Notes](#)

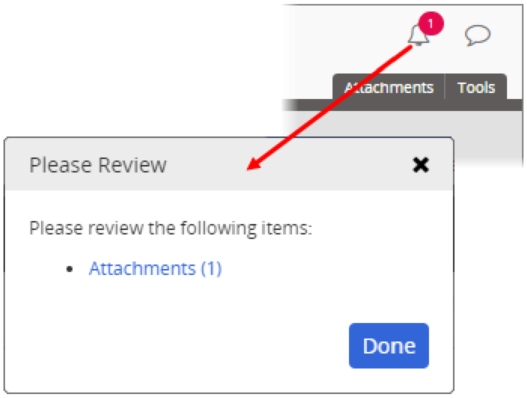
[Reviewing Discussions](#)

[Reviewing the Changes Summary](#)

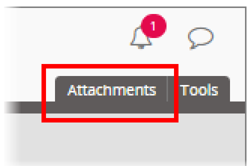
[Reviewing the Change Log](#)

Reviewing Attachments and Links

1. Do either of the following:
   - Click the **Please Review** icon, and then click **Attachments**.

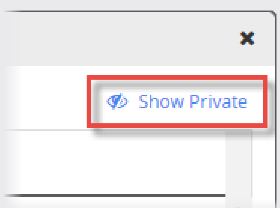


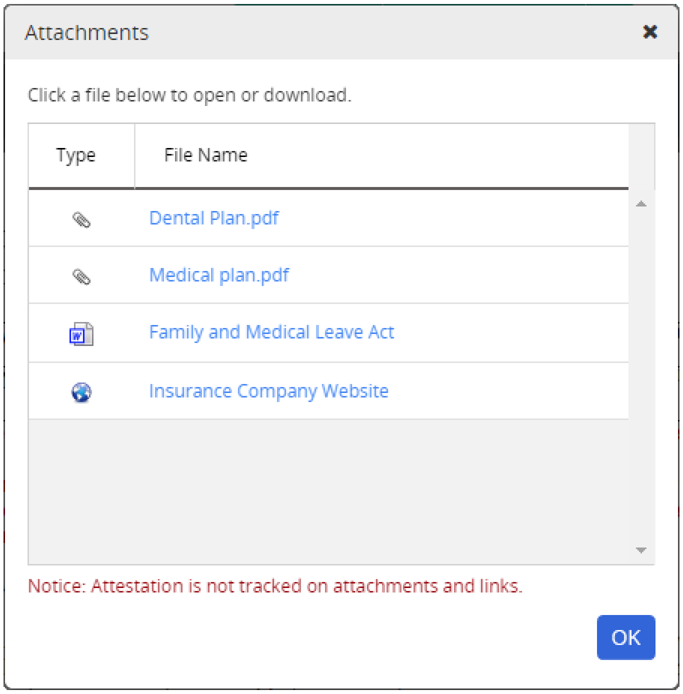
- Click the **Attachments** tab.



2. The **Attachments** window below contains two attached files (with in the **Type** column), a link to another document in PolicyTech (with in the **Type** column), and a link to a website (with in the **Type** column).

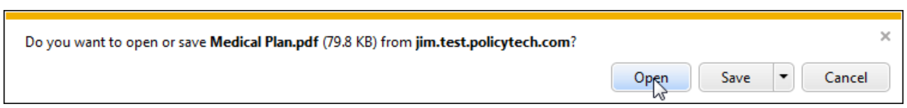
Note: If you are the owner of this document, have been assigned to it as a proxy author, or are an administrator, you'll see the **Show Private** option in the upper right corner. Click to see attachments (if any) that were marked as private when added to the document.





Do any of the following:

- Click an attachment file name, and then click **Open** when you see a Microsoft® Windows® prompt similar to the one below. When you're finished reviewing the attachment, close it.



Notes:

- Your prompt may look different, depending on the version of Windows you have, but you should still see options to open or save the document.
- Windows controls which program is used to open a specific type of file.
- You must have the default program installed on your computer in order to open the file.

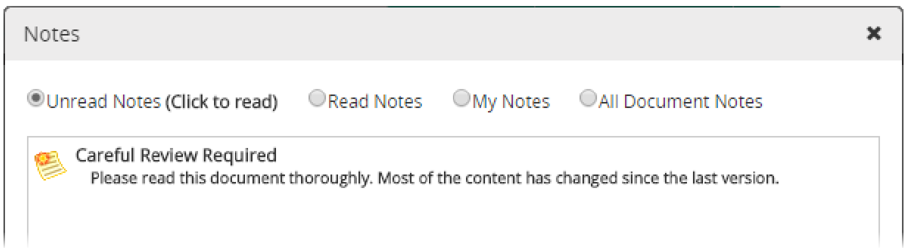
- Click a linked document to open the document or display its file information in another PolicyTech window. After reviewing the document, close that window.
- Click a website link to open that website in a separate browser window. After reviewing the website, close the browser window.

3. Back in the **Attachments** window, click **OK**.

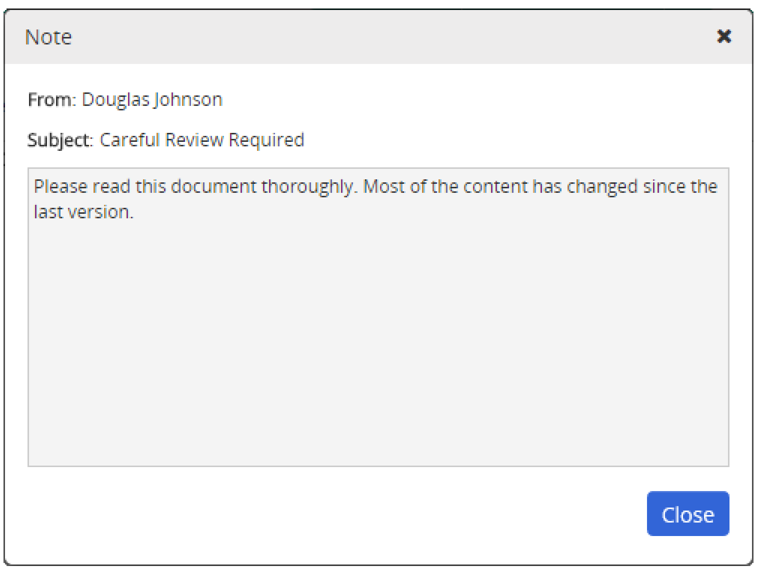
Reviewing Notes

1. Click the **Notes** (page) icon.

2. Click a note to open it.



3. Click **Close** twice.

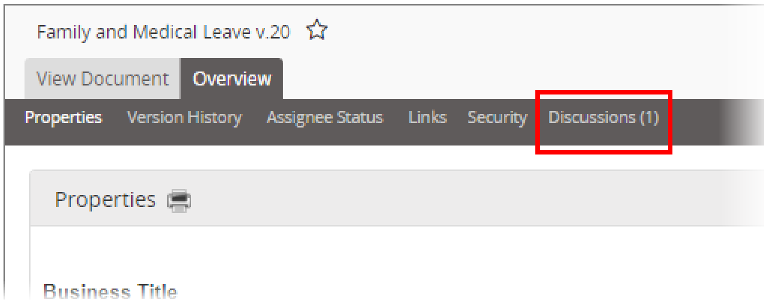


Reviewing Discussions

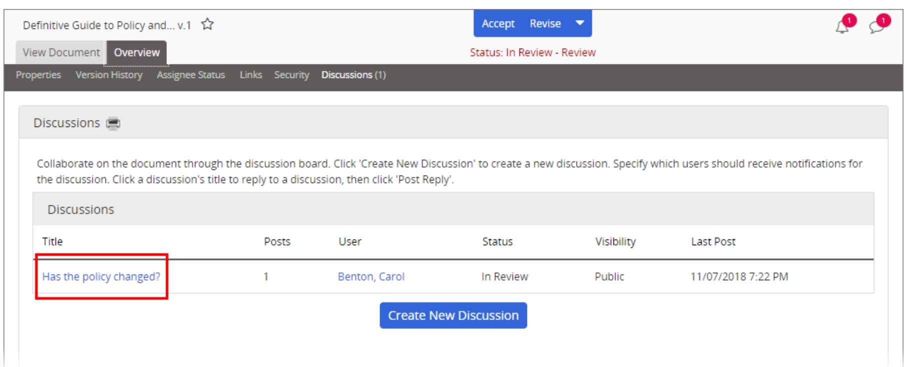
1. Do any of the following:

   - Click the **Discussions** icon.

- Click the **Overview** tab, and then click **Discussions**.

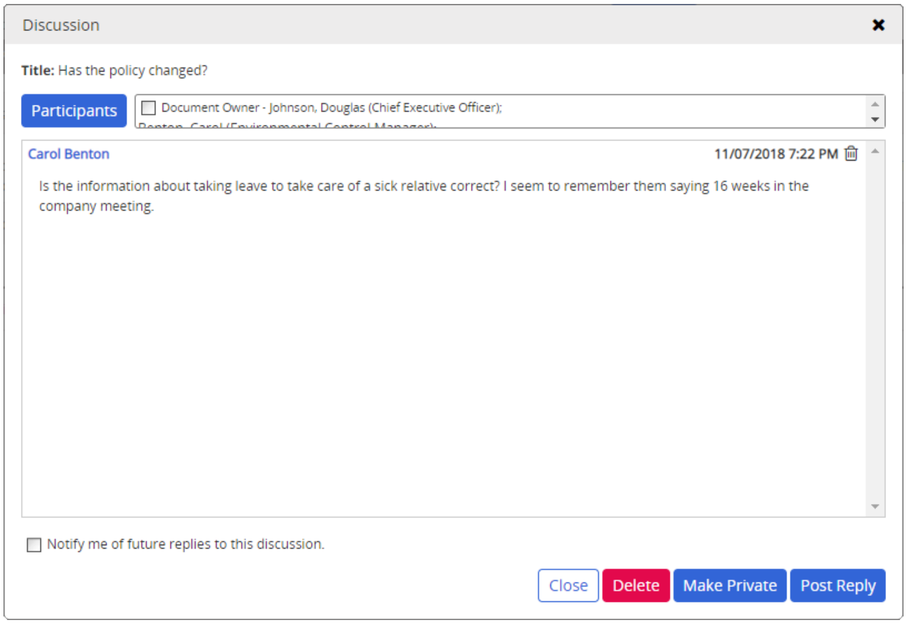


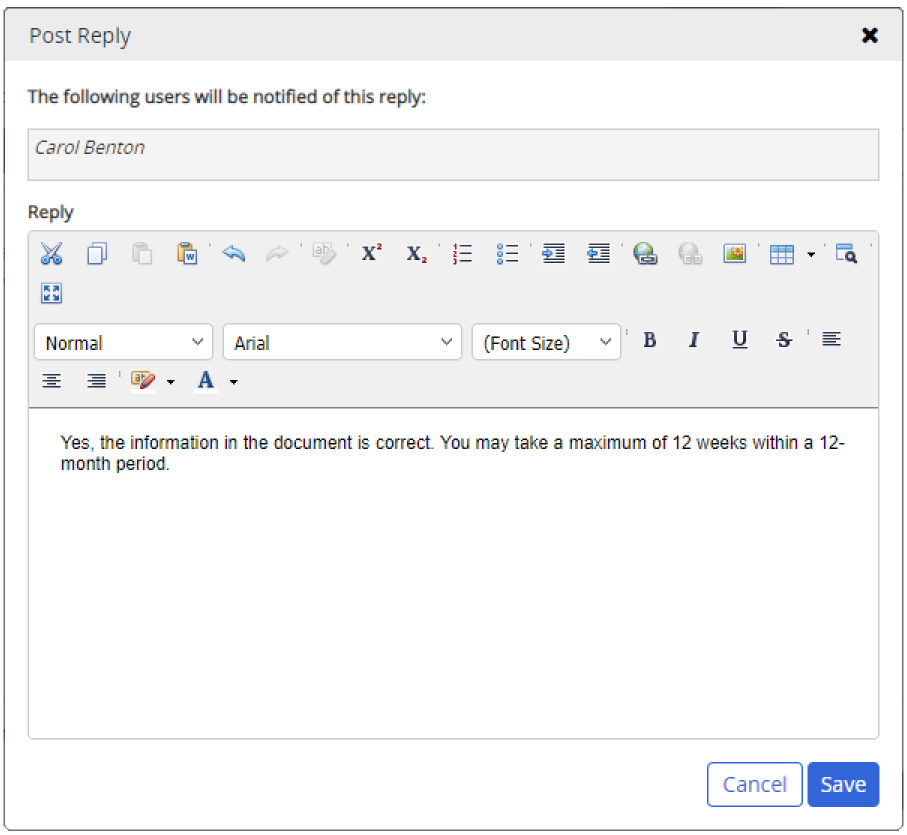
2. Click a discussion title to open it.



3. (Optional) To respond to the discussion, click **Post Reply**, type a reply, and then click **Save**.

Note: The reply will go to all current discussion participants. If you want to include others in the discussion, click **Participants** before clicking **Post Reply**, and then select other users. Be aware that only those users with access to this document or questionnaire can view the discussion.





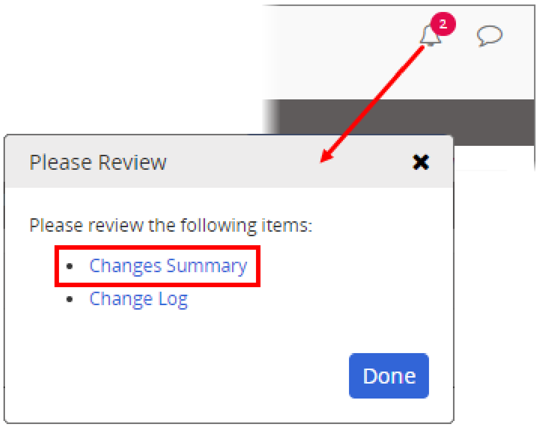
4. Click **Close**.

Reviewing the Changes Summary

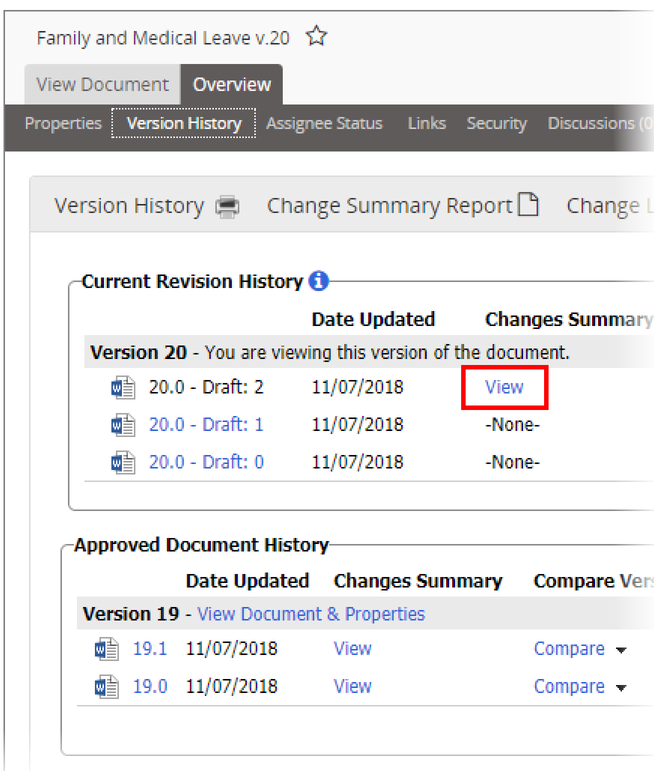
1. Do one of the following:

- Click the **Please Review** icon, and then click **Changes Summary**.

Note: The **Changes Summary** option is available only if the document owner opted to describe changes when submitting the document or questionnaire to review or approval.

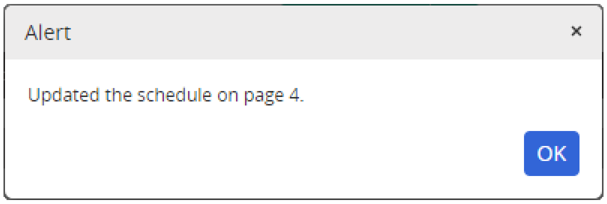


- Click the **Overview** tab, click **Version History**, and then, in the **Changes Summary** column for the latest version, click **View**.

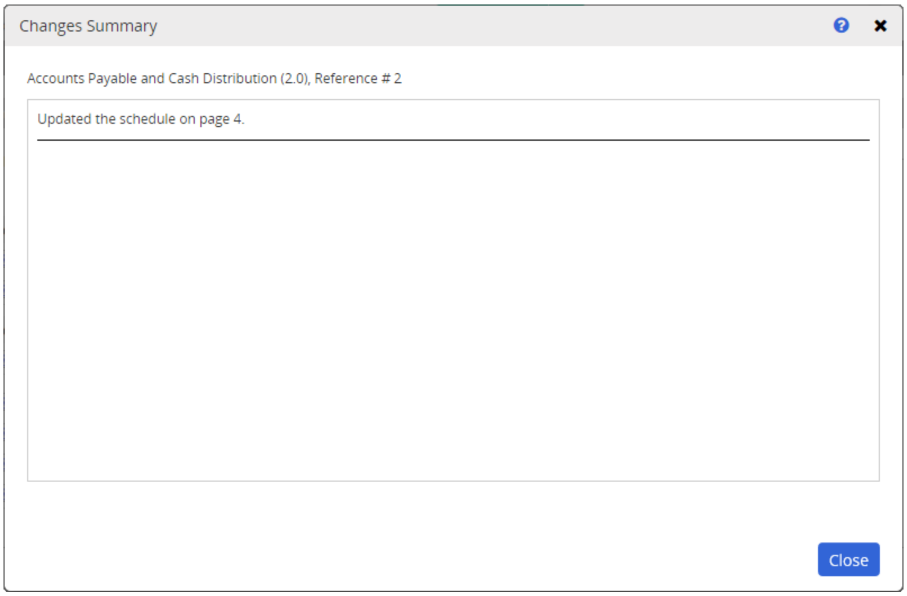


2. After reading the summary, do one of the following:

- If you clicked **Changes Summary** in step 1, click **OK**.



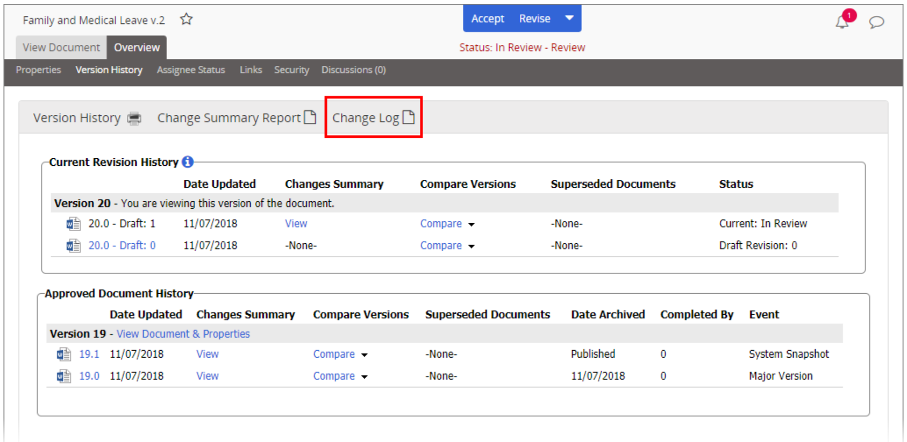
- If you clicked **View** in step 1, click **Close**.



Reviewing the Change Log

Note: Only an administrator and those assigned as document owner, proxy author, writer, reviewer, or approver have access to the Change Log.

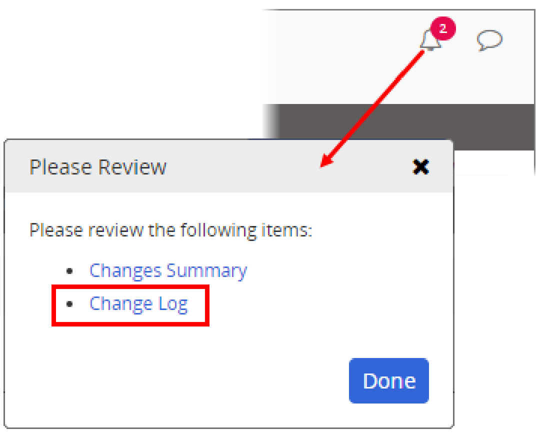
1. Do one of the following:
   - Click the **Overview** tab, click **Version History**, and then click **Change Log**.



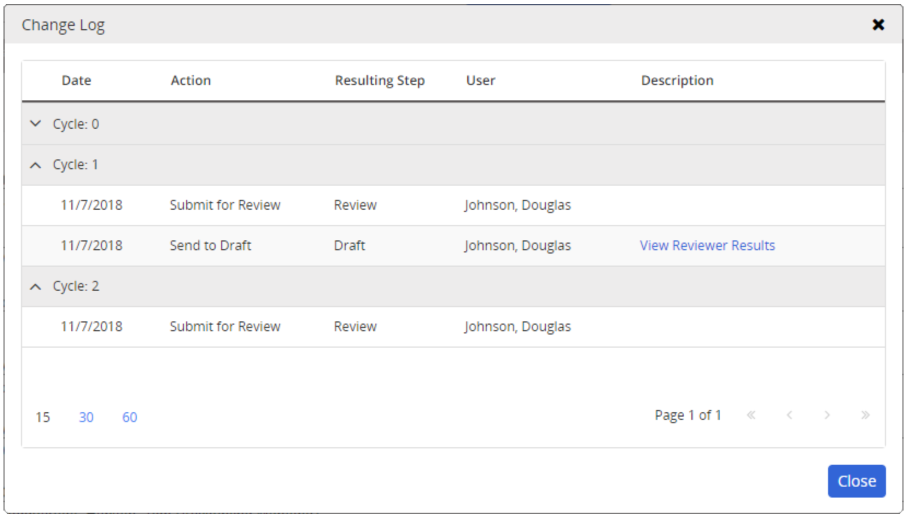
- Click the **Please Review** icon, and then click **Change Log**.

Note: The **Change Log** option is available from the **Please Review** icon only if all of the following are true:

- The document/questionnaire has been through multiple writing (collaboration), review, or approval cycles.
- The document/questionnaire has not yet been approved.
- You are an assigned writer, reviewer, or approver for this document.



2. (Conditional) If available in the **Description** column, click **View Writer Results**, **View Reviewer Results**, or **View Approver Results**.



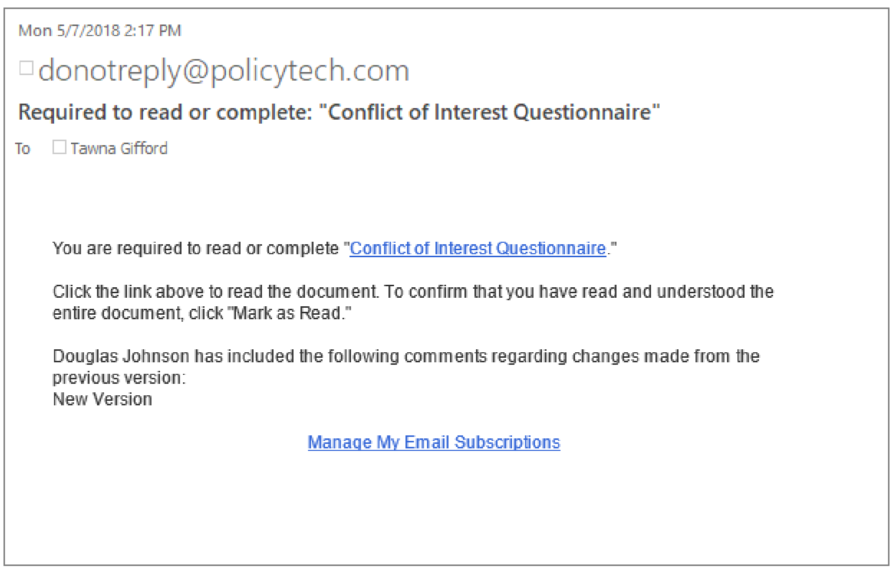
A list of the actions taken by each writer, reviewer, or approver, along with their comments, if any, is displayed.

Completing a Questionnaire

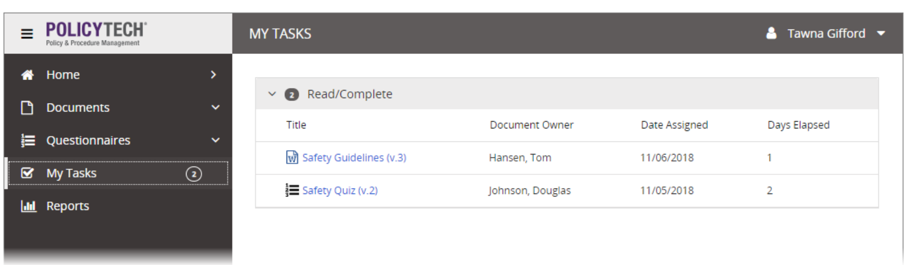
If you are assigned to complete a questionnaire, you will receive a task assignment. The task assignment notification will come in the form of an email (if you are set up to receive emails from PolicyTech) and will be added to your **My Tasks** list in PolicyTech.

> **Note:** If you need to complete a questionnaire that is included with a document, , see Completing a Document Questionnaire.

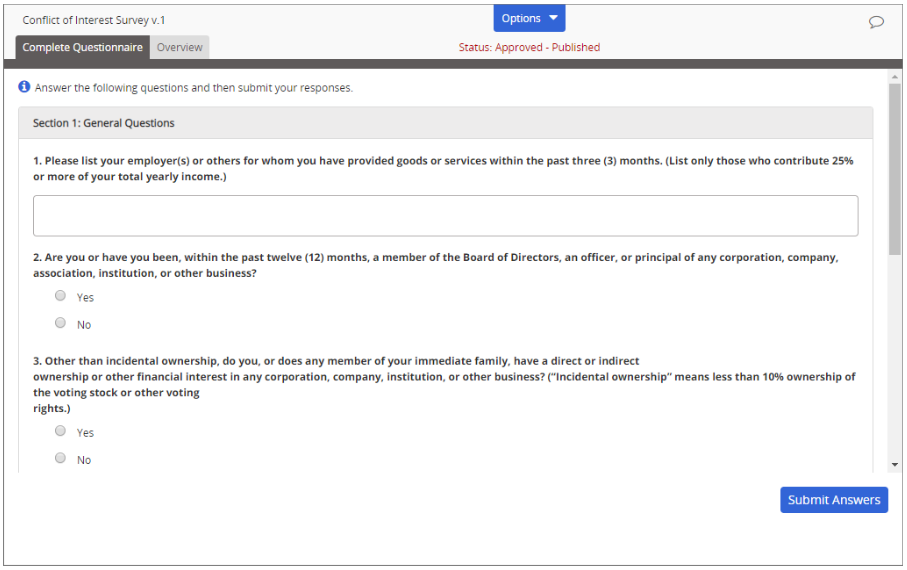
1. To open a questionnaire you've been assigned to complete, do one of the following:
   - Open the task notification email, and then click the questionnaire link.



   - Click **My Tasks**, click the **Read / Complete** heading, and then click the questionnaire title.



2. Answer the questions.

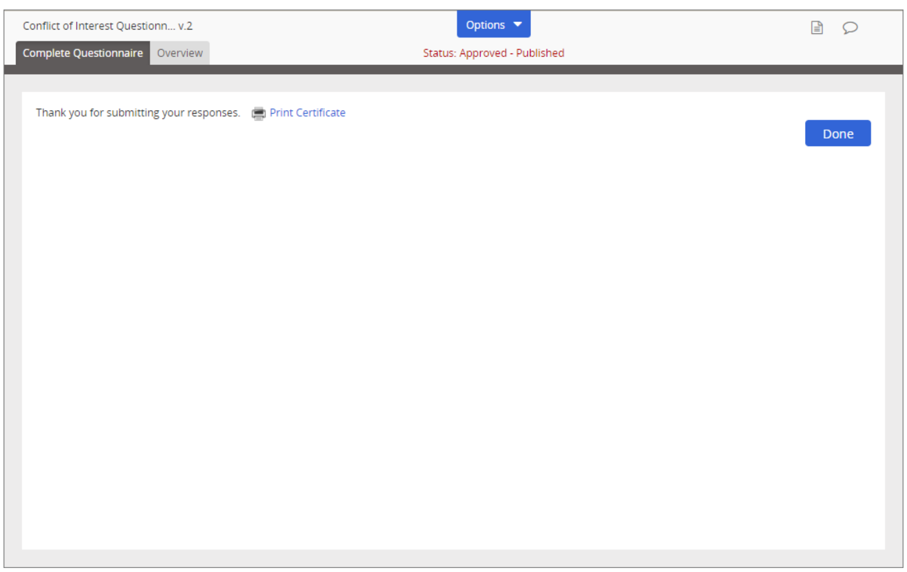


3. Click **Submit Answers**, and then click **Submit Answers** again to confirm.

4. If the questionnaire creator opted to let you print out a certificate showing that you completed the questionnaire, click **Print Certificate** in the **Questionnaire Results** window

5. Do one of the following, depending on the type of questionnaire:

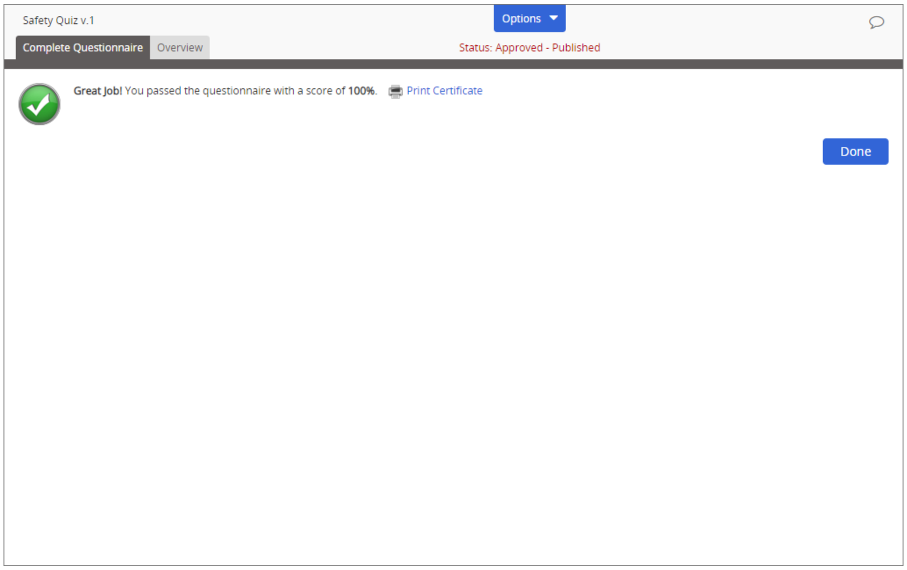
    - If the questionnaire is a survey, you should now see a prompt similar to the one below.



If the questionnaire creator opted to enable a certificate of completion, click **Print Certificate** to open it in a separate browser window, click , and then follow the prompts. When done, close the certificate to return to the survey results.

Click **Done** to close the questionnaire.

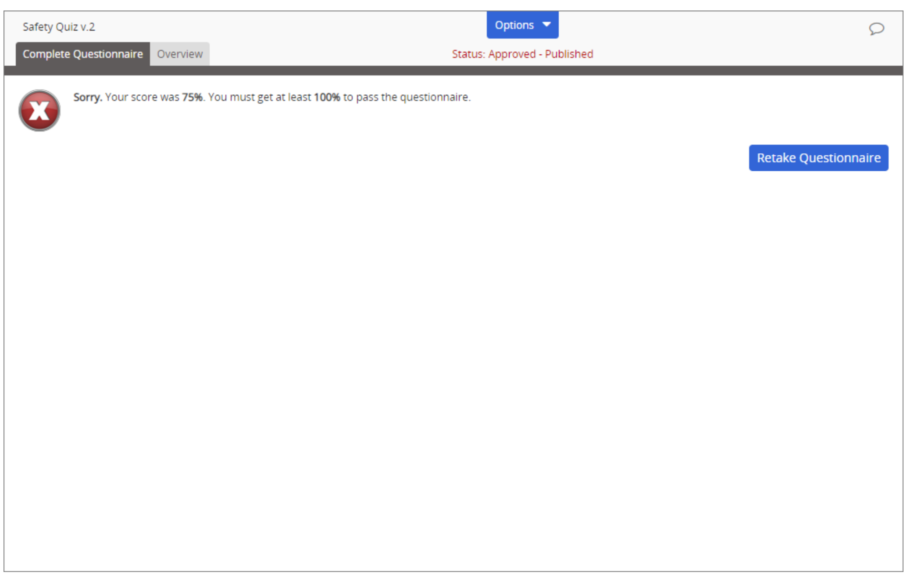
- If the questionnaire is a scored quiz, and you have a passing score, you should now see a prompt similar to the one below.



If the questionnaire creator opted to enable a certificate of completion, click **Print Certificate** to open it in a separate browser window, click , and then follow the prompts. When done, close the certificate to return to the survey results.

Click **Done** to close the questionnaire.

- If the questionnaire is a scored quiz, and you do not have a passing score, you should now see a prompt similar to the one below.



Click **Retake Questionnaire**, and then repeat the steps above until you have a passing score.

Creating and Working with Documents (for Document Owners and Proxy Authors)

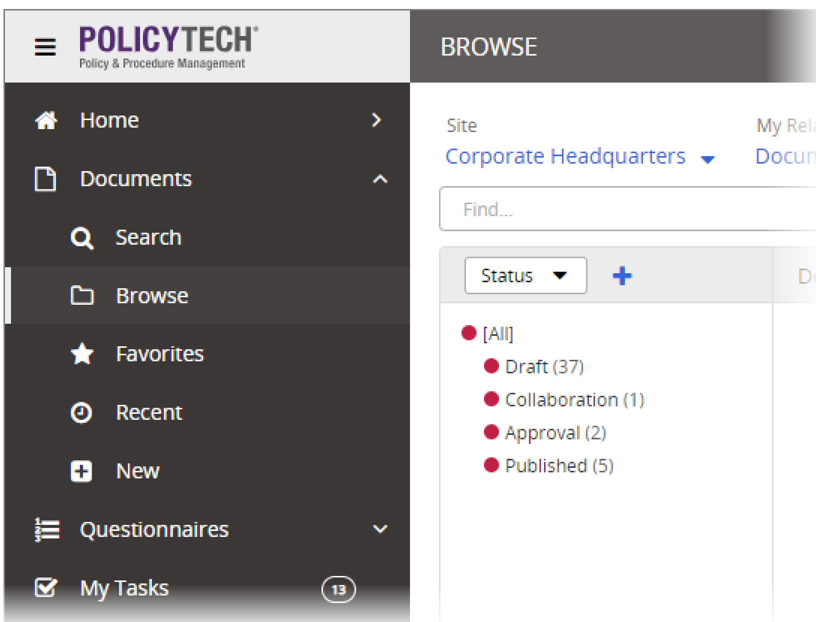
Users assigned the Document Owner or Proxy Author role can create documents. Document owners and proxy authors perform the following tasks:

- Creating documents (defining properties, adjusting settings, and assigning users to write, review, approve, and read the documents)
- Managing documents through the review and approval process
- Maintaining approved documents

Creating a Document (Overview)

The following steps provide an overview of the document creation process, along with references to more detailed instructions.

1. Click **Documents**. If you've been assigned the document owner or proxy author role, you'll see the **New** option, as shown below.



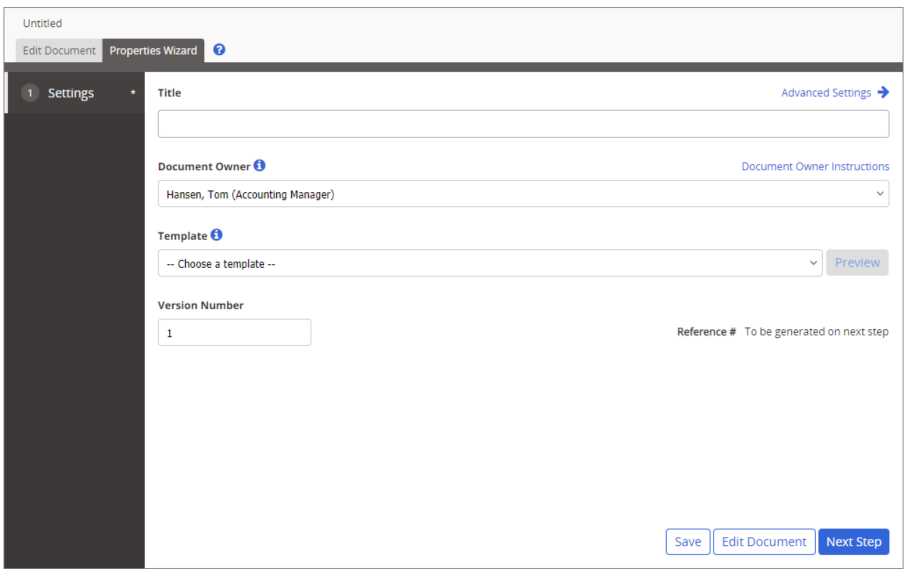
2. Click **New**, and then click one of the following:
   - **Word Document**
   - **HTML Document**

- **Excel Spreadsheet**
- **Upload a File**

Notes:

- The document options you see depend on what template types have been created in your PolicyTech system. If you need to create a document of a type not currently available, contact your administrator, who can create a template for that type.
- In addition to Word and Excel, you can use PowerPoint or Visio as authoring tools to create PolicyTech documents. For these document types, select **Upload a File** as the document type.

Your screen should now look similar to the one below. These settings constitute the first step of the **Properties Wizard**, which guides you through all of the available document properties.



3. To work your way through the **Properties Wizard** steps, see Assigning Properties.

Important: You must at least type a title, choose a template, and then click **Save** or **Next Step** before you can see the remaining **Properties Wizard** steps and edit the document.

4. Click **Edit Document**, and then add, format, and edit the content (see Adding Content to a Word or Excel Document, Adding Content to an Excel Document, Adding Content to an HTML Document, or Adding Content to a Document with an Upload File Template).

5. (Optional) Add links to and attachments for supplementary and reference materials (see Attaching Files and Adding Reference Links).
6. (Optional) Create a questionnaire that assignees must pass in order to mark the document as read (see Creating a Document Questionnaire).
7. (Optional) Start a discussion about the document (see Working with Discussions).
8. (Optional) Select the documents this new document will replace (see Designating a Document to Be Replaced).
9. Submit the document to writers, for review, or for approval (see Submitting a Document or Questionnaire to Writers, Reviewers, or Approvers).
10. Manage the document through the review and approval process (see Working with Documents or Questionnaires in Review and Approval).

Installing WordModule*Plus*

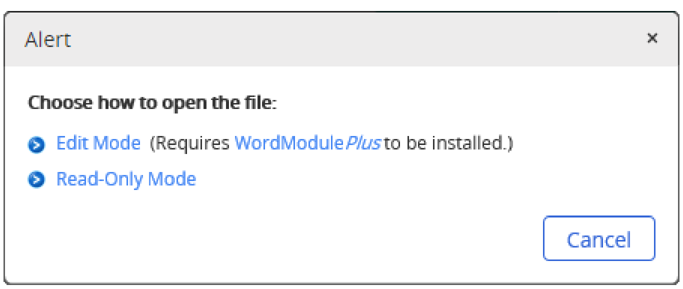
Use the following instructions if you're prompted to install WordModule*Plus* when opening a document. Go to the instructions for your browser.

Internet Explorer

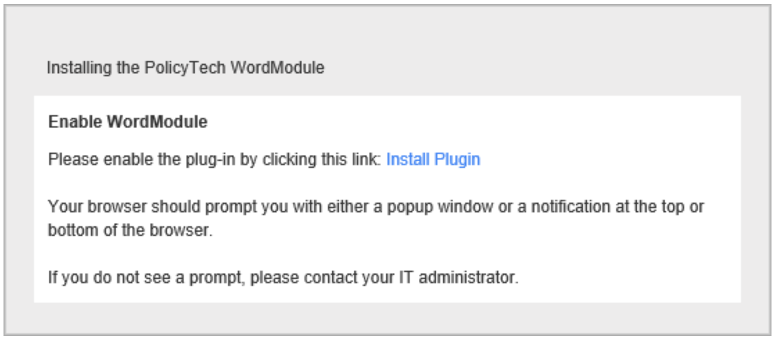
Chrome

For Internet Explorer

1. Click **Edit Mode**.



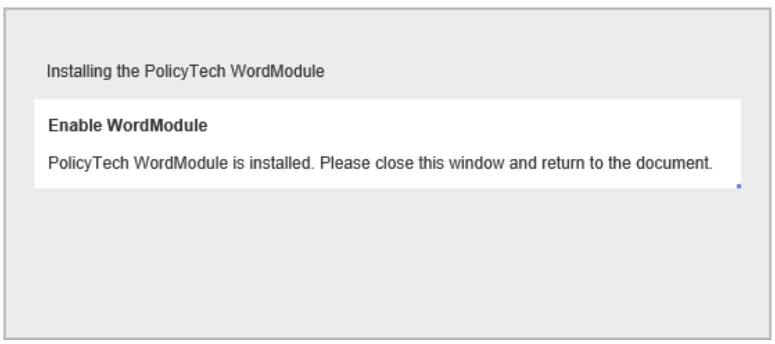
2. Click **Install Plugin**.



3. Click **Install** to confirm, and then click **Yes** when asked if you want to allow the installation program to make changes to your computer.

Note: If you're prompted for the user name and password of someone with administrator privileges, then you do not currently have permission to install software on your computer. Contact your PolicyTech or network administrator for help.

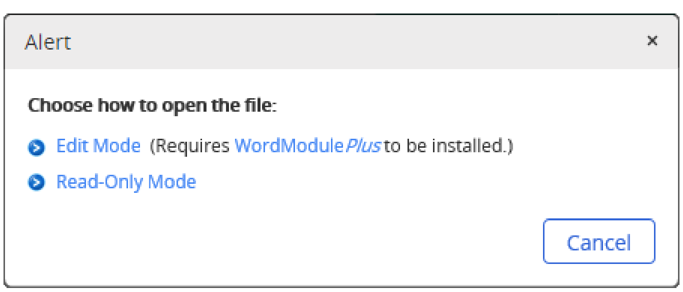
When installation is complete, a window like the one below is displayed.



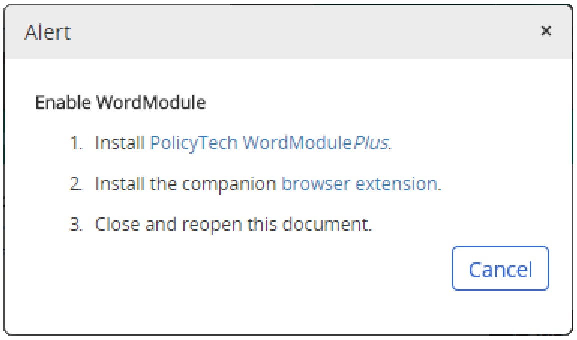
4. Close the message window to return to the document window, where the document contents should now be displayed.

For Chrome

1. Click **Edit Mode**.

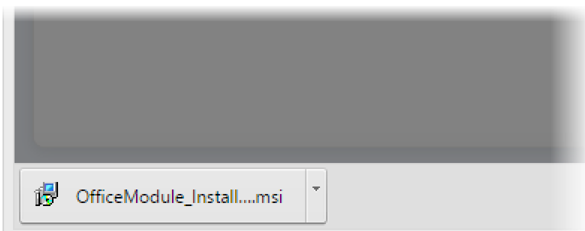


2. Click **PolicyTech WordModule*Plus***.



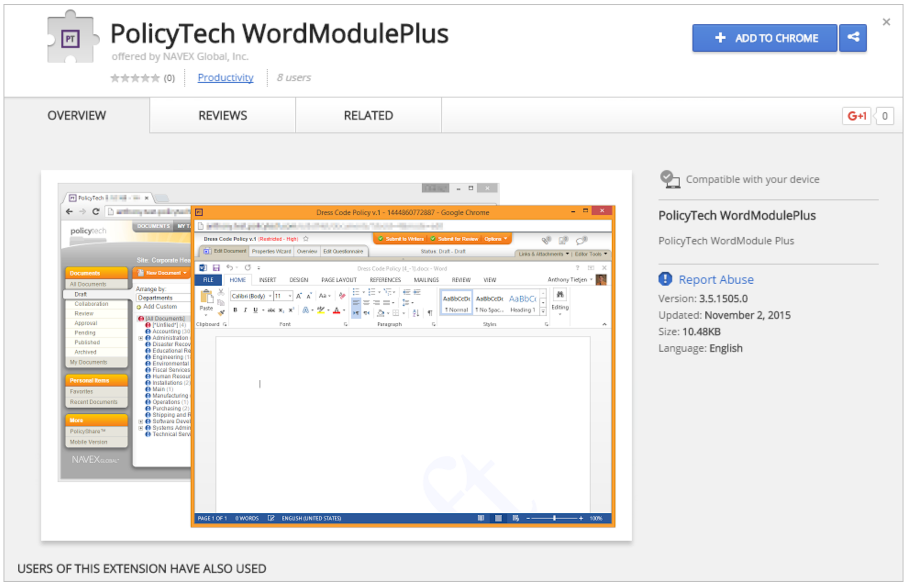
3. In the document window's footer you should see a file called **OfficeModule_Installer_Win32.msi** downloading. When the download is finished, click the file name, and then click **Yes** when asked if you want to allow the installation program to make changes to your computer.

Note: If you're prompted for the user name and password of someone with administrator privileges, then you do not currently have permission to install software on your computer. Contact your administrator or network administrator for help.



4. When the installation (which takes only a few seconds) is complete, back in the **Alert** prompt in the document window, click the **browser extension** link in step 2.

5. In a separate window, the Chrome Web Store opens with the PolicyTech WordModule*Plus* extension highlighted. Click **ADD TO CHROME**.



6. Close the Chrome Web Store window or tab, and then close the PolicyTech document window (the one with the **Alert** message displayed).
7. In the PolicyTech main window, find and reopen the document. Its contents should be immediately displayed.

Assigning Properties

The **Properties Wizard** breaks up property assignment for a document or questionnaire into the following steps:

Notes:

- Depending on how the currently assigned template was set up, you may have fewer steps available than the ones listed below. You will always see the Settings, Categories, Approvers, Assignees, and Security steps, while the Writers and Reviewers steps are optional for template creators.
- You will most likely not need to perform all available steps for every document or questionnaire you create.

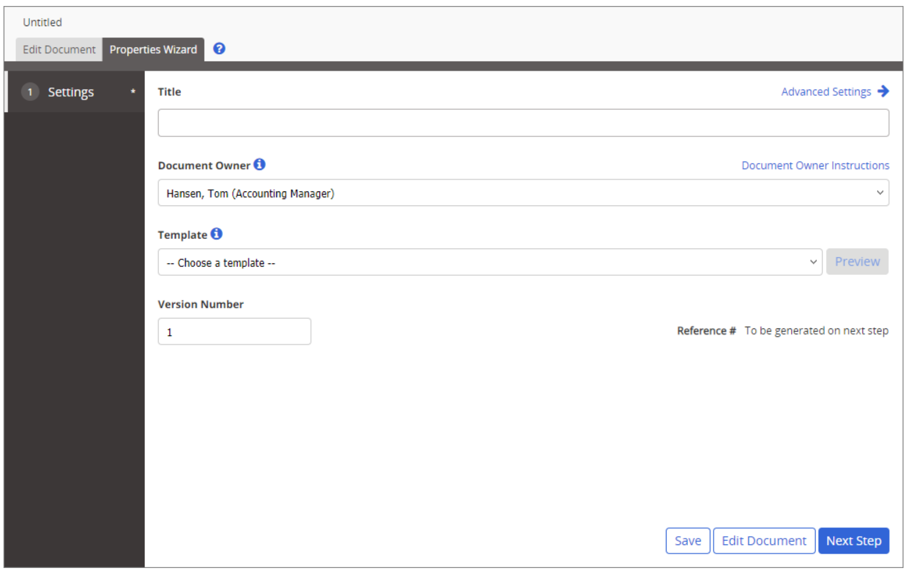
- **Settings:** Set the document's/questionnaire's critical properties (Title, Document Owner, Template) and optional properties. See Adjusting Basic Settings.
- **Categories:** Assign the document/questionnaire to departments and categories. See Assigning Departments and Categories.
- **Writers:** Assign the document/questionnaire to the writers who will collaborate on creating the document's /questionnaire's content. See Assigning Writers.

- **Reviewers:** Assign the users who will review the document/questionnaire. See Assigning Reviewers.
- **Approvers:** Assign the users who will approve the document/questionnaire. See Assigning Approvers.
- **Assignees:** Assign the users who will be required to read the document or complete the questionnaire once it has been published. See Designating Assignees.
- **Security:** Set the document's/questionnaire's security level. See Adjusting Security Settings.

Adjusting Basic Settings

When you create a new document or questionnaire, you see a screen similar to the one below with only the first step—**Settings**—of the **Properties Wizard** displayed.

> **Note:** If the **Settings** form of the new document or questionnaire is not currently displayed, open the document/questionnaire, and then click the **Properties Wizard** tab.



1. Type a title.
2. Do one of the following to select a document owner:
   - If you have been assigned the Document Owner role, your user name is automatically selected. Move on to step 3.
   - If you have been assigned as proxy author for a single document owner, that user's name is automatically selected. Move on to step 4.

- If you have been assigned as proxy author for more than one document owner, or if you are an administrator, select a document owner.

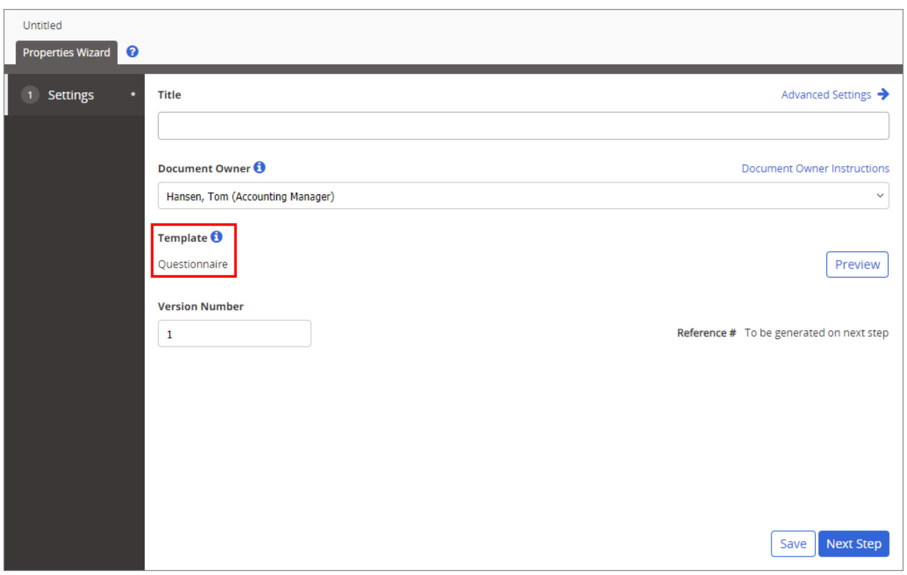
3. (Optional) To create a task and add it to the document owner's **My Tasks** list, click **Document Owner Instructions**, select **Create task for owner**, write the task instructions, and then click **Close**.

   This option can be especially useful if you are creating or editing the document as a proxy author or administrator and need the document owner to do something regarding this document, such as submitting it for review.

4. Your administrator can create any number of templates with specific settings and assignments in the **Properties Wizard**. For document templates, the template creator may also have included content, such as section headings.

   Do one of the following:

   - If you see the **Choose a template** prompt, select one.
   - If you see a template name but no option for selecting a different template, there is only one template available, so it has been selected automatically.



Notes:

- Click **Preview** to open the selected template in a separate browser tab or window. Click the **View Document** tab to see any preset content or click the **Overview** tab to see the template's default properties.
- The template list includes all templates from all sites you have access to.

- If you're working with a new document and select a template for a document type that is different than the type you selected from the **New Document** menu, the document will be changed to that type when you click **Save**.
- If you plan to use PowerPoint or Visio as your document authoring tool in PolicyTech, select an upload file template. Then, when you're ready to add content to the new document, you will start by uploading an existing PowerPoint or Visio file. The file you upload can already contain content or be completely empty.
- If you have questions about which template to use, contact your administrator.

3. (Optional) The default version number for a new document or questionnaire is 1. One instance where you might want to change the version number is if you are uploading a document from outside the PolicyTech system and that document is a version other than 1.

Note: You cannot change the version number after the document/questionnaire has been approved.

4. (Optional) Depending on how your administrator has set up PolicyTech, you may or may not need to enter a reference number.

   - If you see **To be generated on next step** after **Reference #**, move on to the next step.

   - If you see a blank box after **Reference #**, type a number. The number can contain numbers, letters, and all other standard characters except <, |, and ^.

Important: A document's reference number must be unique throughout the PolicyTech system. If you are not sure what numbering scheme your organization is using, contact your administrator.

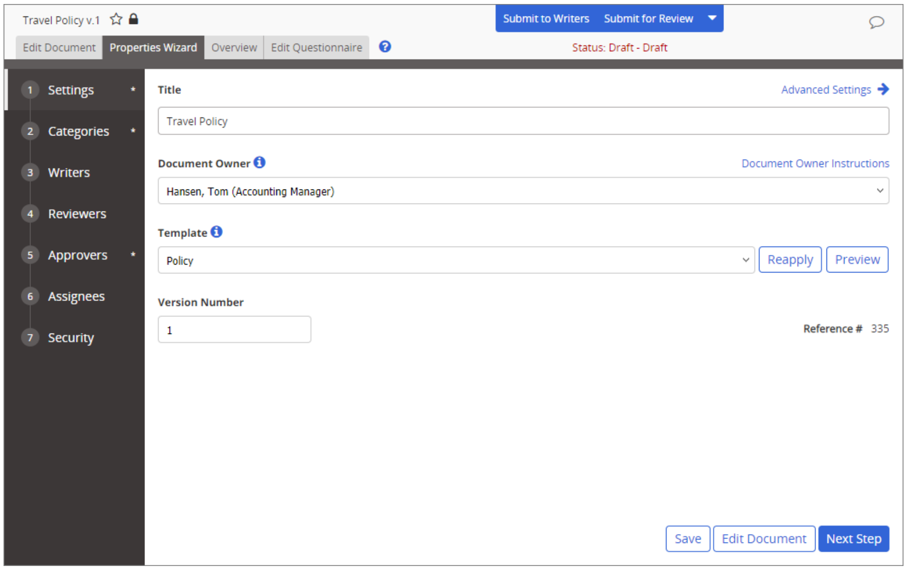
8. Click **Save**.

Important: You must save the document/questionnaire at this point before you can access **Advanced Settings** and the other **Properties Wizard** steps.

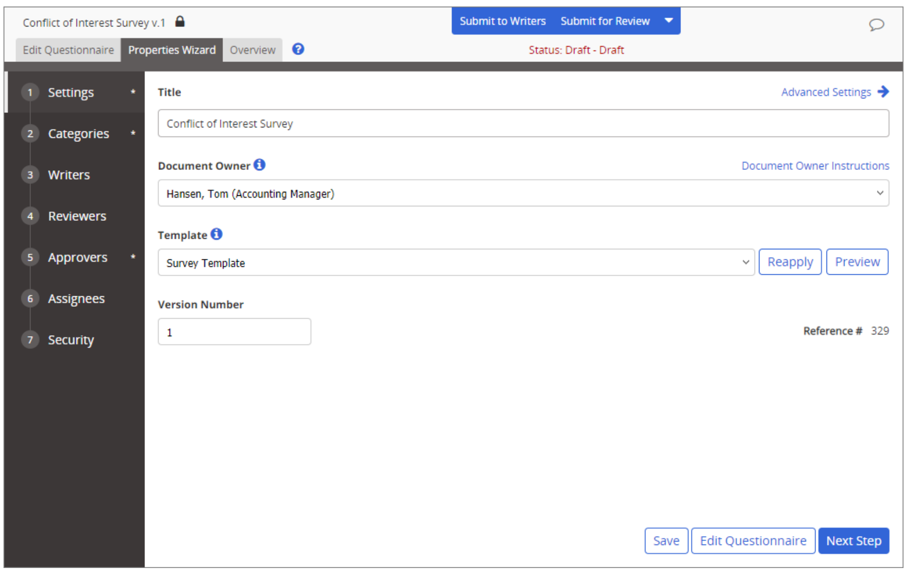
You should now see all **Properties Wizard** steps included in the template, as shown below.

Note: The **Properties Wizard** page for your document/questionnaire may have more or fewer steps, depending on now the currently selected template was set up.

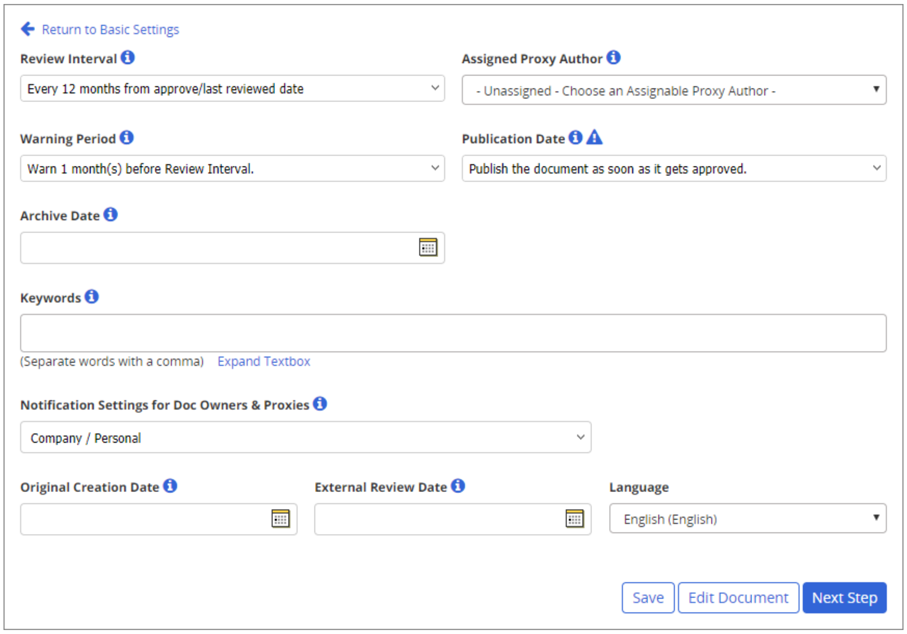
Document



Questionnaire

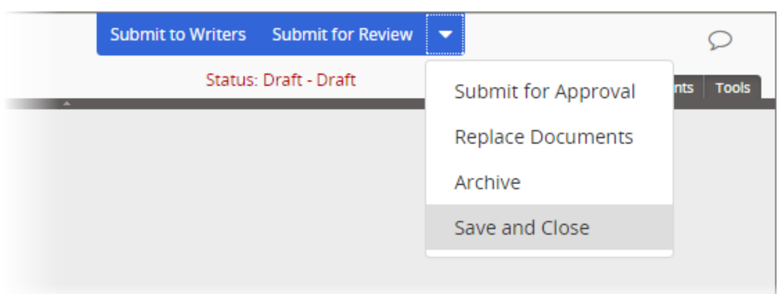


9. (Optional) Click **Advanced Settings**, and then make adjustments as needed. See Advanced Settings below for details.



10. Do one of the following:

- To continue with assigning properties, click **Next Step**, and then go to Assigning Departments and Categories.
- To stop assigning properties and finish later, click [button] to the right of **Submit for Review**, and then click **Save and Close**. (When you're ready to continue with assigning properties, go to Editing a Draft Document.)



- If this is a document and you want to work on its content, click **Edit Document**, and then go to Writing a Document.
- If this is a questionnaire and you want to work on its content, click **Edit Questionnaire**, and then go to Adding Questions and Answers to a Questionnaire.

Advanced Settings

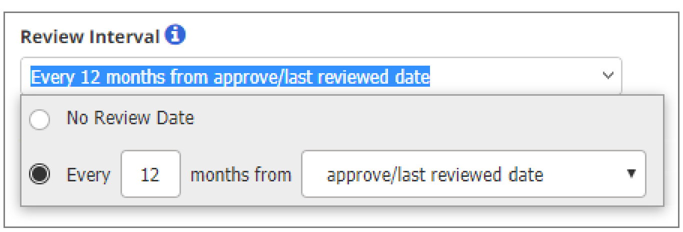
Which settings and setting values you see and when you first access **Advanced Settings** for a new document or questionnaire are determined by the assigned template. All of the possible settings are listed below. Refer to those that apply to the current document/questionnaire.

- Review Interval
- Assigned Proxy Author
- Warning Period
- Publication Date
- Archive Date
- Document Keywords
- Notification Settings for Doc Owners & Proxies
- Enhanced Validation
- Original Creation Date
- External Review Date
- Language
- Editing Document

Review Interval

When a review interval is set, the document or questionnaire will come due for review after the specified interval has passed. The document owner receives an email and a PolicyTech task as the review date approaches (see the next setting section—"Warning Period"—for details on when the document owner receives notification). The default review interval setting is whatever the template creator selected.

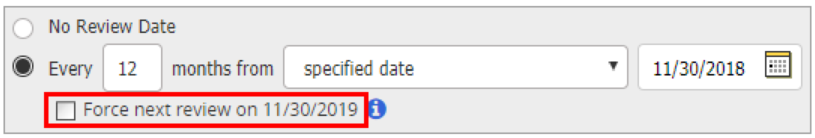
1. To change the default setting, do one of the following:



- Click **Every [*number*] months from [*selected event or specified date*]**, and then type a number of months. For **from**, select one of the following:
    - **approve/last reviewed date**: Sets the review date the number of specified months after version 1 of the document/questionnaire is approved and after the previous review date for all subsequent versions.

- **specified date**: Sets the review date the number of specified months after the specified date. After clicking **specified date**, click , and then click a date.

At this point, the **Force next review on [*date*]** option appears. By default, PolicyTech uses **Smart Scheduling** to determine the next review date when a document/questionnaire is approved. If a document/questionnaire is approved within the warning period for the currently selected review interval, **Smart Scheduling** equates the approval to a completed review and postpones the next review for another review interval. Select **Force next review on [*date*]** to override **Smart Scheduling** and leave the next review due date as it is.



- Click **No Review Date** only if you do not want a reminder and a task sent to the document owner. The document owner will then need to use some other means to track when the document/questionnaire needs reviewing.

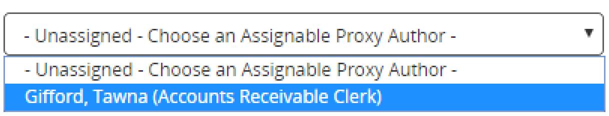
2. Click anywhere outside the **Review Interval** menu to close it.

Assigned Proxy Author

This setting applies only if a proxy author has been assigned for the document owner selected in **Basic Settings**.

If you see **No Available Proxy Authors** in the **Assigned Proxy Author** list, you cannot change this setting. (Contact the administrator if you need a proxy author assigned to a document owner.)

If one or more proxy authors are available and you want to assign one of them to the current document or questionnaire, select one.



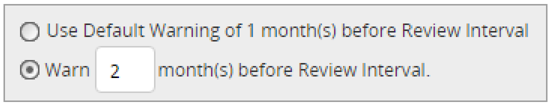
Warning Period

Use this setting to change when the document owner receives notification that the next review due date is approaching.

> **Note:** This setting is available only when a review interval has been set.

1. In the **Warning Period** list, do one of the following:

   - Click **Warn [*n*] months before Review Interval**, and then type a number in the box.



- Click **Use Default Warning of [*n*] month(s) before Review Interval**.

Note: The default warning period is set by the administrator.

2. Click anywhere outside the **Warning Period** menu to close it.

Publication Date

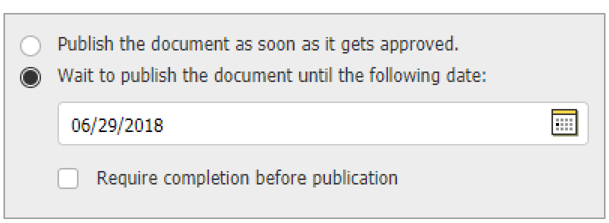
This is the date when the approved document or questionnaire becomes available to designated assignees.

1. To change the current selection, in the **Publication Date** list, do one of the following:

   - Click **Publish the document as soon as it gets approved**.
   - Click **Wait to publish the document until the following date**, click , and then click a date. By default, notifications are sent to users required to read the document or complete the questionnaire as soon as it is published. Also select **Require reading before publication** if you want the notification sent as soon as the document/questionnaire is approved. Those assigned to read the document or complete the questionnaire can then access it during the interval between Approval and Publication (in the Pending status).

Notes:

- If the document/questionnaire is approved after the specified publication date, it will be published immediately.
- Users who mark the document as read or complete the questionnaire before the publication date will not be required to complete their assigned tasks again when it is published.



2. Click anywhere outside the **Publication Date** menu to close it.

Archive Date

If you know there will be no new versions of this document or questionnaire created and that it will no longer be relevant after a certain time period, you can specify the date when you want the item automatically removed from **Published** status and placed in the **Archive**.

Note: Only administrators and users assigned the **Archived Documents** role can access archived documents and questionnaires.

Keywords

Type any words you think users might use to search for this document or questionnaire. Keywords are especially useful for including relevant words that are not contained in the item's title or contents.

Notification Settings for Doc Owners & Proxies

These settings let you choose which types of notification emails this document's or questionnaire's assigned owner and proxy author will receive.

1. Do one of the following:

   - Select **Company / Personal** to use the current **Email Subscriptions** settings of the assigned document owner and proxy author to determine which email notifications relating to this document/questionnaire are sent.

Note: If PolicyTech is set up to let users manage their own notification email subscriptions, then this document's /questionnaire's assigned owner and proxy author will receive only those notification emails that they've enabled in **My Profile**. If users are not allowed to manage their own email subscriptions, then the current **Email Manager** settings, managed by the administrator, determine which emails are sent.

   - Select **Custom**, and then select the notification email categories to enable. For a list of emails in each category, see Email Categories for Custom Notification Settings.

Important: An administrator can lock the enabled/disabled setting for each email in the **Critical Changes**, **Document Status Changes**, and **Task Status Changes** categories. Changing a **Custom** setting for one of these categories has no effect on individually locked emails.

Email Categories for Custom Notification Settings

The following tables list the email notifications within each selectable category for **Notification Settings for Doc Owners & Proxies** in the **Properties Wizard**.

Critical Changes

Email Name	Description
Document Replacement Pending	Sent to the document owner and assigned proxy author when another user has set one

Email Name	Description
	of the owner's documents to be replaced.
Document Edited in Its Current State	Sent to the document owner, proxy author, and approvers when an administrator edits a document in its current state.
Document Set as Approved	Sent to the document owner and proxy author when an administrator sets a document or questionnaire as approved.
No Revision Necessary	Sent to assigned approvers and proxy author when a document or questionnaire is due for review and the document owner specifies that no revision is necessary. Alternatively, if an administrator specifies that no revision is necessary, the document owner will also be notified.
Master Document Edited in Its Current State (active only if the Localization Workflow Module is enabled)	Sent to document owners and proxy authors of localized copies when the master document is modified in its current state (as opposed to creating a new version).

Document Status Changes

Email Name	Description
Review Level Complete	Sent to the document owner and assigned proxy author when all required reviewers on a specific level have accepted the document or questionnaire and a subsequent review level exists.
Review Cycle Complete - Document Moved to Approval	Sent to the document owner and assigned proxy author when a document or questionnaire is accepted by all required reviewers and moved to approval.
Approval Level Complete	Sent to the document owner and assigned proxy author when all required approvers on a specific level have accepted the document or questionnaire and a subsequent approval level exists.
Approval Cycle Complete - Document Approved	Sent to the document owner and assigned proxy author when a document or questionnaire is accepted by all required approvers and moved to published or pending.

Task Status Changes

Email Subject	Action That Triggers Notification
Writer Task Complete	Sent to the document owner and assigned proxy author when an assigned writer clicks **Finished Writing**.
Reviewer Task Complete	Sent to the document owner and assigned proxy author when an assigned reviewer accepts, declines, or revises a document or questionnaire.
Approver Task Complete	Sent to the document owner and assigned proxy author when an assigned approver accepts, declines, or revises a document or questionnaire.

Enhanced Validation

Note: This setting is not available for questionnaires.

You may or may not see this optional setting, depending on how the administrator set up PolicyTech.

When this feature is enabled, a user must enter his or her user name and password (an electronic signature, in effect) in order to complete a task, such as marking a document as read, accepting a document in review, or approving a document. In the case where a kiosk computer is the point of general PolicyTech access under a generic service account, this feature provides verification that the intended user has completed a task.

If you see the setting but the text for the **Enhanced Validation** list is displayed with a gray font rather than black, the setting is displayed for your information only; you cannot change it.

If the setting is active, in the **Enhanced Validation** list click a **Yes** or **No**.

Original Creation Date

This setting is intended for documents or questionnaires originally created outside of PolicyTech and then uploaded into or recreated in PolicyTech. For historical purposes, enter the date the document or questionnaire was first created.

External Review Date

As with **Original Creation Date**, **External Review Date** is intended for documents or questionnaires originally created outside of PolicyTech and then imported or recreated.

Important: If the **Review Interval** option has been set, the date set for **External Review Date** is used to calculate the next review date.

Language

This setting works in conjunction with the **Filter by Language** setting in **My Profile** (see Changing Your Profile Settings). Selecting a language for this document or questionnaire enables users to filter (hide or display) the document/questionnaire based on its language setting.

Editing Document

You may or may not see this optional setting, depending on how the currently assigned template was set up and what Microsoft® Office integration PolicyTech is using. Also, the **Editing Document** setting applies only to templates for Word and Excel documents.

If you see the setting but the text for the **Editing Document** list is displayed with a gray font rather than black, the setting is displayed for your information only; you cannot change it.

If the setting is active, click the **Editing Document** box, and then click **Inside the Browser** or **Outside the Browser**. The benefits of editing a Word document within a PolicyTech browser window include the following:

- Ability to insert document property fields that update automatically if they change
- Automatic display of an unremoveable watermark in documents in the draft, review, and approval statuses

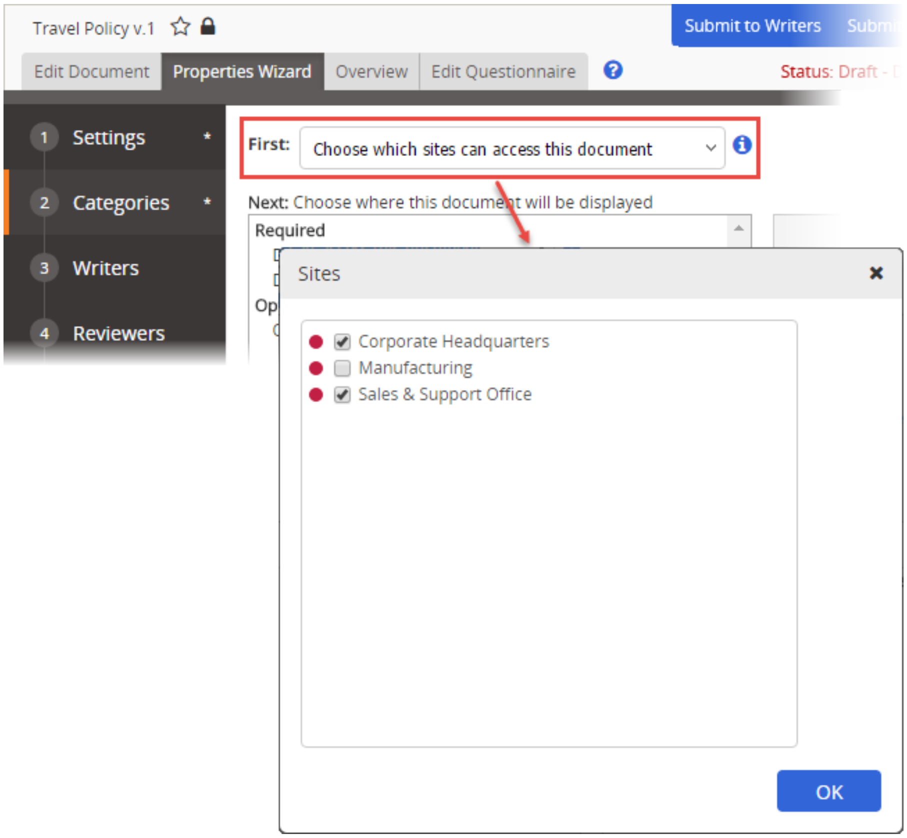
If you choose to have the document open outside of the PolicyTech browser, when a user opens the document it will open in its default program. PolicyTech detects each time the document is saved in the default program and re-uploads a copy of the document.

Notes:
- A user must have the document's default program installed on his or her computer in order to open a document outside of the browser.
- To be able to open and edit a document, besides a Word or Excel document, outside of the browser, that file type must have been enabled in PolicyTech. Contact your administrator if you are not sure which file types have been enabled.
- Windows controls what program a document is opened in by default.

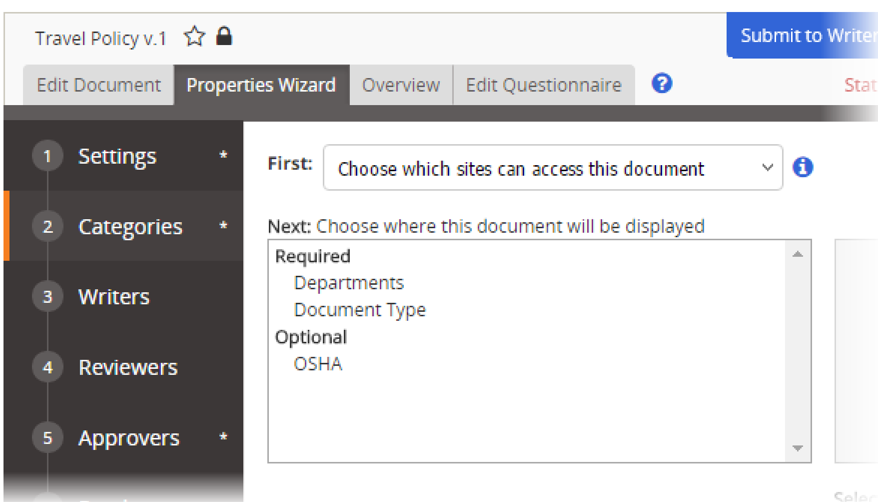
Assigning Departments and Categories

An important part of document and questionnaire creation is determining who should interact with the document/questionnaire you're creating. In this step of the **Properties Wizard**, you indicate which sites and departments should have access to the document/questionnaire and in which categories the it belongs.

1. If you have access to multiple sites, in the **Categories** step, select the sites that will have access to this document, and then click **OK**.



What you see in the **Choose where this document will be displayed** box depends on the template you assigned in the **Settings** step. You will always see **Departments** under the **Required** heading, but the template creator decides which categories, if any, should be required and optional. If your **Choose where this document will be displayed** box looked like the one in the example below, you would be required to choose a department and a **Document Type** category. You could also assign the document to an **OSHA** category if applicable, but wouldn't have to.

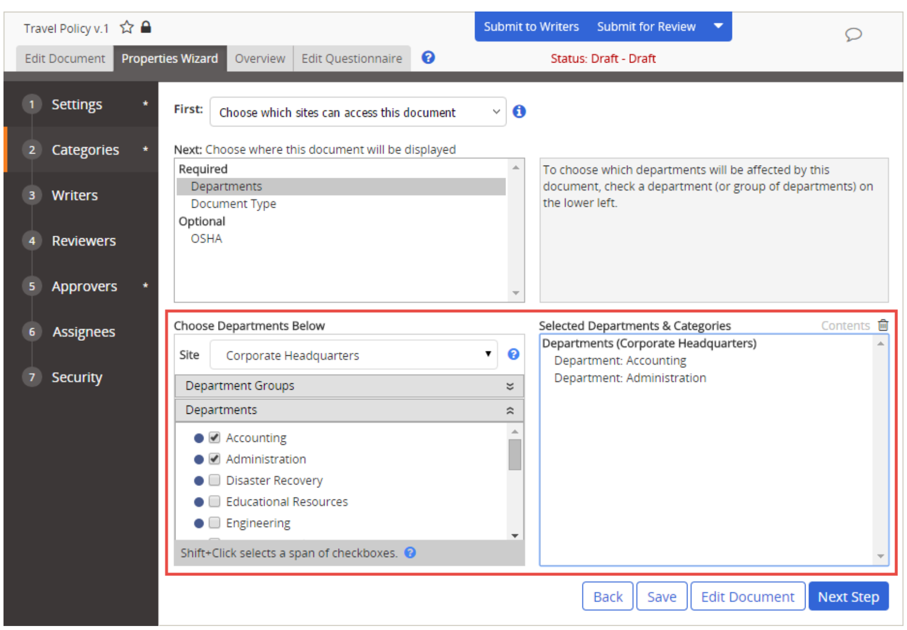


2. In the **Choose where this document will be displayed** box, click **Departments**.
3. Do one of the following:
   - If there is no option for selecting a site in the **Choose Departments Below** box, simply select the departments that will have access to this document/questionnaire.
   - If you have access to more than one site and chose to make this document/questionnaire available to more than one those sites in step 1 above, then, in the **Choose Departments Below** box, select a site, and then select the departments that will have access to this document/questionnaire. Repeat this step as necessary for other sites.

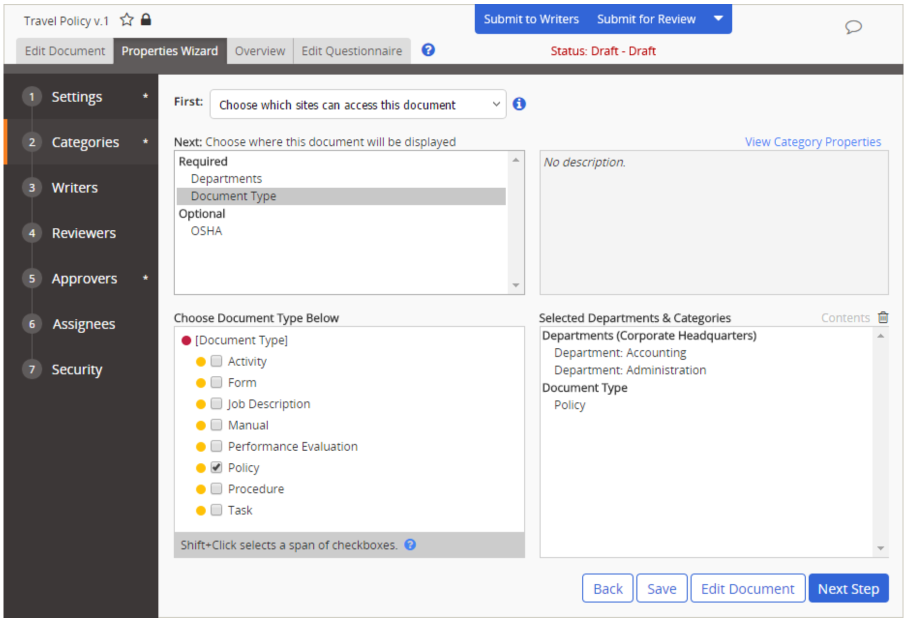
Important: You must select at least one department within at least one site. If you select multiple sites and do not select a department within one or more of those sites, the current document will still be available on those sites but will be listed under **Unfiled** when arranging by category.

Notes:

- You can click the department name to see the users in the department.
- The assigned document owner's site and department are selected by default when a new document/questionnaire is created.
- A department group is a combination of two or more departments from a single site or from multiple sites. If desired, click **Department Groups**, and then select a department group or click the group name and select departments from within the group.

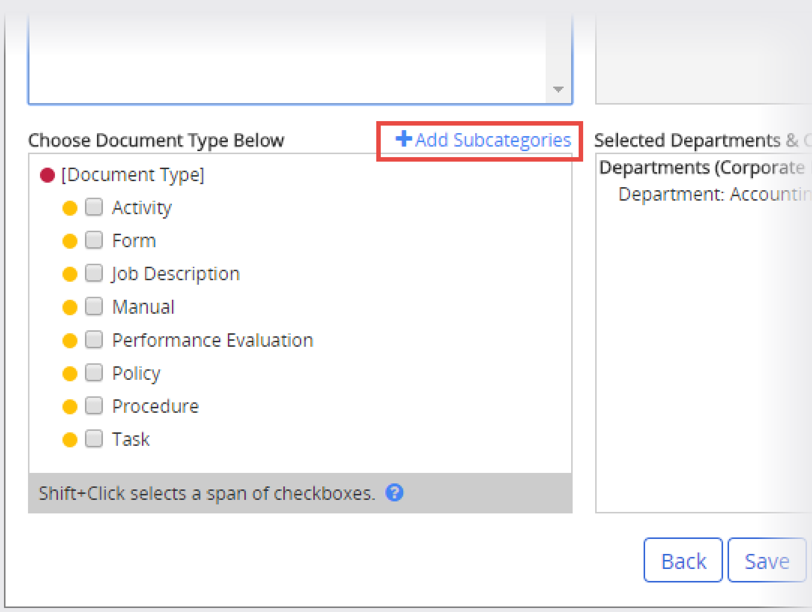


4. If a category is listed under **Required**, click it, and then select one or more subcategories.

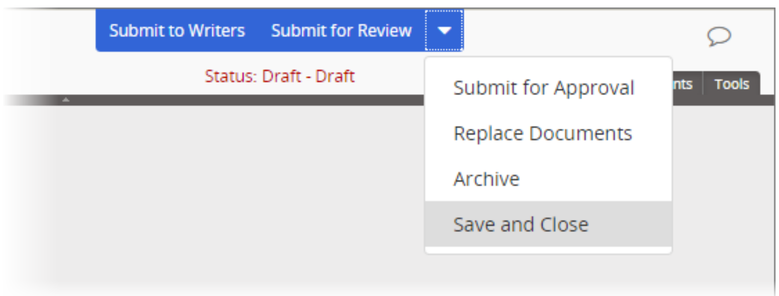


Notes:

- Some categories allow only one subcategory selection, while others allow multiple selections.
- If the current category allows the creation of new subcategories, **Add Subcategories** appears above the category list box, as shown below. See Adding a Subcategory below for details.



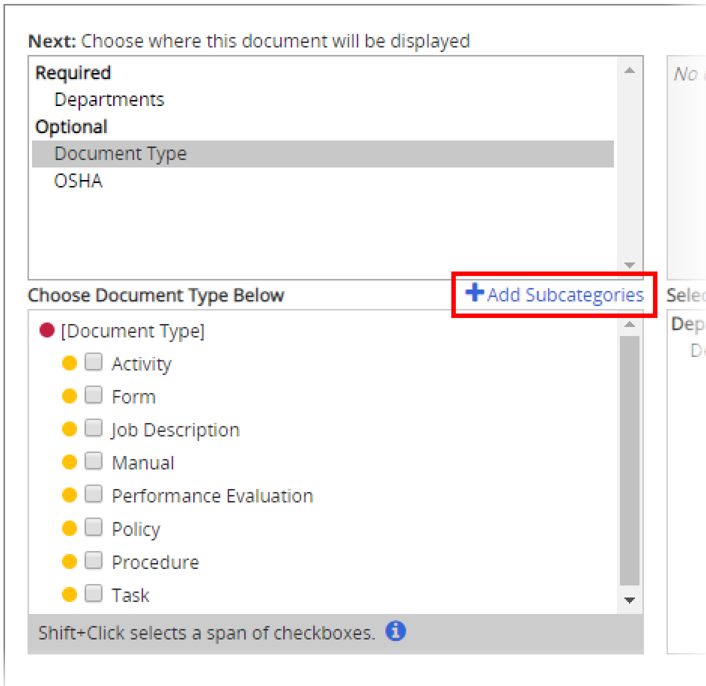
5. (Optional) If one or more categories is listed under **Optional**, click each category, and then select one or more subcategories for each.
6. Click **Save**.
7. Do one of the following:
   - To continue with assigning properties, click **Next Step**, and then go to Assigning Writers.
   - To stop assigning properties and finish later, click  to the right of **Submit for Review**, and then click **Save and Close**. (When you are ready to continue with assigning properties, go to Editing a Draft Document.)



   - If this is a document and you want to work on its content, click **Edit Document**, and then go to Writing a Document.
   - If this is a questionnaire and you want to work on its content, click **Edit Questionnaire**, and then go to Adding Questions and Answers to a Questionnaire.

Adding a Subcategory

1. In the category list, click a top-level category (**[Document Type]** in the example below) or subcategory, and then click **Add Subcategories**.

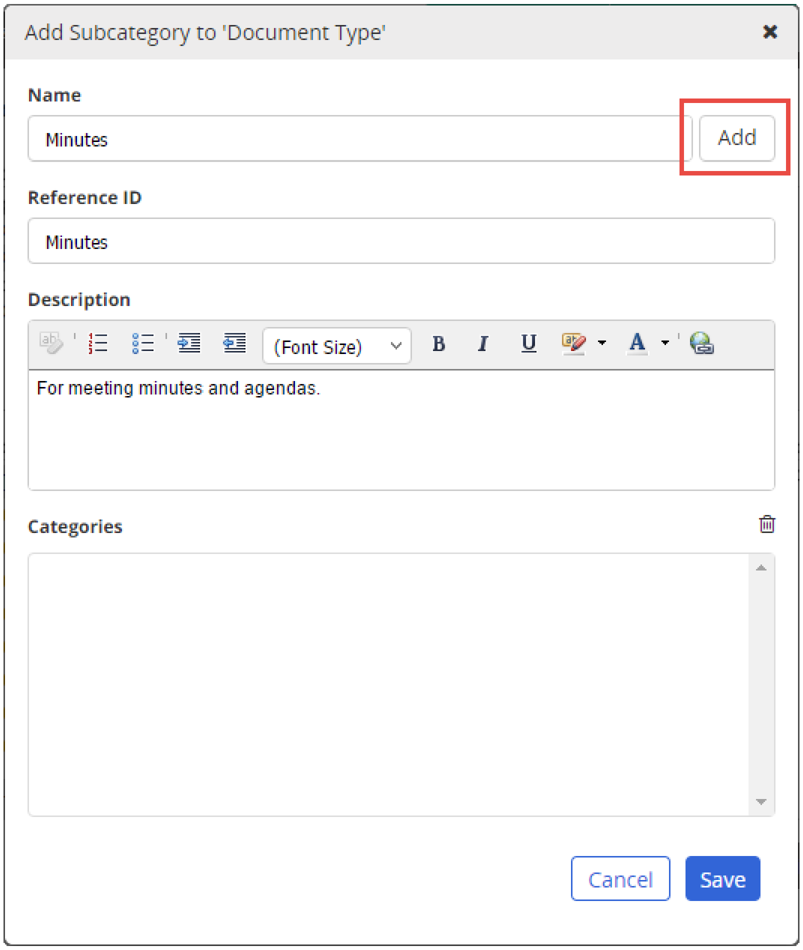


2. Type a subcategory name.

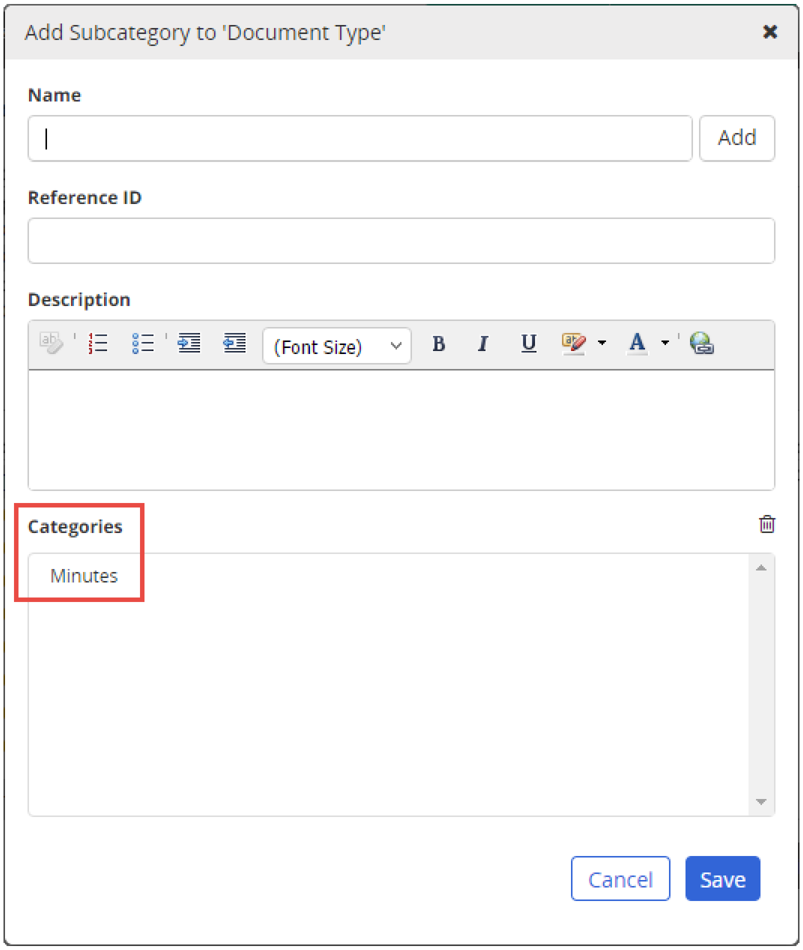
Note: The **Reference ID** is automatically filled in with the subcategory name as you type it. You can change the **Reference ID** if needed.

3. (Optional) Type a description to let other users know when they should assign this subcategory to a document.
4. Click **Add** to add the new subcategory to the **Categories** box.

Important: Only subcategories that have been added to the **Categories** box will be saved.



5. (Optional) Repeat steps 2 through 4 to continue adding subcategories under the currently selected category.
6. With the one or more subcategories listed in the **Categories** box, click **Save**.



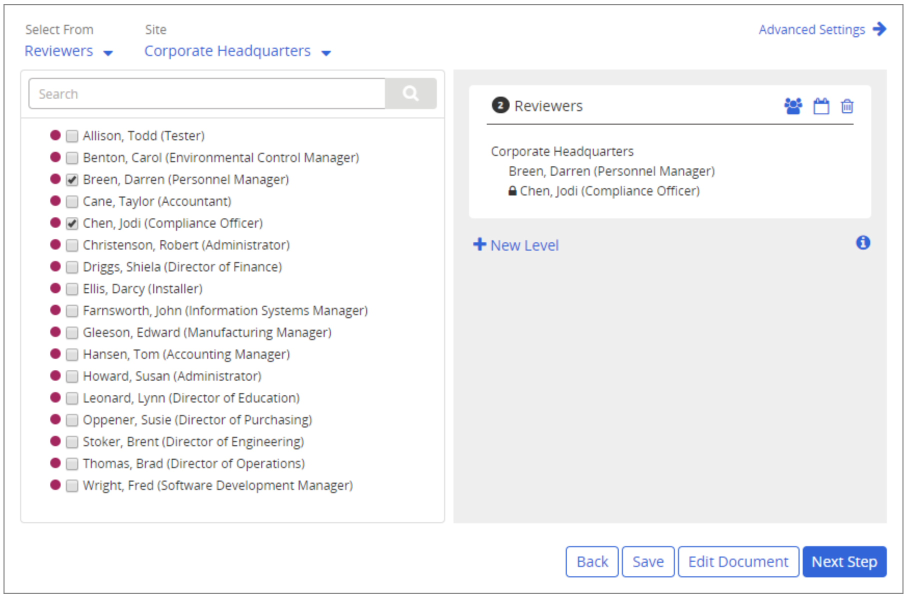
Assigning Writers

A user assigned the Writer role can help with the creation of document or questionnaire content. You can invite one or more writers to collaborate on the current document/questionnaire.

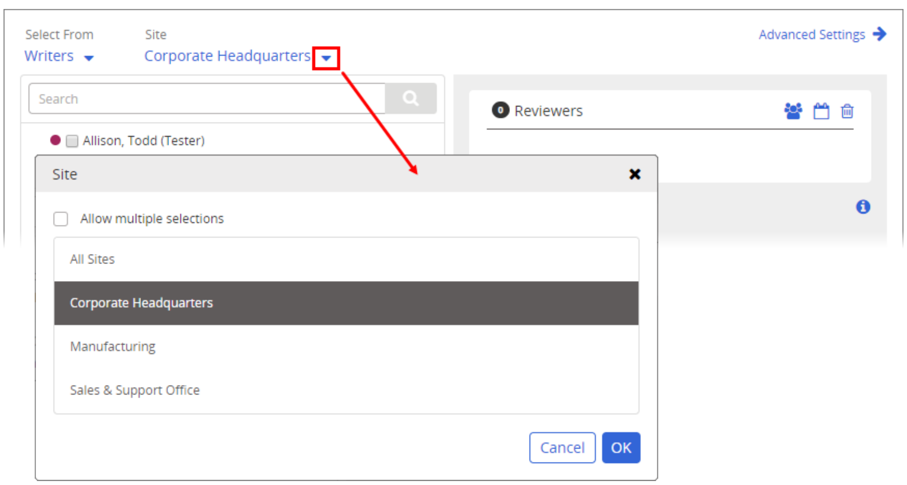
> **Note:** A writer cannot change properties and cannot submit a document/questionnaire for review.

Assigning writers is an optional **Properties Wizard** step.

1. In the **Writers** step, first check to see if the template included writer assignments. Any template writer assignment are optional and can be treated as suggestions. To remove an optional writer assignment, click it, and then click 🗑.



2. If your PolicyTech system has multiple sites, do one of the following.
   - Leave the default site selection to select writers from the current site.
   - Under **Site**, click ▼, select a different site, and then click **OK**.

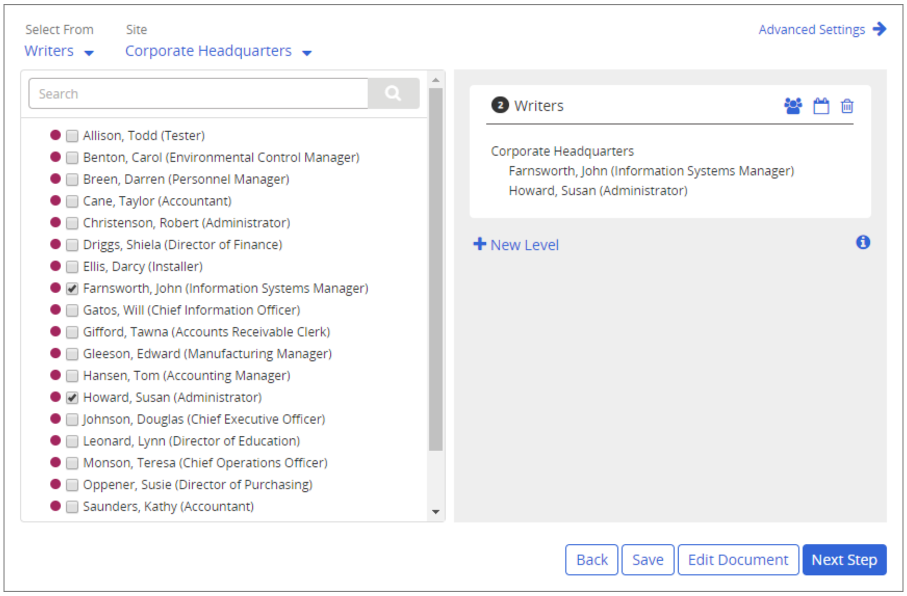


   - Under **Site**, click ▼, select **Allow multiple selections**, select two or more sites, and then click **OK**.

Important: If you will be assigning writers from other sites, see Assignees and Site Access before doing so.

3. Select one or more writers.

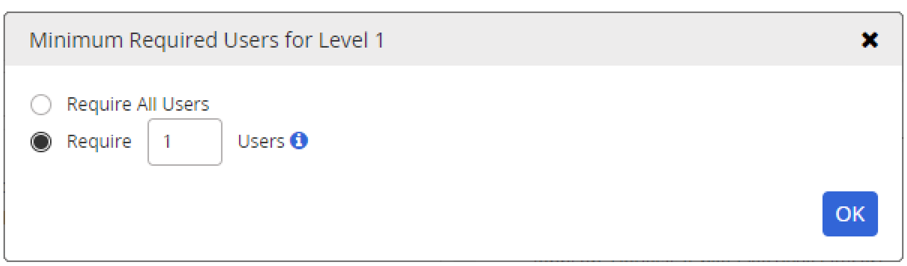
Note: A list of writers within the selected site or sites is displayed by default. (If multiple sites are listed, expand a site to see and select individual writers.) To use another selection method, see Other Ways to Select Writers.



4. (Optional) Set a due date for when writers should be finished. See Setting Due Dates for Writing, Review, Approval, and Assignee Tasks for details.

5. (Optional) By default, all assigned writers must complete their tasks before the document/questionnaire moves on in the workflow. Alternatively, you can set a minimum number of writers of those assigned and have the document/questionnaire moved on in the workflow as soon as that number of writers complete their tasks.

   In the right pane where writer selections are listed, click , select **Require [*X*] Users**, type a number, and then click **OK**.



Note: If a group is included and is both inherited from the template and designated as required, users within the group are counted individually toward the **Require** number. For example, suppose that, on a particular writer level, there is one individually assigned writer and a required group inherited from the template containing three writers. If you set the **Require** number at **2**, either of the following would complete the level: the individually assigned writer and one user from the required group accepts the document/questionnaire; two users from the required group accept the document/questionnaire.

6. (Optional) As you assign writers, they all receive tasks when the document/questionnaire goes to Collaboration. If you want the document/questionnaire to go to writers in a specific order, create additional review levels. See Working with Levels for details.

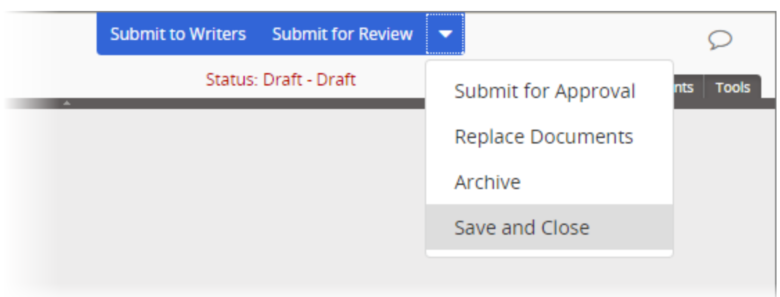
7. (Optional) Set a due date for when writers should be finished. See Setting Due Dates for Writing, Review, Approval, and Assignee Tasks.

8. (Optional) Click **Advanced Settings**, and then click **Add Note** to include instructions or other information for the assigned writers. See Adding Notes for Writers, Reviewers, Approvers, and Assignees for details.

9. Do one of the following:

   - To continue with assigning properties, click **Next Step**, and then go to Assigning Reviewers.

   - To stop assigning properties and finish later, click the dropdown arrow to the right of **Submit for Review**, and then click **Save and Close**. (When you are ready to continue with assigning properties, go to Editing a Draft Document.)



   - If this is a document and you want to work on its content, click **Edit Document**, and then go to Writing a Document.

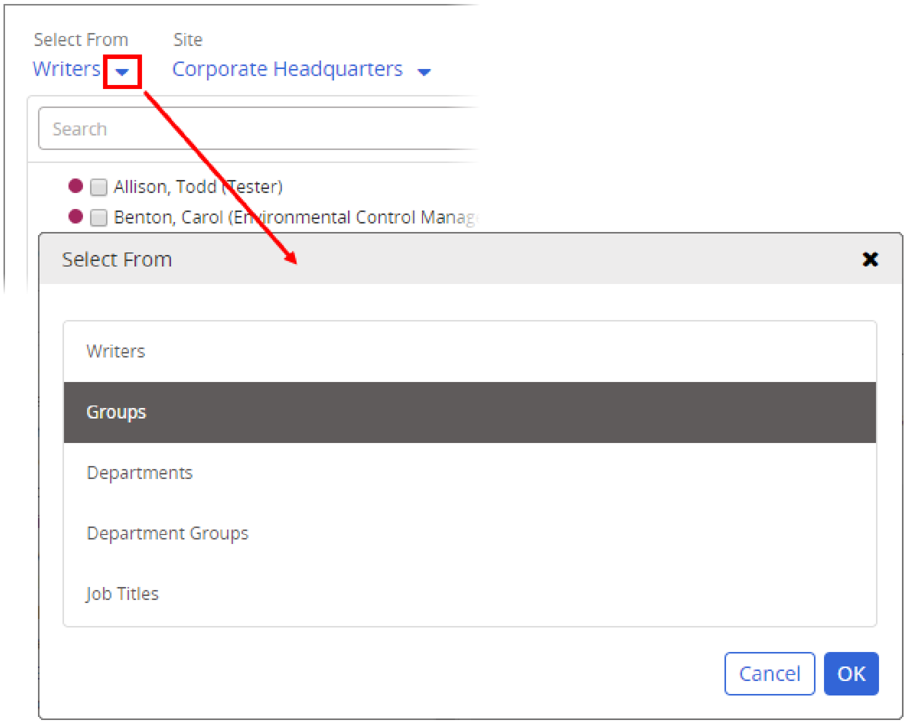
   - If this is a questionnaire and you want to work on its content, click **Edit Questionnaire**, and then go to Adding Questions and Answers to a Questionnaire.

Other Ways to Select Writers

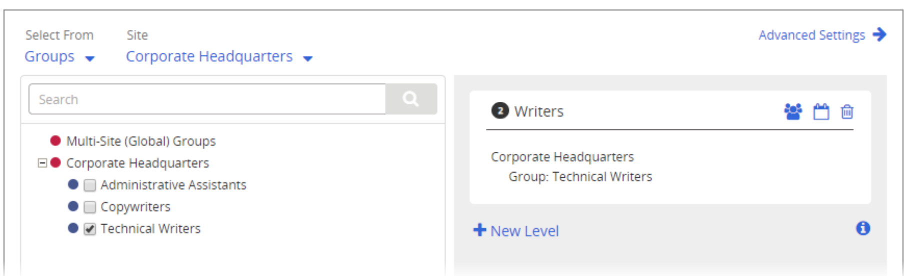
The default writer selection method is to select individual writers. You can also select by writer group, department, or job title.

Writer Groups

1. Under **Select From**, click the dropdown arrow, click **Groups**, and then click **OK**.



2. Select one or more groups.



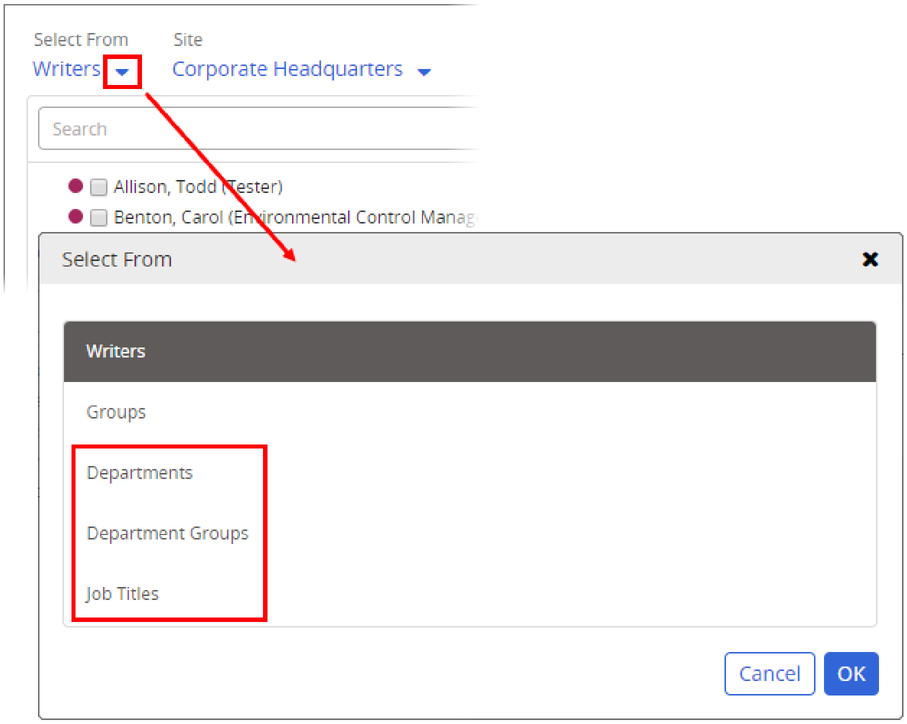
Notes:

- Use **Search** to find a group in a long list.
- A group is a combination of writers from a single site or from multiple sites.
- To assign individual writers from a group, click the group name, and then select writers.

Departments, Department Groups, and Job Titles

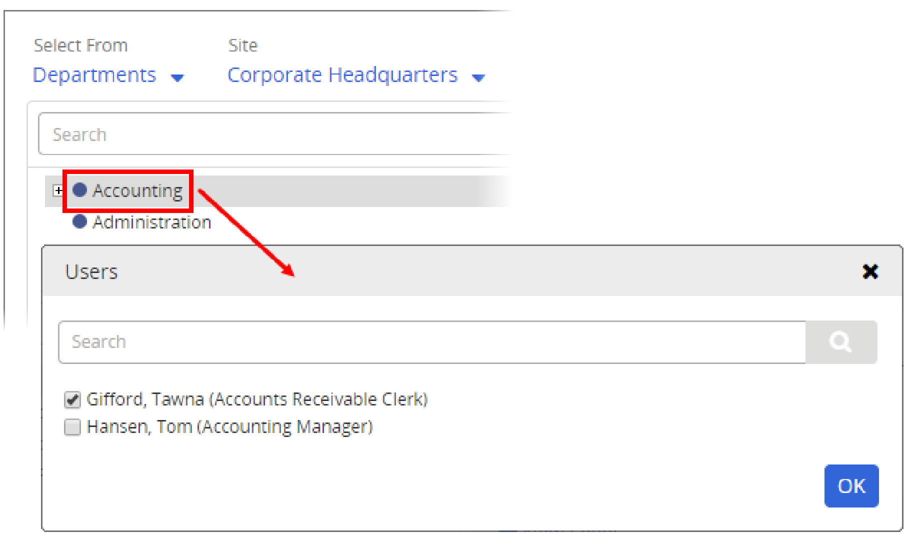
You select individual writers from departments, department groups, and job titles in essentially the same way.

1. Under **Select From**, click ▾, click **Departments**, **Department Groups**, or **Job Titles**, and then click **OK**.



2. Click a department, department group, or job title to display a list of writers from that entity, select one or more writers, and then click **OK**.

Note: Use **Search** to find a writer in a long list.

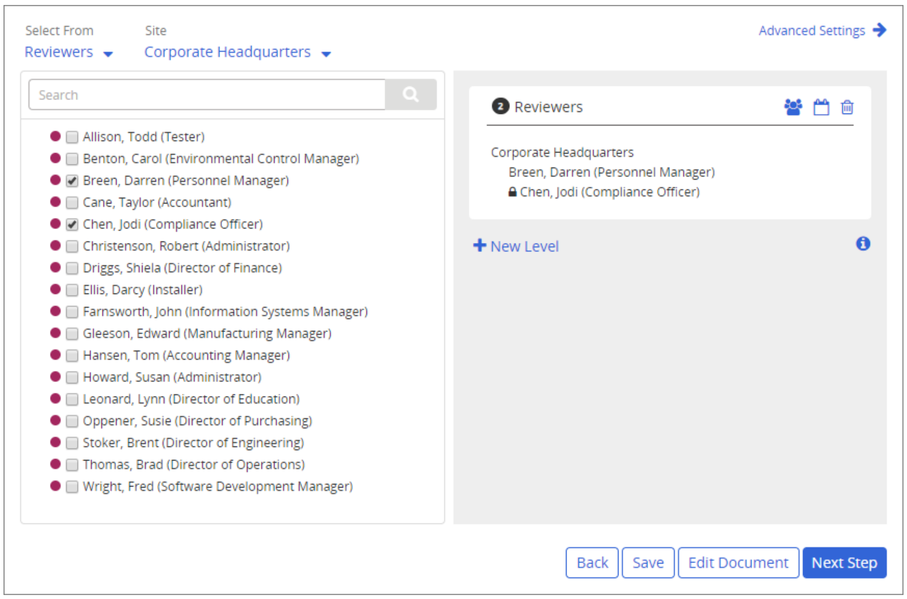


Assigning Reviewers

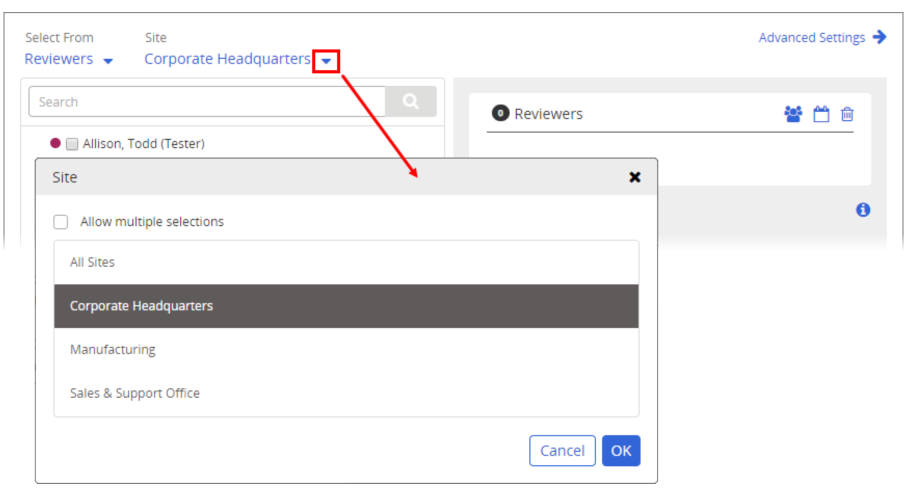
You can assign one or more reviewers to check the document or questionnaire for accuracy and completeness.

Assigning reviewers is an optional **Properties Wizard** step, unless the template includes one or more required reviewers.

1. In the **Reviewers** step, first check to see if the template included reviewer assignments. In the example below, the template automatically added two reviewers. The reviewer assignment marked with is required, meaning that you can't remove it. The other reviewer assignment is optional and can be treated as a suggestion. To remove an optional reviewer assignment, click it, and then click .



2. If your PolicyTech system has multiple sites, do one of the following.
   - Leave the default site selection to select reviewers from the current site.
   - Under **Site**, click , select a different site, and then click **OK**.

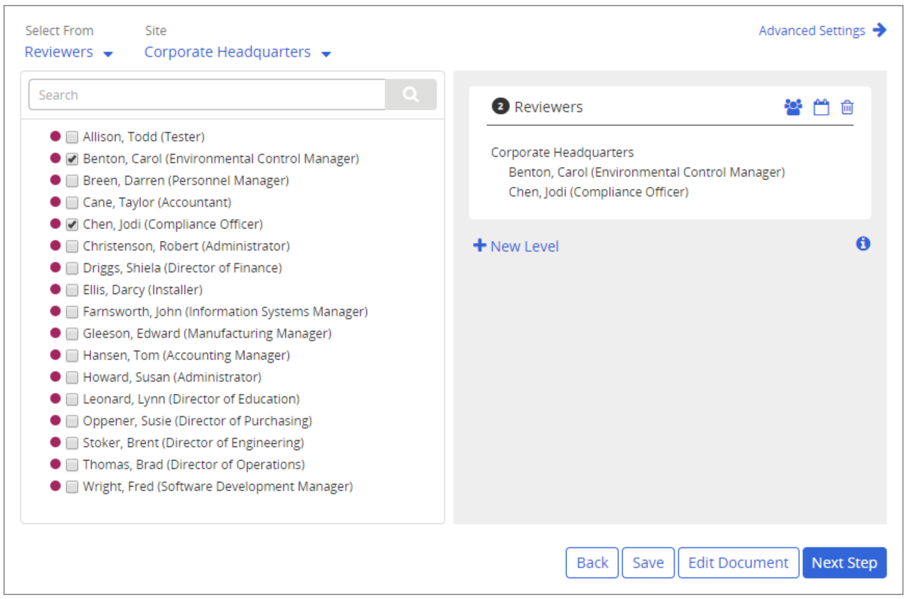


- Under **Site**, click , select **Allow multiple selections**, select two or more sites, and then click **OK**.

Important: If you will be assigning reviewers from other sites, see Assignees and Site Access before doing so.

3. Select one or more reviewers.

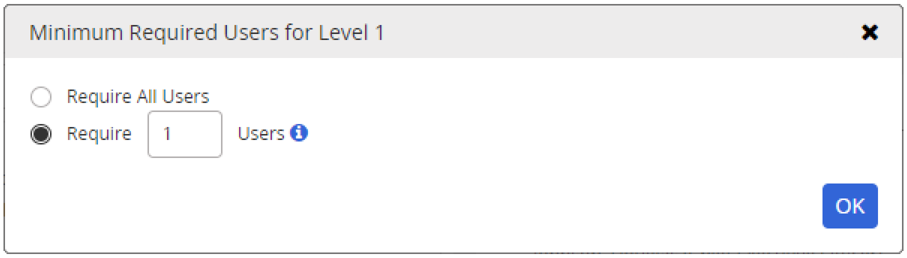
Note: A list of reviewers within the selected site or sites is displayed by default. (If multiple sites are listed, expand a site to see and select individual reviewers.) To use another selection method, see Other Ways to Select Reviewers.



4. (Optional) Set a due date for when reviewers should be finished. See Setting Due Dates for Writing, Review, Approval, and Assignee Tasks for details.

5. (Optional) By default, all assigned reviewers must complete their tasks before the document/questionnaire moves on in the workflow. Alternatively, you can set a minimum number of reviewers of those assigned and have the document/questionnaire moved on in the workflow as soon as that number of reviewers complete their tasks.

   In the right pane where reviewer selections are listed, click , select **Require [*X*] Users**, type a number, and then click **OK**.



Note: If a group is included and is both inherited from the template and designated as required, users within the group are counted individually toward the **Require** number. For example, suppose that, on a particular reviewer level, there is one individually assigned reviewer and a required group inherited from the template containing three reviewers. If you set the **Require** number at **2**, either of the following would complete the level: the individually assigned reviewer and one user from the required group accepts the document/questionnaire; two users from the required group accept the document/questionnaire.

6. (Optional) As you assign reviewers, they all receive tasks when the document/questionnaire goes to Review. If you want the document/questionnaire to go to reviewers in a specific order, create additional review levels. See Working with Levels for details.

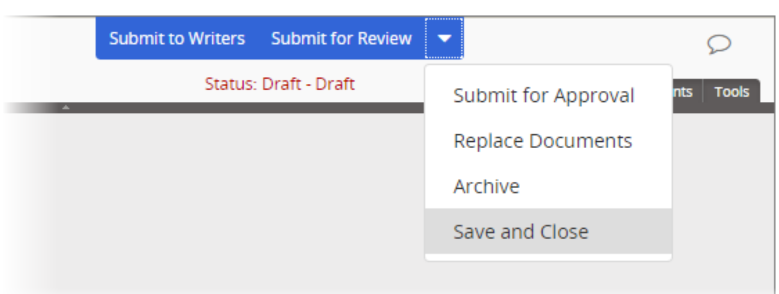
7. (Optional) Set a due date for when reviewers should be finished. See Setting Due Dates for Writing, Review, Approval, and Assignee Tasks.

8. (Optional) Click **Advanced Settings**, and then click **Add Note** to include instructions or other information for the assigned reviewers. See Adding Notes for Writers, Reviewers, Approvers, and Assignees for details.

9. Do one of the following:

   - To continue with assigning properties, click **Next Step**, and then go to Assigning Approvers.

   - To stop assigning properties and finish later, click to the right of **Submit for Review**, and then click **Save and Close**. (When you are ready to continue with assigning properties, go to Editing a Draft Document.)



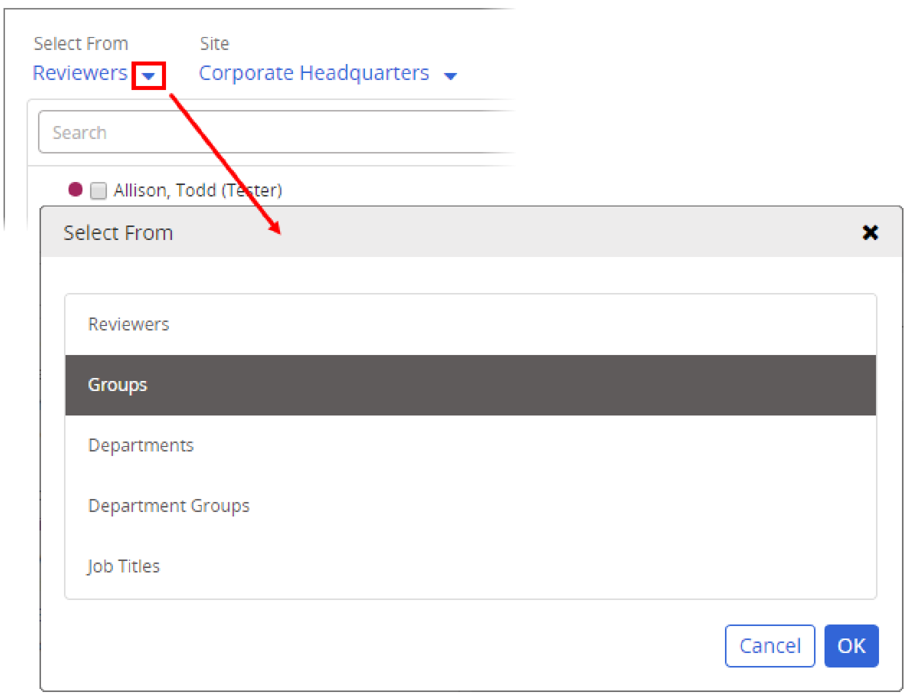
- If this is a document and you want to work on its content, click **Edit Document**, and then go to Writing a Document.
- If this is a questionnaire and you want to work on its content, click **Edit Questionnaire**, and then go to Adding Questions and Answers to a Questionnaire.

Other Ways to Select Reviewers

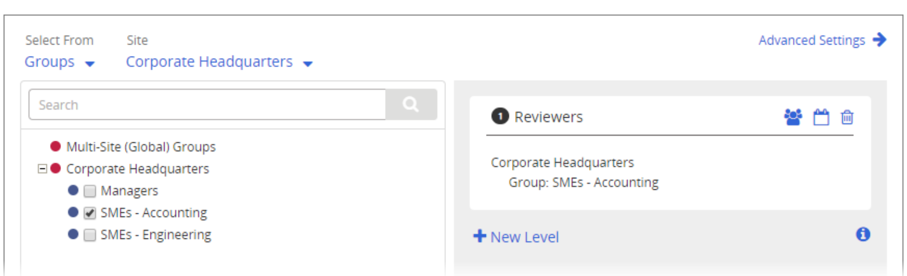
The default reviewer selection method is to select individual reviewers. You can also select reviewer groups or select individual reviewers from specific departments, department groups, or job titles.

Reviewer Groups

1. Under **Select From**, click ▼, click **Groups**, and then click **OK**.



2. Select one or more groups.



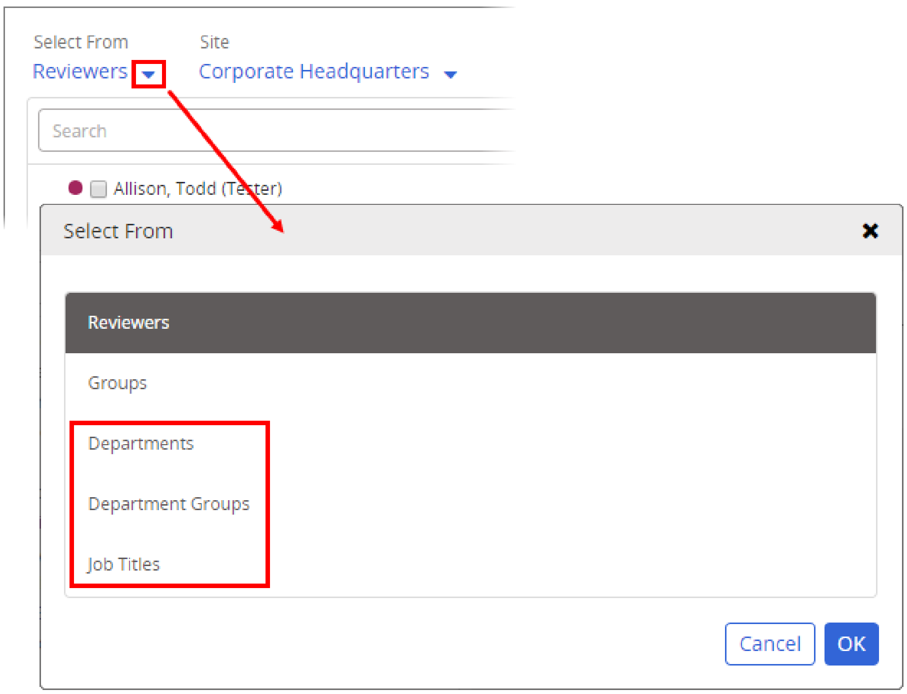
Notes:

- Use **Search** to find a group in a long list.
- A group is a combination of reviewers from a single site or from multiple sites.
- To assign individual reviewers from a group, click the group name, and then select reviewers.

Departments, Department Groups, and Job Titles

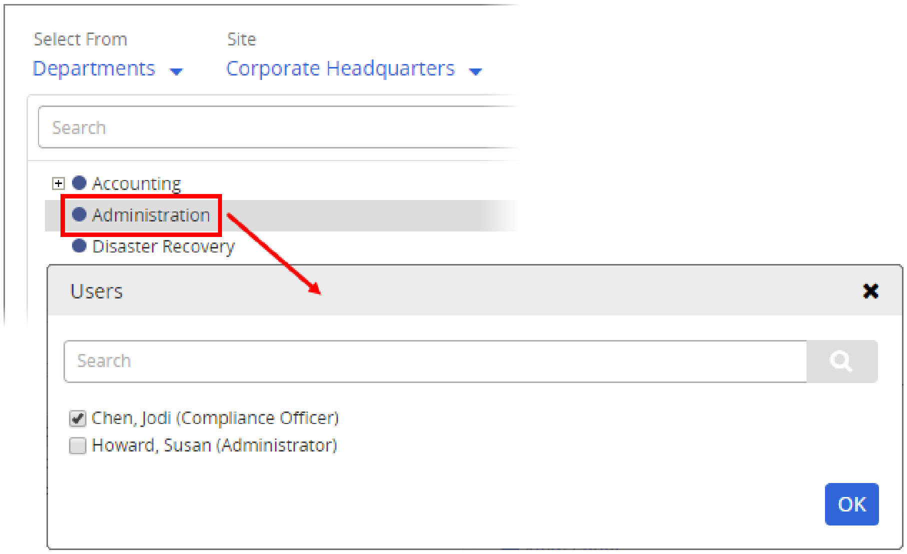
You select individual reviewers from departments, department groups, and job titles in essentially the same way.

1. Under **Select From**, click ▼, click **Departments**, **Department Groups**, or **Job Titles**, and then click **OK**.



2. Click a department, department group, or job title to display a list of reviewers from that entity, select one or more reviewers, and then click **OK**.

Note: Use **Search** to find a reviewer in a long list.

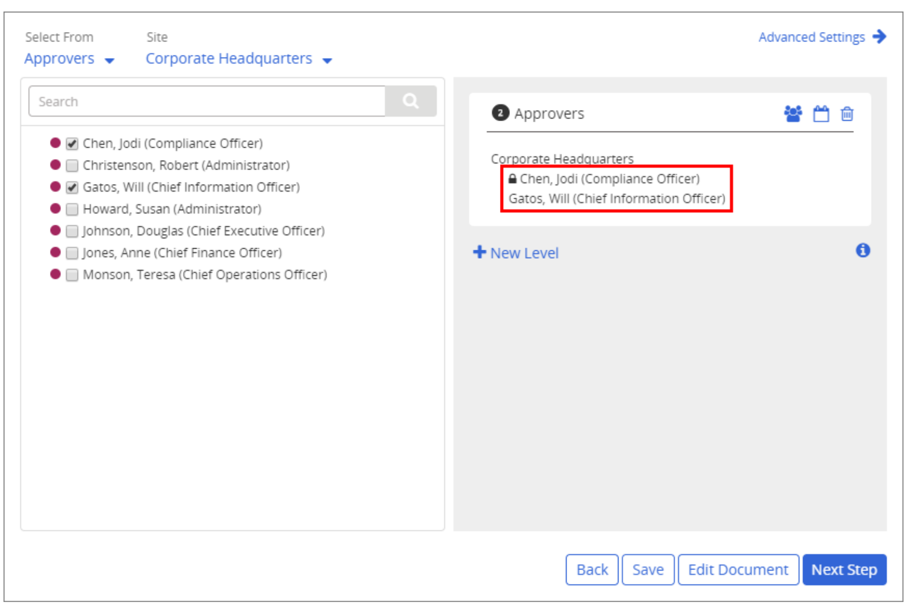


Assigning Approvers

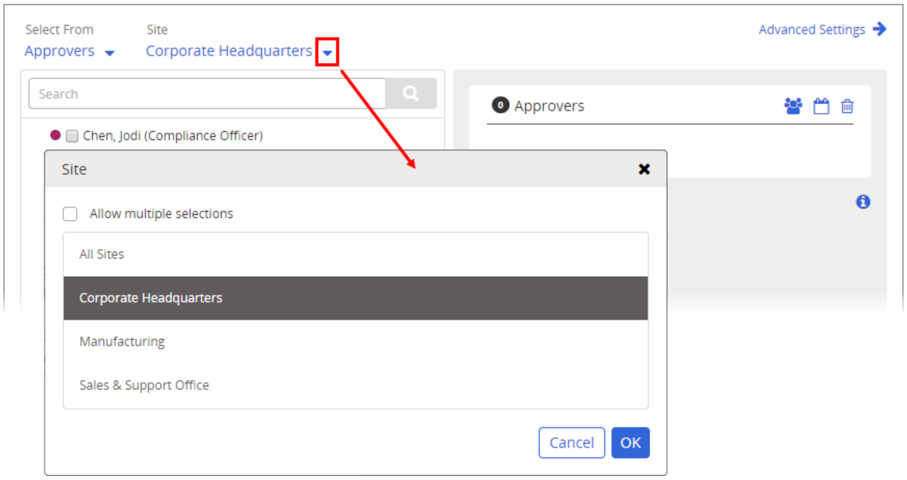
You must assign at least one approver to a document or questionnaire.

Approvers are usually management or executive level users who give their approval to publish the final draft of a document/questionnaire. They are considered an organization's top-level approving authority and typically have legal responsibility for what they approve.

1. In the **Approvers** step, first check to see if the template included approver assignments. In the example below, the template automatically added two approvers. The approver assignment marked with 🔒 is required, meaning that you can't remove it. The other approver assignment is optional and can be treated as a suggestion. To remove an optional approver assignment, click it, and then click 🗑.



2. If your PolicyTech system has multiple sites, do one of the following.
   - Leave the default site selection to select approvers from the current site.
   - Under **Site**, click ▾, select a different site, and then click **OK**.

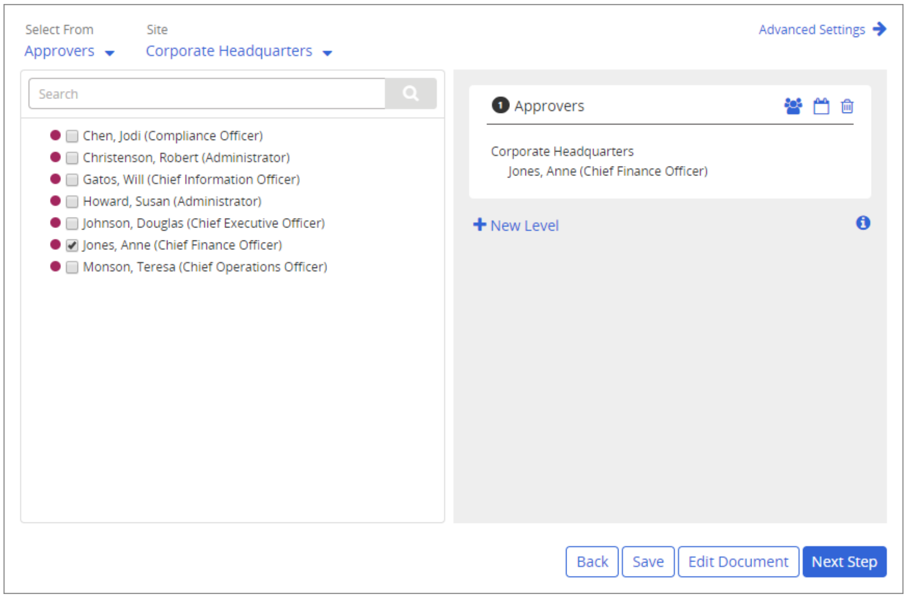


   - Under **Site**, click ▾, select **Allow multiple selections**, select two or more sites, and then click **OK**.

Important: If you will be assigning approvers from other sites, see Assignees and Site Access before doing so.

3. Select one or more approvers.

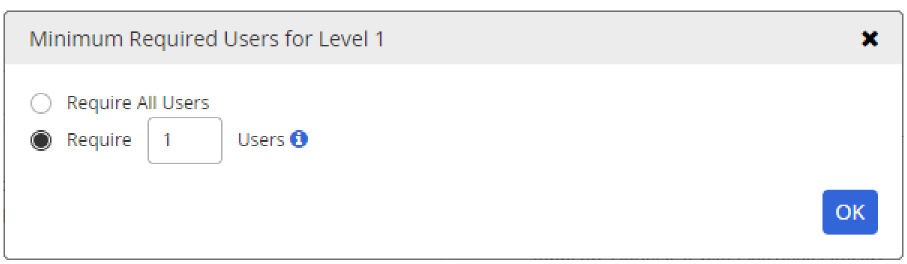
Note: A list of approvers within the selected site or sites is displayed by default. (If multiple sites are listed, expand a site to see and select individual approvers.) To use another selection method, see Other Ways to Select Approvers.



4. (Optional) Set a due date for when approvers should be finished. See [Setting Due Dates for Writing, Review, Approval, and Assignee Tasks] for details.

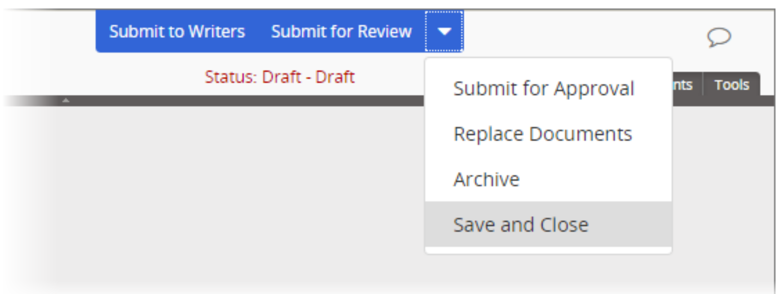
5. (Optional) By default, all assigned approvers must complete their tasks before the document/questionnaire moves on in the workflow. Alternatively, you can set a minimum number of approvers of those assigned and have the document/questionnaire moved on in the workflow as soon as that number of approvers complete their tasks.

   In the right pane where approver selections are listed, click , select **Require [*X*] Users**, type a number, and then click **OK**.



Note: If a group is included and is both inherited from the template and designated as required, users within the group are counted individually toward the **Require** number. For example, suppose that, on a particular approver level, there is one individually assigned approver and a required group inherited from the template containing three approvers. If you set the **Require** number at **2**, either of the following would complete the level: the individually assigned approver and one user from the required group accepts the document/questionnaire; two users from the required group accept the document/questionnaire.

6. (Optional) As you assign approvers, they all receive tasks when the document/questionnaire goes to Approval. If you want the document/questionnaire to go to approvers in a specific order, create additional approval levels. See Working with Levels for details.
7. (Optional) Click **Advanced Settings**, and then click **Add Note** to include instructions or other information for the assigned approvers. See Adding Notes for Writers, Reviewers, Approvers, and Assignees for details.
8. Do one of the following:
   - To continue with assigning properties, click **Next Step**, and then go to Designating Assignees.
   - To stop assigning properties and finish later, click to the right of **Submit for Review**, and then click **Save and Close**. (When you are ready to continue with assigning properties, go to Editing a Draft Document.)



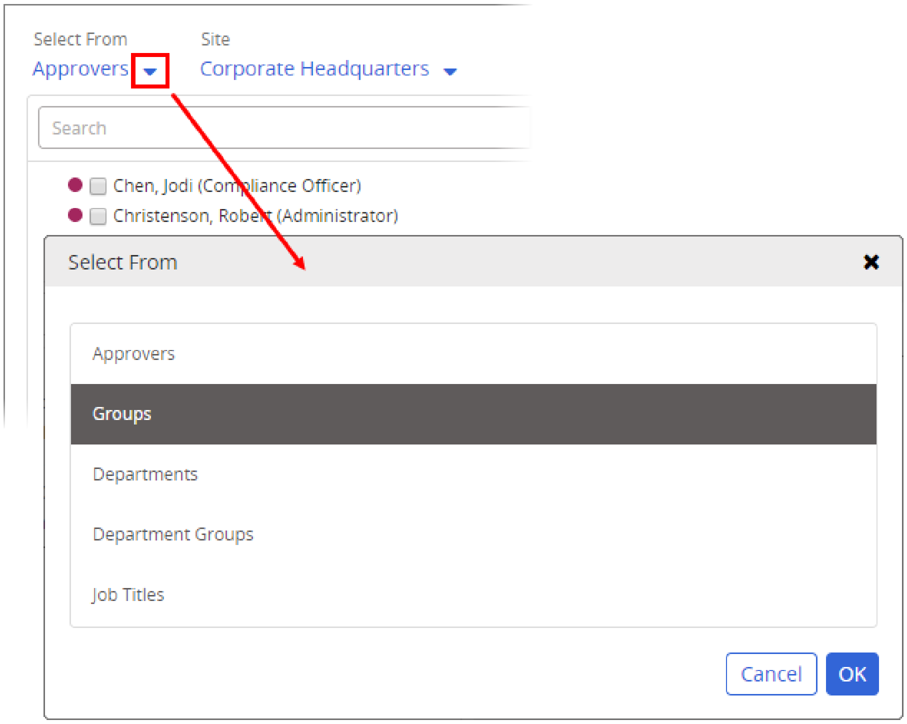
   - If this is a document and you want to work on its content, click **Edit Document**, and then go to Writing a Document.
   - If this is a questionnaire and you want to work on its content, click **Edit Questionnaire**, and then go to Adding Questions and Answers to a Questionnaire.

Other Ways to Select Approvers

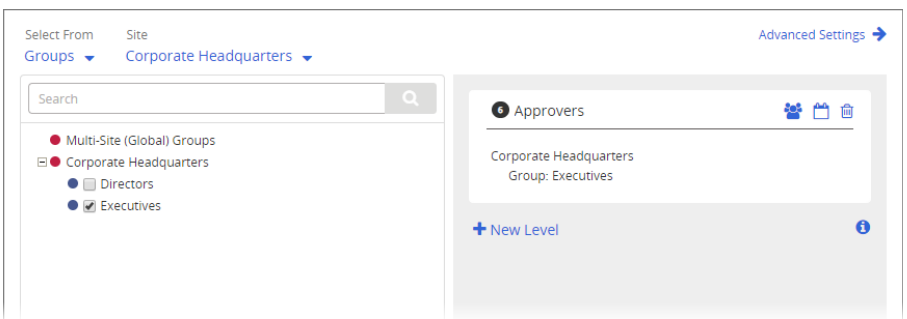
The default approver selection method is to select individual approvers. You can also select approver groups or select individual approvers from specific departments, department groups, or job titles.

Approver Groups

1. Under **Select From**, click , click **Groups**, and then click **OK**.



2. Select one or more groups.



Notes:

- Use **Search** to find a group in a long list.
- A group is a combination of approvers from a single site or from multiple sites.
- To assign individual approvers from a group, click the group name, and then select approvers.
- There may be situations where a board or committee needs to approve a document or questionnaire, and many of the board or committee are not PolicyTech users. In this case an administrator can set up an approver group to represent the board or committee, with as few as one user in the group. An administrative assistant or other individual representing the board or committee can then log in to PolicyTech

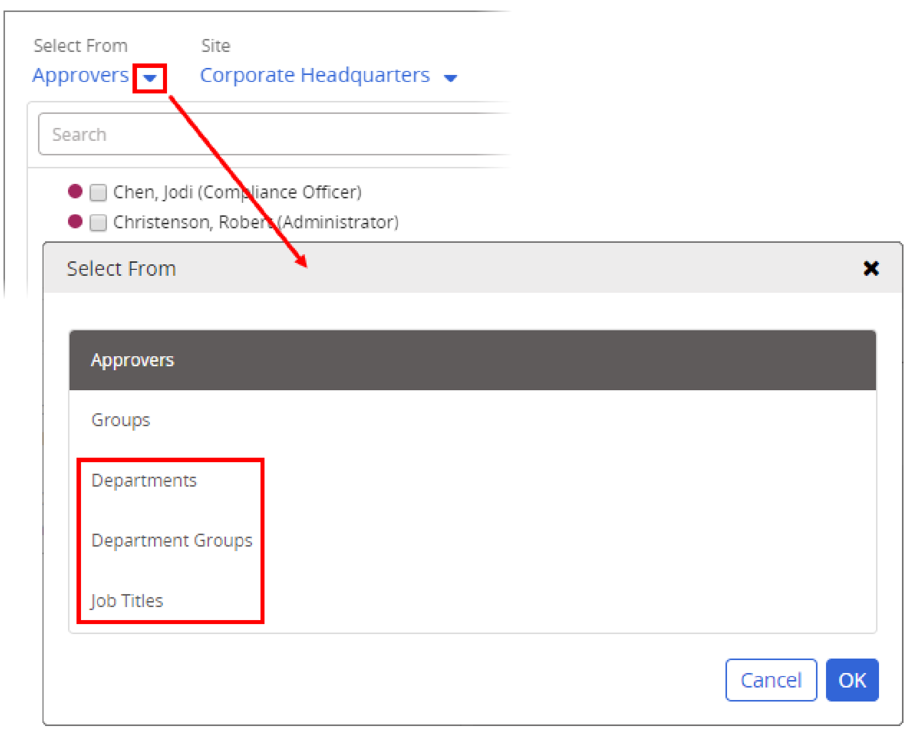
during the board's or committee's meeting and accept the document/questionnaire on their behalf. This will ensure that the approval data in PolicyTech match the actual approval date. You may also want to have a legal review of such a situation in order to protect the individual who represents the board or committee.

- Some organizations choose to create an approval group of one or more users who have the responsibility to make sure the document/questionnaire is clean (all markup is removed; the department and category settings are correct; and so on) before it is approved and published. The group with this gatekeeper or editor role receives the document/questionnaire first (see Working with Levels for details on approval levels and workflow). The document/questionnaire then moves on to the other approvers.

Departments, Department Groups, and Job Titles

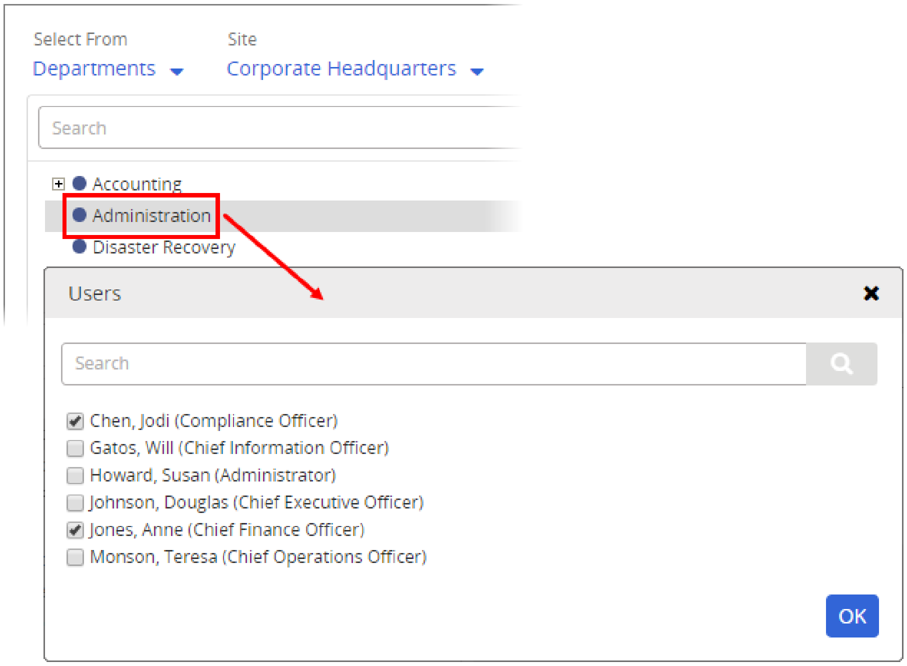
You select individual approvers from departments, department groups, and job titles in essentially the same way.

1. Under **Select From**, click ▼, click **Departments**, **Department Groups**, or **Job Titles**, and then click **OK**.



2. Click a department, department group, or job title to display a list of approvers from that entity, select one or more approvers, and then click **OK**.

Note: Use **Search** to find an approver in a long list.



Designating Assignees

The options available for designating assignees (those assigned to read documents or complete questionnaires) vary depending on whether you're assigning them to a document or to a questionnaire.

For documents, you can assign any PolicyTech user as either a required assignee or as an assignee who will only be notified that a document is available. When the document is published, all required assignees receive an email notification and a task to read the document, while "notify only" assignees receive only a notification email (no task assignment). For required assignees, you can choose to simply have each assignee mark the document as read, or you can include a questionnaire that assignees must pass in order to mark the document as read (see Creating a Document Questionnaire for details).

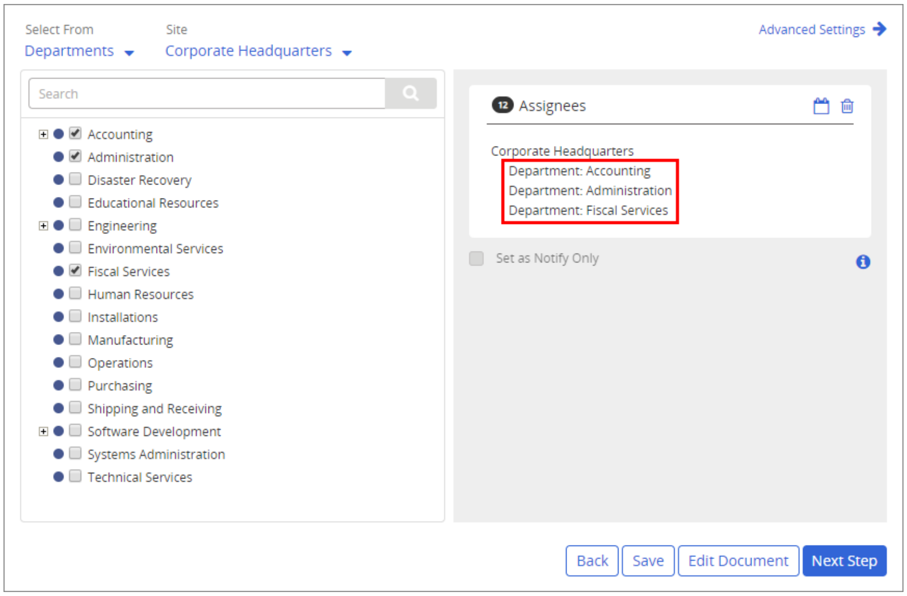
For questionnaires, you can assign any user to complete the questionnaire.

Designating assignees is a completely optional **Properties Wizard** step. (A template cannot include required assignees—only optional assignees.) If you don't designate any assignees, the document/questionnaire will be accessible to all users with the assignee role that have access to the sites and departments you assigned the document/questionnaire.

Important: We recommend that you select assignees by department or job title so you don't have to worry about adding or removing assignees from the document/questionnaire as they are added or removed from PolicyTech.

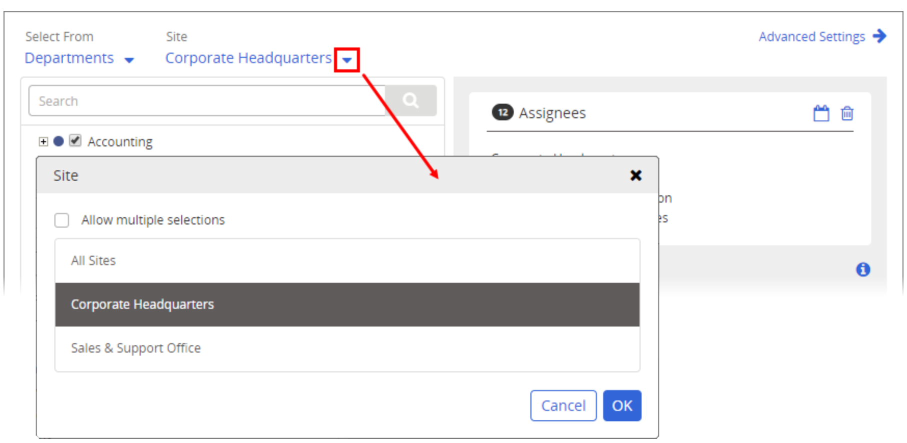
Departments and job titles are automatically updated as user changes are made.

1. In the **Assignees** step, first check to see if the template included assignees. In the example below, the template automatically added two approvers. Any assignees added by the template are optional and can be treated as suggestions. To remove an optional assignee, department, or job title, click it, and then click 🗑.



2. If your PolicyTech system has multiple sites, do one of the following.

   - Leave the default site selection to select approvers from the current site.
   - Under **Site**, click ▾, select a different site, and then click **OK**.



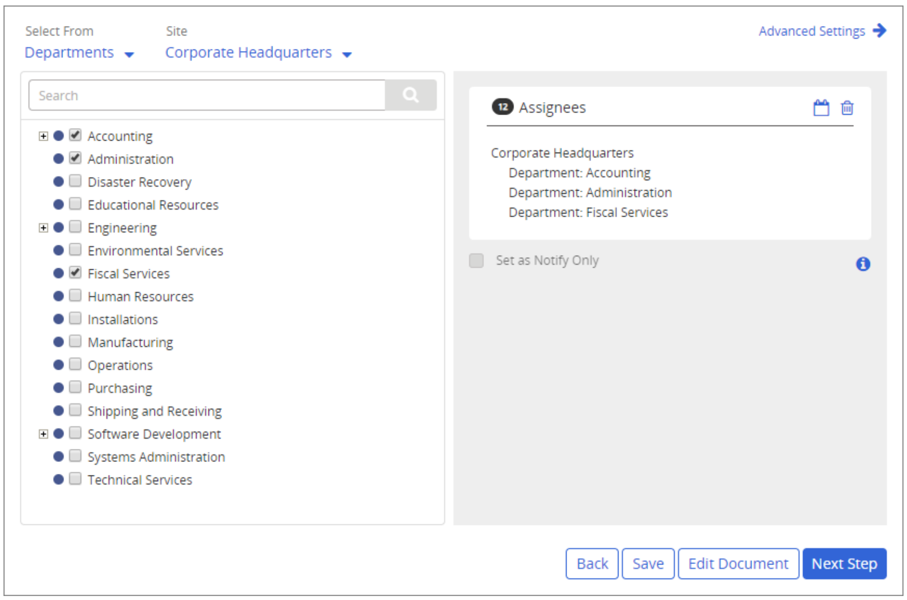
   - Under **Site**, click ▾, select **Allow multiple selections**, select two or more sites, and then click **OK**.

Important: If you will be assigning approvers from other sites, see Assignees and Site Access before doing so.

3. Select one or more departments.

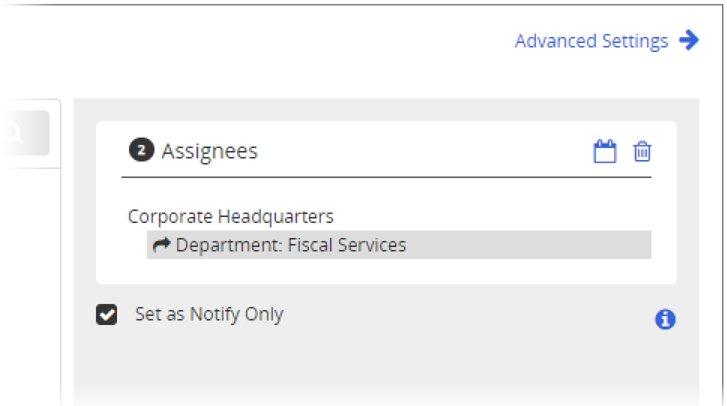
Notes:

- A list of departments within the selected site or sites is displayed by default. (If multiple sites are listed, expand a site to see and select departments.) To use another selection method, see Other Ways to Select Assignees.
- To assign individual users from a department, click the department name, and then select users.



4. (For documents only) By default, selected assignees receive a task that they must complete by reading and then marking this document as read. If you only want to notify certain users that the document is available once it has been published and not give those users reading task assignments, click the department, job title, or assignee name in the **Selected Users** box, and then select **Set as Notify Only**. Notice that "Notify Only" assignee assignments are marked with ↪.

Note: To select multiple **Selected Users** items, hold down the Ctrl key as you click each one. To select all **Selected Users** items (or a contiguous group of items), click the first one and then hold down the Shift key as you click the last one.



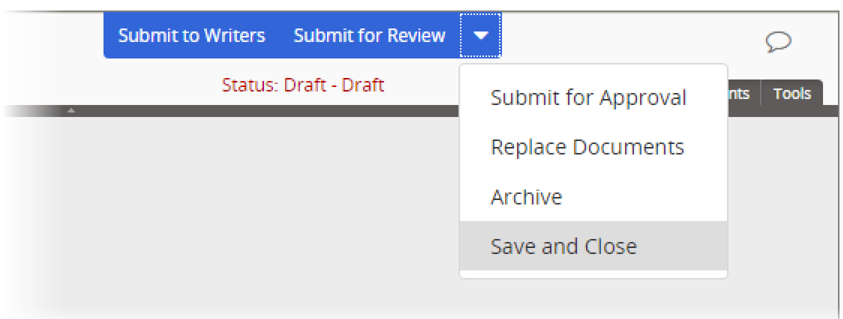
5. (Optional and for documents only) Set a due date for when assignees should be finished. (This option does not apply to "Notify Only" assignees.) See Setting Due Dates for Writing, Review, Approval, and Assignee Tasks for details.

6. (Optional) Use **Advanced Settings** (see Advanced Assignee Settings below).

7. Do one of the following:

   - To continue with assigning properties, click **Next Step**, and then go to Adjusting Security Settings.

   - To stop assigning properties and finish later, click ▾ to the right of **Submit for Reivew**, and then click **Save and Close**. (When you are ready to continue with assigning properties, go to Editing a Draft Document.)

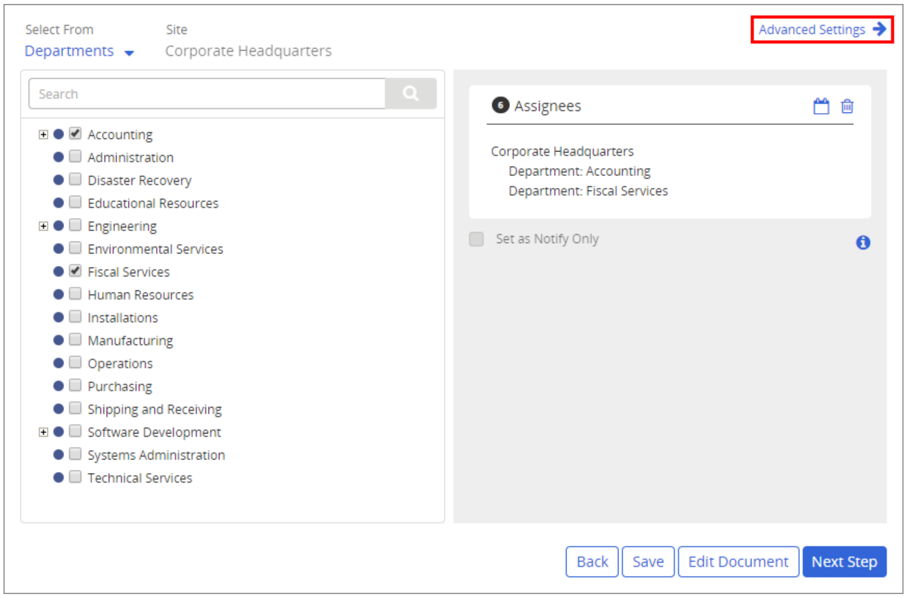


   - If this is a document and you want to work on its content, click **Edit Document**, and then go to Writing a Document.

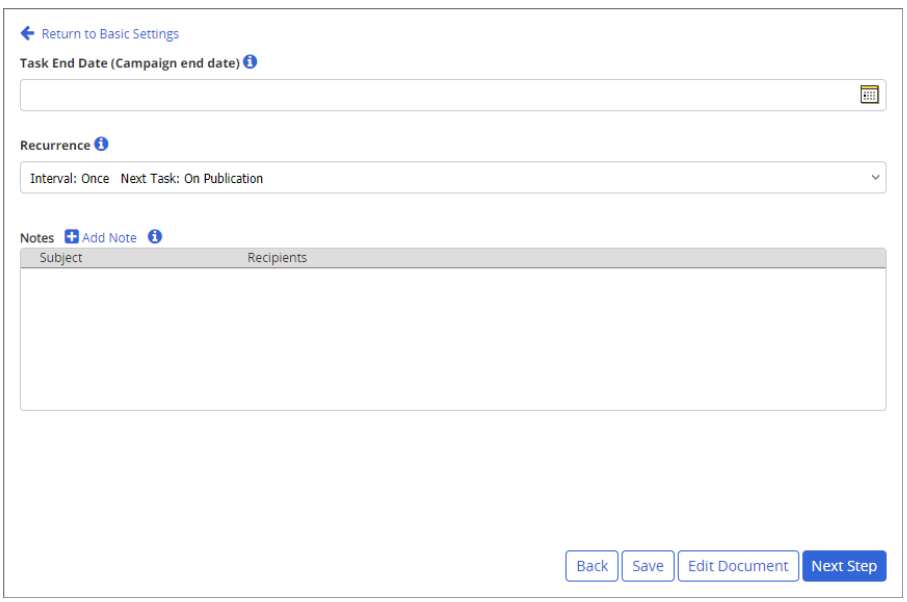
   - If this is a questionnaire and you want to work on its content, click **Edit Questionnaire**, and then go to Adding Questions and Answers to a Questionnaire.

Advanced Assignee Settings

In the **Assignees** step, click **Advanced Settings**.



Advanced assignee settings let you set an end date for assignee tasks, set a recurrence interval for assignee tasks, and compose a note for all assignees. All advanced settings are optional.



Tasks End Date

Specify the date you want all assignee tasks for this document or completion tasks for this questionnaire to expire. On that date, all incomplete tasks will be canceled, removing them from assignees' **My Tasks** lists. Also, if any assignee groups, departments, or job titles are selected, new users added to one of these entities after the task end date will not receive tasks.

Recurrence

You can have required assignee tasks sent out once or repeatedly at specific intervals. You can also specify when the first task should be assigned. (This option does not apply to "Notify Only" assignees.)

1. In the **Recurrence** menu, click **Once** or **Every**. If you clicked **Every**, then type a number of months.

2. For **Start on**, click **approved/publication date**, or click **specified date**, and then select a date.

Notes:

- If you select **approved/publication date**, the timing of the initial reading assignment depends on the **Publication Date** setting in the **Settings** step of the **Properties Wizard**. See Advanced Settings for details.
- If you set a specific start date, the interval for the second and subsequent task assignments is always based on the set date, even if the document/questionnaire is published after that date.
- If you set a specific start date for a document/questionnaire that has already been approved or published, assignees will receive task assignments starting on the specified date.

Notes

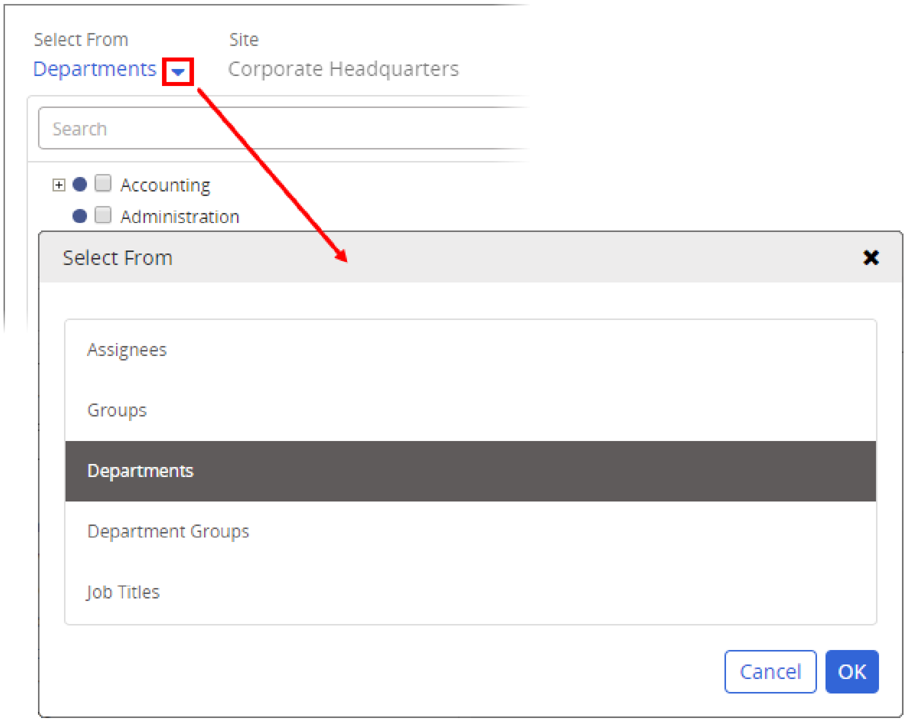
Click **Add Note** to include instructions or other information for the selected assignees. See Adding Notes for Writers, Reviewers, Approvers, and Assignees for details.

Other Ways to Select Assignees

The default assignee selection method is by department. You can also select individual assignees, by assignee group, by department group, or by job title. You select all of these in essentially the same way.

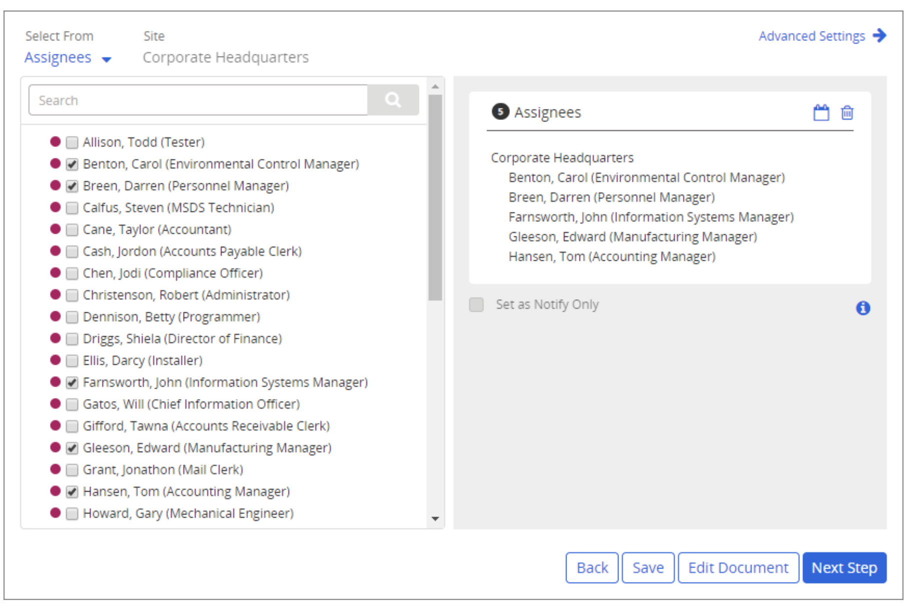
Note: A group is a combination of departments, job titles, or assignees from a single site or from multiple sites.

1. Under **Select From**, click ▼, click **Assignees**, and then click **OK**.



2. Select one or more assignees, groups, or job titles.

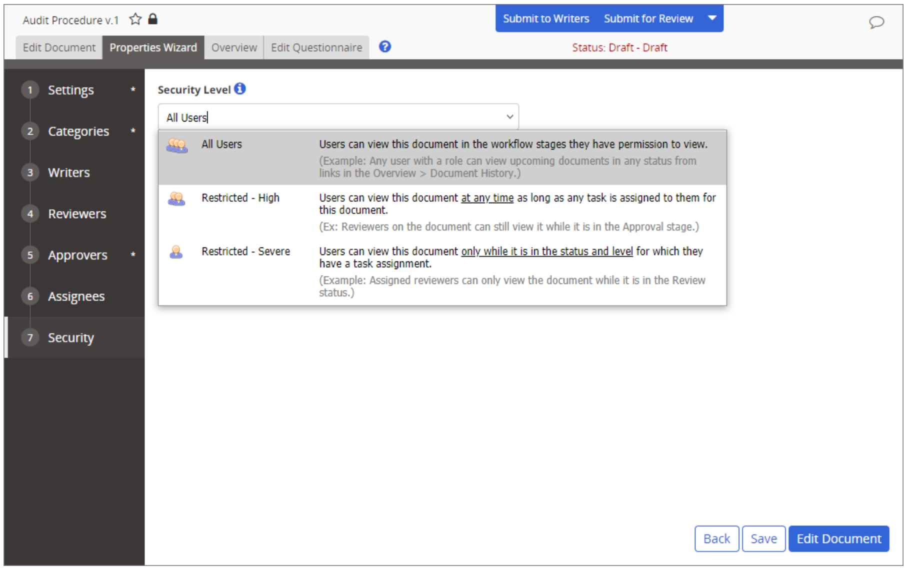
Note: Use **Search** to find an item in a long list.



Adjusting Security Settings

You can assign different security and encryption levels to a document or questionnaire to restrict who can work with, view, or search the contents of the document/questionnaire.

1. In the **Security** step, select a level. See Security Levels below for details on each level.

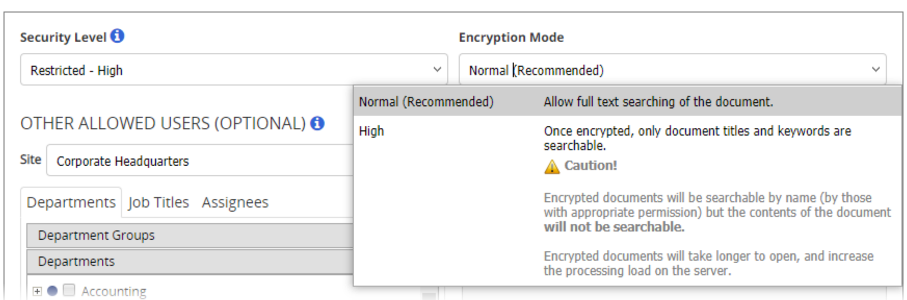


2. Do one of the following:

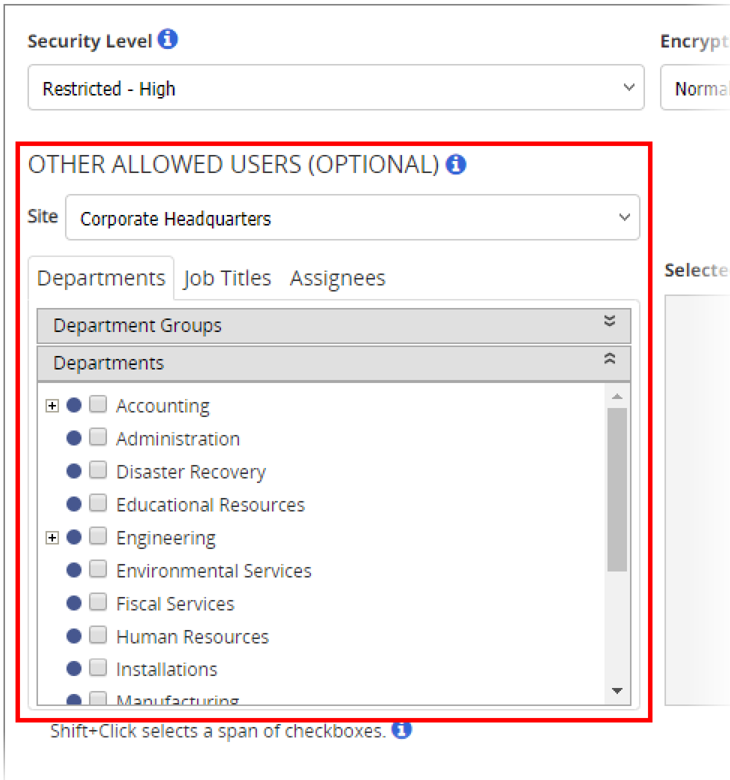
   - If you selected the **All Users** security level (the default setting for all new documents/questionnaires), you are done with security options. Go to step 5 below.

   - If you selected **Restricted - High** or **Restricted - Severe**, continue with step 3.

3. (Optional) If you're setting security for a document, click the **Encryption Mode** box, and then click **Normal (Recommended)** or **High**. See Encryption Modes below for details on the two modes.

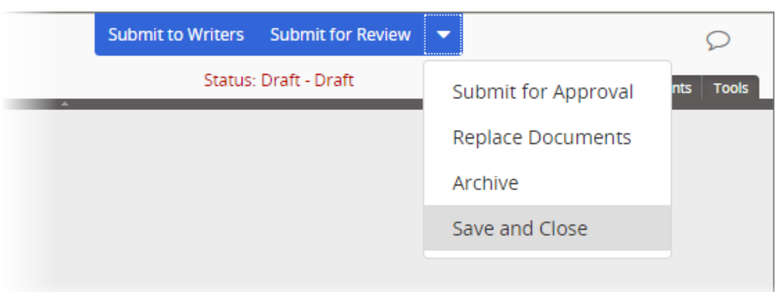


4. (Optional) If you want to grant special access permissions to specific users who would not normally have access under the **Restricted - High** or **Restricted - Severe** security level, select those users by department, by job title, or by those who have been assigned the Assignee role. See Other Allowed Users below for details on what permissions will be granted.



5. Do one of the following:

- If you are finished with the document/questionnaire for now, click to the right of **Submit for Reivew**, and then click **Save and Close**. (When you are ready to work on the document again, go to Editing a Draft Document.)



- If this is a document and you want to work on its content, click **Edit Document**, and then go to Writing a Document.
- If this is a questionnaire and you want to work on its content, click **Edit Questionnaire**, and then go to Adding Questions and Answers to a Questionnaire.

Security Levels

An administrator can assign users various roles for working with documents and questionnaires. These roles include Document Owner, Writer, Reviewer, Approver, Pending, and Archived. These roles allow users access to the workflow statuses that correspond with their roles. For example, a document owner will see documents in the Draft status, a writer will see documents in the Collaboration status, and an assignee will see documents in the Published status. Which documents/questionnaires they can see in each of these statuses depends on the documents'/questionnaires' assigned security levels, as explained below.

All Users. When a document/questionnaire is assigned this security level, all users with the roles mentioned above can see that document/questionnaire in the workflow statuses they have access to, even if they are not specifically assigned to that document/questionnaire. For example, someone with the Document Owner role who is not a document's/questionnaire's owner can see that document/questionnaire while it is in the Draft status, and someone with the reviewer role who is not assigned to a document/questionnaire can see that document/questionnaire while it is in the Review status.

Restricted - High. With this security level assigned to a document/questionnaire, only those specifically assigned to one or more workflow statuses of the document/questionnaire have access to it. They can also access the document/questionnaire in any workflow status except archived. For example, someone assigned as a document's approver can see that document while it is in the Draft, Collaboration, Review, Approval, Pending, and Published statuses.

Restricted - Severe. As with the **Restricted - High** security level, only users specifically assigned to one or more workflow statuses of the document/questionnaire have access to it. However, they can only view that document/questionnaire while it is in the status to which they are assigned. For example, an assigned writer can only see the document/questionnaire while it is in Collaboration status.

Encryption Modes

Note: Encryption modes do not apply to questionnaires.

The encryption mode determines how much of a document is searchable when a user searches for a document from a document list, such as when the **Published** status is selected.

Normal. The document's title, keywords, and contents are all searchable.

High. Only the document's title and keywords are searchable. (Keywords can be added in step **1. Settings** of the **Properties Wizard**.)

Important: Be aware that documents with high encryption take longer to open and increase the PolicyTech server's processing load.

Other Allowed Users

If you assign a document or questionnaire the **Restricted - High** or **Restricted - Severe** security level, you have the ability to allow other users who are not assigned to this document/questionnaire to access it as if they were assigned to it. As with users assigned to the document/questionnaire, where other allowed users can access the document/questionnaire depends on their assigned roles and the document's/questionnaire's security level.

To allow other users to access this document/questionnaire, do one of the following:

- Click the **Departments** tab, click the **Departments** heading, and then select the departments whose users you want to grant access to this document/questionnaire.
- Click the **Departments** tab, click the **Department Groups** heading, and then select a department group.
- Click the **Job Titles** tab, click the **Job Titles** heading, and then select one or more job titles. All users with that job title will have access to the document/questionnaire.
- Click the **Job Titles** tab, click the **Job Title Groups** heading, and then select a job title group.
- Click **Assignees**, and then in the **Search Assignees** box, start typing a user name. As soon as you see the user you want to add, click the user's name.
- Click the **Assignees** tab, click the **Assignee Groups** heading, and then select a group.
- Click the **Assignees** tab, click the **Assignees** heading, and then select one or more individual users.

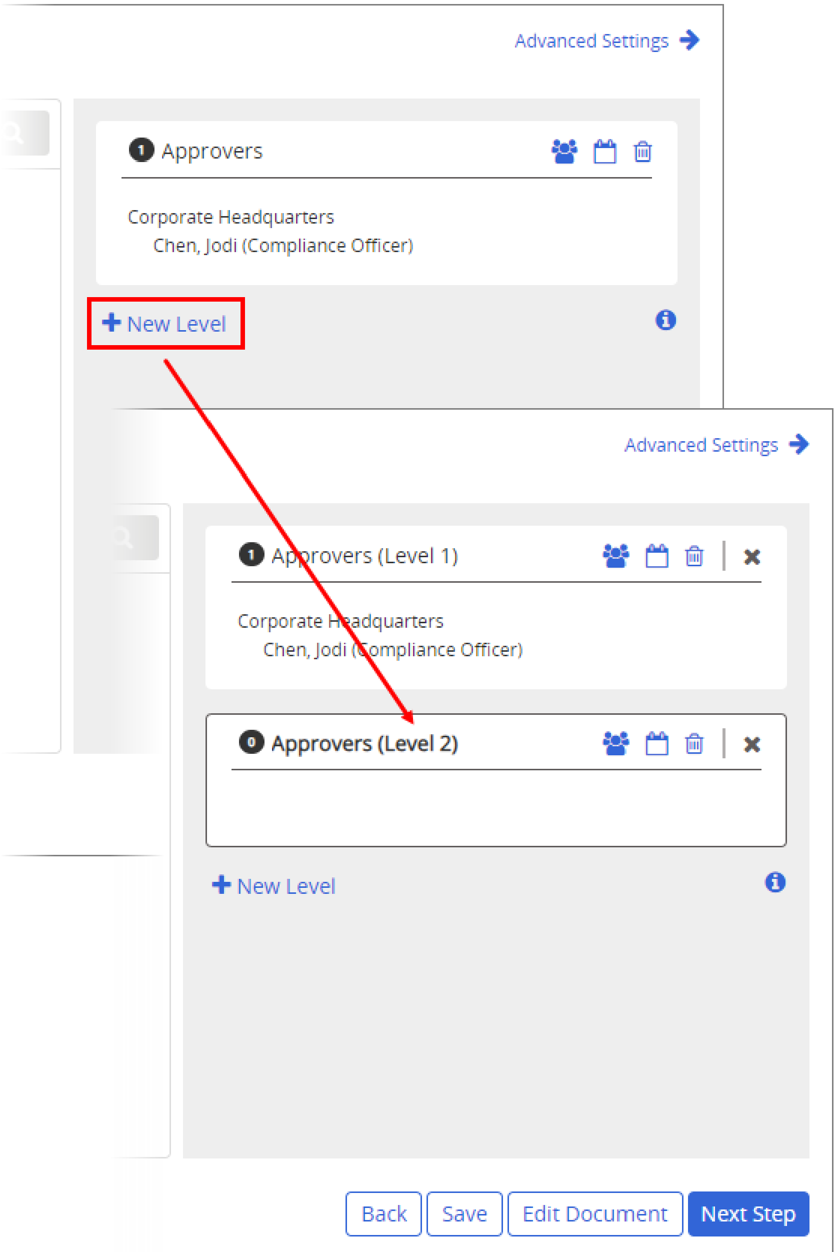
Working with Levels

When, in the **Properties Wizard**, you assign writers, reviewers, and approvers to a document or questionnaire, you can create levels to specify which users get the document/questionnaire first, second, and so on. When you create multiple levels, all users on the first level must complete their tasks, such as reviewing the document/questionnaire, before the same task can be sent to the users at the next level.

The following instructions assume that you are currently working on one of these **Properties Wizard** steps: **Writers**, **Reviewers**, **Approvers**.

Add a Level

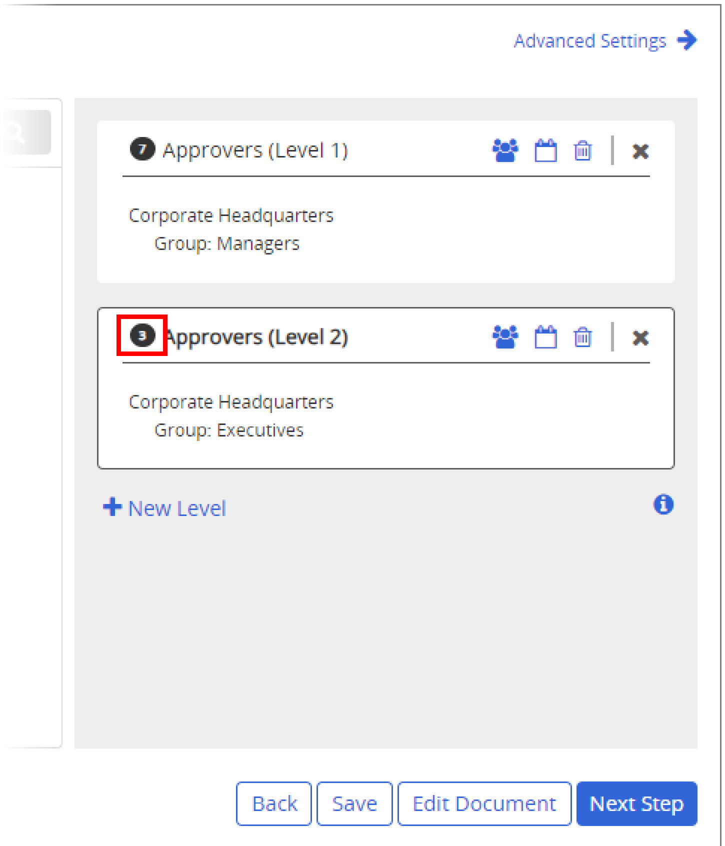
Click **New Level**.



Notice in the screenshot above that **Level 2** has a dark border, indicating that this level is now active. Any users selected at this point are added to **Level 2**. To make **Level 1** active again, click anywhere in **Level 1**.

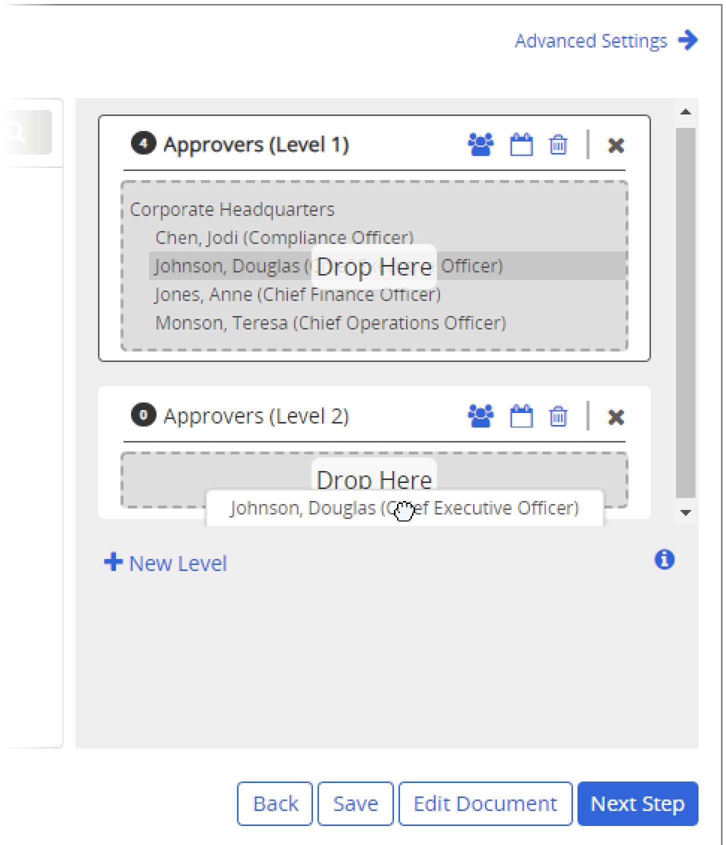
Assign Users to a Level

Click a level to activate it, and then select users, departments, job titles, or groups. Notice that the number of selected users in the level is updated automatically.



Move Users Between Levels

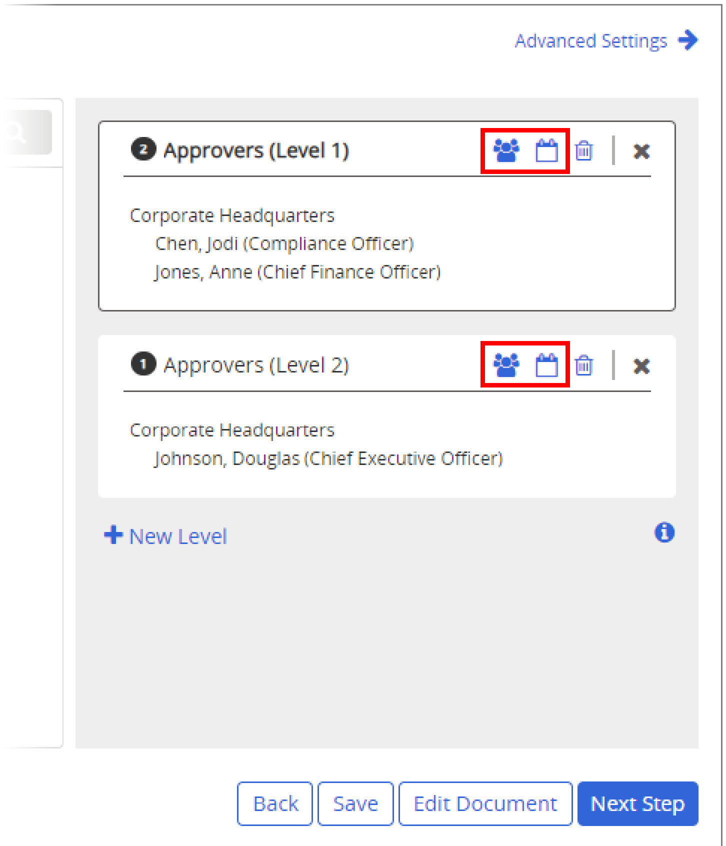
Click and drag a user to the desired level.



Note: To move multiple users at once, hold down the Ctrl key as you select each user, and then click and drag the selection. To select a range of users, click the top user and then hold down the Shift key as you click the last user.

Adjust Level Settings

With multiple levels, **Due Date** and **Minimum Required Users** settings exist for each level.



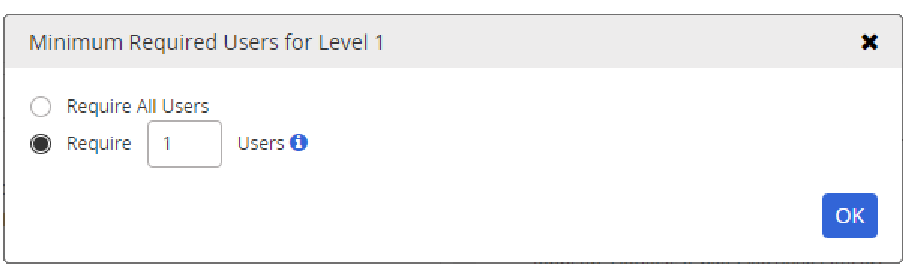
Set Due Dates

For instructions on setting due dates, see Setting Due Dates for Writing, Review, Approval, and Assignee Tasks.

Set Minimum Required Users

(Optional) By default, all assigned writers, reviewers, or approvers must complete their tasks before the document/questionnaire moves on in the workflow. Alternatively, you can set a minimum number of those assigned and have the document/questionnaire moved on in the workflow as soon as that number of writers, reviewers, or approvers complete their tasks.

In a level header, click the users icon, select **Require [*X*] Users**, type a number, and then click **OK**.

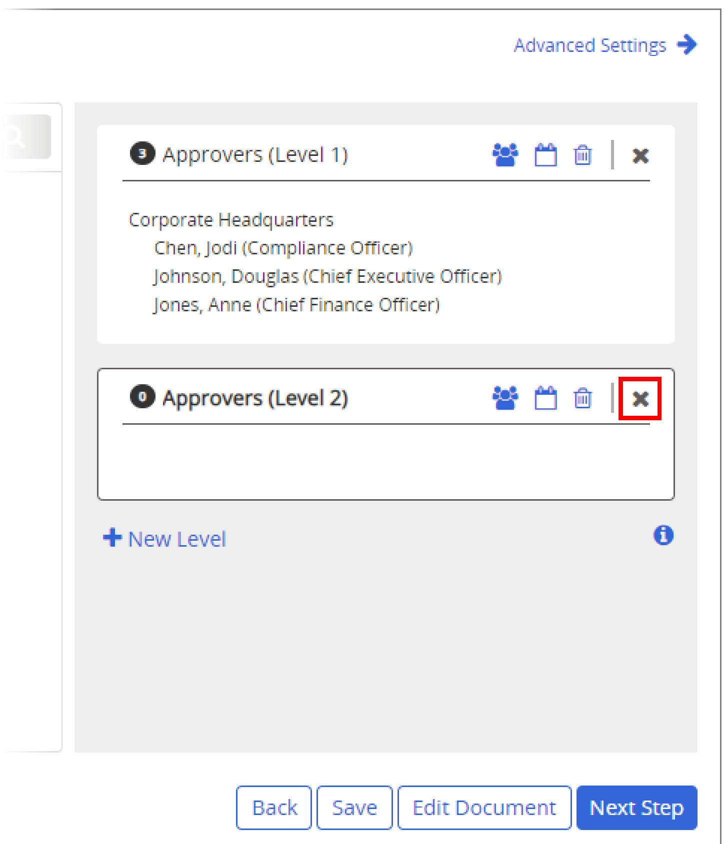


Note: If a group is included and is both inherited from the template and designated as required, users within the group are counted individually toward the **Require** number. For example, suppose that, on a particular approver level, there is one individually assigned approver and a required group inherited from the template containing three approvers. If you set the **Require** number at **2**, either of the following would complete the level: the individually assigned approver and one user from the required group accepts the document/questionnaire; two users from the required group accept the document/questionnaire.

Remove a Level

A level must be empty before you can remove it.

1. Remove all users, groups, departments, and job titles from the level.
2. Do one of the following:
   - Click ✖, and then click **Yes**.



   - Click **Save** or click another **Properties Wizard** step to automatically remove the empty level.

Setting Due Dates for Writing, Review, Approval, and Assignee Tasks

You can set a task due date that is a specific number of days after the user receives the task, or you can select a specific calendar date as the due date. A writer, reviewer, approver, or assignee who fails to complete a task on or before the set due date receives a one-time notification email when the task becomes overdue. If task summary emails are enabled, users can also see their tasks' overdue statuses each time they receive a task summary email.

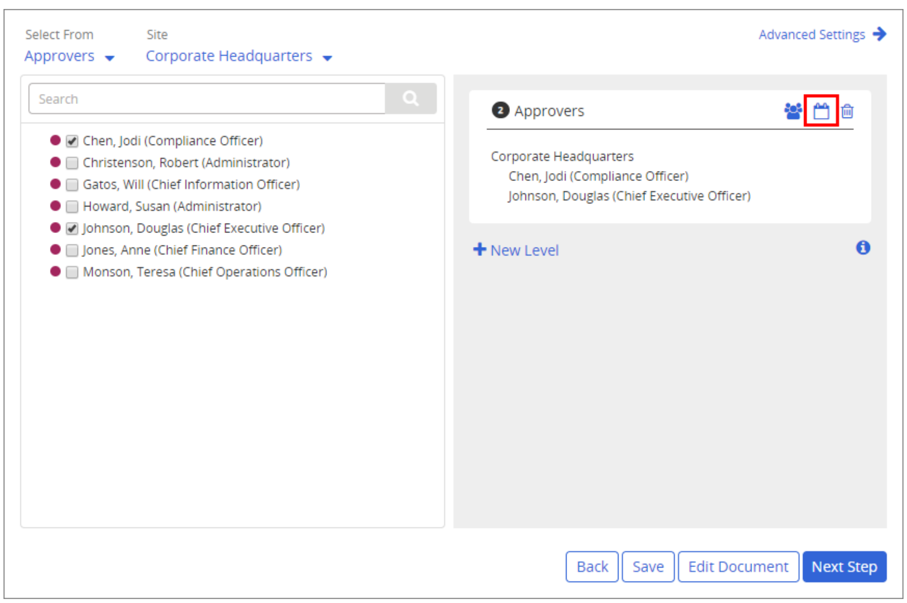
The way you set a due date for a writing, reviewing, or approving task is the same, while setting a due date for a reading task is slightly different.

Setting a Due Date for a Writing, Review, or Approval Task

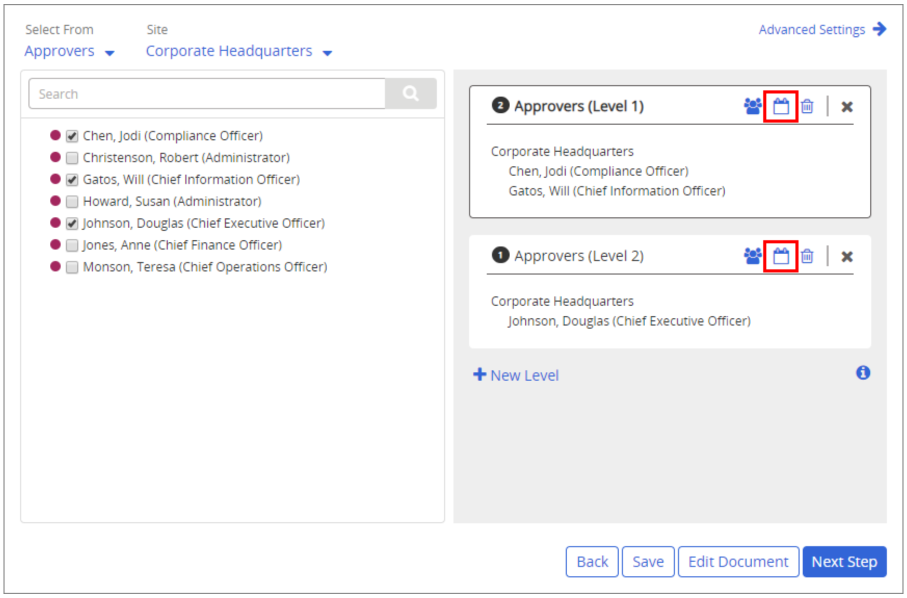
Important: The instructions in this section assume that you are working in one of the following **Properties Wizard** steps: **Writers**, **Reviewers**, **Approvers**.

1. Do one of the following:

   - In the right pane where approver selections are listed, click .

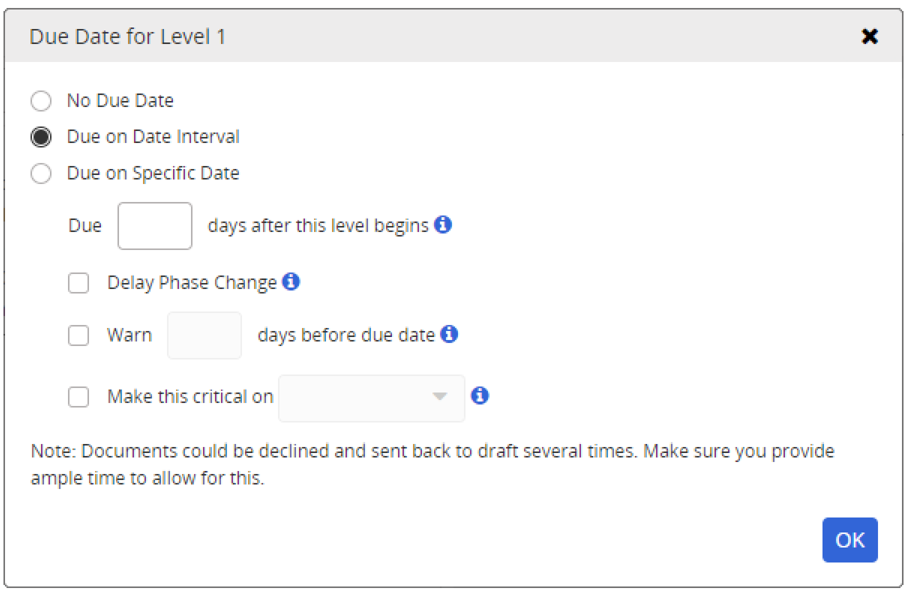


   - If there are multiple levels, click in one of the level headers.

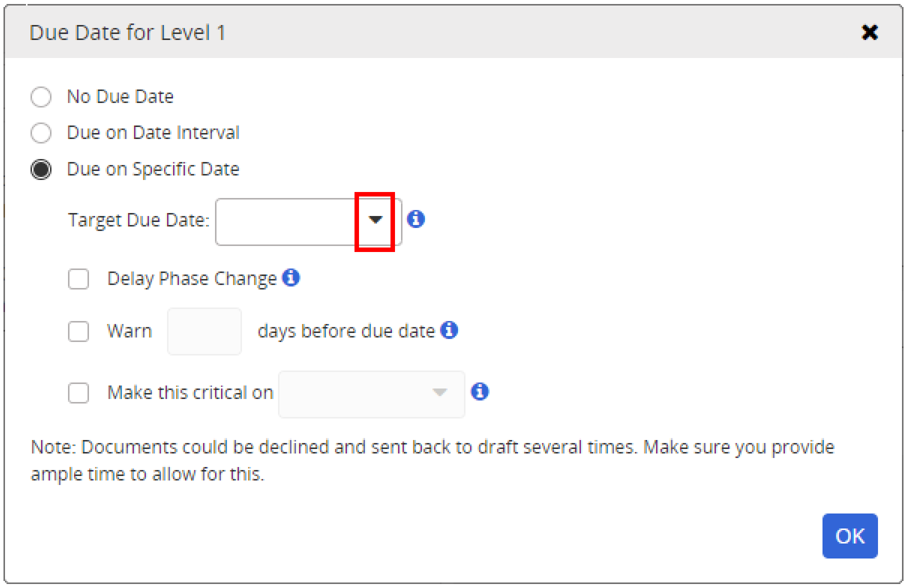


2. Do one of the following:

- Click **Due on Date Interval**, and then type a number in the **Due** box. The user then has that many days to complete the task after receiving it.



- Click **Due on Specific Date**, click ▾ in the **Target Due Date** box, and then find and click the due date.



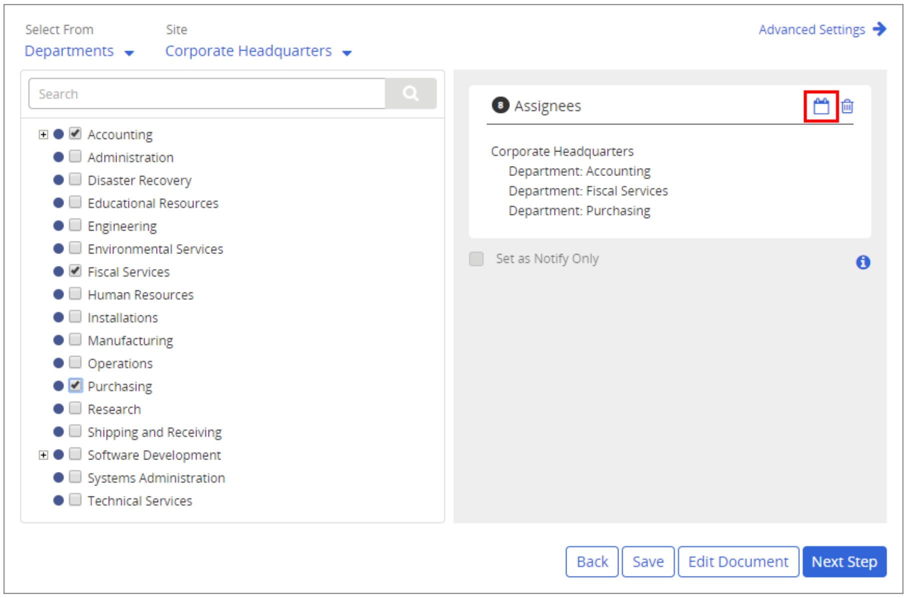
3. (Optional) The **Delay Phase Change** option applies only if you selected a number less than **All** in this level's **Minimum Requires Users** setting. Select **Delay Phase Change** if you want as many users as possible to complete their tasks up until the due date, but then want the document/questionnaire moved on to the next level if at least the number of required users have completed their tasks. The document/questionnaire will move to the next level earlier than the due date only if all users on the current level complete their tasks.
4. (Optional) Select **Warn**, and then type a number of days before the due date that you want all that level's users notified that the due date is approaching. For example, if you set **10** as the **Due on Date Interval** setting, and then you set **Warn** to **2**, any users who haven't finished their tasks for that level by the end of the eighth day will receive a task reminder.
5. (Optional) Select **Make this critical on**, click , and then find and click a date that is on or after the due date. If any users haven't completed their tasks by the critical date, an escalation email is sent to both the assigned users and the document owner.

Setting a Due Date for an Assignee Task

Important: The instructions in this section assume that you are working on the **Assignees** step of the **Properties Wizard**.

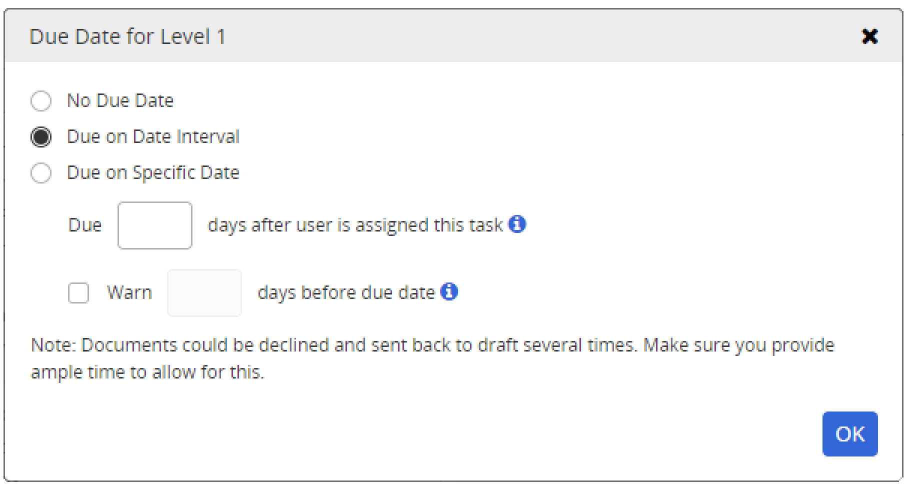
Note: Due dates do not apply to "Notify Only" assignees.

1. In the right pane where assignee selections are listed, click .



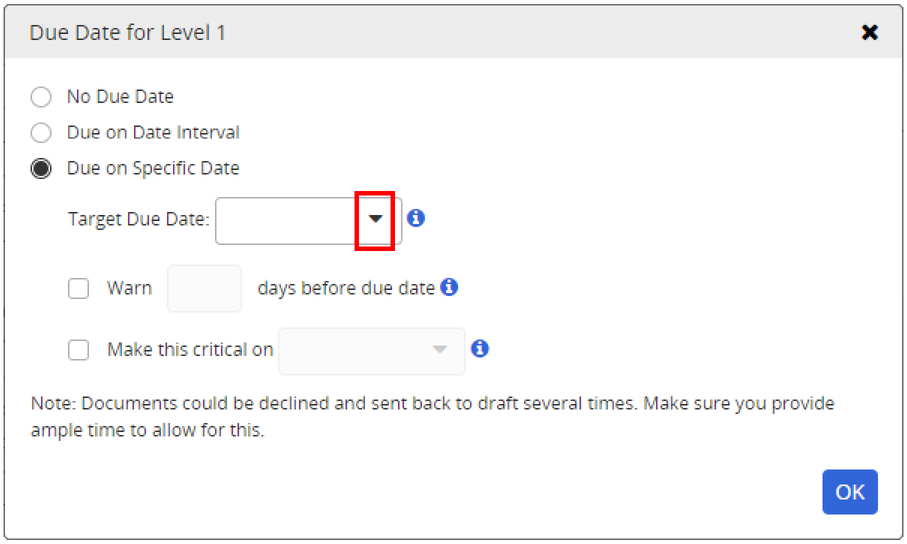
2. Do one of the following:

 - Click **Due on Date Interval**, and then type a number in the **Due** box. The user then has that many days to complete the task after receiving it.



 - Click **Due on Specific Date**, click ▾ in the **Target Due Date** box, and then find and click the due date.

Important: We recommend that you not set a specific due date for an assignee task as that could cause past due notices to go out to new users who were added after the due date and assigned to read the document or complete the questionnaire.



3. (Optional) Select **Warn**, and then type a number of days before the due date that you want all that level's users notified that the due date is approaching. For example, if you set **10** as the **Due on Date Interval** setting, and then you set **Warn** to **2**, any users who haven't finished their tasks for that level by the end of the eighth day will receive a task reminder.
4. (Optional) Select **Make this critical on**, click ▾, and then find and click a date that is on or after the due date. If any users haven't completed their tasks by the critical date, an escalation email is sent to both the assigned users and the document owner.

Assignees and Site Access

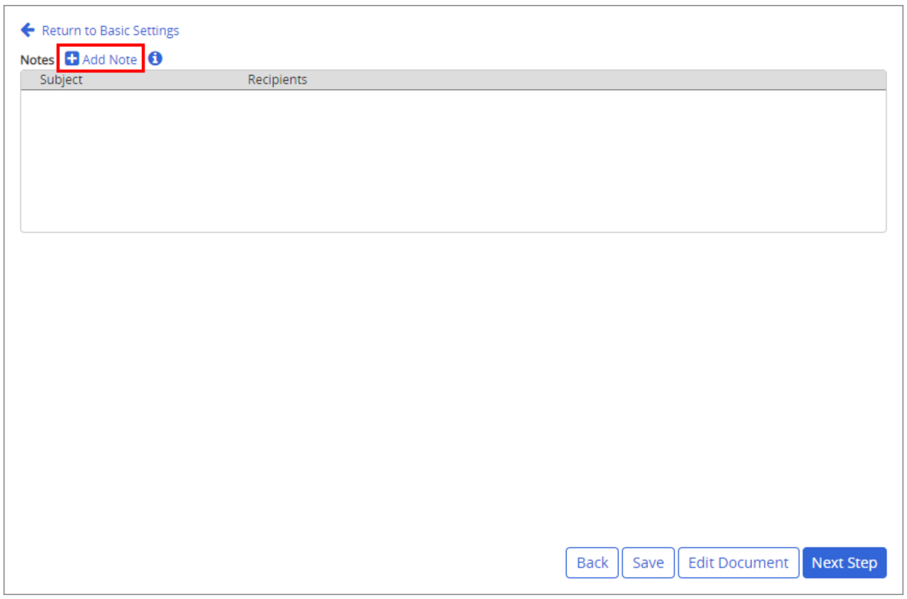
As users are added to PolicyTech, the administrator decides which sites each user should have access to. When you assign a writer, reviewer, approver, or assignee to a document or questionnaire and that user is not assigned or and has not been given access to the site containing the document/questionnaire, PolicyTech lets the user open the document /questionnaire anyway in order to complete the assigned task. However, the user can only open the document/questionnaire from the task in **My Tasks** or from the link in the notification email. The document/questionnaire cannot be found using **Search** or **Browse**, since the user cannot select that site.

Keep this in mind as you assign users from other sites. Be sure that you're not granting a user access to a document/questionnaire that the user should not have access to.

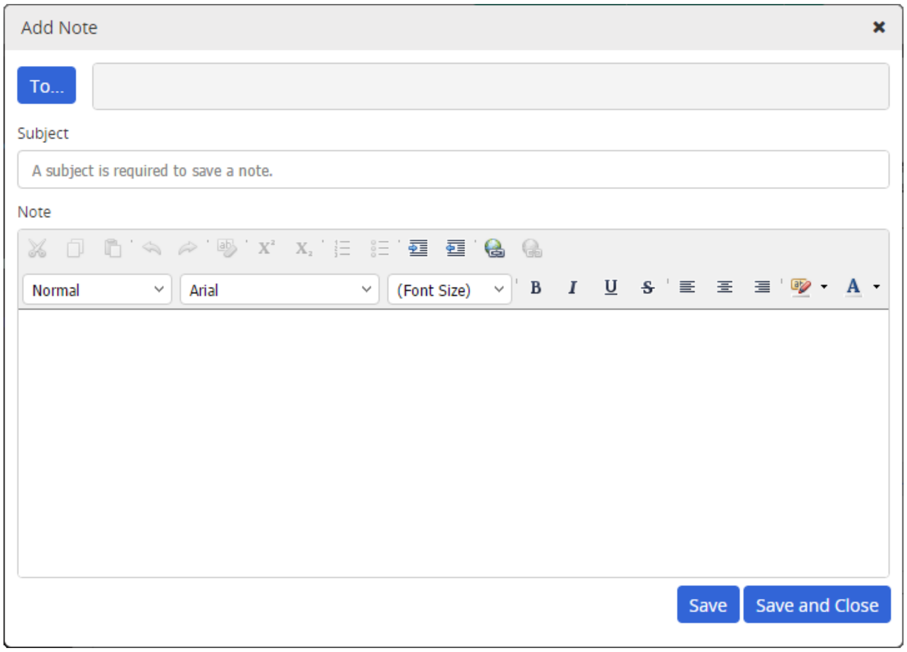
Adding Notes for Writers, Reviewers, Approvers, and Assignees

When selecting writers, reviewers, approvers, and assignees in the **Properties Wizard**, you can include a note with instructions or other information concerning the writing, review, approval, or reading/completion of the document or questionnaire. Any note you write is included in the task notification email sent to assigned users as soon as the document/questionnaire moves to the status for which the note was written. For example, if you include a note while working on the **Approvers** step, that note will be sent as soon as the document/questionnaire moves to Approval. An assignee can also access a note from within the document/questionnaire (see Reviewing Notes for details).

1. In the **Writers**, **Reviewers**, **Approvers**, or **Assignees** step of the **Properties Wizard**, click **Advanced Settings**, and then click **Add Note**.

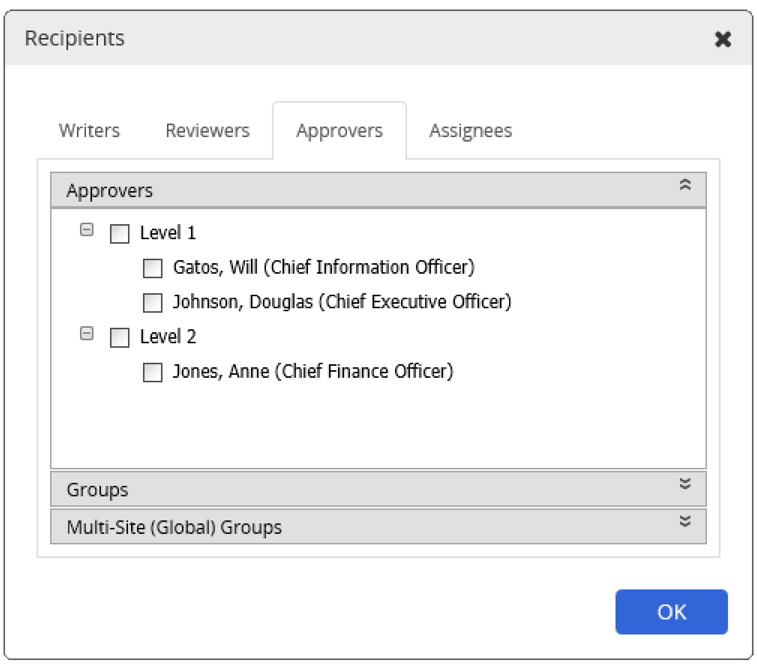


2. Click **To**.



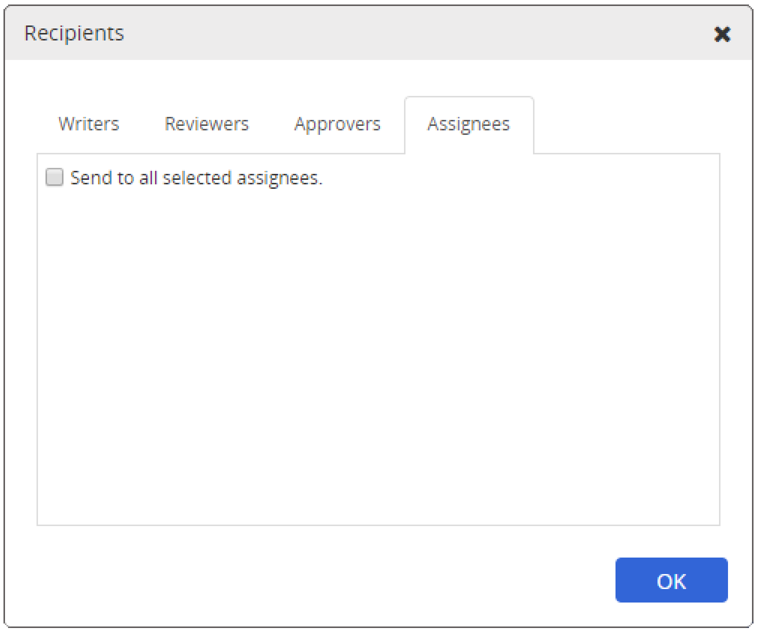
3. As you select note recipients, you will only see the users and groups currently assigned to the document/questionnaire. Click the **Writers**, **Reviewers**, **Approvers**, or **Assignees** tab, and then do any of the following:

   - Under the **Writers**, **Reviewers**, or **Approvers** heading, select individual assignees or select a level to include all assignees on that level.



- In the **Writers**, **Reviewers**, or **Approvers** tab, click the **Groups** heading, and then select one or more assigned groups.
- To select assignees as note recipients, click the **Assignees** tab, and then click **Send to all selected assignees**.

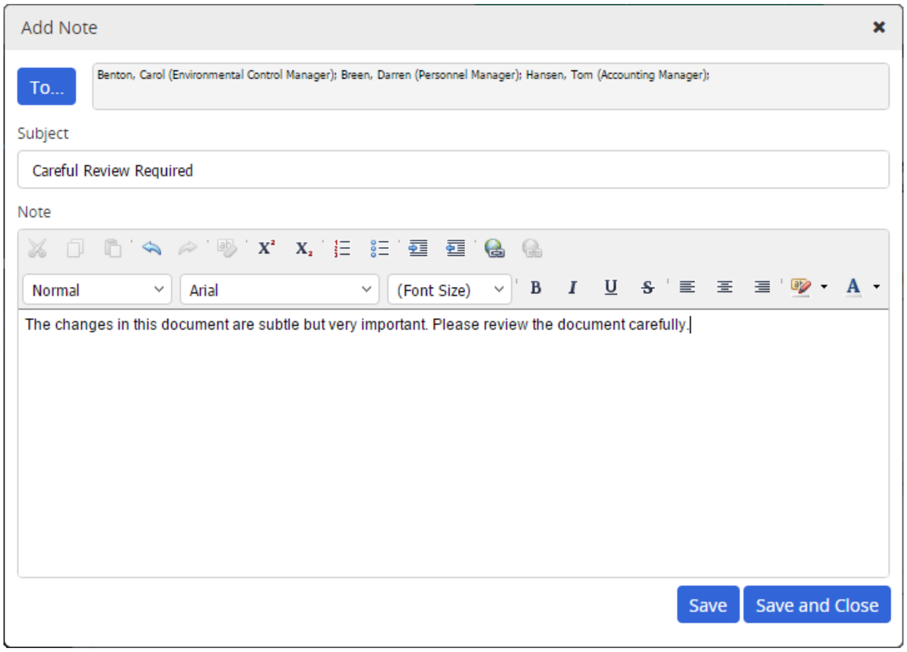
Note: If you select **Send to all selected assignees**, both required and "Notify Only" assignees receive the note in their initial email notifications.



4. Type a subject.

Note: You must type a subject before you can save the note.

5. Type the instructions or other information, and then click **Save and Close**.



Writing a Document

Refer to the section below that corresponds with the type of document you need to write.

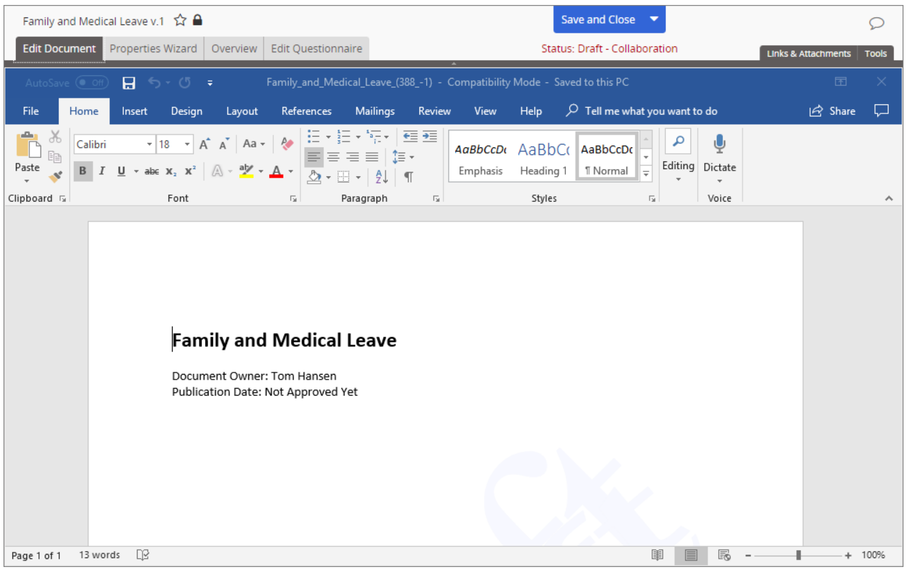
- Adding Content to a Word or Excel Document
- Adding Content to an HTML Document
- Adding Content to a Document with an Upload File Template
- Importing Content

Adding Content to a Word Document

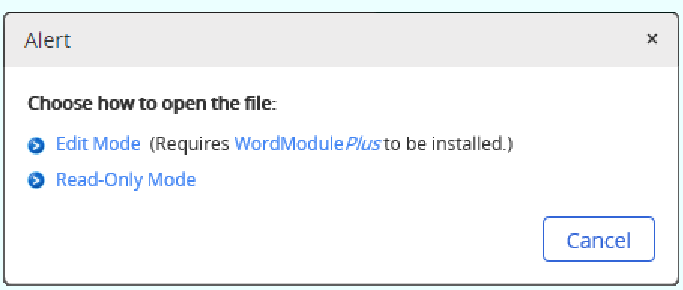
Adding Content to a Word Document

PolicyTech offers two methods of integrating with Microsoft® Word—WordModulePlus and Office Online Integration. If, when you open a draft document in the **Edit Document** tab, it immediately displays in edit mode as shown below, then WordModule*Plus* is active.

WordModulePlus

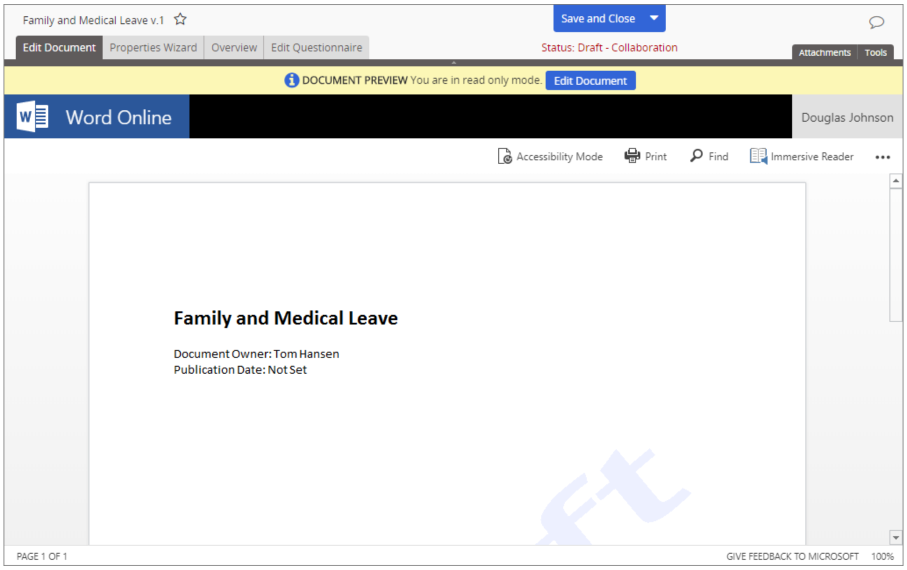


Important: If you see a prompt like the one below instead of a window link the one above, then WordModule*Plus* is set to be used but has not yet been installed on your computer. Follow the instructions in [Installing WordModule*Plus*](), before continuing.



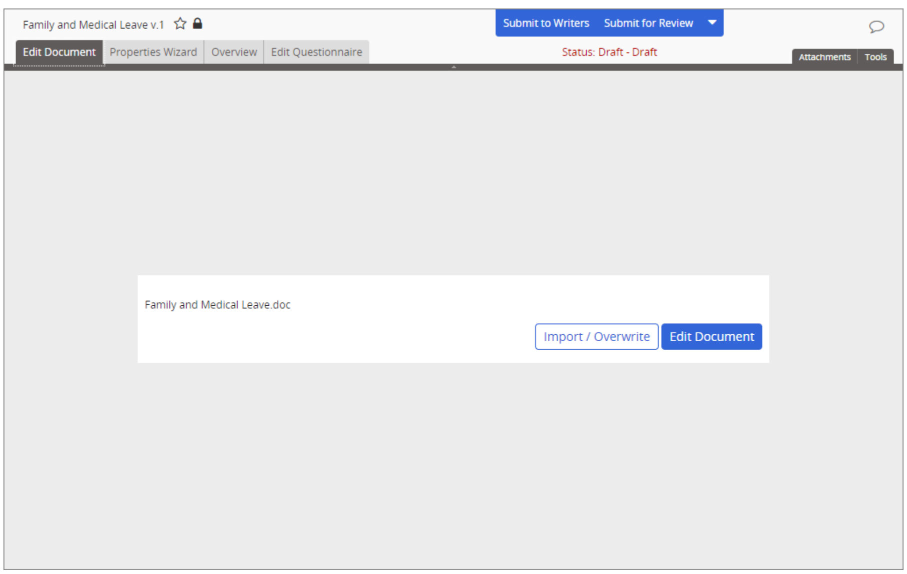
When Office Online Integration is active, you will see either of the following in a document's **Edit Document** tab, depending on whether the current template contains predefined content. If it does, the document opens in preview mode with the Word Online logo above the document.

Office Online Integration with predefined content from the template



If the assigned template does not include a predefined Word document, you are prompted to start by editing the document or uploading one.

Office Online Integration with a blank template



Go to the instructions for adding content using your active integration method:

Adding Content to a Word Document Using WordModule*Plus*

Adding Content to a Word Document Using Office Online Integration

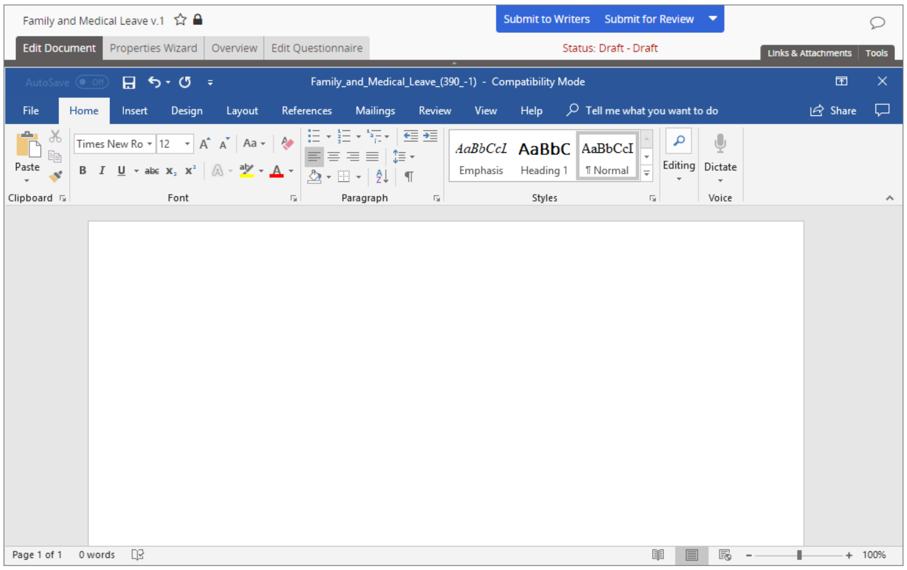
Adding Content to a Word Document Using WordModule*Plus*

Important: Before you can write or otherwise add content to a Microsoft® Word document, you must complete at least step **1. Settings** of the

Properties Wizard. If you have not already done so, complete the instructions under Assigning Properties.

What You Should Know about Using Word inside of PolicyTech

Opening a Word document in PolicyTech opens the document directly inside the **Edit Document** tab of the PolicyTech document window.



Writing a Word document within PolicyTech is much the same as writing a document in the Word application outside of PolicyTech. For example, you will see any customizations you have made to the Quick Access Toolbar and Ribbon while using Word outside of PolicyTech. Some of the differences you might notice when using Word inside of PolicyTech include the following:

- When you click **Edit Document** or open a document from a document list, some processes run that enable the editing of the Word document within PolicyTech. You cannot work with the document until those processes are finished.
- Most, but not all, Word features are available.
- Up until the document is approved and published, PolicyTech automatically adds a watermark indicating its current location in the writing, review, and approval process. For example, when you start a document, it is placed in the Draft stage and includes a Draft watermark.

Note: While you can add a watermark of your own, that watermark will be overwritten.

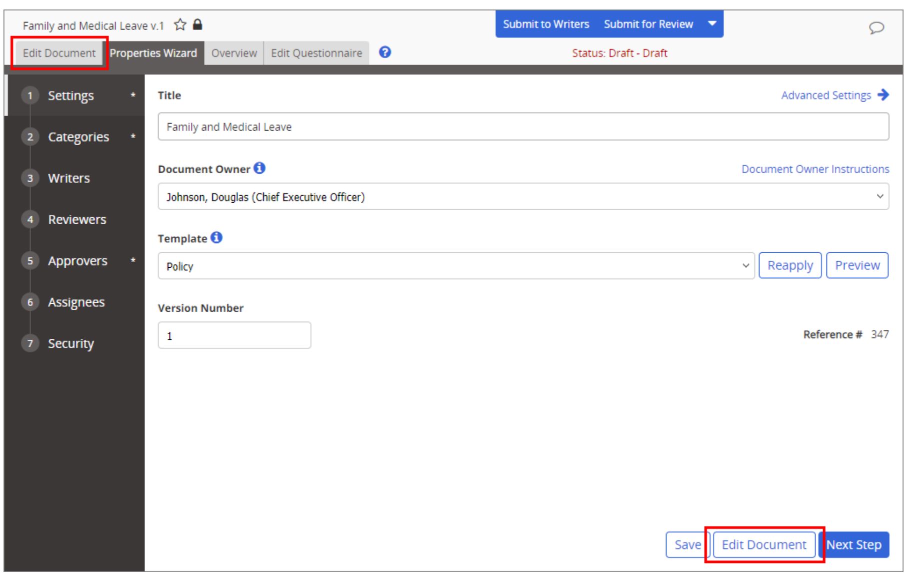
- When you save the Word document, it is saved to the PolicyTech database rather than as a file on a hard drive. You might also notice that a process runs each time you save the document.

- If the document contains unsaved changes and you click one of the other tabs (**Properties Wizard**, **Overview**, or **Edit Questionnaire**), PolicyTech automatically saves the document.
- One extra thing you can do when using Word within PolicyTech is to insert fields that contain certain document properties, such as the title you typed in step **1. Settings** of the **Properties Wizard**, or the names of the reviewers you assigned in step **4. Reviewers**. These fields are automatically updated whenever the property information changes.

Adding Document Content

Note: It is not within the scope of this guide to instruct on how to use the Word application to write documents. The instructions that follow assume you have a working knowledge of Word.

1. Do one of the following to open the Word editing window:
    - If you currently have the document open and have the **Properties Wizard**, **Overview**, or **Edit Questionnaire** tab selected, click the **Edit Document** tab near the upper left corner or the **Edit Document** button at the bottom of the currently displayed **Properties Wizard** step.

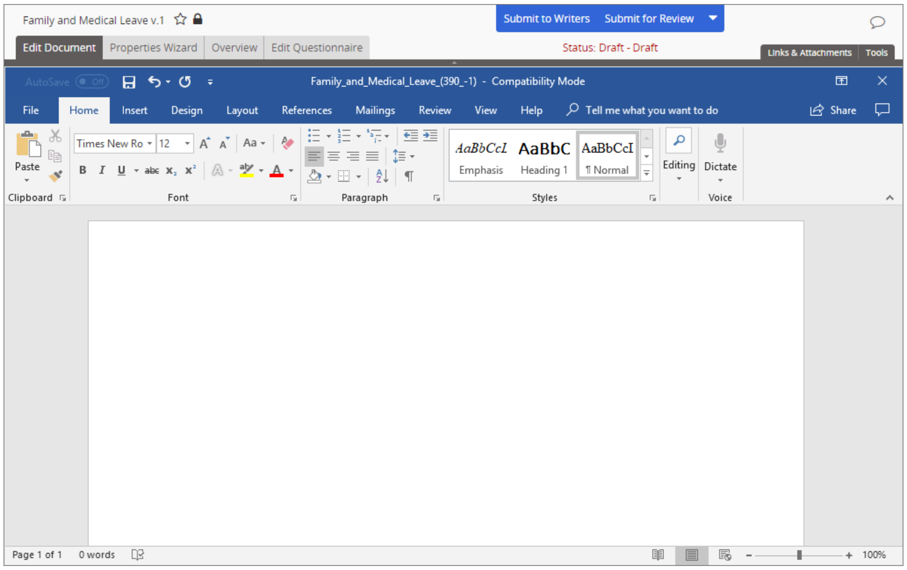


    - If the document is currently closed, use **Search** or **Browse** to find it (see [Searching for a Document or Stand-Alone Questionnaire](#) or [Browsing for a Document or Stand-Alone Questionnaire](#)), and then click the document title.

      You should now see a window similar to the one below.

Notes:

- The Word user interface may look different, depending on the version you have.
- The document may or may not already have content, depending on whether the template you selected has content.



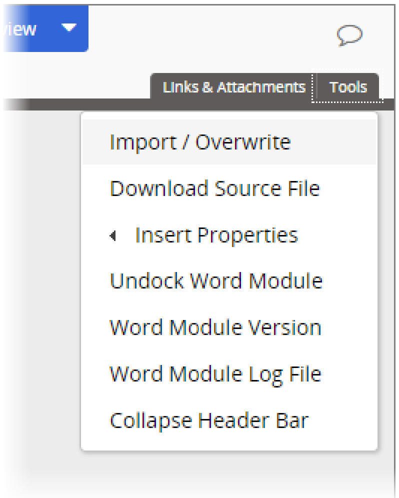
2. Do either of the following to add content to the document:

   - Use any available Word features to write and format the document.

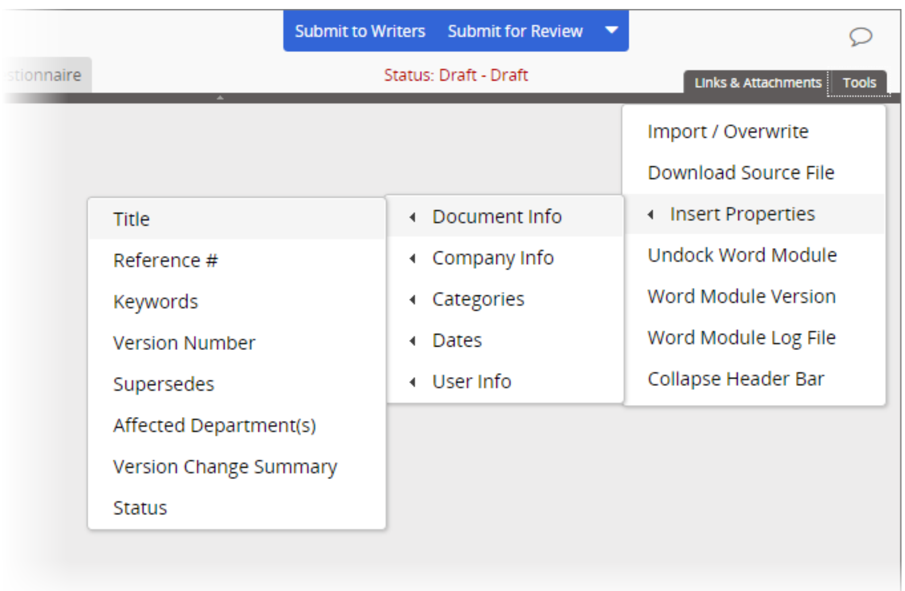
Note: If you would like to see more of the document within the window, click **Tools**, and then click **Collapse Header Bar**. When you are ready to use a feature in the header bar, click **Tools**, and then click **Expand Header Bar**.

   - Click **Tools**, click **Import/Overwrite**, and then follow the prompts to import the content of an existing Word document from outside of PolicyTech (see Importing Content for detailed instructions).

Important: Importing content completely overwrites any existing content. Copy and paste information from another document if you need to preserve existing content.



3. (Optional) Place your cursor in the document where you want to insert a document property field. Click **Tools**, click **Insert Properties**, and then find and insert a document property (see Inserting Document Properties for detailed instructions).



4. When finished adding content, do any of the following:

   - Save and close the document (see Saving and Closing a Draft Document or Stand-Alone Questionnaire).
   - Add supplementary materials to the document (see Attaching Files and Adding Reference Links and Working with Discussions).
   - Finish assigning document properties (see Assigning Properties).

- Create a questionnaire for marking the document as read (see Creating a Document Questionnaire).
- Look at the document overview (see Working with the Overview).
- Submit the document to assigned writers (see Submitting a Document or Stand-Alone Questionnaire to Writers (for Collaboration)).
- Submit the document to assigned reviewers (see Submitting a Document or Stand-Alone Questionnaire for Review).
- Submit the document to assigned approvers (see Submitting a Document or Stand-Alone Questionnaire for Approval).

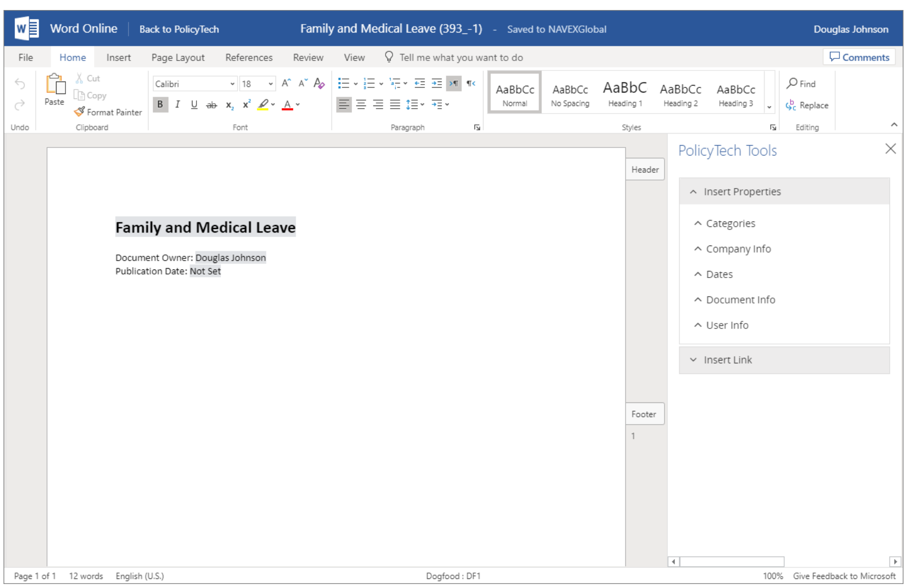
Adding Content to a Word Document Using Office Online Integration

Important: Before you can write or otherwise add content to a Microsoft® Word document, you must complete at least step **1. Settings** of the **Properties Wizard**. If you have not already done so, complete the instructions under Assigning Properties.

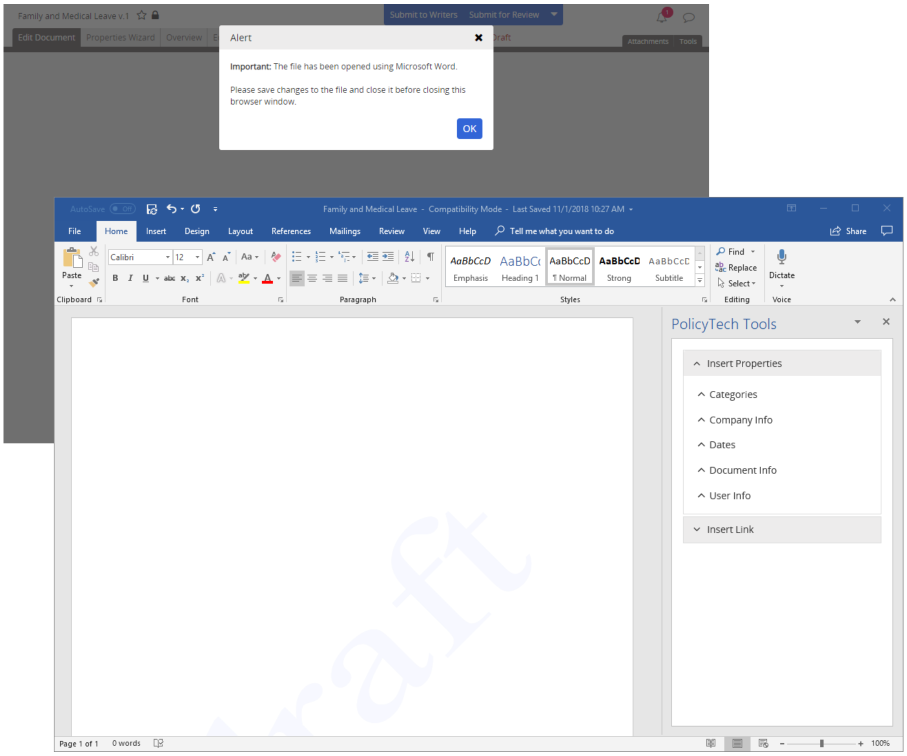
What You Should Know about Using Word inside of PolicyTech

Opening a Word document for editing in PolicyTech either opens the document directly inside the **Edit Document** tab of the PolicyTech document window (the **Open with Microsoft Office Online** option) or in your desktop version of Word outside the PolicyTech document window (the **Open in Office** option).

Open with Microsoft Office Online



Open in Office (desktop version of Word)



Writing a Word document within PolicyTech is the nearly the same as writing a document in the Word application outside of PolicyTech. Some differences you might notice when using Word inside of PolicyTech include the following:

- Up until the document is approved and published, PolicyTech automatically adds a watermark indicating its current location in the writing, review, and approval process. For example, when you start a document, it is placed in the Draft stage and includes a Draft watermark.

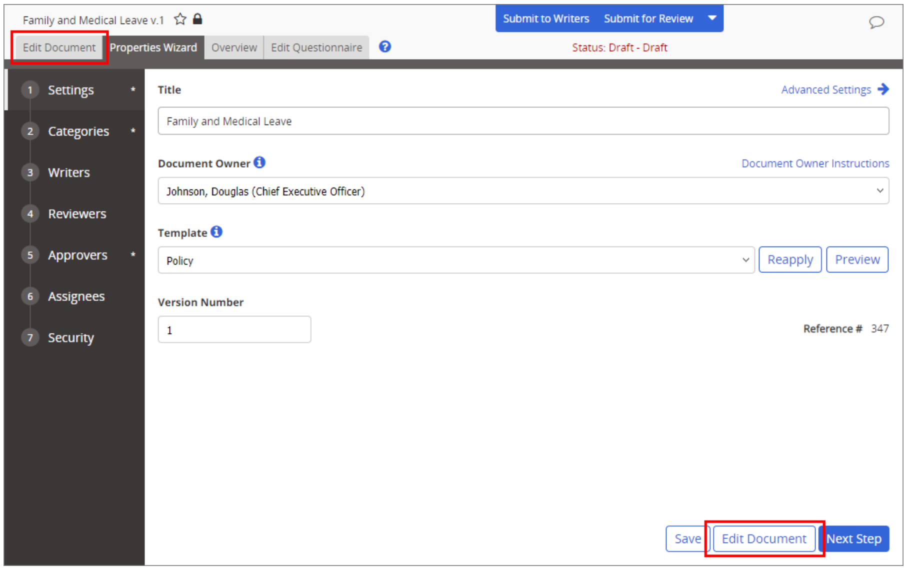
Note: While you can add a watermark of your own, that watermark will be overwritten.

- When you save the Word document, it is saved to the PolicyTech database rather than as a file on a hard drive.
- One extra thing you can do when using Word within PolicyTech is to insert fields that contain certain document properties, such as the title you typed in step **1. Settings** of the **Properties Wizard**, or the names of the reviewers you assigned in step **4. Reviewers**. These fields are automatically updated whenever the property information changes.

Adding Document Content

1. Do one of the following to edit a document in Word:
   - If you currently have the document open and have the **Properties Wizard**, **Overview**, or **Edit Questionnaire** tab selected, click the **Edit**

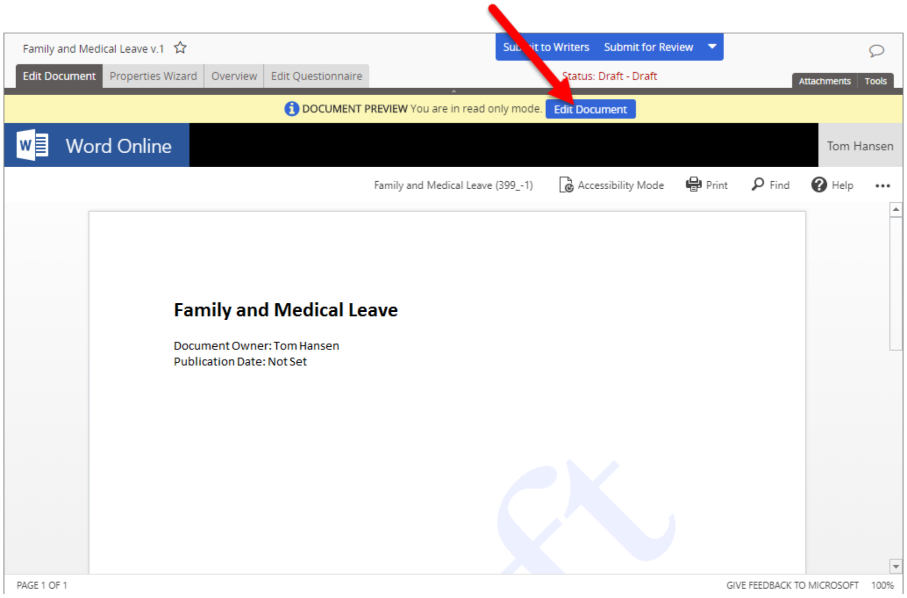
Document tab near the upper left corner or the **Edit Document** button at the bottom of the currently displayed **Properties Wizard** step.



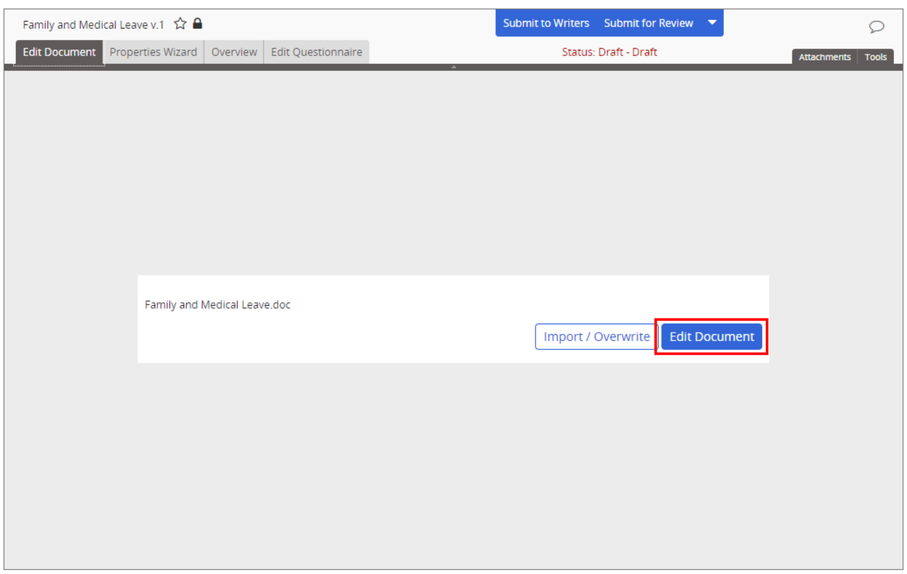
- If the document is currently closed, use **Search** or **Browse** to find it (see Searching for a Document or Stand-Alone Questionnaire or Browsing for a Document or Stand-Alone Questionnaire), and then click the document title. The document opens with the **Edit Document** tab selected by default.

2. Do one of the following, depending on what you see:

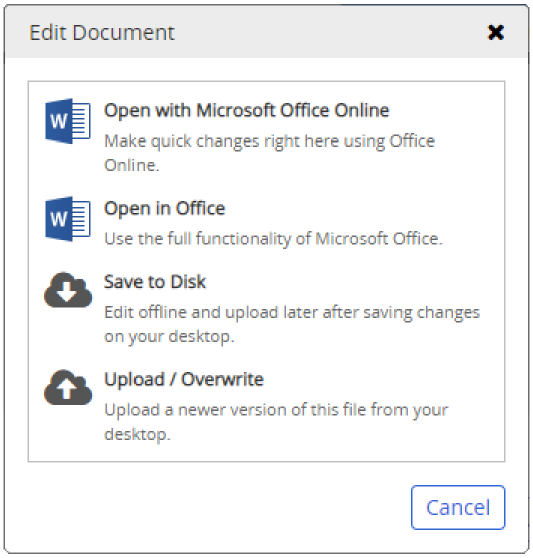
   - If you see document contents (from the template) in preview mode, as shown below, click the **Edit Document** button in the **DOCUMENT PREVIEW** header.



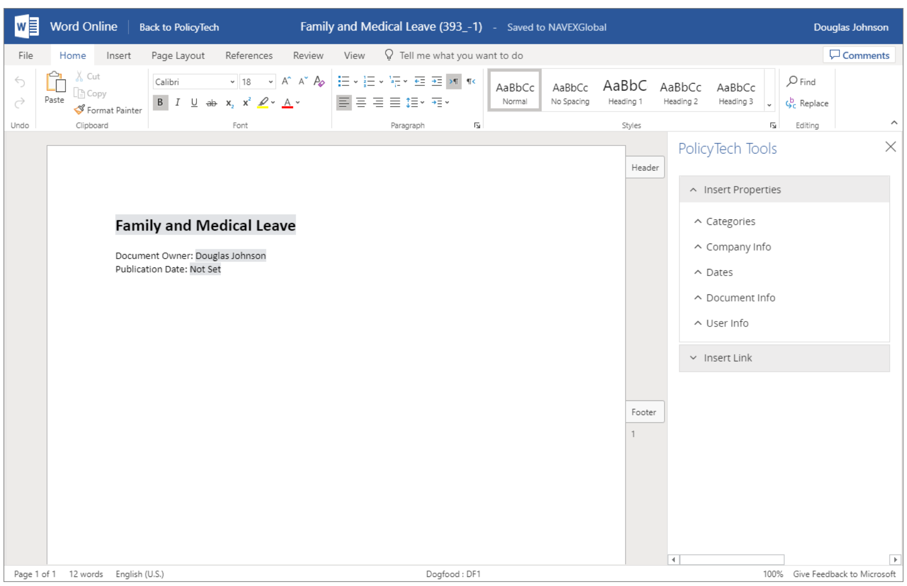
- If you see a prompt like the one below, click the **Edit Document** button in the prompt.



3. Do one of the following:



- Click **Open with Microsoft Office Online** to edit the document using Word Online.



- Click **Open in Office** to edit the document using your desktop version of Word.

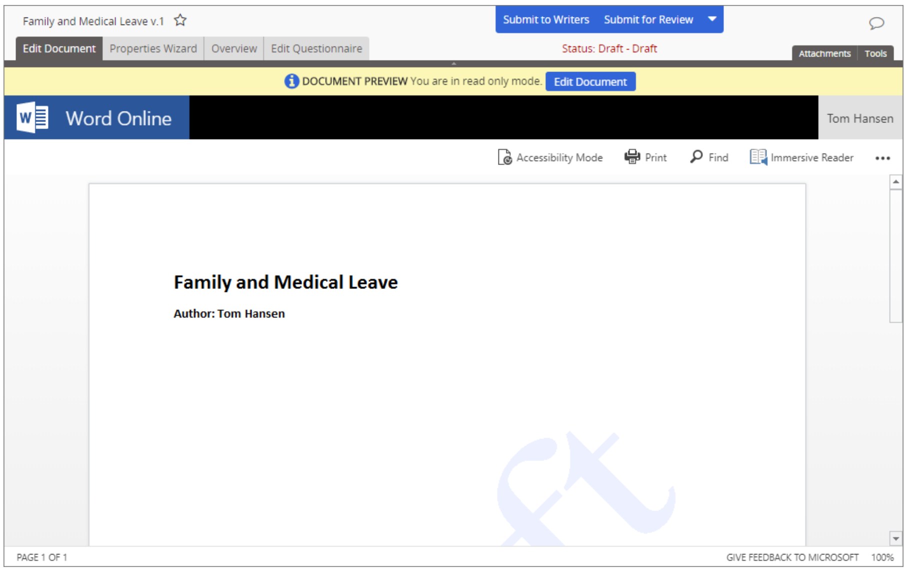
Important: To avoid breaking the link between desktop Word and the PolicyTech database, do not close the PolicyTech document window while editing in desktop Word. Always save the document and close desktop Word before closing the PolicyTech document window.

Notes:

- The **Open in Office** option will not work if you don't have a desktop version of Word installed on your computer.

- Any changes you save in desktop Word are automatically saved back to the PolicyTech database.
- The document may or may not already have content, depending on which template you selected.

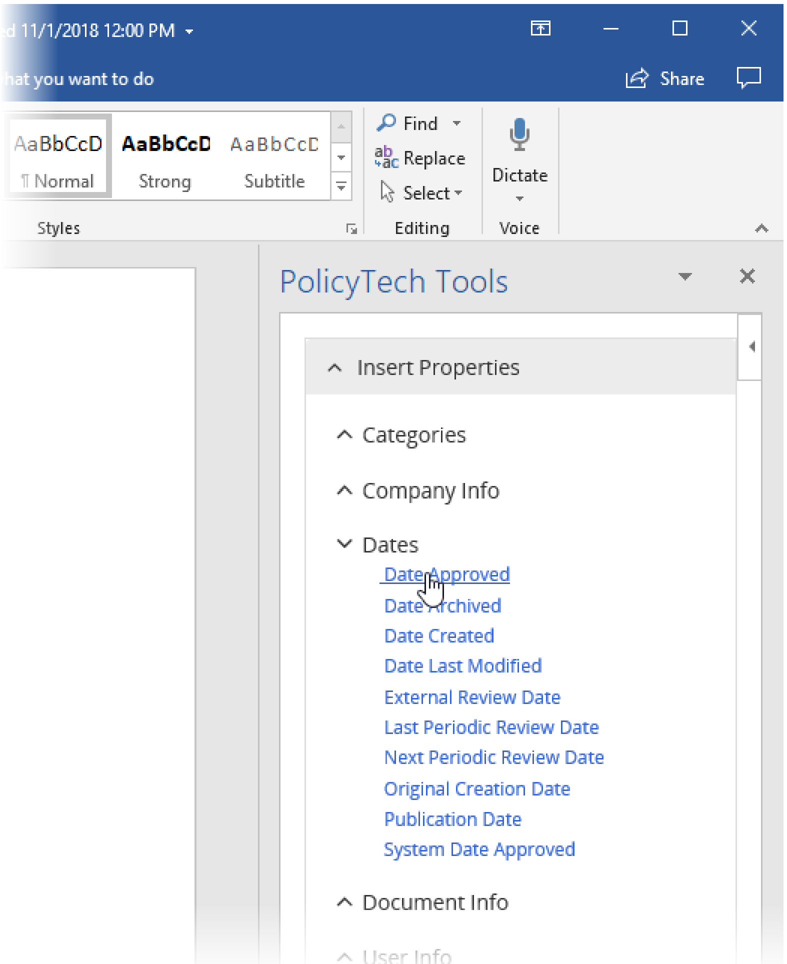
- Click **Upload / Overwrite** and follow the prompts to upload an external Word file as the PolicyTech document. The uploaded document is displayed in preview mode.



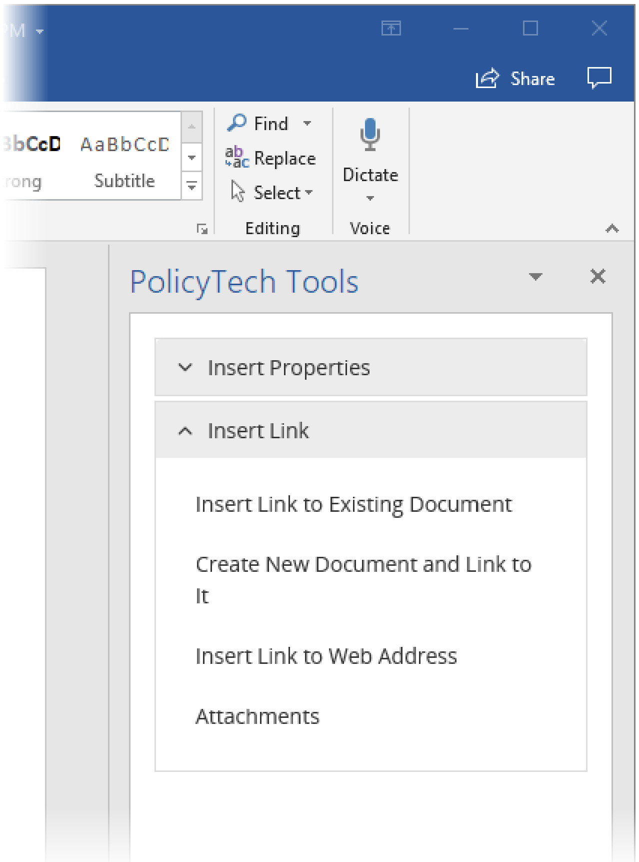
In the **DOCUMENT PREVIEW** header, click **Edit Document**, and then click **Open with Microsoft Office Online** or **Open in Office**.

2. Do any of the following to add or edit document content:

   - Use Word features to write and format the content.
   - To insert an automatically updated document property at the current cursor position, select a property in the **Insert Properties** menu of the **PolicyTech Tools** panel (see Inserting Document Properties for detailed instructions).



- To insert a link to another PolicyTech document or to a website, select an option in the **Insert Link** menu of the **PolicyTech Tools** panel (see Inserting Links to Documents and Websites for detailed instructions).



- Save and close the document (see Saving and Closing a Draft Document or Stand-Alone Questionnaire).
- Add supplementary materials to the document (see Attaching Files and Adding Reference Links and Working with Discussions).
- Finish assigning document properties (see Assigning Properties).
- Create a questionnaire for marking the document as read (see Creating a Document Questionnaire).
- Look at the document overview (see Working with the Overview).
- Submit the document to assigned writers (see Submitting a Document or Stand-Alone Questionnaire to Writers (for Collaboration)).
- Submit the document to assigned reviewers (see Submitting a Document or Stand-Alone Questionnaire for Review).
- Submit the document to assigned approvers (see Submitting a Document or Stand-Alone Questionnaire for Approval).

Inserting Document Properties

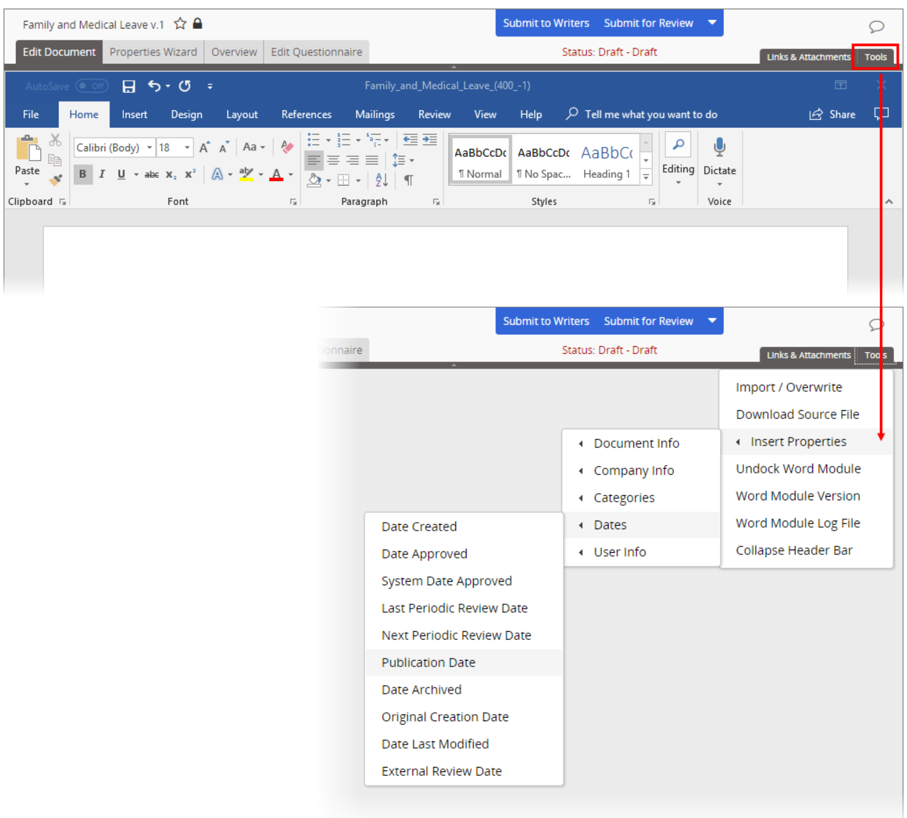
As you create a document and throughout its life cycle much information about the document is tracked and stored in the PolicyTech database. You can access this information and have it appear within the content of the Microsoft® Word or Excel® document itself by inserting what are called property fields. For example, you could insert property fields to show the name of the document owner, the date the document is approved, and names of the departments the document affects. The contents of these fields automatically change as events occur that affect those document properties.

The instructions below explain how to insert a property field into a document. For details on each document property, see [Appendix: Document Property Details].

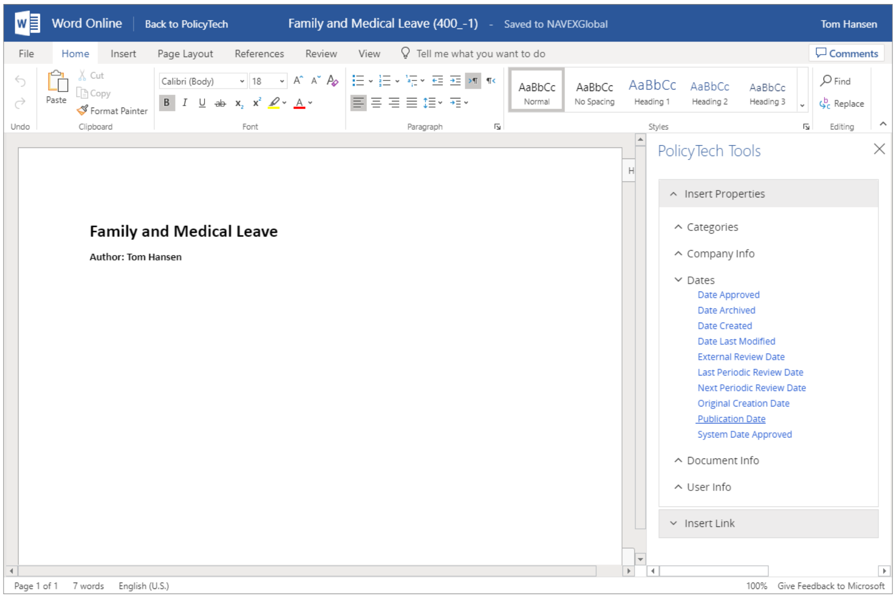
Inserting Into a Word Document

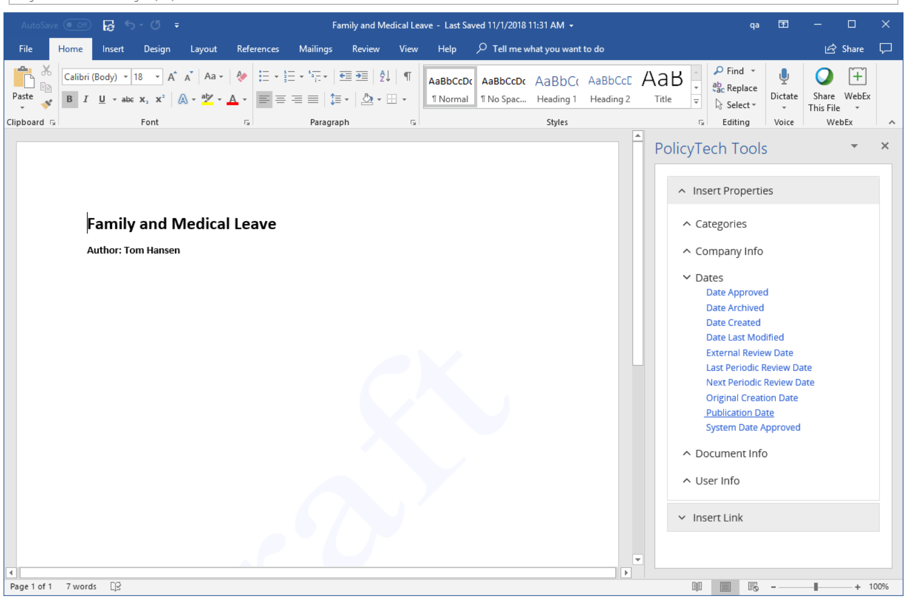
1. While editing a Word document, place your cursor where you want the property field inserted, and then do one of the following:

   - If your screen looks like the one below, click **Tools**, click **Insert Properties**, and then navigate to and click the information you want to insert.



- If your screen looks like one of those below, expand the **Insert Properties** menu in the **PolicyTech Tools** panel, expand a property type heading, and then click a property.





Some fields that are inserted will immediately display the correct value, such as the document title, the document owner's name, or the current date. Other fields display the correct information only after certain events have occurred. For example, if you insert the **Publication Date** field, you will see **Not Approved Yet** as the field text until the document is approved, at which time the approval date will appear. Also keep in mind that some of a document's properties, such as its title or assigned approvers, are editable. If a property is changed in the **Properties Wizard** or in **System**

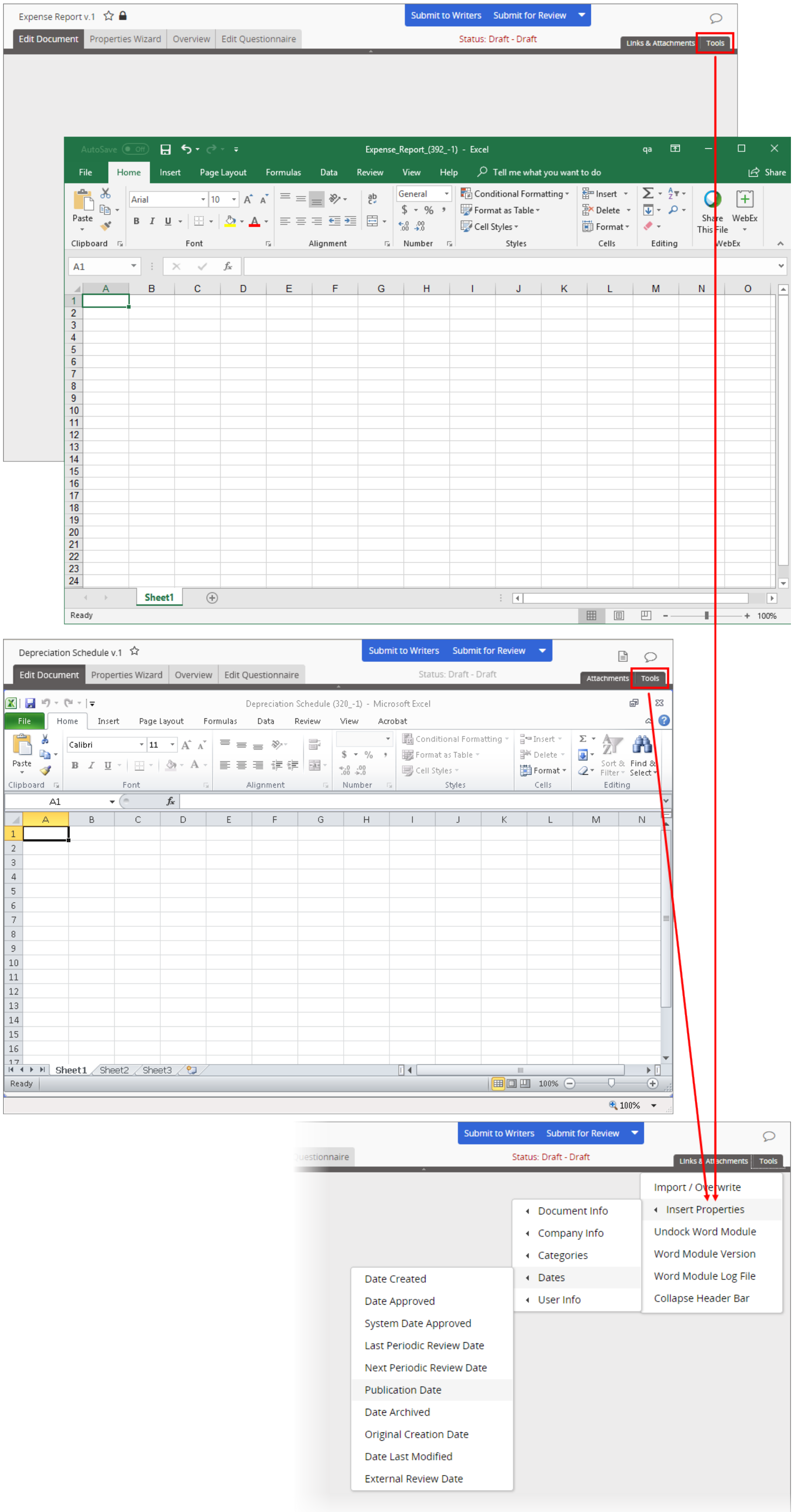
Settings, that change will automatically be reflected in the corresponding inserted property field.

Inserting Into an Excel Document

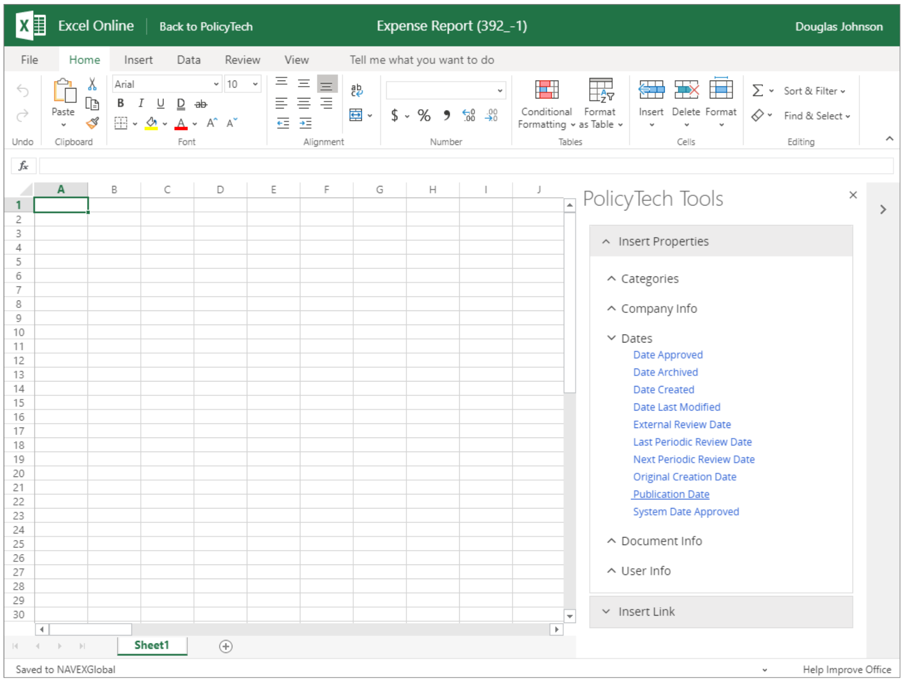
1. While editing an Excel document, select the empty cell where you want the property field inserted, and then do one of the following:

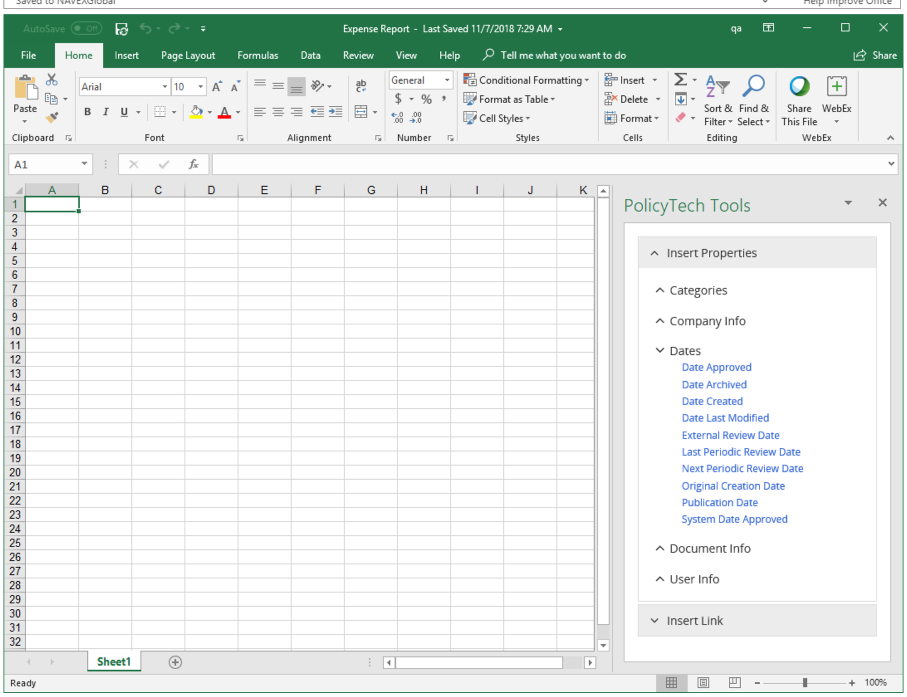
Important: A property field cannot be inserted into a spreadsheet cell that already contains information or that is being edited. Make sure that the cell you select is empty and that you are not in edit mode (that the cursor is not active in the **Formula Bar** or inside the cell).

- If your screen looks like the one of those below, click **Tools**, click **Insert Properties**, and then navigate to and click the information you want to insert.


Expense Report v.1
Submit to Writers
Submit for Review
Edit Document
Properties Wizard
Overview
Edit Questionnaire
Status: Draft - Draft
Links & Attachments
Tools
Expense_Report_(392_-1) - Excel
File
Home
Insert
Page Layout
Formulas
Data
Review
View
Help
Tell me what you want to do
Share
Sheet1
Ready
Depreciation Schedule v.1
Submit to Writers
Submit for Review
Edit Document
Properties Wizard
Overview
Edit Questionnaire
Status: Draft - Draft
Attachments
Tools
Depreciation Schedule (320_-1) - Microsoft Excel
Sheet1
Sheet2
Sheet3
Ready
Submit to Writers
Submit for Review
Status: Draft - Draft
Links & Attachments
Tools
Import / Overwrite
Insert Properties
Undock Word Module
Word Module Version
Word Module Log File
Collapse Header Bar
Document Info
Company Info
Categories
Dates
User Info
Date Created
Date Approved
System Date Approved
Last Periodic Review Date
Next Periodic Review Date
Publication Date
Date Archived
Original Creation Date
Date Last Modified
External Review Date

- If your screen looks like one of those below, expand the **Insert Properties** menu in the **PolicyTech Tools** panel, expand a property type heading, and then click a property.





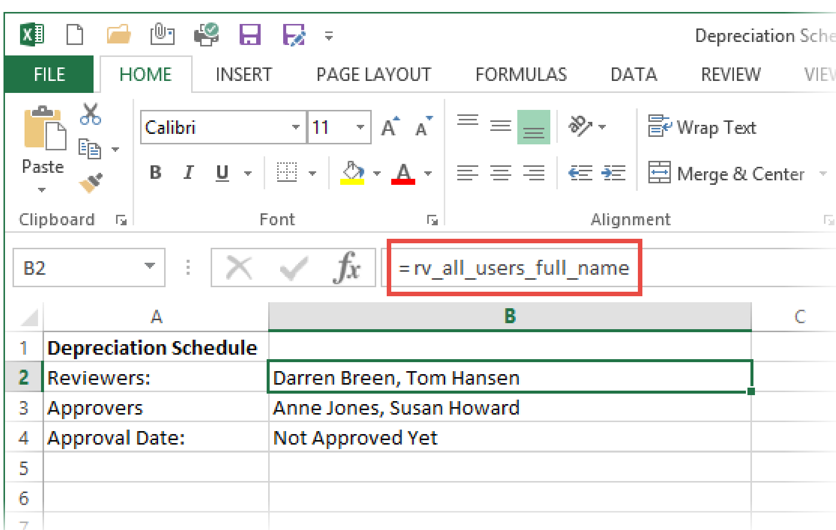
2. If you see the prompt, **Warning: Using this feature with Excel will erase your undo history**, do one of the following:

- Click **OK** to erase the undo history and continue to insert the field.
- Click **Cancel** to go back to editing the document without inserting the field.

Important: You will see the warning only once during an editing session, but inserting a field always erases the undo history. To avoid erasing information from the undo history that you might need later, we suggest you insert fields either as the first or last step of creating an Excel document.

Some fields that are inserted will immediately display the correct value, such as the document title, the document owner's name, or the current date. Other fields display the correct information only after certain events have occurred. For example, if you insert the **Publication Date** field, you will see **Not Approved Yet** as the field text until the document is approved, at which time the approval date will appear. Also keep in mind that some of a document's properties, such as its title or assigned approvers, are editable. If a property is changed in the **Properties Wizard** or in **System Settings**, that change will automatically be reflected in the corresponding inserted property field.

When you insert a field into a Microsoft Excel document, it looks like normal text, but it is not. You can identify a document property field in Excel by clicking on a cell and then looking in the Formula Bar, or by double-clicking a cell to activate edit mode. A property field contains the following formula: =[field_name], where [field_name] is the name PolicyTech has assigned to this document property (**rv_all_users_full_name** in the example below). Because an inserted property field contains a formula, you cannot edit the property field text in an Excel document.



Inserting Links to Documents and Websites

See the following sections for instructions on inserting links in a Word or Excel document:

Inserting a Link to an Existing Document

Inserting a Link to a New (Not Yet Created) Document

Inserting a Link to a Web Address

Inserting a Link to an Existing Document

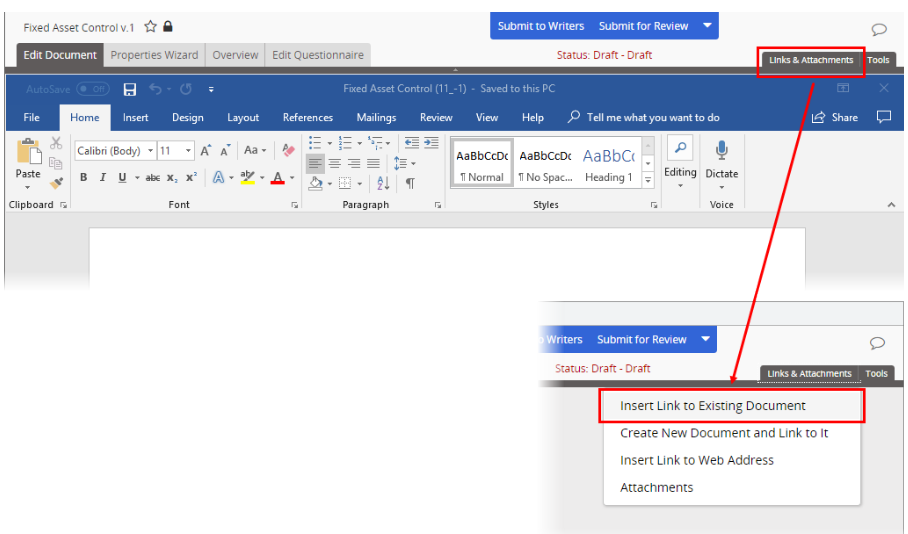
You can insert links to existing PolicyTech documents from within a Word or Excel document.

Notes:

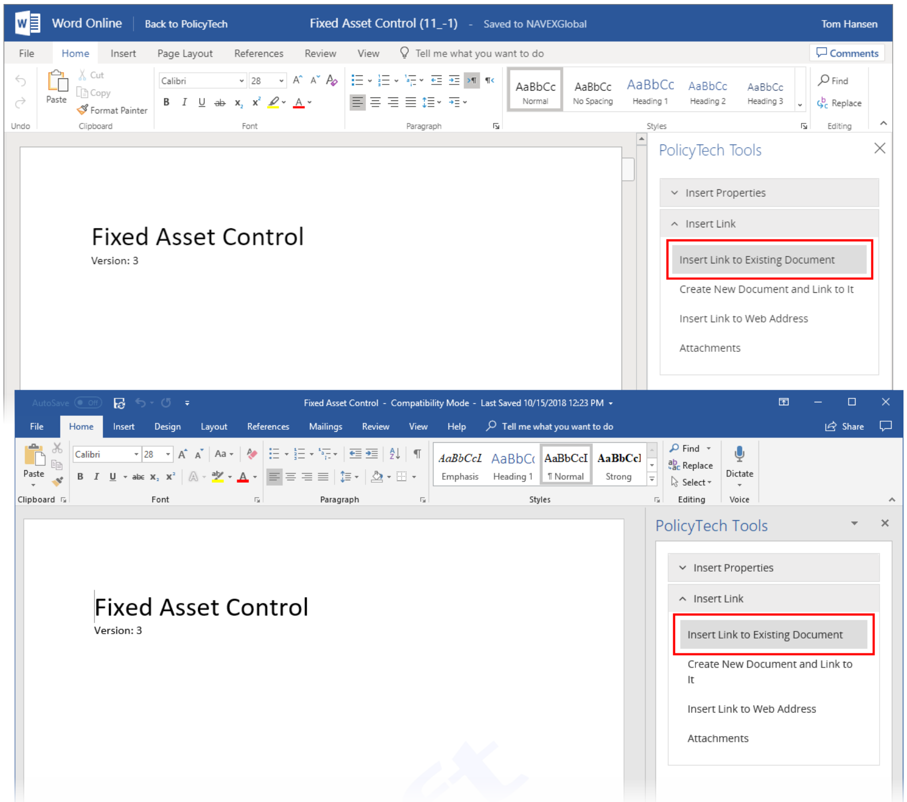
- You can remove a PolicyTech link from a document just as you would remove a hyperlink you inserted using the **Insert Hyperlink** feature in Word or Excel (see Removing or Deleting a Link).
- Inserted document links do not appear in the **Attachments** window (see Attaching Files and Adding Reference Links).

From within a Word Document

1. Place the cursor where you want the link inserted.
2. Do one of the following:
    - If your screen looks like the one below, click **Links & Attachments**, and then click **Insert Link to Existing Document**.

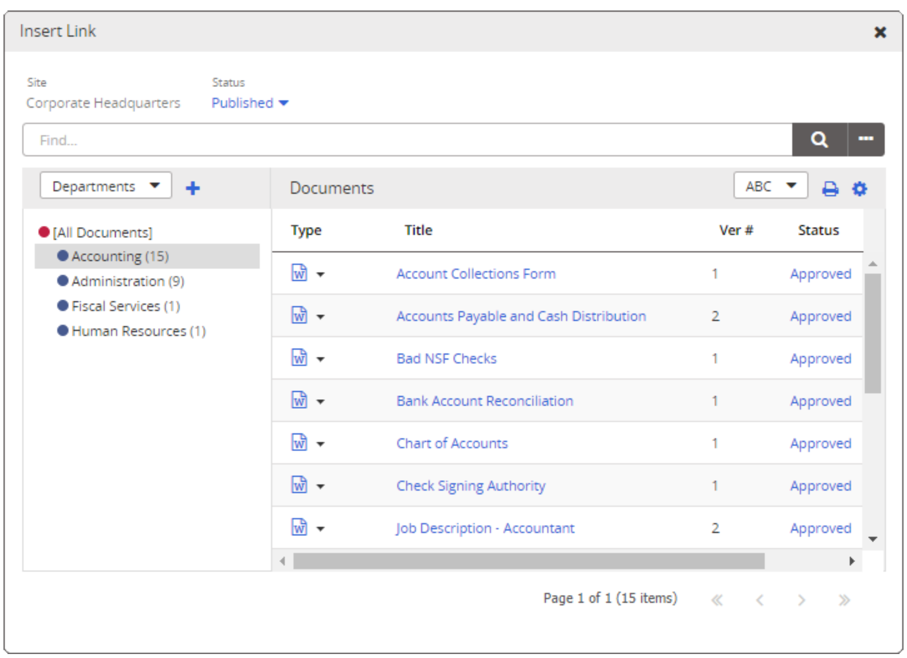


    - If your screen looks like one of those below, expand the **Insert Link** menu in the **PolicyTech Tools** panel, and then click **Insert Link to Existing Document**.

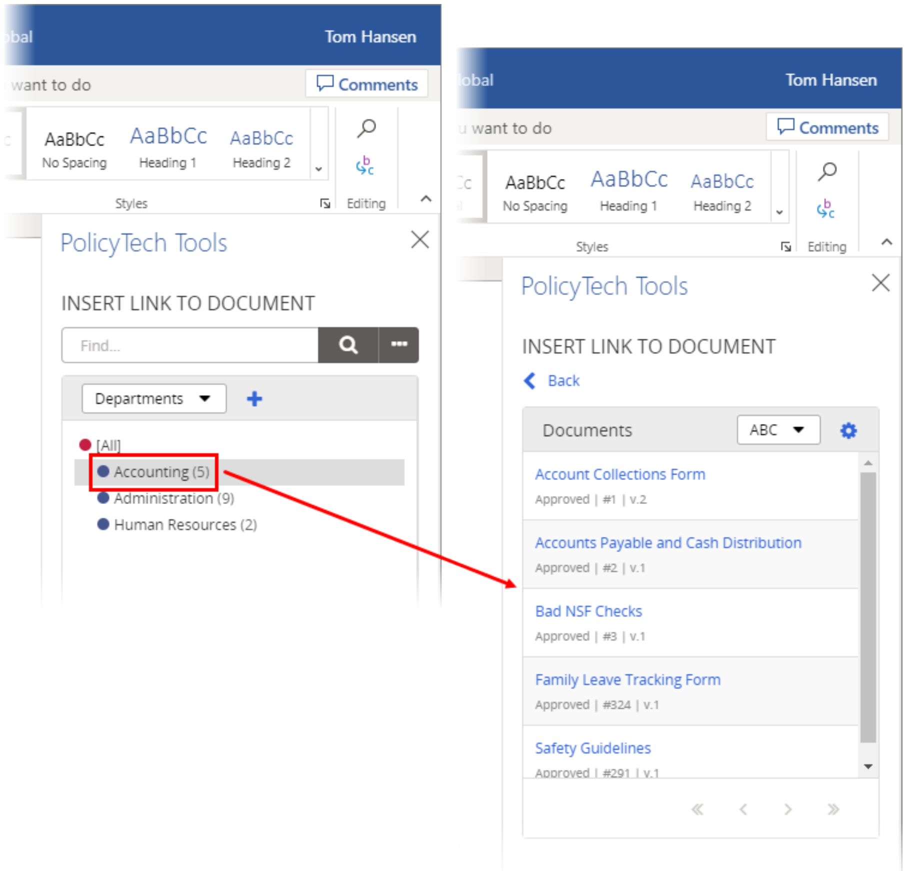


Find the document you want to link to (see Browsing for a Document or Questionnaire for detailed instructions), and then click the document title.

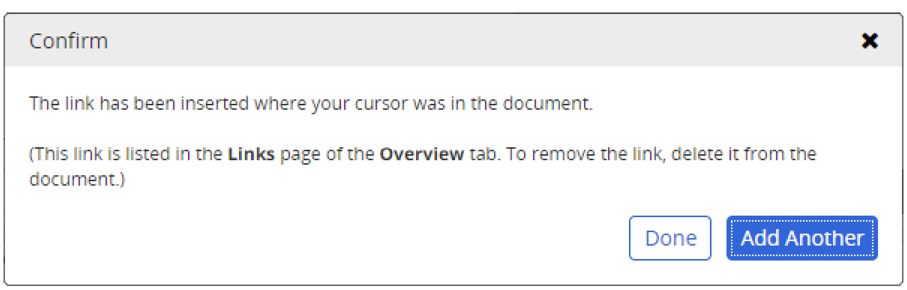
Pop-up document selector



Document selector in the PolicyTech Tools panel



2. In the **Confirm** window, do one of the following:
   - Click **Done**.
   - Click **Add Another** to insert another link at the current cursor location, and then click **Done** when you are finished adding links.

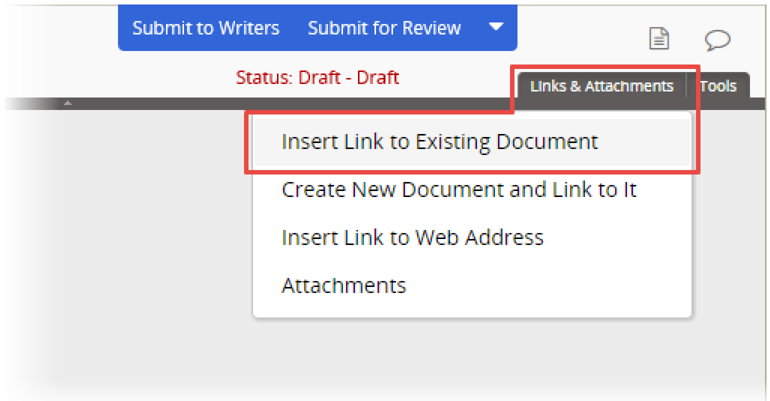


From within an Excel Document

1. Click the cell where you want the link inserted.

Important: A link cannot be inserted into a spreadsheet cell that already contains information or that is being edited. Make sure that the cell you select is empty and that you are not in edit mode (that the cursor is not active in the **Formula Bar** or inside the cell).

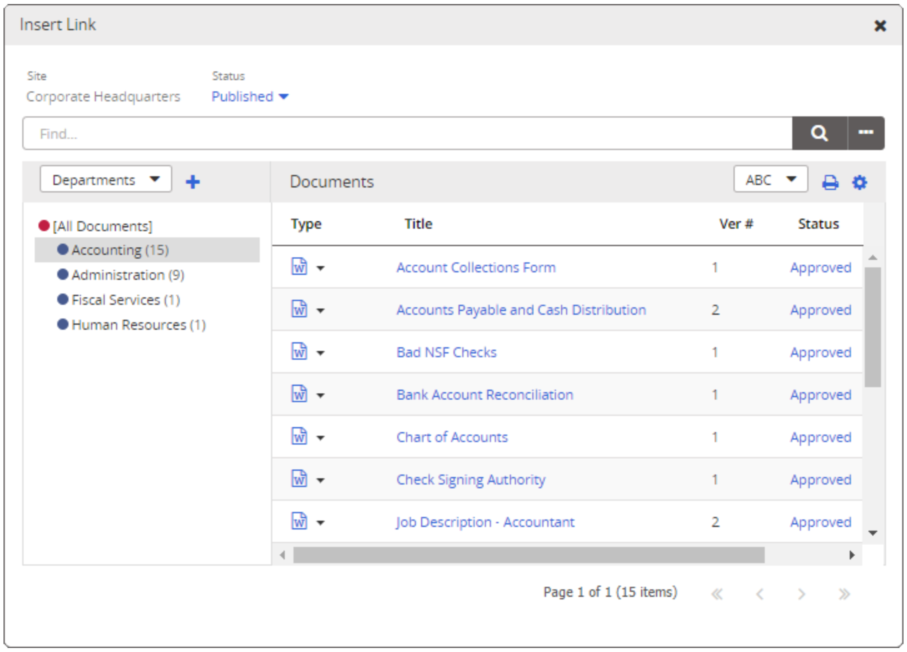
2. In the **Edit Document** window, click **Links & Attachments**, and then click **Insert Link to Existing Document**.



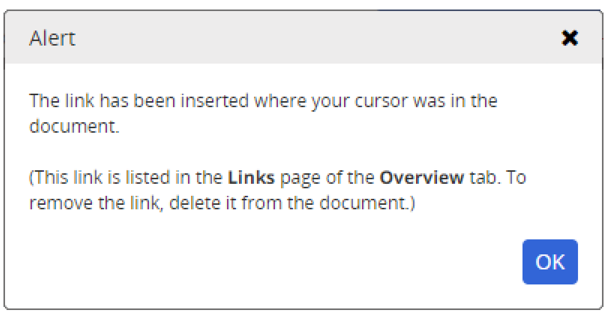
3. If you see the prompt, **Using this feature with Excel will erase your undo history**, do one of the following:
   - Click **OK** to erase the undo history, and then move on to step 4.
   - Click **Cancel**, and then insert the link at a later time.

Important: You will see the warning only once during an editing session, but inserting a link always erases the undo history. To avoid erasing information from the undo history that you might need later, we suggest you insert links either as the first or last step of creating an Excel document.

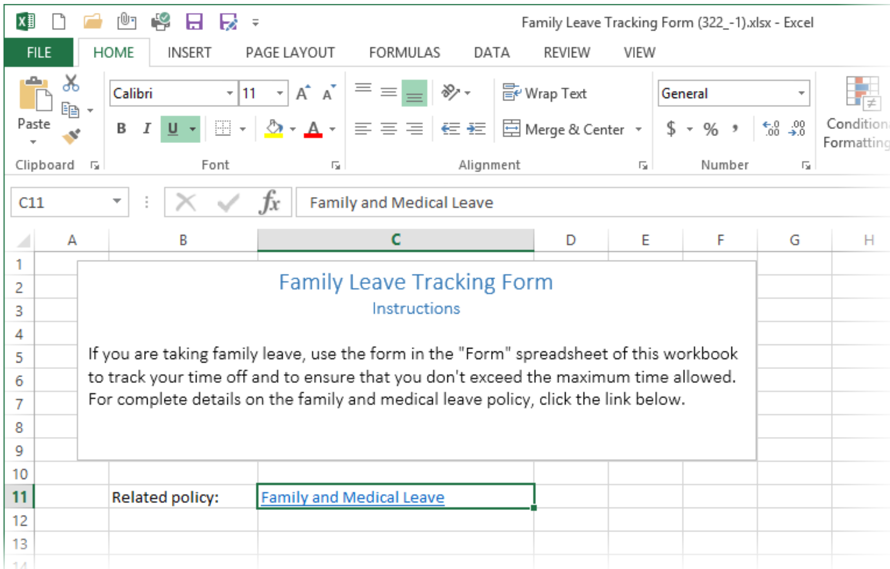
4. In the **Choose a Document** window, find the document you want to link to (see Searching for a Document or Questionnaire or Browsing for a Document or Questionnaire), and then click the document title.



5. Click **OK** to clear the alert.



The link is inserted into the document.



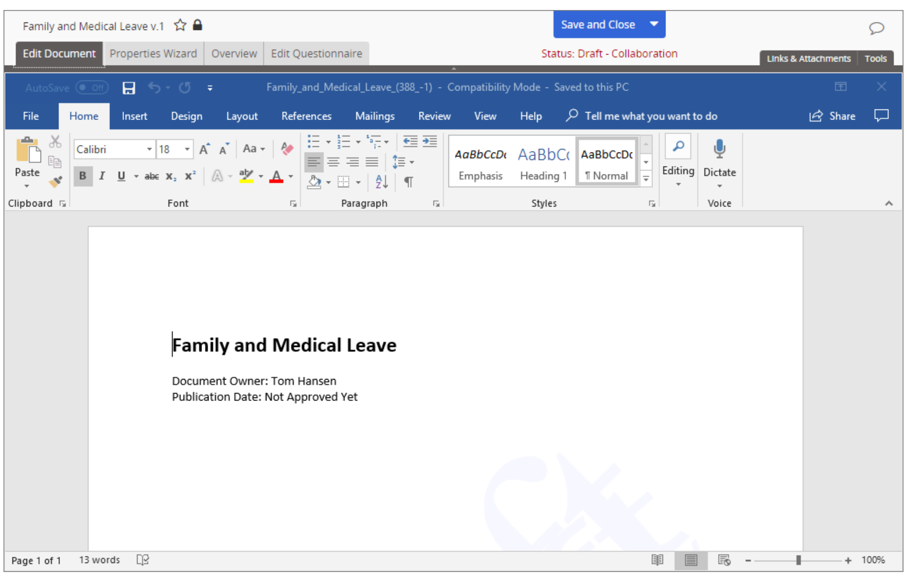
Inserting a Link to a New (Not Yet Created) Document

From within a Word or Excel document, you can both create a new draft document and link to it at the same time.

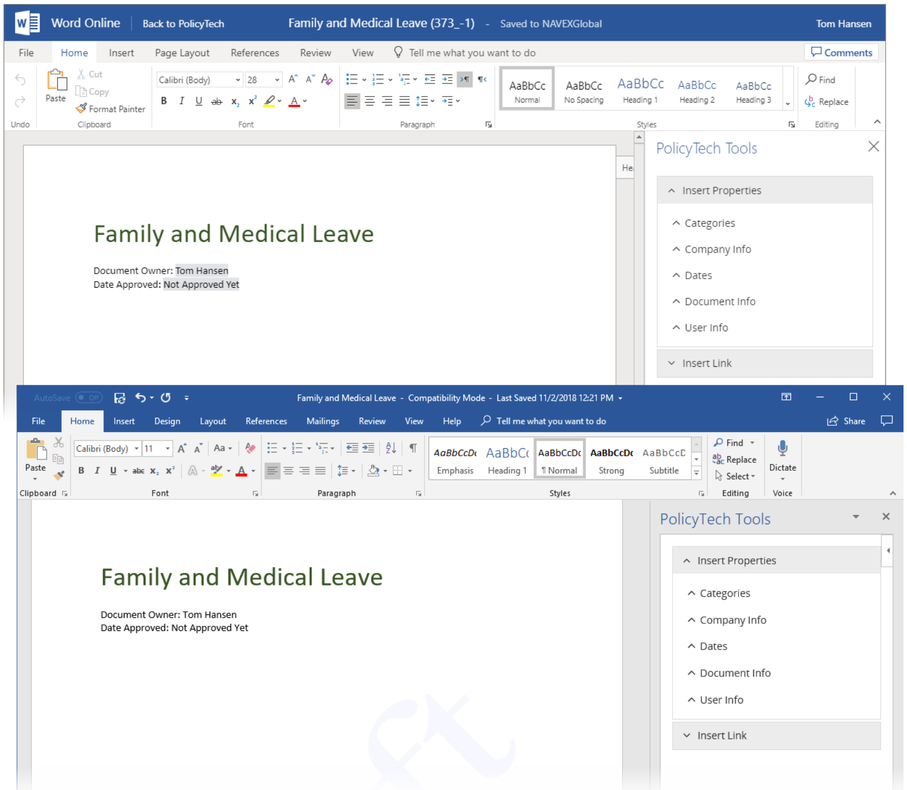
> **Note:** You can remove a PolicyTech link from a document just as you would remove a hyperlink you inserted using the **Insert Hyperlink** feature in Word or Excel (see Removing or Deleting a Link).

From within a Word Document

If your screen looks like the following when you edit a Word document, continue with Using WordModulePlus below.

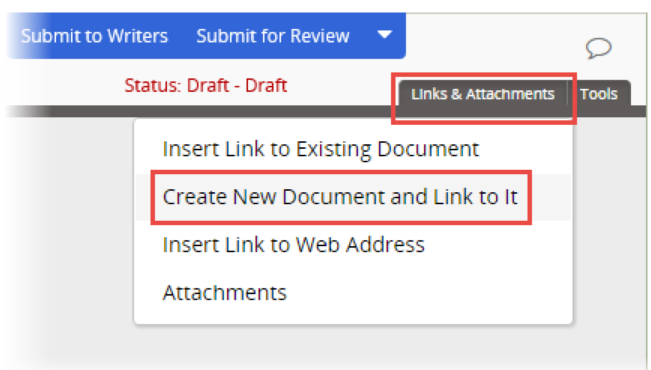


If your screen looks like one of the following when you edit a Word document, continue with Using Office Online Integration below.

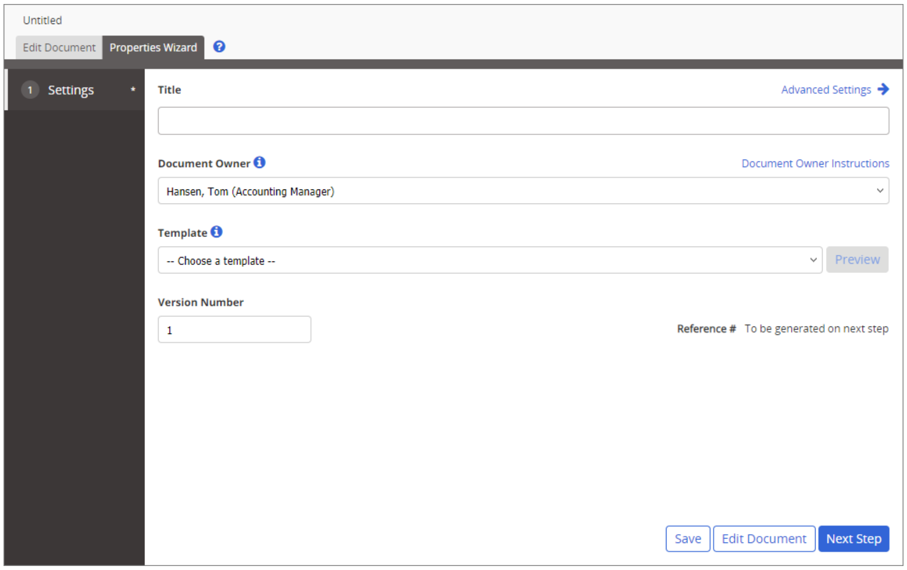


Using WordModule*Plus*

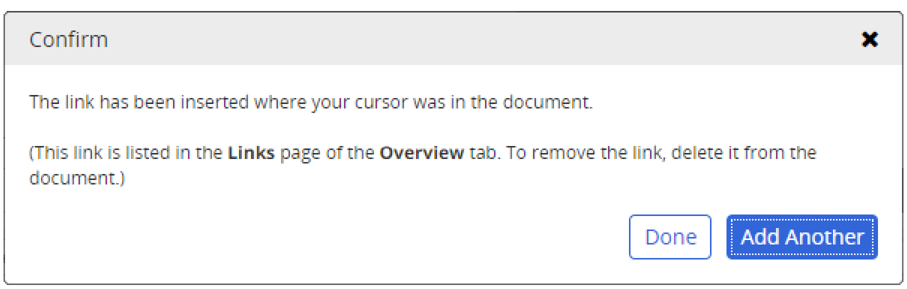
1. Place the cursor where you want the link inserted.
2. Click **Links & Attachments**, and then click **Create New Document and Link to It**.



3. A new document opens with step **1. Settings** of the **Properties Wizard** displayed. Type a title, select a template, and then click **Save**.

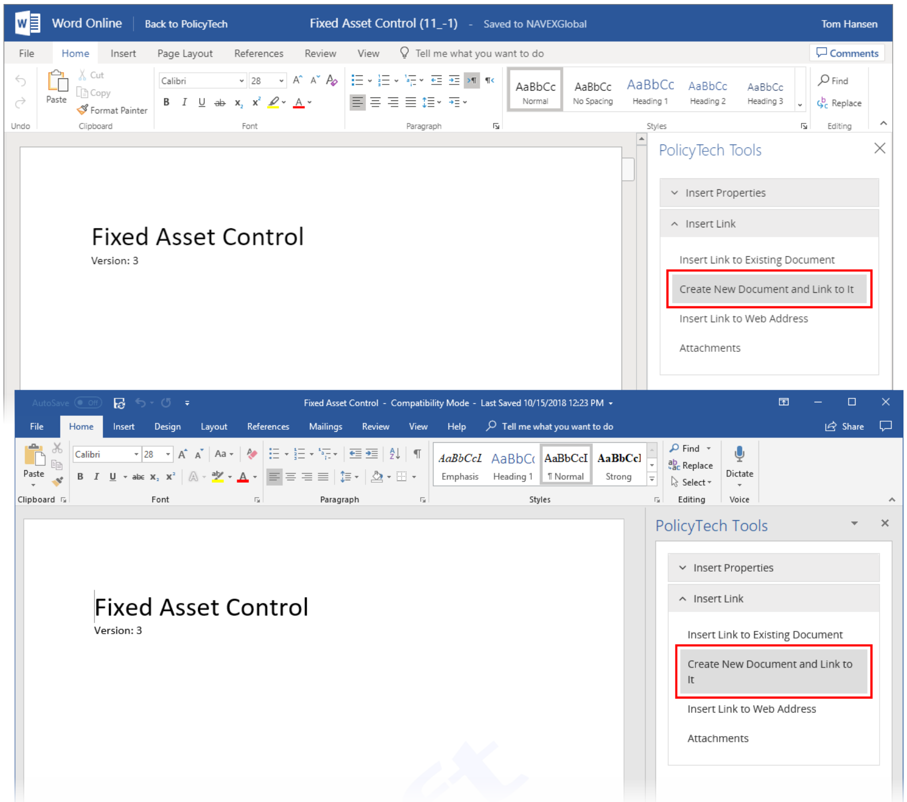


4. The link to the new document is inserted into the original document. To return to the original document and finish the new document later, do one of the following:
   - Minimize the new document window.
   - Click **Options**, and then click **Save and Close**.
5. You should now see the **Confirm** window in the original document. Do one of the following:
   - Click **Done**.
   - Click **Add Another** to create another new document and insert another link at the current cursor location, repeat steps 2 through 4, and then click **Done** when you are finished adding links.

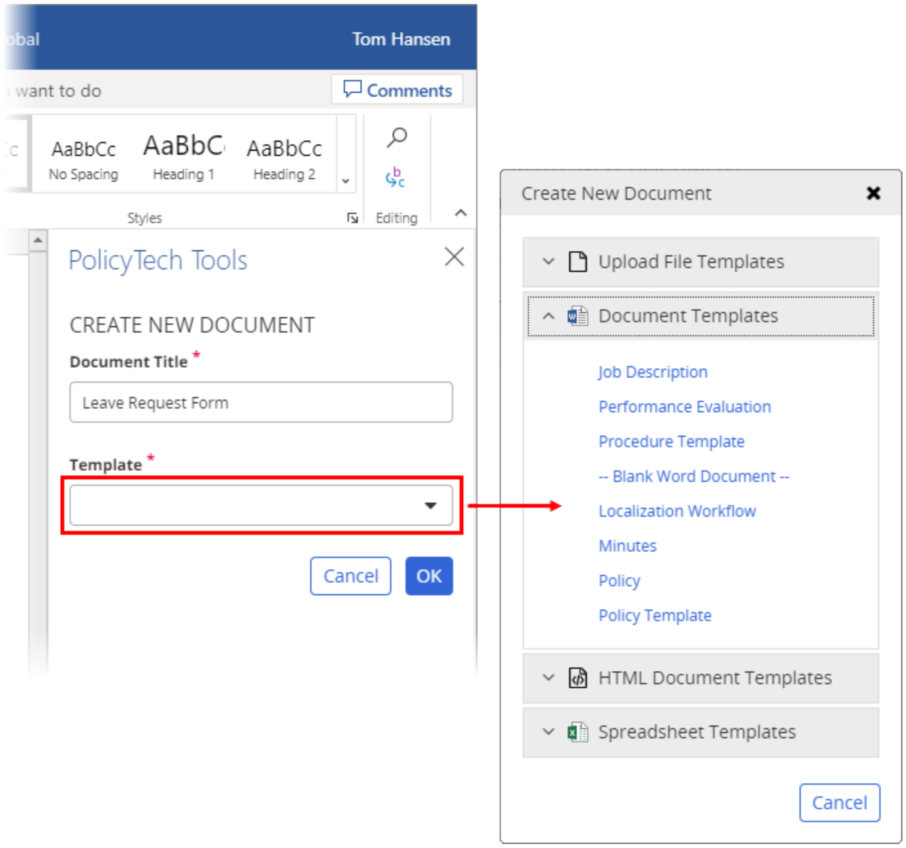


Using Office Online Integration

1. Place the cursor where you want the link inserted.
2. In the **PolicyTech Tools** panel, expand the **Insert Link** menu and then click **Create New Document and Link to It**.

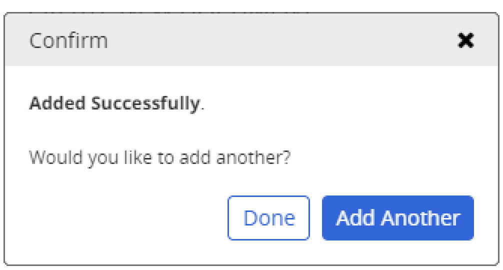


3. Type a title, select a template, and then click **OK**.



4. Do one of the following:

   - Click **Done**.
   - Click **Add Another** to create another new document and insert another link at the current cursor location, repeat step 3, and then click **Done** when you are finished adding links.



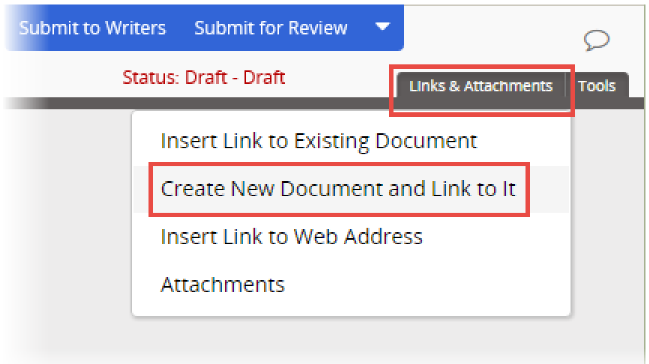
Note: Use **Browse** or **Search** to find the newly created document (see Browsing for a Document or Questionnaire or Searching for a Document or Questionnaire).

From within an Excel Document

1. Click the cell where you want the link inserted.

Important: A link cannot be inserted into a spreadsheet cell that already contains information or that is being edited. Make sure that the cell you select is empty and that you are not in edit mode (that the cursor is not active in the **Formula Bar** or inside the cell).

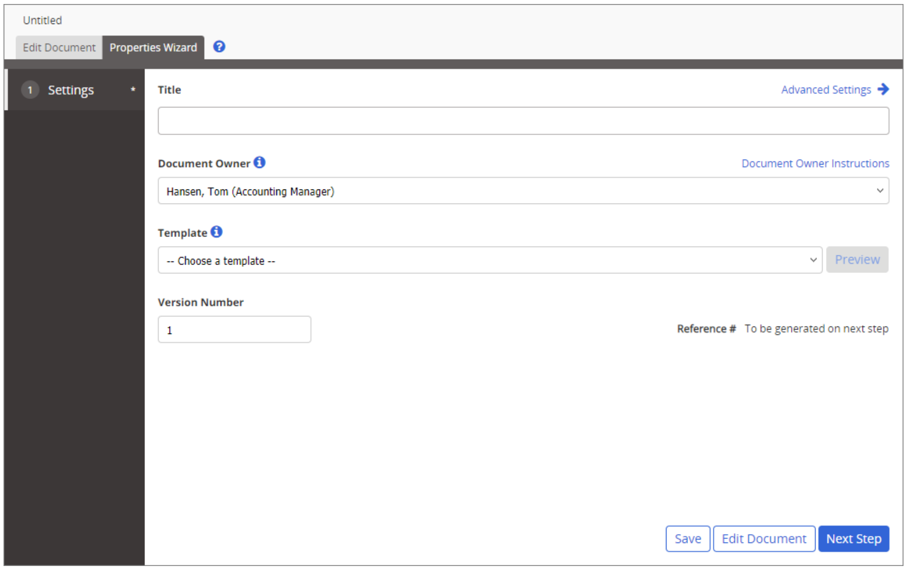
2. Click **Links & Attachments**, and then click **Create New Document and Link to It**.



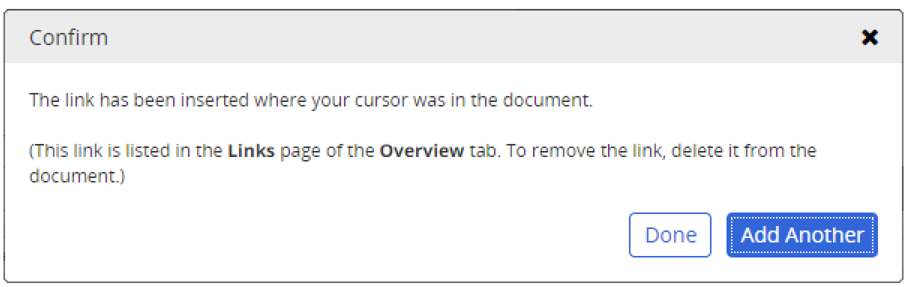
3. If you see the prompt, **Warning: Using this feature with Excel will erase your undo history**, do one of the following:
   - Click **OK** to erase the undo history, and then move on to step 4.
   - Click **Cancel**, and then insert the link at a later time.

Important: You will see the warning only once during an editing session, but inserting a link always erases the undo history. To avoid erasing information from the undo history that you might need later, we suggest you insert links either as the first or last step of creating an Excel document.

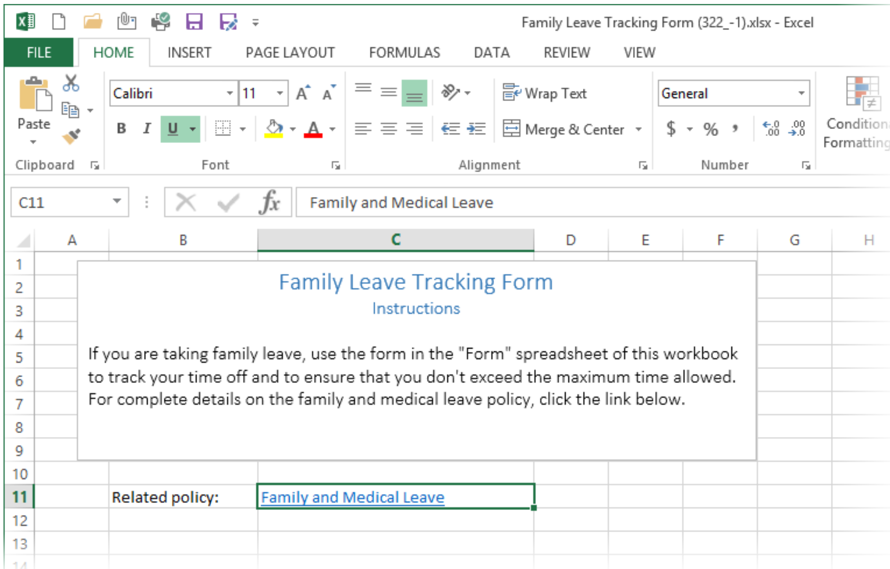
4. A new document opens with step **1. Settings** of the **Properties Wizard** displayed. Type a title, select a template, and then click **Save**.



5. The link to the new document is inserted into the original document. To return to the original document and finish the new document later, do one of the following:
   - Minimize the new document window.
   - Click **Options**, and then click **Save and Close**.
6. Click **OK** to clear the alert.



The link is inserted into the document.

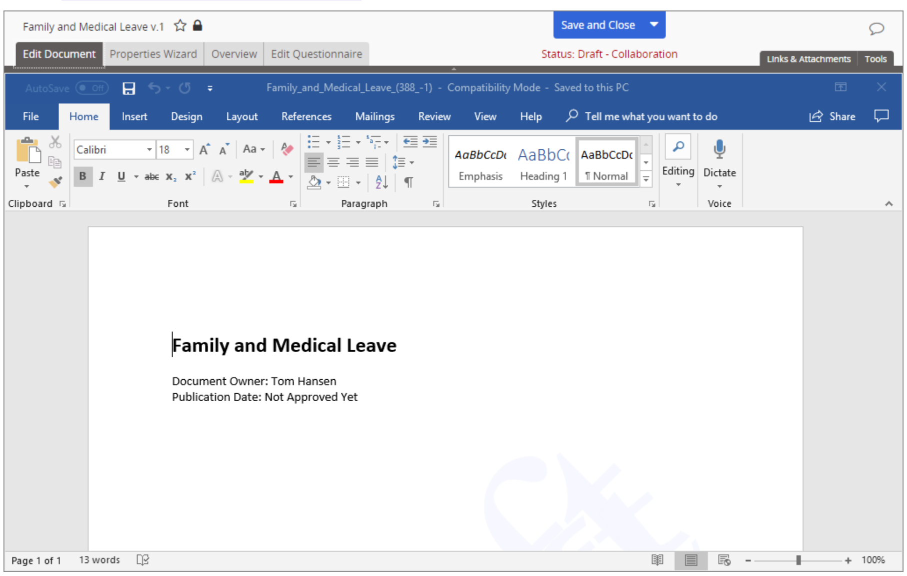


Inserting a Link to a Web Address

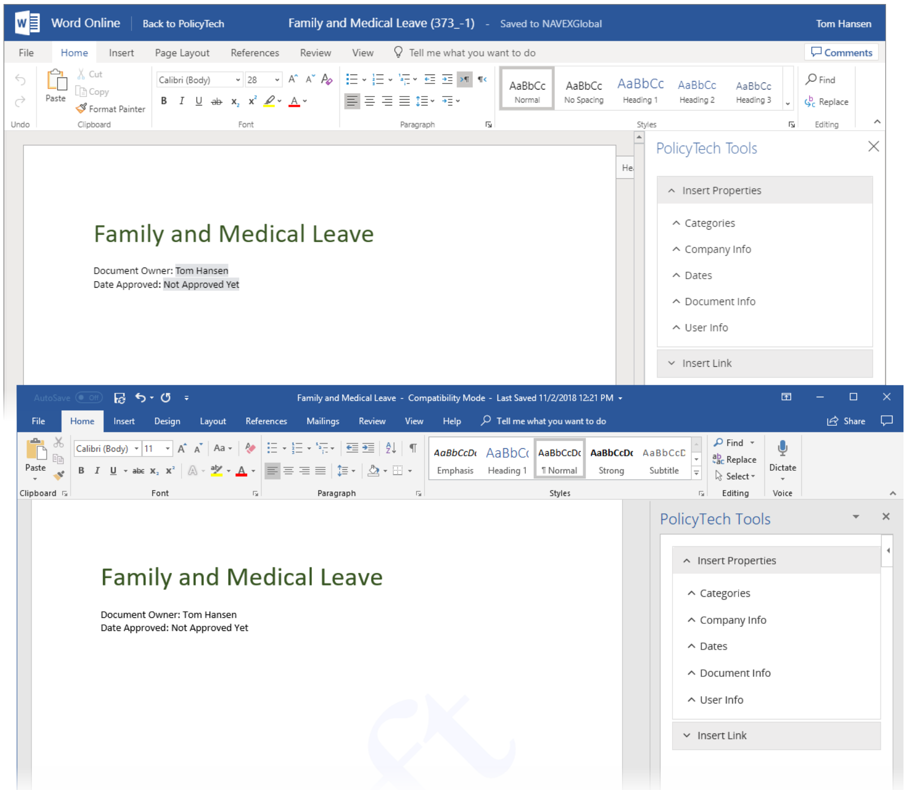
You can insert links to web addresses from within a Word or Excel document.

> **Note:** You can remove a PolicyTech link from a document just as you would remove a hyperlink you inserted using the **Insert Hyperlink** feature in Word or Excel (see Removing or Deleting a Link).

If your screen looks like the following when you edit a Word document, continue with Using WordModulePlus below.

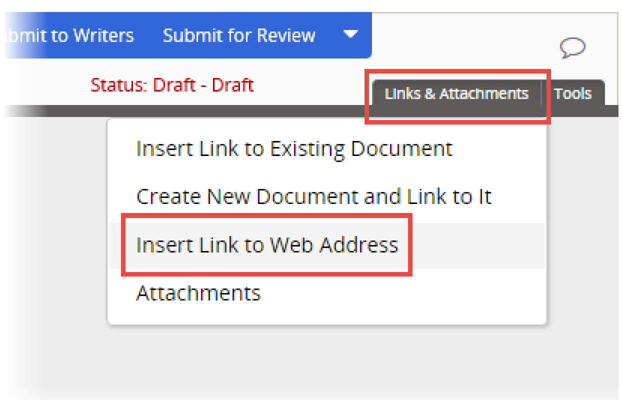


If your screen looks like one of the following when you edit a Word document, continue with Using Office Online Integration below.

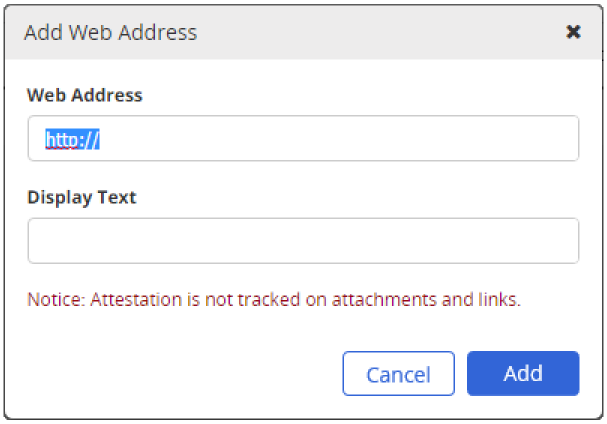


Using WordModule*Plus*

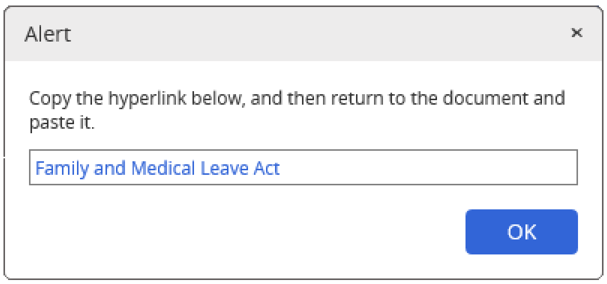
1. Place the cursor where you want the link inserted.
2. Click **Links & Attachments**, and then click **Insert Link to Web Address**.



3. Type or copy and paste the web address, type the text you want displayed as the link in the document, and then click **Add**.



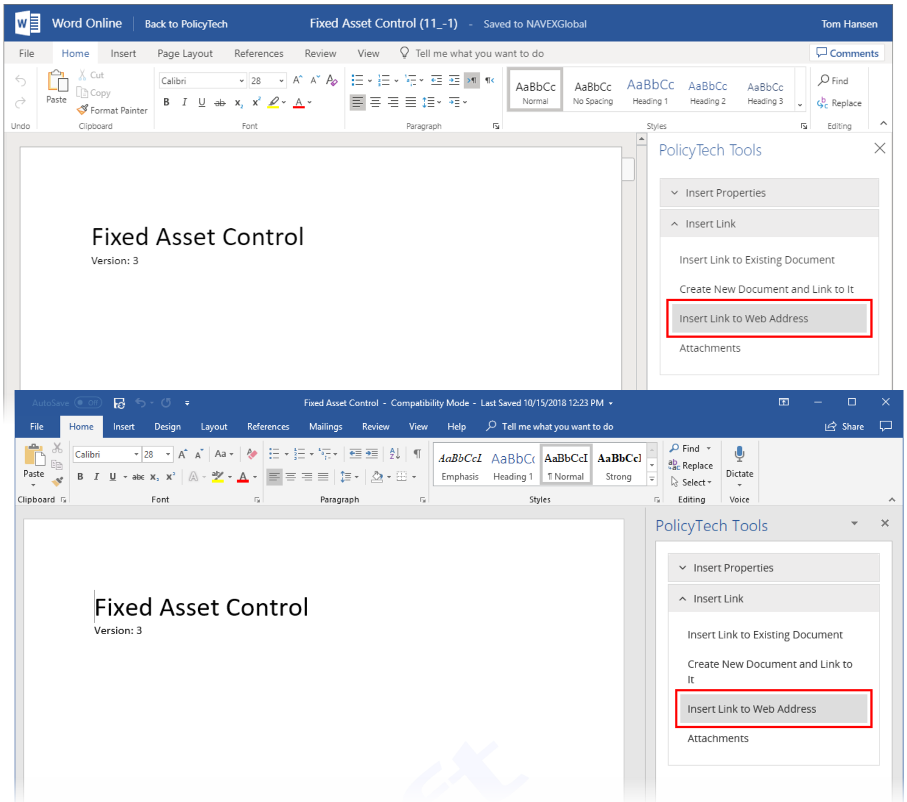
4. In the **Alert** window, select and copy the new link, and then click **OK**.



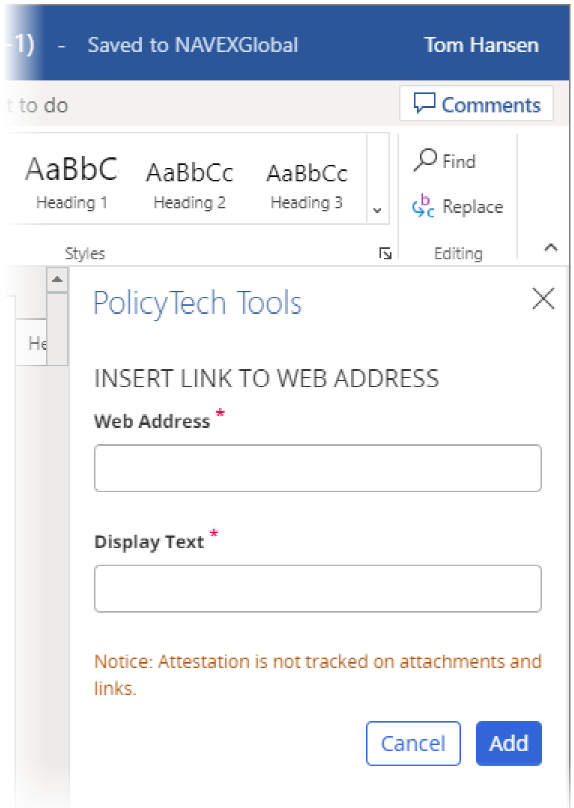
5. Copy and then paste the link into the document.

Using Office Online Integration

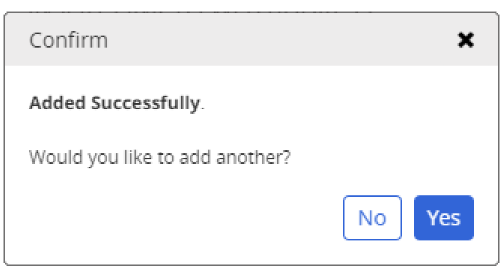
1. Place the cursor where you want the link inserted.
2. In the **PolicyTech Tools** panel, expand the **Insert Link** menu and then click **Insert Link to Web Address**.



3. Type or copy and paste the web address, type the text you want displayed as the link in the document, and then click **Add**.



4. Do one of the following:
   - Click **No**.
   - Click **Yes** to create another new document and insert another link at the current cursor location, repeat step 3, and then click **No** when you are finished adding links.



Removing or Deleting a Link

To remove a document or web address link and leave the text, right-click anywhere within the link, and then click **Remove Link**.

To remove the link—to remove both the link and the link text—do one of the following:

- Select the entire link, and then press Delete or Backspace.
- Place the cursor immediately before the first letter in the link text, press Delete to select the entire field, and then press Delete again to delete the field.
- Place the cursor immediately after the last letter in the link text, press Backspace to select the entire field, and then press Backspace again to delete the field.

Note: If you place the cursor anywhere inside the link instead of before or after the link, pressing Delete or Backspace will delete a character in the link text instead of selecting the field.

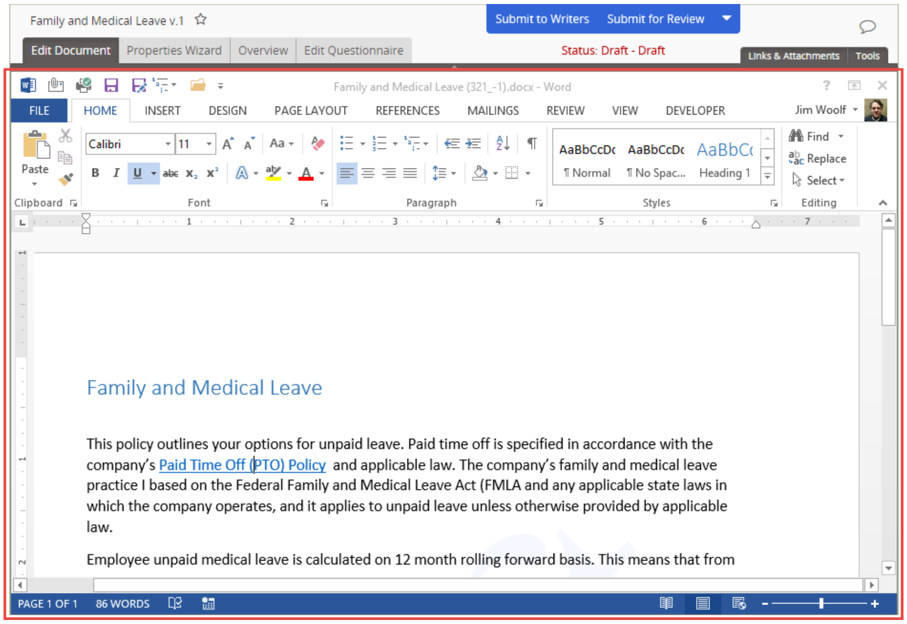
Working with Word or Excel Undocked

Note: This feature is not applicable if PolicyTech is set up to use Office Online Integration.

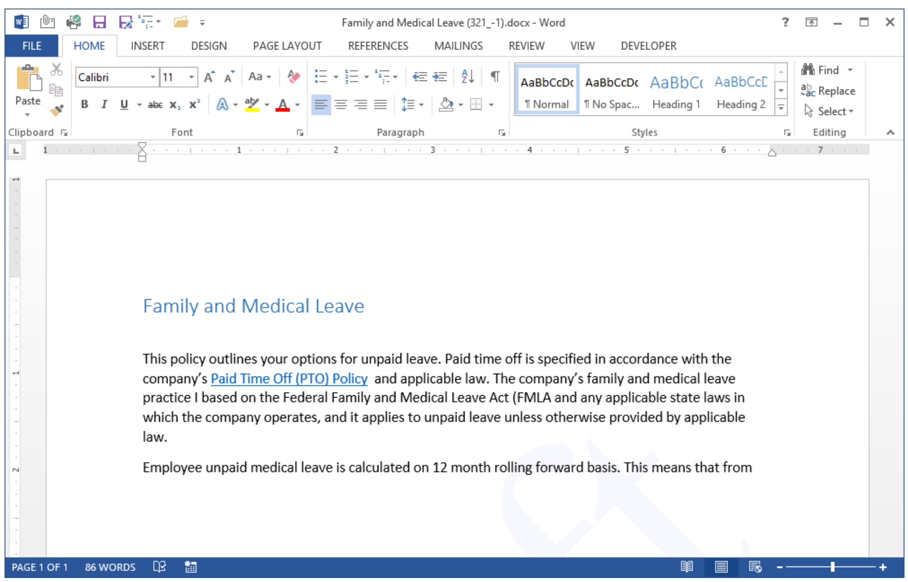
While you can edit Microsoft® Word and Excel® documents within PolicyTech, you can also work on these documents in the normal Word or Excel application window rather than in the embedded (docked) application in a PolicyTech document window in your browser. With Word or Excel undocked, you can still use PolicyTech features, such as inserting document property fields or links to other PolicyTech documents. Also, anytime you save the document in the undocked program, a copy of it is saved in the PolicyTech database. So, working with Word or Excel docked or undocked is simply a matter of preference, and you can switch between the two modes anytime.

Important: Excel 2013 and later only works in undocked mode.

Word docked in a PolicyTech browser window

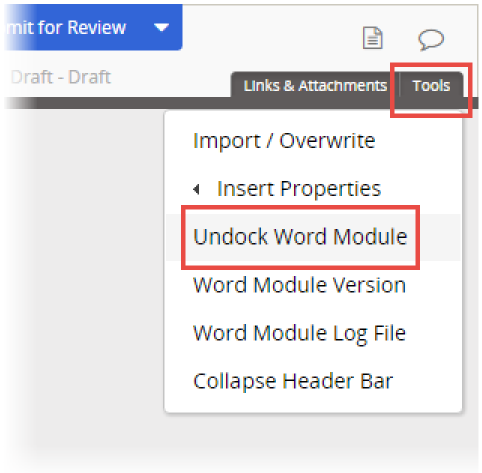


Word undocked, but with the document still controlled by PolicyTech

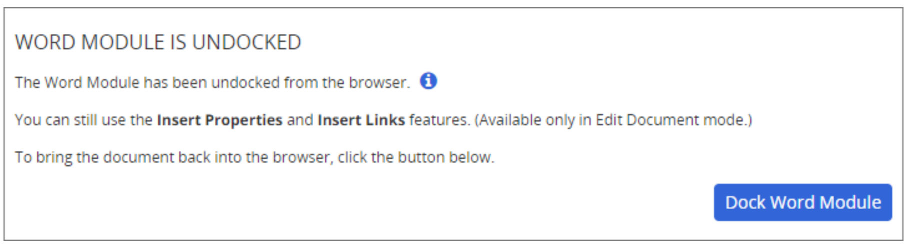


Undocking Word or Excel

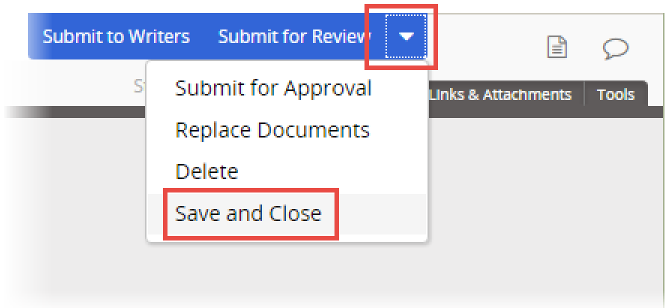
1. With the document open and the **Edit Document** tab selected, click **Tools**, and then click **Undock Word Module**.



The document opens in a separate Word program window, and the following message is displayed in the PolicyTech **Edit Document** window.



2. Work on the document in the undocked Word window as you normally would.
3. (Optional) Switch back to the PolicyTech **Edit Document** window to insert a link or document property field into the undocked document (follow the instructions under Inserting Links to Documents and Websites or Inserting Document Properties).
4. When finished working on the document, you cannot close the undocked Word or Excel window. Instead, switch back to the PolicyTech **Edit Document** window, and then click **Dock Word Module**. This closes the undocked Word or Excel window and redisplays the document in the **Edit Document** window.
5. Click to the right of **Submit for Reivew**, and then click **Save and Close**.

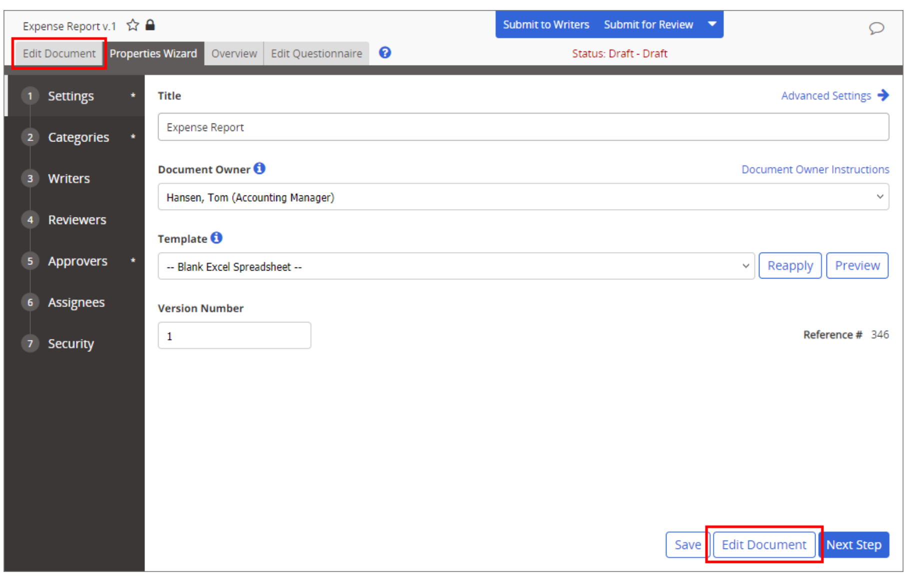


Adding Content to an Excel Document

Important: Before you can write or otherwise add content to an Excel document, you must complete at least step **1. Settings** of the **Properties Wizard**. If you have not already done so, complete the instructions under Assigning Properties.

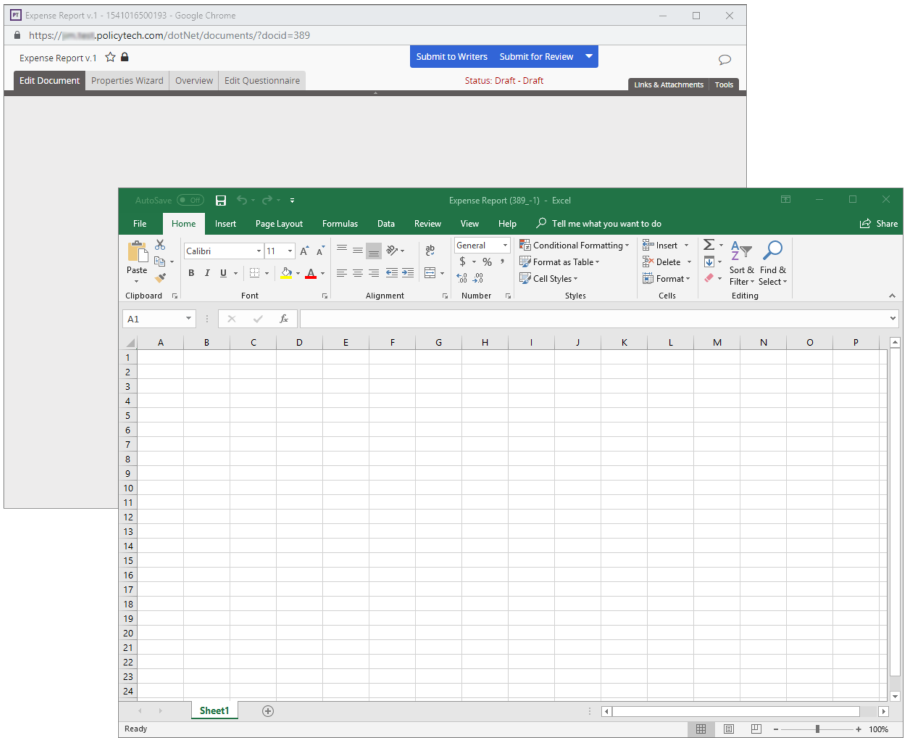
1. Do one of the following to start editing the Excel document:

   - If you currently have the document open and have the **Properties Wizard**, **Overview**, or **Edit Questionnaire** tab selected, click the **Edit Document** tab near the upper left corner or the **Edit Document** button at the bottom of the currently displayed **Properties Wizard** step.

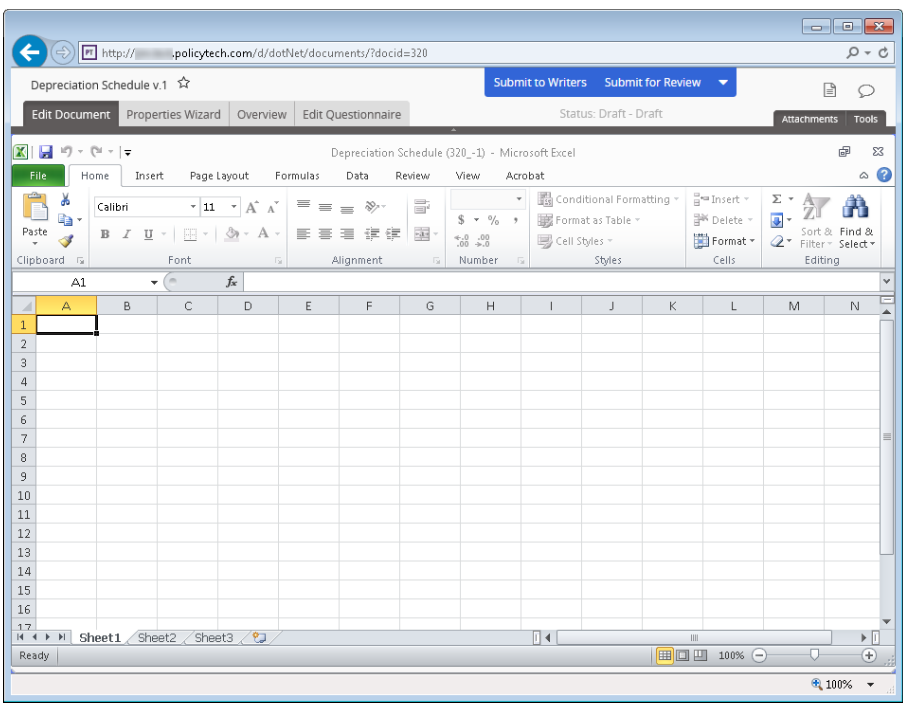


   - If the document is currently closed, use **Search** or **Browse** to find it (see Searching for a Document or Questionnaire or Browsing for a Document or Questionnaire), and then click the document title.

   If you have Excel 2013 or later, the PolicyTech browser window remains open and the document opens in a separate Excel application window.



If you have Excel 2007 or 2010, the document opens directly in the PolicyTech browser window.



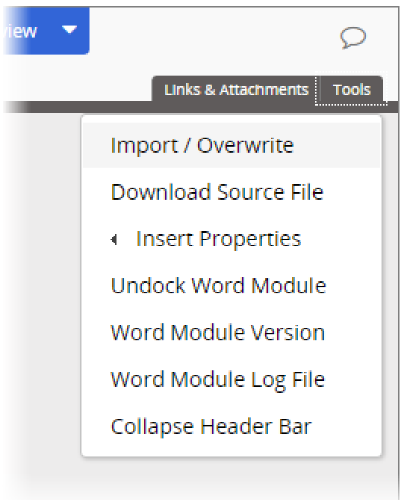
2. Do either of the following to add content to the document:

- Use any available Excel features to write and format the document.

Note: If the Excel document is displayed in the PolicyTech **Edit Document** tab and you would like to see more of the document within the window, click **Tools**, and then click **Collapse Header Bar**. When you are ready to use a feature in the header bar, click **Tools**, and then click **Expand Header Bar**.

- In the PolicyTech browser window, click **Tools**, click **Import/Overwrite**, and then follow the prompts to import the content of an existing Excel document from outside of PolicyTech (see Importing Content for detailed instructions).

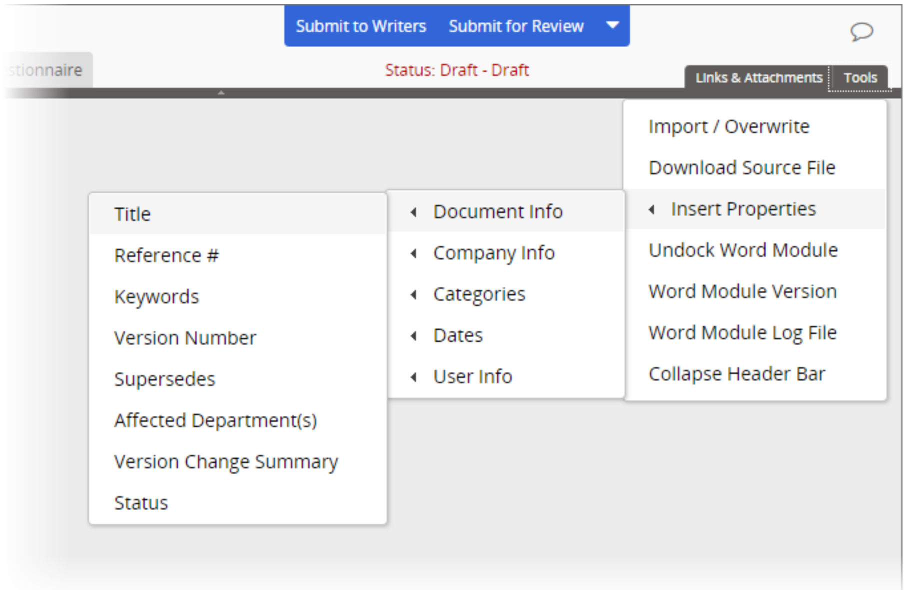
Important: Importing content completely overwrites any existing content. Copy and paste information from another document if you need to preserve existing content.



3. (Optional) Place your cursor in the spreadsheet cell where you want to insert a document property field. In the PolicyTech browser window, click **Tools**, click **Insert Properties**, and then find and insert a document property (see Inserting Document Properties for detailed instructions).

Important:

- The target cell for the inserted property must be empty.
- You will see a warning that using **Insert Properties** erases the editing history for Excel's **Undo** feature. You must click **OK** to confirm the action.



4. When finished adding content, do any of the following:
   - Save and close the document (see Saving and Closing a Draft Document or Questionnaire).
   - Add supplementary materials to the document (see Attaching Files and Adding Reference Links and Working with Discussions).
   - Finish assigning document properties (see Assigning Properties).
   - Create a questionnaire for marking the document as read (see Creating a Document Questionnaire).
   - Look at the document overview (see Working with the Document Overview).
   - Submit the document to assigned writers (see Submitting a Document or Questionnaire to Writers (for Collaboration)).
   - Submit the document to assigned reviewers (see Submitting a Document or Questionnaire for Review).
   - Submit the document to assigned approvers (see Submitting a Document or Questionnaire for Approval).

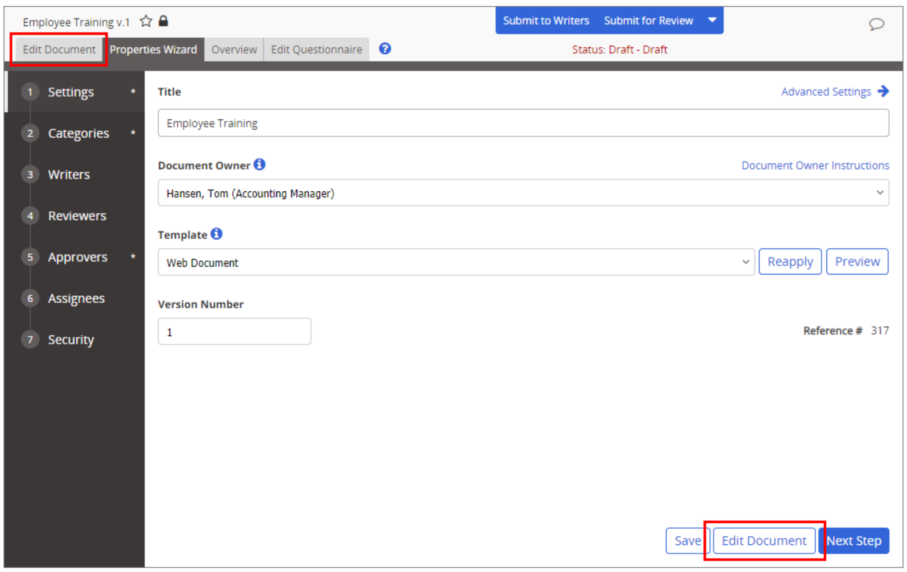
Adding Content to an HTML Document

Important: Before you can write or otherwise add content to an HTML document, you must complete at least step **1. Settings** of the **Properties Wizard**. If you have not already done so, complete the instructions under Assigning Properties.

To write an HTML document in PolicyTech, you must have selected an **HTML Document** template in the **Properties Wizard** (see Adjusting Basic Settings if you need to reselect a template). If there is no **HTML Document** template available in the **Properties Wizard**, contact your administrator, who can create one.

1. Do one of the following to open the HTML editing window:

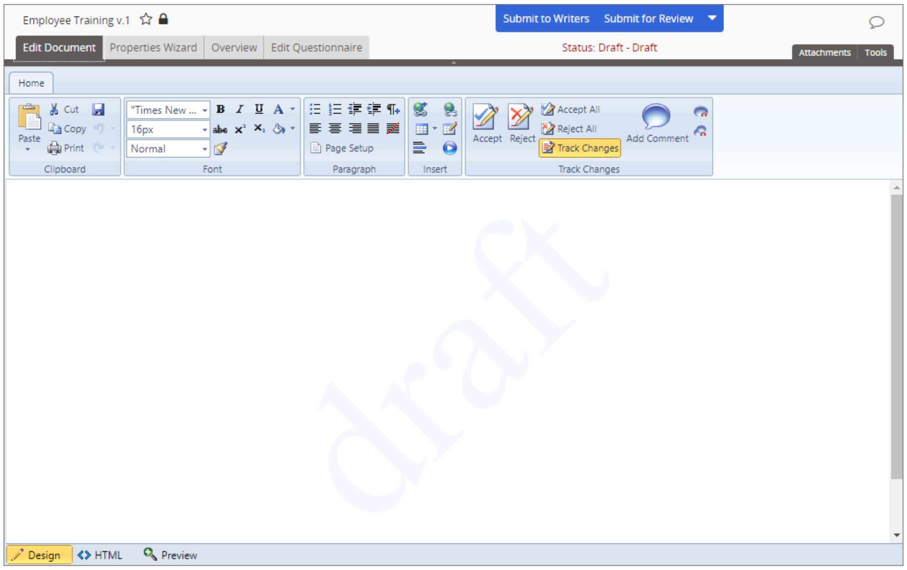
   - If you currently have the document open and have the **Properties Wizard**, **Overview**, or **Edit Questionnaire** tab selected, click the **Edit Document** tab near the upper left corner or the **Edit Document** button at the bottom of the currently displayed **Properties Wizard** step.



   - If the document is currently closed, use **Search** or **Browse** to find it (see Searching for a Document or Questionnaire or Browsing for a Document or Questionnaire), and then click the document title.

   You should now see a window similar to the one below.

Note: The document may or may not already have content, depending on whether the template you selected has content.



The HTML document editor has three available modes—**Design**, **HTML**, and **Preview**—that you can access with the tabs below the content area. The **Design** (default) mode is a WYSIWYG (What You See Is What You Get) editor that offers many of the design features found in word processing applications and displays editing helps in the content, such as table grid lines. In **HTML** mode, you can add and edit standard HTML tags. The **Preview** mode approximates what the document will look like when it's opened in a browser.

Important: For security reasons, <script> tags are not supported and, if added, will be removed upon saving the document or when uploading an external HTML file using **Import/Overwrite**.

Notes:

- The features in the ribbon are disabled in the HTML and Preview modes.
- If you would like to see more of the document, click **Tools**, and then click **Collapse Header Bar**. When you're ready to use a feature in the header bar, click **Tools**, and then click **Expand Header Bar**.

2. Do any of the following to add content to the document:

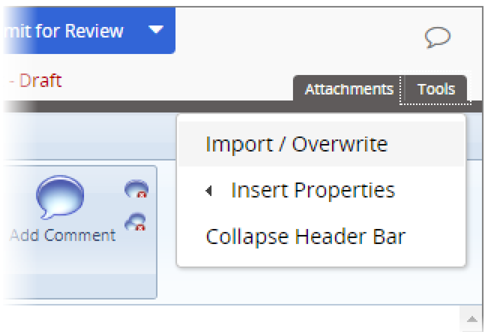
   - Click **Design**, and then use any available features to write, format, and insert content.

Important: For instructions on inserting a video, see Inserting a Video into an HTML Document.

- Click **HTML**, and then add or edit text and HTML tags.
- Click **Tools**, click **Import/Overwrite**, and then follow the prompts to import the content of an existing document from outside of PolicyTech (see Importing Content for detailed instructions).

Important:

- Importing content completely overwrites any existing content. Copy and paste information from another document if you don't want to overwrite this document's existing content.
- Importing a type of document other than HTML (a text file with a .htm or .hml extension) will change the editor to one appropriate for the type of file you imported. For example, if you import a Word file, the file is displayed in Word.



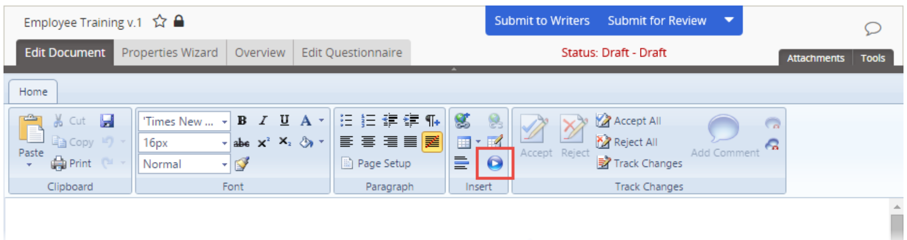
3. When finished adding content, do any of the following:
    - Save and close the document (see Saving and Closing a Draft Document or Questionnaire).
    - Add supplementary materials to the document (see Attaching Files and Adding Reference Links and Working with Discussions).
    - Finish assigning document properties (see Assigning Properties).
    - Create a questionnaire for marking the document as read (see Creating a Document Questionnaire).
    - Look at the document overview (see Working with the Document Overview).
    - Submit the document to assigned writers (see Submitting a Document or Questionnaire to Writers (for Collaboration)).
    - Submit the document to assigned reviewers (see Submitting a Document or Questionnaire for Review).
    - Submit the document to assigned approvers (see Submitting a Document or Questionnaire for Approval).

Inserting a Video into an HTML Document

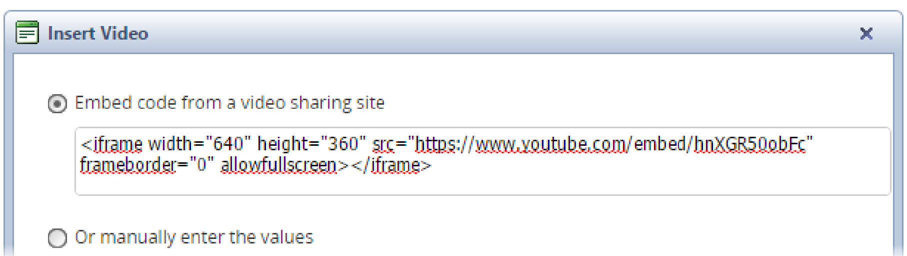
When adding content to a document created with an **HTML Document** template, you can insert a video hosted by a web server or a video-sharing website.

> **Note:** You cannot insert a video file—only an externally hosted video.

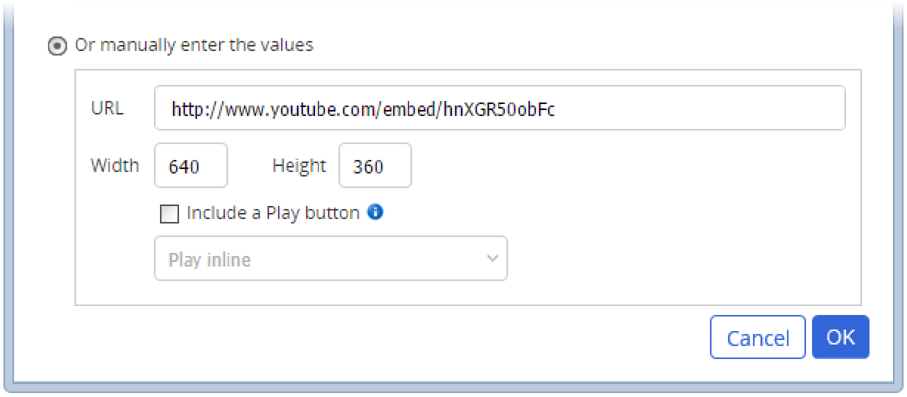
1. In the open document, in the **Design** mode ribbon, click .



2. You can reference the video using embed code or a URL. Do one of the following:
   - Video-sharing sites typically have an option for copying a video's embed code, which, in addition to the video URL, contains HTML formatting for the frame that will contain the video. After copying the code, in the **Insert Video** window in Policy Tech, click **Embed code from a video sharing site**, and then paste the embed code into the text box.

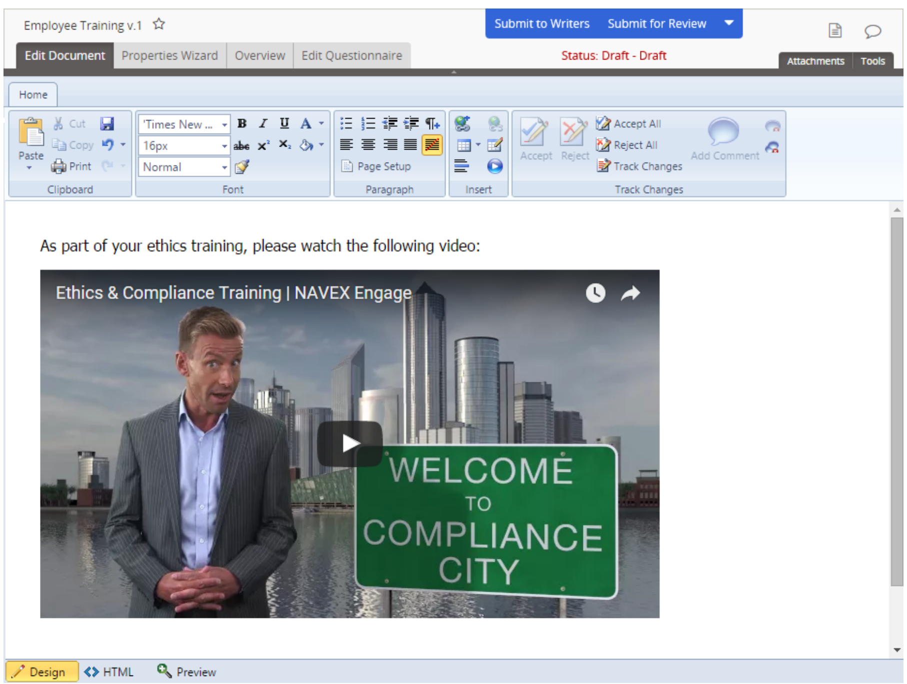


   - To format the video frame yourself, click **Or manually enter the values**. In the **URL** box, type or paste the video URL, including the protocol (http:// or https://), and then set the frame size by typing a width and height in pixels.

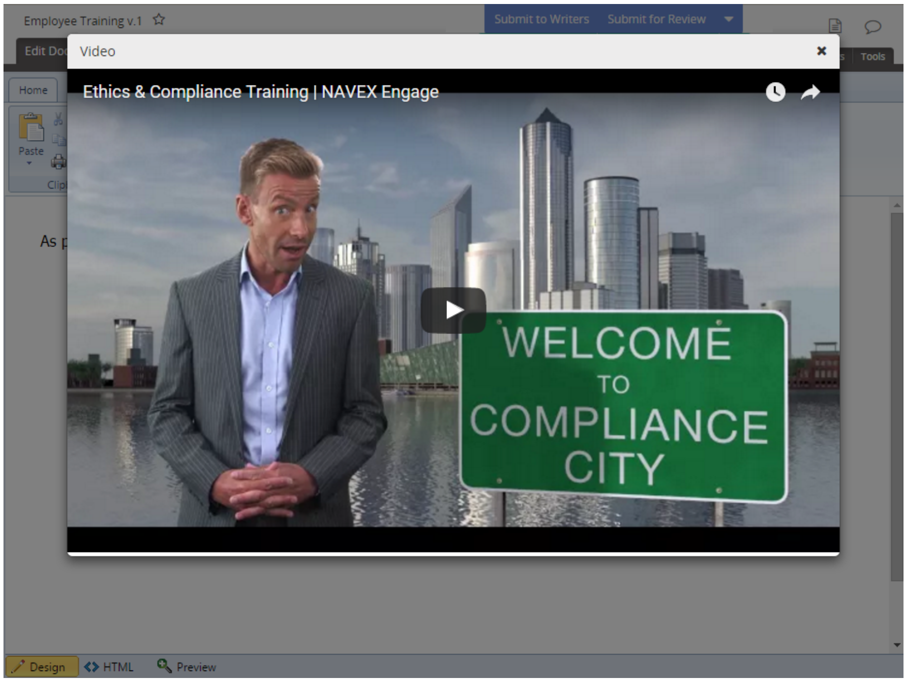


Some videos include a play button, while other videos start immediately. To prevent such a video from starting immediately, select **Include a Play button**, and then, in the list below that option, click one of the following:

- **Play inline.** Plays the video in the inserted frame within the document.



- **Popup over document.** Clicking the play button in the inserted frame opens a pop-up window above the document (within the document browser window).



- **Open in new browser window.** Clicking the play button launches a new, separate browser window.

Note: The **Width** and **Height** settings apply only to the frame inserted into the document. They do not apply to the pop-up window or new browser window.

3. Click **OK**.

Important: If you see a warning stating that you are attempting to insert a video from a non-secure site, see Security Considerations for Inserted Videos.

4. To test the inserted video, click the **Preview** tab at the bottom of the document window, and then click the play button or whatever play control the video includes.

Editing an Inserted Video

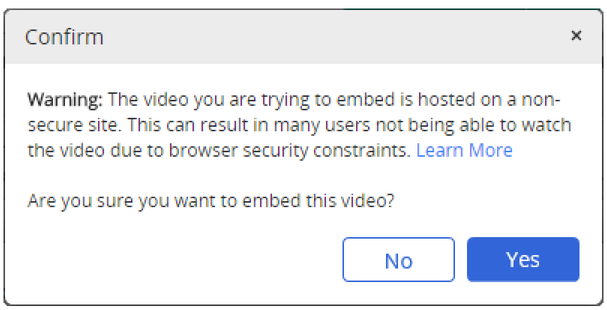
To edit an inserted video's URL or settings, click the **HTML** tab at the bottom of the document window and modify the text in the <iframe> tag.

Deleting an Inserted a Video

Place the cursor after the video, and then press Backspace.

Security Considerations for Inserted Videos

If you see the warning below when you attempt to insert a video into an HTML document, it is because you are logged in to PolicyTech using the HTTPS (Hypertext Transfer Protocol Secure) protocol, and you referenced a video using the normal HTTP, which is not a secure protocol.



Do one of the following:

- (Recommended) Click **No** to cancel the video insertion, change the URL scheme name to https://, and then click **OK** again to see if the web server hosting the video supports the HTTPS protocol.
- If you fully understand the possible security risks but want to proceed anyway, click **Yes**. What you see next depends on the browser you're using. Consult your browser's Help for further instructions.

Important:

- Consult with your IT specialist before using this option.
- We highly recommend that you *not* use this option. In addition to the security issue, the assignee's experience will be undesirable at best. When an assignee attempts to view the video, he or she will have to create an exception for accessing insecure material from within an application running on a secure server. The method for creating this exception varies

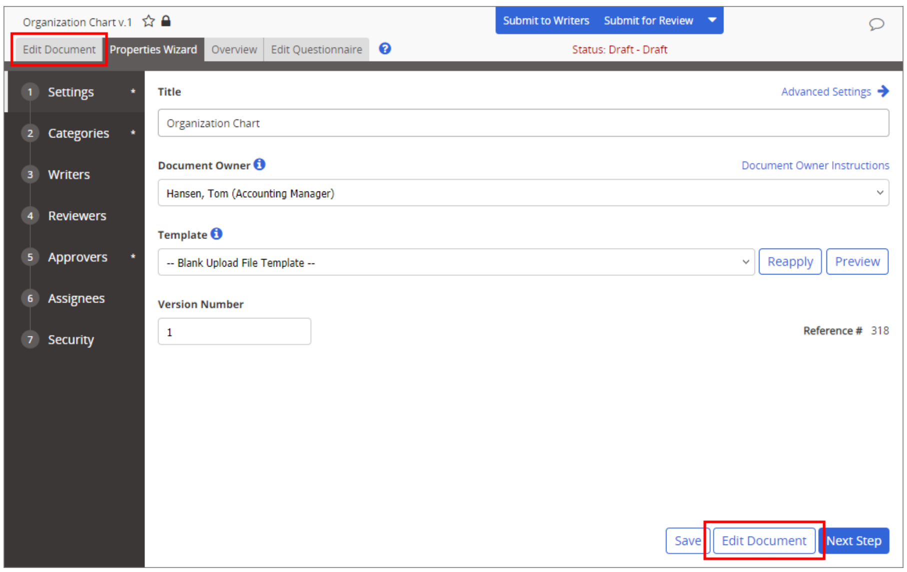
widely, depending on the type and version of the assignee's browser.

Adding Content to a Document with an Upload File Template

Important: Before you can add content to a document, you must complete at least the **Settings** step of the **Properties Wizard**. If you have not already done so, complete the instructions under Assigning Properties.

1. Do one of the following to open the document editing window:

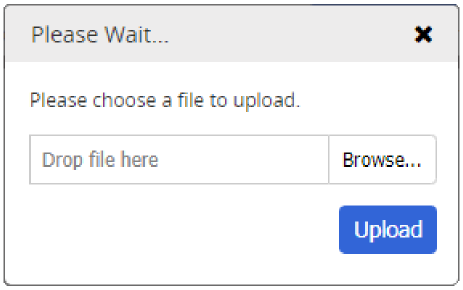
   - If you currently have the document open and have the **Properties Wizard**, **Overview**, or **Edit Questionnaire** tab selected, click the **Edit Document** tab near the upper left corner or the **Edit Document** button at the bottom of the currently displayed **Properties Wizard** step.



   - If the document is currently closed, use **Search** or **Browse** to find it (see Searching for a Document or Questionnaire or Browsing for a Document or Questionnaire), and then click the document title.

2. What you see now depends on whether this document's assigned upload file template already contains an uploaded file. Do one of the following, depending on what you see:

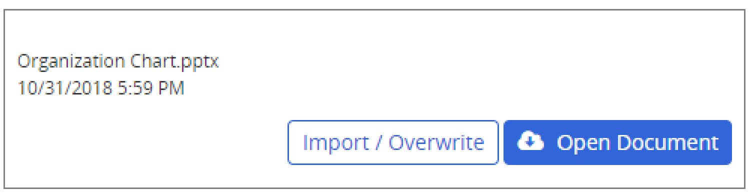
   - If the assigned template contains no uploaded file, a prompt like the one below is displayed.



a. Click **Browse**, find and click the file you want to upload, click **Open**, and then click **Upload File**. (Alternatively, you can open Windows Explorer, find the file you want to import, click and drag the file onto the box that contains the text **Drop file here**, and then click **Upload**.)

b. An alert appears stating that the uploaded file has been renamed to match the document title you typed in the first step of the **Properties Wizard**. Click **OK**.

- If the assigned template contains an uploaded file (in other words, the document already contains an uploaded file), a prompt like the one below is displayed.



3. To modify the uploaded document's contents, click **Open Document**, and then do one of the following:

   - If the uploaded file is a supported file type (such as a PowerPoint or Visio file), the file opens immediately in its default application in a separate window (provided you have an application installed on your computer that can open that file type). When you're finished adding to or modifying the file's contents, save it, and then close the application window. Back in the PolicyTech document window, click **OK** to clear the alert.

   - If the uploaded file is not a supported file type, a prompt is displayed for you to open or save the file. Click **Open**.

     When you're finished adding to or modifying the file's contents, save it, and then close the application window. You will now need to upload the modified file to replace the previous version.

     Back in the PolicyTech document window, click **Import / Overwrite**, click **Browse**, find and click the file you want to upload, click **Open**, and then click **Upload File**.

4. When finished adding and modifying content, do any of the following:
   - Save and close the document (see Saving and Closing a Draft Document or Questionnaire).
   - Add supplementary materials to the document (see Attaching Files and Adding Reference Links and Working with Discussions).
   - Finish assigning document properties (see Assigning Properties).
   - Create a questionnaire for marking the document as read (see Creating a Document Questionnaire).
   - Look at the document overview (see Working with the Document Overview).
   - Submit the document to assigned writers (see Submitting a Document or Questionnaire to Writers (Collaboration)).
   - Submit the document to assigned reviewers (see Submitting a Document or Questionnaire for Review).
   - Submit the document to assigned approvers (see Submitting a Document or Questionnaire for Approval).

Importing Content

You can import any type of file from outside of PolicyTech into a document. How a document with imported content is handled thereafter depends on the file type (see Document Editing Behavior by File Type for details).

Important: The imported document will completely overwrite the contents of the PolicyTech document. PolicyTech does, however, save a version of the document before performing the import. You can access document versions from the **Version History** page in a document's **Overview** tab (see Working with the Overview for details). Nonetheless, we recommend using this feature only when the PolicyTech document is empty or if you are certain that its contents can be overwritten without losing important information. If the document already contains important information, we recommend that you copy and paste information from the external document rather than importing it.

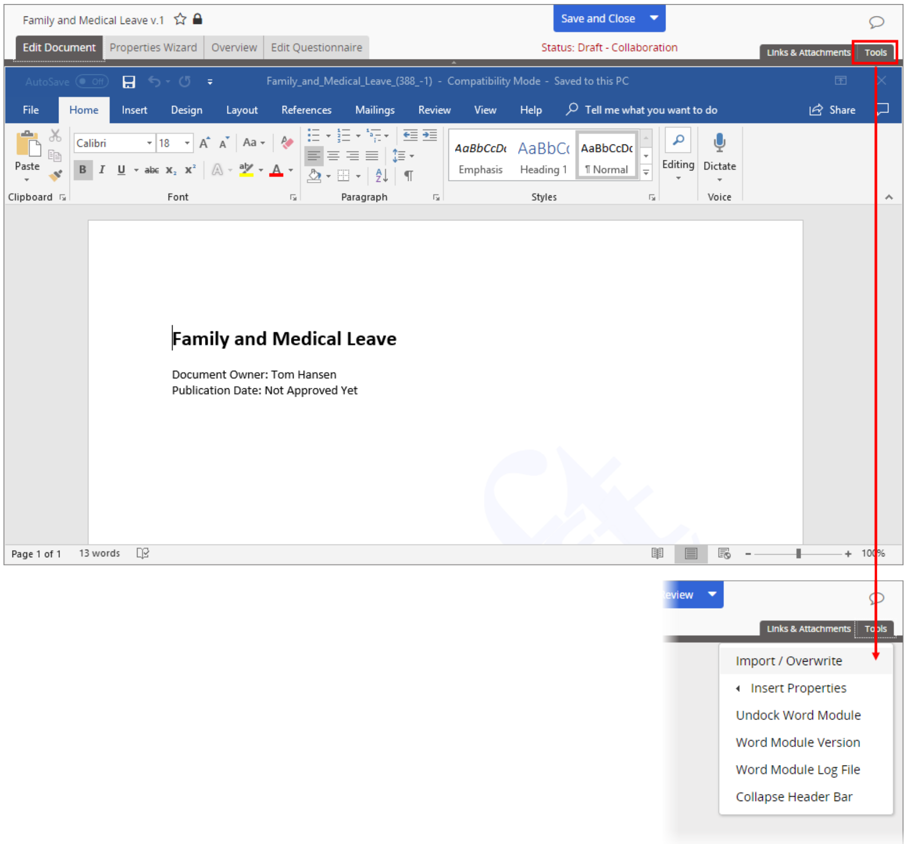
To import and overwrite the contents of a PolicyTech document with the contents of an external document,

1. Open the document, and then click **Edit Document** (if it is not already selected).

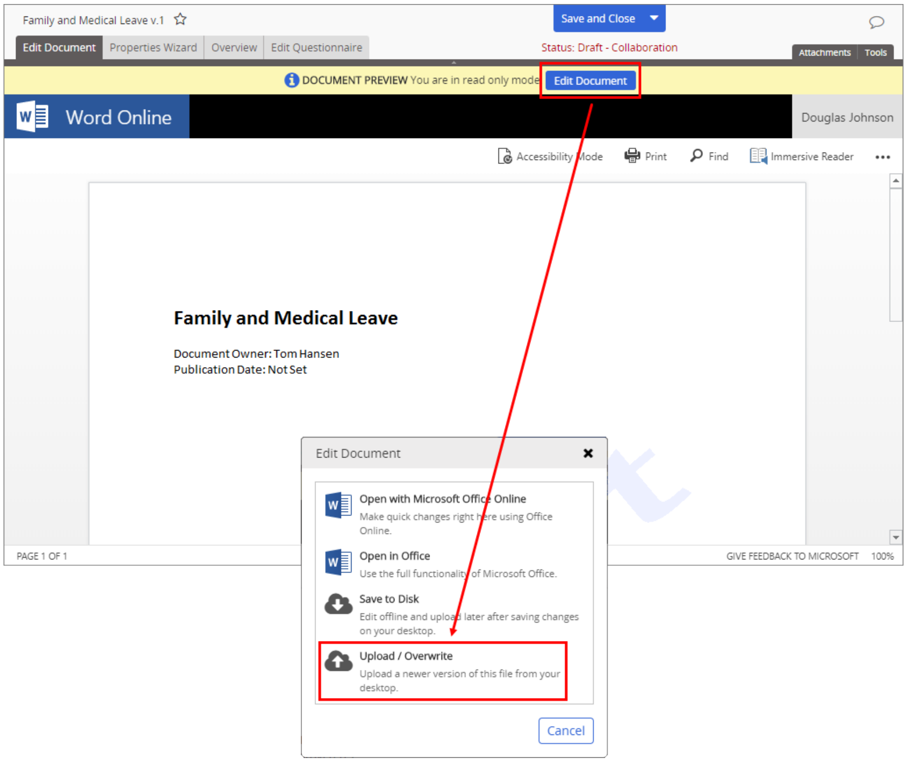
Note: If the document has been assigned an upload file template and the template contains no uploaded file, the **Upload New Document** window is immediately displayed, and you can skip to step 3 below.

2. Do one of the following:

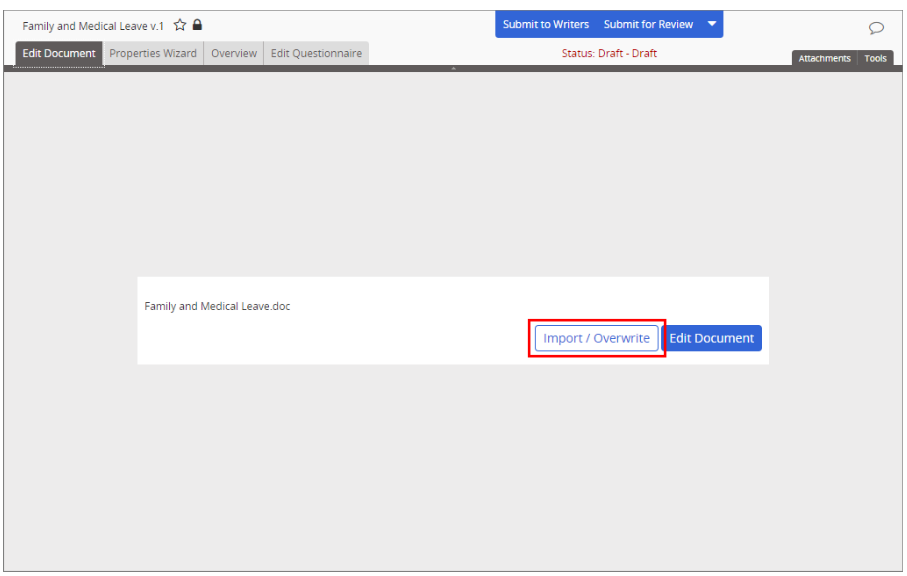
   - If the content of the **Edit Document** tab looks similar to that below, click **Tools**, and then click **Import / Overwrite**.



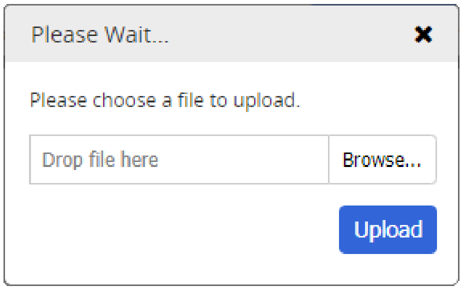
   - If the content of the **Edit Document** tab looks like the one below, click the **Edit Document** button in the **DOCUMENT PREVIEW** header, and then click **Upload/Overwrite**.



- If the content of the **Edit Document** tab looks like the one below, click **Import/Overwrite**.



3. Click **Browse**, find and click the file you want to upload, click **Open**, and then click **Upload**. (Alternatively, you can open Windows Explorer, click and drag the file onto the box that contains the text **Drop file here**, and then click **Upload**.)



4. Click **OK** when you see the alert shown below.

What you see in the **Edit Document** tab depends on the type of file you uploaded. See Document Editing Behavior by File Type for details.

Document Editing Behavior by File Type

The following table describes how PolicyTech supports the editing of documents in draft and collaboration status when using WordModule*Plus*. The **Launch Behavior** column describes what happens when a document owner, proxy author, or writer opens a document of a particular type from the **Edit Document** tab of a PolicyTech document.

Imported File Type	Launch Behavior*
Word	Opens in Word inside the PolicyTech document window.
Excel	For Excel 2013 or later, opens in Excel in a separate window, where saving the file also saves it to the PolicyTech database.[†] For Excel 2010 and earlier, opens in Excel inside the PolicyTech document window.
PowerPoint	Opens in PowerPoint in a separate window, where saving the file also saves it to the PolicyTech database.
Visio	Opens in Visio in a separate window, where saving the file also saves it to the PolicyTech database.
Other	▪ If the file type has been enabled for editing[‡], it opens in the current default application for that file type in a separate window, where saving the

	file also saves it to the PolicyTech database. ■ If the file type has not been enabled for editing‡, you are given the option of opening or saving (downloading) the document outside of PolicyTech. If any changes are made to the opened or downloaded document, it must be manually re-imported to update the PolicyTech document.

**Assuming that both WordModulePlus and the file type's authoring program have been installed on your computer.*

†*This behavior occurs in WordModulePlus version 3.5.0.1474 and later. Attempting to open an Excel 2013 or later document in an earlier WordModulePlus version results in an error.*

‡*Your administrator can contact Client Support for help with enabling additional file types for synced editing.*

Attaching Files and Adding Reference Links

Within a document's Attachments list, you can add reference links to other PolicyTech documents and websites. You can also attach (upload and link to) any type of external file. This feature is useful for referencing other materials, in addition to the document content, that you want assignees to review.

In addition, you can add attachments that can only be seen by those with permission to edit the document (the document owner, assigned proxy authors and writers, and administrators). For example, you might want to attach or link to reference material used to write a document but that you don't want to require assignees to review.

Important: PolicyTech does not track whether an assignee reviewed attached files or linked documents or websites.

Go to a section listed below for instructions.

Adding a Link to an Existing PolicyTech Document

Adding a Link to a New (Not Yet Created) PolicyTech Document

Adding a Link to a Web Address

Attaching an External File

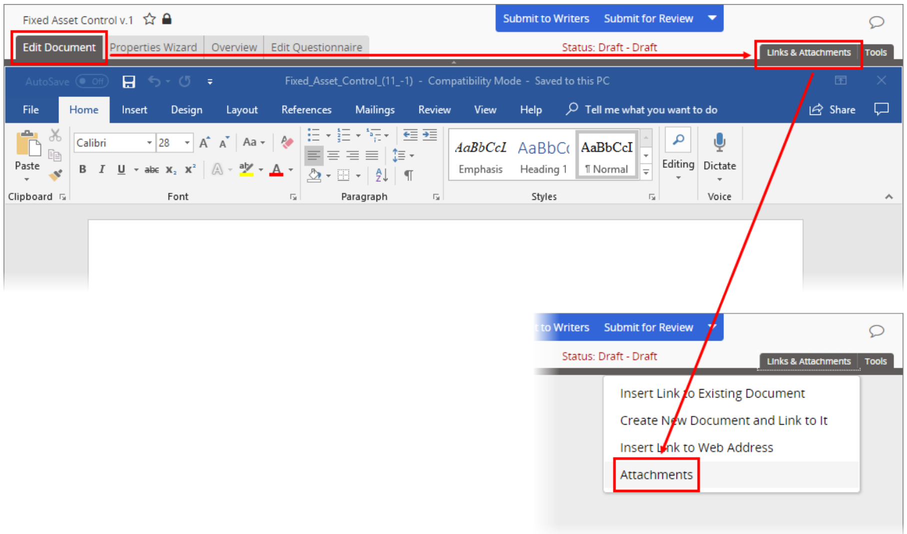
Managing Attachments and Links

Listing a Link to an Existing PolicyTech Document

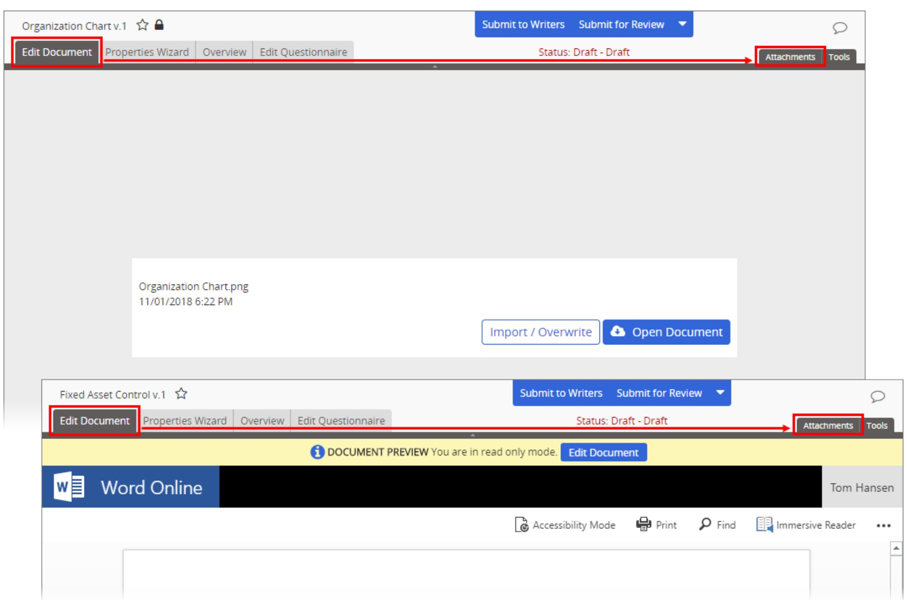
The way you access the **Attachments** list depends on the type of document you're working with and which Microsoft® Office integration PolicyTech is set up to use.

1. To access the **Attachments** list, do one of the following:.

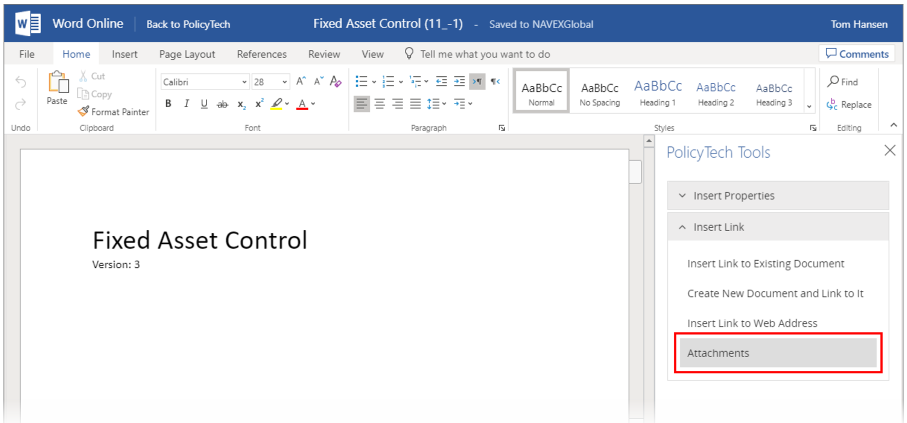
    - Click the **Edit Document** tab and, if the content looks like that shown below, click **Links & Attachments**, and then click **Attachments**.



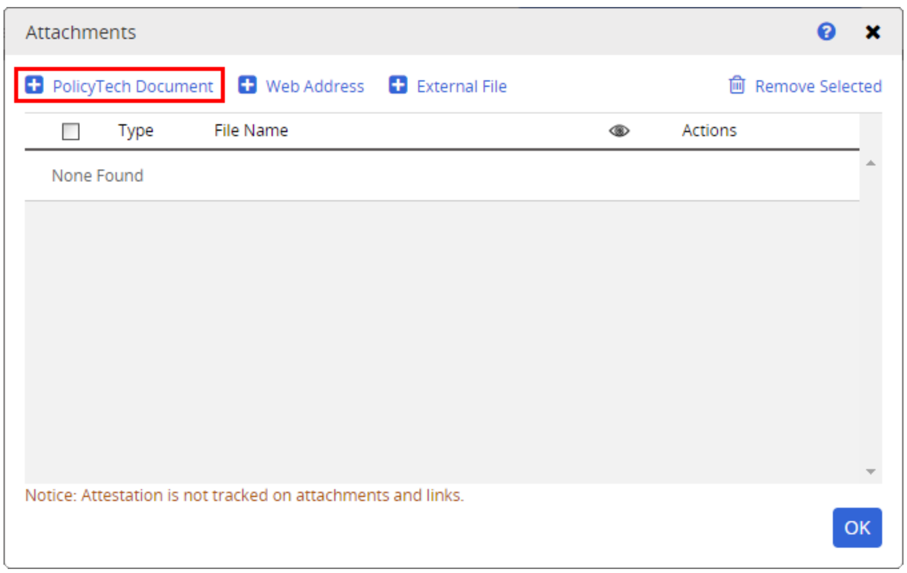
    - Click the **Edit Document** tab and, if content looks like either of the following, click **Attachments**.



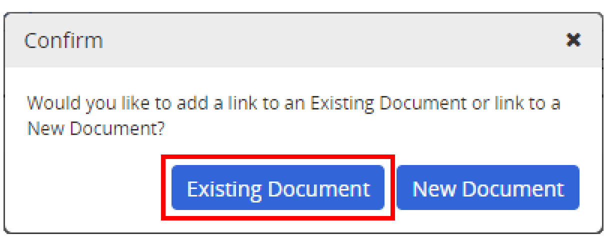
    - While editing a document after selecting **Open with Microsoft Office Online** or **Open in Office**, expand the **Insert Link** menu in the **PolicyTech Tools** panel, and then click **Attachments**.



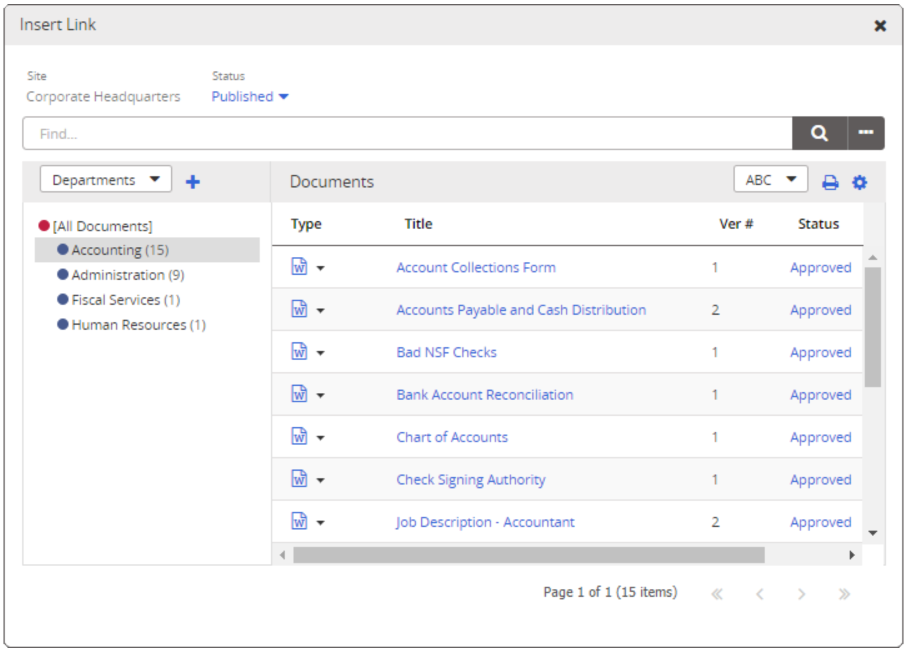
2. Click **PolicyTech Document**.



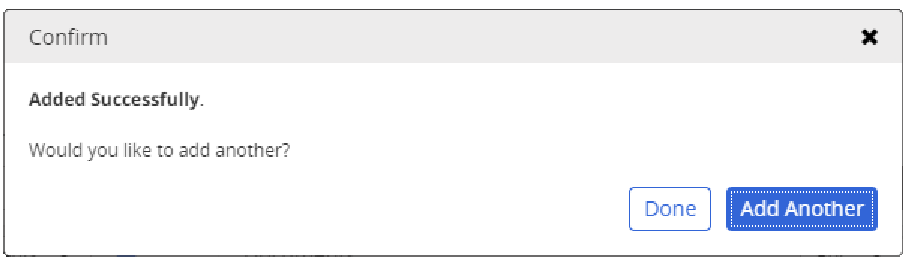
3. Click **Existing Document**.



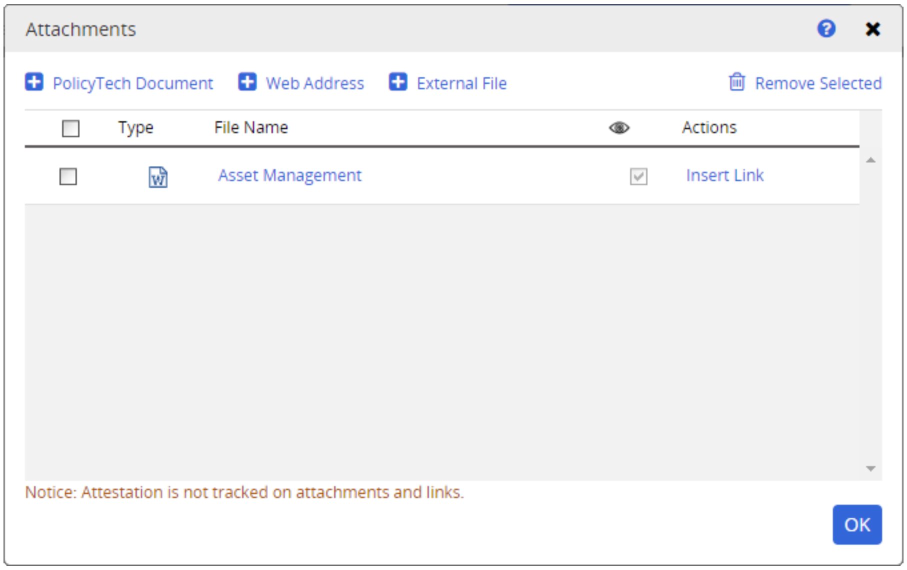
4. Find the document you want to link to (see Browsing for a Document or Questionnaire), and then click its title.



5. Do one of the following:
   - Click **Add Another**, and then repeat step 4 above.
   - Click **Done**, and then move on to the next step.



6. Click **OK** to close the **Attachments** window.

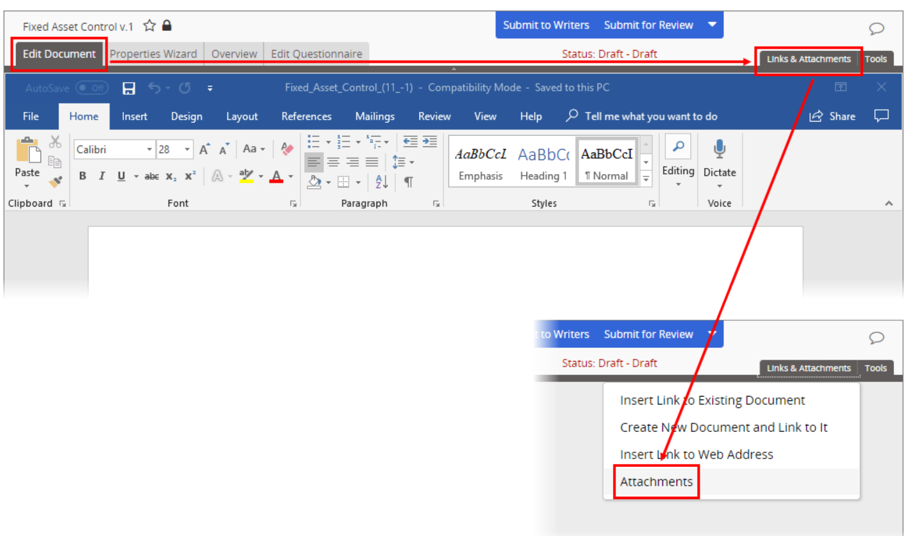


Listing a Link to a New (Not Yet Created) PolicyTech Document

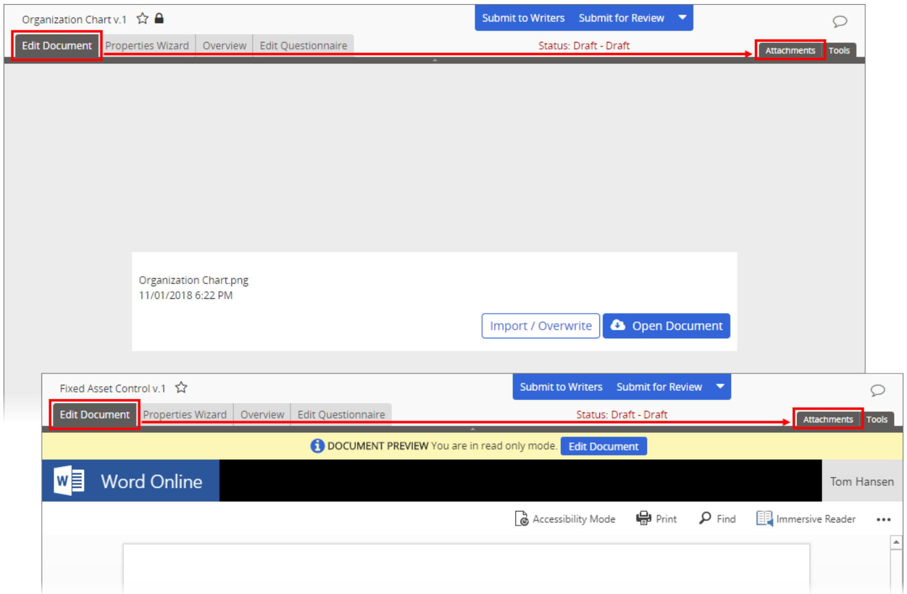
The way you access the **Attachments** list depends on the type of document you're working with and which Microsoft® Office integration PolicyTech is set up to use.

1. To access the **Attachments** list, do one of the following:.

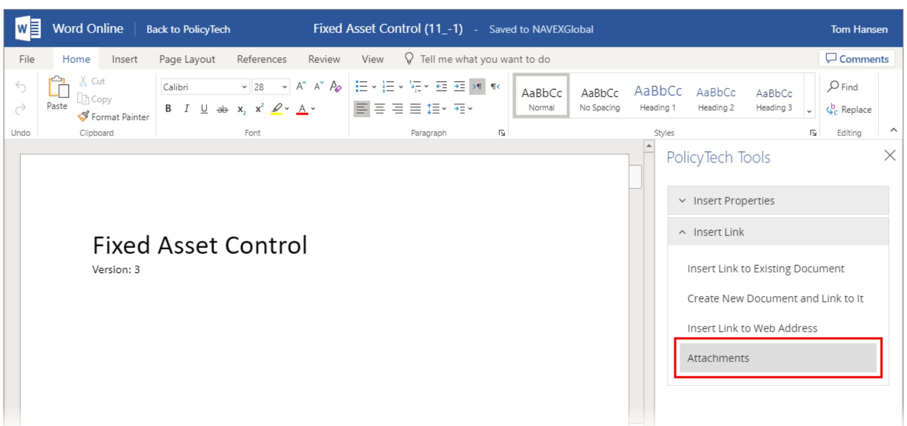
   - Click the **Edit Document** tab and, if the content looks like that shown below, click **Links & Attachments**, and then click **Attachments**.



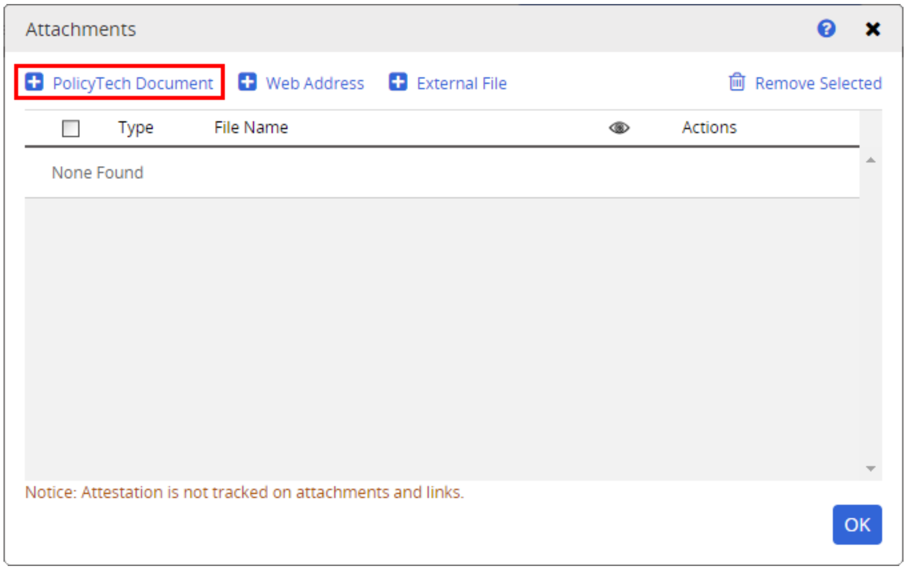
   - Click the **Edit Document** tab and, if content looks like either of the following, click **Attachments**.



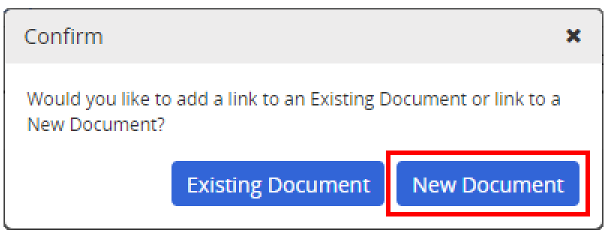
- While editing a document after selecting **Open with Microsoft Office Online** or **Open in Office**, expand the **Insert Link** menu in the **PolicyTech Tools** panel, and then click **Attachments**.



2. Click **PolicyTech Document**.

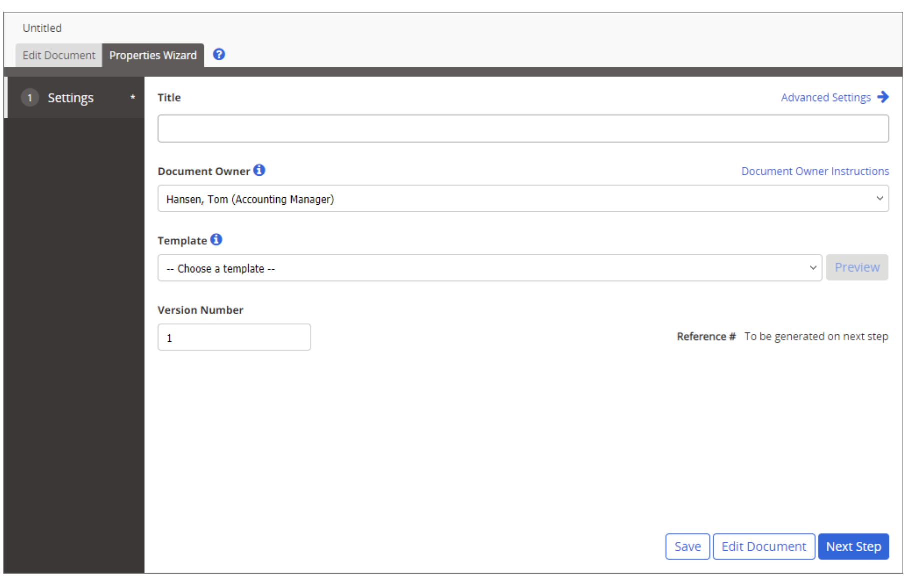


3. Click **New Document**.

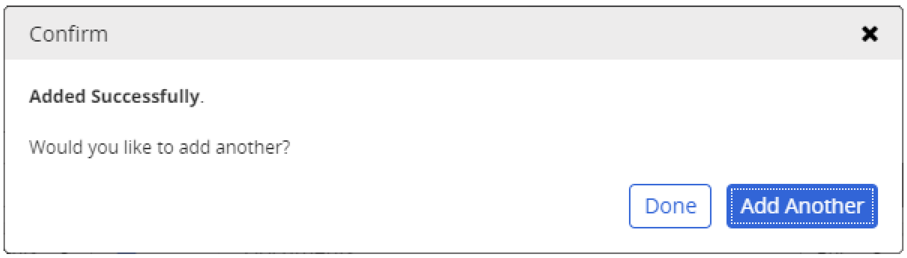


4. A new document opens with step **1. Settings** of the **Properties Wizard** displayed. Type a title, select a template, and then click **Save**.

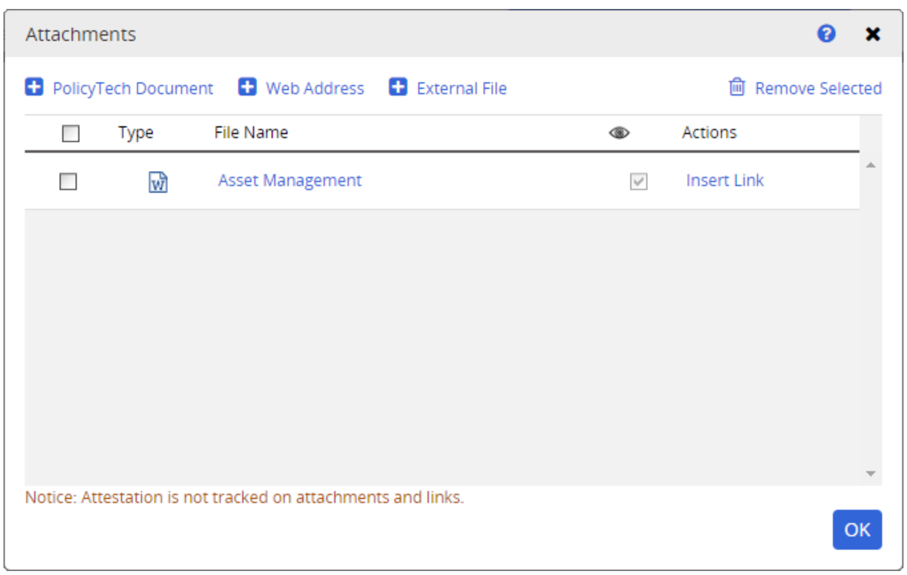
Note: You can finish creating the new document at any time. The steps that follow are for completing the action of adding a link to the original document.



5. The link to the new document is added to the **Attachments** window. To return to the original document and finish the new document later, do one of the following:
   - Minimize the new document window.
   - Click or **Options**, and then click **Save and Close**.
6. Do one of the following:
   - Click **Add Another**, and then repeat steps 4 and 5 above.
   - Click **Done**, and then move on to the next step.



7. Click **OK** to close the **Attachments** window.



Listing a Link to a Web Address

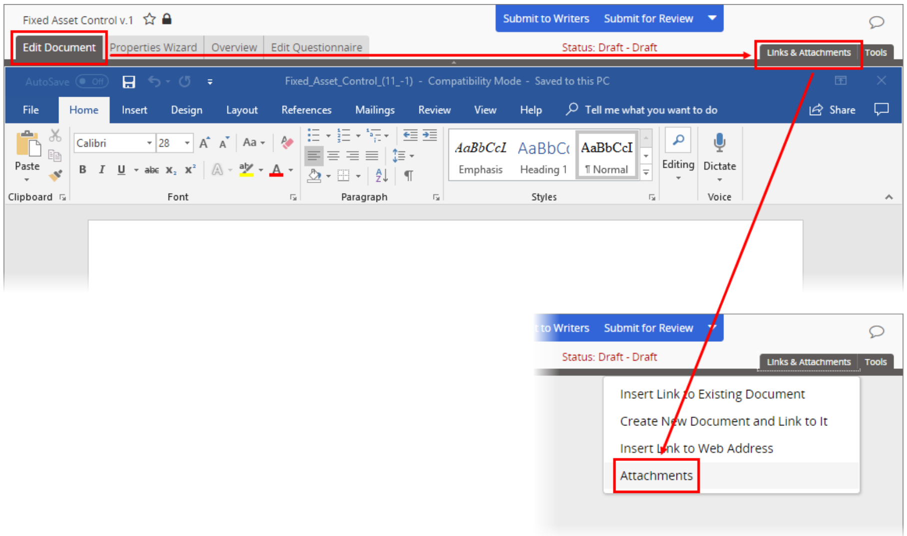
Using the Attachments window, you can add a web address link to any file type without having to insert a link into the document content. An assignee can then access the link by opening the Attachments window.

Adding a Web Address Link in the Attachments Window

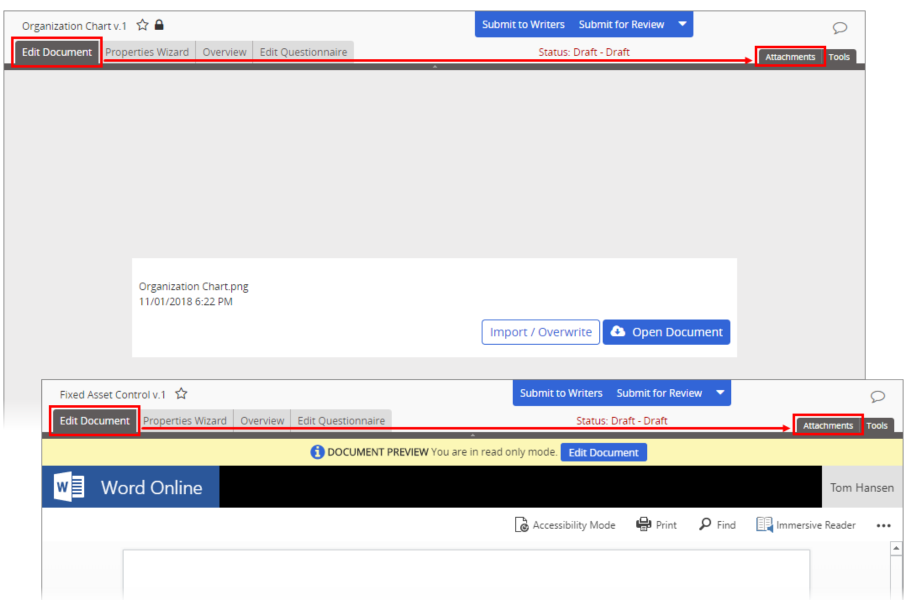
The way you access the **Attachments** list depends on the type of document you're working with and which Microsoft® Office integration PolicyTech is set up to use.

1. To access the **Attachments** list, do one of the following:.

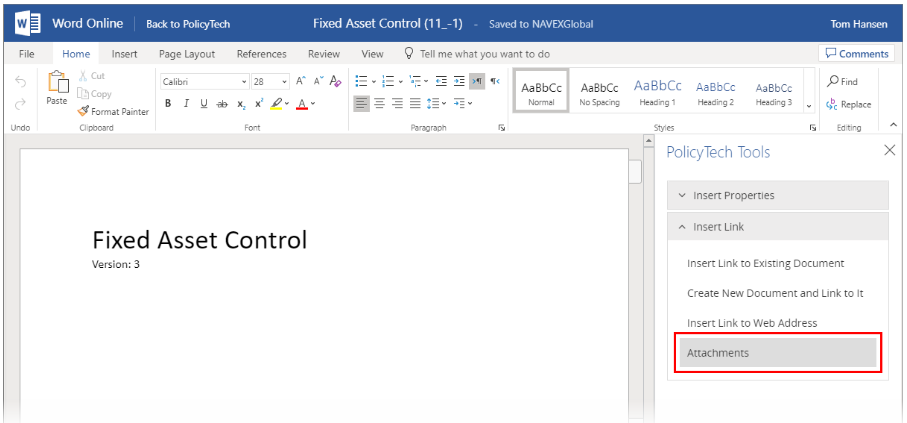
   - Click the **Edit Document** tab and, if the content looks like that shown below, click **Links & Attachments**, and then click **Attachments**.



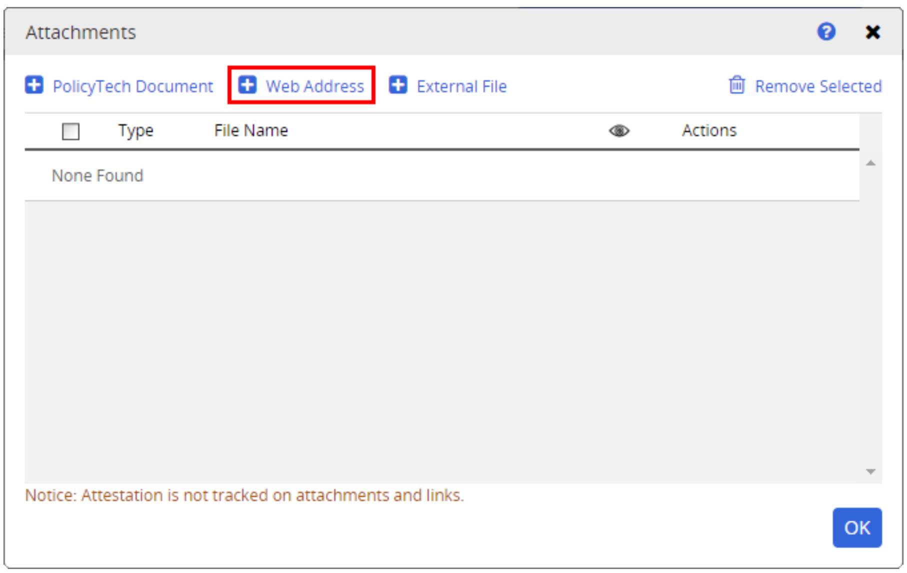
   - Click the **Edit Document** tab and, if content looks like either of the following, click **Attachments**.



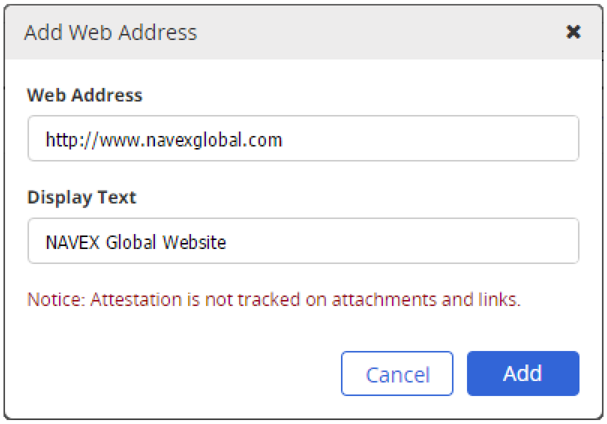
   - While editing a document after selecting **Open with Microsoft Office Online** or **Open in Office**, expand the **Insert Link** menu in the **PolicyTech Tools** panel, and then click **Attachments**.



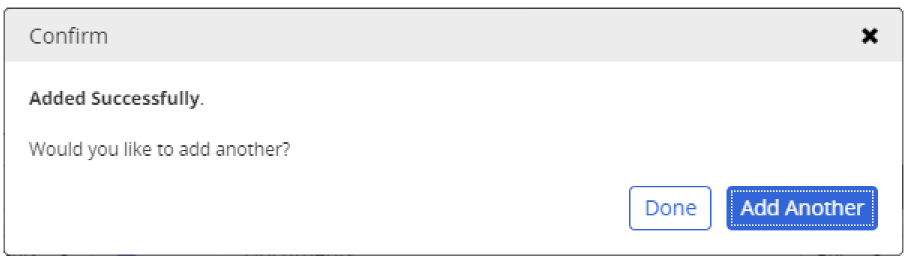
2. Click **Web Address**.



3. In the **Web Address** box, type or copy and paste the web address.
4. In the **Display Text** box, type a descriptive name for the link that will appear in the **Attachments** window.
5. Click **Add**.

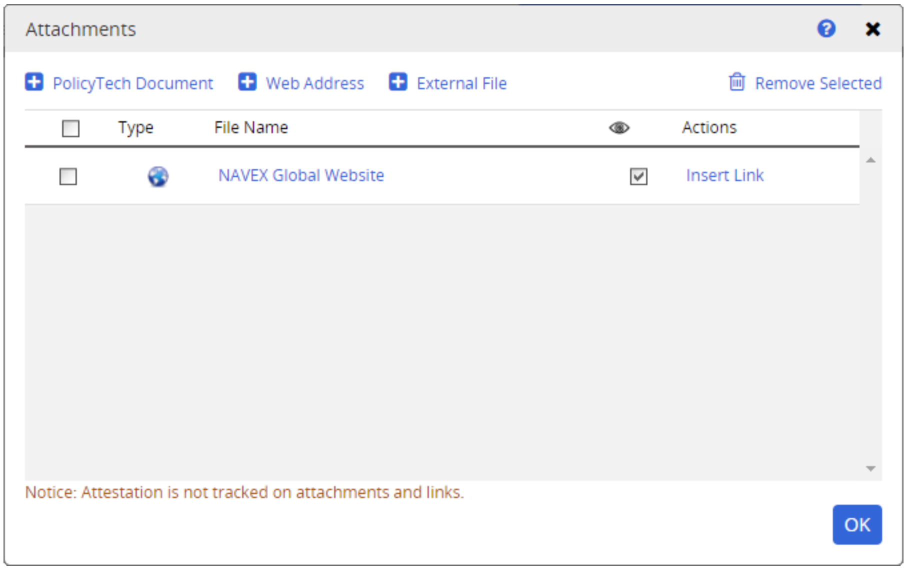


6. Do one of the following:
   - Click **Add Another**, and then repeat steps 3 through 5 above.
   - Click **Done**, and then move on to the next step.



7. (Optional) By default, links added in the **Attachments** window are accessible to assignees and they are expected to read the linked material in addition to the main document. To hide a link from assignees, click to clear its check box in the 👁 column.

Important: If you also insert this link into the document's body, clearing the 👁 check box does not hide the inserted link.



8. Click **OK** to close the **Attachments** window.

Attaching an External File

You can attach any type of file to a document in PolicyTech. However, you may want to create or upload a document into PolicyTech instead of attaching it so that the file can be controlled and tracked. Please consider the following facts about attachments before deciding to attach an external file.

Attachments:

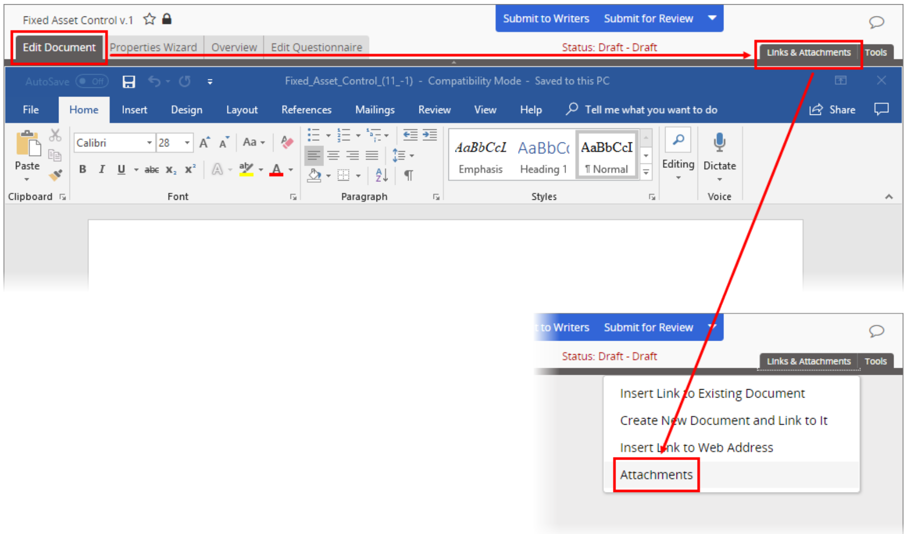
- Attachments are not indexed or searchable.
- Attachments are not controlled independently.
- Attachments cannot be attested to independently (cannot be marked as read, for example).
- Attachments cannot be linked to from within any document.
- Attachments cannot be printed in bulk if they are not Word or Excel files.
- Attachments are only accessible from within the documents where they are added.
- Attachments are actually uploaded, static copies of external files. Updates to the external files will not be reflected in uploaded attachments.

Note: To view a file attached to a document, the assignee must have a program installed on his or her computer that is capable of opening that type of file.

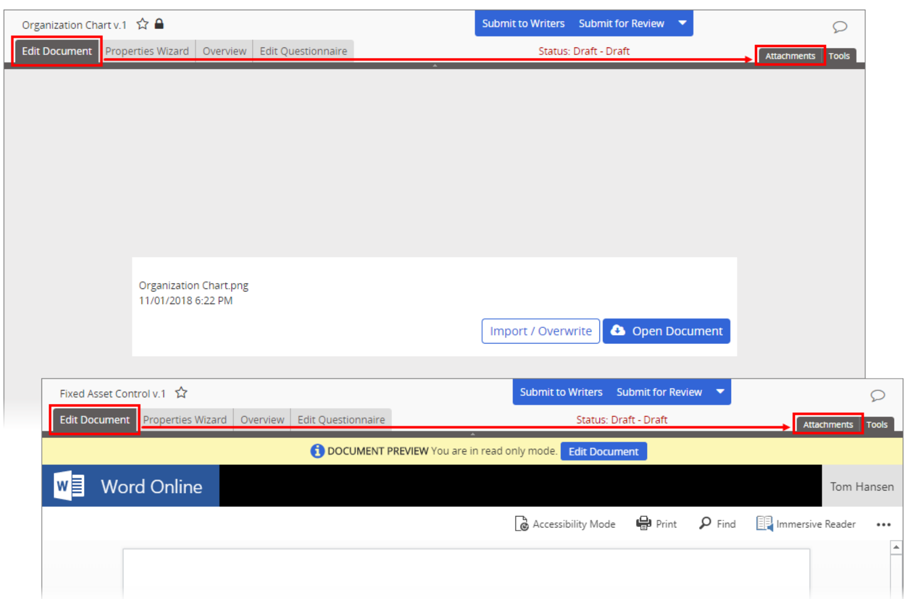
The way you access the **Attachments** list depends on the type of document you're working with and which Microsoft® Office integration PolicyTech is set up to use.

1. To access the **Attachments** list, do one of the following:.

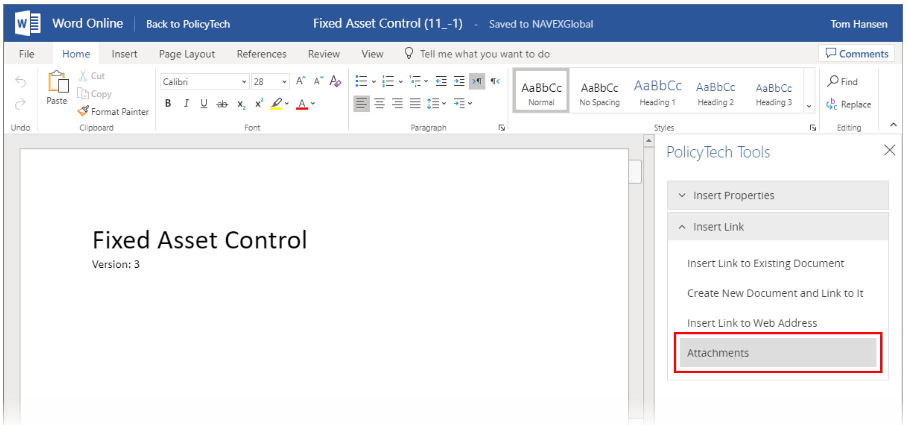
   - Click the **Edit Document** tab and, if the content looks like that shown below, click **Links & Attachments**, and then click **Attachments**.



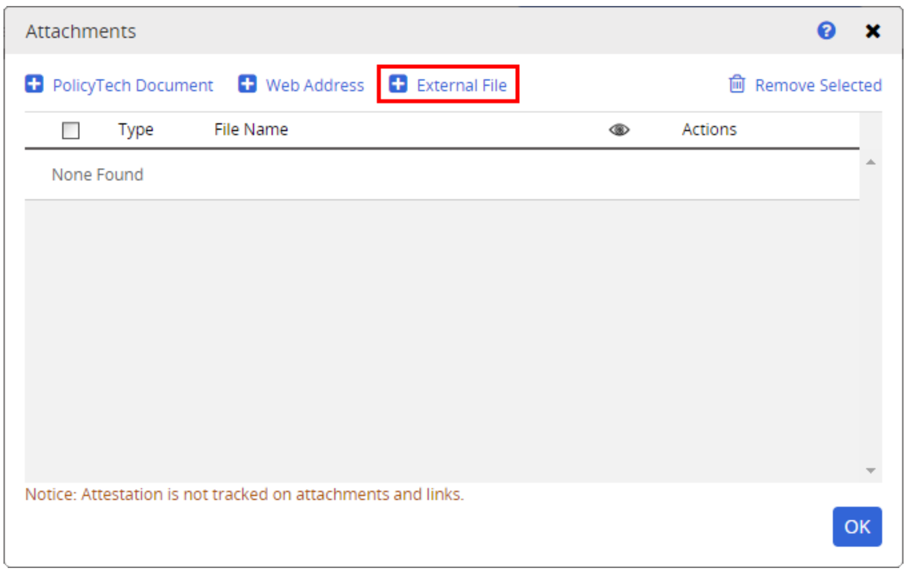
   - Click the **Edit Document** tab and, if content looks like either of the following, click **Attachments**.



   - While editing a document after selecting **Open with Microsoft Office Online** or **Open in Office**, expand the **Insert Link** menu in the **PolicyTech Tools** panel, and then click **Attachments**.

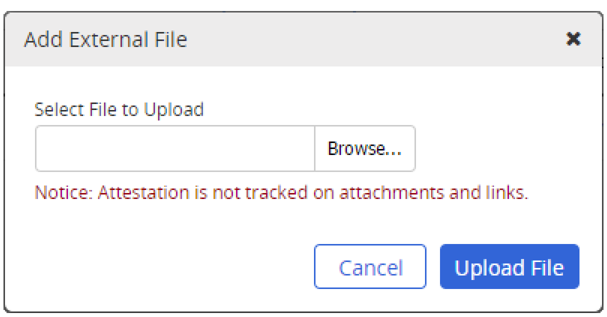


2. In the **Attachments** window, click **External File**.



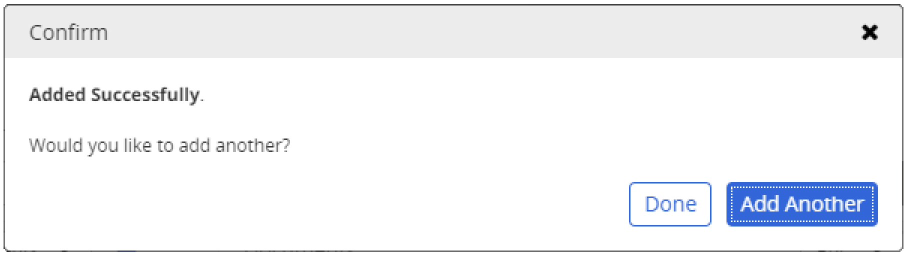
3. Click **Browse**, navigate to and click a file, and then click **Open** to add the file name to the **Select File to Upload** box.

4. Click **Upload File** to create a copy of the file within PolicyTech.



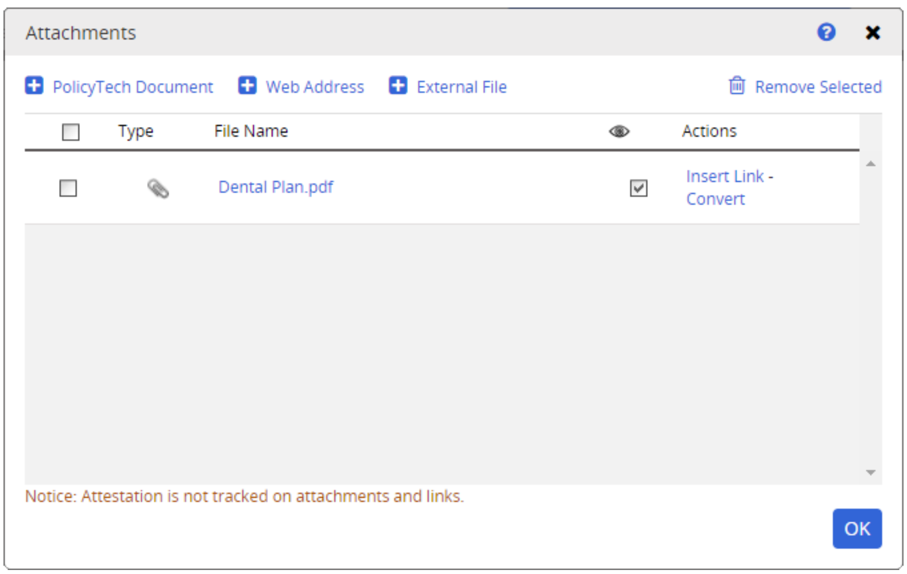
5. Do one of the following:

- Click **Add Another**, and then repeat step 4 above.
- Click **Done**, and then move on to the next step.



6. (Optional) By default, links added in the **Attachments** window are accessible to assignees and they are expected to read the linked material in addition to the main document. To hide a link from assignees, click to clear its check box in the column.

Important: If you also insert this link into the document's body, clearing the check box does not hide the inserted link.



7. Click **OK** to close the **Attachments** window.

Managing Attachments and Links

In the **Attachments** window, you can do the following:

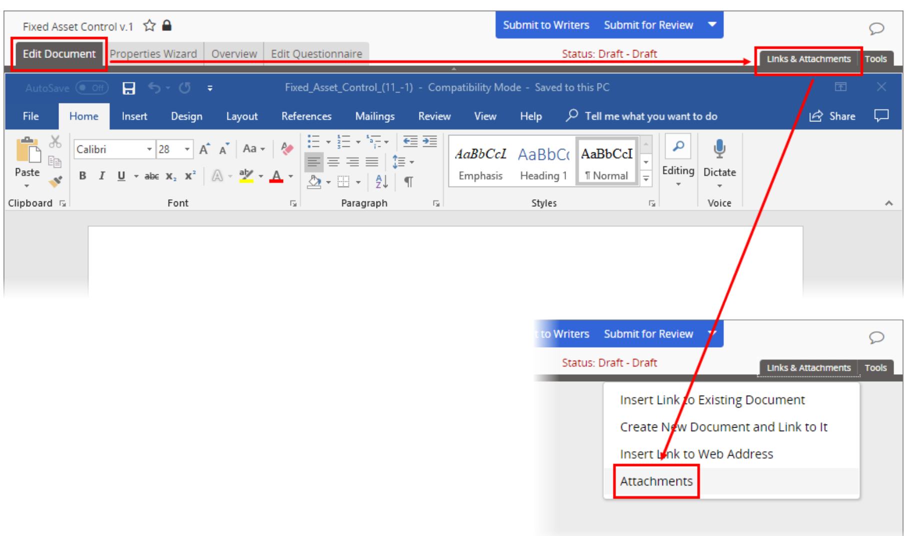
- Add attachments and reference links (see Attaching Files and Adding Reference Links)
- Edit an attachment or reference link (see Editing an Attachment or Link)

- Remove an attachment or reference link (see Removing an Attachment or Link)
- Show or hide the attachment or reference link for assignees (see Hiding Attachments and Links)
- Insert an existing link into the document (see Inserting a Link)
- Convert an attached external file into a controlled PolicyTech document (see Converting an Attachment)

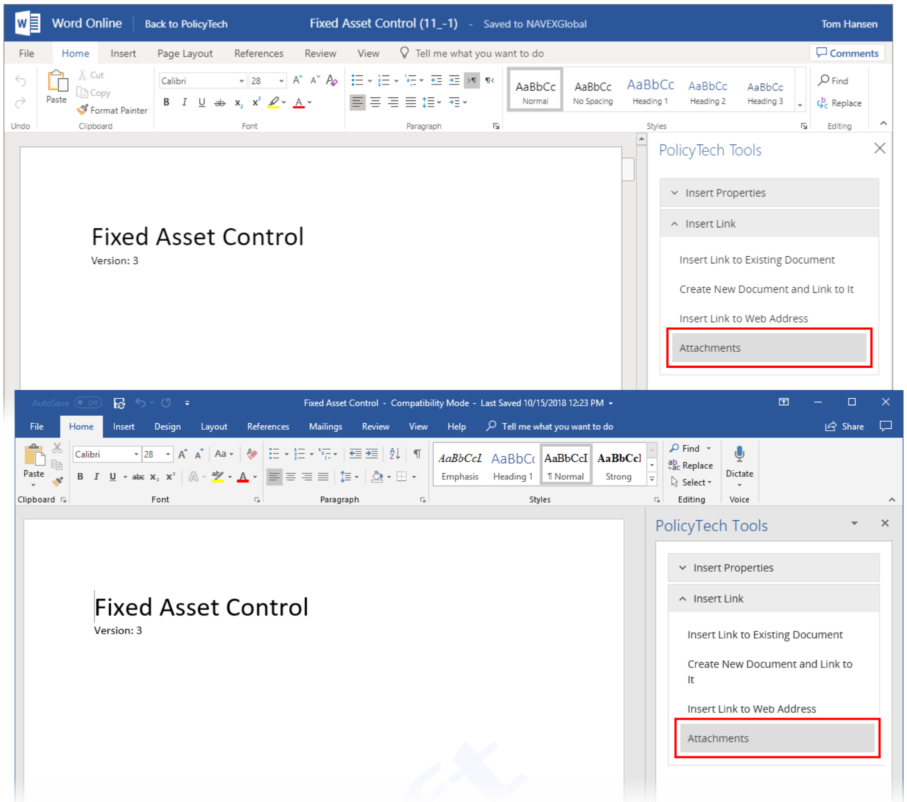
Inserting a Link

These steps are for inserting a link that has already been added to the **Attachments** window. To create a new link and insert it at the same time, see Inserting Links to Documents and Websites.

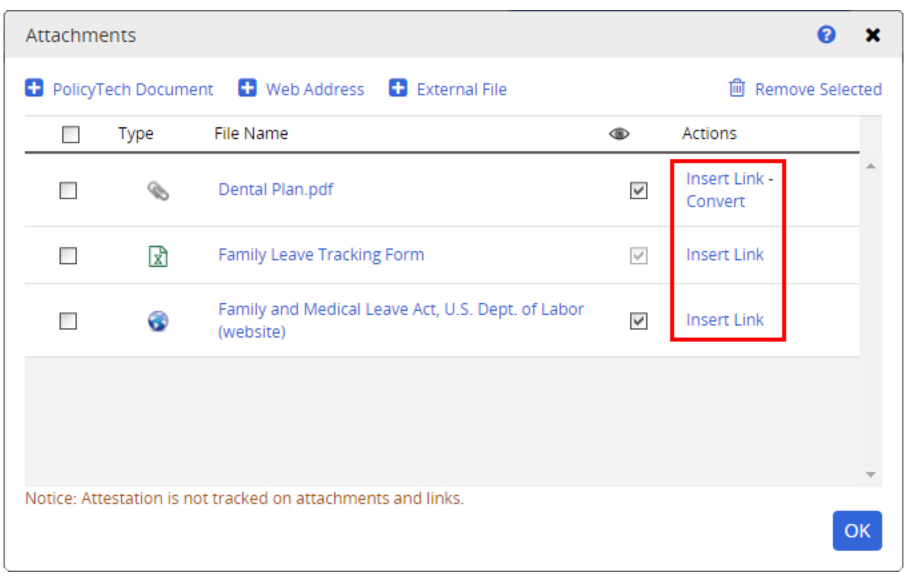
1. While editing a document, place the cursor where you want to insert a link.
2. To access the **Attachments** list, do one of the following:.
   - If your screen looks like the one shown below, click **Links & Attachments**, and then click **Attachments**.



   - If your screen looks like one of those shown below, expand the **Insert Link** menu in the **PolicyTech Tools** panel, and then click **Attachments**.

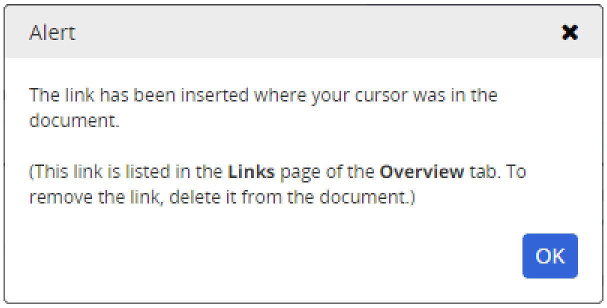


3. In the **Attachments** window, click **Insert Link** for the attachment or link you want to insert into the document.

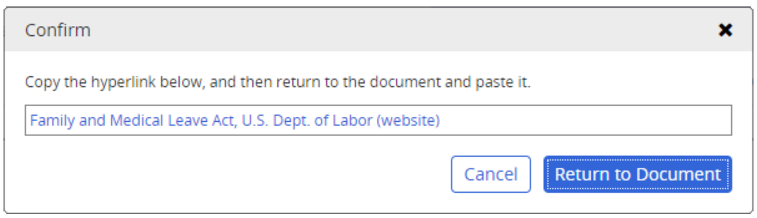


4. What you see next depends on the type of link you're inserting.

   - **PolicyTech Document:** An alert is displayed saying that the link has been inserted into the document. Click **OK** to clear the alert, and the click **OK** to close the **Attachments** window.

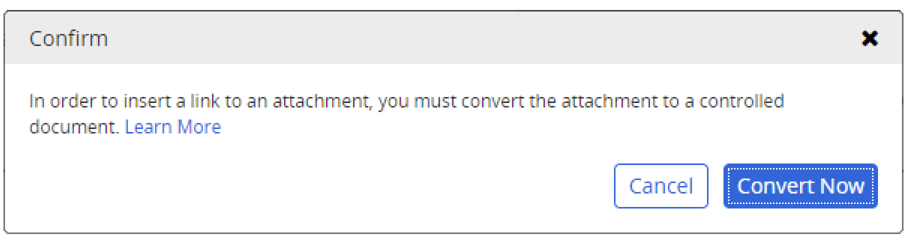


- **Web Address:** In the **Insert Link** window, select and copy the link, click **Return to Document**, and then paste the link.



- **External File:** Before you can insert a link to an external file attachment, you must convert the attachment into a PolicyTech document.

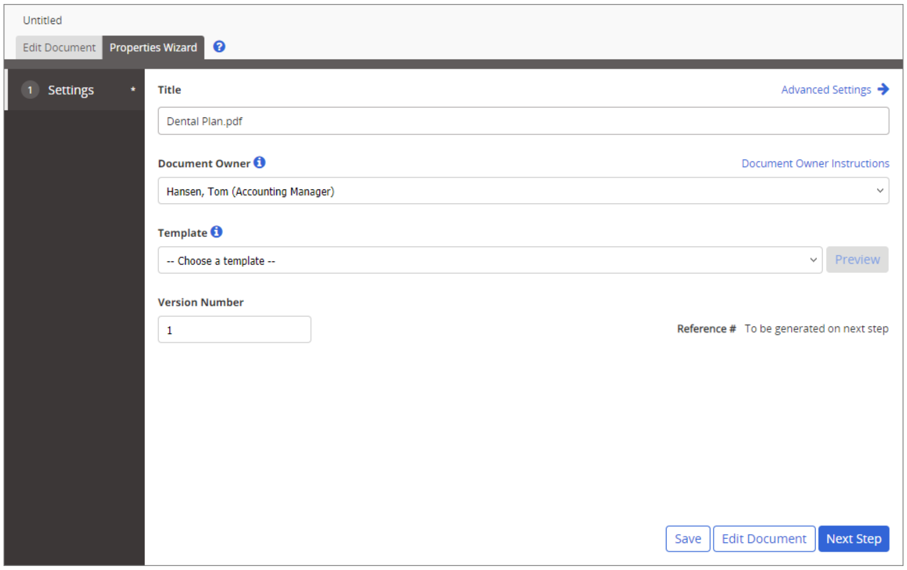
  a. Click **Convert Now**.



Important: PolicyTech requires that you convert the uploaded copy of the external file into a PolicyTech document before inserting a link to it. This helps ensure that the attachment is tracked and kept up to date. For example, if someone updates the converted attachment in PolicyTech, the owners of any documents containing a link to the converted document receive notification to update this link.

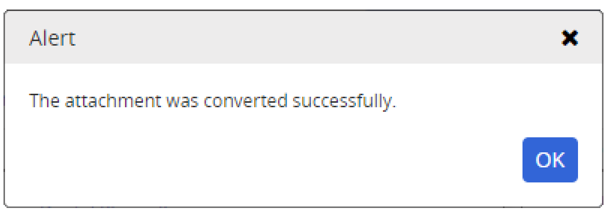
  b. A new document opens with step **1. Settings** of the **Properties Wizard** displayed and the attachment's file name as the title, which you can change. Select a template, and then click **Save**.

Note: Unless the external file is a Word, Excel, or HTML document, select an **Upload File** template.

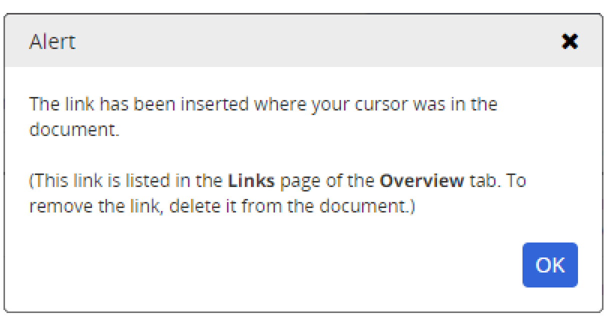


c. The link to the converted document is inserted into the document. To return to the original document and finish the converted document later, either minimize the converted document window, or click , and then click **Save and Close**.

d. An alert is displayed saying that the attachment has been converted. Click **OK**.



e. Back in the **Attachments** window, click **Insert Link** again for the converted external file (now a PolicyTech document). An alert is displayed saying that the link has been inserted into the document. Click **OK** to clear the alert, and then click **OK** to close the **Attachments** window.



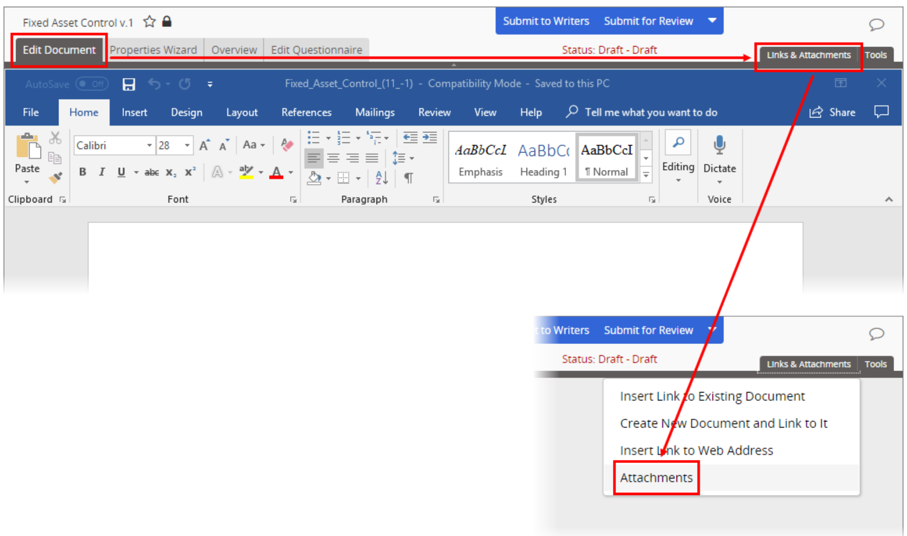
Editing an Attachment or Link

You cannot change the file or web address of an existing attachment or link. If one needs to be changed, remove it and then create a new one. See Removing an Attachment or Link and Attaching Files and Adding Reference Links.

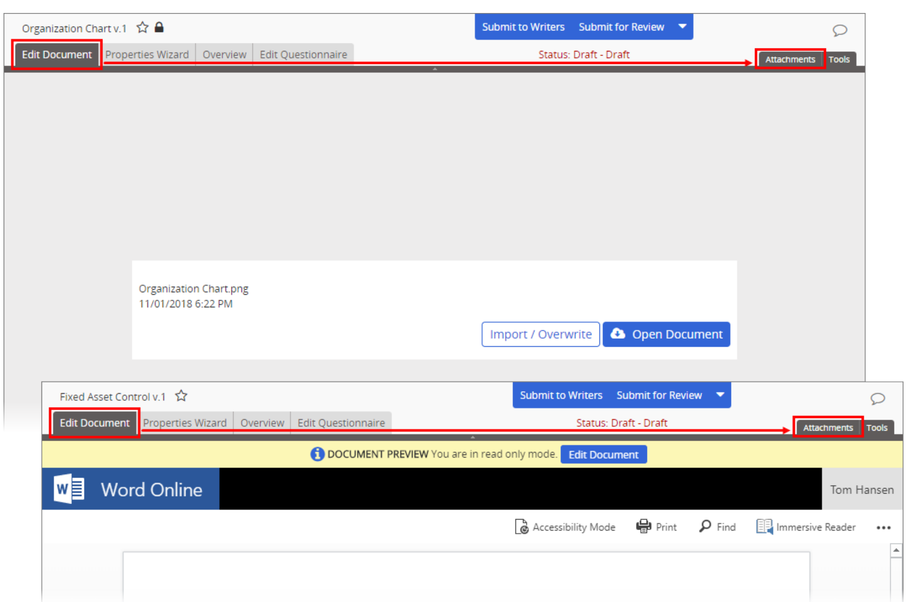
Removing an Attachment or Link

1. To access the **Attachments** list, do one of the following:.

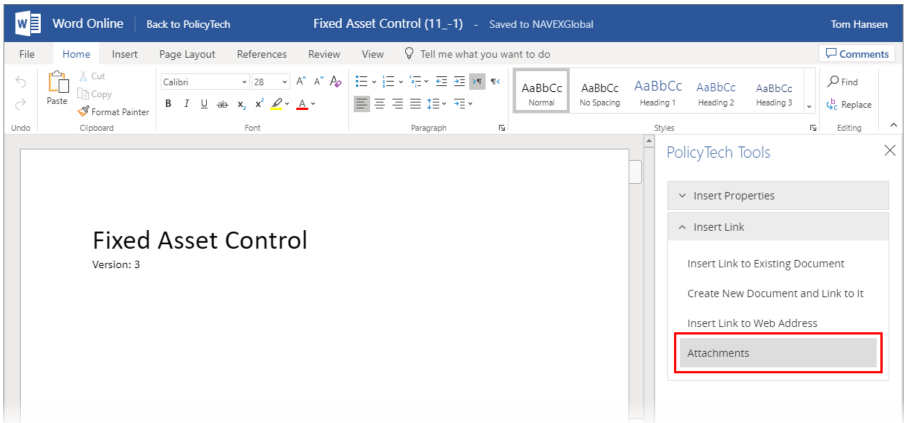
   - Click the **Edit Document** tab and, if the content looks like that shown below, click **Links & Attachments**, and then click **Attachments**.



   - Click the **Edit Document** tab and, if content looks like either of the following, click **Attachments**.

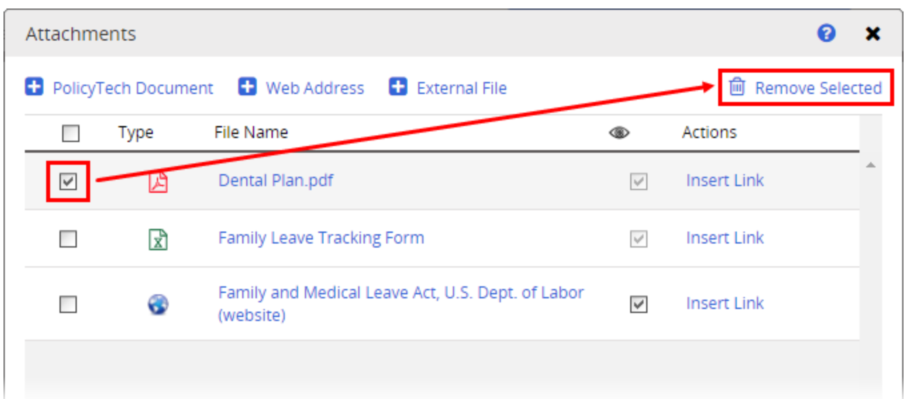


- While editing a document after selecting **Open with Microsoft Office Online** or **Open in Office**, expand the **Insert Link** menu in the **PolicyTech Tools** panel, and then click **Attachments**.



2. Do one of the following:

- Select the attachments or reference links you want to remove, and then click **Remove Selected**.



- To remove all attachments and links, select the check box in the column header, and then click **Remove Selected**.

3. Click **OK** to close the **Attachments** window.

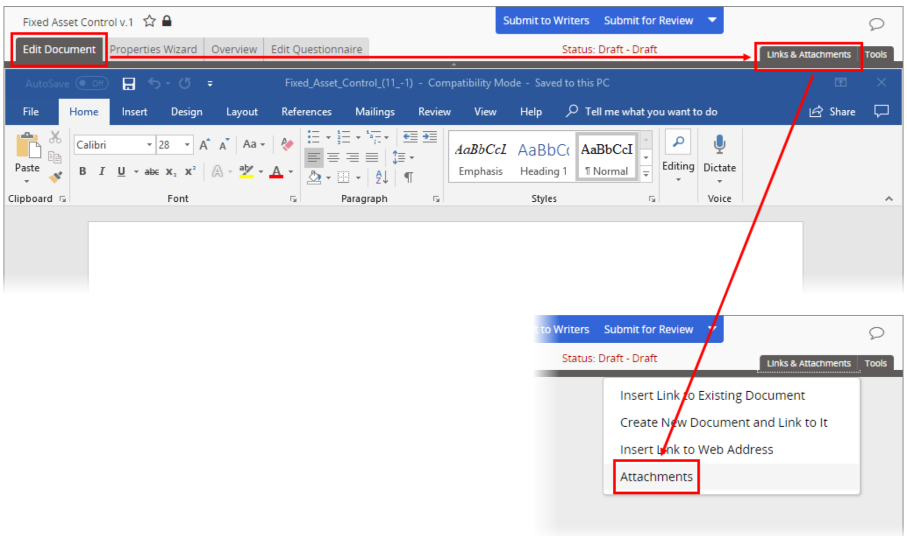
Hiding Attachments and Links

By default, attached files are accessible to assignees and they are expected to read them in addition to the main document. You can hide an external file attachment or web address link from assignees but leave it visible to those with permission to edit the document (the document owner, an assigned proxy author or writer, or an administrator). This retains the reference without requiring assignees to read the referenced material.

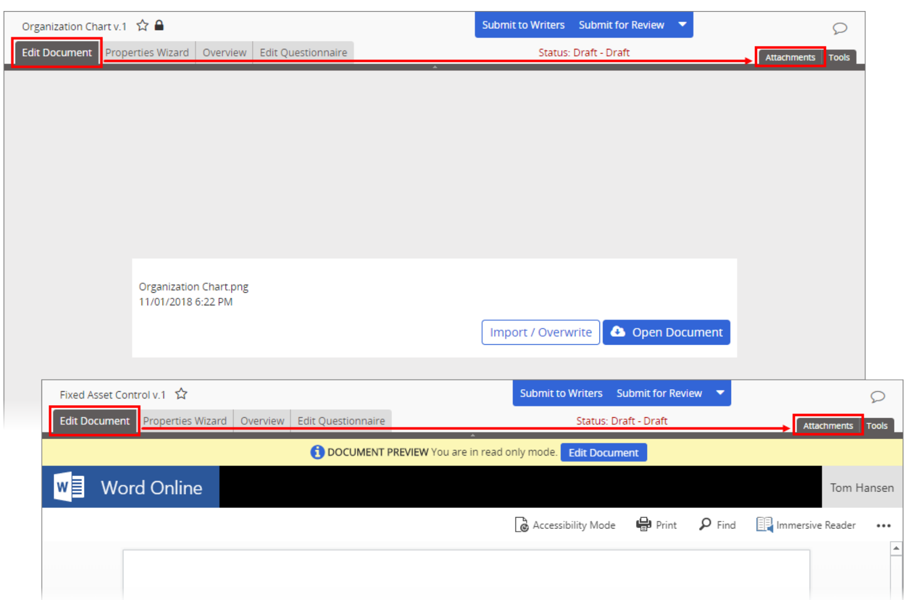
Note: Links to other PolicyTech documents cannot be hidden. They are always accessible to assignees.

1. To access the **Attachments** list, do one of the following:.

   - Click the **Edit Document** tab and, if the content looks like that shown below, click **Links & Attachments**, and then click **Attachments**.

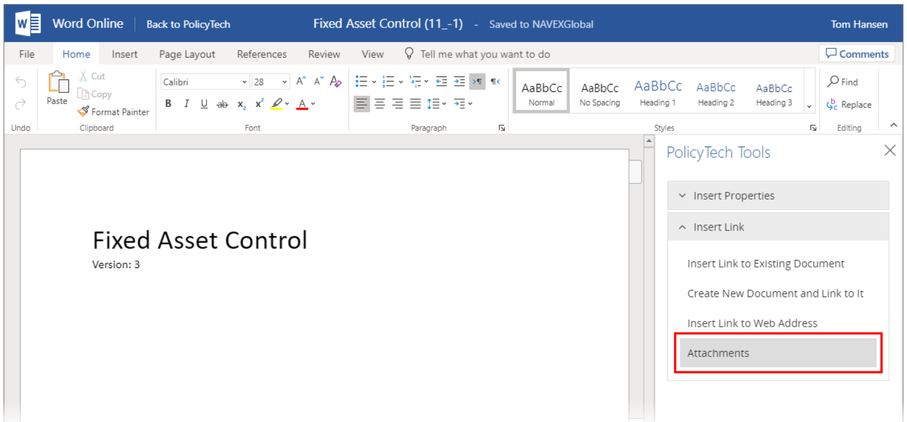


   - Click the **Edit Document** tab and, if content looks like either of the following, click **Attachments**.

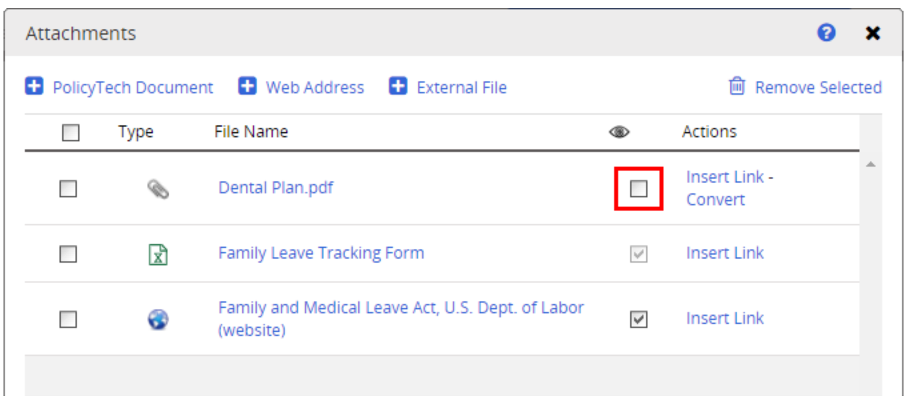


   - While editing a document after selecting **Open with Microsoft Office Online** or **Open in Office**, expand the **Insert Link** menu in the

PolicyTech Tools panel, and then click **Attachments**.



2. In the column with in the header, click to clear the check box of each external file attachment or web address link that you want to hide.



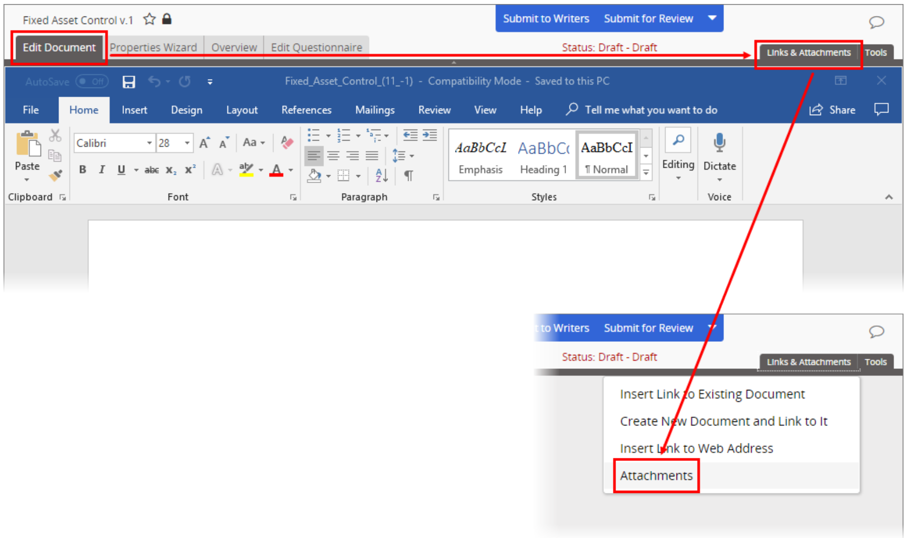
3. Click **OK** to close the **Attachments** window.

Converting an Attachment

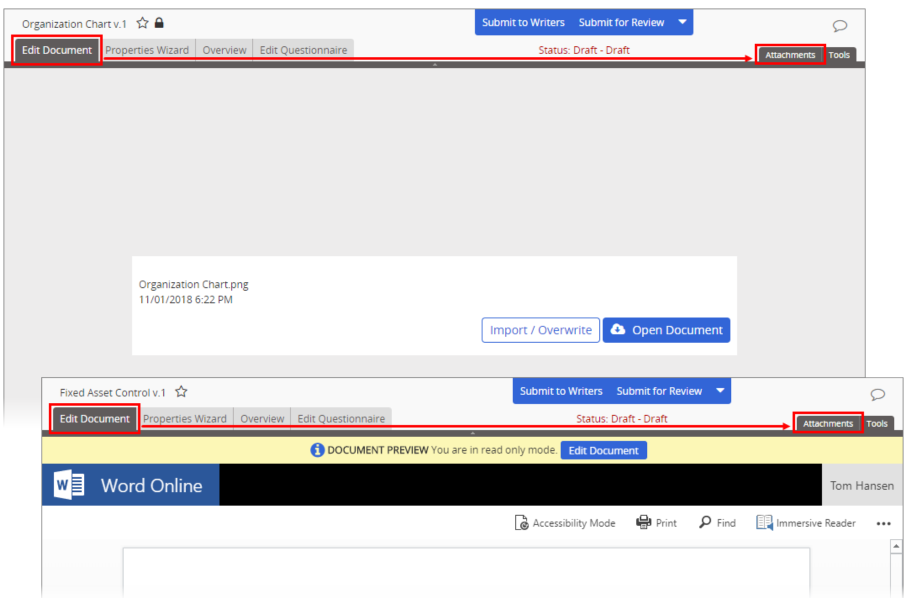
When you attach an external file, PolicyTech only uploads a copy of that file into the PolicyTech database. You cannot be sure that a user has read an attachment, because attachments are not tracked. If you want to control and track an external file, you will first need to convert it into a PolicyTech document.

Note: You can also convert an external file into a PolicyTech document while inserting a link to that file into the document (see Inserting a Link).

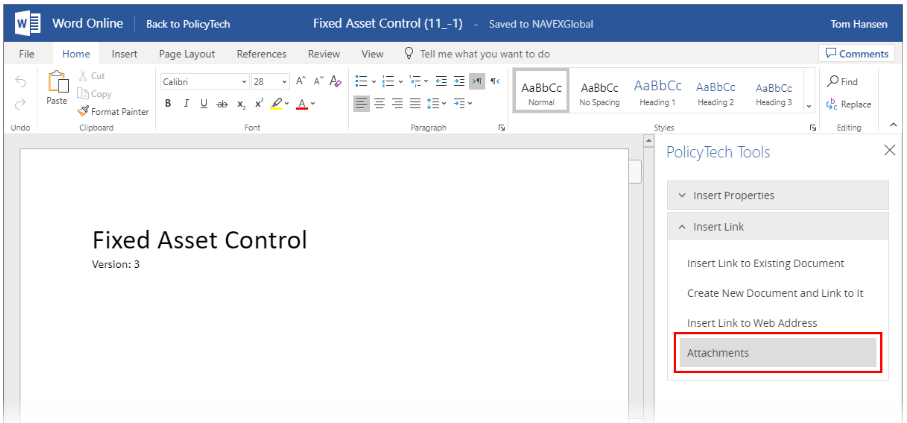
1. To access the **Attachments** list, do one of the following:.
   - Click the **Edit Document** tab and, if the content looks like that shown below, click **Links & Attachments**, and then click **Attachments**.



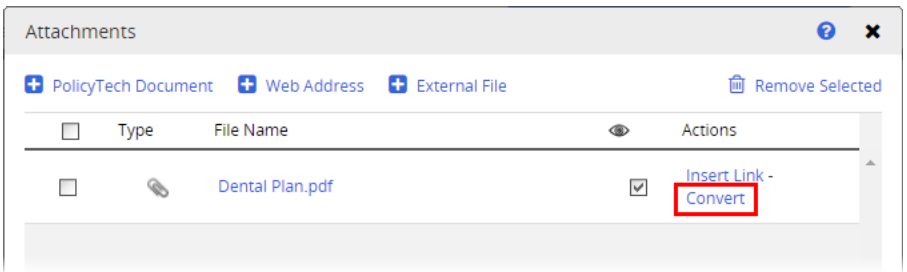
- Click the **Edit Document** tab and, if content looks like either of the following, click **Attachments**.



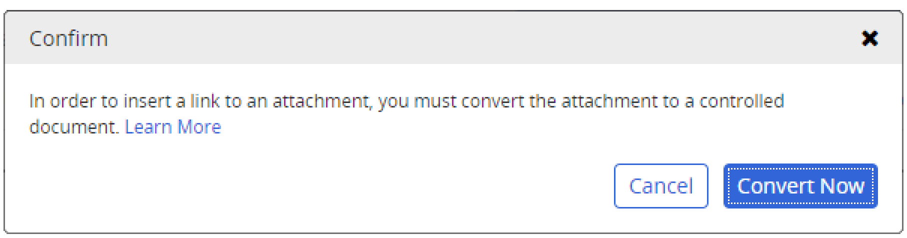
- While editing a document after selecting **Open with Microsoft Office Online** or **Open in Office**, expand the **Insert Link** menu in the **PolicyTech Tools** panel, and then click **Attachments**.



2. In the **Attachments** window, in the **Actions** column, click **Convert** for the external file you want to convert.

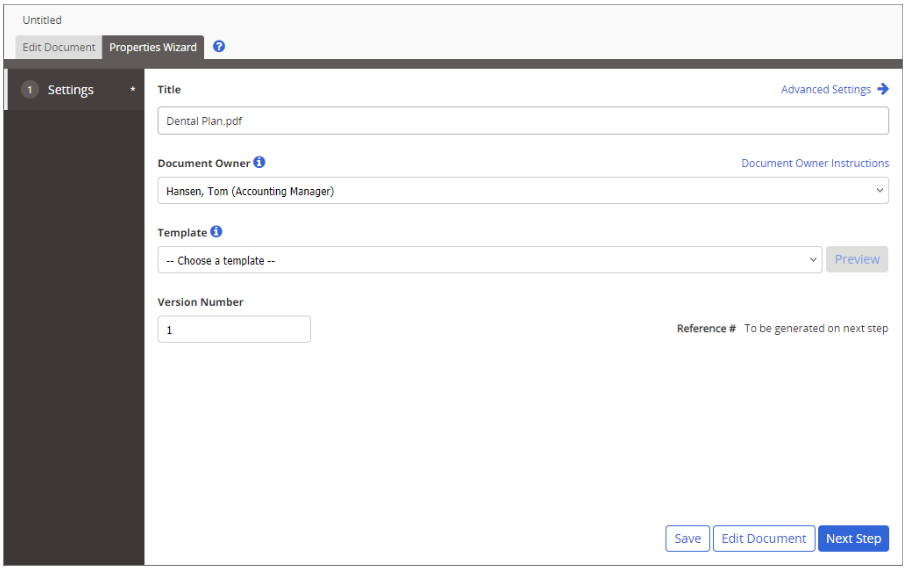


3. In the **Confirm** window, click **Convert Now**.



4. A new document opens with step **1. Settings** of the **Properties Wizard** displayed and the attachment's file name as the title. Change the title, if desired, select a template, and then click **Save**.

Note: Unless the external file is a Word, Excel, or HTML document, select an **Upload File** template.



5. When you click **Save**, the external file is automatically uploaded into the new document. Finish creating the document (see Creating a Document), and then save and close it.

6. Back in the **Attachments** window of the original document, click **OK**. Notice that the **Convert** option for the converted document is no longer available.

7. Click **OK** to close the **Attachments** window.

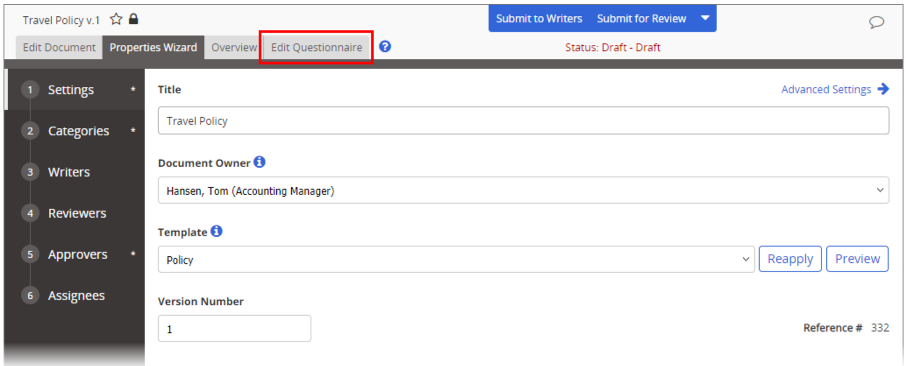
Creating a Document Questionnaire

When you create a document, you can include a questionnaire as a quiz to test assignees' comprehension or as a survey to gather information from the assignees. Assignees will then be required to complete the quiz with a passing score or answer all survey questions in order to mark the document as read.

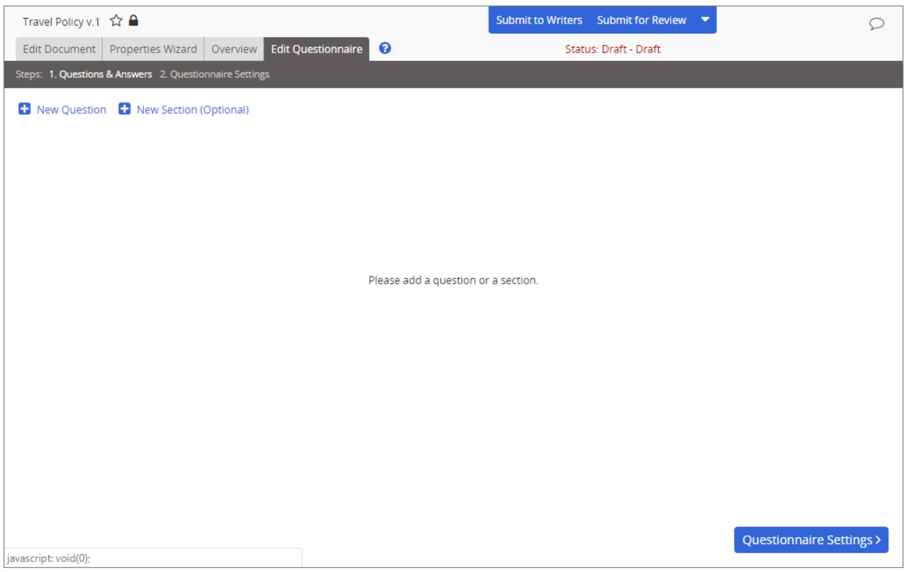
1. In a draft document, click the **Edit Questionnaire** tab, and then click **Create Questionnaire**.

Notes:

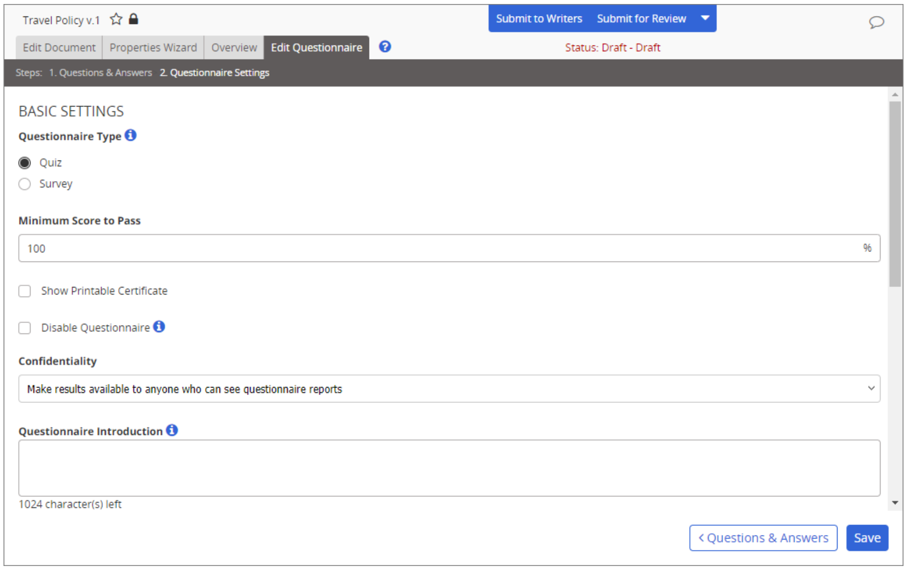
- As a document owner, you can also add a questionnaire while the document is in the Collaboration, Review, or Approval status. An administrator can add a questionnaire to an approved document by editing the document in its current state.
- If you need to create a stand-alone questionnaire (one that is not attached to a document), see Creating a Questionnaire.



The **Questions & Answers** page is displayed initially.



2. Before adding questions and answers, click **Questionnaire Settings**, adjust the settings as necessary (see Adjusting Questionnaire Settings), and then click **Save**.



3. Click **Questions & Answers**, and then compose the questionnaire content (see Adding Questions and Answers to a Questionnaire).

Important:

- A questionnaire's validity is checked when you submit the document for review or approval. If there are errors, you must correct them before you can successfully submit the document.
- A questionnaire is activated as soon as the document containing the questionnaire is approved.

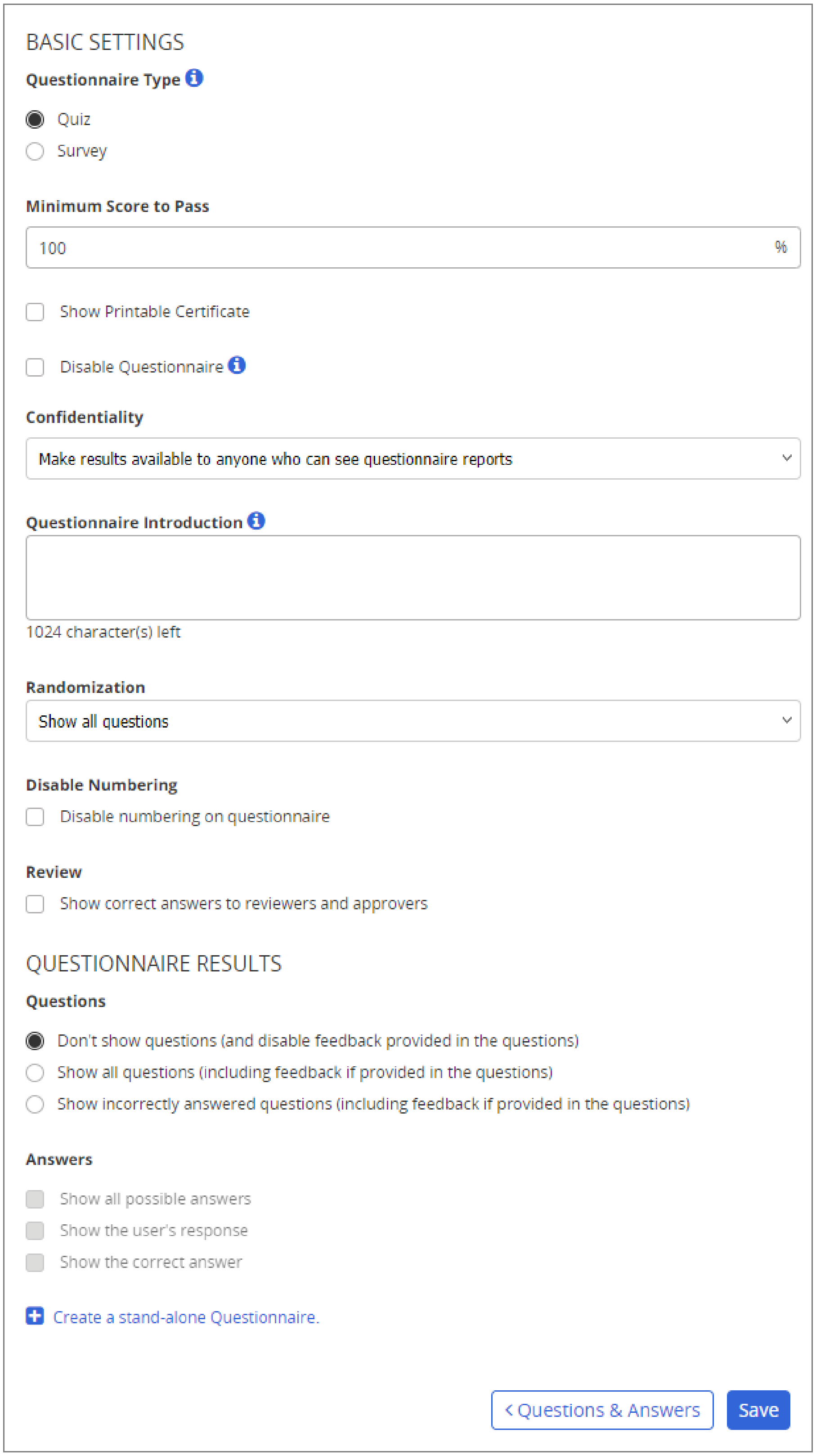
Adjusting Questionnaire Settings

The available settings depend on whether the **Quiz** or **Survey** questionnaire type is selected. The settings also vary slightly depending on whether you're creating a stand-alone questionnaire or a questionnaire in a document.

Note: When creating a stand-alone questionnaire, **Survey** is selected by default. When adding a questionnaire to a document, **Quiz** is selected by default.

Quiz Settings

Select the **Quiz** type of questionnaire to create questions whose answers will be scored. Quizzes are generally used to test concept knowledge or reading comprehension. If you create a stand-alone quiz, assignees will be required to complete the quiz with a passing score in order to complete their assigned **Read / Complete** task. If you create a quiz in a document, assignees will be required to complete the quiz with a passing score before they can mark the document as read.



Each quiz setting is described below.

Minimum Score to Pass. Type the percentage of questions assignees must answer correctly in order to pass the quiz. The default setting is **100**.

Show Printable Certificate. Select this option to give assignees the ability to print out a certificate once they pass the quiz.

Disable Questionnaire (for document questionnaires only). Select this option if, after creating a quiz in a document, you decide not to require it for marking the document as read.

To restrict access to these reports, select **Restrict results to administrators and the Document Owner**.

Questionnaire Introduction. (Optional) In the **Questionnaire Introduction** box, type text that you want to appear at the top of the quiz. The introduction text will be preceded by "Read This First."

Randomization. By default, all questions you add under a section are included in the quiz. If you want PolicyTech to randomly select one question from each section and include only that question in the quiz, select **Show one random question per section**.

Disable Numbering. If you want the question numbers hidden when users take this quiz, select **Disable numbering on questionnaire**.

Notes:

- **Disable Numbering** is automatically selected and unchangeable if, for **Randomization**, you select **Show one random question per section**.
- This option hides numbers in the published quiz only. Numbers are still shown when editing questions and answers.

Review. By default, when assigned reviewers and approvers look at a quiz, correct answers are not indicated. To change this, select **Show correct answers to reviewers and approvers**.

Questionnaire Results: Questions. To show questions when an assignee fails a quiz, click **Show all questions** or **Show incorrectly answered questions**. **Don't show questions** is selected by default.

Important: Selecting an option to show questions also shows question feedback, if any exists. If you are opting to show questions for the first time for this quiz, none of the already added questions will have feedback text as the **Feedback** box in the **Question** window is disabled until you've opted to show questions. If you want to include feedback, you'll need to edit the questions to add it. (See Changing a Questionnaire for help with editing questions.)

Questionnaire Results: Answers. The options under the **Answers** area are selectable only if one of the options for showing questions is selected. To show answers with questions when an assignee fails the quiz, select one or more of the following:

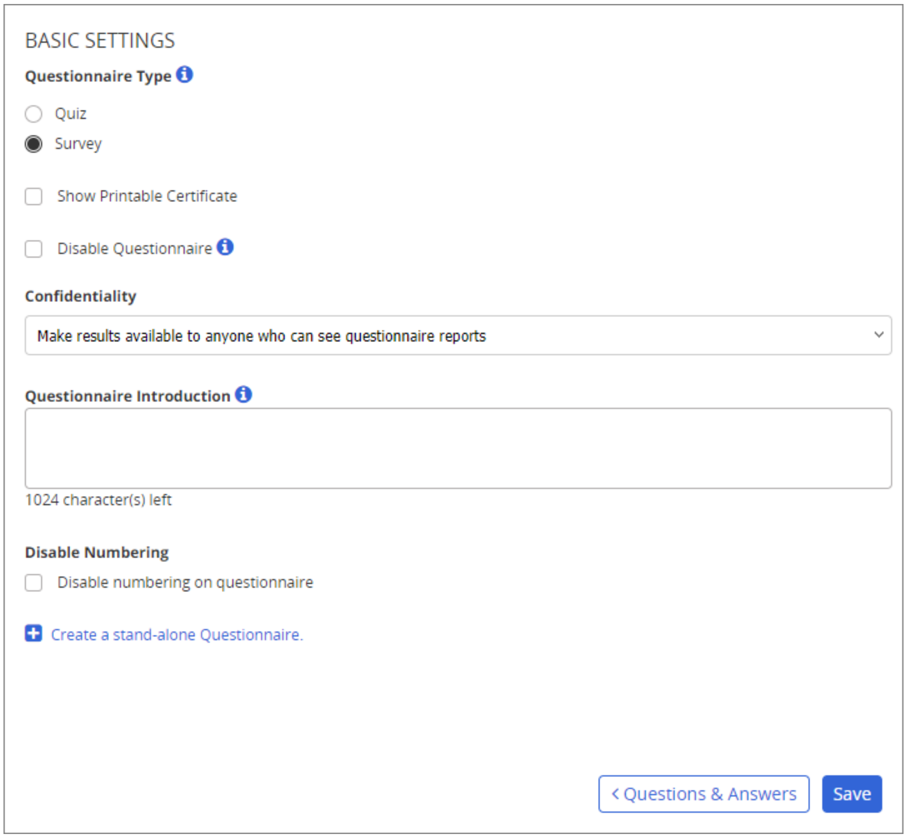
- **Show all possible answers.** Lists all of a question's answers.
- **Show the user's response.** Shows only the answer the assignee selected and marks it with ✅ if the answer is correct or with ❌ if it's incorrect.
- **Show the correct answer.** Displays only the correct answer preceded by ✅.

Create a stand-alone Questionnaire (for document questionnaires only). While in a quiz created for a document, click **Create a stand-alone Questionnaire** to open a new stand-alone quiz containing the same questions, answers, and settings as the document quiz.

> **Note:** This does not affect the original document quiz in any way. It only creates a copy of the document quiz and creates a new stand-alone quiz from that copy.

Survey Settings

Select the **Survey** type of questionnaire to create questions whose answers will not be scored. Surveys are generally used to gather information. If you create a stand-alone survey, assignees will be required to complete the survey in order to complete their assigned **Read / Complete** task. If you create a survey in a document, assignees will be required to complete the survey before they can mark the document as read.



Show Printable Certificate. Select this option to give assignees the ability to print out a certificate once they complete the survey.

Disable Questionnaire (for document questionnaires only). Select this option if, after creating a survey in a document, you decide not to require it for marking a document as read.

Confidentiality. Survey results can be seen by running a questionnaire report (**Questionnaire Results by Document** or **Questionnaire Results by User**). By default, those with the following role or system permission assignments and with access to the document containing the survey or to the stand-alone survey can run these reports and see survey results:

- Document Owner (Questionnaire Results by Document only)
- Manager (Questionnaire Results by User only)
- Report Manager
- Administrator

To restrict access to these reports, select **Restrict results to administrators and the Document Owner**.

Questionnaire Introduction. (Optional) In the **Questionnaire Introduction** box, type text that you want to appear at the top of the survey. The introduction text will be preceded by "Read This First."

Disable Numbering. If you want the question numbers hidden when assignees complete this survey, select **Disable numbering on questionnaire**.

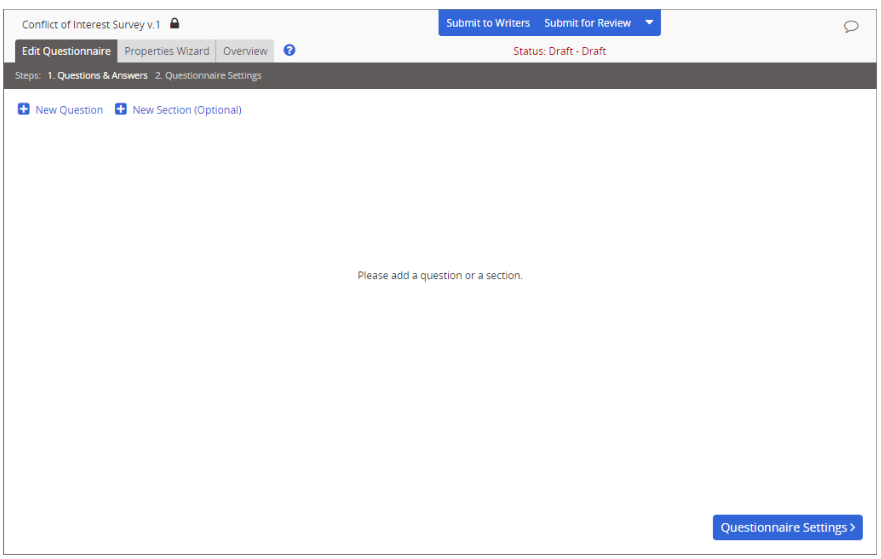
> **Note:** This option hides numbers in the published survey only. Numbers are still shown when editing questions and answers.

Create a stand-alone Questionnaire (for document questionnaires only). While in a survey created for a document, click **Create a stand-alone Questionnaire** to open a new stand-alone survey containing the same questions, answers, and settings as the document survey.

> **Note:** This does not affect the original document survey in any way. It only creates a copy of the document survey and creates a new stand-alone survey from that copy.

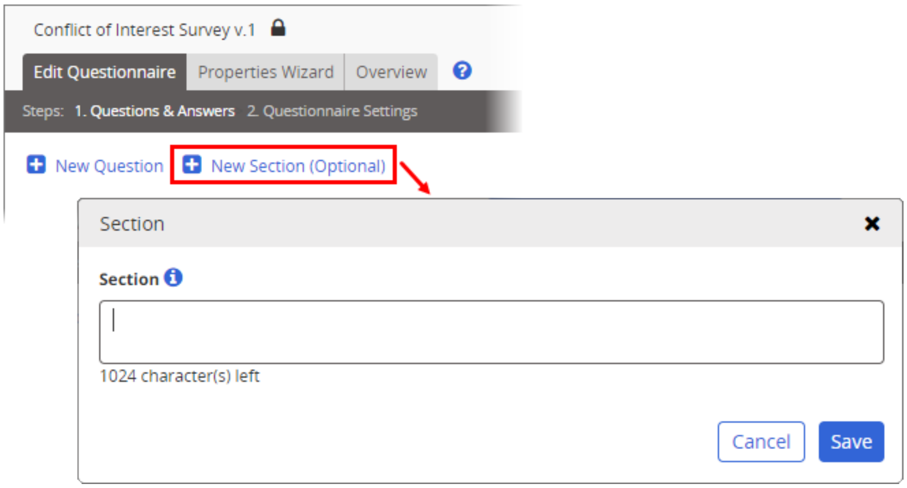
Adding Questions and Answers to a Questionnaire

1. Do one of the following to start adding questions and answers to a questionnaire:
   - If the **Questions & Answers** page is already displayed, move on to the next step.

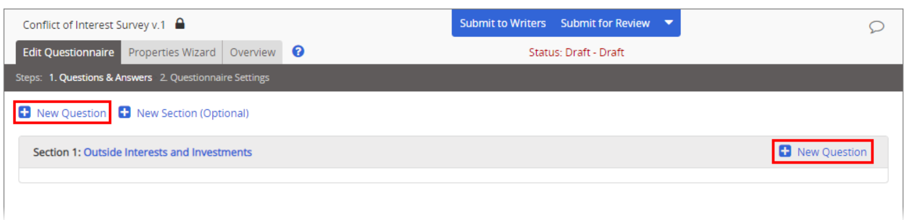


   - If you're currently on the **Questionnaire Settings** page, click **Questions & Answers**.
   - If you haven't started a questionnaire yet, follow the instructions in Creating a Questionnaire (Overview) or Creating a Document Questionnaire before continuing.
2. (Optional) If the current **Questionnaire Type** setting in **Questionnaire Settings** is **Quiz** and you want to include a section for the first group of

questions, click **New Section**, type the section heading, and then click **Save**.



3. To add a question, click **New Question** near the upper left corner or click **New Question** in the section header.

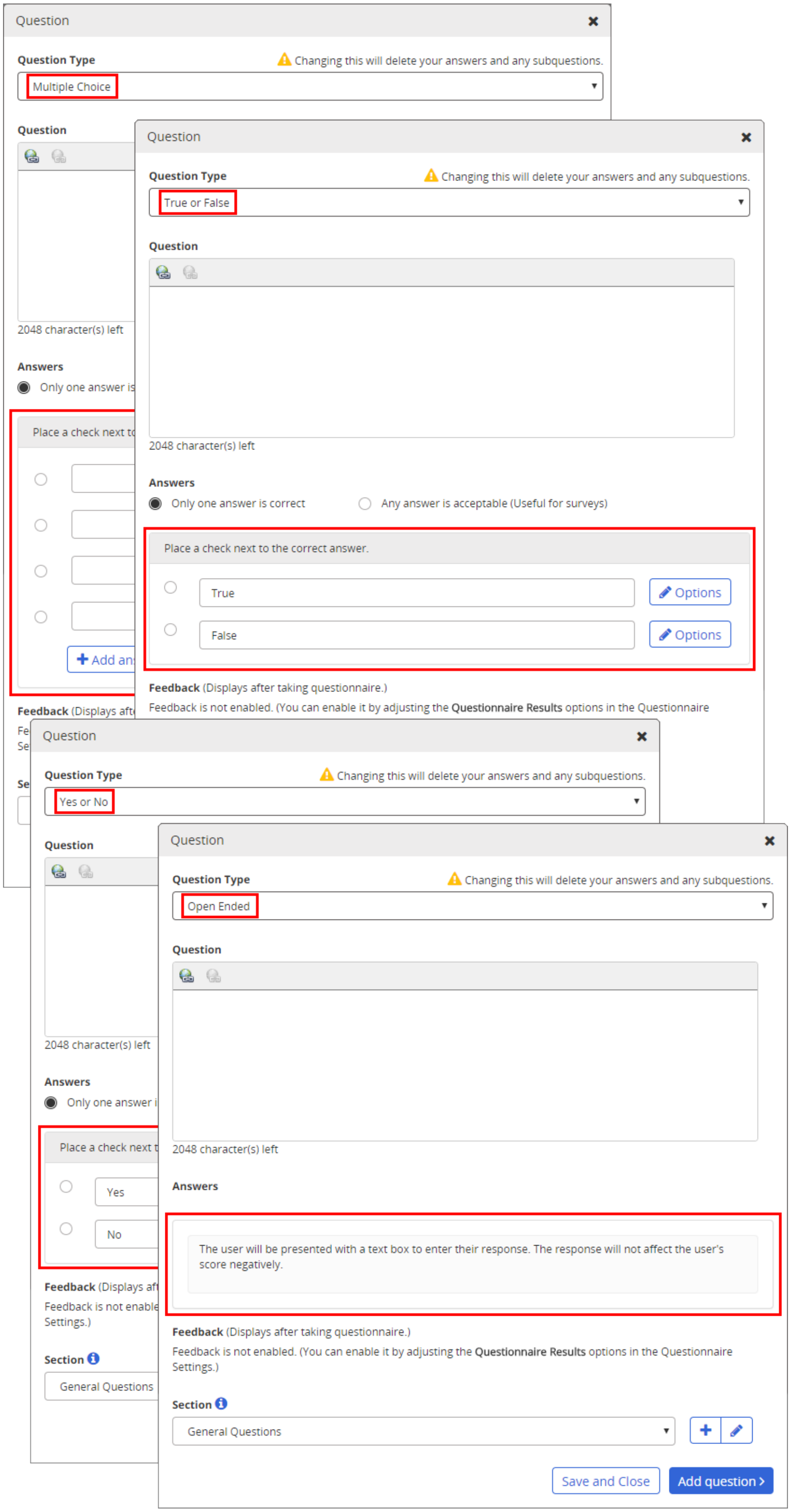


Important: When you have only one section, clicking either **New Question** option does the same thing. However, if you have multiple sections, clicking **New Question** in the upper left corner adds a question to the first section, while clicking **New Question** in a section header adds the question to that section.

4. Select a **Question Type** option. As shown below, the options in the **Answers** area change based on the question type selected.

Important: If you change the question type after typing answers, those answers will be deleted.

Note: An open-ended question in a quiz-type questionnaire is not included when calculating a score.


Question
Question Type
Changing this will delete your answers and any subquestions.
Multiple Choice
Question
2048 character(s) left
Answers
Only one answer is correct
Place a check next to the correct answer.
Add answer
Question
Question Type
Changing this will delete your answers and any subquestions.
True or False
Question
2048 character(s) left
Answers
Only one answer is correct
Any answer is acceptable (Useful for surveys)
Place a check next to the correct answer.
True
Options
False
Options
Feedback (Displays after taking questionnaire.)
Feedback is not enabled. (You can enable it by adjusting the Questionnaire Results options in the Questionnaire
Question
Question Type
Changing this will delete your answers and any subquestions.
Yes or No
Question
2048 character(s) left
Answers
Yes
No
Section
General Questions
Question
Question Type
Changing this will delete your answers and any subquestions.
Open Ended
Question
2048 character(s) left
Answers
The user will be presented with a text box to enter their response. The response will not affect the user's score negatively.
Feedback (Displays after taking questionnaire.)
Feedback is not enabled. (You can enable it by adjusting the Questionnaire Results options in the Questionnaire Settings.)
Section
General Questions
Save and Close
Add question ›

5. Type the question text.

   To include a link, click , select **URL** or **E-mail address**, and then type at least the URL or email address.

Notes:

- A URL must include **http://** or **https://**.
- Text you type in the **Text** box will be displayed as the link text instead of the actual URL or email address.
- Text you type in the **ToolTip** box will be displayed when assignees completing the questionnaire hover their cursors over the link text.
- To remove a link, click anywhere in the link text, and then click .

6. If the current **Questionnaire Type** setting in **Questionnaire Settings** is **Quiz** and you selected **Multiple Choice**, **True or False**, or **Yes or No** as the current question type, then, directly below the **Answers** heading, do one of the following:

   - If you're creating a quiz-type question, select **Only one answer is correct** (the default setting for new questions when **Questionnaire Type** is **Quiz**).
   - If you're creating a survey-type question, select **Any answer is acceptable**.

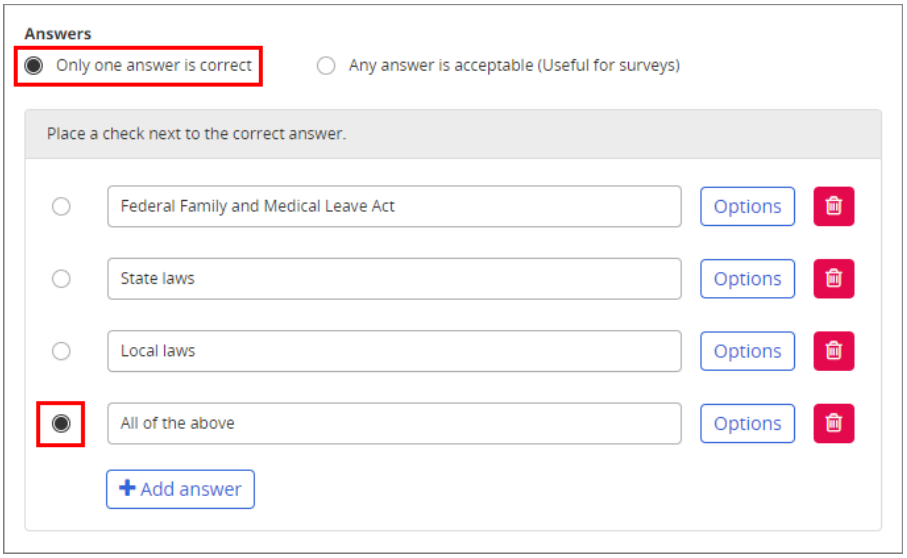
Note: A question with **Any answer is acceptable** selected is included when calculating a score and any answer selection is counted as correct.

7. If this is a **Multiple Choice** question, type the answers you want users to select from.

Notes:

- The answers will appear in the questionnaire in the same order that you enter them here.
- To include more than four answers, click **Add answer**.
- To include less than four answers, simply leave unneeded answers empty.
- To delete an answer, click .

8. If you selected **Multiple Choice**, **True or False**, or **Yes or No** as the type for this question and selected **Only one answer is correct**, select the button to the left of the correct answer .



9. (Optional) At this point, you can set up several actions for PolicyTech to take based on which answer a assignee chooses. Click an item in the list below to go to detailed instructions about an action.

Important: Before you can assign an action, you must type a question and, if it's not an open-ended question, type answers and select the correct answer.

- Present a follow-on question (subquestion)
- Present a follow-on task
- Flag an exception that can be viewed in a report
- Create a case (only if Case Management Integration has been enabled)

10. (Optional) If all of the following are true, add whatever text you feel would be useful for the quiz taker, such as an explanation of the concept the question is about.

- You activated feedback in **Questionnaire Settings** (see Adjusting Questionnaire Settings).
- The current **Questionnaire Type** setting is **Quiz**.
- **Only one answer is correct** is selected for the current question.

Note: You cannot add feedback to an open-ended question.

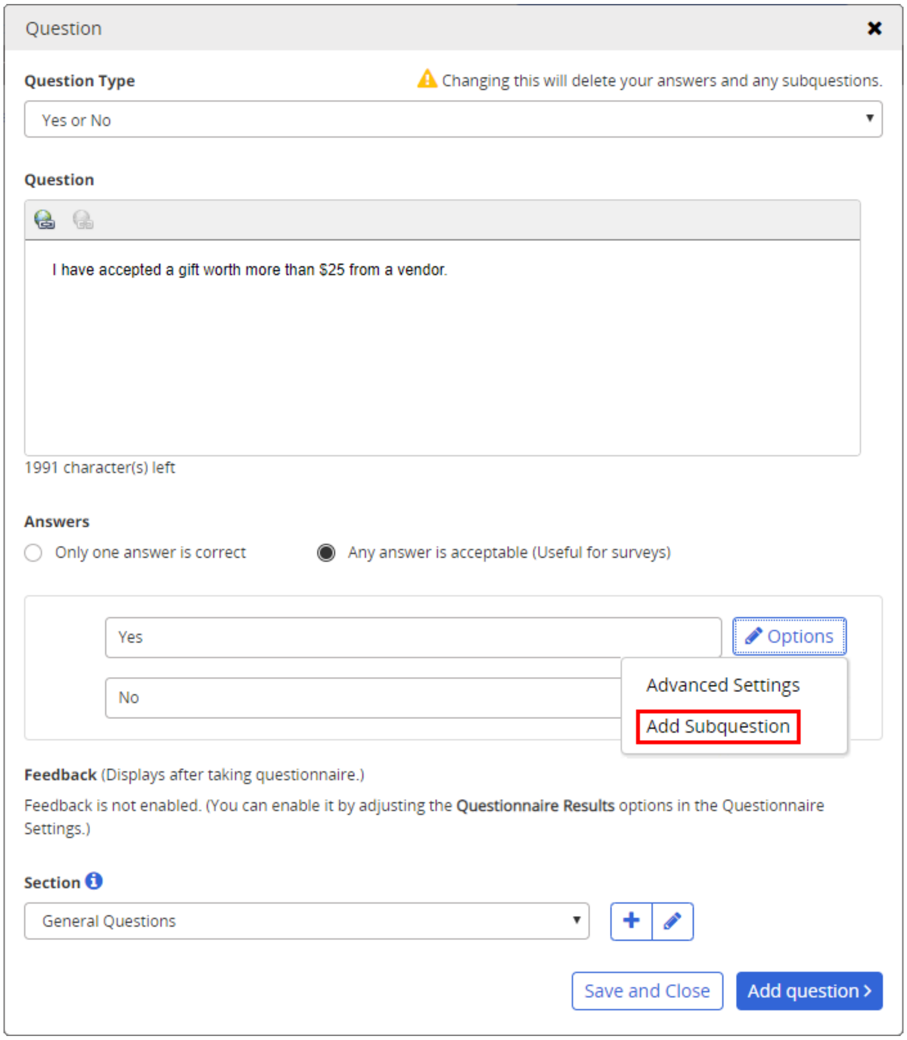
11. (Optional) If the current **Questionnaire Type** setting is **Quiz**, do one of the following for **Section**:

- Leave the current section selection.
- To create a new section and assign the current question to it, click , type the section description, and then click **Save**.
- To keep the question in the currently selected section and edit the section description, click , make changes, and then click **Save**.
- If you've already defined two or more sections and want to assign the current question to a different section, click ▼ to the right of the currently selected section and select a different one.

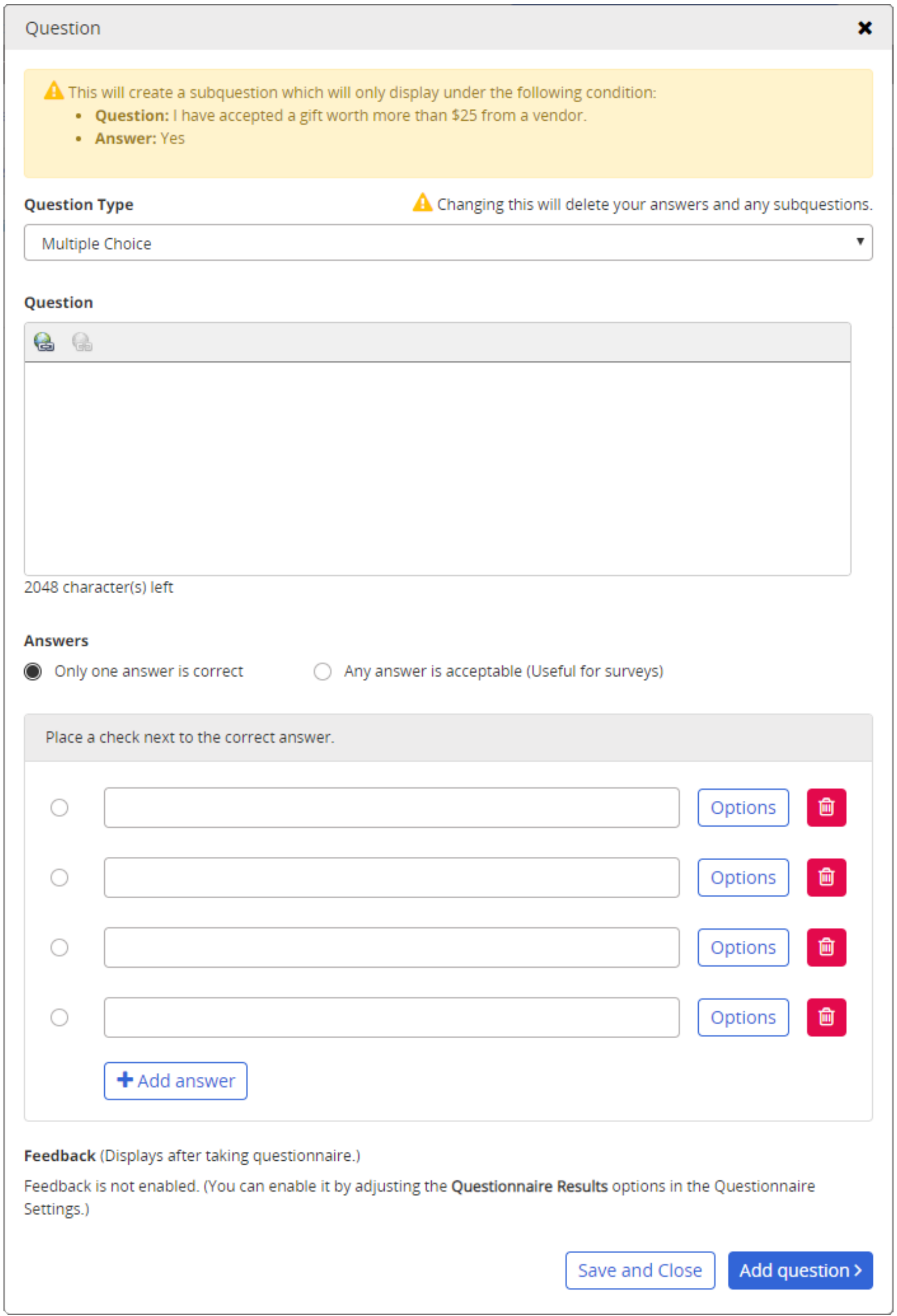
12. Do one of the following:
    - To continue creating the questionnaire, click **Add question**, and then repeat the steps above starting with step 4.
    - If you're done adding questions, click **Save and Close**.

Creating a Subquestion

1. To the right of an answer you've added, click **Options**, and then click **Add Sub Question**.



A new **Question** window appears with the subquestion display condition at the top.



2. Define the subquestion the same as you would a top-level question. You can add any number of question sublevels.
3. (Optional) To add another subquestion under the same answer, click **Add Next Question**, and then repeat step 2.
4. Click **Save and Close**.

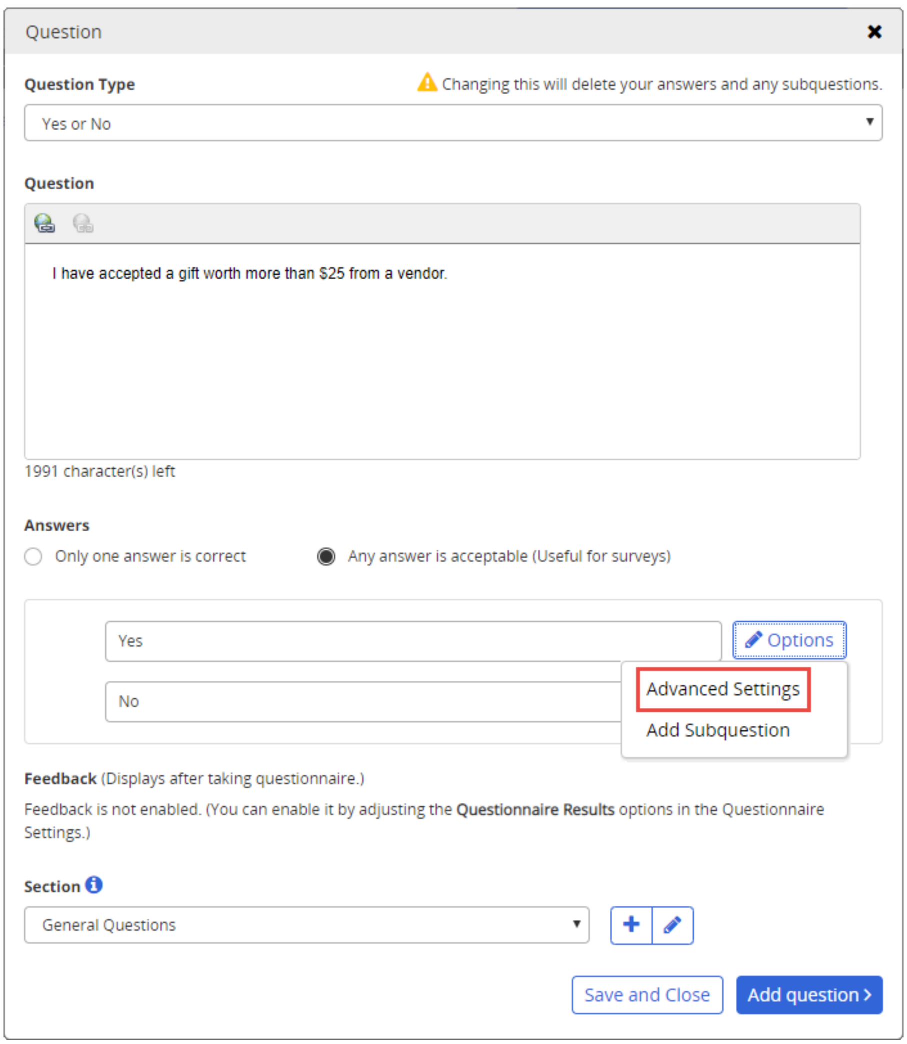
Adding a Questionnaire Task

You can use a follow-on questionnaire task to instruct the user to do something if a certain answer is selected. For example, you could assign someone who chooses a certain answer to watch a training video, fill out a form, or see a manager for further clarification.

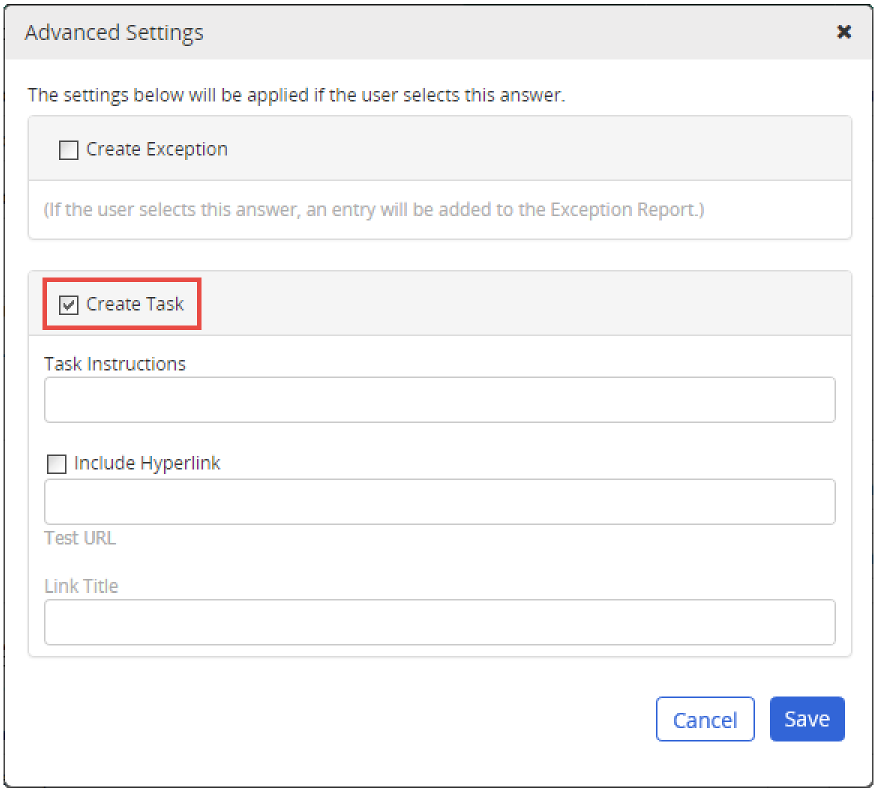
Important: Selecting an answer with a questionnaire task assigned does not affect the status of a user's assigned **Read / Complete** task for that particular document or questionnaire, nor does it affect the questionnaire results (beyond whether you designated that answer as correct or incorrect); it simply adds an independent, custom task to the user's **My Tasks** list.

1. To the right of an answer you've typed, click **Options**, and then click **Advanced Settings**.

Note: This feature is not available for open-ended questions.



2. Select **Create Task**, and then type the task instructions.



3. (Optional) If completing the task includes accessing a website or web page, select **Include Hyperlink**, type or copy and paste the web address, and then type a link title. If you want to test the link, click **Test URL**.

Important: The URL must include the scheme (http:// or https://).

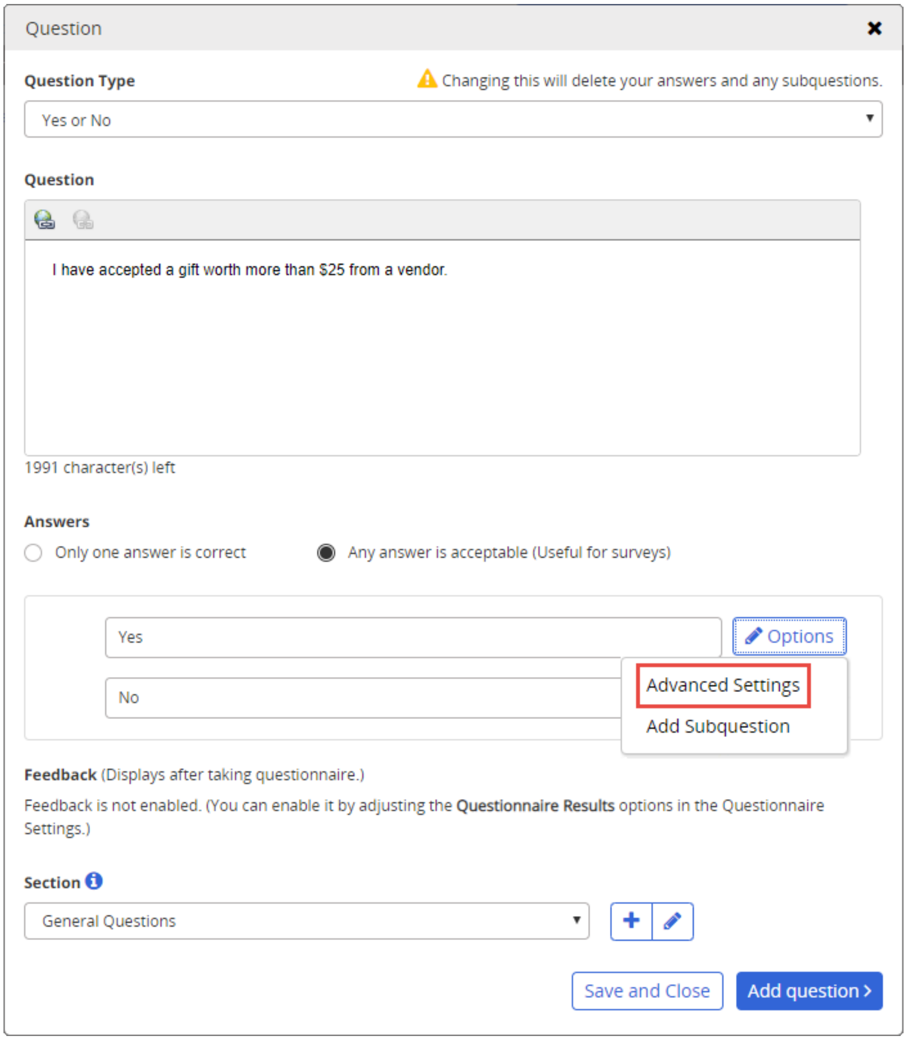
4. Click **Save**.

Setting an Exception Trigger

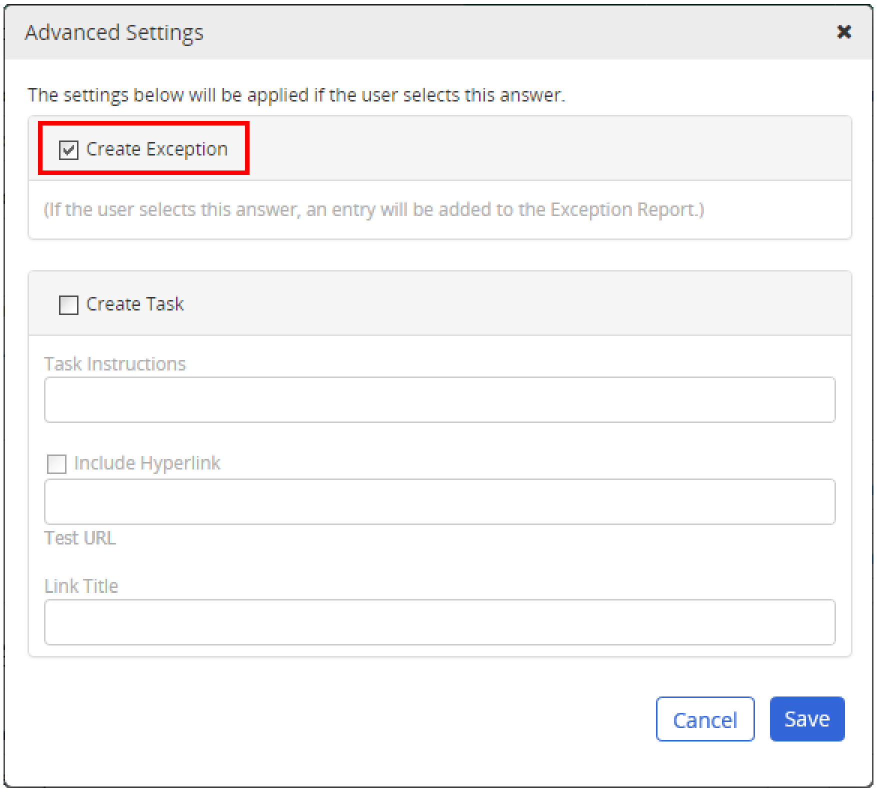
By setting an exception for an answer, you can run a report that shows who selects that answer (see "Report: Exceptions by Document" in the Reports Supplement for details on generating the report).

Note: This feature is not available for open-ended questions.

1. To the right of an answer you've typed, click **Options**, and then click **Advanced Settings**.



2. Select **Create Exception**, and then click **Save**.



Changing a Questionnaire

Your ability to change a questionnaire varies depending on whether it is a stand-alone questionnaire or a questionnaire in a document.

Changing a Stand-Alone Questionnaire

The content (questions and answers) of a stand-alone questionnaire can only be edited while it is in Draft or Collaboration status (see Editing Questions, Answers, and Sections below for details). If you need to edit a stand-alone questionnaire's content after it has been submitted for review or approval, you must use the **Send to Draft** option first (see Sending a Document or Questionnaire Back to Draft). To make changes to a stand-alone questionnaire's content after it has been approved, you must create a new version of it (see Doing a Periodic Review and Creating a New Version).

You can change any questionnaire settings while a stand-alone questionnaire is in Draft or Collaboration status. You can change only the following questionnaire settings while a stand-alone questionnaire is in Review or Approval status:

- Confidentiality
- Disable Numbering
- Questionnaire Results options

To make changes to other questionnaire settings while a stand-alone questionnaire is in Review or Approval status, you must use the **Send to Draft** option first (see Sending a Document or Questionnaire Back to Draft). To make changes to a stand-alone questionnaire's settings after it has been approved, you must create a new version of it (see Doing a Periodic Review and Creating a New Version).

Changing a Document Questionnaire

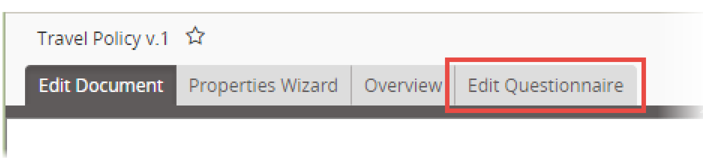
You can edit the content (questions and answers) and settings of a document questionnaire while the document is in Draft, Collaboration, Review, or Approval status (see Editing Questions, Answers, and Sections below for details). If you need to edit a document questionnaire after the document has been published, you must create a new version of the document (see Doing a Periodic Review and Creating a New Version) or ask your administrator to edit the document in its current state.

Editing Questions, Answers, and Sections

1. Do one of the following:

   - To edit the content of a stand-alone questionnaire, find and open it in Draft or Collaboration status.

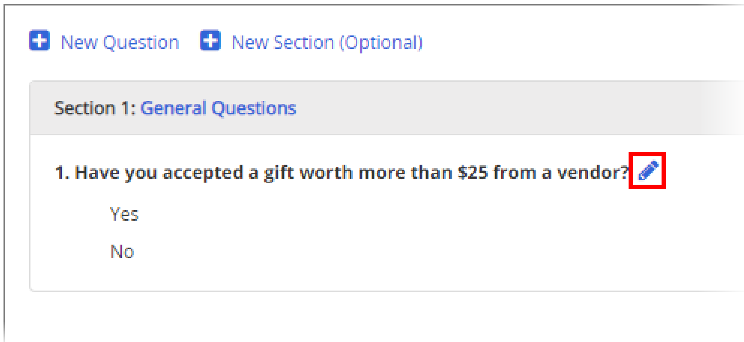
   - To edit the content of a document questionnaire, open the document in the Draft, Collaboration, Review, or Approval status, and then click the **Edit Questionnaire** tab.



2. Do any of the following:

   - Add a section, question, answer, or subquestion (see Adding Questions and Answers to a Questionnaire if you need help).

   - To make changes to a question, its answers, or its settings, click after the question text.



- To edit a subquestion, click before the parent answer to show the subquestion, and then click after the subquestion text.
- To change a section heading, click its text.
- To reorder questions, simply drag a question to a new location.
- To move a question to a different section, drag it there.

Important: Deleting a section also deletes all questions currently assigned to that section. Deleting a question also deletes its answers and any subquestions attached to those answers.

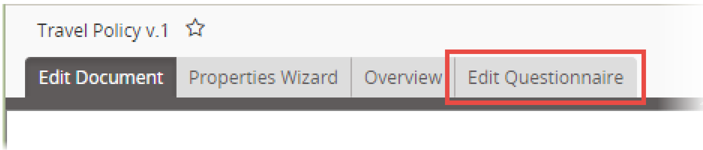
Helpful Answer Shortcuts

	Add a subquestion to this answer
	Open **Advanced** Settings for this answer
	Open the **Case Creation** window for this answer (available only when Case Management Integration is set up and enabled, and when the **Create Case** option is currently selected for an answer)

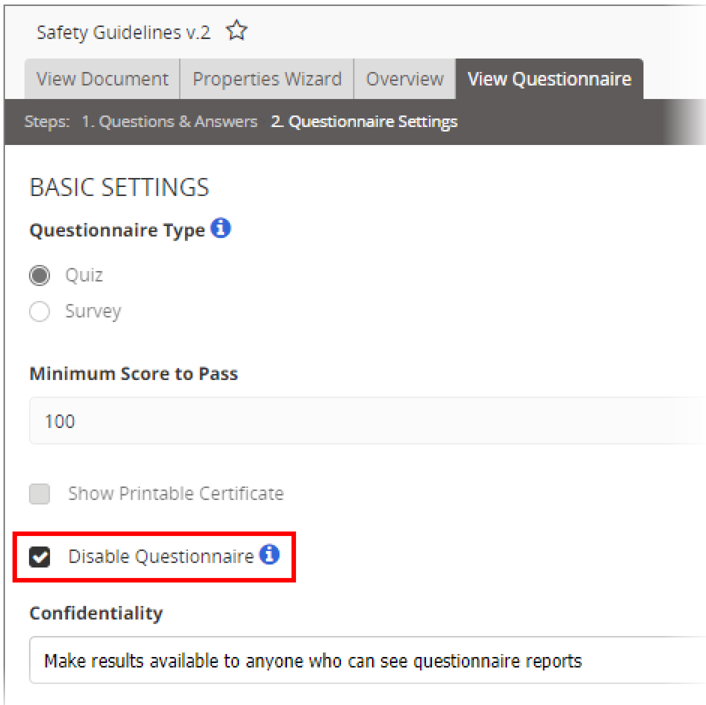
Disabling and Reactivating a Document Questionnaire

By default, a document questionnaire is automatically activated as soon as the document containing the questionnaire is approved. As a document owner, you can disable a questionnaire while its document is in any active status (not archived). With the questionnaire disabled, assignees will not have to take the questionnaire in order to mark the document as read once it is approved.

1. Open the document.
2. Click the **Edit Questionnaire** tab.



3. Click **Questionnaire Settings**.
4. Select **Disable Questionnaire**.



5. Click **Save**, and then close the document.

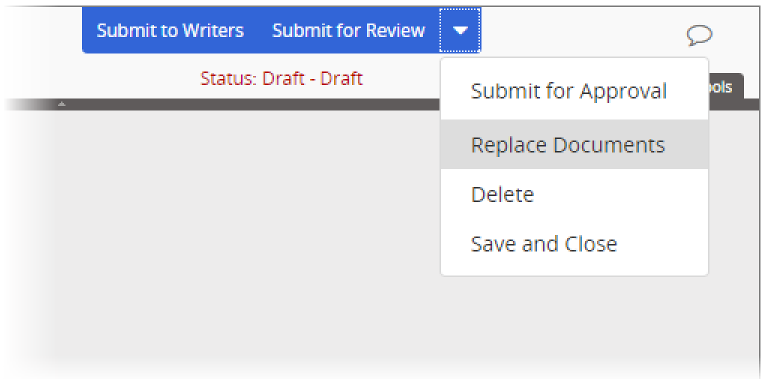
To reactivate the questionnaire, repeat the steps above, but click to clear the **Disable Questionnaire** check box in step 4.

Designating a Document to Be Replaced

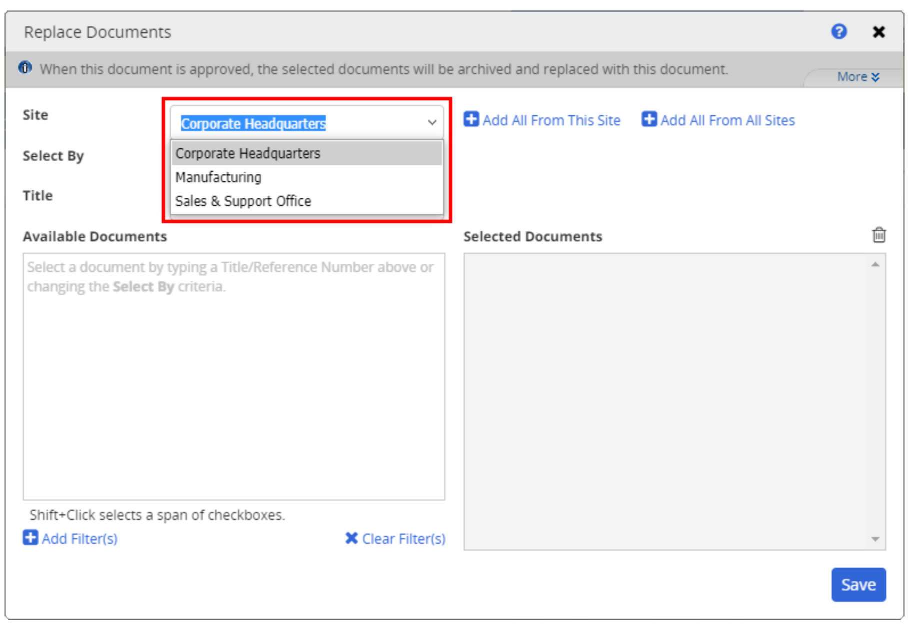
Important: This option is not intended for creating a new version of an existing document—it is for replacing one or more existing documents with an entirely new and different document. If you need to create a new version of an existing document, see Doing a Periodic Review and Creating a New Version.

If you're creating a document that will completely replace one or more other documents, you can designate the documents to be replaced. Then, when the document is approved, the designated documents will automatically be archived.

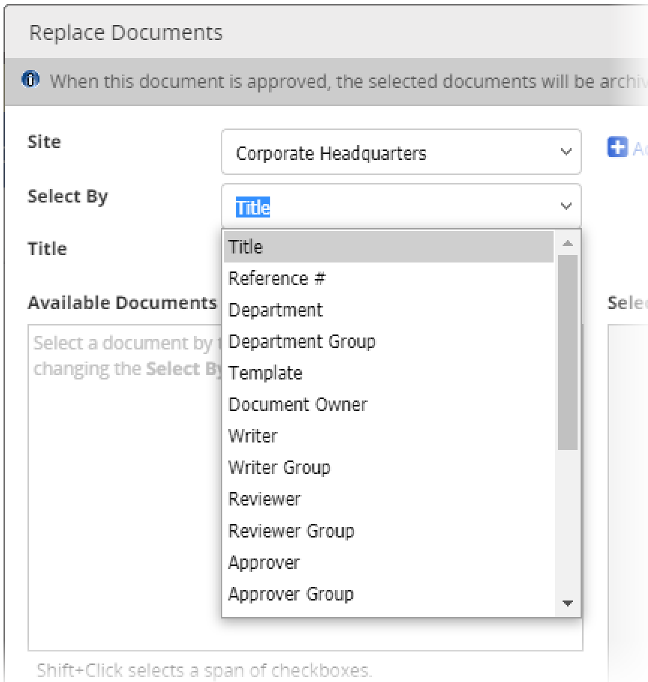
1. Start creating or open the document that will replace one or more other documents.
2. Click , and then click **Replace Documents**.



3. If multiple sites exist, select a site containing at least one of the documents you want replaced.

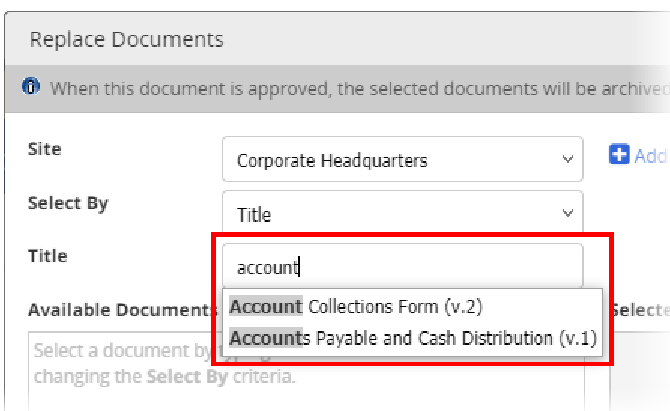


4. For **Select By**, choose how you want to find the documents to be replaced.

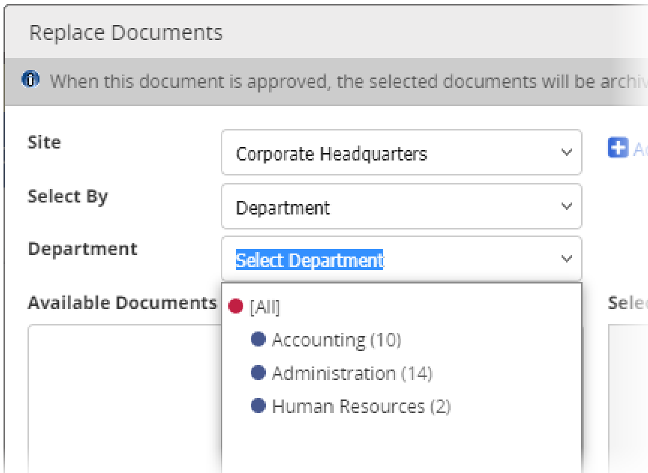


5. The list below the **Select By** list changes, depending on the **Select By** option you choose. Do one of the following:

   - If the **Select By** setting is currently **Title** or **Reference #**, type the text you want to find. As you type, a list of documents matching the search text is displayed. Click a document to add it to the **Selected Documents** box.



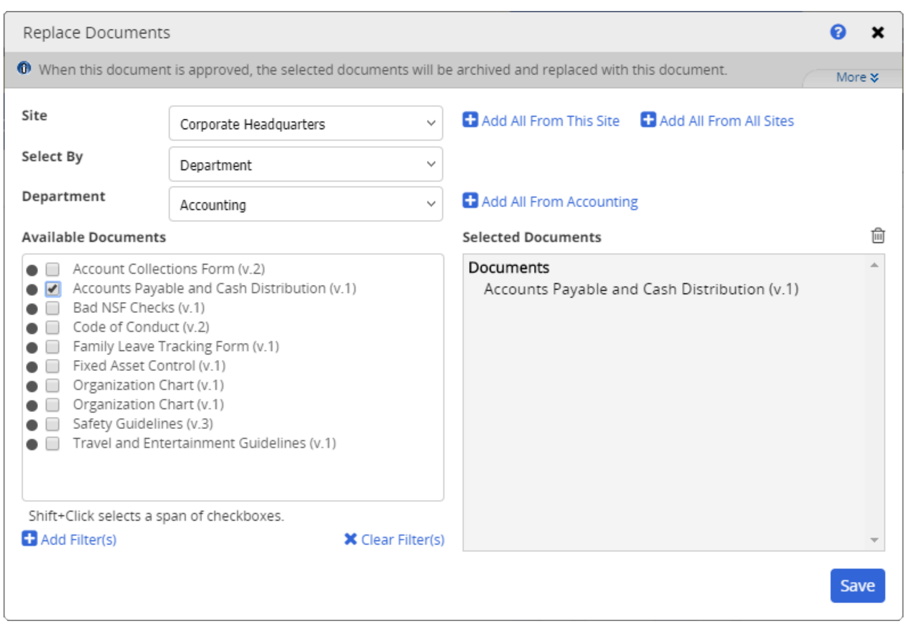
   - If the **Select By** setting is any other option, in the list below **Select By**, find and click an item. For example, if you chose **Department** for **Select By**, in the **Department** list you would click a department.



Then, in the document list, click one or more documents to add them to **Selected Documents** box.

Notes:

- To narrow a long list of documents, you can add one or more filters. See [Applying Filters to a Document Grid](#).
- To remove a document from the **Selected Documents** box, double-click the document title, or click it and then click .

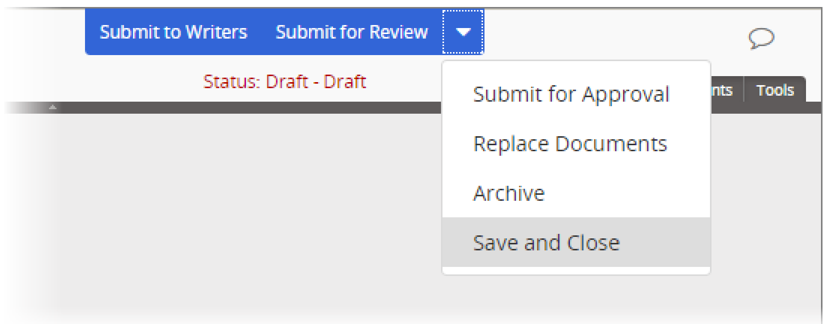


6. Click **Save**.

Saving and Closing a Draft Document or Questionnaire

To save and close a draft document or questionnaire, do one of the following:

- If you are ready to submit the document/questionnaire for review or approval, see Submitting a Document or Questionnaire for Review or Submitting a Document or Questionnaire for Approval for detailed instructions.
- If you are collaborating with one or more other writers to complete the document, see Submitting a Document or Questionnaire to Writers (Collaboration).
- If you are not finished with the document/questionnaire and want to save and close it without submitting it, click  , and then click **Save and Close**. You can then open the draft document/questionnaire at a later time to continue working with it.



Note: If you are working with a draft document, we also recommend that you periodically save it while working on it. Click CTRL+S (or click **File**, and then click **Save**) to save the document without submitting or closing it.

Editing a Draft Document or Questionnaire

You can freely make changes to a document's or questionnaire's properties and contents for as long as it remains in Draft status.

Notes:

- Documents/questionnaires submitted to writers (in the Collaboration status) are considered draft documents/questionnaires and are completely editable by document owners.
- For instructions on editing a document/questionnaire after it has been returned to Draft after one or more reviewers or approvers have revised or declined it, see Working with a Revised or Declined Document or Questionnaire.
- As the document owner, you can make changes to a document (but not to a stand-alone questionnaire) even after submitting it for review or approval. See Editing Document Content for details.

To edit a draft document/questionnaire, find it in the Draft or Collaboration status, and then open it (see Searching for a Document or Questionnaire or Browsing for a Document or Questionnaire). You can then add or change any of the following:

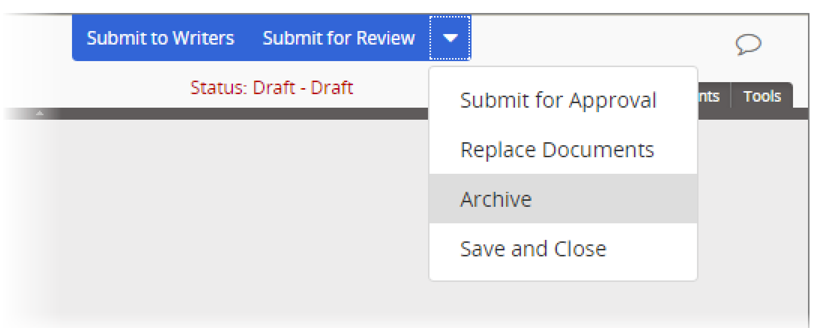
- Document content (see Writing a Document) or questionnaire content (see Adding Questions and Answers to a Questionnaire).
- Properties (see Assigning Properties)
- (Documents only) File attachments and web address links (see Attaching Files and Adding Reference Links)
- Document questionnaire (see Creating a Document Questionnaire)
- (Documents only) Documents to be replaced (see Designating a Document to Be Replaced)

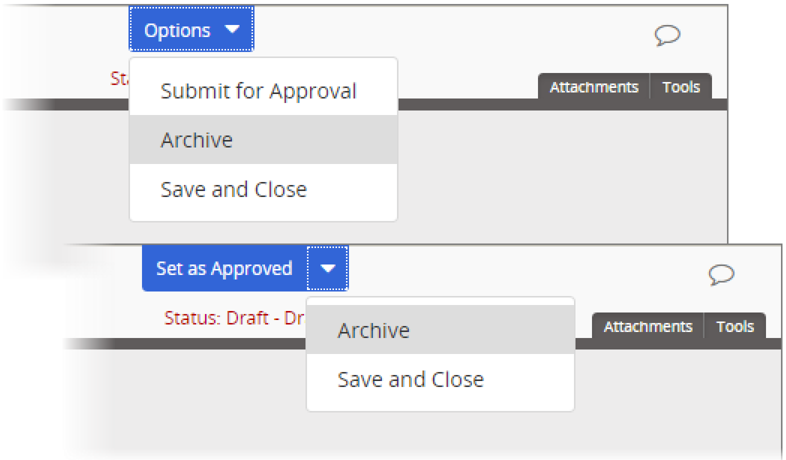
Be sure to save your changes.

Archiving a Draft Document or Questionnaire

Important: You can only archive a document or questionnaire while it is in Draft or Collaboration status. To archive a document/questionnaire currently in Review or Approval, send it back to draft (see Sending a Document or Questionnaire Back to Draft), and then follow the instructions below to archive it.

1. Find and open the document or questionnaire in the Draft or Collaboration status (see Searching for a Document or Questionnaire or Browsing for a Document or Questionnaire).
2. Click , click **Archive**, and then click **Yes** to confirm.





Note: If you ever need to restore an archived document/questionnaire, contact your administrator.

Submitting a Document or Questionnaire to Writers, Reviewers, or Approvers

Where a newly created draft document or questionnaire should go next depends on the assignments made in the **Properties Wizard**. Because assigning an approver is required, the document/questionnaire must at least be submitted for approval, but it could also be submitted to assigned writers or reviewers.

Note: You can skip assigned writers by submitting directly to review or approval from the draft status. You can also skip assigned reviewers by submitting directly to approval from the draft or collaboration status. However, you cannot skip submitting the document/questionnaire to assigned approvers.

Go to the section below for what you need to do next with the draft document.

Submitting a Document or Questionnaire to Writers (for Collaboration)

Submitting a Document or Questionnaire for Review

Submitting a Document or Questionnaire for Approval

Submitting a Document or Questionnaire to Writers (for Collaboration)

Important: These instructions apply only if the currently assigned template includes the **Writers** step.

If you, as a document owner or proxy author, assigned one or more writers to a document or questionnaire and are ready for them to work on it, your next step is to submit the document/questionnaire to writers. While a document/questionnaire is with assigned writers, it is in the Collaboration status.

Note: If you did not assign writers, move on to Submitting a Document or Questionnaire for Review or Submitting a Document or Questionnaire for Approval.

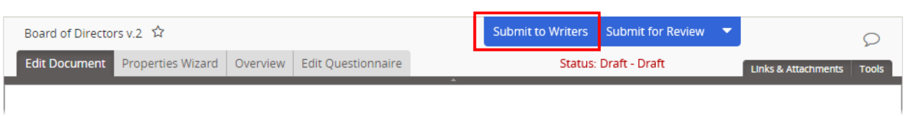
As each assigned writer indicates that he or she has finished writing, you receive a notification email (if your email subscription settings include these types of notifications). When all assigned writers have indicated that they are finished writing the document/questionnaire, PolicyTech returns it to Draft status and notifies you that it is ready to submit to review.

You can also check writer status from the **Overview** page (see Working with the Overview for details). To access the document/questionnaire while it is in Collaboration status, see Searching for a Document or Questionnaire or Browsing for a Document or Questionnaire.

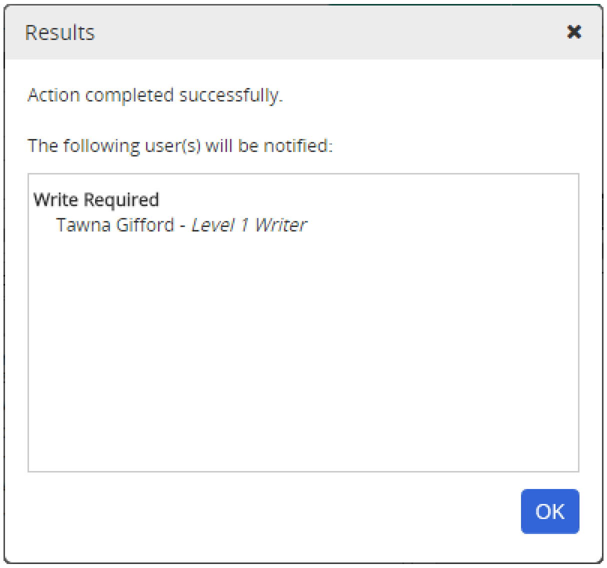
Note: Because assigning writers is not a required **Properties Wizard** step, if the assigned template contains no required writers or does not include the **Writers** step, you can submit the document/questionnaire directly to review or approval.

1. Find and open the document or questionnaire (see Searching for a Document or Questionnaire or Browsing for a Document or Questionnaire).
2. Click **Submit to Writers**.

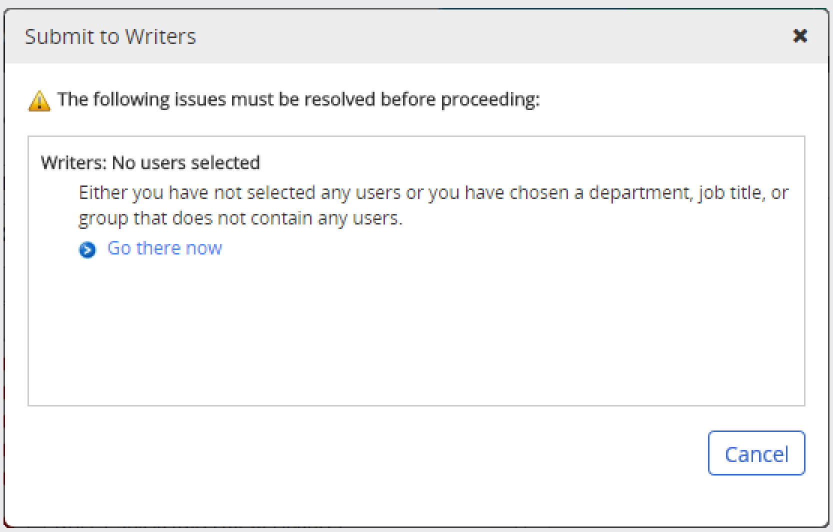
Note: If the currently assigned template does not include the **Writers** step, the **Submit to Writers** step is not available.



3. In the **Results** window, click **OK**.



Note: If no writers have been assigned yet, you will see a window like the one below. Click **Go there now**, assign one or more writers, and then click **Submit to Writers** again.



Submitting a Document or Questionnaire for Review

Important: These instructions apply only if the currently assigned template includes the **Reviewers** step.

It is time to submit a document or questionnaire for review when both of the following are true:

- The document owner, the assigned proxy author (if any), and all assigned writers (if any) have finished writing the document/questionnaire.

- The document/questionnaire has been assigned to one or more reviewers in the **Properties Wizard**.

Important: Only the document owner or an administrator can submit a document/questionnaire for review. If you wrote the document as a proxy author and are finished, see Requesting a Review (as a Proxy Author).

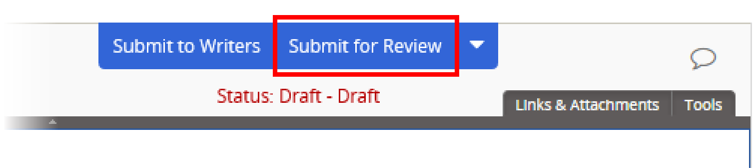
Once you submit a document/questionnaire for review, each assigned reviewer has the option to accept, revise, or decline the document or to accept or decline the questionnaire. As each reviewer acts on the document/questionnaire, you receive a notification email (if your email subscription settings include these types of notifications). When all reviewers have finished, you receive another email notification, and the document/questionnaire is sent to one of two places. If one or more reviewers revise or decline the document/questionnaire, it is sent back to Draft status. If all reviewers accept the document/questionnaire, it is automatically submitted for approval.

You can also check reviewer status from the **Overview** page (see Working with the Overview for details). To access the document/questionnaire while it is in Review status, see Searching for a Document or Questionnaire or Browsing for a Document or Questionnaire.

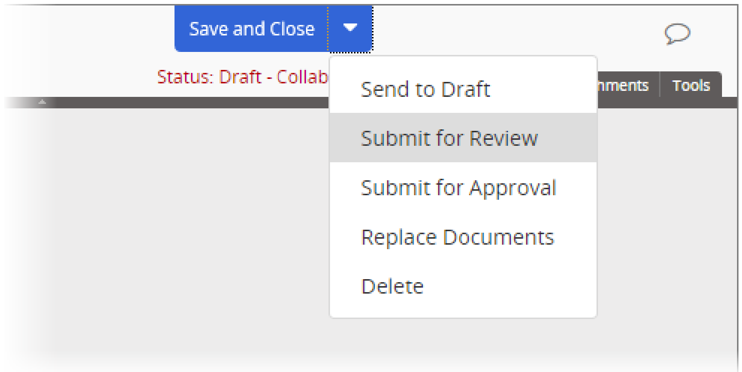
Note: Depending on your organization's policies and the type of document/questionnaire, you may not need to assign and submit the document/questionnaire to reviewers. If this is the case, move on to Submitting a Document for Approval. Also, because assigning reviewers is not a required **Properties Wizard** step, if the assigned template contains no required reviewers or does not include the **Reviewers** step, you can submit the document/questionnaire directly to approval.

1. Find and open the document or questionnaire in the Draft or Collaboration status (see Searching for a Document or Questionnaire or Browsing for a Document or Questionnaire).
2. Do one of the following:

If the document/questionnaire is currently in Draft status, click **Submit for Review**.



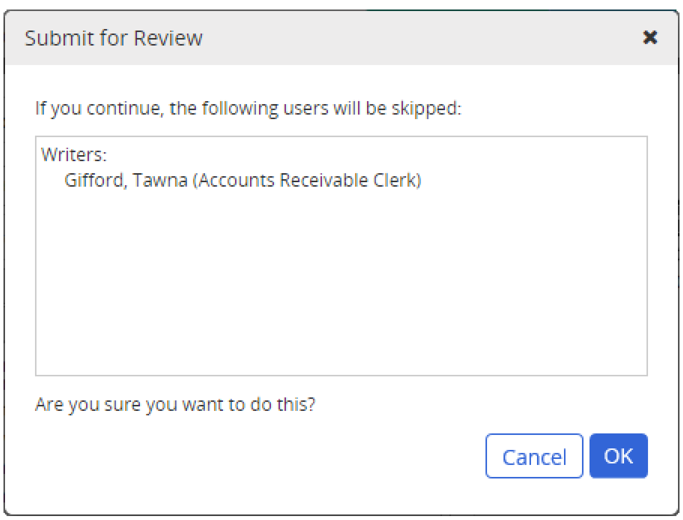
If the document/questionnaire is currently in collaboration status, click **Options**, and then click **Submit for Review**.



Notes:

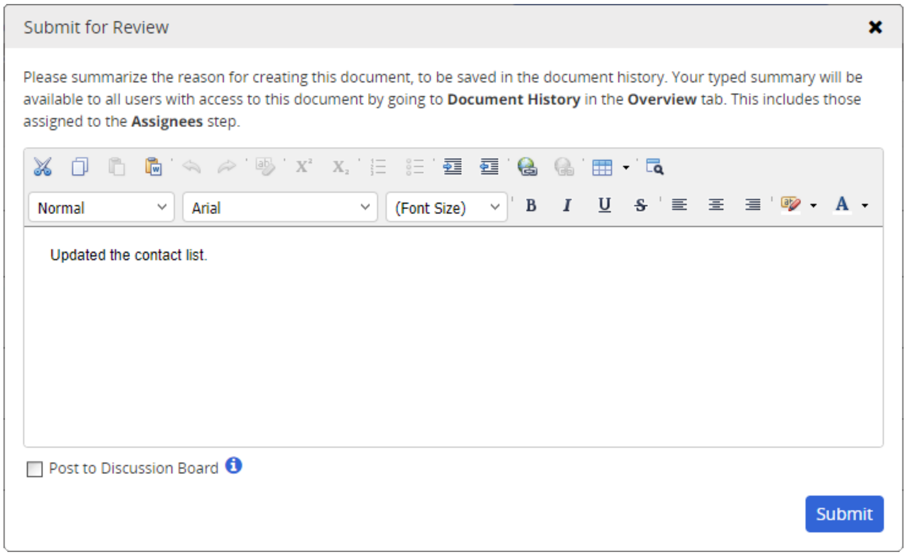
- If the currently assigned template does not include the **Reviewers** step, the **Submit to Reviewers** step is not available.
- As the document owner, you can make changes to the document (but not to a stand-alone questionnaire) even after submitting it for review. See Editing Document Content for details.

3. (Conditional) If the document/questionnaire has any assigned writers who have not finished yet, a window similar to the following is displayed. To skip any unfinished writers and submit the document/questionnaire for review, click **OK**.

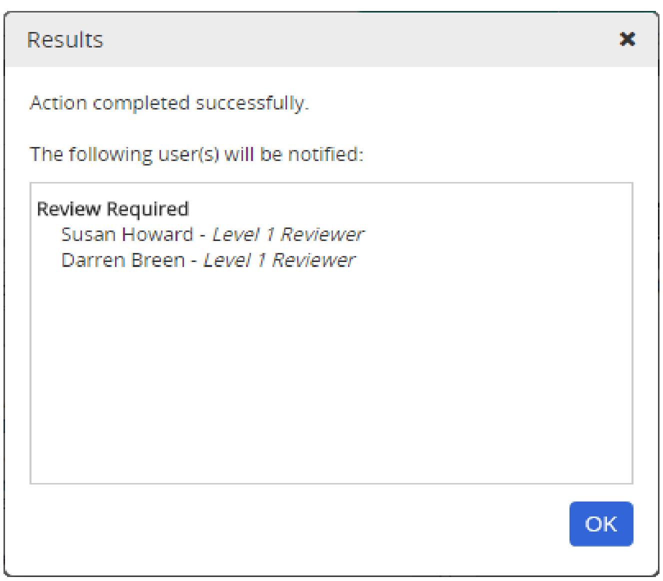


4. (Optional) In the **Submit for Review** window, delete the default text—"New Document" or "New Version"—and then type the purpose of the new document/questionnaire or a summary of changes for the document's/questionnaire's new version. Any assigned reviewers, approvers, and assignees will be able to see your comments.

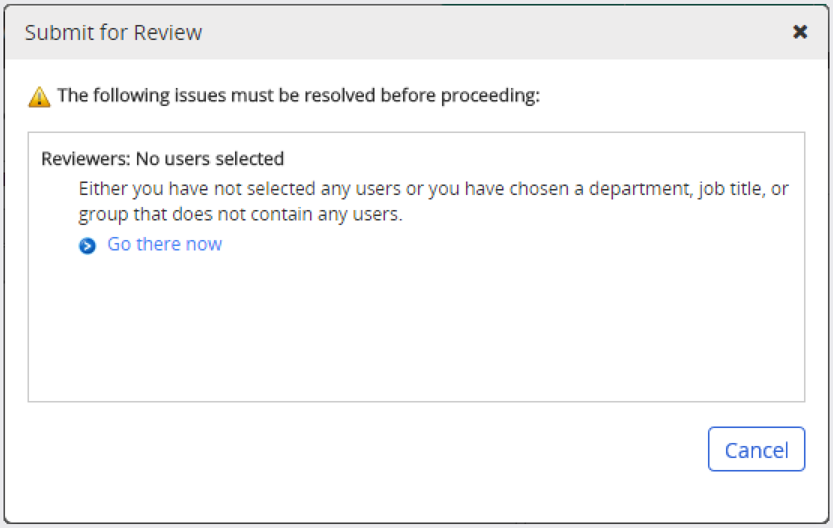
Note: If necessary, you, as the document owner, or an administrator can make changes to this change summary. See "Editing a Change Summary" in the Administrator's Guide for details.



5. (Optional) To add what you wrote to this document's/questionnaire's discussion board, click **Post to Discussion Board** (see Working with Discussions for details).
6. Click **Submit**.
7. In the **Results** window, click **OK**.



Note: If no reviewers have been assigned yet, you will see a window like the one below. Click **Go there now**, assign one or more reviewers, and then click **Submit for Review** again.

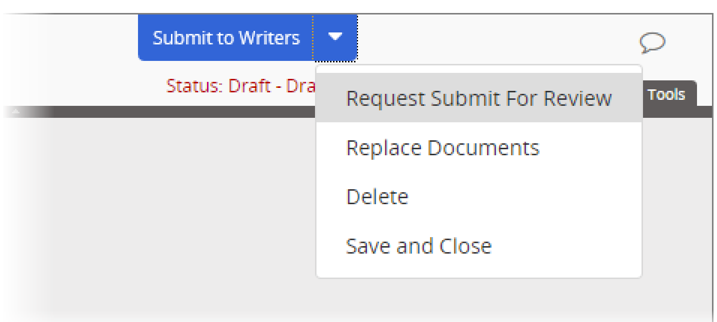


Requesting a Review (as a Proxy Author)

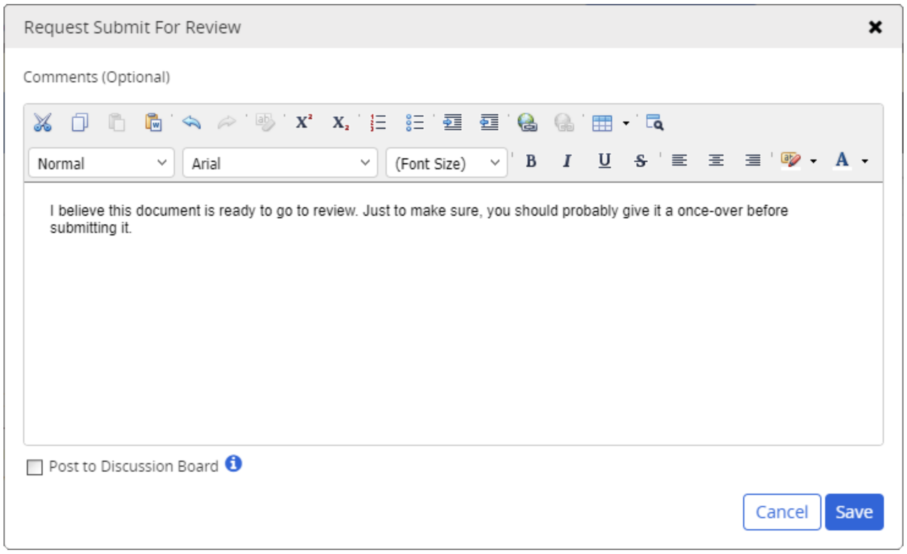
If you are a proxy author and have finished writing a document or questionnaire, you can send a request to the document owner to submit the document/questionnaire for review.

Note: Requesting submission for review sends an email notification to the document owner, but it does not add a task to **My Tasks**. You can add a document owner task in the **Settings** step of the **Properties Wizard** (see "Adjusting Basic Settings," step 4).

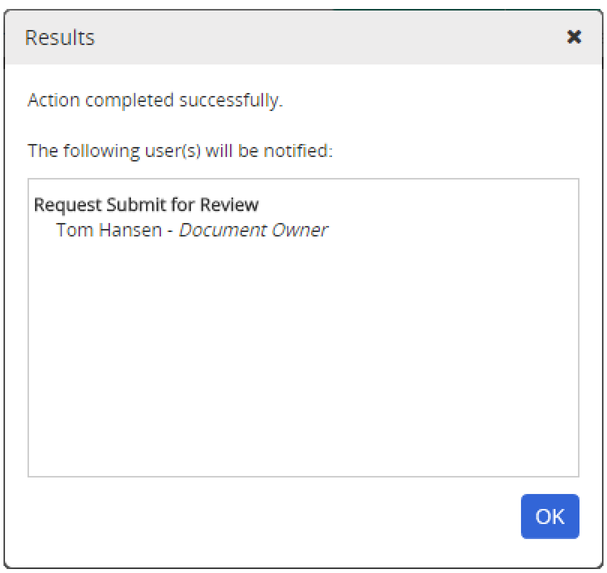
1. Find and open the document (see Searching for a Document or Questionnaire or Browsing for a Document or Questionnaire).
2. Click , and then click **Request Submit for Review**.



3. (Optional) In the **Comments** box, type any comments you want to include.



4. (Optional) To add what you wrote to this document's/questionnaire's discussion board, click **Post to Discussion Board** (see Working with Discussions for details).
5. Click **Save**.
6. In the **Results** window, click **OK**.



Submitting a Document or Questionnaire for Approval

Important: If you submitted a document or questionnaire for review, you don't need to submit it to approval. The document/questionnaire will automatically be submitted to approval once all reviewers accept it.

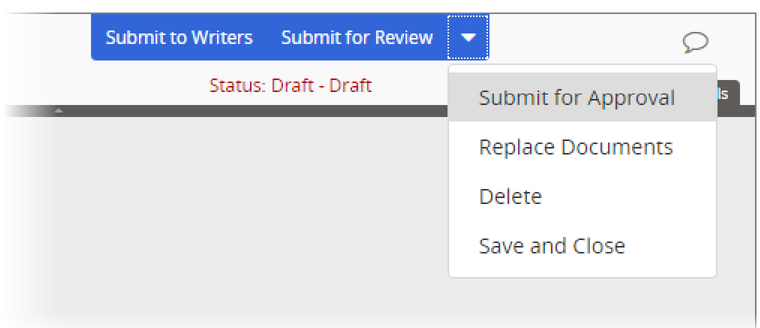
If a document's/questionnaire's template contains no required reviewers or if it does not include the **Reviewers** step, you can submit the draft document/questionnaire directly to approval, skipping the review step. You must assign at least one approver before submitting a document/questionnaire for approval.

> **Note:** Only the document owner or an administrator can submit a draft document/questionnaire for approval.

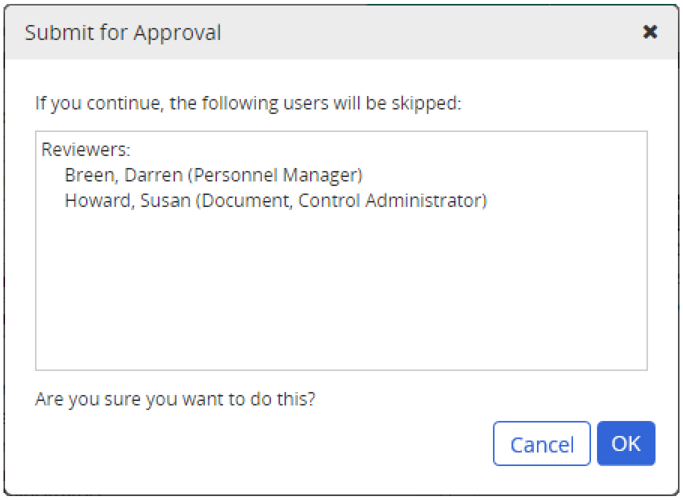
Once you submit a document/questionnaire for approval, each assigned approver has the option to accept, revise, or decline the document or to accept or decline the questionnaire. As each approver acts on the document/questionnaire, you receive a notification email (if your email subscription settings include these types of notifications). When all approvers have finished, you receive another email notification, and the document/questionnaire is sent to one of two places. If one or more approvers revise or decline the document/questionnaire, it is sent back to Draft status. If all approvers accept the document/questionnaire, it is automatically published (unless it has been assigned a publication date sometime in the future, in which case it is moved to Pending status until that date).

You can also check approver status from the **Overview** page (see Working with the Overview for details). To access the document/questionnaire while it is in approval status, see Searching for a Document or Questionnaire or Browsing for a Document or Questionnaire.

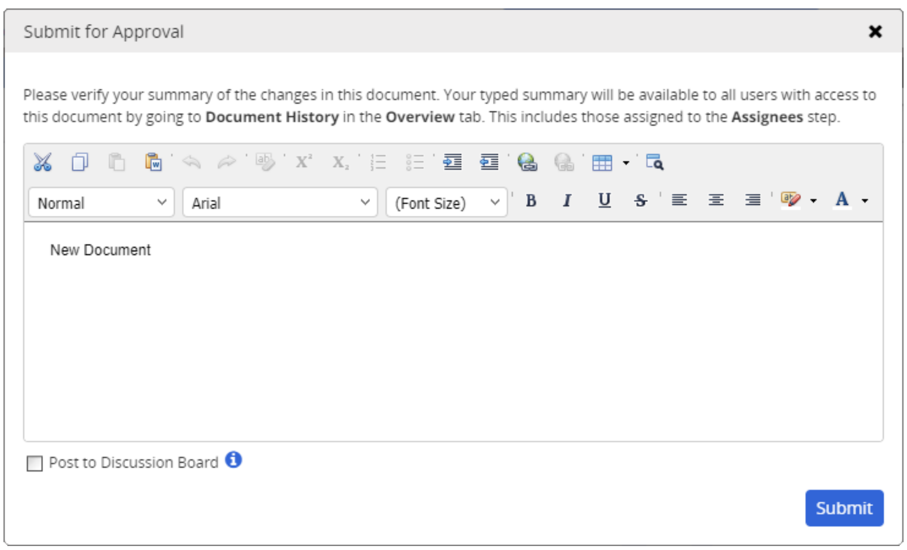
1. Find and open the document or questionnaire in the Draft, Collaboration, or Review status (see Searching for a Document or Questionnaire or Browsing for a Document or Questionnaire).
2. Click , and then click **Submit for Approval**.



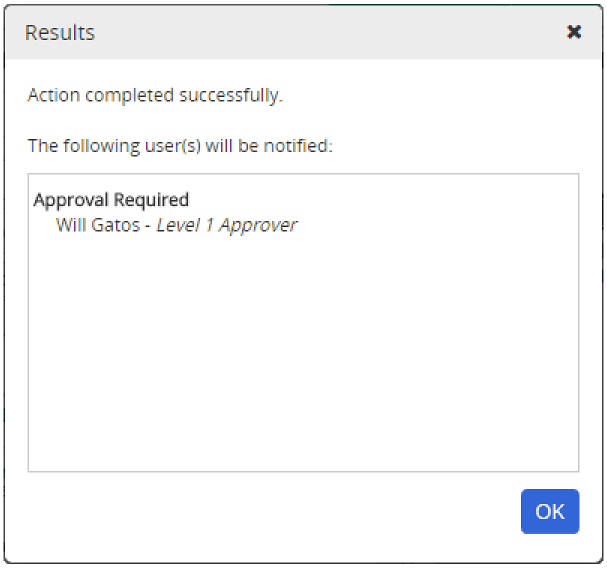
3. (Conditional) If the document/questionnaire has any assigned reviewers who have not finished yet, a window similar to the following is displayed. To skip any unfinished reviewers and submit the document/questionnaire for approval, click **OK**.



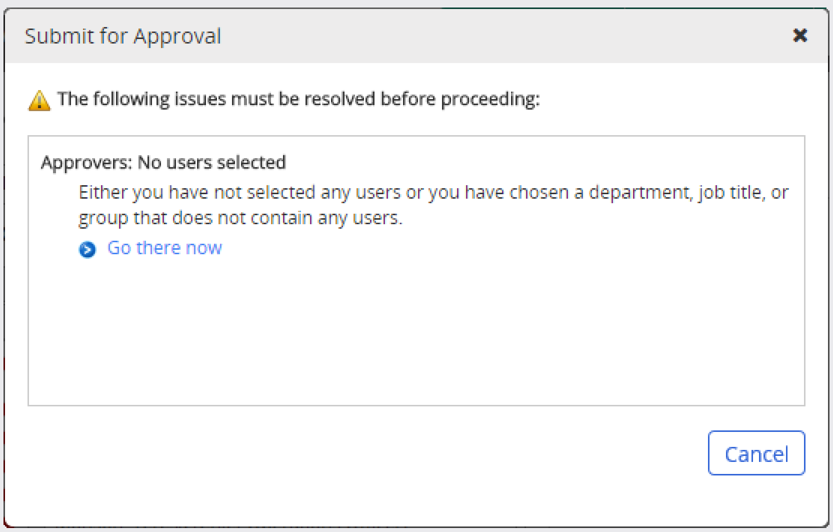
4. (Optional) In the **Submit for Approval** window, delete the default text—"New Document" or "New Version"—and then type the purpose of the new document/questionnaire or a summary of changes for the document's/questionnaire's new version. Any of the document's/questionnaire's reviewers, approvers, and assignees will be able to see your comments.



5. (Optional) To add what you wrote to this document's/questionnaire's discussion board, click **Post to Discussion Board** (see Working with Discussions for details).
6. Click **Submit**.
7. In the **Results** window, click **OK**.



Note: If no approvers have been assigned yet, you will see a window like the one below. Click **Go there now**, assign one or more approvers, and then click **Submit for Approval** again.



Creating and Working with Questionnaires (for Document Owners and Proxy Authors)

Note: These instructions are for creating stand-alone questionnaires. If you need to add a questionnaire to a document, see Creating a Document Questionnaire.

Users assigned the Document Owner or Proxy Author role can perform the following tasks:

- Create questionnaires (define properties, adjust settings, and assign users to write, review, approve, and complete the questionnaires)
- Manage questionnaires through the review and approval process
- Maintain approved questionnaires

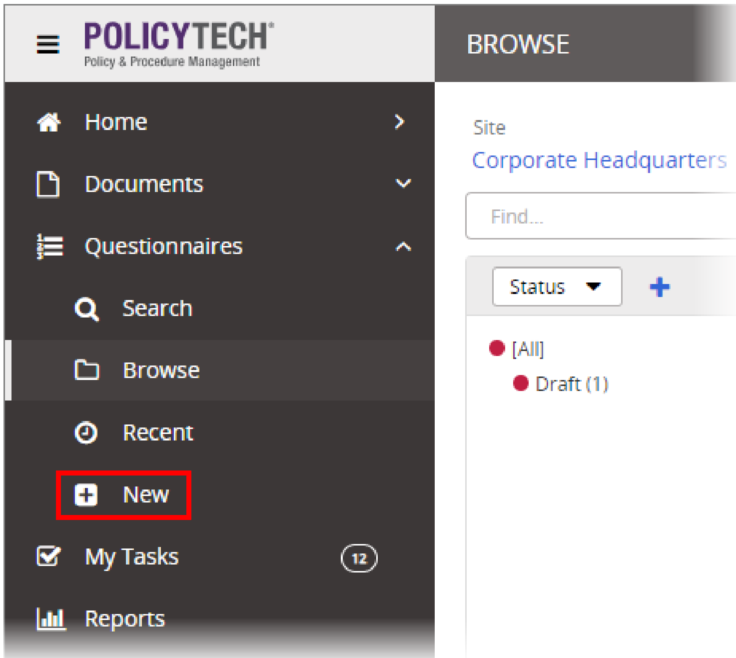
Creating a Questionnaire (Overview)

The following steps provide an overview of the creation process for questionnaires, along with references to more detailed instructions.

Notes:

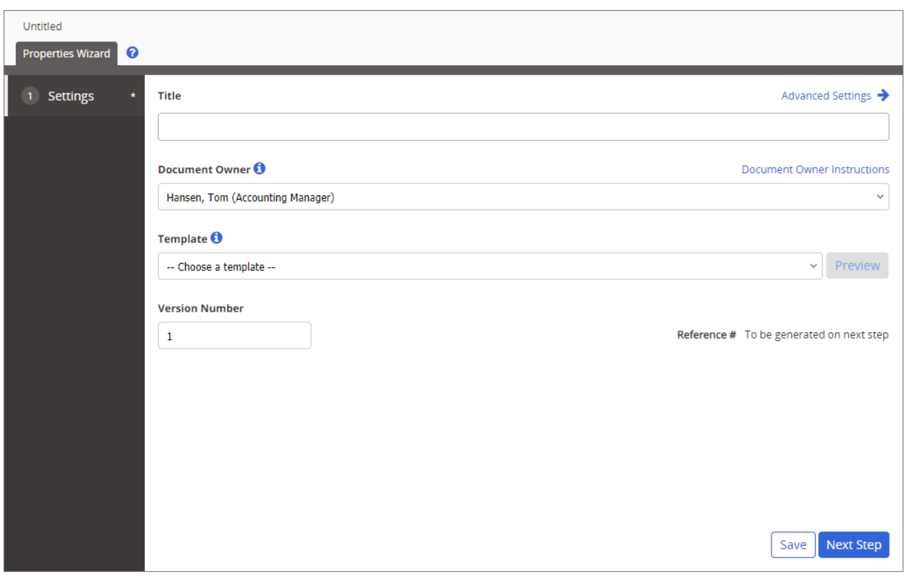
- The ability to create stand-alone questionnaires is an optional feature that may or may not be enabled. If you don't see **Questionnaires** below **Documents** in the sidebar menu and you need to create a stand-alone questionnaire, talk to your PolicyTech administrator.
- If you need to add a questionnaire to a document, see Creating a Document Questionnaire.

1. Click **Questionnaires**. If you've been assigned the document owner or proxy author role, you'll see the **New** option, as shown below.



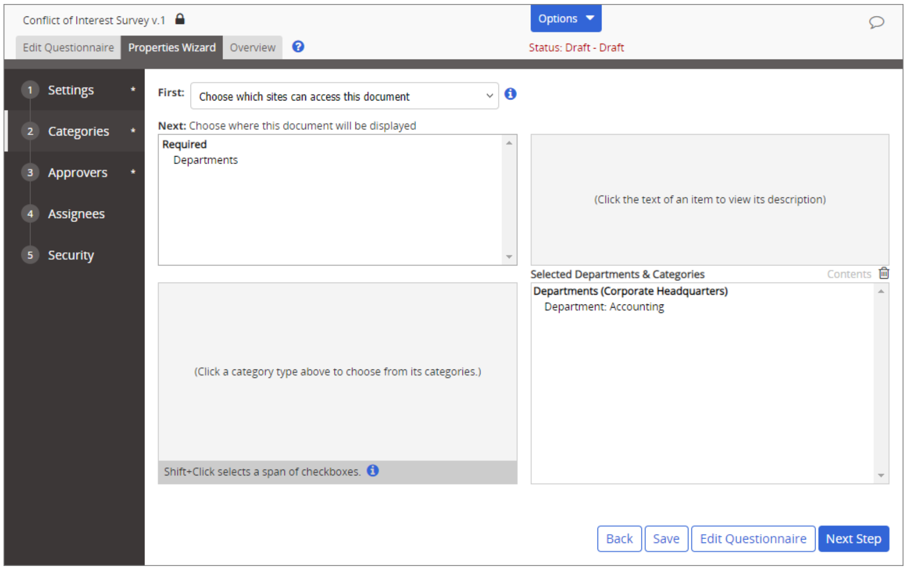
2. Click **New.**

   Your screen should now look similar to the one below. These settings constitute the first step of the **Properties Wizard**, which guides you through all of the available properties settings.

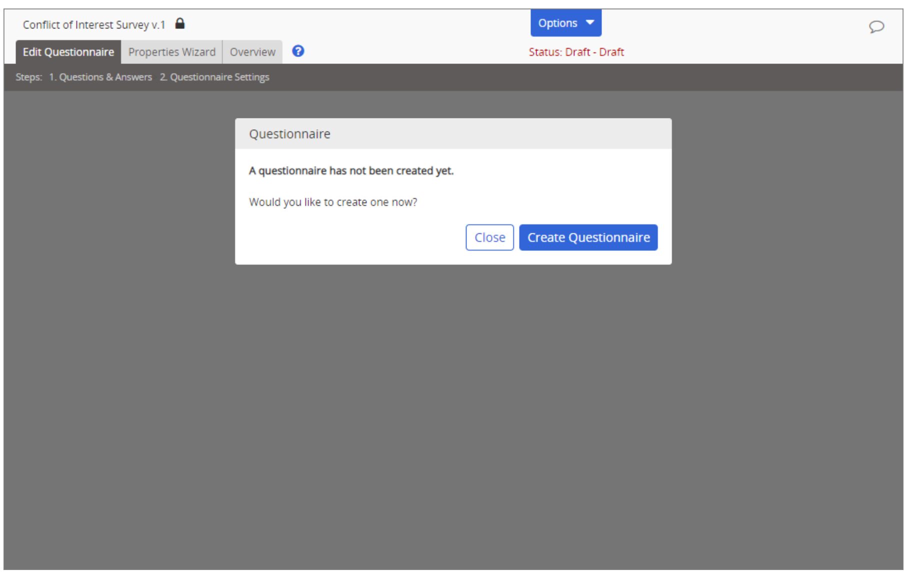


3. To work your way through the **Properties Wizard** steps, see Assigning Properties.

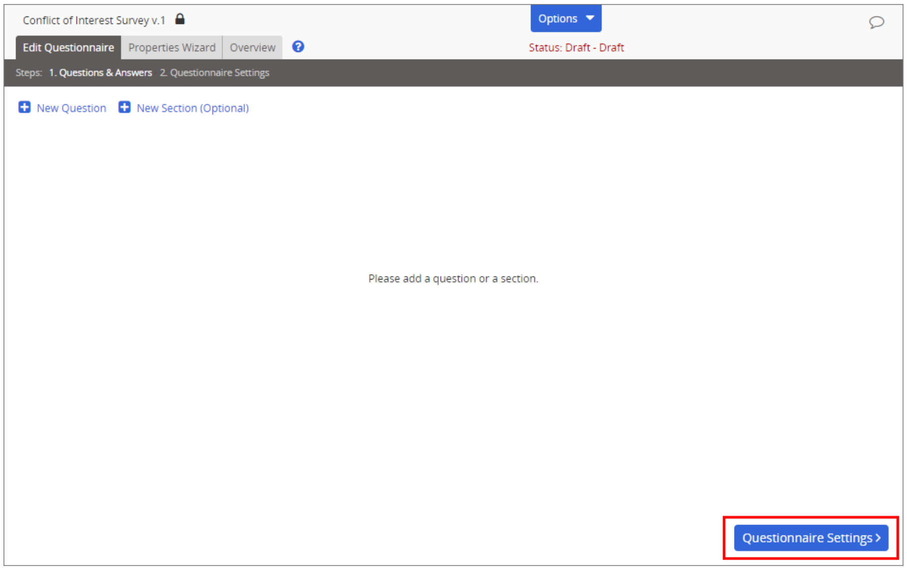
Important: You must at least type a title, choose a template, and then click **Save** or **Next Step** before you can see the remaining **Properties Wizard** steps and edit the questionnaire.



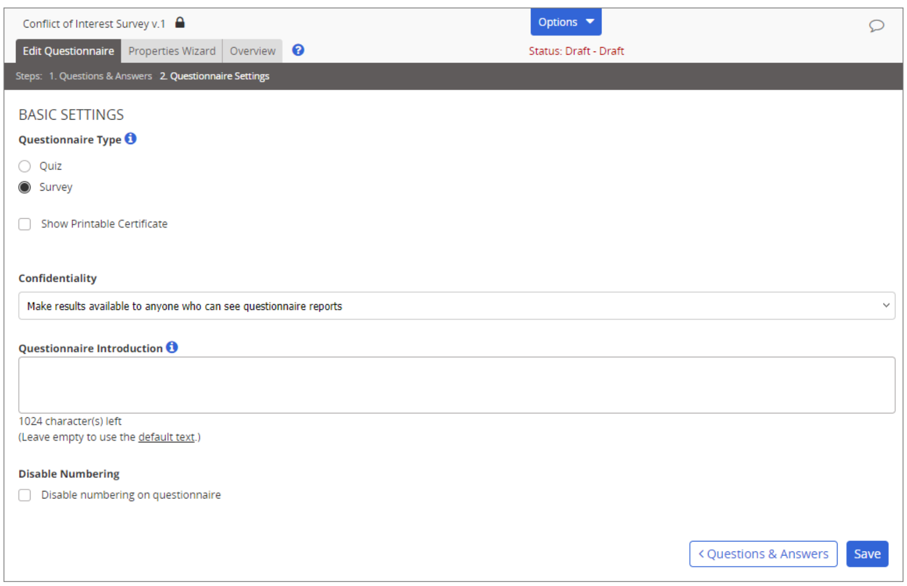
4. Click **Edit Questionnaire**, and then click **Create Questionnaire**.



5. Click **Questionnaire Settings**.



6. Select **Quiz** if you want to use this questionnaire to test assignees' knowledge, or select **Survey** if you just need to gather information.

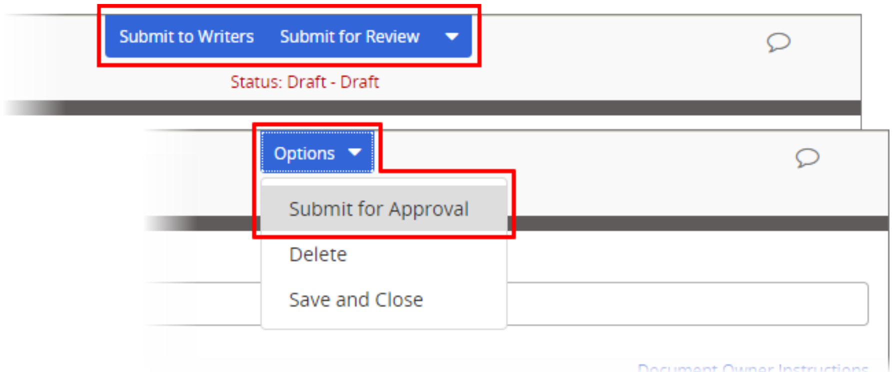


7. Adjust the other settings as needed (see Adjusting Questionnaire Settings), and then click **Save**.

8. Click **Questions & Answers**, and then add the questionnaire content (see Adding Questions and Answers to a Questionnaire).

9. Submit the questionnaire to writers, for review, or for approval (see Submitting a Document or Questionnaire to Writers, Reviewers, or Approvers).

Note: The ability to assign writers and reviewers depends on whether those workflow steps were included in the currently assigned template. One or more approvers is always required, so you will at least see the **Submit for Approval** option.



10. Manage the questionnaire through the review and approval process (see Working with Documents or Questionnaires in Review and Approval).

Assigning Properties

The **Properties Wizard** breaks up property assignment for a document or questionnaire into the following steps:

Notes:

- Depending on how the currently assigned template was set up, you may have fewer steps available than the ones listed below. You will always see the Settings, Categories, Approvers, Assignees, and Security steps, while the Writers and Reviewers steps are optional for template creators.
- You will most likely not need to perform all available steps for every document or questionnaire you create.

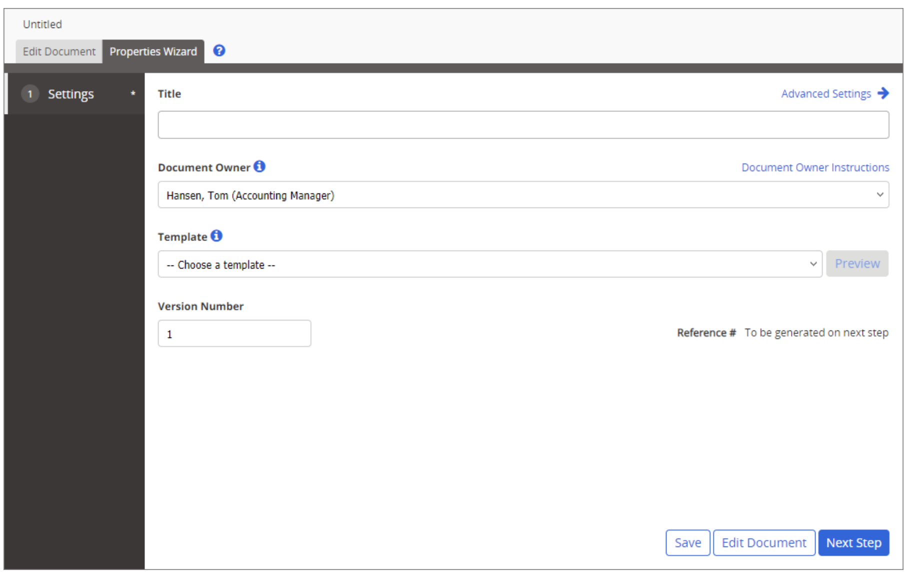
- **Settings:** Set the document's/questionnaire's critical properties (Title, Document Owner, Template) and optional properties. See Adjusting Basic Settings.
- **Categories:** Assign the document/questionnaire to departments and categories. See Assigning Departments and Categories.
- **Writers:** Assign the document/questionnaire to the writers who will collaborate on creating the document's /questionnaire's content. See Assigning Writers.
- **Reviewers:** Assign the users who will review the document/questionnaire. See Assigning Reviewers.

- **Approvers:** Assign the users who will approve the document/questionnaire. See Assigning Approvers.
- **Assignees:** Assign the users who will be required to read the document or complete the questionnaire once it has been published. See Designating Assignees.
- **Security:** Set the document's/questionnaire's security level. See Adjusting Security Settings.

Adjusting Basic Settings

When you create a new document or questionnaire, you see a screen similar to the one below with only the first step—**Settings**—of the **Properties Wizard** displayed.

> **Note:** If the **Settings** form of the new document or questionnaire is not currently displayed, open the document/questionnaire, and then click the **Properties Wizard** tab.



1. Type a title.
2. Do one of the following to select a document owner:
   - If you have been assigned the Document Owner role, your user name is automatically selected. Move on to step 3.
   - If you have been assigned as proxy author for a single document owner, that user's name is automatically selected. Move on to step 4.
   - If you have been assigned as proxy author for more than one document owner, or if you are an administrator, select a document owner.

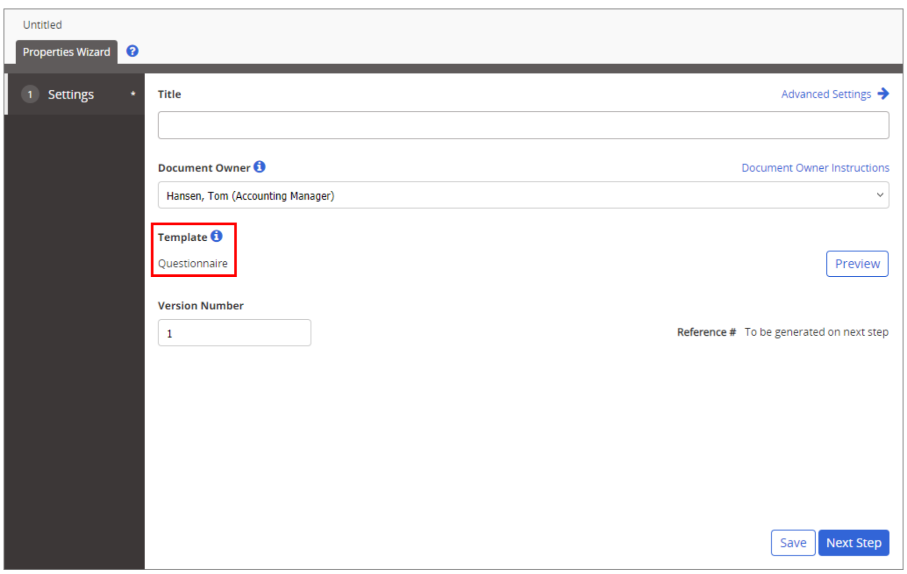
3. (Optional) To create a task and add it to the document owner's **My Tasks** list, click **Document Owner Instructions**, select **Create task for owner**, write the task instructions, and then click **Close**.

   This option can be especially useful if you are creating or editing the document as a proxy author or administrator and need the document owner to do something regarding this document, such as submitting it for review.

4. Your administrator can create any number of templates with specific settings and assignments in the **Properties Wizard**. For document templates, the template creator may also have included content, such as section headings.

   Do one of the following:

   - If you see the **Choose a template** prompt, select one.
   - If you see a template name but no option for selecting a different template, there is only one template available, so it has been selected automatically.



Notes:

- Click **Preview** to open the selected template in a separate browser tab or window. Click the **View Document** tab to see any preset content or click the **Overview** tab to see the template's default properties.
- The template list includes all templates from all sites you have access to.
- If you're working with a new document and select a template for a document type that is different than the type you selected from the **New**

Document menu, the document will be changed to that type when you click **Save**.

- If you plan to use PowerPoint or Visio as your document authoring tool in PolicyTech, select an upload file template. Then, when you're ready to add content to the new document, you will start by uploading an existing PowerPoint or Visio file. The file you upload can already contain content or be completely empty.
- If you have questions about which template to use, contact your administrator.

3. (Optional) The default version number for a new document or questionnaire is 1. One instance where you might want to change the version number is if you are uploading a document from outside the PolicyTech system and that document is a version other than 1.

Note: You cannot change the version number after the document/questionnaire has been approved.

4. (Optional) Depending on how your administrator has set up PolicyTech, you may or may not need to enter a reference number.

   - If you see **To be generated on next step** after **Reference #**, move on to the next step.

   - If you see a blank box after **Reference #**, type a number. The number can contain numbers, letters, and all other standard characters except <, |, and ^.

Important: A document's reference number must be unique throughout the PolicyTech system. If you are not sure what numbering scheme your organization is using, contact your administrator.

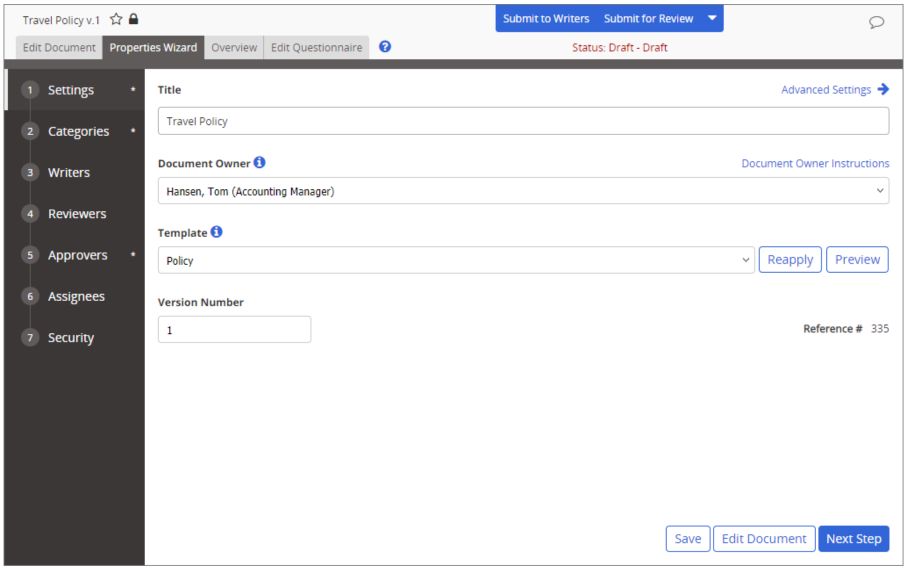
8. Click **Save**.

Important: You must save the document/questionnaire at this point before you can access **Advanced Settings** and the other **Properties Wizard** steps.

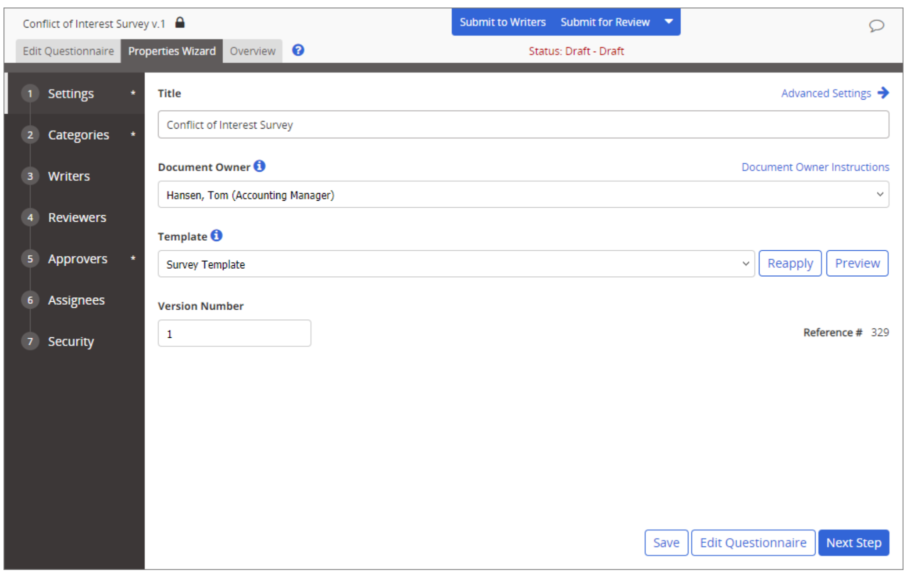
You should now see all **Properties Wizard** steps included in the template, as shown below.

Note: The **Properties Wizard** page for your document/questionnaire may have more or fewer steps, depending on now the currently selected template was set up.

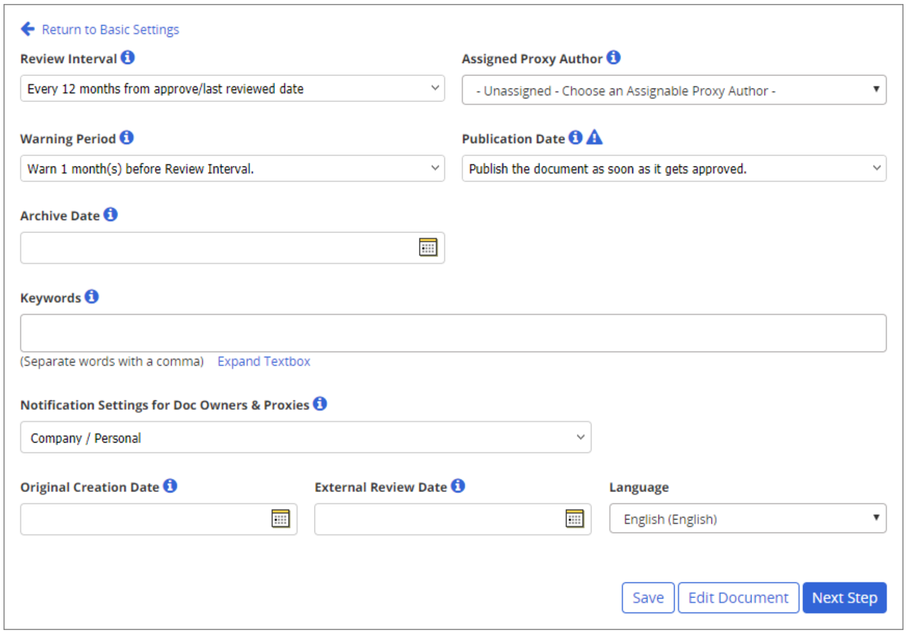
Document



Questionnaire

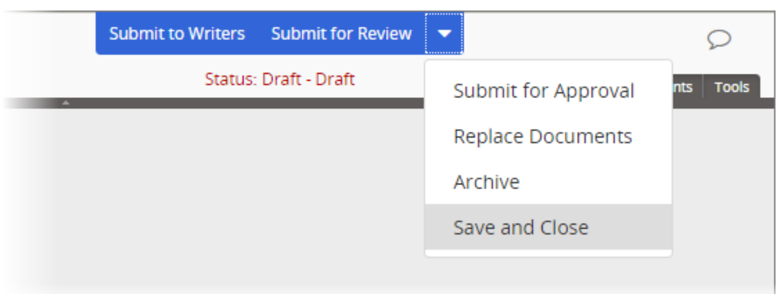


9. (Optional) Click **Advanced Settings**, and then make adjustments as needed. See Advanced Settings below for details.



10. Do one of the following:

- To continue with assigning properties, click **Next Step**, and then go to Assigning Departments and Categories.
- To stop assigning properties and finish later, click to the right of **Submit for Review**, and then click **Save and Close**. (When you're ready to continue with assigning properties, go to Editing a Draft Document.)



- If this is a document and you want to work on its content, click **Edit Document**, and then go to Writing a Document.
- If this is a questionnaire and you want to work on its content, click **Edit Questionnaire**, and then go to Adding Questions and Answers to a Questionnaire.

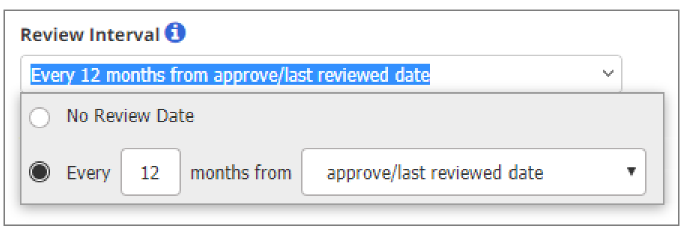
Advanced Settings

Which settings and setting values you see and when you first access **Advanced Settings** for a new document or questionnaire are determined by the assigned template. All of the possible settings are listed below. Refer to those that apply to the current document/questionnaire.

Review Interval

When a review interval is set, the document or questionnaire will come due for review after the specified interval has passed. The document owner receives an email and a PolicyTech task as the review date approaches (see the next setting section—"Warning Period"—for details on when the document owner receives notification). The default review interval setting is whatever the template creator selected.

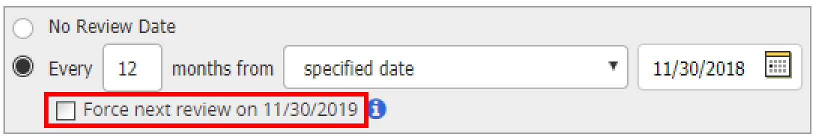
1. To change the default setting, do one of the following:



- Click **Every [*number*] months from [*selected event or specified date*]**, and then type a number of months. For **from**, select one of the following:
  - **approve/last reviewed date**: Sets the review date the number of specified months after version 1 of the document/questionnaire is approved and after the previous review date for all subsequent versions.

- **specified date**: Sets the review date the number of specified months after the specified date. After clicking **specified date**, click , and then click a date.

At this point, the **Force next review on [*date*]** option appears. By default, PolicyTech uses **Smart Scheduling** to determine the next review date when a document/questionnaire is approved. If a document/questionnaire is approved within the warning period for the currently selected review interval, **Smart Scheduling** equates the approval to a completed review and postpones the next review for another review interval. Select **Force next review on [*date*]** to override **Smart Scheduling** and leave the next review due date as it is.



- Click **No Review Date** only if you do not want a reminder and a task sent to the document owner. The document owner will then need to use some other means to track when the document/questionnaire needs reviewing.

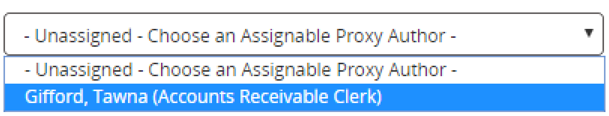
2. Click anywhere outside the **Review Interval** menu to close it.

Assigned Proxy Author

This setting applies only if a proxy author has been assigned for the document owner selected in **Basic Settings**.

If you see **No Available Proxy Authors** in the **Assigned Proxy Author** list, you cannot change this setting. (Contact the administrator if you need a proxy author assigned to a document owner.)

If one or more proxy authors are available and you want to assign one of them to the current document or questionnaire, select one.

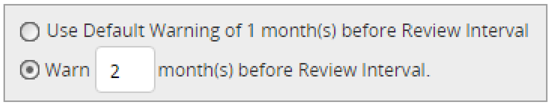


Warning Period

Use this setting to change when the document owner receives notification that the next review due date is approaching.

Note: This setting is available only when a review interval has been set.

1. In the **Warning Period** list, do one of the following:
   - Click **Warn [*n*] months before Review Interval**, and then type a number in the box.



- Click **Use Default Warning of [*n*] month(s) before Review Interval**.

Note: The default warning period is set by the administrator.

2. Click anywhere outside the **Warning Period** menu to close it.

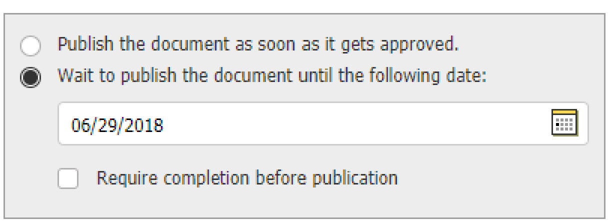
Publication Date

This is the date when the approved document or questionnaire becomes available to designated assignees.

1. To change the current selection, in the **Publication Date** list, do one of the following:
   - Click **Publish the document as soon as it gets approved**.
   - Click **Wait to publish the document until the following date**, click , and then click a date. By default, notifications are sent to users required to read the document or complete the questionnaire as soon as it is published. Also select **Require reading before publication** if you want the notification sent as soon as the document/questionnaire is approved. Those assigned to read the document or complete the questionnaire can then access it during the interval between Approval and Publication (in the Pending status).

Notes:

- If the document/questionnaire is approved after the specified publication date, it will be published immediately.
- Users who mark the document as read or complete the questionnaire before the publication date will not be required to complete their assigned tasks again when it is published.



2. Click anywhere outside the **Publication Date** menu to close it.

Archive Date

If you know there will be no new versions of this document or questionnaire created and that it will no longer be relevant after a certain time period, you can specify the date when you want the item automatically removed from **Published** status and placed in the **Archive**.

> **Note:** Only administrators and users assigned the **Archived Documents** role can access archived documents and questionnaires.

Keywords

Type any words you think users might use to search for this document or questionnaire. Keywords are especially useful for including relevant words that are not contained in the item's title or contents.

Notification Settings for Doc Owners & Proxies

These settings let you choose which types of notification emails this document's or questionnaire's assigned owner and proxy author will receive.

1. Do one of the following:
   - Select **Company / Personal** to use the current **Email Subscriptions** settings of the assigned document owner and proxy author to determine which email notifications relating to this document/questionnaire are sent.

> **Note:** If PolicyTech is set up to let users manage their own notification email subscriptions, then this document's /questionnaire's assigned owner and proxy author will receive only those notification emails that they've enabled in **My Profile**. If users are not allowed to manage their own email subscriptions, then the current **Email Manager** settings, managed by the administrator, determine which emails are sent.

   - Select **Custom**, and then select the notification email categories to enable. For a list of emails in each category, see Email Categories for Custom Notification Settings.

> **Important:** An administrator can lock the enabled/disabled setting for each email in the **Critical Changes**, **Document Status Changes**, and **Task Status Changes** categories. Changing a **Custom** setting for one of these categories has no effect on individually locked emails.

Email Categories for Custom Notification Settings

The following tables list the email notifications within each selectable category for **Notification Settings for Doc Owners & Proxies** in the **Properties Wizard**.

Critical Changes

Email Name	Description
Document Replacement Pending	Sent to the document owner and assigned proxy author when another user has set one

Email Name	Description
	of the owner's documents to be replaced.
Document Edited in Its Current State	Sent to the document owner, proxy author, and approvers when an administrator edits a document in its current state.
Document Set as Approved	Sent to the document owner and proxy author when an administrator sets a document or questionnaire as approved.
No Revision Necessary	Sent to assigned approvers and proxy author when a document or questionnaire is due for review and the document owner specifies that no revision is necessary. Alternatively, if an administrator specifies that no revision is necessary, the document owner will also be notified.
Master Document Edited in Its Current State (active only if the Localization Workflow Module is enabled)	Sent to document owners and proxy authors of localized copies when the master document is modified in its current state (as opposed to creating a new version).

Document Status Changes

Email Name	Description
Review Level Complete	Sent to the document owner and assigned proxy author when all required reviewers on a specific level have accepted the document or questionnaire and a subsequent review level exists.
Review Cycle Complete - Document Moved to Approval	Sent to the document owner and assigned proxy author when a document or questionnaire is accepted by all required reviewers and moved to approval.
Approval Level Complete	Sent to the document owner and assigned proxy author when all required approvers on a specific level have accepted the document or questionnaire and a subsequent approval level exists.
Approval Cycle Complete - Document Approved	Sent to the document owner and assigned proxy author when a document or questionnaire is accepted by all required approvers and moved to published or pending.

Task Status Changes

Email Subject	Action That Triggers Notification
Writer Task Complete	Sent to the document owner and assigned proxy author when an assigned writer clicks **Finished Writing**.
Reviewer Task Complete	Sent to the document owner and assigned proxy author when an assigned reviewer accepts, declines, or revises a document or questionnaire.
Approver Task Complete	Sent to the document owner and assigned proxy author when an assigned approver accepts, declines, or revises a document or questionnaire.

Enhanced Validation

Note: This setting is not available for questionnaires.

You may or may not see this optional setting, depending on how the administrator set up PolicyTech.

When this feature is enabled, a user must enter his or her user name and password (an electronic signature, in effect) in order to complete a task, such as marking a document as read, accepting a document in review, or approving a document. In the case where a kiosk computer is the point of general PolicyTech access under a generic service account, this feature provides verification that the intended user has completed a task.

If you see the setting but the text for the **Enhanced Validation** list is displayed with a gray font rather than black, the setting is displayed for your information only; you cannot change it.

If the setting is active, in the **Enhanced Validation** list click a **Yes** or **No**.

Original Creation Date

This setting is intended for documents or questionnaires originally created outside of PolicyTech and then uploaded into or recreated in PolicyTech. For historical purposes, enter the date the document or questionnaire was first created.

External Review Date

As with **Original Creation Date**, **External Review Date** is intended for documents or questionnaires originally created outside of PolicyTech and then imported or recreated.

Important: If the **Review Interval** option has been set, the date set for **External Review Date** is used to calculate the next review date.

Language

This setting works in conjunction with the **Filter by Language** setting in **My Profile** (see Changing Your Profile Settings). Selecting a language for this document or questionnaire enables users to filter (hide or display) the document/questionnaire based on its language setting.

Editing Document

You may or may not see this optional setting, depending on how the currently assigned template was set up and what Microsoft® Office integration PolicyTech is using. Also, the **Editing Document** setting applies only to templates for Word and Excel documents.

If you see the setting but the text for the **Editing Document** list is displayed with a gray font rather than black, the setting is displayed for your information only; you cannot change it.

If the setting is active, click the **Editing Document** box, and then click **Inside the Browser** or **Outside the Browser**. The benefits of editing a Word document within a PolicyTech browser window include the following:

- Ability to insert document property fields that update automatically if they change
- Automatic display of an unremoveable watermark in documents in the draft, review, and approval statuses

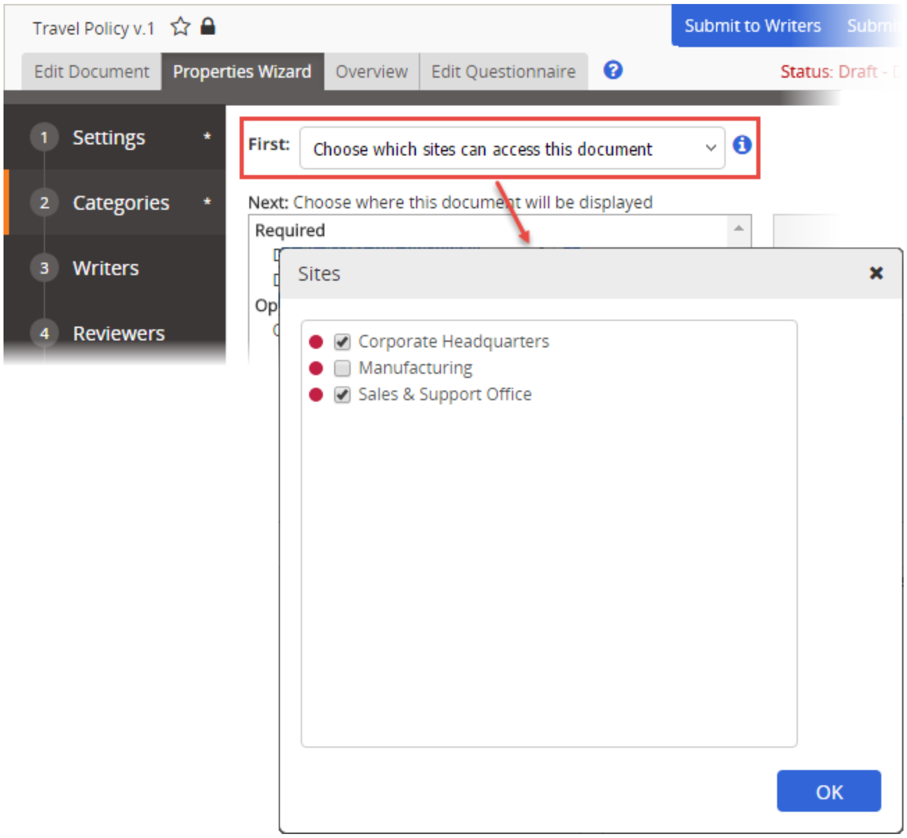
If you choose to have the document open outside of the PolicyTech browser, when a user opens the document it will open in its default program. PolicyTech detects each time the document is saved in the default program and re-uploads a copy of the document.

Notes:
- A user must have the document's default program installed on his or her computer in order to open a document outside of the browser.
- To be able to open and edit a document, besides a Word or Excel document, outside of the browser, that file type must have been enabled in PolicyTech. Contact your administrator if you are not sure which file types have been enabled.
- Windows controls what program a document is opened in by default.

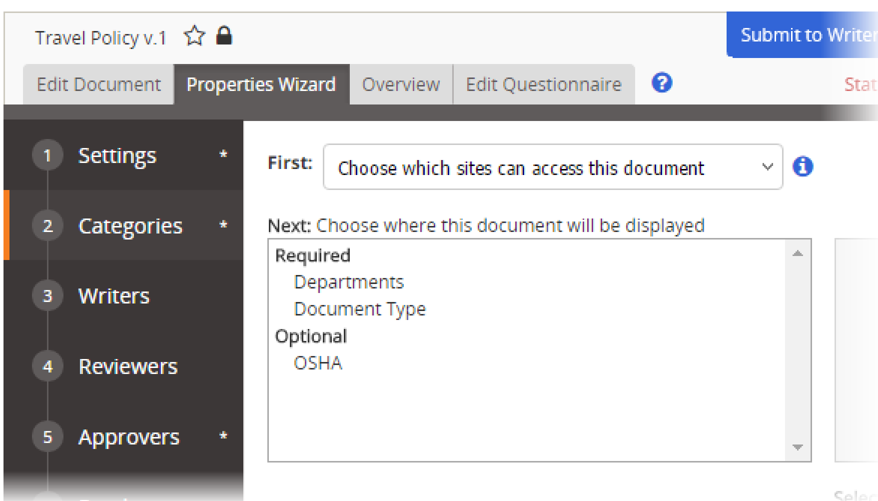
Assigning Departments and Categories

An important part of document and questionnaire creation is determining who should interact with the document/questionnaire you're creating. In this step of the **Properties Wizard**, you indicate which sites and departments should have access to the document/questionnaire and in which categories the it belongs.

1. If you have access to multiple sites, in the **Categories** step, select the sites that will have access to this document, and then click **OK**.



What you see in the **Choose where this document will be displayed** box depends on the template you assigned in the **Settings** step. You will always see **Departments** under the **Required** heading, but the template creator decides which categories, if any, should be required and optional. If your **Choose where this document will be displayed** box looked like the one in the example below, you would be required to choose a department and a **Document Type** category. You could also assign the document to an **OSHA** category if applicable, but wouldn't have to.



2. In the **Choose where this document will be displayed** box, click **Departments**.

3. Do one of the following:

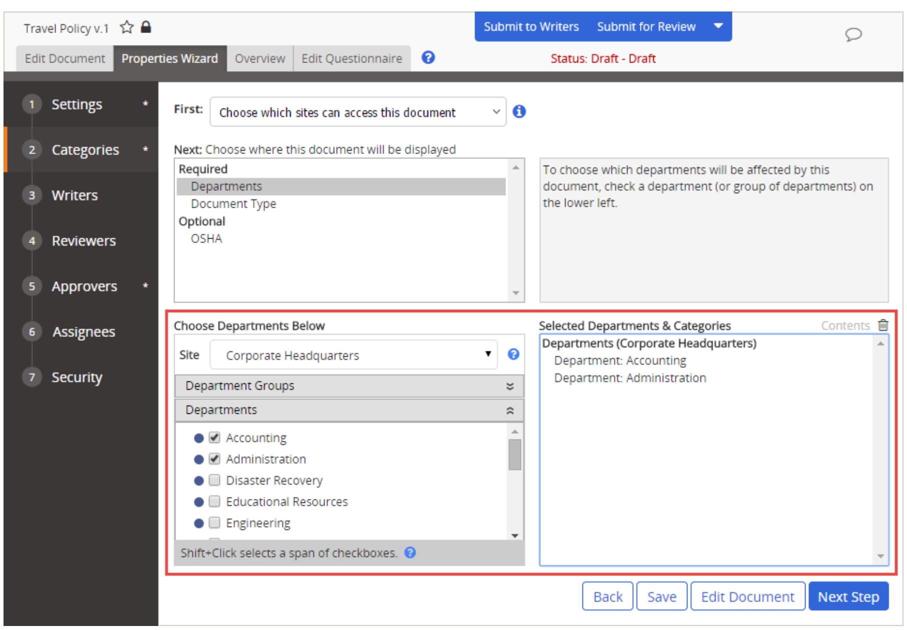
   - If there is no option for selecting a site in the **Choose Departments Below** box, simply select the departments that will have access to this document/questionnaire.

   - If you have access to more than one site and chose to make this document/questionnaire available to more than one those sites in step 1 above, then, in the **Choose Departments Below** box, select a site, and then select the departments that will have access to this document/questionnaire. Repeat this step as necessary for other sites.

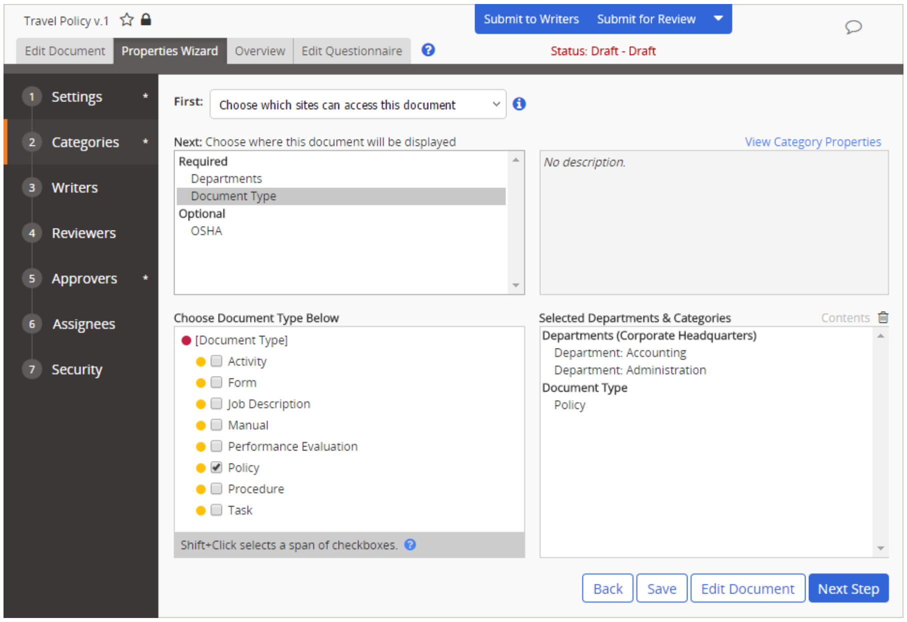
Important: You must select at least one department within at least one site. If you select multiple sites and do not select a department within one or more of those sites, the current document will still be available on those sites but will be listed under **Unfiled** when arranging by category.

Notes:

- You can click the department name to see the users in the department.
- The assigned document owner's site and department are selected by default when a new document/questionnaire is created.
- A department group is a combination of two or more departments from a single site or from multiple sites. If desired, click **Department Groups**, and then select a department group or click the group name and select departments from within the group.

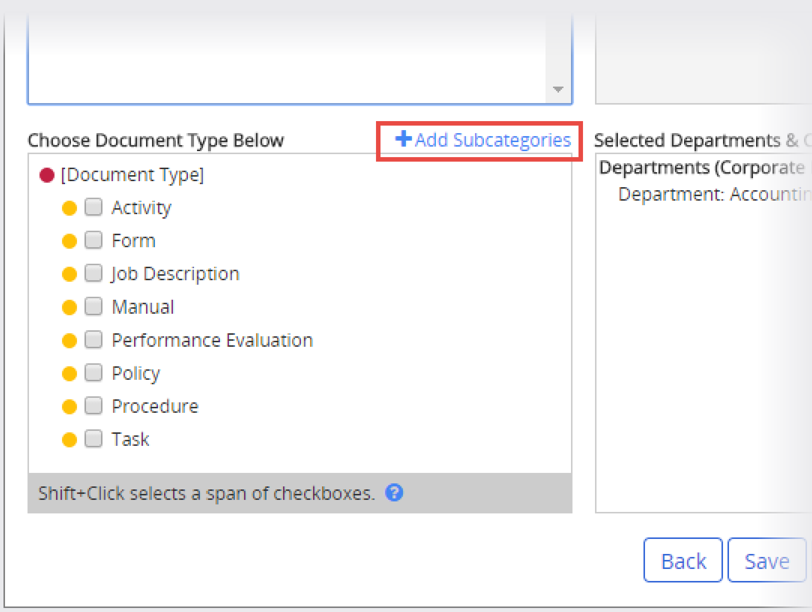


4. If a category is listed under **Required**, click it, and then select one or more subcategories.

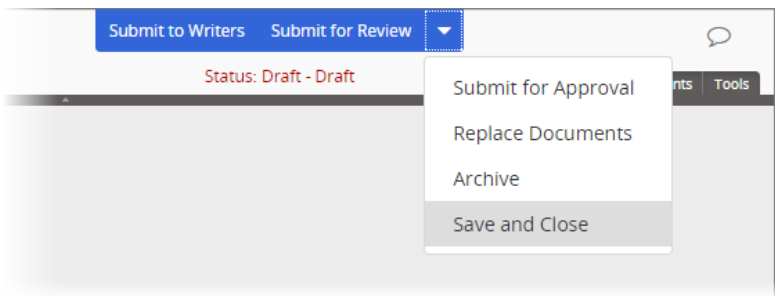


Notes:

- Some categories allow only one subcategory selection, while others allow multiple selections.
- If the current category allows the creation of new subcategories, **Add Subcategories** appears above the category list box, as shown below. See Adding a Subcategory below for details.



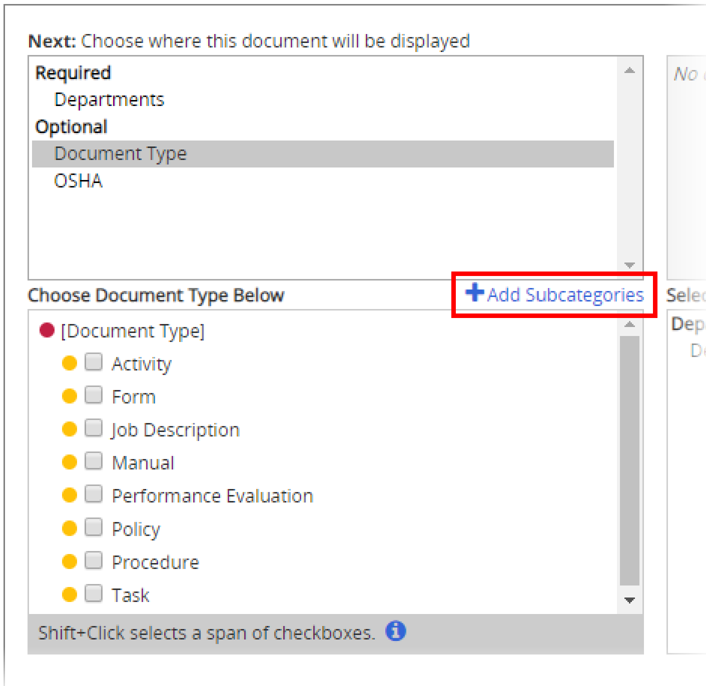
5. (Optional) If one or more categories is listed under **Optional**, click each category, and then select one or more subcategories for each.
6. Click **Save**.
7. Do one of the following:
   - To continue with assigning properties, click **Next Step**, and then go to Assigning Writers.
   - To stop assigning properties and finish later, click to the right of **Submit for Review**, and then click **Save and Close**. (When you are ready to continue with assigning properties, go to Editing a Draft Document.)



   - If this is a document and you want to work on its content, click **Edit Document**, and then go to Writing a Document.
   - If this is a questionnaire and you want to work on its content, click **Edit Questionnaire**, and then go to Adding Questions and Answers to a Questionnaire.

Adding a Subcategory

1. In the category list, click a top-level category (**[Document Type]** in the example below) or subcategory, and then click **Add Subcategories**.

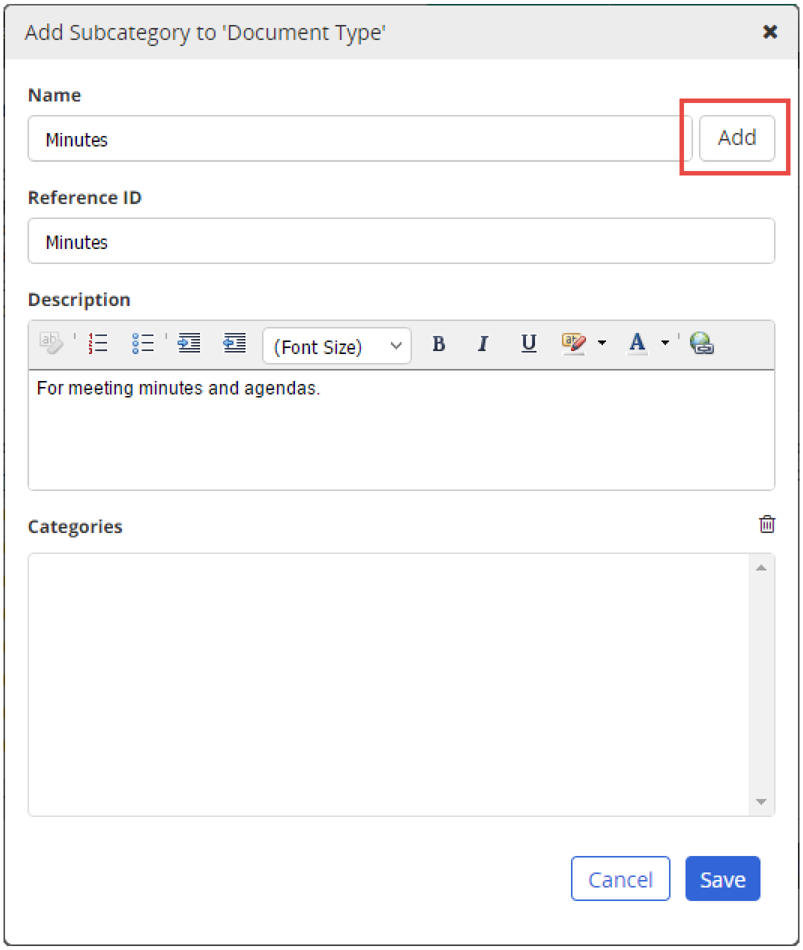


2. Type a subcategory name.

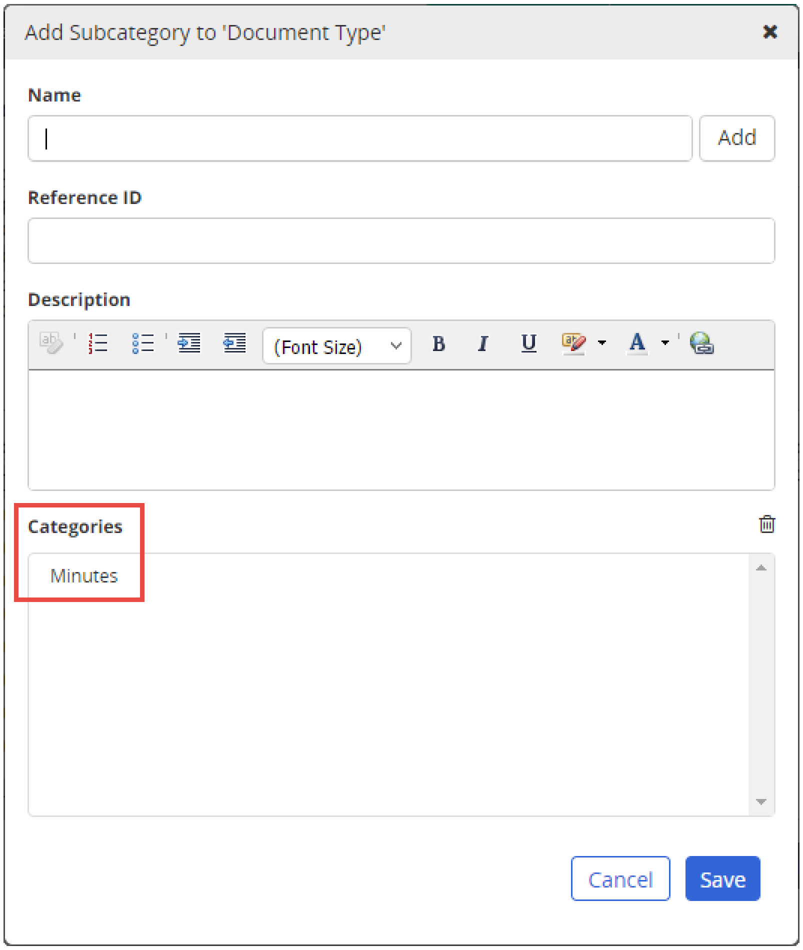
Note: The **Reference ID** is automatically filled in with the subcategory name as you type it. You can change the **Reference ID** if needed.

3. (Optional) Type a description to let other users know when they should assign this subcategory to a document.
4. Click **Add** to add the new subcategory to the **Categories** box.

Important: Only subcategories that have been added to the **Categories** box will be saved.



5. (Optional) Repeat steps 2 through 4 to continue adding subcategories under the currently selected category.
6. With the one or more subcategories listed in the **Categories** box, click **Save**.



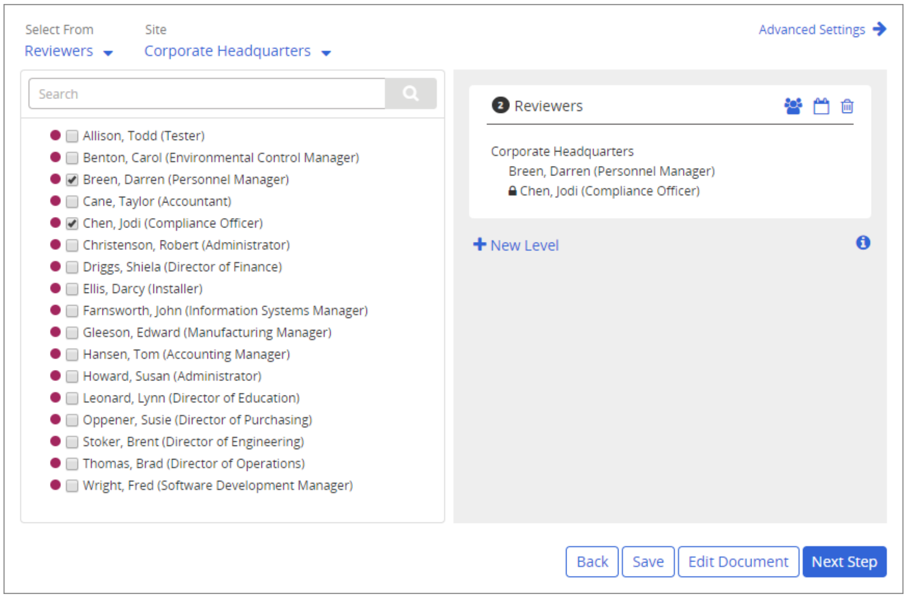
Assigning Writers

A user assigned the Writer role can help with the creation of document or questionnaire content. You can invite one or more writers to collaborate on the current document/questionnaire.

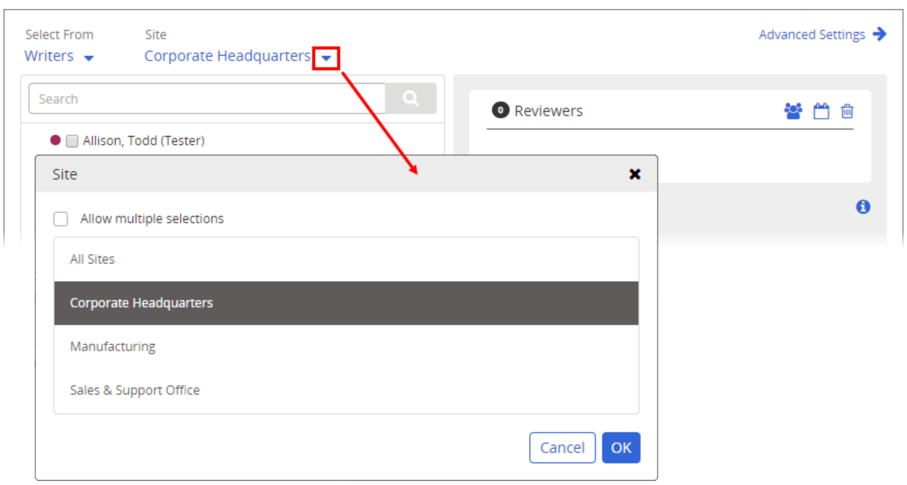
Note: A writer cannot change properties and cannot submit a document/questionnaire for review.

Assigning writers is an optional **Properties Wizard** step.

1. In the **Writers** step, first check to see if the template included writer assignments. Any template writer assignment are optional and can be treated as suggestions. To remove an optional writer assignment, click it, and then click 🗑.



2. If your PolicyTech system has multiple sites, do one of the following.
   - Leave the default site selection to select writers from the current site.
   - Under **Site**, click ▼, select a different site, and then click **OK**.

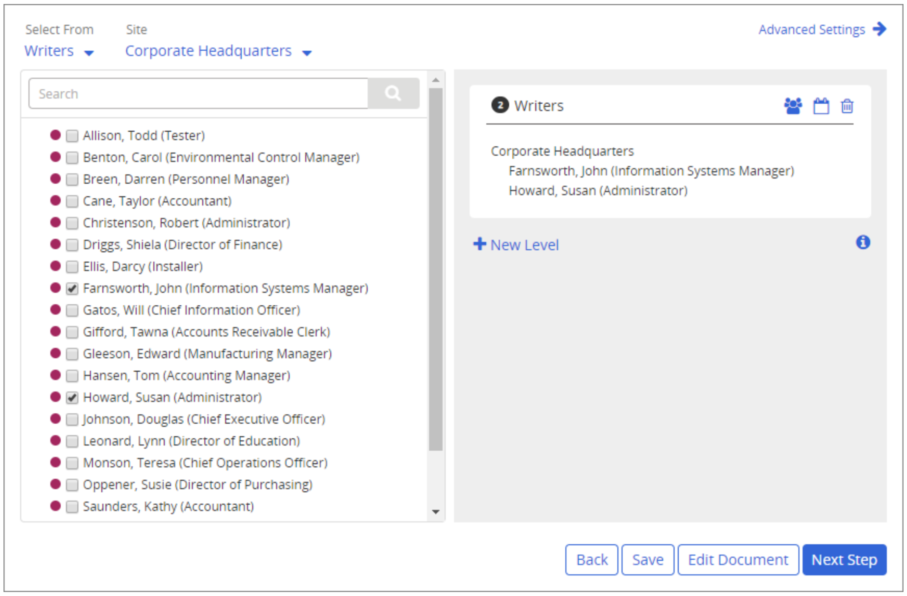


   - Under **Site**, click ▼, select **Allow multiple selections**, select two or more sites, and then click **OK**.

Important: If you will be assigning writers from other sites, see [Assignees and Site Access](#) before doing so.

3. Select one or more writers.

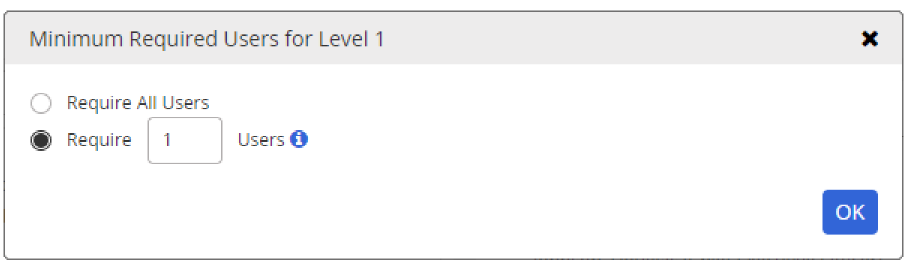
Note: A list of writers within the selected site or sites is displayed by default. (If multiple sites are listed, expand a site to see and select individual writers.) To use another selection method, see Other Ways to Select Writers.



4. (Optional) Set a due date for when writers should be finished. See Setting Due Dates for Writing, Review, Approval, and Assignee Tasks for details.

5. (Optional) By default, all assigned writers must complete their tasks before the document/questionnaire moves on in the workflow. Alternatively, you can set a minimum number of writers of those assigned and have the document/questionnaire moved on in the workflow as soon as that number of writers complete their tasks.

   In the right pane where writer selections are listed, click , select **Require [*X*] Users**, type a number, and then click **OK**.



Note: If a group is included and is both inherited from the template and designated as required, users within the group are counted individually toward the **Require** number. For example, suppose that, on a particular writer level, there is one individually assigned writer and a required group inherited from the template containing three writers. If you set the **Require** number at **2**, either of the following would complete the level: the individually assigned writer and one user from the required group accepts the document/questionnaire; two users from the required group accept the document/questionnaire.

6. (Optional) As you assign writers, they all receive tasks when the document/questionnaire goes to Collaboration. If you want the document/questionnaire to go to writers in a specific order, create additional review levels. See Working with Levels for details.

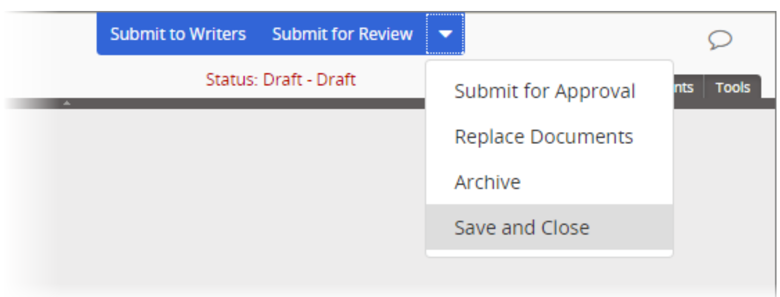
7. (Optional) Set a due date for when writers should be finished. See Setting Due Dates for Writing, Review, Approval, and Assignee Tasks.

8. (Optional) Click **Advanced Settings**, and then click **Add Note** to include instructions or other information for the assigned writers. See Adding Notes for Writers, Reviewers, Approvers, and Assignees for details.

9. Do one of the following:

   - To continue with assigning properties, click **Next Step**, and then go to Assigning Reviewers.

   - To stop assigning properties and finish later, click ▾ to the right of **Submit for Review**, and then click **Save and Close**. (When you are ready to continue with assigning properties, go to Editing a Draft Document.)



   - If this is a document and you want to work on its content, click **Edit Document**, and then go to Writing a Document.

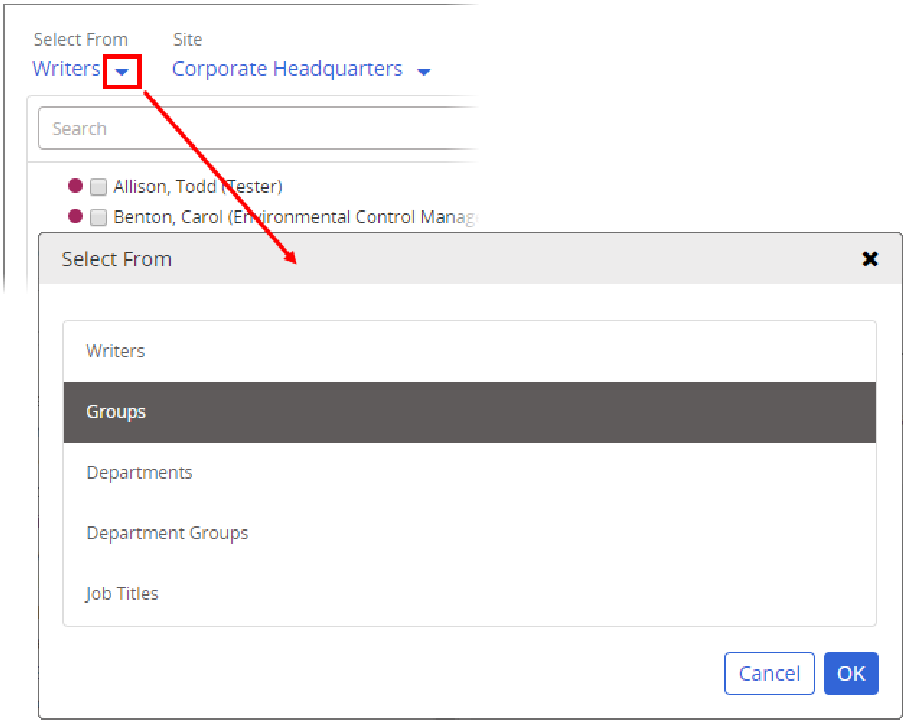
   - If this is a questionnaire and you want to work on its content, click **Edit Questionnaire**, and then go to Adding Questions and Answers to a Questionnaire.

Other Ways to Select Writers

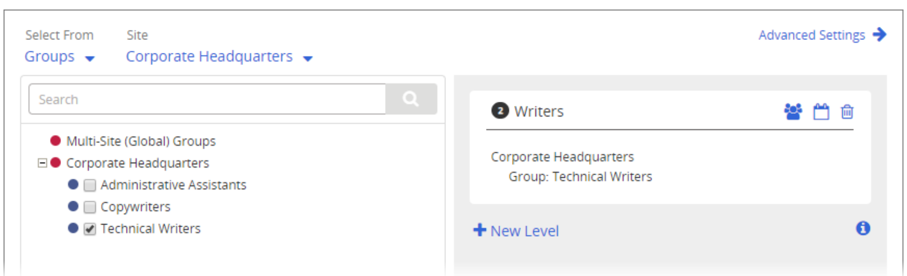
The default writer selection method is to select individual writers. You can also select by writer group, department, or job title.

Writer Groups

1. Under **Select From**, click ▾, click **Groups**, and then click **OK**.



2. Select one or more groups.



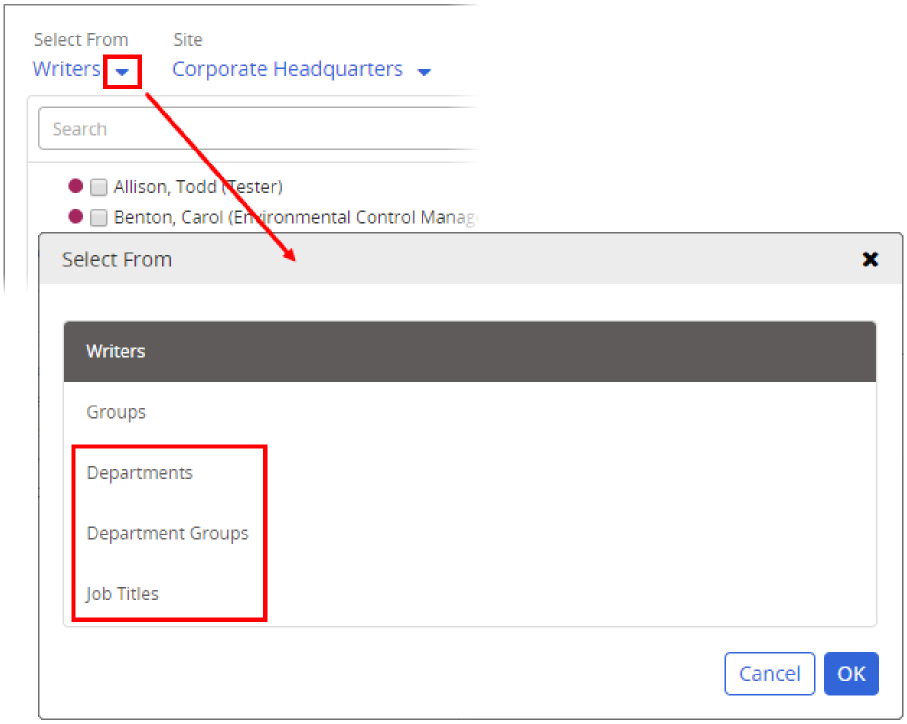
Notes:

- Use **Search** to find a group in a long list.
- A group is a combination of writers from a single site or from multiple sites.
- To assign individual writers from a group, click the group name, and then select writers.

Departments, Department Groups, and Job Titles

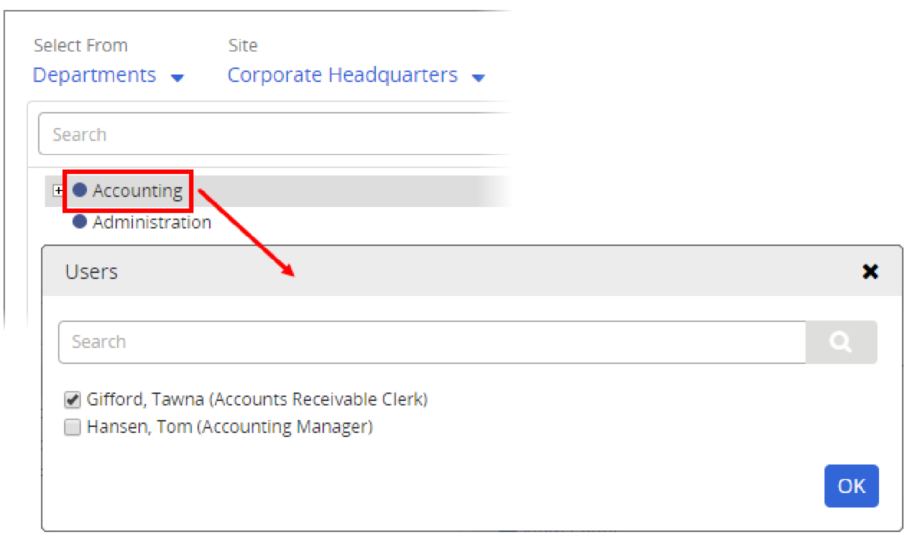
You select individual writers from departments, department groups, and job titles in essentially the same way.

1. Under **Select From**, click ▼, click **Departments**, **Department Groups**, or **Job Titles**, and then click **OK**.



2. Click a department, department group, or job title to display a list of writers from that entity, select one or more writers, and then click **OK**.

Note: Use **Search** to find a writer in a long list.

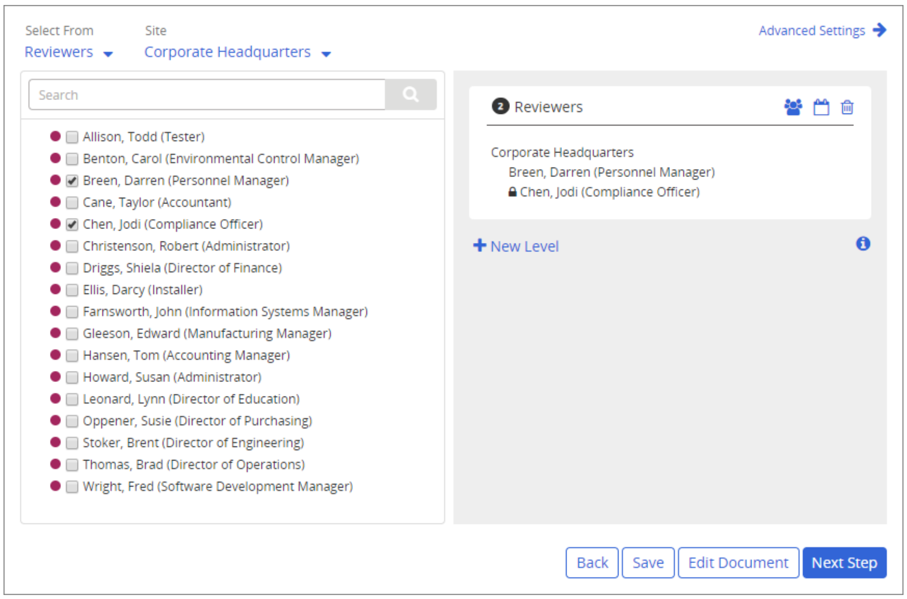


Assigning Reviewers

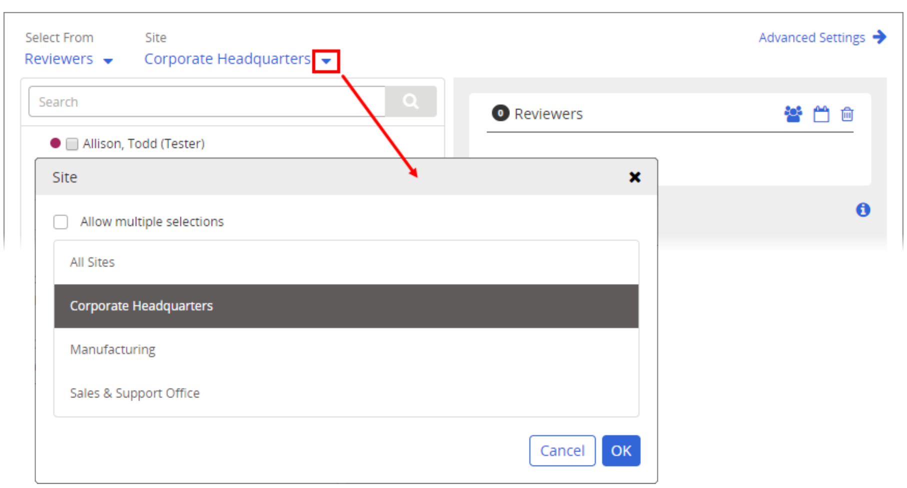
You can assign one or more reviewers to check the document or questionnaire for accuracy and completeness.

Assigning reviewers is an optional **Properties Wizard** step, unless the template includes one or more required reviewers.

1. In the **Reviewers** step, first check to see if the template included reviewer assignments. In the example below, the template automatically added two reviewers. The reviewer assignment marked with 🔒 is required, meaning that you can't remove it. The other reviewer assignment is optional and can be treated as a suggestion. To remove an optional reviewer assignment, click it, and then click 🗑.



2. If your PolicyTech system has multiple sites, do one of the following.
   - Leave the default site selection to select reviewers from the current site.
   - Under **Site**, click ▾, select a different site, and then click **OK**.

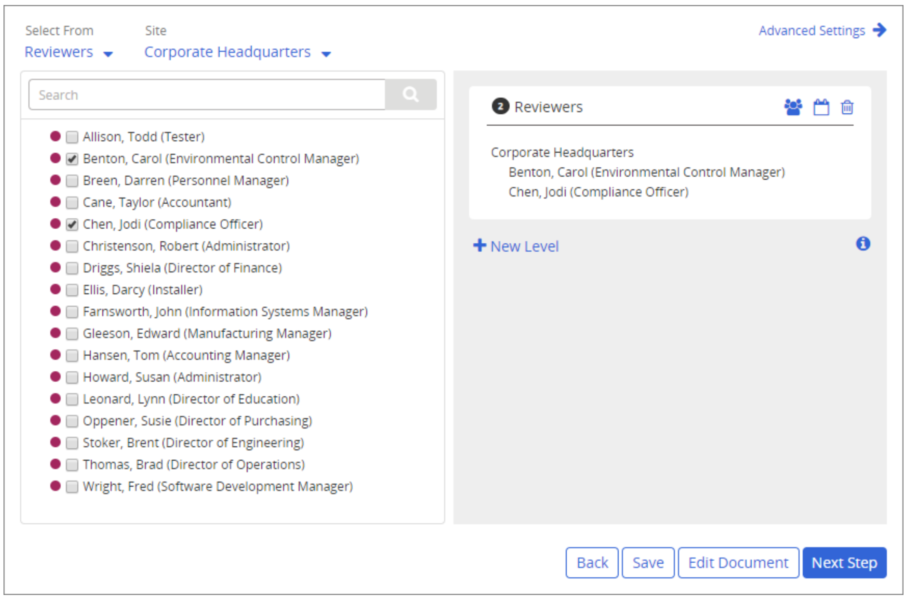


- Under **Site**, click , select **Allow multiple selections**, select two or more sites, and then click **OK**.

Important: If you will be assigning reviewers from other sites, see Assignees and Site Access before doing so.

3. Select one or more reviewers.

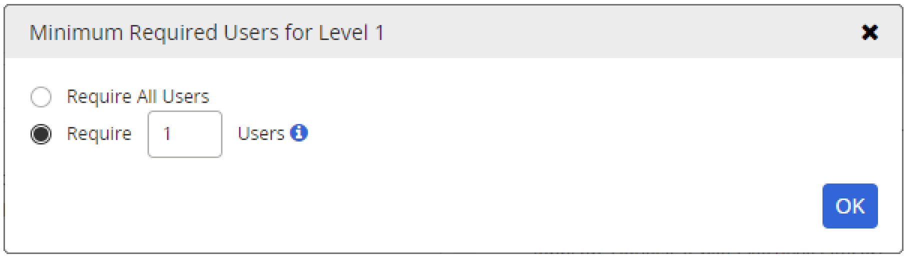
Note: A list of reviewers within the selected site or sites is displayed by default. (If multiple sites are listed, expand a site to see and select individual reviewers.) To use another selection method, see Other Ways to Select Reviewers.



4. (Optional) Set a due date for when reviewers should be finished. See Setting Due Dates for Writing, Review, Approval, and Assignee Tasks for details.

5. (Optional) By default, all assigned reviewers must complete their tasks before the document/questionnaire moves on in the workflow. Alternatively, you can set a minimum number of reviewers of those assigned and have the document/questionnaire moved on in the workflow as soon as that number of reviewers complete their tasks.

   In the right pane where reviewer selections are listed, click , select **Require [*X*] Users**, type a number, and then click **OK**.



Note: If a group is included and is both inherited from the template and designated as required, users within the group are counted individually toward the **Require** number. For example, suppose that, on a particular reviewer level, there is one individually assigned reviewer and a required group inherited from the template containing three reviewers. If you set the **Require** number at **2**, either of the following would complete the level: the individually assigned reviewer and one user from the required group accepts the document/questionnaire; two users from the required group accept the document/questionnaire.

6. (Optional) As you assign reviewers, they all receive tasks when the document/questionnaire goes to Review. If you want the document/questionnaire to go to reviewers in a specific order, create additional review levels. See Working with Levels for details.

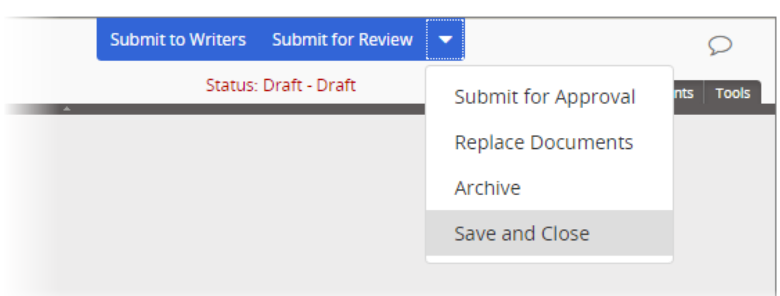
7. (Optional) Set a due date for when reviewers should be finished. See Setting Due Dates for Writing, Review, Approval, and Assignee Tasks.

8. (Optional) Click **Advanced Settings**, and then click **Add Note** to include instructions or other information for the assigned reviewers. See Adding Notes for Writers, Reviewers, Approvers, and Assignees for details.

9. Do one of the following:

   - To continue with assigning properties, click **Next Step**, and then go to Assigning Approvers.

   - To stop assigning properties and finish later, click  to the right of **Submit for Review**, and then click **Save and Close**. (When you are ready to continue with assigning properties, go to Editing a Draft Document.)



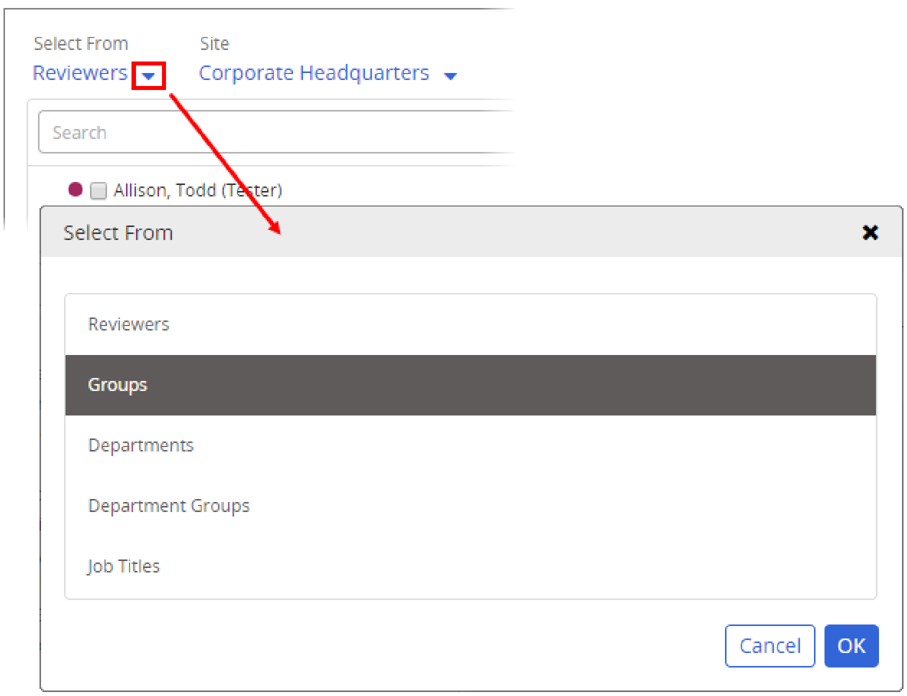
- If this is a document and you want to work on its content, click **Edit Document**, and then go to Writing a Document.
- If this is a questionnaire and you want to work on its content, click **Edit Questionnaire**, and then go to Adding Questions and Answers to a Questionnaire.

Other Ways to Select Reviewers

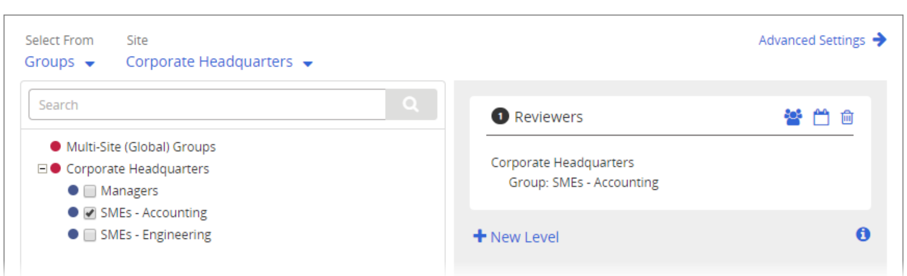
The default reviewer selection method is to select individual reviewers. You can also select reviewer groups or select individual reviewers from specific departments, department groups, or job titles.

Reviewer Groups

1. Under **Select From**, click ▼, click **Groups**, and then click **OK**.



2. Select one or more groups.

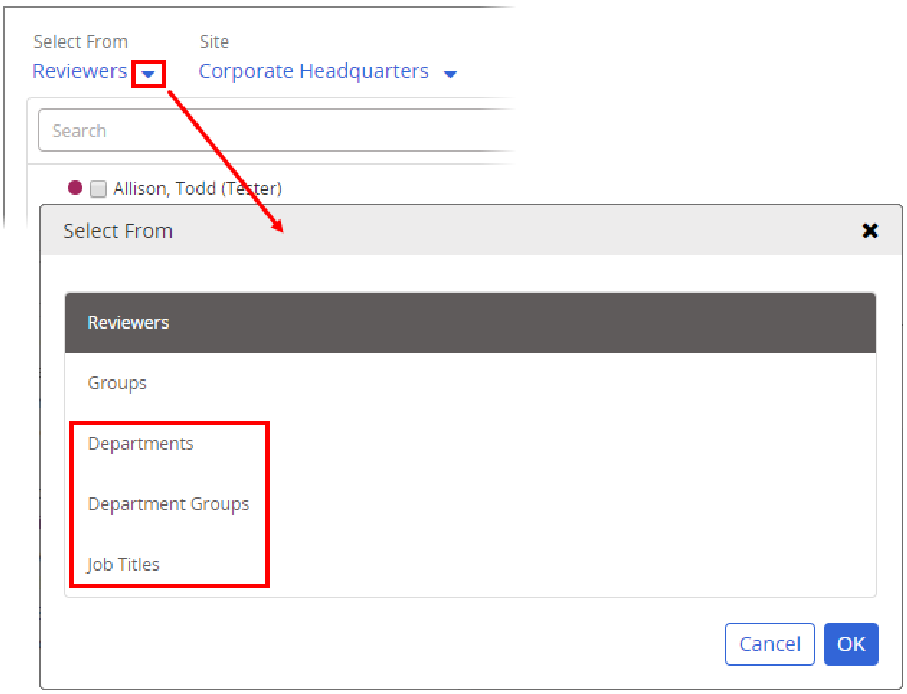


Notes:
- Use **Search** to find a group in a long list.
- A group is a combination of reviewers from a single site or from multiple sites.
- To assign individual reviewers from a group, click the group name, and then select reviewers.

Departments, Department Groups, and Job Titles

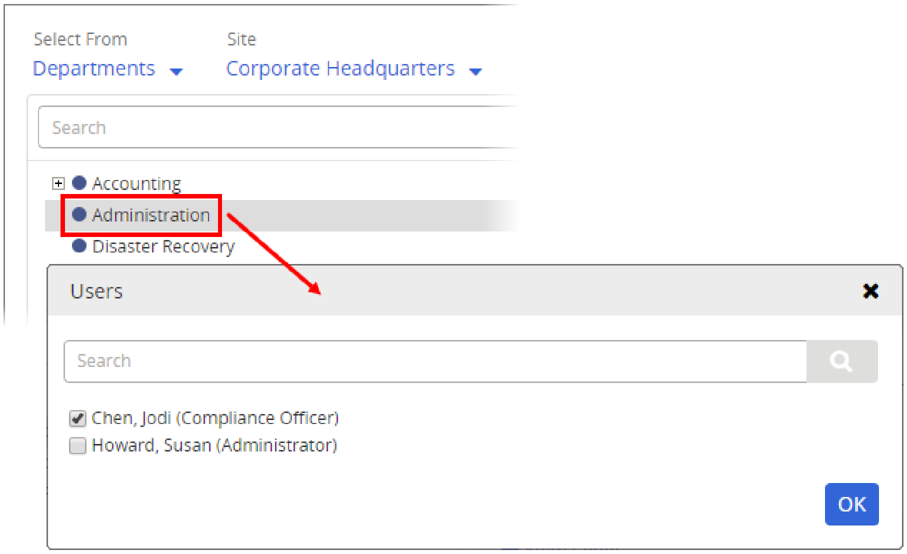
You select individual reviewers from departments, department groups, and job titles in essentially the same way.

1. Under **Select From**, click ▼, click **Departments**, **Department Groups**, or **Job Titles**, and then click **OK**.



2. Click a department, department group, or job title to display a list of reviewers from that entity, select one or more reviewers, and then click **OK**.

Note: Use **Search** to find a reviewer in a long list.

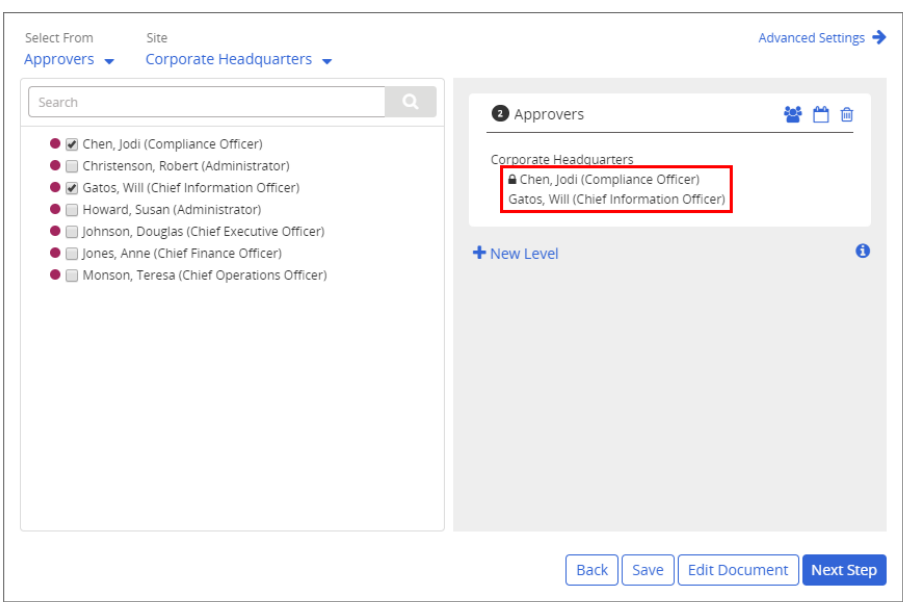


Assigning Approvers

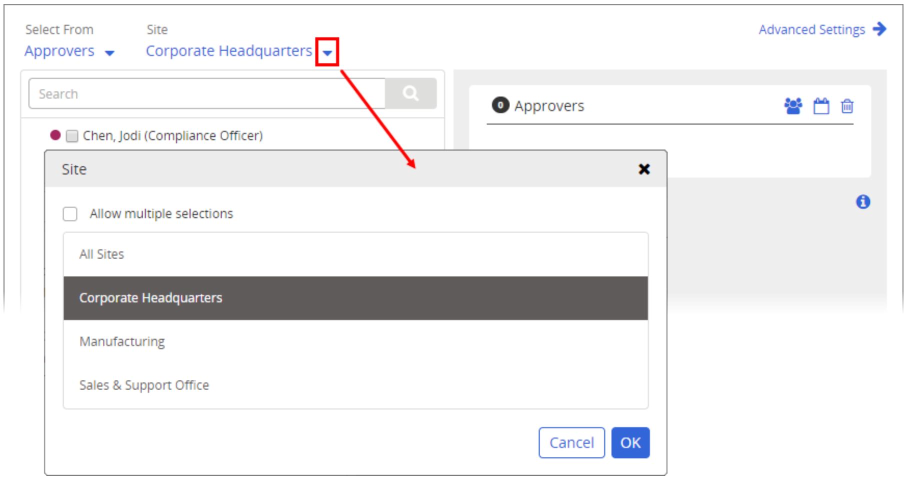
You must assign at least one approver to a document or questionnaire.

Approvers are usually management or executive level users who give their approval to publish the final draft of a document/questionnaire. They are considered an organization's top-level approving authority and typically have legal responsibility for what they approve.

1. In the **Approvers** step, first check to see if the template included approver assignments. In the example below, the template automatically added two approvers. The approver assignment marked with 🔒 is required, meaning that you can't remove it. The other approver assignment is optional and can be treated as a suggestion. To remove an optional approver assignment, click it, and then click 🗑.



2. If your PolicyTech system has multiple sites, do one of the following.
   - Leave the default site selection to select approvers from the current site.
   - Under **Site**, click ▼, select a different site, and then click **OK**.

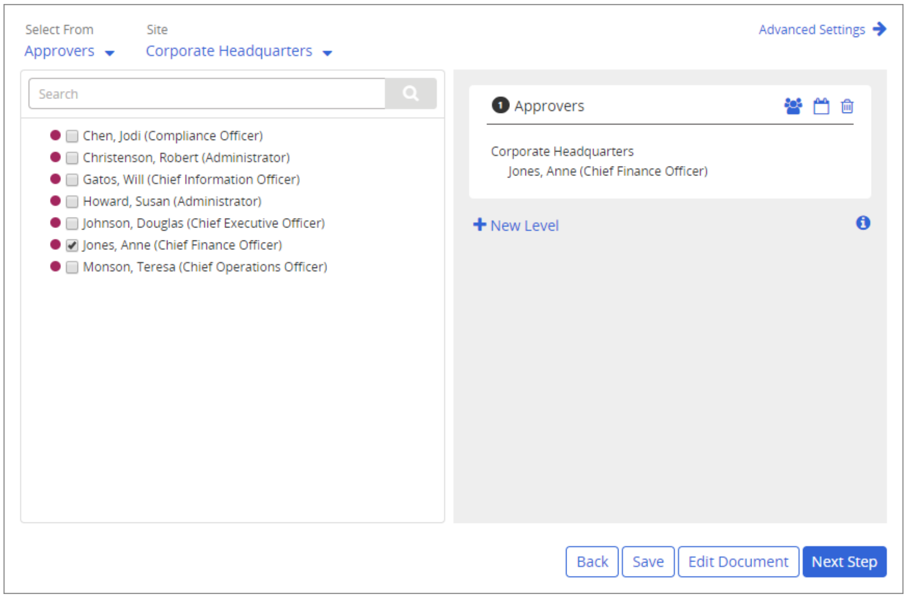


   - Under **Site**, click ▼, select **Allow multiple selections**, select two or more sites, and then click **OK**.

Important: If you will be assigning approvers from other sites, see Assignees and Site Access before doing so.

3. Select one or more approvers.

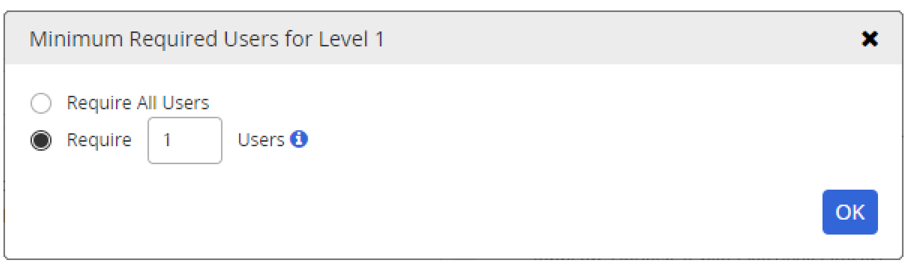
Note: A list of approvers within the selected site or sites is displayed by default. (If multiple sites are listed, expand a site to see and select individual approvers.) To use another selection method, see Other Ways to Select Approvers.



4. (Optional) Set a due date for when approvers should be finished. See Setting Due Dates for Writing, Review, Approval, and Assignee Tasks for details.

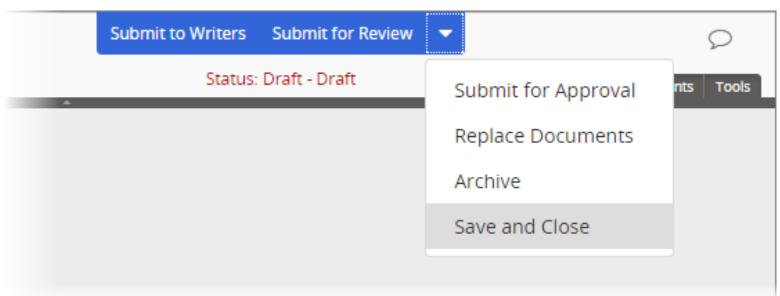
5. (Optional) By default, all assigned approvers must complete their tasks before the document/questionnaire moves on in the workflow. Alternatively, you can set a minimum number of approvers of those assigned and have the document/questionnaire moved on in the workflow as soon as that number of approvers complete their tasks.

   In the right pane where approver selections are listed, click , select **Require [*X*] Users**, type a number, and then click **OK**.



Note: If a group is included and is both inherited from the template and designated as required, users within the group are counted individually toward the **Require** number. For example, suppose that, on a particular approver level, there is one individually assigned approver and a required group inherited from the template containing three approvers. If you set the **Require** number at **2**, either of the following would complete the level: the individually assigned approver and one user from the required group accepts the document/questionnaire; two users from the required group accept the document/questionnaire.

6. (Optional) As you assign approvers, they all receive tasks when the document/questionnaire goes to Approval. If you want the document/questionnaire to go to approvers in a specific order, create additional approval levels. See Working with Levels for details.
7. (Optional) Click **Advanced Settings**, and then click **Add Note** to include instructions or other information for the assigned approvers. See Adding Notes for Writers, Reviewers, Approvers, and Assignees for details.
8. Do one of the following:
   - To continue with assigning properties, click **Next Step**, and then go to Designating Assignees.
   - To stop assigning properties and finish later, click ▾ to the right of **Submit for Review**, and then click **Save and Close**. (When you are ready to continue with assigning properties, go to Editing a Draft Document.)



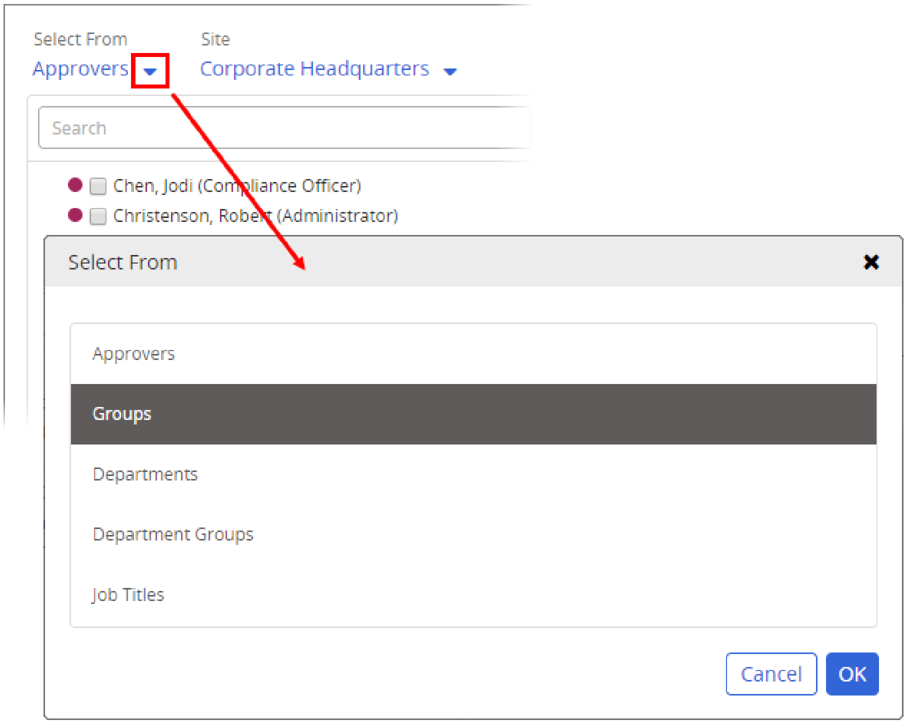
   - If this is a document and you want to work on its content, click **Edit Document**, and then go to Writing a Document.
   - If this is a questionnaire and you want to work on its content, click **Edit Questionnaire**, and then go to Adding Questions and Answers to a Questionnaire.

Other Ways to Select Approvers

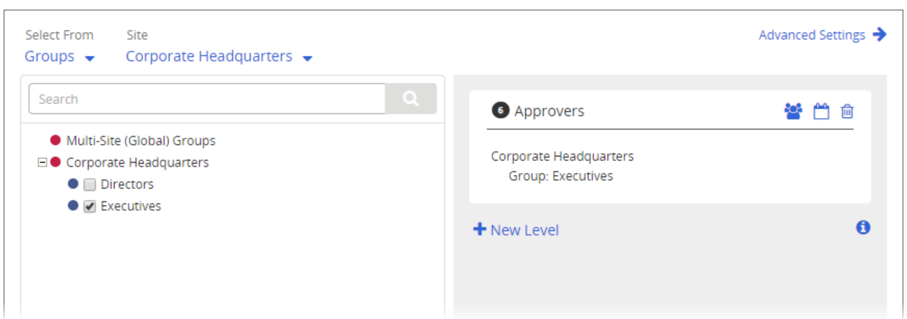
The default approver selection method is to select individual approvers. You can also select approver groups or select individual approvers from specific departments, department groups, or job titles.

Approver Groups

1. Under **Select From**, click ▾, click **Groups**, and then click **OK**.



2. Select one or more groups.



Notes:

- Use **Search** to find a group in a long list.
- A group is a combination of approvers from a single site or from multiple sites.
- To assign individual approvers from a group, click the group name, and then select approvers.
- There may be situations where a board or committee needs to approve a document or questionnaire, and many of the board or committee are not PolicyTech users. In this case an administrator can set up an approver group to represent the board or committee, with as few as one user in the group. An administrative assistant or other individual representing the board or committee can then log in to PolicyTech

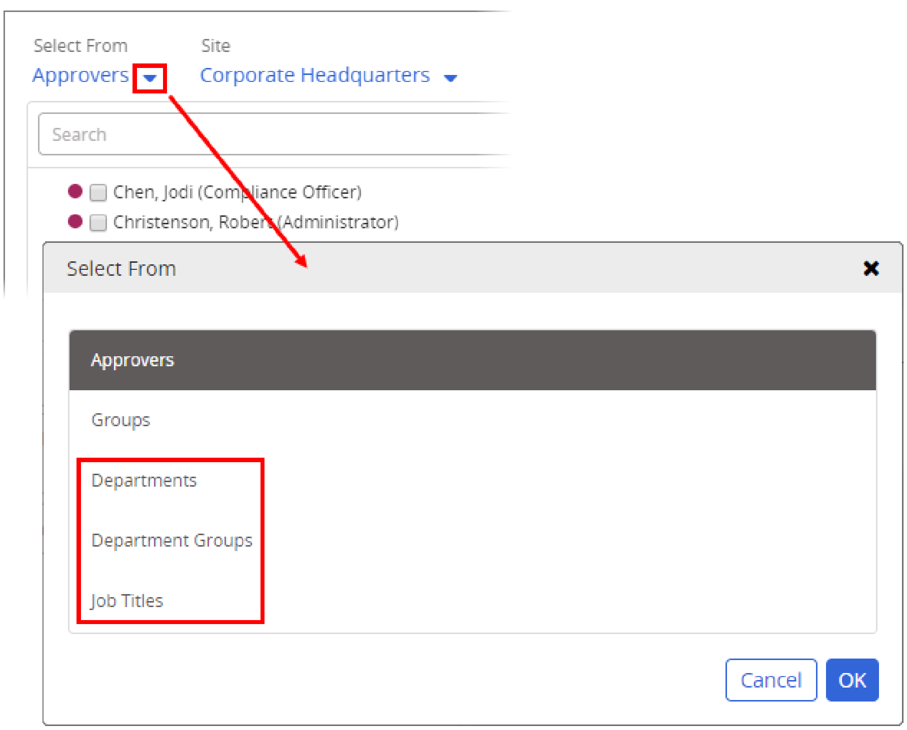
during the board's or committee's meeting and accept the document/questionnaire on their behalf. This will ensure that the approval data in PolicyTech match the actual approval date. You may also want to have a legal review of such a situation in order to protect the individual who represents the board or committee.

- Some organizations choose to create an approval group of one or more users who have the responsibility to make sure the document/questionnaire is clean (all markup is removed; the department and category settings are correct; and so on) before it is approved and published. The group with this gatekeeper or editor role receives the document/questionnaire first (see Working with Levels for details on approval levels and workflow). The document/questionnaire then moves on to the other approvers.

Departments, Department Groups, and Job Titles

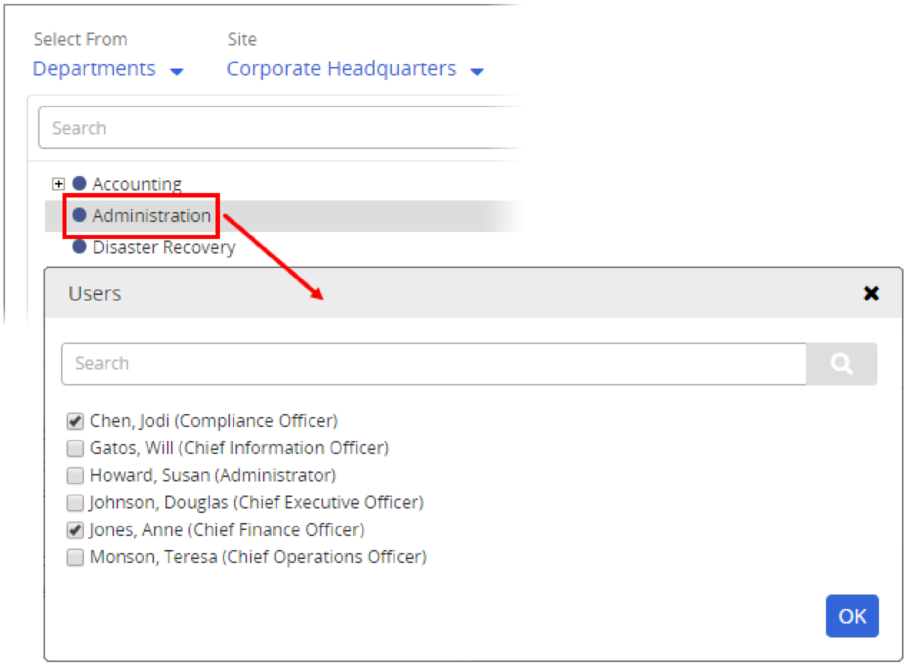
You select individual approvers from departments, department groups, and job titles in essentially the same way.

1. Under **Select From**, click ▼, click **Departments**, **Department Groups**, or **Job Titles**, and then click **OK**.



2. Click a department, department group, or job title to display a list of approvers from that entity, select one or more approvers, and then click **OK**.

Note: Use **Search** to find an approver in a long list.



Designating Assignees

The options available for designating assignees (those assigned to read documents or complete questionnaires) vary depending on whether you're assigning them to a document or to a questionnaire.

For documents, you can assign any PolicyTech user as either a required assignee or as an assignee who will only be notified that a document is available. When the document is published, all required assignees receive an email notification and a task to read the document, while "notify only" assignees receive only a notification email (no task assignment). For required assignees, you can choose to simply have each assignee mark the document as read, or you can include a questionnaire that assignees must pass in order to mark the document as read (see Creating a Document Questionnaire for details).

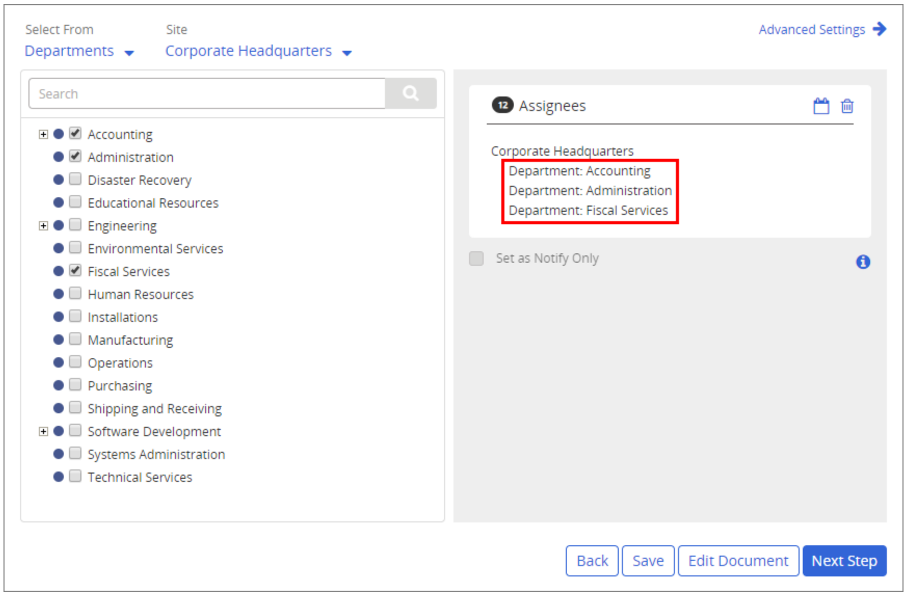
For questionnaires, you can assign any user to complete the questionnaire.

Designating assignees is a completely optional **Properties Wizard** step. (A template cannot include required assignees—only optional assignees.) If you don't designate any assignees, the document/questionnaire will be accessible to all users with the assignee role that have access to the sites and departments you assigned the document/questionnaire.

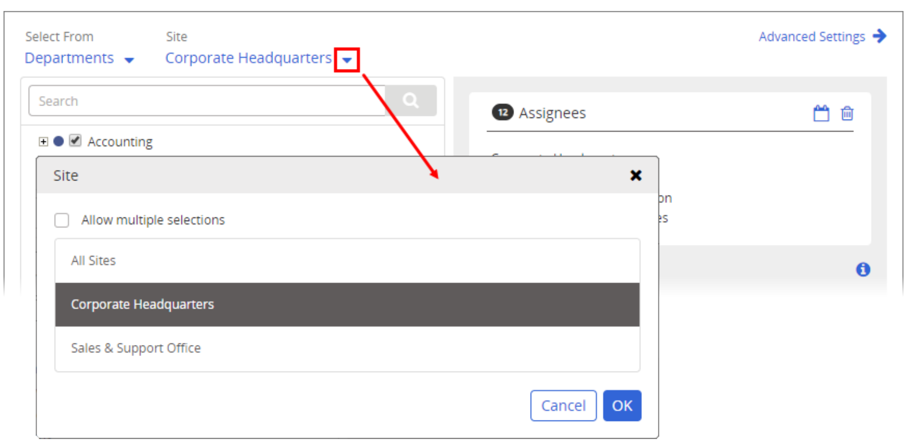
Important: We recommend that you select assignees by department or job title so you don't have to worry about adding or removing assignees from the document/questionnaire as they are added or removed from PolicyTech.

Departments and job titles are automatically updated as user changes are made.

1. In the **Assignees** step, first check to see if the template included assignees. In the example below, the template automatically added two approvers. Any assignees added by the template are optional and can be treated as suggestions. To remove an optional assignee, department, or job title, click it, and then click .



2. If your PolicyTech system has multiple sites, do one of the following.
   - Leave the default site selection to select approvers from the current site.
   - Under **Site**, click , select a different site, and then click **OK**.



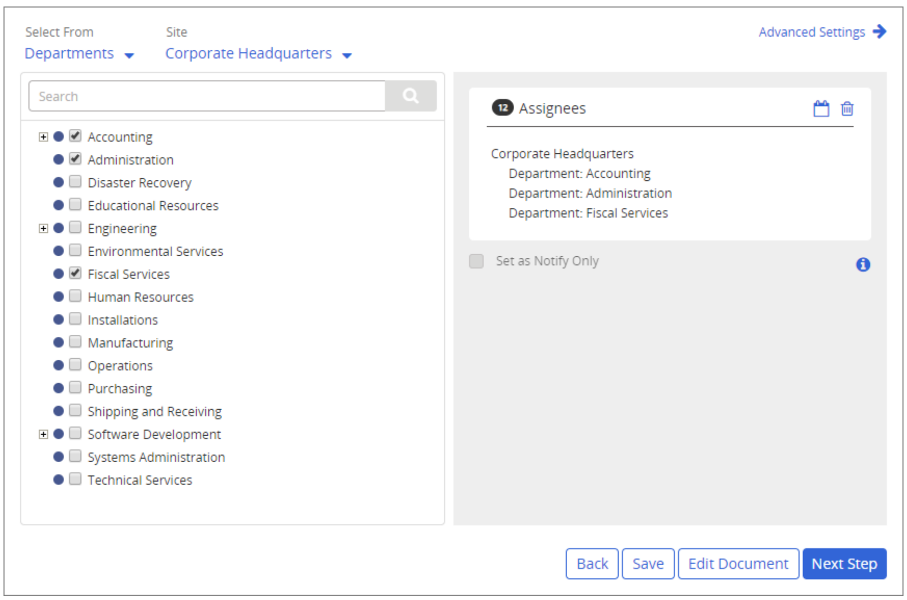
   - Under **Site**, click , select **Allow multiple selections**, select two or more sites, and then click **OK**.

Important: If you will be assigning approvers from other sites, see Assignees and Site Access before doing so.

3. Select one or more departments.

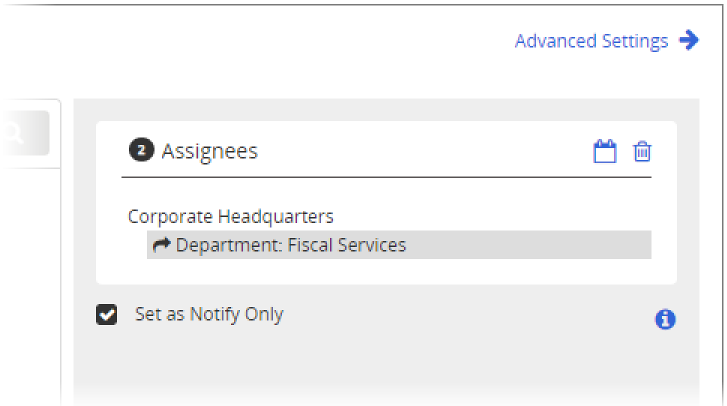
Notes:

- A list of departments within the selected site or sites is displayed by default. (If multiple sites are listed, expand a site to see and select departments.) To use another selection method, see Other Ways to Select Assignees.
- To assign individual users from a department, click the department name, and then select users.



4. (For documents only) By default, selected assignees receive a task that they must complete by reading and then marking this document as read. If you only want to notify certain users that the document is available once it has been published and not give those users reading task assignments, click the department, job title, or assignee name in the **Selected Users** box, and then select **Set as Notify Only**. Notice that "Notify Only" assignee assignments are marked with .

Note: To select multiple **Selected Users** items, hold down the Ctrl key as you click each one. To select all **Selected Users** items (or a contiguous group of items), click the first one and then hold down the Shift key as you click the last one.



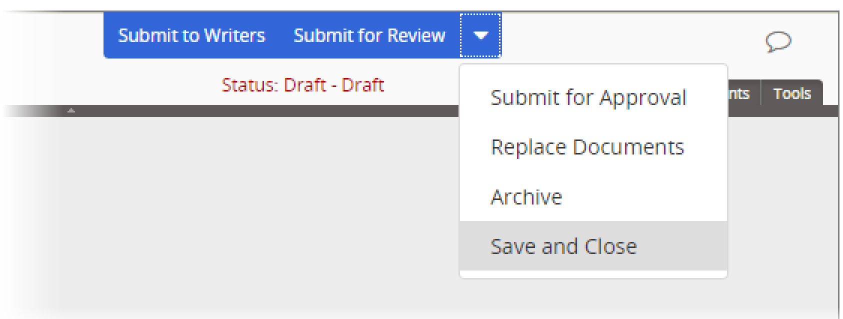
5. (Optional and for documents only) Set a due date for when assignees should be finished. (This option does not apply to "Notify Only" assignees.) See Setting Due Dates for Writing, Review, Approval, and Assignee Tasks for details.

6. (Optional) Use **Advanced Settings** (see Advanced Assignee Settings below).

7. Do one of the following:

   - To continue with assigning properties, click **Next Step**, and then go to Adjusting Security Settings.

   - To stop assigning properties and finish later, click ▾ to the right of **Submit for Reivew**, and then click **Save and Close**. (When you are ready to continue with assigning properties, go to Editing a Draft Document.)



   - If this is a document and you want to work on its content, click **Edit Document**, and then go to Writing a Document.

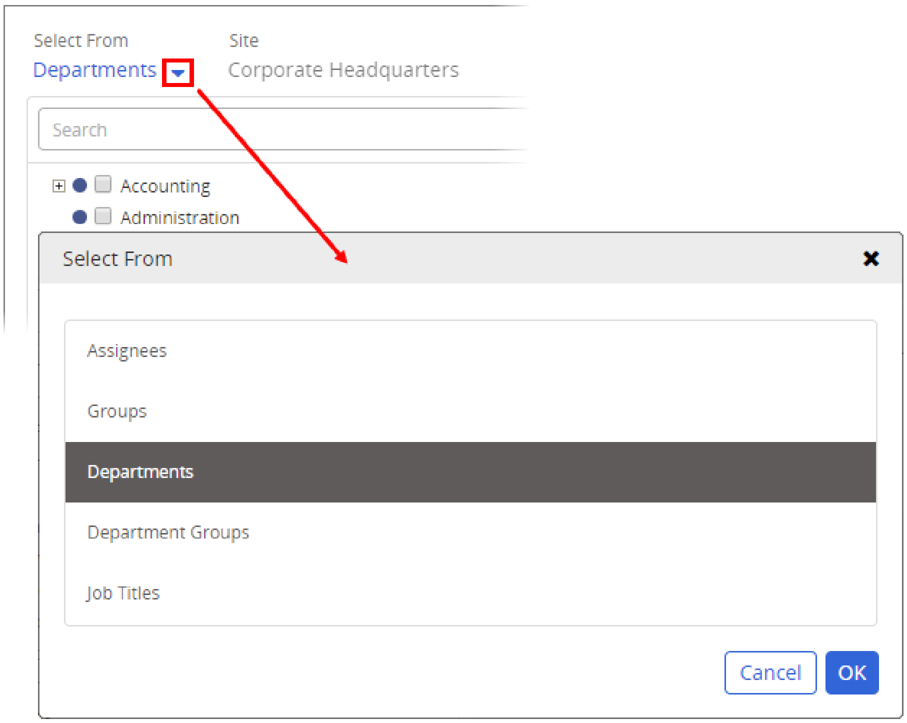
   - If this is a questionnaire and you want to work on its content, click **Edit Questionnaire**, and then go to Adding Questions and Answers to a Questionnaire.

Other Ways to Select Assignees

The default assignee selection method is by department. You can also select individual assignees, by assignee group, by department group, or by job title. You select all of these in essentially the same way.

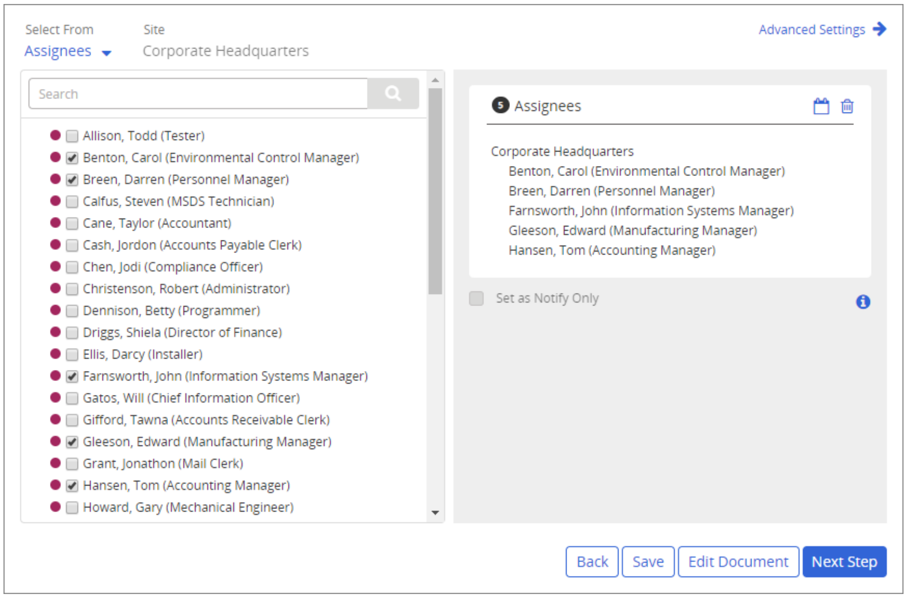
Note: A group is a combination of departments, job titles, or assignees from a single site or from multiple sites.

1. Under **Select From**, click ▼, click **Assignees**, and then click **OK**.



2. Select one or more assignees, groups, or job titles.

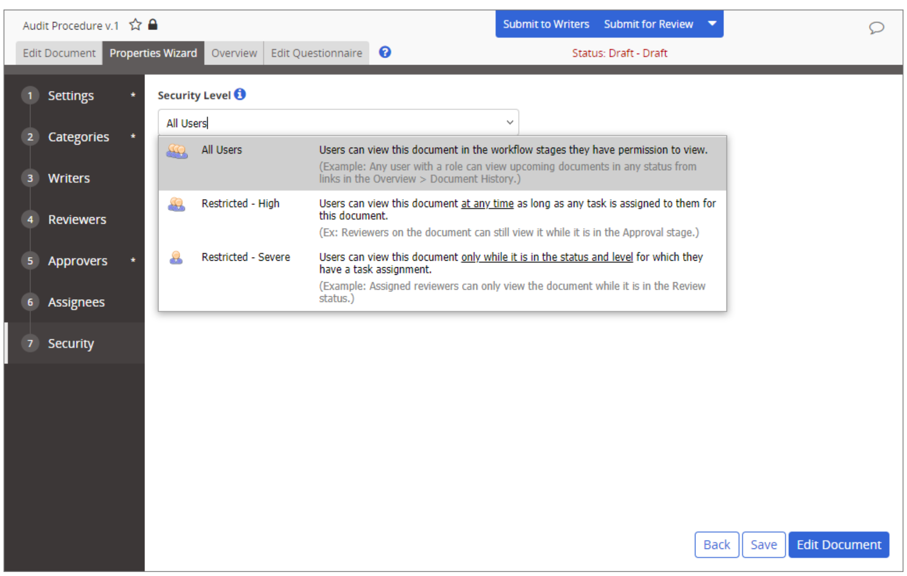
Note: Use **Search** to find an item in a long list.



Adjusting Security Settings

You can assign different security and encryption levels to a document or questionnaire to restrict who can work with, view, or search the contents of the document/questionnaire.

1. In the **Security** step, select a level. See Security Levels below for details on each level.

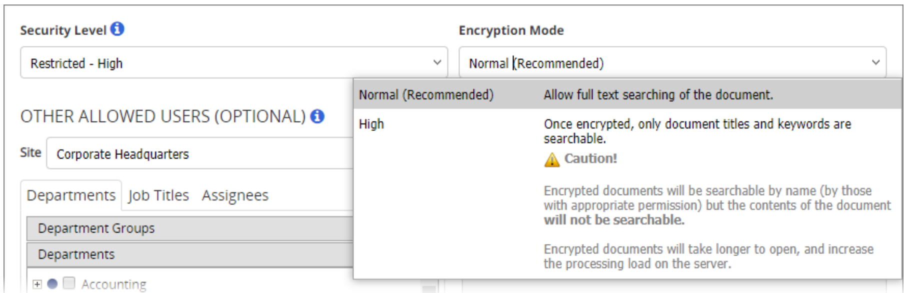


2. Do one of the following:

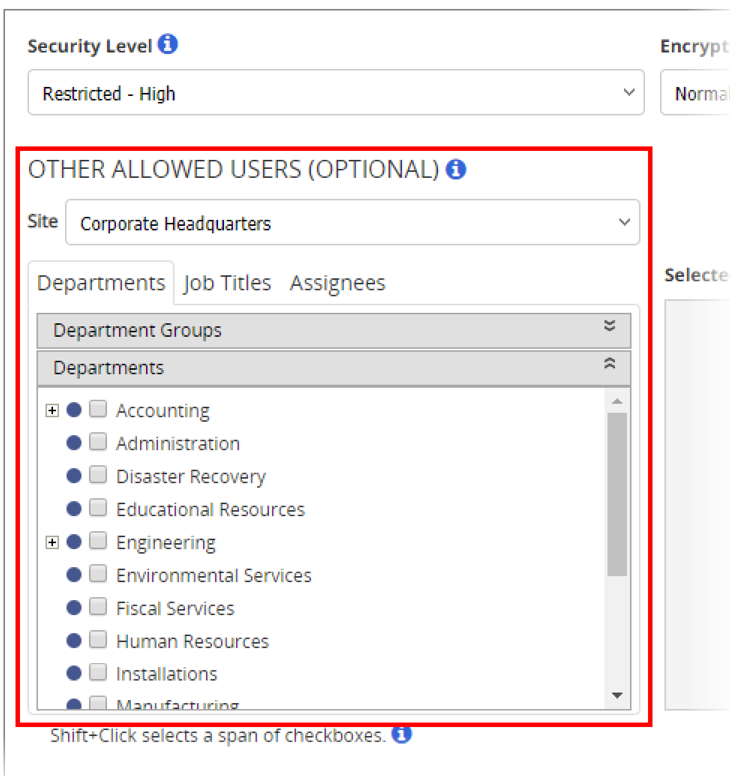
   - If you selected the **All Users** security level (the default setting for all new documents/questionnaires), you are done with security options. Go to step 5 below.

- If you selected **Restricted - High** or **Restricted - Severe**, continue with step 3.

3. (Optional) If you're setting security for a document, click the **Encryption Mode** box, and then click **Normal (Recommended)** or **High**. See Encryption Modes below for details on the two modes.

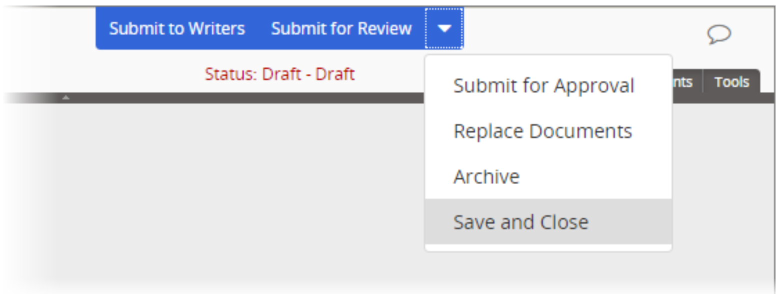


4. (Optional) If you want to grant special access permissions to specific users who would not normally have access under the **Restricted - High** or **Restricted - Severe** security level, select those users by department, by job title, or by those who have been assigned the Assignee role. See Other Allowed Users below for details on what permissions will be granted.



5. Do one of the following:

   - If you are finished with the document/questionnaire for now, click ▾ to the right of **Submit for Reivew**, and then click **Save and Close**. (When you are ready to work on the document again, go to Editing a Draft Document.)



   - If this is a document and you want to work on its content, click **Edit Document**, and then go to Writing a Document.

   - If this is a questionnaire and you want to work on its content, click **Edit Questionnaire**, and then go to Adding Questions and Answers to a Questionnaire.

Security Levels

An administrator can assign users various roles for working with documents and questionnaires. These roles include Document Owner, Writer, Reviewer, Approver, Pending, and Archived. These roles allow users access to the workflow statuses that correspond with their roles. For example, a document owner will see documents in the Draft status, a writer will see documents in the Collaboration status, and an assignee will see documents in the Published status. Which documents/questionnaires they can see in each of these statuses depends on the documents'/questionnaires' assigned security levels, as explained below.

All Users. When a document/questionnaire is assigned this security level, all users with the roles mentioned above can see that document/questionnaire in the workflow statuses they have access to, even if they are not specifically assigned to that document/questionnaire. For example, someone with the Document Owner role who is not a document's/questionnaire's owner can see that document/questionnaire while it is in the Draft status, and someone with the reviewer role who is not assigned to a document/questionnaire can see that document/questionnaire while it is in the Review status.

Restricted - High. With this security level assigned to a document/questionnaire, only those specifically assigned to one or more workflow statuses of the document/questionnaire have access to it. They can also access the document/questionnaire in any workflow status except archived. For example, someone assigned as a document's approver can see that document while it is in the Draft, Collaboration, Review, Approval, Pending, and Published statuses.

Restricted - Severe. As with the **Restricted - High** security level, only users specifically assigned to one or more workflow statuses of the document/questionnaire have access to it. However, they can only view that document/questionnaire while it is in the status to which they are assigned. For example, an assigned writer can only see the document/questionnaire while it is in Collaboration status.

Encryption Modes

Note: Encryption modes do not apply to questionnaires.

The encryption mode determines how much of a document is searchable when a user searches for a document from a document list, such as when the **Published** status is selected.

Normal. The document's title, keywords, and contents are all searchable.

High. Only the document's title and keywords are searchable. (Keywords can be added in step **1. Settings** of the **Properties Wizard**.)

Important: Be aware that documents with high encryption take longer to open and increase the PolicyTech server's processing load.

Other Allowed Users

If you assign a document or questionnaire the **Restricted - High** or **Restricted - Severe** security level, you have the ability to allow other users who are not assigned to this document/questionnaire to access it as if they were assigned to it. As with users assigned to the document/questionnaire, where other allowed users can access the document/questionnaire depends on their assigned roles and the document's/questionnaire's security level.

To allow other users to access this document/questionnaire, do one of the following:

- Click the **Departments** tab, click the **Departments** heading, and then select the departments whose users you want to grant access to this document/questionnaire.
- Click the **Departments** tab, click the **Department Groups** heading, and then select a department group.
- Click the **Job Titles** tab, click the **Job Titles** heading, and then select one or more job titles. All users with that job title will have access to the document/questionnaire.
- Click the **Job Titles** tab, click the **Job Title Groups** heading, and then select a job title group.

- Click **Assignees**, and then in the **Search Assignees** box, start typing a user name. As soon as you see the user you want to add, click the user's name.
- Click the **Assignees** tab, click the **Assignee Groups** heading, and then select a group.
- Click the **Assignees** tab, click the **Assignees** heading, and then select one or more individual users.

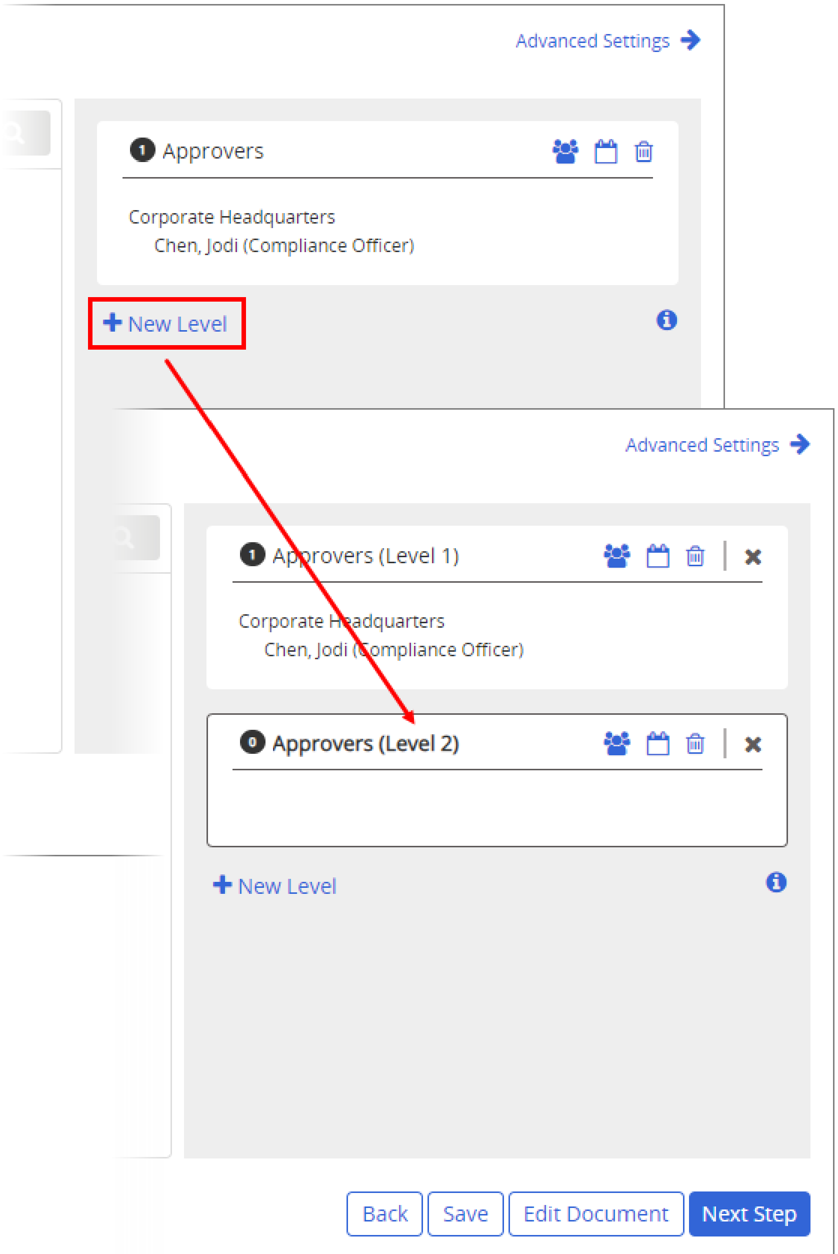
Working with Levels

When, in the **Properties Wizard**, you assign writers, reviewers, and approvers to a document or questionnaire, you can create levels to specify which users get the document/questionnaire first, second, and so on. When you create multiple levels, all users on the first level must complete their tasks, such as reviewing the document/questionnaire, before the same task can be sent to the users at the next level.

The following instructions assume that you are currently working on one of these **Properties Wizard** steps: **Writers**, **Reviewers**, **Approvers**.

Add a Level

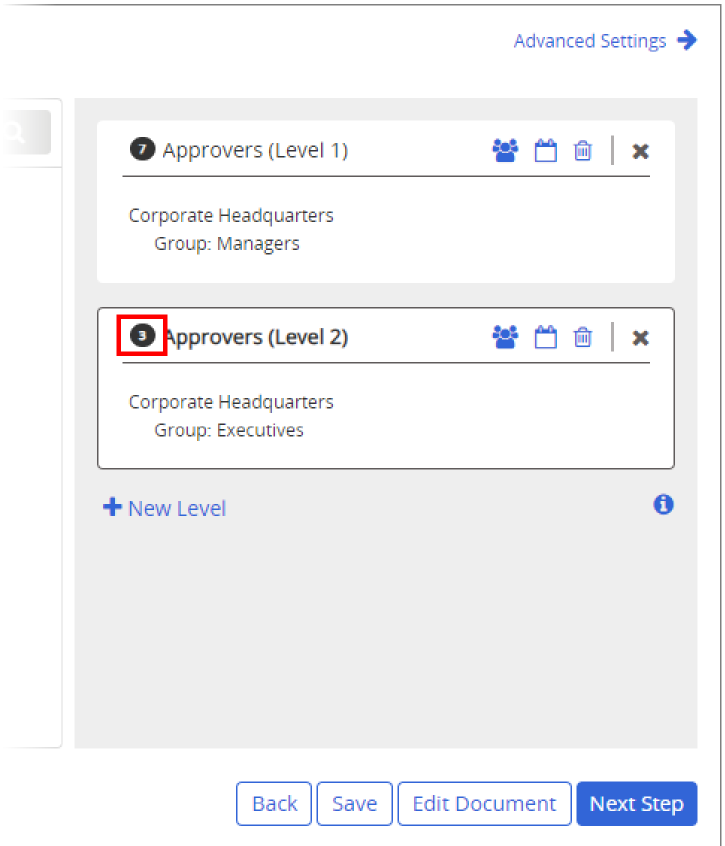
Click **New Level**.



Notice in the screenshot above that **Level 2** has a dark border, indicating that this level is now active. Any users selected at this point are added to **Level 2**. To make **Level 1** active again, click anywhere in **Level 1**.

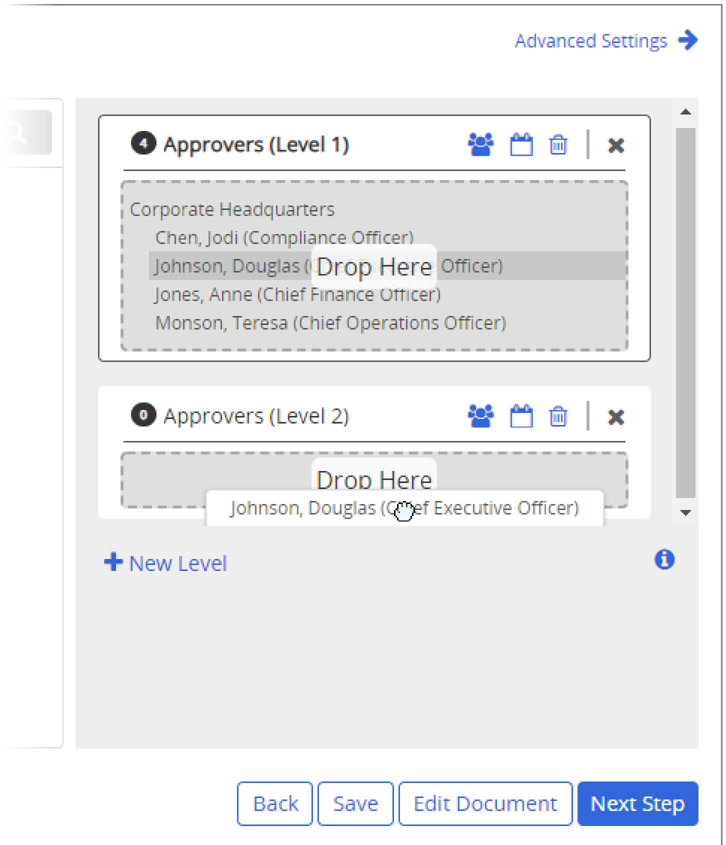
Assign Users to a Level

Click a level to activate it, and then select users, departments, job titles, or groups. Notice that the number of selected users in the level is updated automatically.



Move Users Between Levels

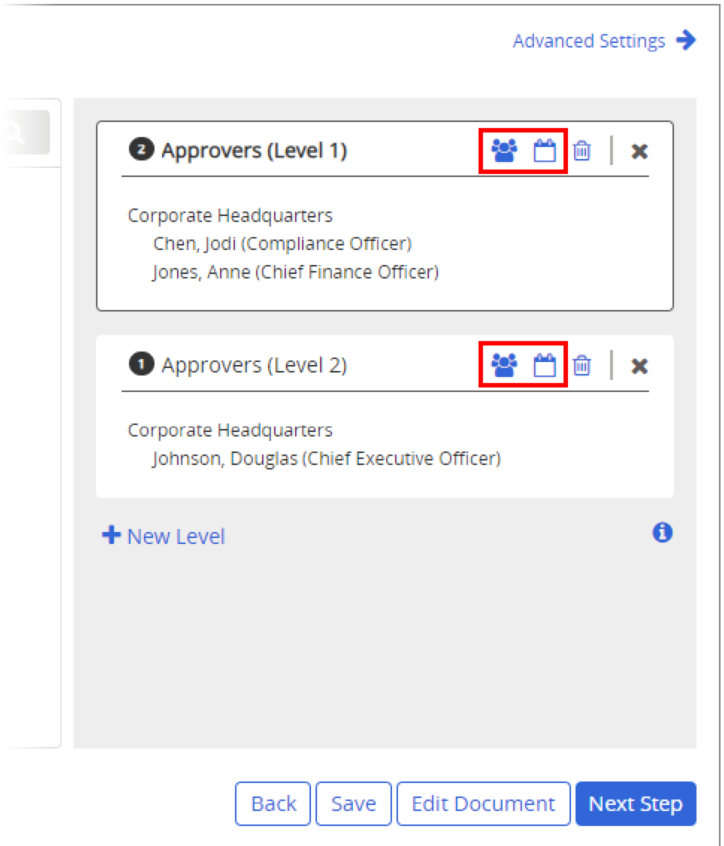
Click and drag a user to the desired level.



Note: To move multiple users at once, hold down the Ctrl key as you select each user, and then click and drag the selection. To select a range of users, click the top user and then hold down the Shift key as you click the last user.

Adjust Level Settings

With multiple levels, **Due Date** and **Minimum Required Users** settings exist for each level.



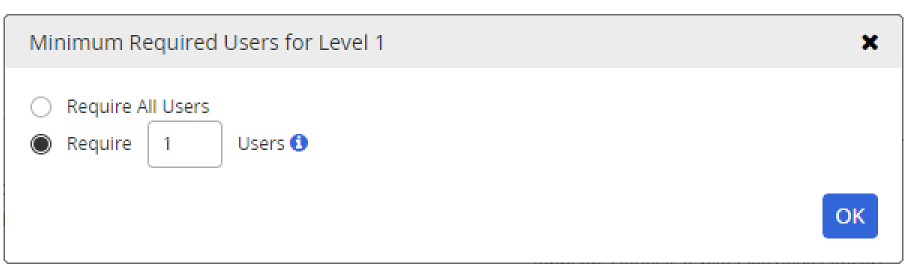
Set Due Dates

For instructions on setting due dates, see Setting Due Dates for Writing, Review, Approval, and Assignee Tasks.

Set Minimum Required Users

(Optional) By default, all assigned writers, reviewers, or approvers must complete their tasks before the document/questionnaire moves on in the workflow. Alternatively, you can set a minimum number of those assigned and have the document/questionnaire moved on in the workflow as soon as that number of writers, reviewers, or approvers complete their tasks.

In a level header, click , select **Require [*X*] Users**, type a number, and then click **OK**.

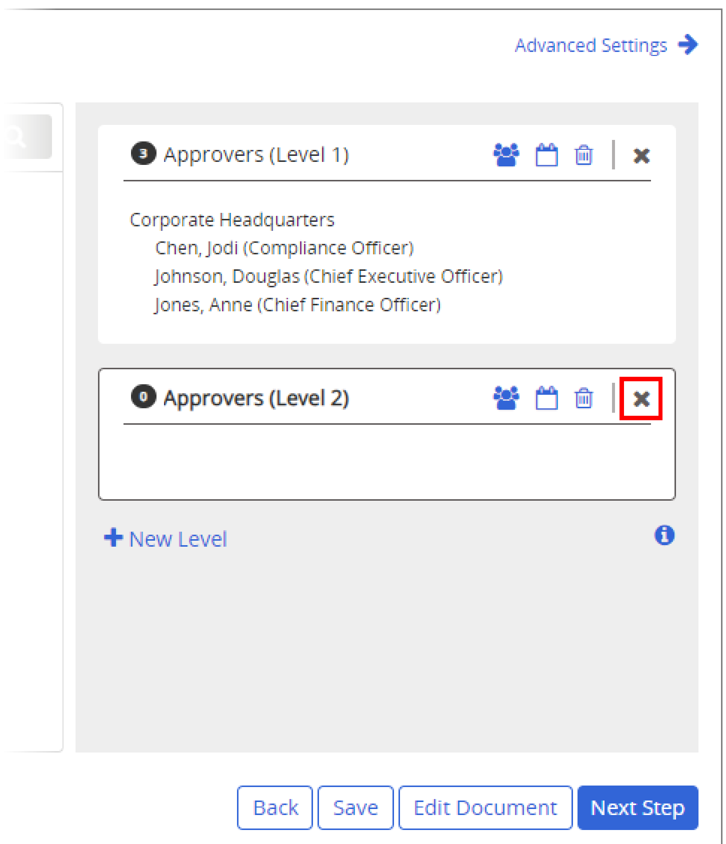


Note: If a group is included and is both inherited from the template and designated as required, users within the group are counted individually toward the **Require** number. For example, suppose that, on a particular approver level, there is one individually assigned approver and a required group inherited from the template containing three approvers. If you set the **Require** number at **2**, either of the following would complete the level: the individually assigned approver and one user from the required group accepts the document/questionnaire; two users from the required group accept the document/questionnaire.

Remove a Level

A level must be empty before you can remove it.

1. Remove all users, groups, departments, and job titles from the level.
2. Do one of the following:
   - Click ✖, and then click **Yes**.



   - Click **Save** or click another **Properties Wizard** step to automatically remove the empty level.

Setting Due Dates for Writing, Review, Approval, and Assignee Tasks

You can set a task due date that is a specific number of days after the user receives the task, or you can select a specific calendar date as the due date. A writer, reviewer, approver, or assignee who fails to complete a task on or before the set due date receives a one-time notification email when the task becomes overdue. If task summary emails are enabled, users can also see their tasks' overdue statuses each time they receive a task summary email.

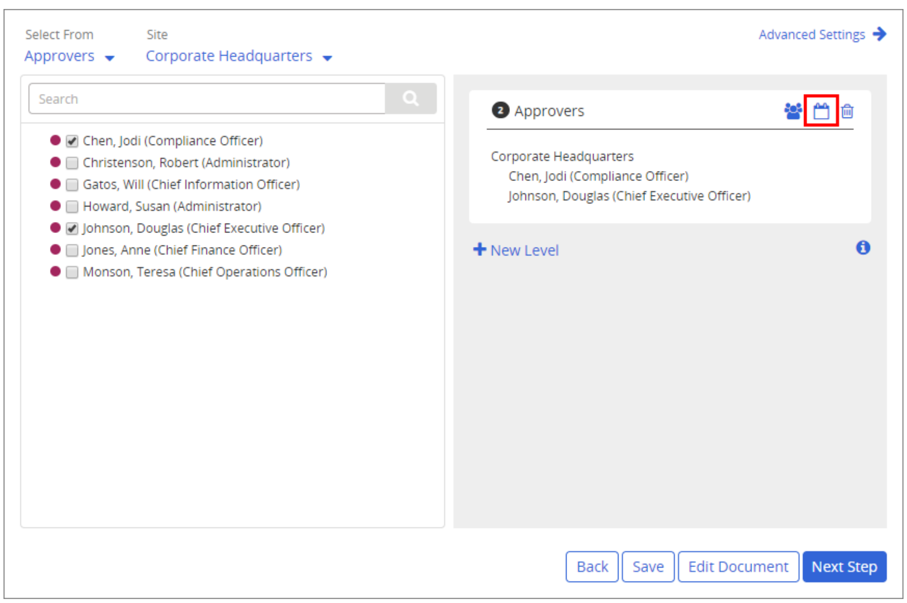
The way you set a due date for a writing, reviewing, or approving task is the same, while setting a due date for a reading task is slightly different.

Setting a Due Date for a Writing, Review, or Approval Task

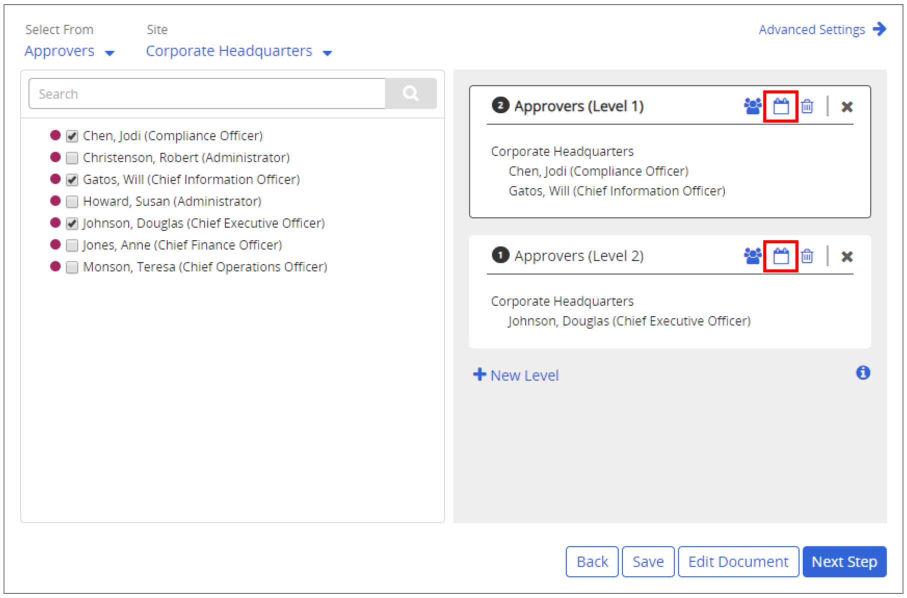
Important: The instructions in this section assume that you are working in one of the following **Properties Wizard** steps: **Writers**, **Reviewers**, **Approvers**.

1. Do one of the following:

   - In the right pane where approver selections are listed, click .

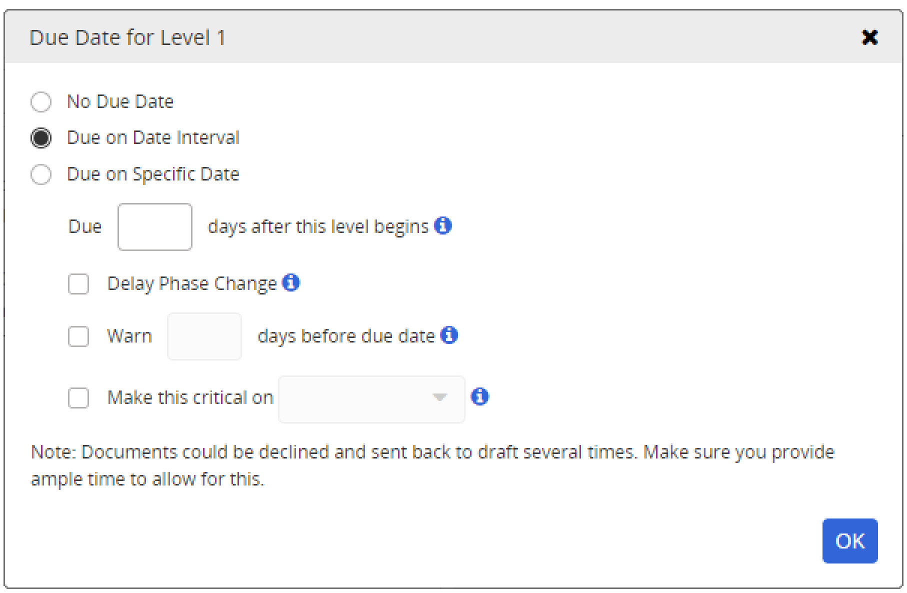


   - If there are multiple levels, click in one of the level headers.

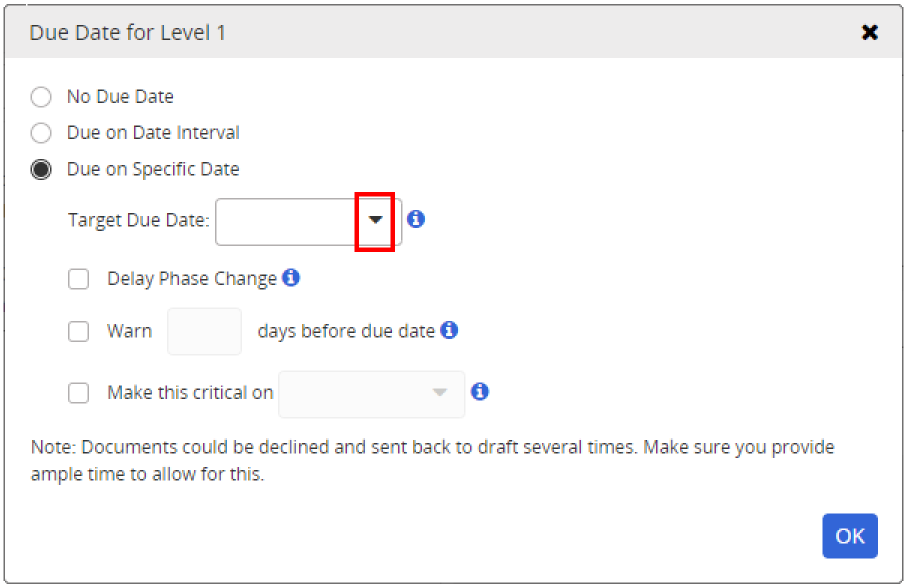


2. Do one of the following:

- Click **Due on Date Interval**, and then type a number in the **Due** box. The user then has that many days to complete the task after receiving it.



- Click **Due on Specific Date**, click ▾ in the **Target Due Date** box, and then find and click the due date.



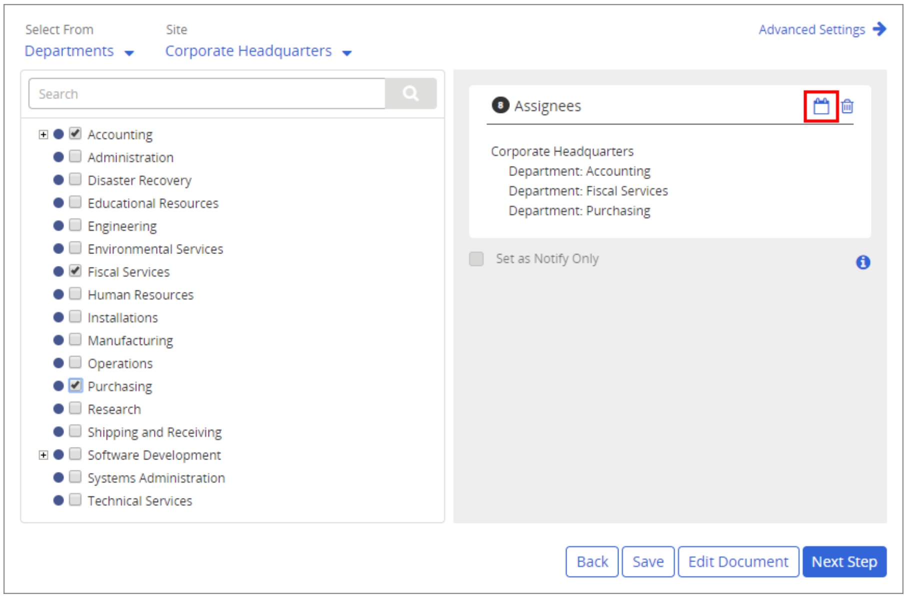
3. (Optional) The **Delay Phase Change** option applies only if you selected a number less than **All** in this level's **Minimum Requires Users** setting. Select **Delay Phase Change** if you want as many users as possible to complete their tasks up until the due date, but then want the document/questionnaire moved on to the next level if at least the number of required users have completed their tasks. The document/questionnaire will move to the next level earlier than the due date only if all users on the current level complete their tasks.
4. (Optional) Select **Warn**, and then type a number of days before the due date that you want all that level's users notified that the due date is approaching. For example, if you set **10** as the **Due on Date Interval** setting, and then you set **Warn** to **2**, any users who haven't finished their tasks for that level by the end of the eighth day will receive a task reminder.
5. (Optional) Select **Make this critical on**, click ▾, and then find and click a date that is on or after the due date. If any users haven't completed their tasks by the critical date, an escalation email is sent to both the assigned users and the document owner.

Setting a Due Date for an Assignee Task

Important: The instructions in this section assume that you are working on the **Assignees** step of the **Properties Wizard**.

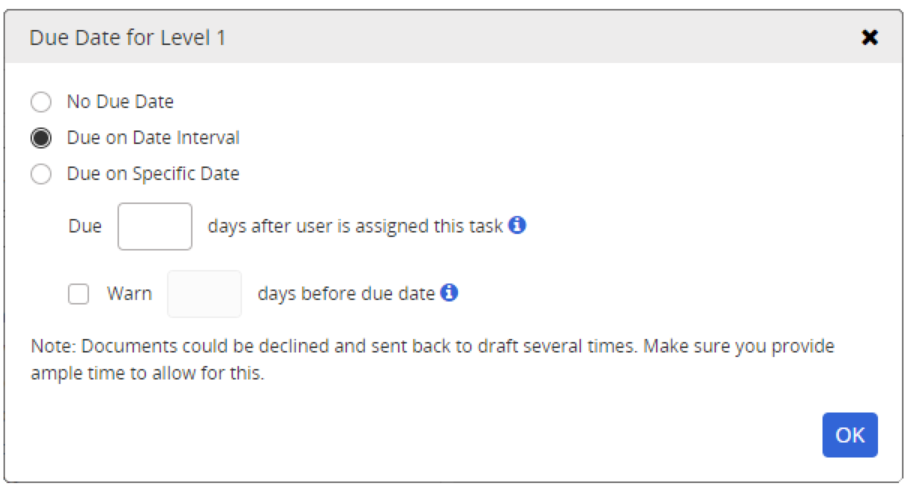
Note: Due dates do not apply to "Notify Only" assignees.

1. In the right pane where assignee selections are listed, click 📅.



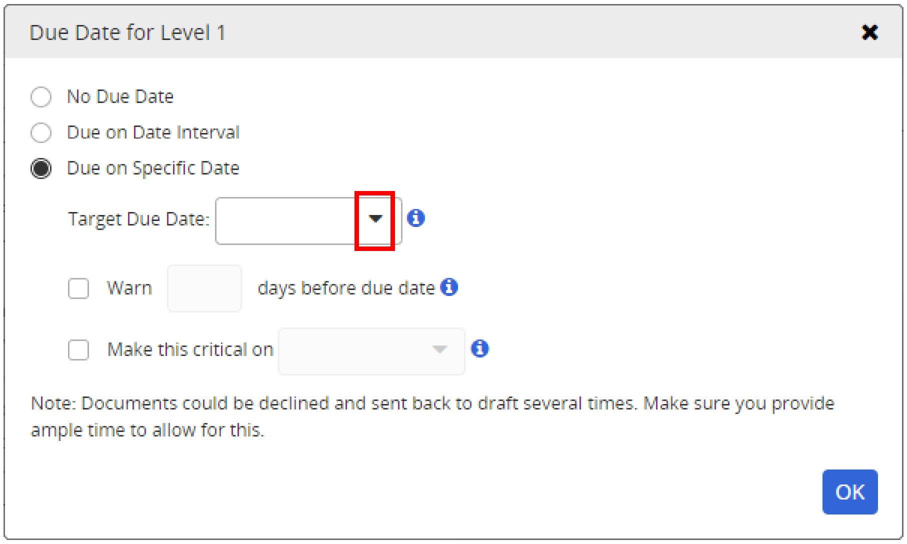
2. Do one of the following:

   - Click **Due on Date Interval**, and then type a number in the **Due** box. The user then has that many days to complete the task after receiving it.



   - Click **Due on Specific Date**, click ▾ in the **Target Due Date** box, and then find and click the due date.

Important: We recommend that you not set a specific due date for an assignee task as that could cause past due notices to go out to new users who were added after the due date and assigned to read the document or complete the questionnaire.



3. (Optional) Select **Warn**, and then type a number of days before the due date that you want all that level's users notified that the due date is approaching. For example, if you set **10** as the **Due on Date Interval** setting, and then you set **Warn** to **2**, any users who haven't finished their tasks for that level by the end of the eighth day will receive a task reminder.
4. (Optional) Select **Make this critical on**, click ▼, and then find and click a date that is on or after the due date. If any users haven't completed their tasks by the critical date, an escalation email is sent to both the assigned users and the document owner.

Assignees and Site Access

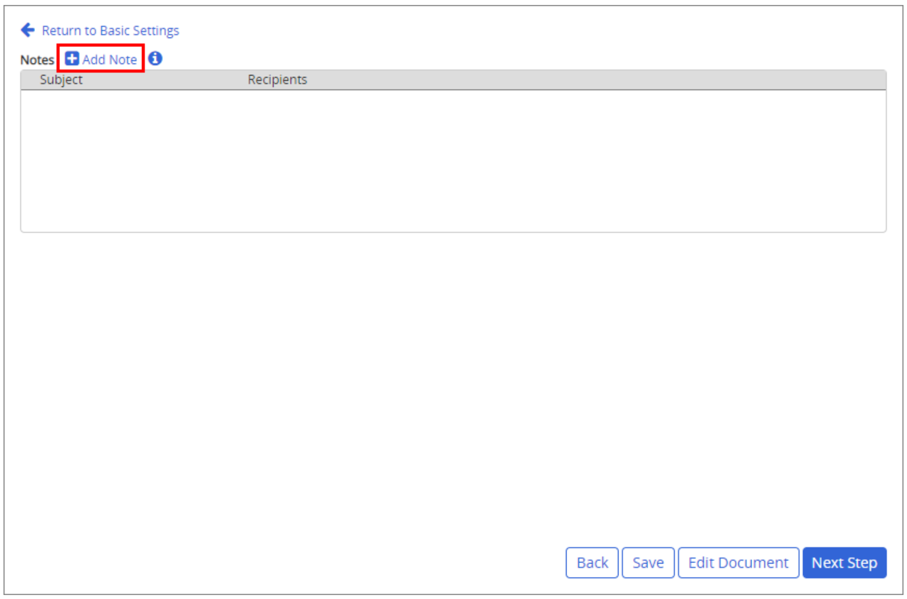
As users are added to PolicyTech, the administrator decides which sites each user should have access to. When you assign a writer, reviewer, approver, or assignee to a document or questionnaire and that user is not assigned or and has not been given access to the site containing the document/questionnaire, PolicyTech lets the user open the document /questionnaire anyway in order to complete the assigned task. However, the user can only open the document/questionnaire from the task in **My Tasks** or from the link in the notification email. The document/questionnaire cannot be found using **Search** or **Browse**, since the user cannot select that site.

Keep this in mind as you assign users from other sites. Be sure that you're not granting a user access to a document/questionnaire that the user should not have access to.

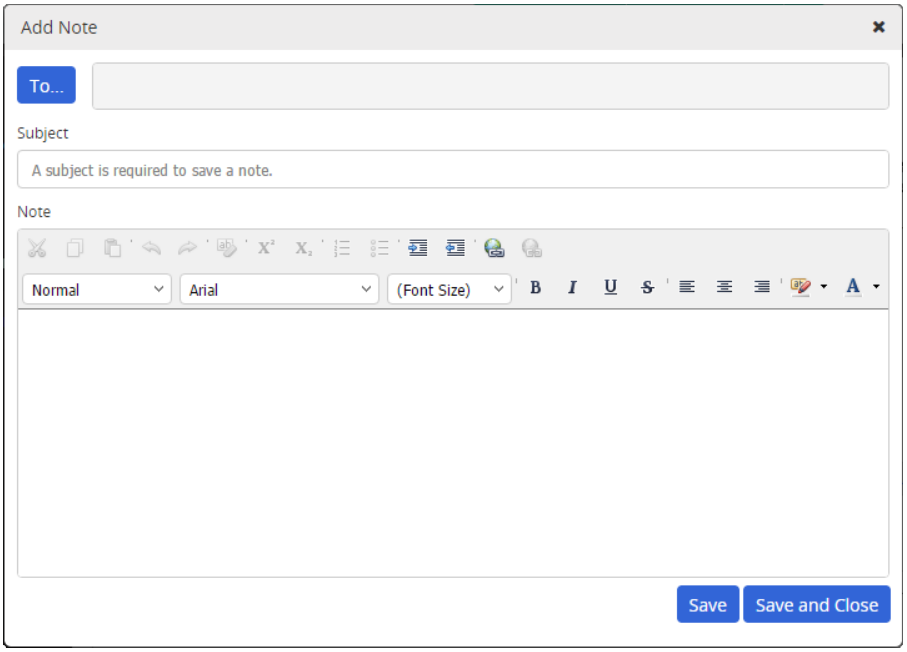
Adding Notes for Writers, Reviewers, Approvers, and Assignees

When selecting writers, reviewers, approvers, and assignees in the **Properties Wizard**, you can include a note with instructions or other information concerning the writing, review, approval, or reading/completion of the document or questionnaire. Any note you write is included in the task notification email sent to assigned users as soon as the document/questionnaire moves to the status for which the note was written. For example, if you include a note while working on the **Approvers** step, that note will be sent as soon as the document/questionnaire moves to Approval. An assignee can also access a note from within the document/questionnaire (see Reviewing Notes for details).

1. In the **Writers**, **Reviewers**, **Approvers**, or **Assignees** step of the **Properties Wizard**, click **Advanced Settings**, and then click **Add Note**.

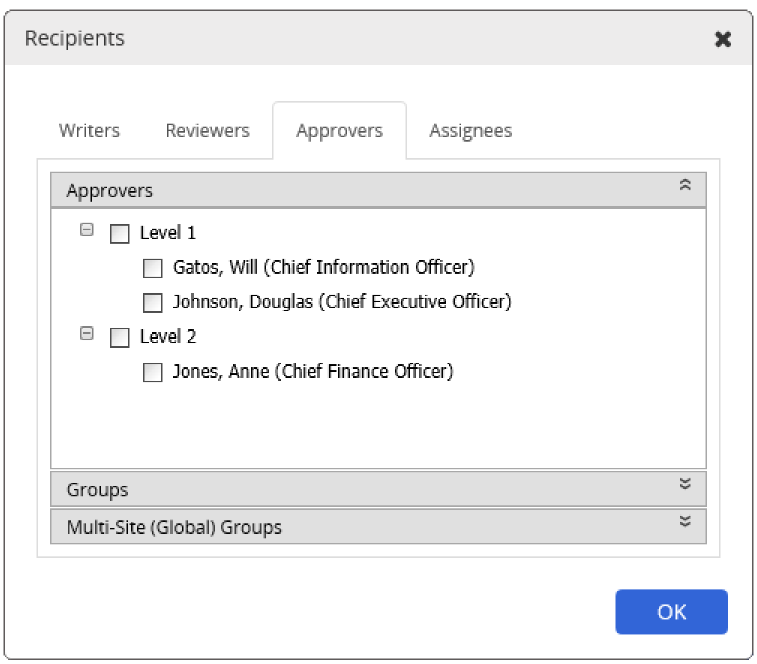


2. Click **To**.



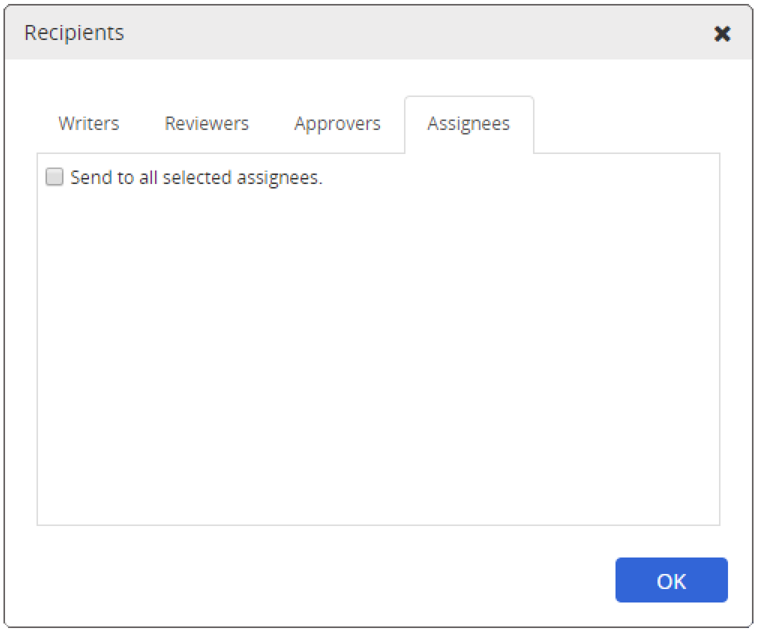
3. As you select note recipients, you will only see the users and groups currently assigned to the document/questionnaire. Click the **Writers**, **Reviewers**, **Approvers**, or **Assignees** tab, and then do any of the following:

   - Under the **Writers**, **Reviewers**, or **Approvers** heading, select individual assignees or select a level to include all assignees on that level.



- In the **Writers**, **Reviewers**, or **Approvers** tab, click the **Groups** heading, and then select one or more assigned groups.
- To select assignees as note recipients, click the **Assignees** tab, and then click **Send to all selected assignees**.

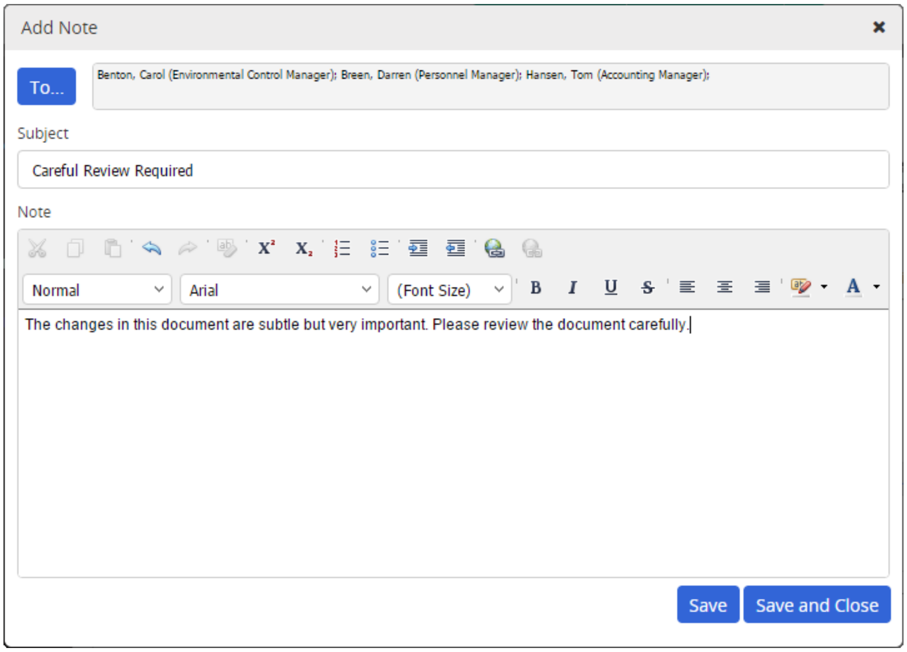
Note: If you select **Send to all selected assignees**, both required and "Notify Only" assignees receive the note in their initial email notifications.



4. Type a subject.

Note: You must type a subject before you can save the note.

5. Type the instructions or other information, and then click **Save and Close**.



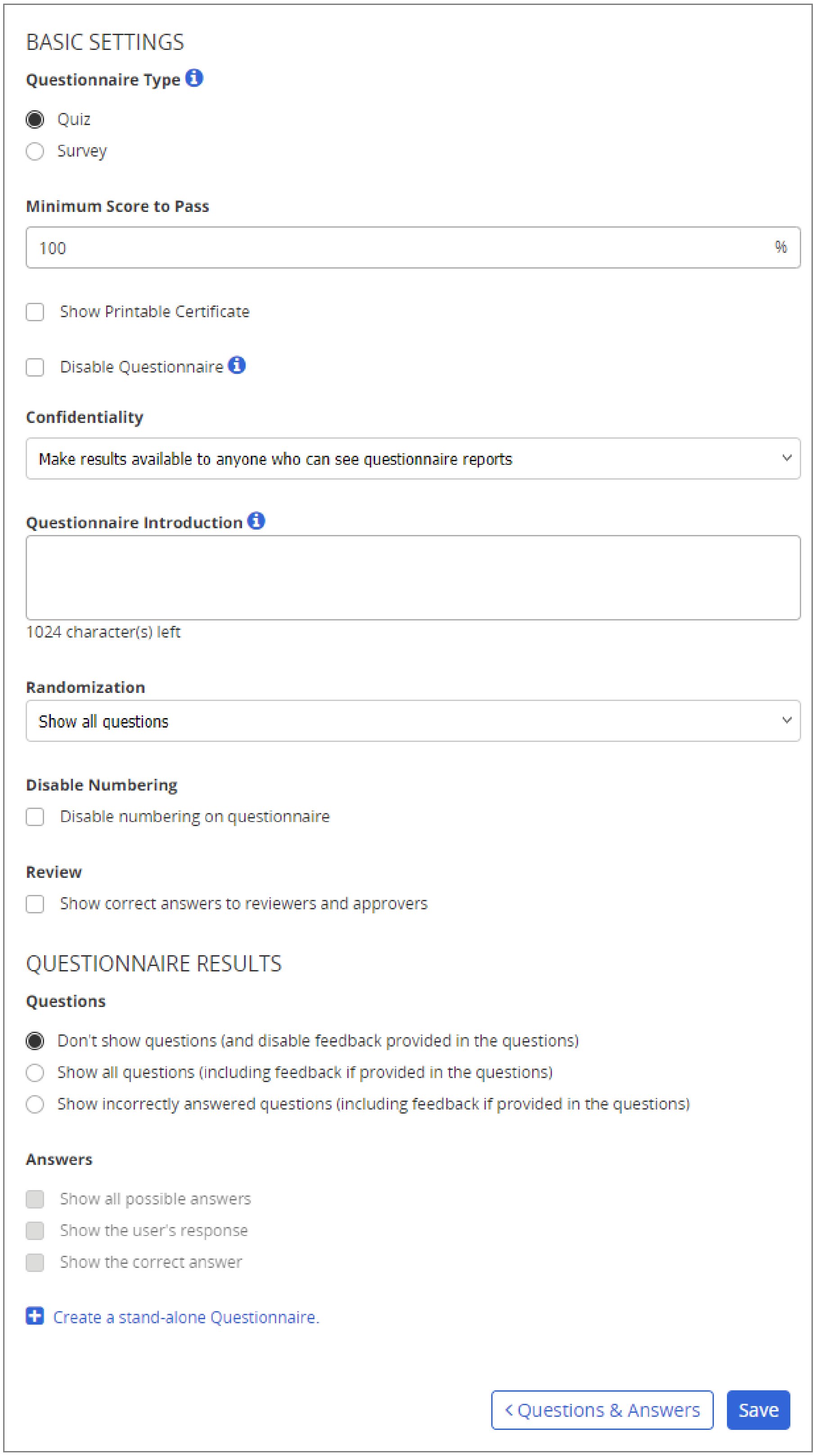
Adjusting Questionnaire Settings

The available settings depend on whether the **Quiz** or **Survey** questionnaire type is selected. The settings also vary slightly depending on whether you're creating a stand-alone questionnaire or a questionnaire in a document.

Note: When creating a stand-alone questionnaire, **Survey** is selected by default. When adding a questionnaire to a document, **Quiz** is selected by default.

Quiz Settings

Select the **Quiz** type of questionnaire to create questions whose answers will be scored. Quizzes are generally used to test concept knowledge or reading comprehension. If you create a stand-alone quiz, assignees will be required to complete the quiz with a passing score in order to complete their assigned **Read / Complete** task. If you create a quiz in a document, assignees will be required to complete the quiz with a passing score before they can mark the document as read.



Each quiz setting is described below.

Minimum Score to Pass. Type the percentage of questions assignees must answer correctly in order to pass the quiz. The default setting is **100**.

Show Printable Certificate. Select this option to give assignees the ability to print out a certificate once they pass the quiz.

Disable Questionnaire (for document questionnaires only). Select this option if, after creating a quiz in a document, you decide not to require it for marking the document as read.

To restrict access to these reports, select **Restrict results to administrators and the Document Owner**.

Questionnaire Introduction. (Optional) In the **Questionnaire Introduction** box, type text that you want to appear at the top of the quiz. The introduction text will be preceded by "Read This First."

Randomization. By default, all questions you add under a section are included in the quiz. If you want PolicyTech to randomly select one question from each section and include only that question in the quiz, select **Show one random question per section**.

Disable Numbering. If you want the question numbers hidden when users take this quiz, select **Disable numbering on questionnaire**.

Notes:

- **Disable Numbering** is automatically selected and unchangeable if, for **Randomization**, you select **Show one random question per section**.
- This option hides numbers in the published quiz only. Numbers are still shown when editing questions and answers.

Review. By default, when assigned reviewers and approvers look at a quiz, correct answers are not indicated. To change this, select **Show correct answers to reviewers and approvers**.

Questionnaire Results: Questions. To show questions when an assignee fails a quiz, click **Show all questions** or **Show incorrectly answered questions**. **Don't show questions** is selected by default.

Important: Selecting an option to show questions also shows question feedback, if any exists. If you are opting to show questions for the first time for this quiz, none of the already added questions will have feedback text as the **Feedback** box in the **Question** window is disabled until you've opted to show questions. If you want to include feedback, you'll need to edit the questions to add it. (See Changing a Questionnaire for help with editing questions.)

Questionnaire Results: Answers. The options under the **Answers** area are selectable only if one of the options for showing questions is selected. To show answers with questions when an assignee fails the quiz, select one or more of the following:

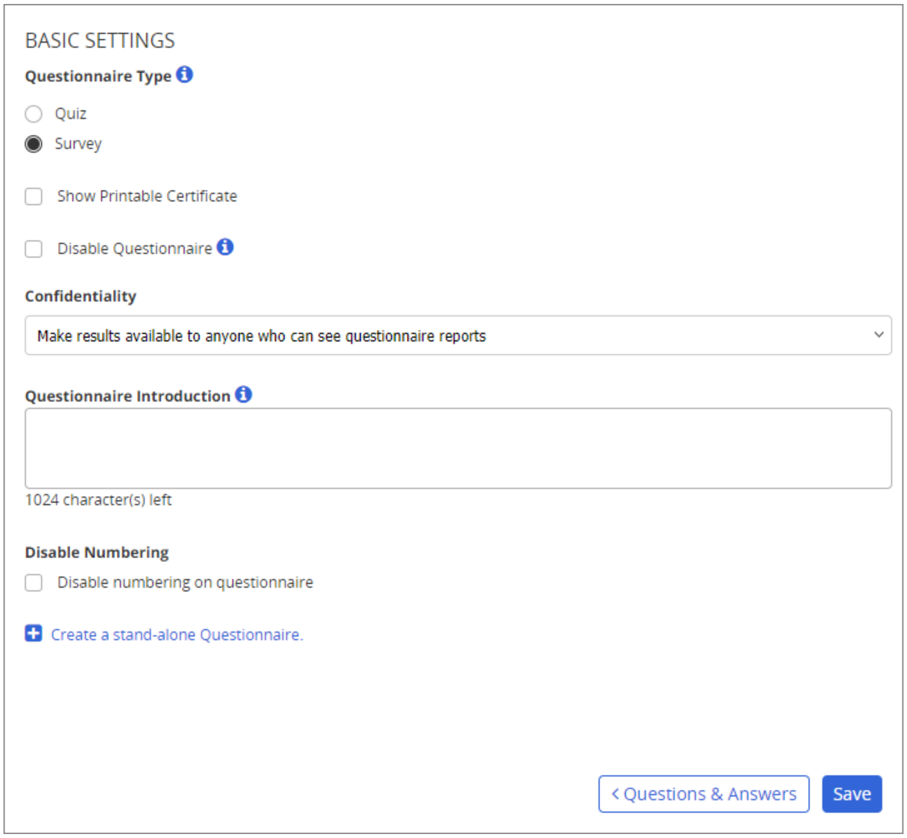
- **Show all possible answers.** Lists all of a question's answers.
- **Show the user's response.** Shows only the answer the assignee selected and marks it with if the answer is correct or with if it's incorrect.
- **Show the correct answer.** Displays only the correct answer preceded by .

Create a stand-alone Questionnaire (for document questionnaires only). While in a quiz created for a document, click **Create a stand-alone Questionnaire** to open a new stand-alone quiz containing the same questions, answers, and settings as the document quiz.

Note: This does not affect the original document quiz in any way. It only creates a copy of the document quiz and creates a new stand-alone quiz from that copy.

Survey Settings

Select the **Survey** type of questionnaire to create questions whose answers will not be scored. Surveys are generally used to gather information. If you create a stand-alone survey, assignees will be required to complete the survey in order to complete their assigned **Read / Complete** task. If you create a survey in a document, assignees will be required to complete the survey before they can mark the document as read.



Show Printable Certificate. Select this option to give assignees the ability to print out a certificate once they complete the survey.

Disable Questionnaire (for document questionnaires only). Select this option if, after creating a survey in a document, you decide not to require it for marking a document as read.

Confidentiality. Survey results can be seen by running a questionnaire report (**Questionnaire Results by Document** or **Questionnaire Results by User**). By default, those with the following role or system permission assignments and with access to the document containing the survey or to the stand-alone survey can run these reports and see survey results:

- Document Owner (Questionnaire Results by Document only)
- Manager (Questionnaire Results by User only)
- Report Manager
- Administrator

To restrict access to these reports, select **Restrict results to administrators and the Document Owner**.

Questionnaire Introduction. (Optional) In the **Questionnaire Introduction** box, type text that you want to appear at the top of the survey. The introduction text will be preceded by "Read This First."

Disable Numbering. If you want the question numbers hidden when assignees complete this survey, select **Disable numbering on questionnaire**.

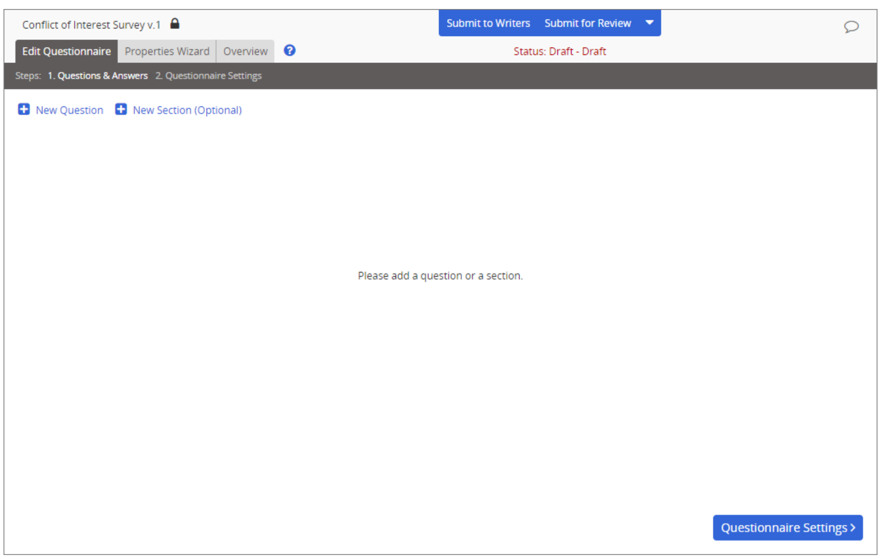
> **Note:** This option hides numbers in the published survey only. Numbers are still shown when editing questions and answers.

Create a stand-alone Questionnaire (for document questionnaires only). While in a survey created for a document, click **Create a stand-alone Questionnaire** to open a new stand-alone survey containing the same questions, answers, and settings as the document survey.

> **Note:** This does not affect the original document survey in any way. It only creates a copy of the document survey and creates a new stand-alone survey from that copy.

Adding Questions and Answers to a Questionnaire

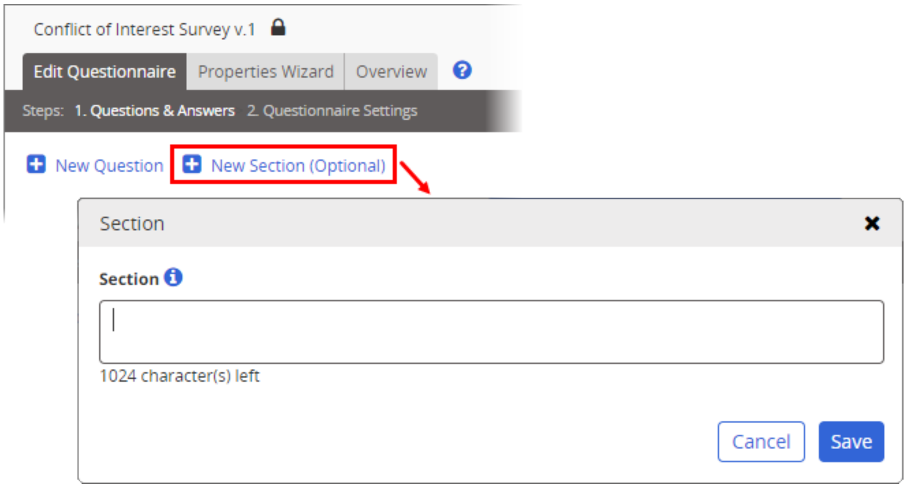
1. Do one of the following to start adding questions and answers to a questionnaire:
   - If the **Questions & Answers** page is already displayed, move on to the next step.



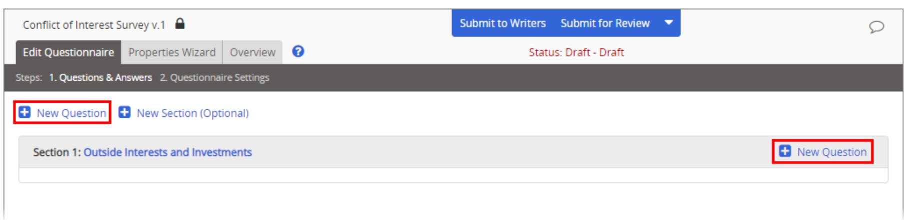
   - If you're currently on the **Questionnaire Settings** page, click **Questions & Answers**.
   - If you haven't started a questionnaire yet, follow the instructions in Creating a Questionnaire (Overview) or Creating a Document Questionnaire before continuing.

2. (Optional) If the current **Questionnaire Type** setting in **Questionnaire Settings** is **Quiz** and you want to include a section for the first group of

questions, click **New Section**, type the section heading, and then click **Save**.



3. To add a question, click **New Question** near the upper left corner or click **New Question** in the section header.

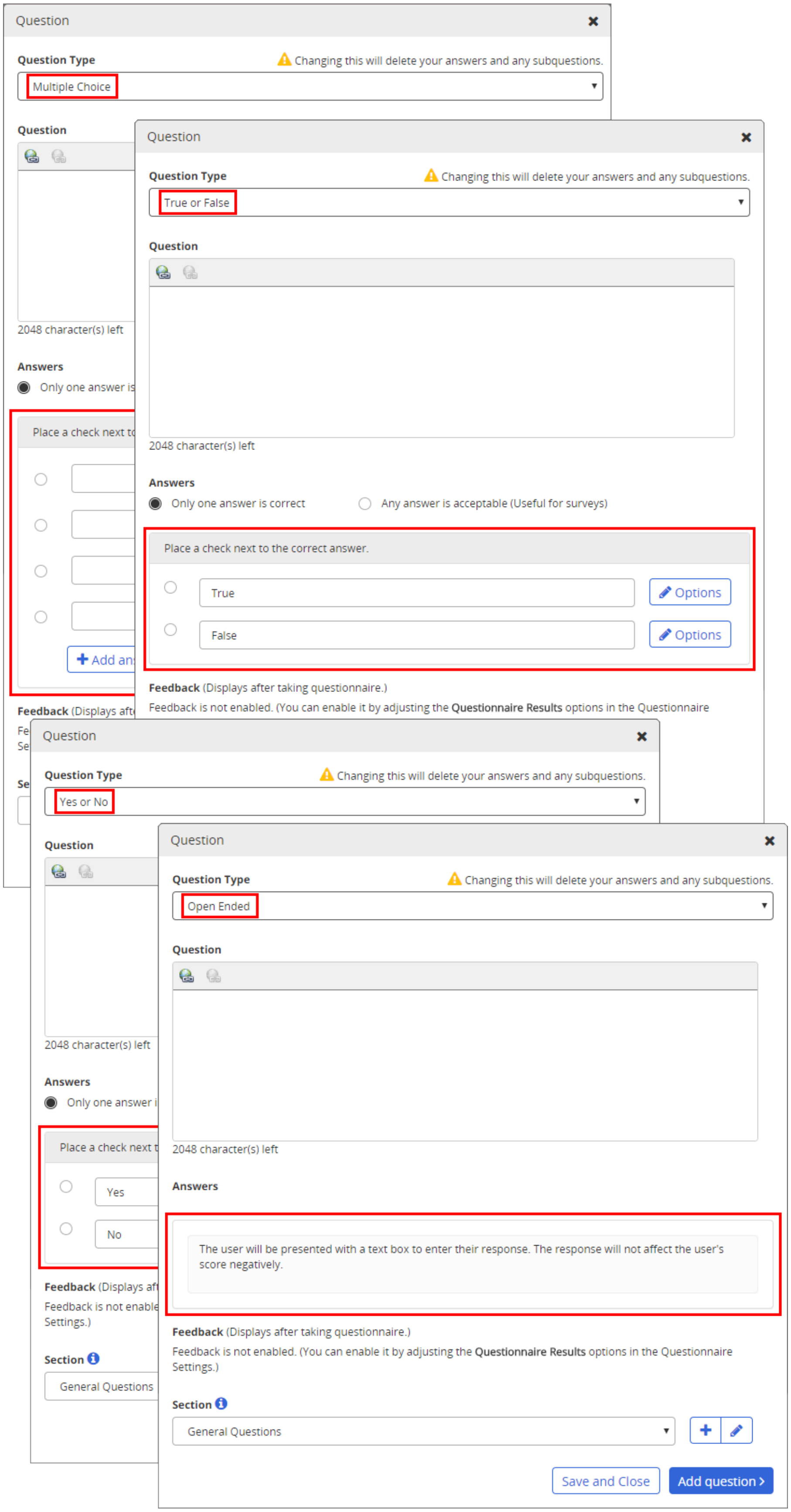


Important: When you have only one section, clicking either **New Question** option does the same thing. However, if you have multiple sections, clicking **New Question** in the upper left corner adds a question to the first section, while clicking **New Question** in a section header adds the question to that section.

4. Select a **Question Type** option. As shown below, the options in the **Answers** area change based on the question type selected.

Important: If you change the question type after typing answers, those answers will be deleted.

Note: An open-ended question in a quiz-type questionnaire is not included when calculating a score.


Question
Question Type
Changing this will delete your answers and any subquestions.
Multiple Choice
Question
2048 character(s) left
Answers
Only one answer is
Place a check next to
Add an
Feedback (Displays afte
Question
Question Type
Changing this will delete your answers and any subquestions.
True or False
Question
2048 character(s) left
Answers
Only one answer is correct
Any answer is acceptable (Useful for surveys)
Place a check next to the correct answer.
True
Options
False
Options
Feedback (Displays after taking questionnaire.)
Feedback is not enabled. (You can enable it by adjusting the Questionnaire Results options in the Questionnaire
Question
Question Type
Changing this will delete your answers and any subquestions.
Yes or No
Question
2048 character(s) left
Answers
Only one answer i
Place a check next t
Yes
No
Feedback (Displays af
Feedback is not enable
Settings.)
Section
General Questions
Question
Question Type
Changing this will delete your answers and any subquestions.
Open Ended
Question
2048 character(s) left
Answers
The user will be presented with a text box to enter their response. The response will not affect the user's score negatively.
Feedback (Displays after taking questionnaire.)
Feedback is not enabled. (You can enable it by adjusting the Questionnaire Results options in the Questionnaire Settings.)
Section
General Questions
Save and Close
Add question ›

5. Type the question text.

   To include a link, click , select **URL** or **E-mail address**, and then type at least the URL or email address.

Notes:

- A URL must include **http://** or **https://**.
- Text you type in the **Text** box will be displayed as the link text instead of the actual URL or email address.
- Text you type in the **ToolTip** box will be displayed when assignees completing the questionnaire hover their cursors over the link text.
- To remove a link, click anywhere in the link text, and then click .

6. If the current **Questionnaire Type** setting in **Questionnaire Settings** is **Quiz** and you selected **Multiple Choice**, **True or False**, or **Yes or No** as the current question type, then, directly below the **Answers** heading, do one of the following:

   - If you're creating a quiz-type question, select **Only one answer is correct** (the default setting for new questions when **Questionnaire Type** is **Quiz**).

   - If you're creating a survey-type question, select **Any answer is acceptable**.

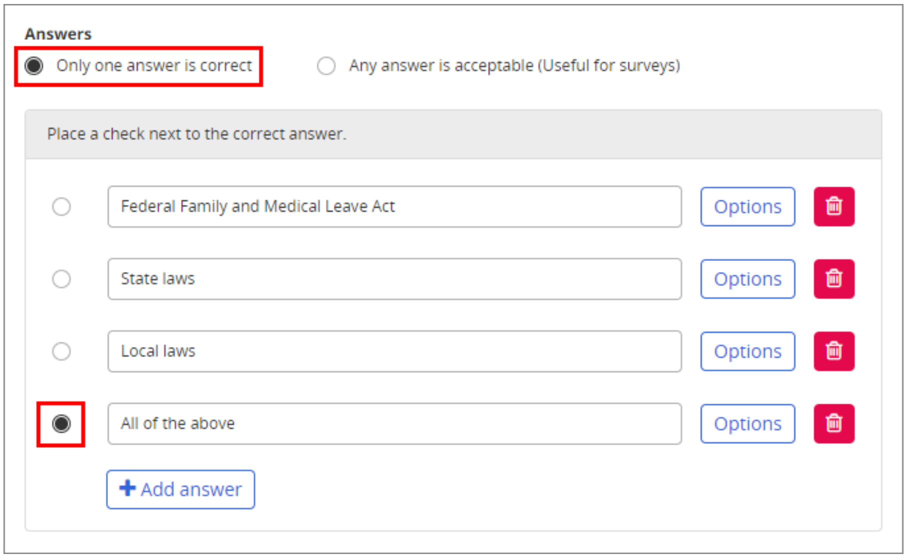
Note: A question with **Any answer is acceptable** selected is included when calculating a score and any answer selection is counted as correct.

7. If this is a **Multiple Choice** question, type the answers you want users to select from.

Notes:

- The answers will appear in the questionnaire in the same order that you enter them here.
- To include more than four answers, click **Add answer**.
- To include less than four answers, simply leave unneeded answers empty.
- To delete an answer, click .

8. If you selected **Multiple Choice**, **True or False**, or **Yes or No** as the type for this question and selected **Only one answer is correct**, select the button to the left of the correct answer .



9. (Optional) At this point, you can set up several actions for PolicyTech to take based on which answer a assignee chooses. Click an item in the list below to go to detailed instructions about an action.

Important: Before you can assign an action, you must type a question and, if it's not an open-ended question, type answers and select the correct answer.

- Present a follow-on question (subquestion)
- Present a follow-on task
- Flag an exception that can be viewed in a report
- Create a case (only if Case Management Integration has been enabled)

10. (Optional) If all of the following are true, add whatever text you feel would be useful for the quiz taker, such as an explanation of the concept the question is about.

- You activated feedback in **Questionnaire Settings** (see Adjusting Questionnaire Settings).
- The current **Questionnaire Type** setting is **Quiz**.
- **Only one answer is correct** is selected for the current question.

Note: You cannot add feedback to an open-ended question.

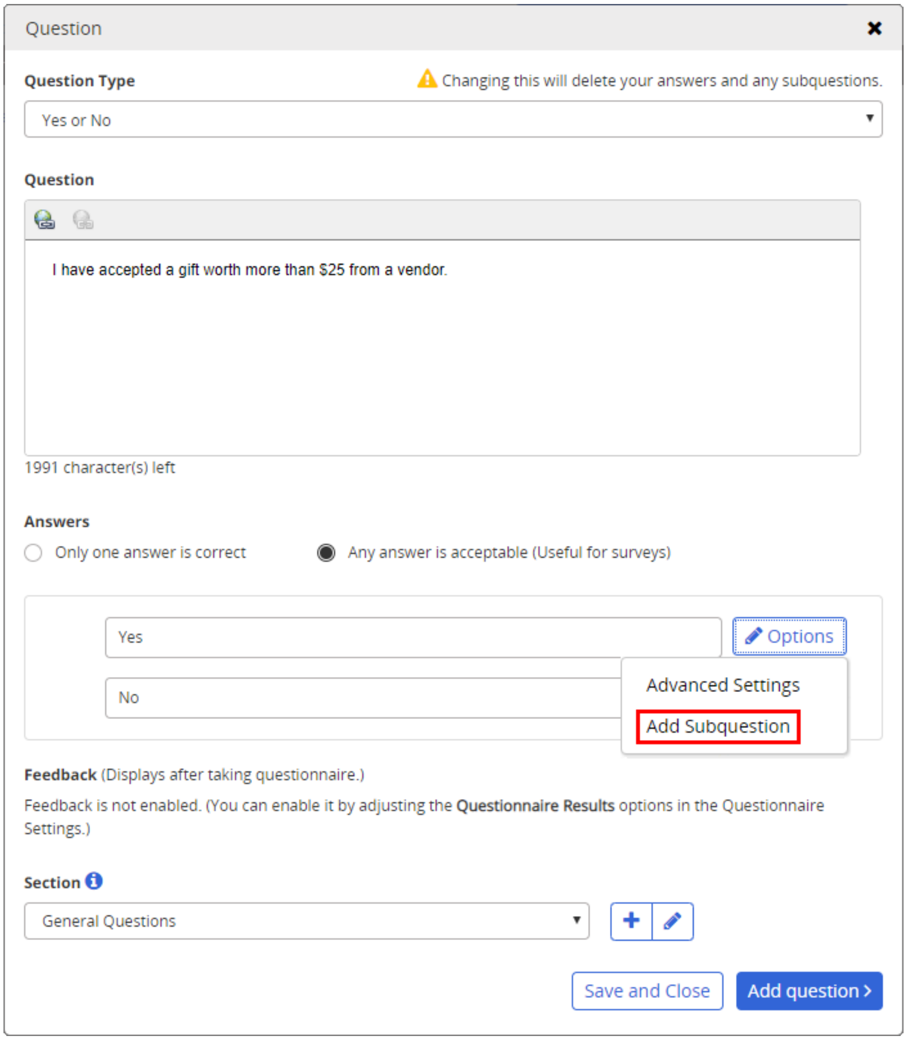
11. (Optional) If the current **Questionnaire Type** setting is **Quiz**, do one of the following for **Section**:

- Leave the current section selection.
- To create a new section and assign the current question to it, click [+], type the section description, and then click **Save**.
- To keep the question in the currently selected section and edit the section description, click [✎], make changes, and then click **Save**.
- If you've already defined two or more sections and want to assign the current question to a different section, click ▼ to the right of the currently selected section and select a different one.

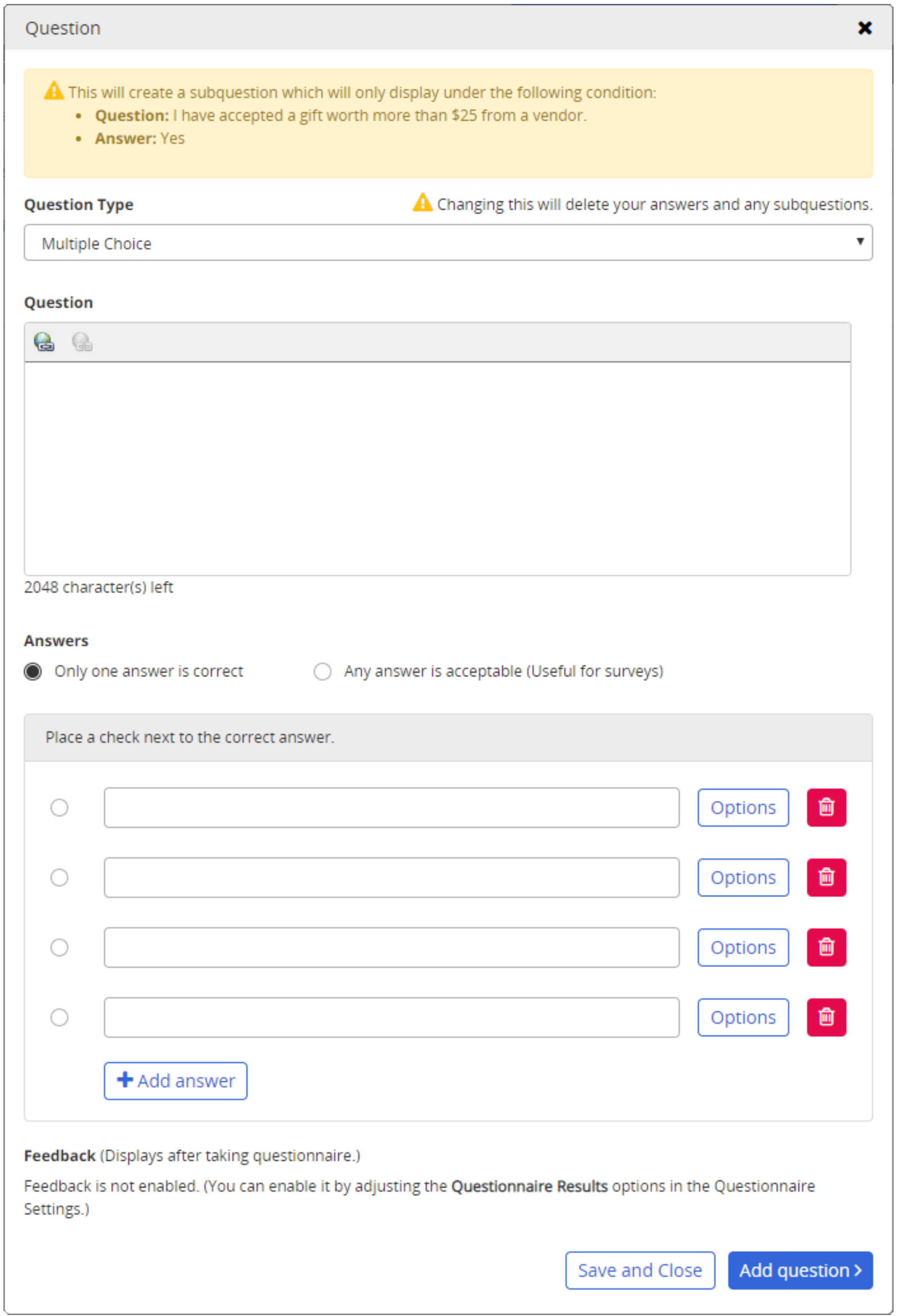
12. Do one of the following:
    - To continue creating the questionnaire, click **Add question**, and then repeat the steps above starting with step 4.
    - If you're done adding questions, click **Save and Close**.

Creating a Subquestion

1. To the right of an answer you've added, click **Options**, and then click **Add Sub Question**.



A new **Question** window appears with the subquestion display condition at the top.



2. Define the subquestion the same as you would a top-level question. You can add any number of question sublevels.
3. (Optional) To add another subquestion under the same answer, click **Add Next Question**, and then repeat step 2.
4. Click **Save and Close**.

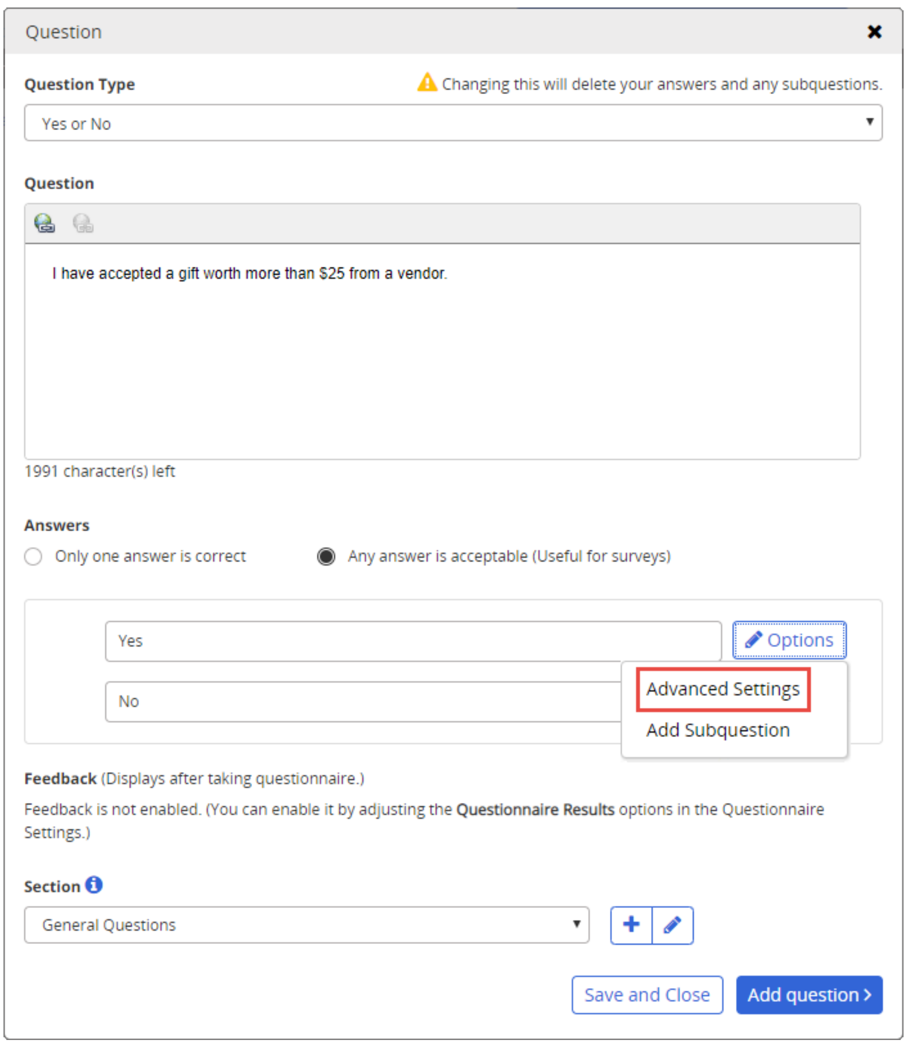
Adding a Questionnaire Task

You can use a follow-on questionnaire task to instruct the user to do something if a certain answer is selected. For example, you could assign someone who chooses a certain answer to watch a training video, fill out a form, or see a manager for further clarification.

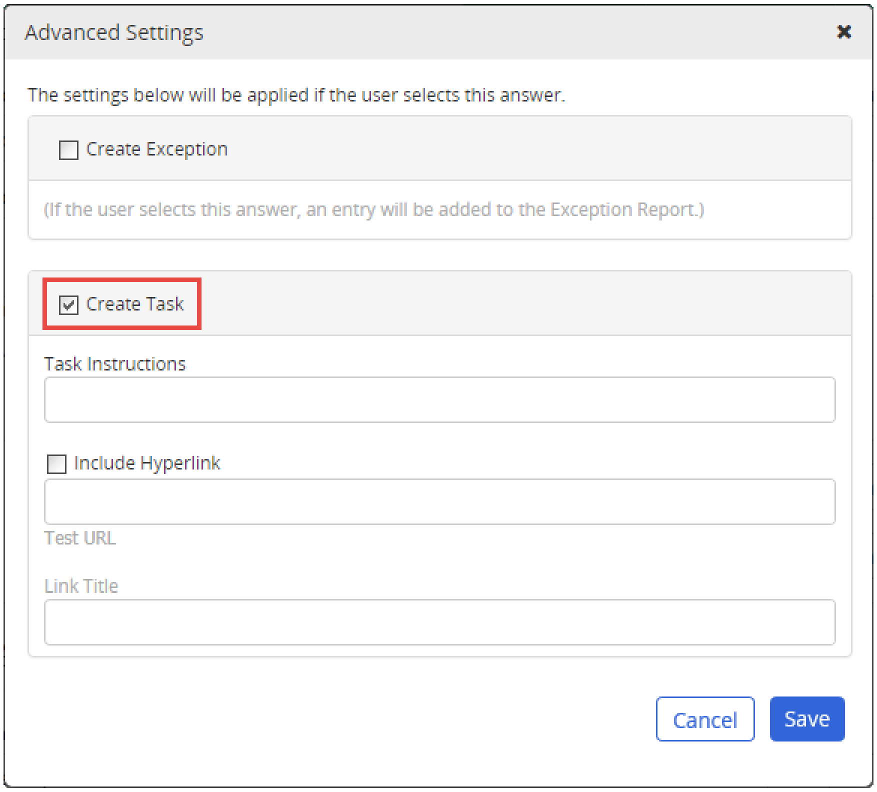
Important: Selecting an answer with a questionnaire task assigned does not affect the status of a user's assigned **Read / Complete** task for that particular document or questionnaire, nor does it affect the questionnaire results (beyond whether you designated that answer as correct or incorrect); it simply adds an independent, custom task to the user's **My Tasks** list.

1. To the right of an answer you've typed, click **Options**, and then click **Advanced Settings**.

Note: This feature is not available for open-ended questions.



2. Select **Create Task**, and then type the task instructions.



3. (Optional) If completing the task includes accessing a website or web page, select **Include Hyperlink**, type or copy and paste the web address, and then type a link title. If you want to test the link, click **Test URL**.

Important: The URL must include the scheme (http:// or https://).

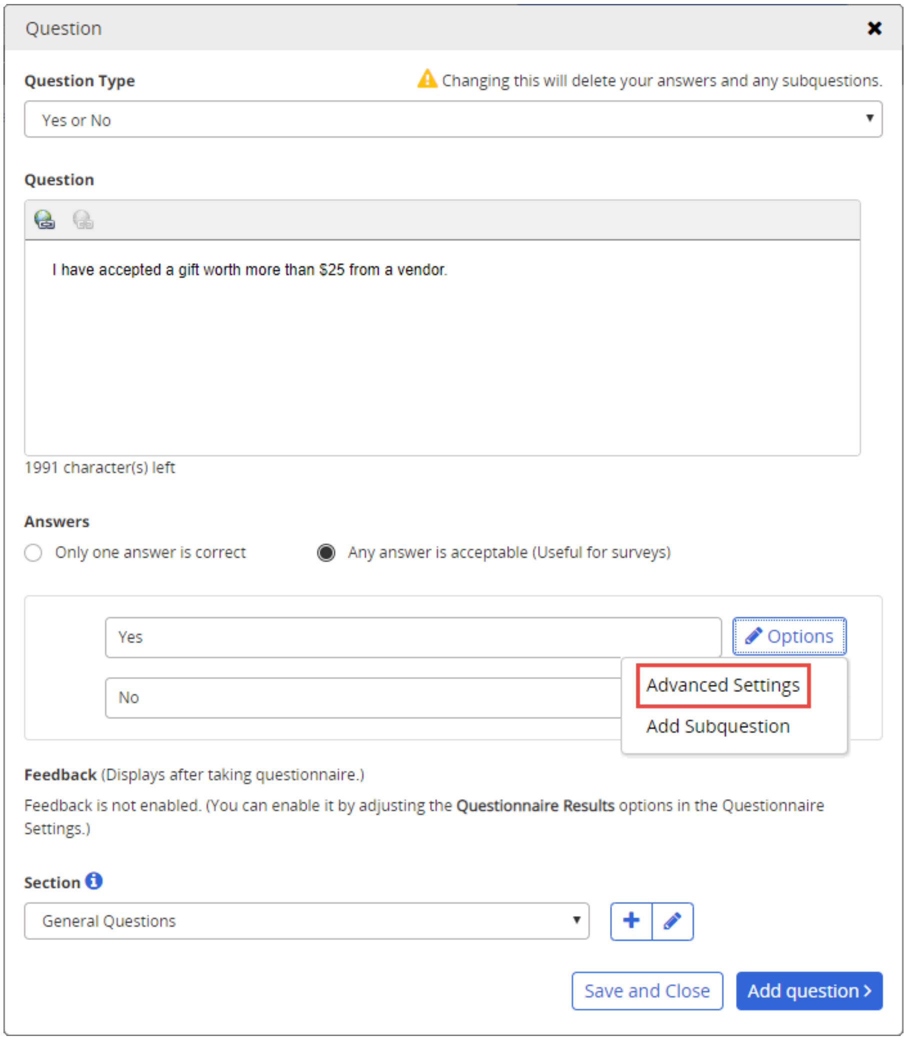
4. Click **Save**.

Setting an Exception Trigger

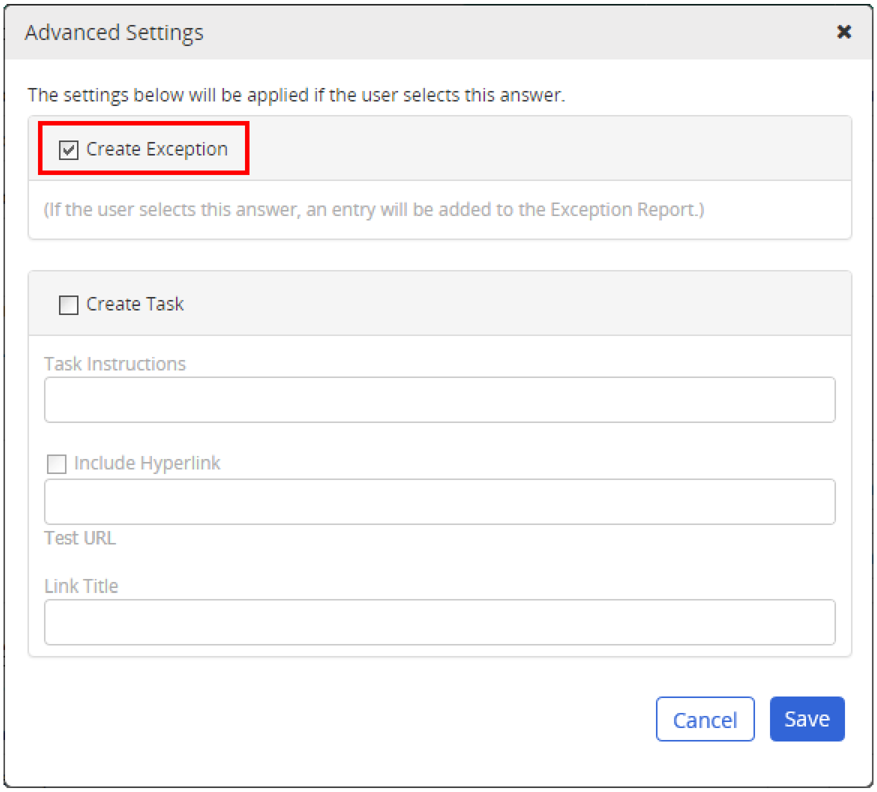
By setting an exception for an answer, you can run a report that shows who selects that answer (see "Report: Exceptions by Document" in the Reports Supplement for details on generating the report).

Note: This feature is not available for open-ended questions.

1. To the right of an answer you've typed, click **Options**, and then click **Advanced Settings**.



2. Select **Create Exception**, and then click **Save**.



Changing a Questionnaire

Your ability to change a questionnaire varies depending on whether it is a stand-alone questionnaire or a questionnaire in a document.

Changing a Stand-Alone Questionnaire

The content (questions and answers) of a stand-alone questionnaire can only be edited while it is in Draft or Collaboration status (see Editing Questions, Answers, and Sections below for details). If you need to edit a stand-alone questionnaire's content after it has been submitted for review or approval, you must use the **Send to Draft** option first (see Sending a Document or Questionnaire Back to Draft). To make changes to a stand-alone questionnaire's content after it has been approved, you must create a new version of it (see Doing a Periodic Review and Creating a New Version).

You can change any questionnaire settings while a stand-alone questionnaire is in Draft or Collaboration status. You can change only the following questionnaire settings while a stand-alone questionnaire is in Review or Approval status:

- Confidentiality
- Disable Numbering
- Questionnaire Results options

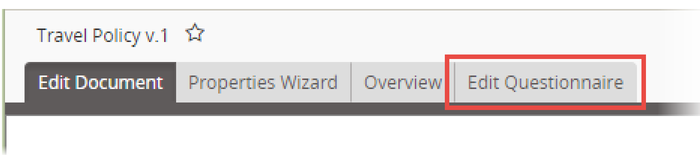
To make changes to other questionnaire settings while a stand-alone questionnaire is in Review or Approval status, you must use the **Send to Draft** option first (see Sending a Document or Questionnaire Back to Draft). To make changes to a stand-alone questionnaire's settings after it has been approved, you must create a new version of it (see Doing a Periodic Review and Creating a New Version).

Changing a Document Questionnaire

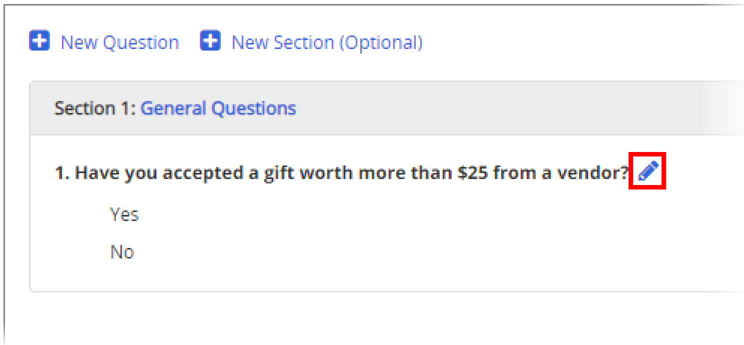
You can edit the content (questions and answers) and settings of a document questionnaire while the document is in Draft, Collaboration, Review, or Approval status (see Editing Questions, Answers, and Sections below for details). If you need to edit a document questionnaire after the document has been published, you must create a new version of the document (see Doing a Periodic Review and Creating a New Version) or ask your administrator to edit the document in its current state.

Editing Questions, Answers, and Sections

1. Do one of the following:
   - To edit the content of a stand-alone questionnaire, find and open it in Draft or Collaboration status.
   - To edit the content of a document questionnaire, open the document in the Draft, Collaboration, Review, or Approval status, and then click the **Edit Questionnaire** tab.



2. Do any of the following:
   - Add a section, question, answer, or subquestion (see Adding Questions and Answers to a Questionnaire if you need help).
   - To make changes to a question, its answers, or its settings, click after the question text.



- To edit a subquestion, click before the parent answer to show the subquestion, and then click after the subquestion text.
- To change a section heading, click its text.
- To reorder questions, simply drag a question to a new location.
- To move a question to a different section, drag it there.

Important: Deleting a section also deletes all questions currently assigned to that section. Deleting a question also deletes its answers and any subquestions attached to those answers.

Helpful Answer Shortcuts

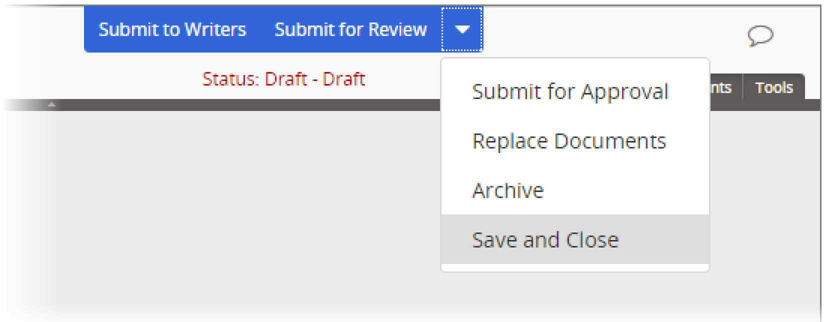
	Add a subquestion to this answer
	Open **Advanced** Settings for this answer
	Open the **Case Creation** window for this answer (available only when Case Management Integration is set up and enabled, and when the **Create Case** option is currently selected for an answer)

Saving and Closing a Draft Document or Questionnaire

To save and close a draft document or questionnaire, do one of the following:

- If you are ready to submit the document/questionnaire for review or approval, see Submitting a Document or Questionnaire for Review or Submitting a Document or Questionnaire for Approval for detailed instructions.
- If you are collaborating with one or more other writers to complete the document, see Submitting a Document or Questionnaire to Writers (Collaboration).

- If you are not finished with the document/questionnaire and want to save and close it without submitting it, click , and then click **Save and Close**. You can then open the draft document/questionnaire at a later time to continue working with it.



Note: If you are working with a draft document, we also recommend that you periodically save it while working on it. Click CTRL+S (or click **File**, and then click **Save**) to save the document without submitting or closing it.

Editing a Draft Document or Questionnaire

You can freely make changes to a document's or questionnaire's properties and contents for as long as it remains in Draft status.

Notes:

- Documents/questionnaires submitted to writers (in the Collaboration status) are considered draft documents/questionnaires and are completely editable by document owners.
- For instructions on editing a document/questionnaire after it has been returned to Draft after one or more reviewers or approvers have revised or declined it, see Working with a Revised or Declined Document or Questionnaire.
- As the document owner, you can make changes to a document (but not to a stand-alone questionnaire) even after submitting it for review or approval. See Editing Document Content for details.

To edit a draft document/questionnaire, find it in the Draft or Collaboration status, and then open it (see Searching for a Document or Questionnaire or Browsing for a Document or Questionnaire). You can then add or change any of the following:

- Document content (see Writing a Document) or questionnaire content (see Adding Questions and Answers to a Questionnaire).
- Properties (see Assigning Properties)

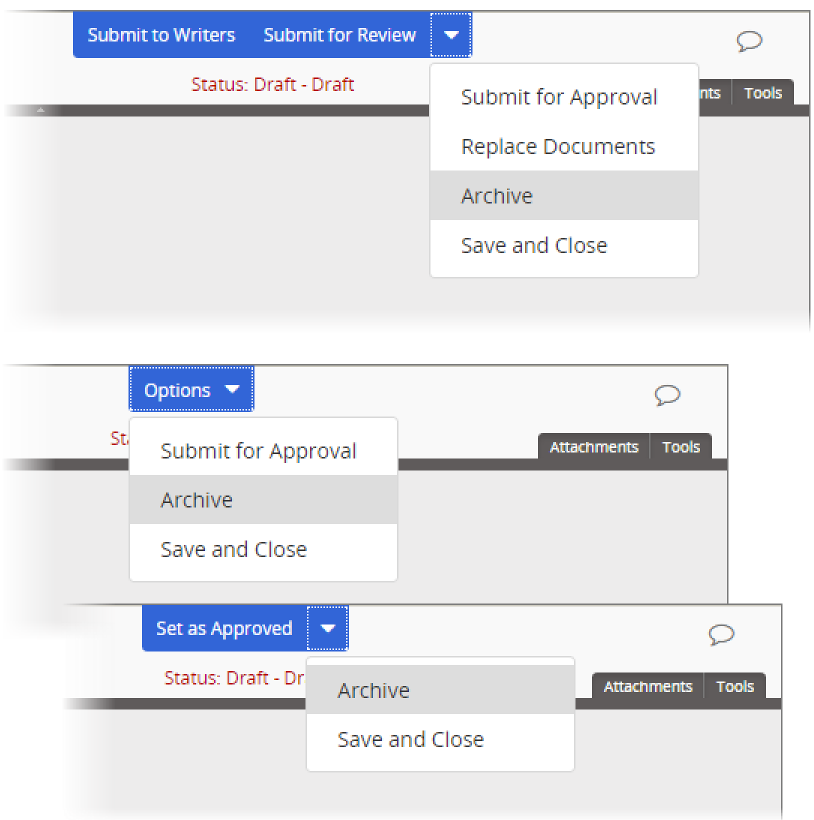
- (Documents only) File attachments and web address links (see Attaching Files and Adding Reference Links)
- Document questionnaire (see Creating a Document Questionnaire)
- (Documents only) Documents to be replaced (see Designating a Document to Be Replaced)

Be sure to save your changes.

Archiving a Draft Document or Questionnaire

Important: You can only archive a document or questionnaire while it is in Draft or Collaboration status. To archive a document/questionnaire currently in Review or Approval, send it back to draft (see Sending a Document or Questionnaire Back to Draft), and then follow the instructions below to archive it.

1. Find and open the document or questionnaire in the Draft or Collaboration status (see Searching for a Document or Questionnaire or Browsing for a Document or Questionnaire).
2. Click , click **Archive**, and then click **Yes** to confirm.



Note: If you ever need to restore an archived document/questionnaire, contact your administrator.

Submitting a Document or Questionnaire to Writers, Reviewers, or Approvers

Where a newly created draft document or questionnaire should go next depends on the assignments made in the **Properties Wizard**. Because assigning an approver is required, the document/questionnaire must at least be submitted for approval, but it could also be submitted to assigned writers or reviewers.

Note: You can skip assigned writers by submitting directly to review or approval from the draft status. You can also skip assigned reviewers by submitting directly to approval from the draft or collaboration status. However, you cannot skip submitting the document/questionnaire to assigned approvers.

Go to the section below for what you need to do next with the draft document.

Submitting a Document or Questionnaire to Writers (for Collaboration)

Submitting a Document or Questionnaire for Review

Submitting a Document or Questionnaire for Approval

Submitting a Document or Questionnaire to Writers (for Collaboration)

Important: These instructions apply only if the currently assigned template includes the **Writers** step.

If you, as a document owner or proxy author, assigned one or more writers to a document or questionnaire and are ready for them to work on it, your next step is to submit the document/questionnaire to writers. While a document/questionnaire is with assigned writers, it is in the Collaboration status.

Note: If you did not assign writers, move on to Submitting a Document or Questionnaire for Review or Submitting a Document or Questionnaire for Approval.

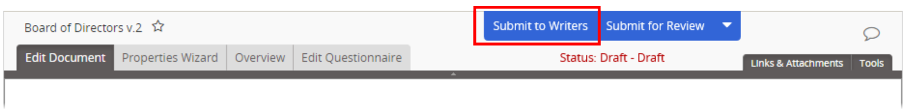
As each assigned writer indicates that he or she has finished writing, you receive a notification email (if your email subscription settings include these types of notifications). When all assigned writers have indicated that they are finished writing the document/questionnaire, PolicyTech returns it to Draft status and notifies you that it is ready to submit to review.

You can also check writer status from the **Overview** page (see Working with the Overview for details). To access the document/questionnaire while it is in Collaboration status, see Searching for a Document or Questionnaire or Browsing for a Document or Questionnaire.

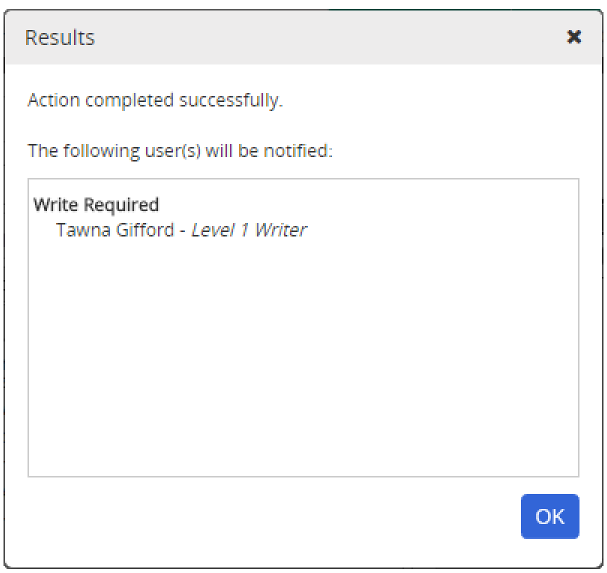
Note: Because assigning writers is not a required **Properties Wizard** step, if the assigned template contains no required writers or does not include the **Writers** step, you can submit the document/questionnaire directly to review or approval.

1. Find and open the document or questionnaire (see Searching for a Document or Questionnaire or Browsing for a Document or Questionnaire).
2. Click **Submit to Writers**.

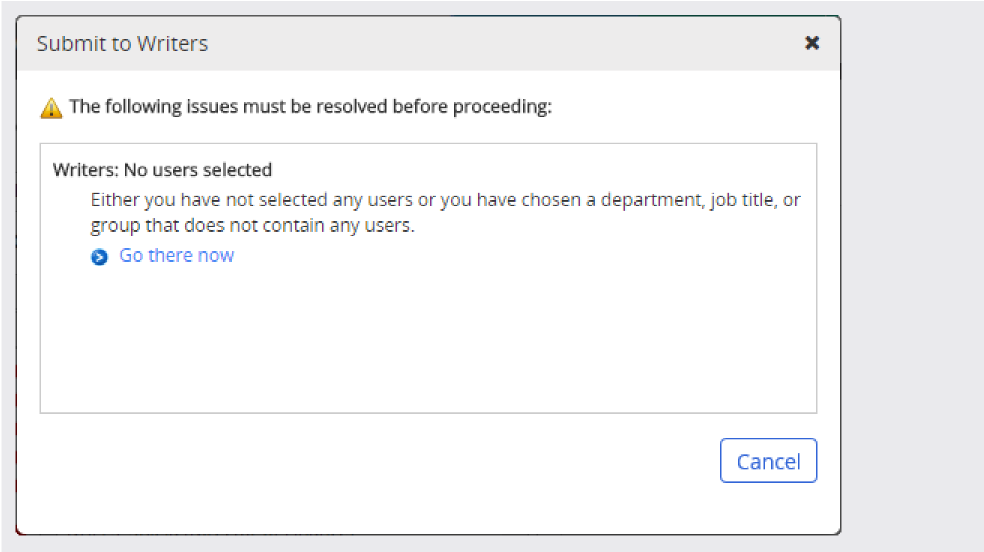
Note: If the currently assigned template does not include the **Writers** step, the **Submit to Writers** step is not available.



3. In the **Results** window, click **OK**.



Note: If no writers have been assigned yet, you will see a window like the one below. Click **Go there now**, assign one or more writers, and then click **Submit to Writers** again.



Submitting a Document or Questionnaire for Review

Important: These instructions apply only if the currently assigned template includes the **Reviewers** step.

It is time to submit a document or questionnaire for review when both of the following are true:

- The document owner, the assigned proxy author (if any), and all assigned writers (if any) have finished writing the document/questionnaire.
- The document/questionnaire has been assigned to one or more reviewers in the **Properties Wizard**.

Important: Only the document owner or an administrator can submit a document/questionnaire for review. If you wrote the document as a proxy author and are finished, see Requesting a Review (as a Proxy Author).

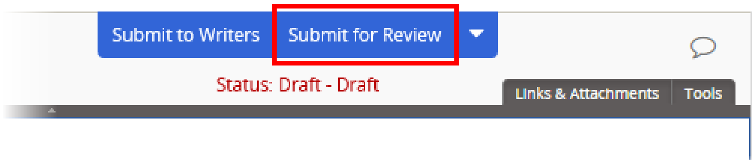
Once you submit a document/questionnaire for review, each assigned reviewer has the option to accept, revise, or decline the document or to accept or decline the questionnaire. As each reviewer acts on the document/questionnaire, you receive a notification email (if your email subscription settings include these types of notifications). When all reviewers have finished, you receive another email notification, and the document/questionnaire is sent to one of two places. If one or more reviewers revise or decline the document/questionnaire, it is sent back to Draft status. If all reviewers accept the document/questionnaire, it is automatically submitted for approval.

You can also check reviewer status from the **Overview** page (see Working with the Overview for details). To access the document/questionnaire while it is in Review status, see Searching for a Document or Questionnaire or Browsing for a Document or Questionnaire.

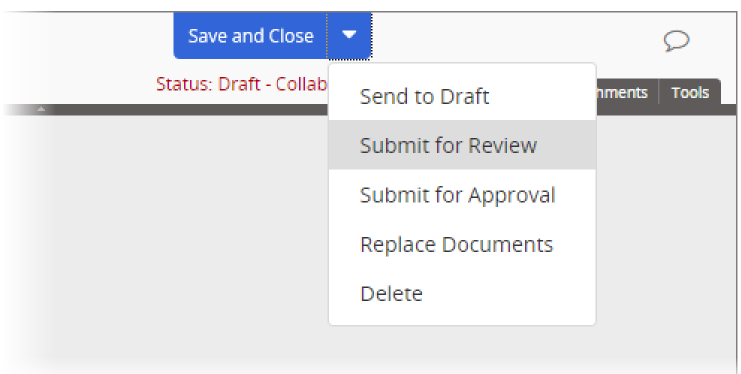
Note: Depending on your organization's policies and the type of document/questionnaire, you may not need to assign and submit the document/questionnaire to reviewers. If this is the case, move on to Submitting a Document for Approval. Also, because assigning reviewers is not a required **Properties Wizard** step, if the assigned template contains no required reviewers or does not include the **Reviewers** step, you can submit the document/questionnaire directly to approval.

1. Find and open the document or questionnaire in the Draft or Collaboration status (see Searching for a Document or Questionnaire or Browsing for a Document or Questionnaire).
2. Do one of the following:

If the document/questionnaire is currently in Draft status, click **Submit for Review**.



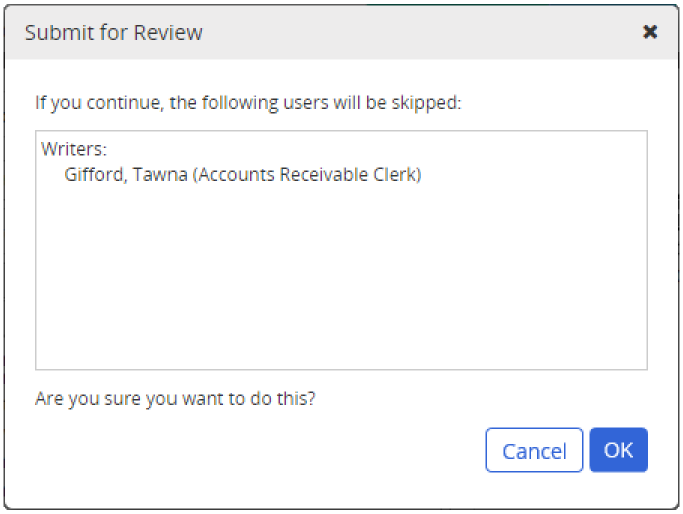
If the document/questionnaire is currently in collaboration status, click **Options**, and then click **Submit for Review**.



Notes:

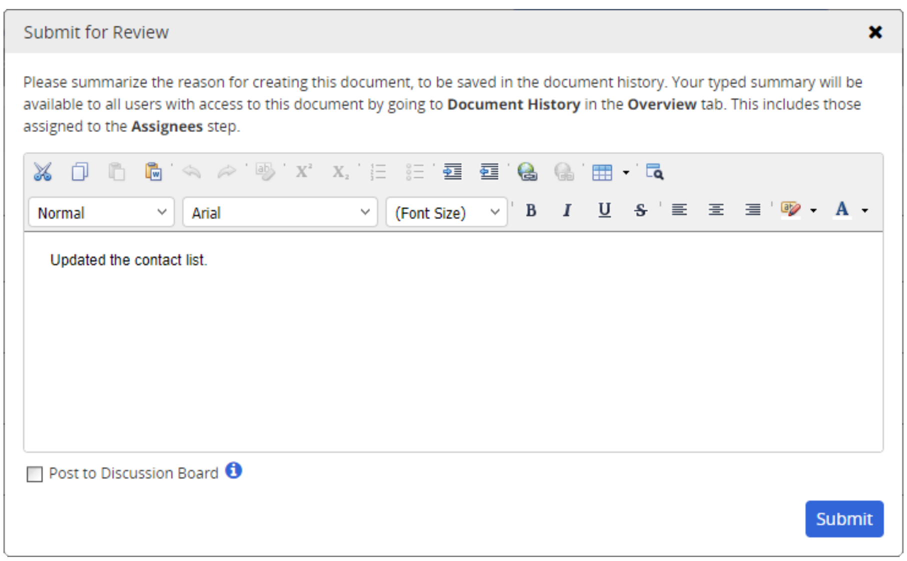
- If the currently assigned template does not include the **Reviewers** step, the **Submit to Reviewers** step is not available.
- As the document owner, you can make changes to the document (but not to a stand-alone questionnaire) even after submitting it for review. See Editing Document Content for details.

3. (Conditional) If the document/questionnaire has any assigned writers who have not finished yet, a window similar to the following is displayed. To skip any unfinished writers and submit the document/questionnaire for review, click **OK**.



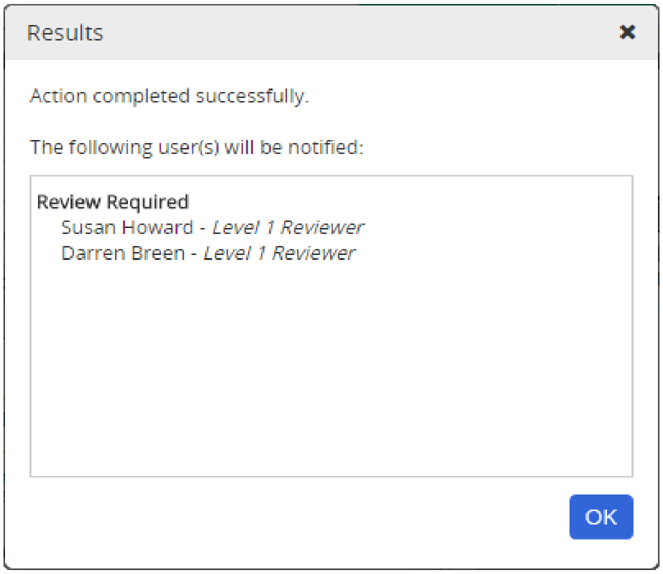
4. (Optional) In the **Submit for Review** window, delete the default text—"New Document" or "New Version"—and then type the purpose of the new document/questionnaire or a summary of changes for the document's/questionnaire's new version. Any assigned reviewers, approvers, and assignees will be able to see your comments.

Note: If necessary, you, as the document owner, or an administrator can make changes to this change summary. See "Editing a Change Summary" in the Administrator's Guide for details.

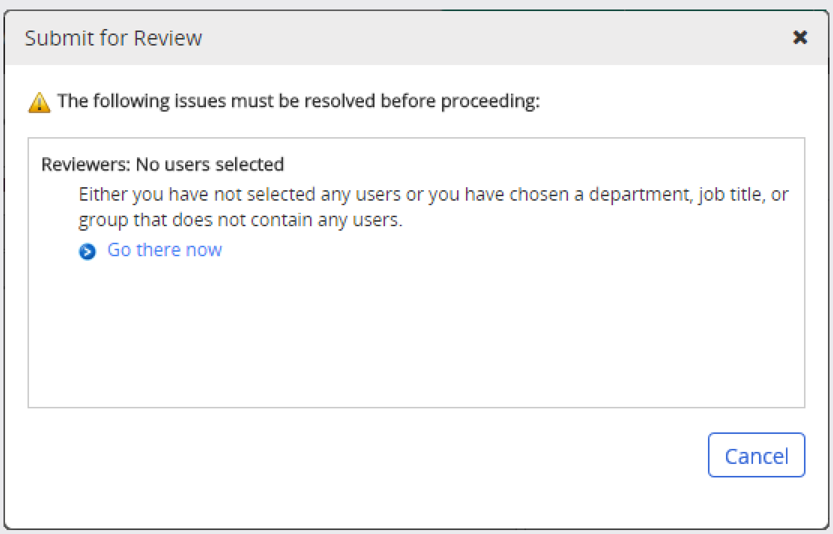


5. (Optional) To add what you wrote to this document's/questionnaire's discussion board, click **Post to Discussion Board** (see Working with Discussions for details).

6. Click **Submit**.
7. In the **Results** window, click **OK**.



Note: If no reviewers have been assigned yet, you will see a window like the one below. Click **Go there now**, assign one or more reviewers, and then click **Submit for Review** again.



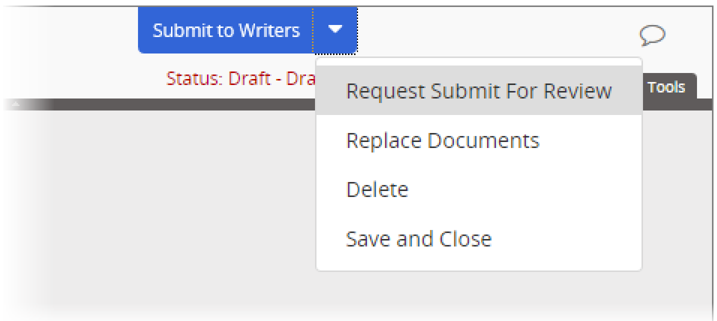
Requesting a Review (as a Proxy Author)

If you are a proxy author and have finished writing a document or questionnaire, you can send a request to the document owner to submit the document/questionnaire for review.

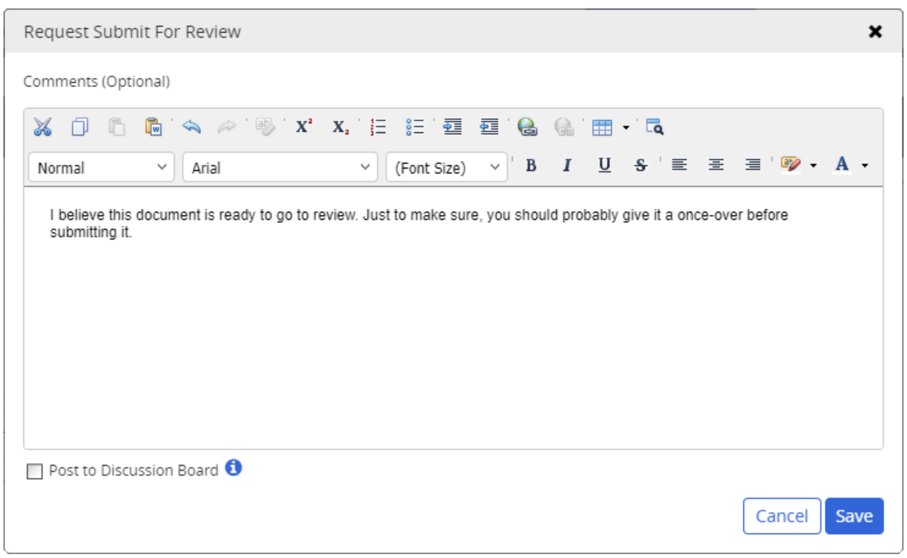
Note: Requesting submission for review sends an email notification to the document owner, but it does not add a task to **My Tasks**. You can add a document owner task in the **Settings** step of the **Properties Wizard** (see "Adjusting Basic Settings," step 4).

1. Find and open the document (see Searching for a Document or Questionnaire or Browsing for a Document or Questionnaire).

2. Click , and then click **Request Submit for Review**.



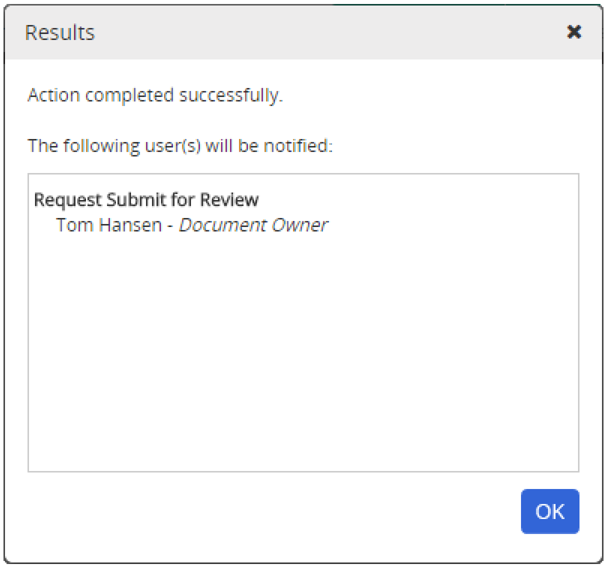
3. (Optional) In the **Comments** box, type any comments you want to include.



4. (Optional) To add what you wrote to this document's/questionnaire's discussion board, click **Post to Discussion Board** (see Working with Discussions for details).

5. Click **Save**.

6. In the **Results** window, click **OK**.



Submitting a Document or Questionnaire for Approval

Important: If you submitted a document or questionnaire for review, you don't need to submit it to approval. The document/questionnaire will automatically be submitted to approval once all reviewers accept it.

If a document's/questionnaire's template contains no required reviewers or if it does not include the **Reviewers** step, you can submit the draft document/questionnaire directly to approval, skipping the review step. You must assign at least one approver before submitting a document/questionnaire for approval.

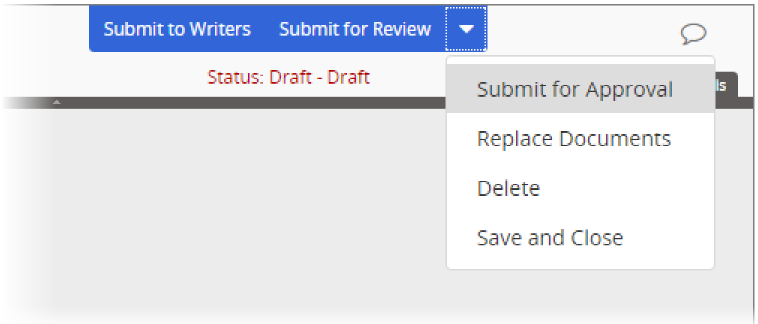
Note: Only the document owner or an administrator can submit a draft document/questionnaire for approval.

Once you submit a document/questionnaire for approval, each assigned approver has the option to accept, revise, or decline the document or to accept or decline the questionnaire. As each approver acts on the document/questionnaire, you receive a notification email (if your email subscription settings include these types of notifications). When all approvers have finished, you receive another email notification, and the document/questionnaire is sent to one of two places. If one or more approvers revise or decline the document/questionnaire, it is sent back to Draft status. If all approvers accept the document/questionnaire, it is automatically published (unless it has been assigned a publication date sometime in the future, in which case it is moved to Pending status until that date).

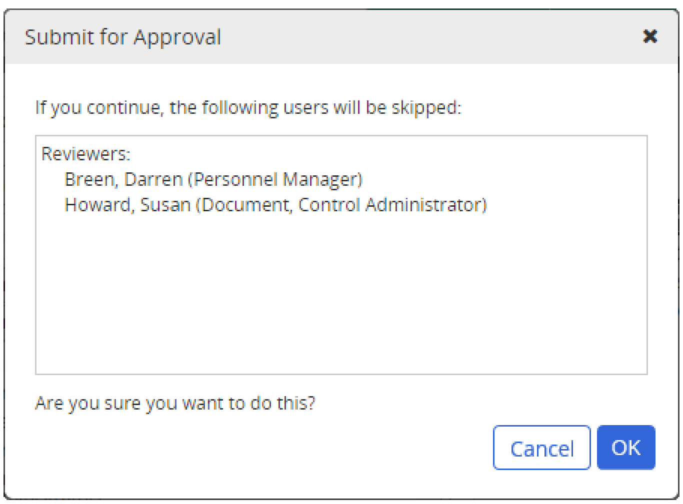
You can also check approver status from the **Overview** page (see Working with the Overview for details). To access the document/questionnaire while it is in approval status, see Searching for a Document or Questionnaire or Browsing for a Document or Questionnaire.

1. Find and open the document or questionnaire in the Draft, Collaboration, or Review status (see Searching for a Document or Questionnaire or Browsing for a Document or Questionnaire).

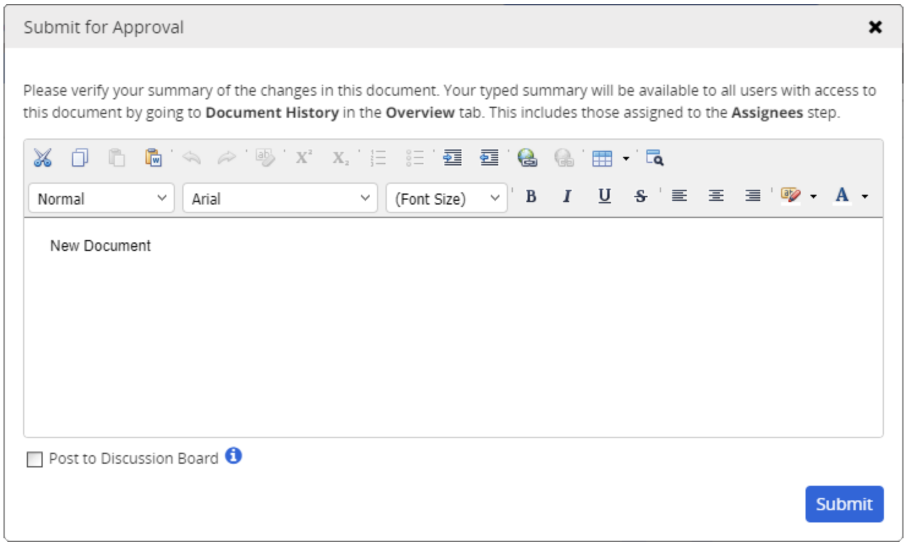
2. Click , and then click **Submit for Approval**.



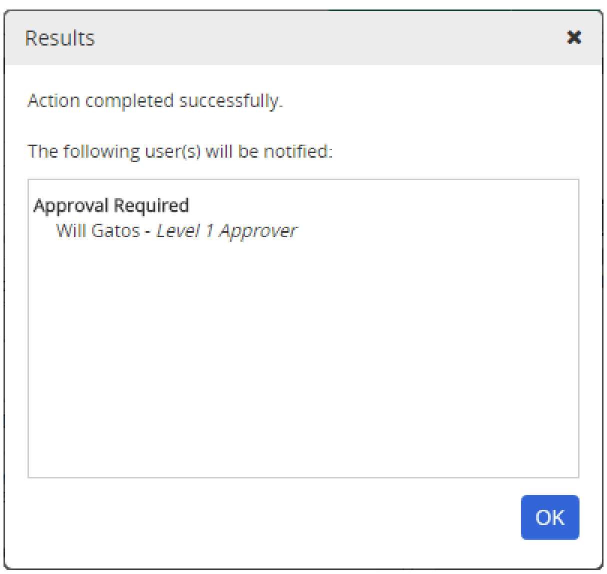
3. (Conditional) If the document/questionnaire has any assigned reviewers who have not finished yet, a window similar to the following is displayed. To skip any unfinished reviewers and submit the document/questionnaire for approval, click **OK**.



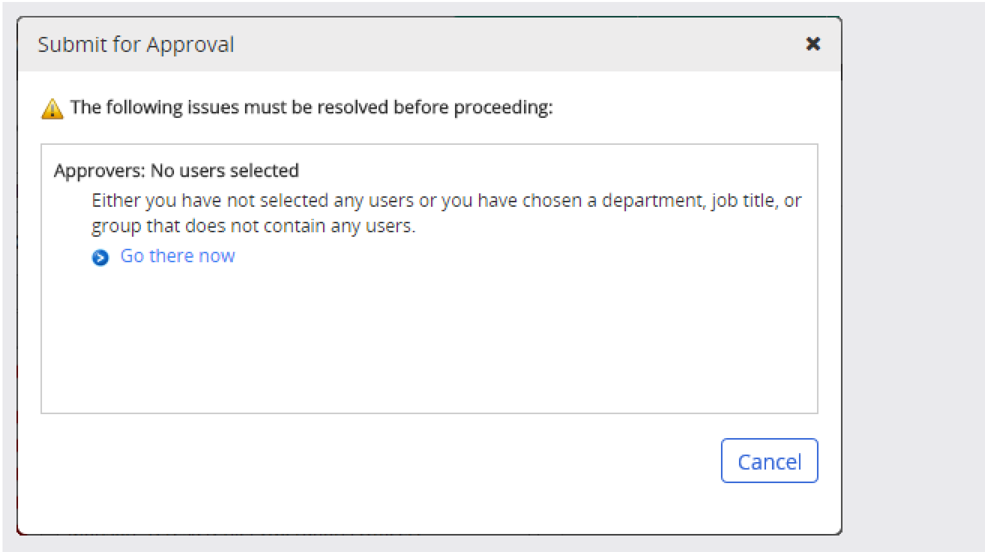
4. (Optional) In the **Submit for Approval** window, delete the default text—"New Document" or "New Version"—and then type the purpose of the new document/questionnaire or a summary of changes for the document's/questionnaire's new version. Any of the document's/questionnaire's reviewers, approvers, and assignees will be able to see your comments.



5. (Optional) To add what you wrote to this document's/questionnaire's discussion board, click **Post to Discussion Board** (see Working with Discussions for details).
6. Click **Submit**.
7. In the **Results** window, click **OK**.



Note: If no approvers have been assigned yet, you will see a window like the one below. Click **Go there now**, assign one or more approvers, and then click **Submit for Approval** again.


Submit for Approval
The following issues must be resolved before proceeding:
Approvers: No users selected
Either you have not selected any users or you have chosen a department, job title, or group that does not contain any users.
Go there now
Cancel

Working with Documents or Questionnaires in Review and Approval

As a document owner, you can do any of the following with a document or questionnaire you own while it is in the review or approval status:

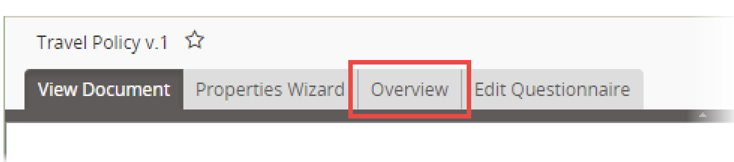
- Find and open a document/questionnaire (see Searching for a Document or Questionnaire or Browsing for a Document or Questionnaire)
- Check the status of assigned writers, reviewers, or approvers (see Checking Writer, Reviewer, and Approver Status)
- Make changes to properties (see Making Changes to Properties)
- (Documents only) Edit document content (see Editing Document Content)
- Send the document/questionnaire back to draft (see Sending a Document or Questionnaire Back to Draft)
- Check the document's/questionnaire's discussion board (see Working with Discussions)
- Force a document from Review to Approval (see Forcing a Document from Review to Approval)

Checking Writer, Reviewer, and Approver Status

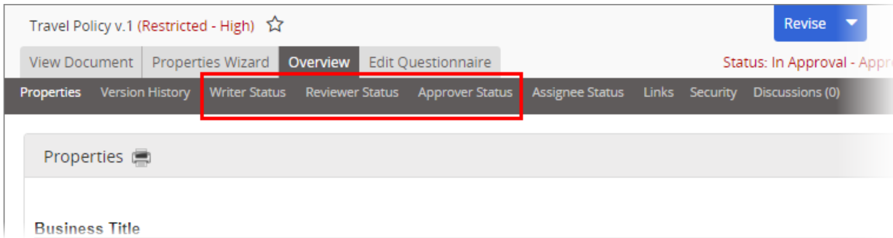
As a document owner, once you have submitted a document or questionnaire for writing, review, or approval, you can check that item's status at any time from within the **Overview**.

Important: You can also check writer, reviewer, and approver status by generating various **Tasks by Document** and **Tasks by User** reports.

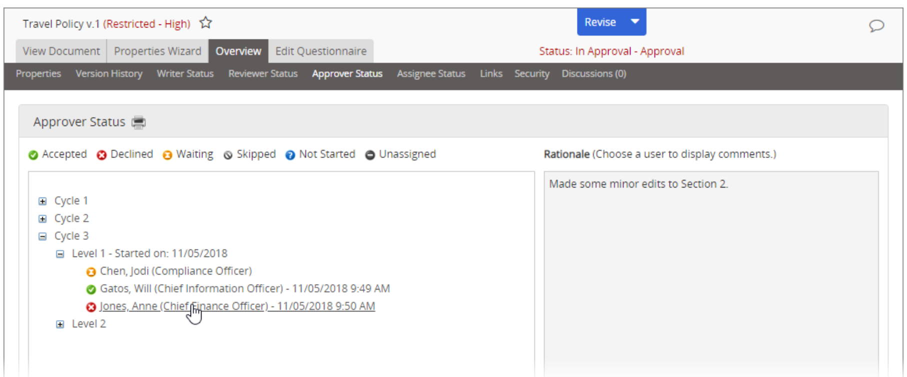
1. Find and open the document or questionnaire (see Searching for a Document or Questionnaire or Browsing for a Document or Questionnaire).
2. Click **Overview**.



3. In the **Overview** page, click **Writer Status**, **Reviewer Status**, or **Approver Status**.



4. In the **Writer Status**, **Reviewer Status**, or **Approval Status** window, each user's name is preceded by a status icon. The status icon legend briefly describes each status. See "Status Descriptions" below for more detailed descriptions.



5. To view any comments a user may have included when completing a task, click that user's name. The comments, if any, appear in the **Rationale** box.

6. Close the document/questionnaire.

Status Descriptions

The assigned writer has finished writing the document/questionnaire, or the assigned reviewer or approver has accepted the document/questionnaire as it is.

The assigned reviewer or approver has either revised or declined the document/questionnaire.

The assigned writer, reviewer, or approver has been notified that he or she has a task that needs to be completed, but has not completed it yet. For example, you would see this icon for an approver in the **Approver Status** window if the document/questionnaire is currently in the Approval workflow status and the user has not finished reviewing it.

The assigned writer, reviewer, or approver did not complete his or her task before the document/questionnaire was moved to another workflow status. For example, while a document/questionnaire is in Collaboration status, the document owner clicks **Submit for Review** before one of the writers clicks **Finished Writing**. The document/questionnaire is moved to Review status, and the **Skipped** icon appears before the writer's name in the **Writer Status** window.

The assigned writer, reviewer, or approver has not yet received the task assignment. For example, you are looking at an approver in the **Approver Status** window while the document/questionnaire is still in Review.

The assigned writer, reviewer, or approver received a task assignment but was subsequently unassigned before completing the task. For example, while a document is in Approval and all approvers have received their task notifications, the document owner edits the document's/questionnaire's **Properties Wizard** and removes one of the assigned approvers. That user is now marked as unassigned.

Making Changes to Properties

A document owner, an administrator, and a proxy author can all make changes to an assigned document or questionnaire after it leaves the Draft workflow status. A document owner or administrator can make changes to properties in the following statuses:

- Draft
- Collaboration
- Review
- Approval
- Pending
- Published

An assigned proxy author can make property changes in the following statuses:

- Draft
- Collaboration
- Review
- Approval

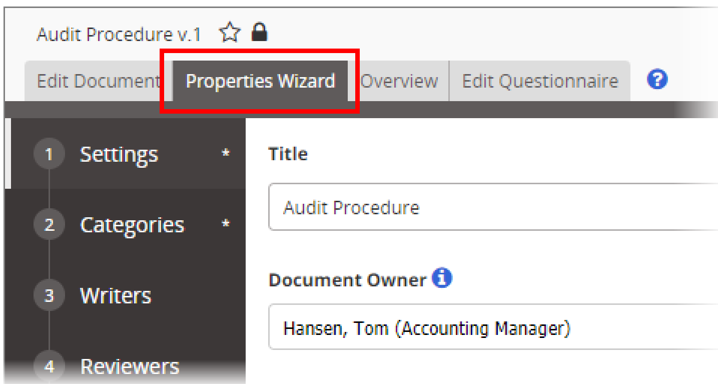
However, the following properties cannot be changed for documents and questionnaires in certain statuses. If you need to change one of these properties, you will have to return the document/questionnaire to Draft status (see Sending a Document or Questionnaire Back to Draft) or create a new version (see Doing a Periodic Review and Creating a New Version).

- Template: can only be changed in the Draft and Collaboration statuses
- Approvers: cannot be changed after a document/questionnaire is approved and moved to Pending or Published status

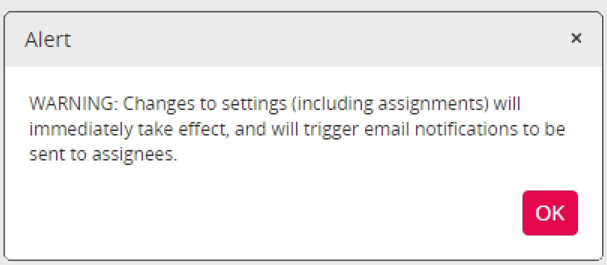
- Review Interval: Cannot be changed once a document/questionnaire is approved and moved to Pending or Published status
- Publication Date: Cannot be changed once a document/questionnaire is moved to Published status

To change properties after a document/questionnaire has been moved out of Draft status,

1. Find and open the document or questionnaire (see Searching for a Document or Questionnaire or Browsing for a Document or Questionnaire).
2. Click **Properties Wizard**.



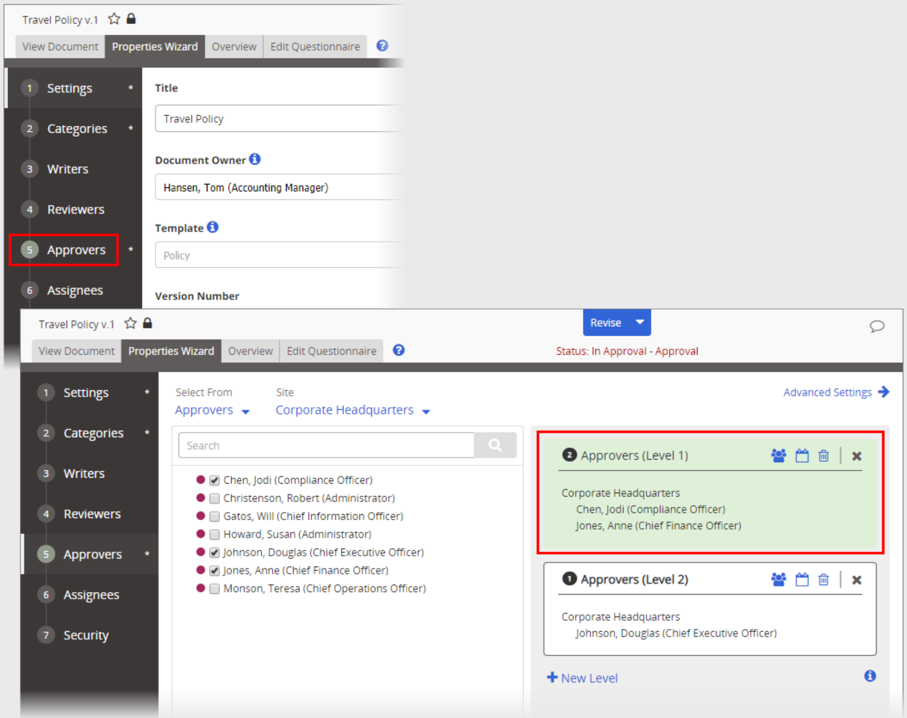
Note: If you are working on a document/questionnaire in the Pending or Published status, you will see the following alert. Be aware that making changes to certain settings could cause additional email notifications to be sent to assignees. Click **OK** to continue.



3. Click a **Properties Wizard** step, and then make the desired changes.

Notes:

- The step matching the status the document/questionnaire is currently in is highlighted. If the document/questionnaire is currently in the Collaboration (Writers), Review, or Approval status and multiple assignment levels exist, the currently active level is also highlighted.



- For instructions on how to change a note, see Editing or Deleting a Note.

4. Click **Save**.

Important: If you close the document/questionnaire without clicking **Save** first, your changes will be lost.

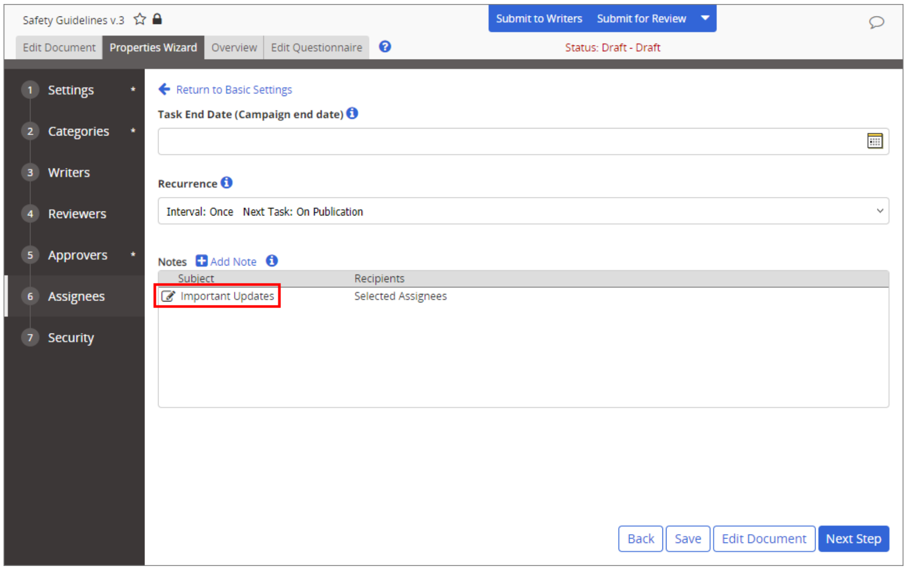
5. Close the document/questionnaire.

Editing or Deleting a Note

As a document owner, proxy author, or administrator, you can edit or delete an existing note to writers, reviewers, approvers, or assignees.

Note: For details on when (in which statuses) notes can be changed, see Making Changes to Properties.

1. Find and open the document or questionnaire containing the note you need to change (see Searching for a Document or Questionnaire or Browsing for a Document or Questionnaire).
2. Click the **Properties Wizard** tab, and then click the step (**Writers**, **Reviewers**, **Approvers**, or **Assignees**) containing the note.
3. Click **Advanced Settings**, and then, under **Notes**, click the note subject.



4. Do either of the following:

   - Make edits (change recipients, edit the note subject and body), and then click **Save and Close**.

   - Click **Delete**, and then click **Yes** to confirm.

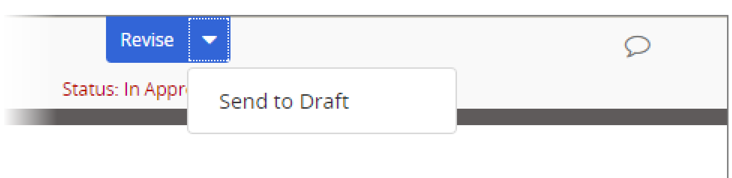
Note: Changing a note for a workflow step that has already been completed (for example, changing a note for approvers when the document/questionnaire is already in Pending or Published status) will not resend notification emails. In this case, you would probably want to notify users yourself and have them access the edited note from within the document/questionnaire (see Reviewing Notes).

Sending a Document or Questionnaire Back to Draft

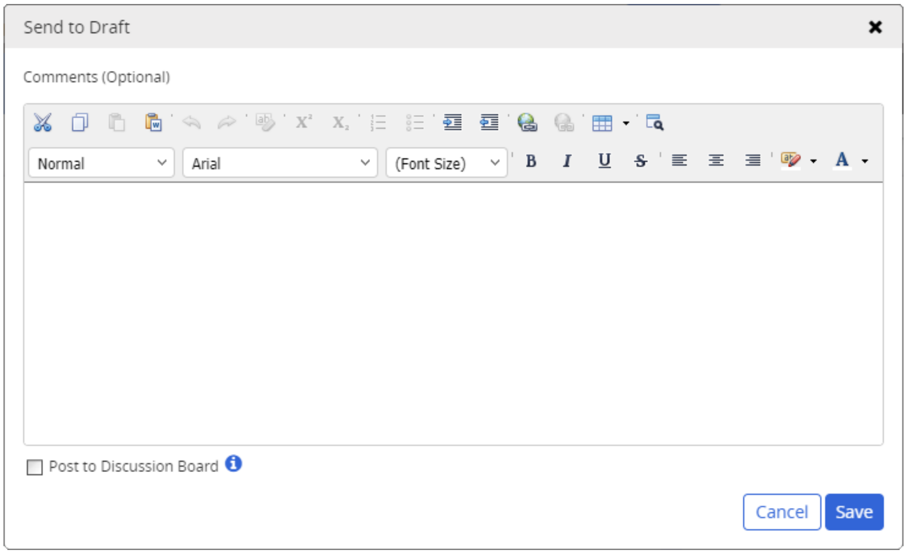
A document owner or administrator can send a document or questionnaire in the Collaboration, Review, or Approval status back to Draft status.

1. Find and open the document or questionnaire (see Searching for a Document or Questionnaire or Browsing for a Document or Questionnaire).

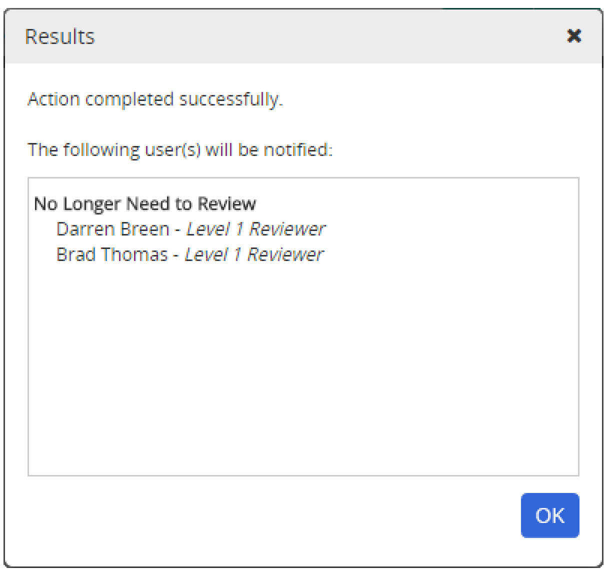
2. Click , and then click **Send to Draft**.



3. (Optional) Type a reason for sending the document back to Draft.



3. Click **Save**.
4. In the **Results** window, click **OK**.



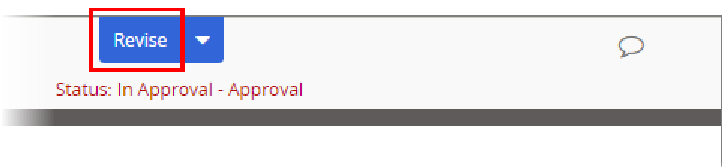
The document/questionnaire is moved to Draft status and remains open. Any writers (Collaboration status), reviewers, or approvers in the current status who had not completed their assigned tasks are notified that their tasks no longer need to be completed.

Editing Document Content

If you are the owner of a document, you can make changes to that document while it is in the Review or Approval status.

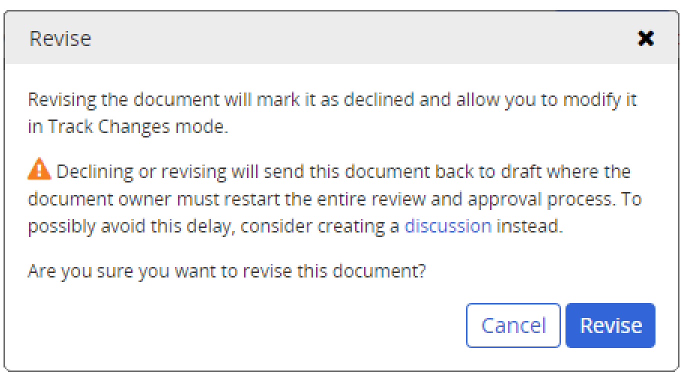
Important: A stand-alone questionnaire's content cannot be edited while it is in Review or Approval. You must send the questionnaire back to Draft in order to edit its contents (see Sending a Document or Questionnaire Back to Draft).

1. Find and open the document (see Searching for a Document or Questionnaire or Browsing for a Document or Questionnaire).
2. At the top of the document window, click **Revise**.

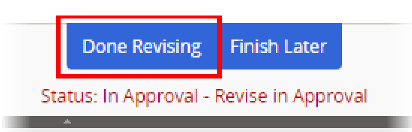


3. An alert is displayed informing you that the revised document will be declined and sent back draft, just as if a reviewer or approver had revised the document. Also, any changes you make will be tracked.

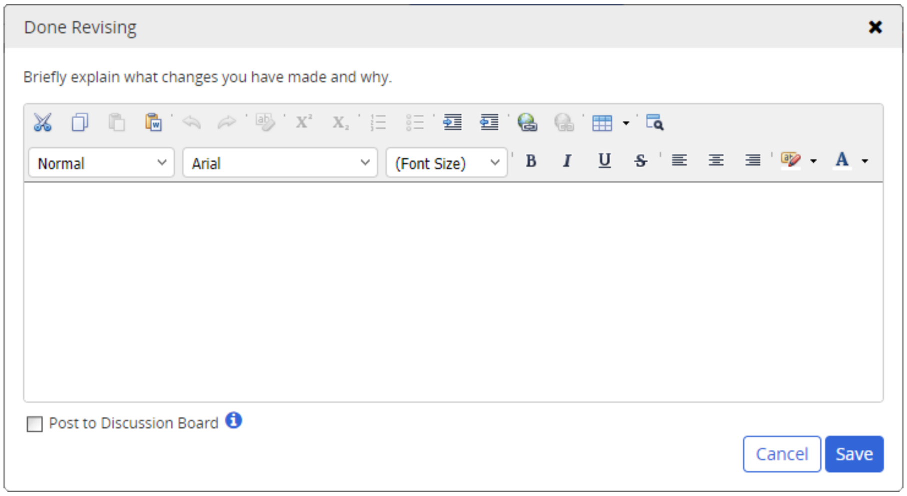
   Click **Revise** to continue.



4. Make your changes, and then click **Done Revising**.



5. (Optional) In the **Done Revising** window, type a brief description of what you changed.



6. (Optional) To start a discussion that includes your revision explanation, click **Post to Discussion Board**, and then see Working with Discussions for details on selecting recipients and making the discussion private.

7. Click **Save**, and then click **OK**.

Important: When the last assigned reviewer or approver is done with the document, it will be returned to Draft status. There you can accept your marked changes and any reviewers' changes (see Working with a Revised or Declined Document or Questionnaire) and then resubmit the document for review or submit it directly to approval.

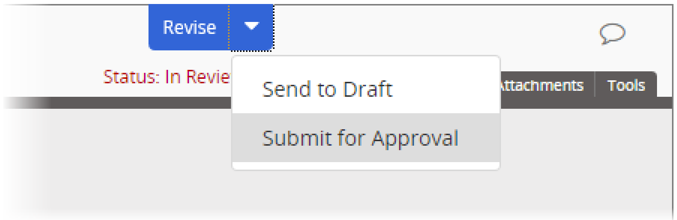
Forcing a Document or Questionnaire from Review to Approval

When necessary, as a document owner or administrator you can move a document or questionnaire currently in the Review status on to the Approval status, skipping any reviewers who have not yet completed their review tasks.

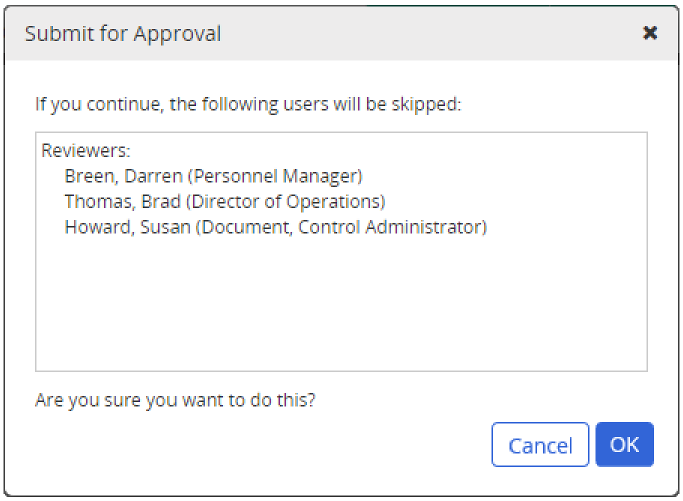
Important: If you are not an administrator, you cannot force a document/questionnaire from Review to Approval if the document's/questionnaire's template contains required reviewers.

1. Find and open the document or questionnaire currently in review that you need to move on to approval (see Searching for a Document or Questionnaire or Browsing for a Document or Questionnaire).

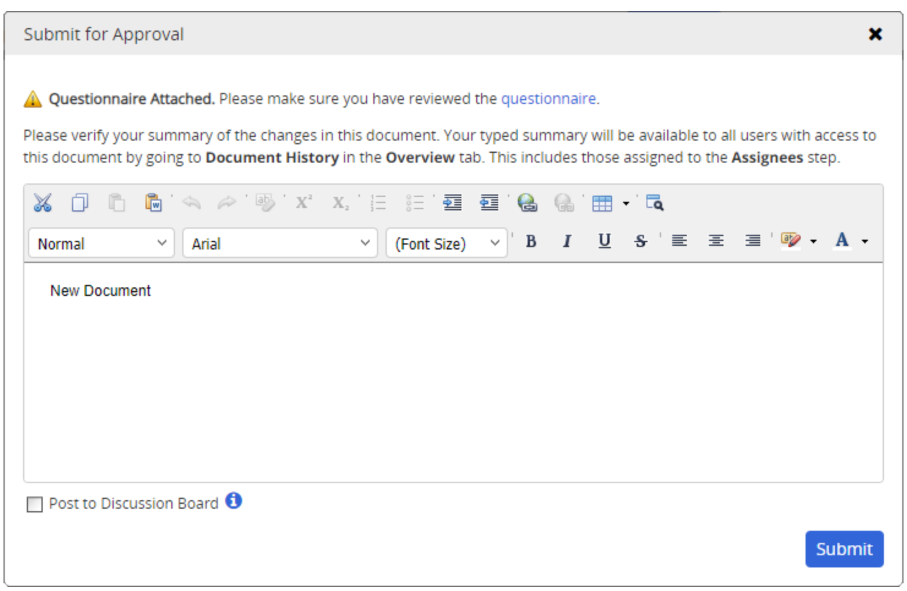
2. Click , and then click **Submit for Approval**.



3. You will see a message like the one below listing the reviewers that will be skipped if you continue. Click **OK**.



4. (Optional) The comments provided when the document/questionnaire was submitted for review are displayed. You can replace or edit those comments.



5. Click **Submit**, and then click **OK**. Skipped reviewers are notified that they no longer need to complete their review tasks for this document/questionnaire, and assigned approvers receive new tasks.

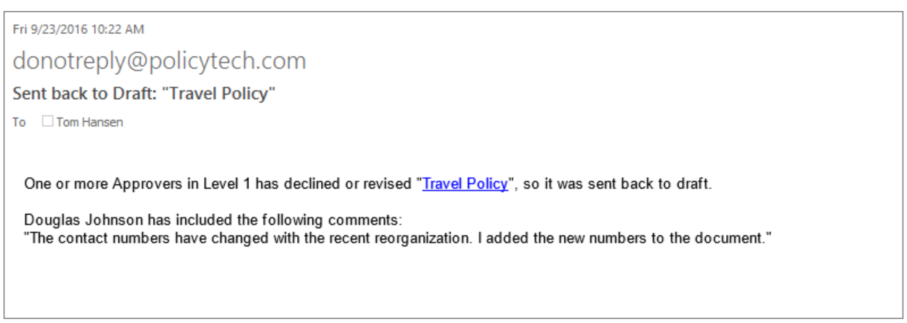
Working with a Revised or Declined Document or Questionnaire

Once all reviewers or approvers have reviewed a document or questionnaire, there are two possible outcomes:

- If the document/questionnaire was accepted by all of the assigned reviewers or approvers, it is automatically moved to the next status (Approval, Pending, or Published) and the appropriate assignees are notified. In this case, you, as the document owner, do not need to do anything. Depending on the document's/questionnaire's email settings, you may receive e-mail notification that the document has been moved on.
- If the document/questionnaire was revised or declined by at least one of the reviewers or approvers, it is automatically sent back to Draft status. You, as the document owner, are notified via email so you can make needed changes and resubmit the document/questionnaire for review or approval.

Note: As individual reviewers or approvers revise or decline the document/questionnaire, you receive email messages with any comments from the reviewers or approvers (if your email subscriptions include this type of notification). Only after the last reviewer or approver has taken action is the document/questionnaire automatically moved back to Draft.

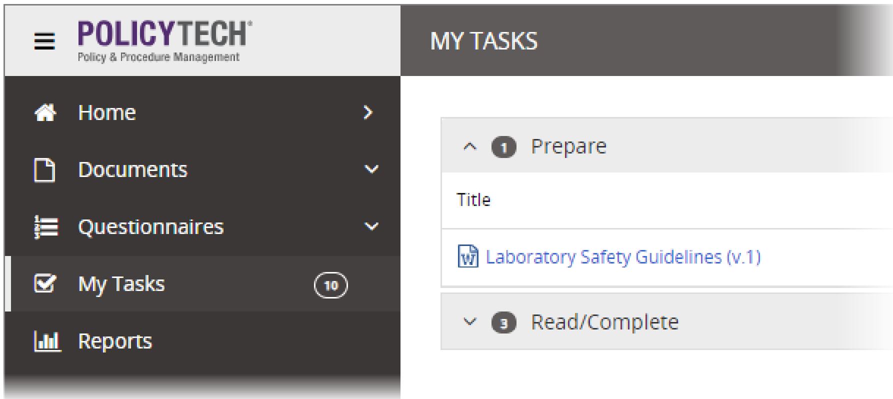
1. To edit the document or questionnaire and resubmit it for review or approval, do one of the following:
   - Open the notification email, read the comments made by the reviewer or approver, and then click the document/questionnaire link.


Fri 9/23/2016 10:22 AM
donotreply@policytech.com
Sent back to Draft: "Travel Policy"
To Tom Hansen

One or more Approvers in Level 1 has declined or revised "Travel Policy", so it was sent back to draft.

Douglas Johnson has included the following comments:
"The contact numbers have changed with the recent reorganization. I added the new numbers to the document."

   - Click **My Tasks**, click **Prepare** to see those tasks, and then click the document/questionnaire title.



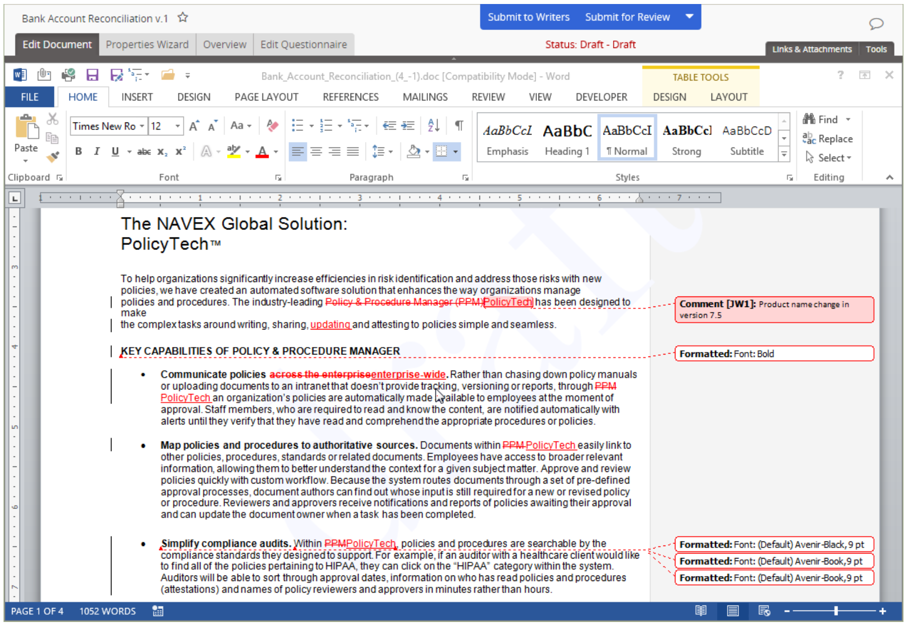
2. What you do next depends on whether the document/questionnaire was revised or declined and what type of document/questionnaire it is.
   - If the document you're editing is a Word document and one or more of the reviewers or approvers revised the document, their changes will be highlighted with the Word **Track Changes** feature. You need to accept or reject the changes (see Working with Tracked Changes in a Word Document for details).
   - If the document you're editing is an Excel document and one or more reviewers or approvers revised the document, you will need to compare document snapshots (draft versions) to see what was changed (see Comparing Draft Versions in an Excel Document below for details.)
   - If the document contains an uploaded file and one or more approvers revised it, open the document, review the revisions, and make any needed edits.
   - If the document or questionnaire you're editing was declined and none of the reviewers or approvers revised it, refer to the comments entered when the document/questionnaire was declined and make changes accordingly. (No text will be marked up.) These comments are included in the notification email and in the **Reviewer Status** or **Approver Status** page of the **Overview** (see Working with the Overview for details).
3. When you've finished making the necessary changes, resubmit the document/questionnaire to review or approval.

Working with Tracked Changes in a Word Document

PolicyTech turns on **Track Changes** whenever a reviewer or approver chooses to revise a Word document. **Track Changes** marks all text changes, including insertions, deletions, moved text, and formatting changes. Reviewers and approvers can also insert comments to explain marked up text or to identify other changes that need to be made.

> **Note:** Reviewers and approvers cannot turn off **Track Changes** while revising a document.

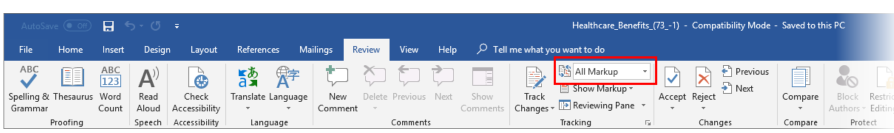
The screenshot below shows what marked-up text might look like. If multiple reviewers or approvers revised the document, each reviser's changes appear in a different color. You'll want to take action on each change by accepting or rejecting it so that no marked-up text remains when you resubmit the document for review or approval.



Viewing Tracked Changes

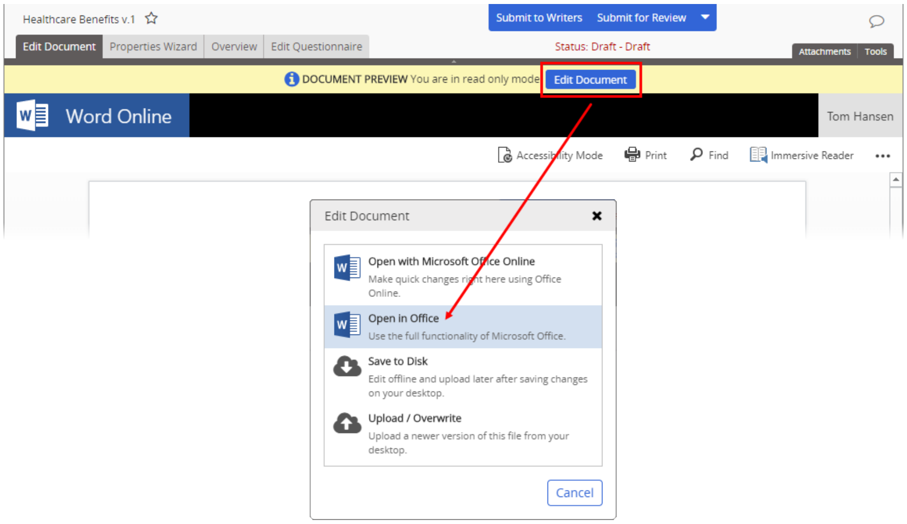
If you're looking at a revised document in a desktop version of Word and don't see tracked changes, check your **Display for Review** setting. In the ribbon, click **Review**. Then, in the **Tracking** group, find or , and make sure it is set to **All Markup**.

Display for Review setting in Word 2016

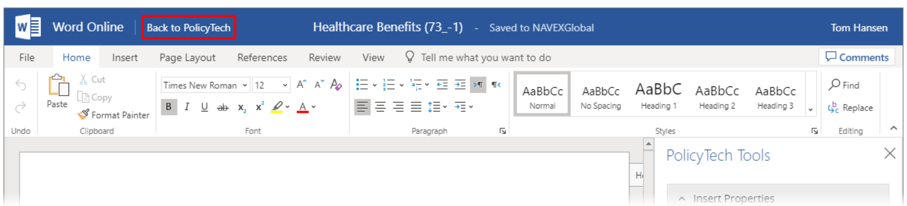


If you're looking at a revised document in Word Online, you will not see tracked changes. You will need to switch to your desktop version of Word.

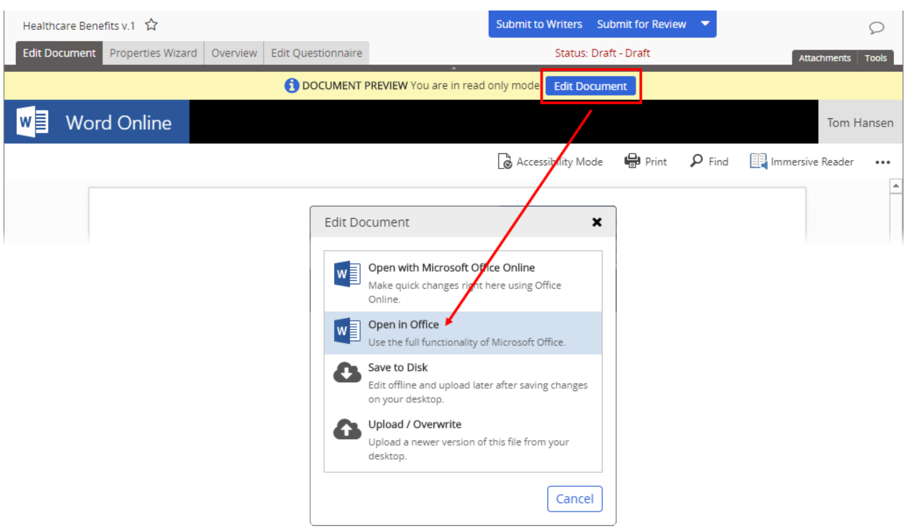
- If you're currently viewing the document in preview mode, then, in the **DOCUMENT PREVIEW** header, click **Edit Document**, and then click **Open in Office**.



- If you're currently editing the document in Word Online, click **Back to PolicyTech**.



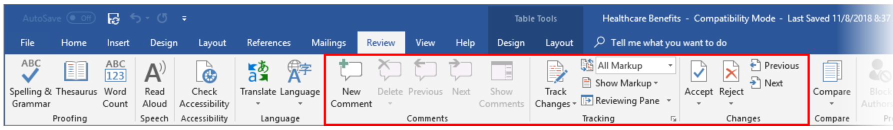
Then, in the **DOCUMENT PREVIEW** header, click **Edit Document**, and then click **Open in Office**.



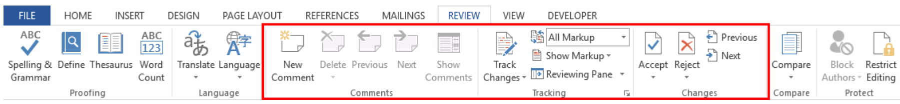
Track Changes and Comment Options

The location and appearance of the **Track Changes** and **Comments** options vary depending on the version of Word you're using.

Word 2016

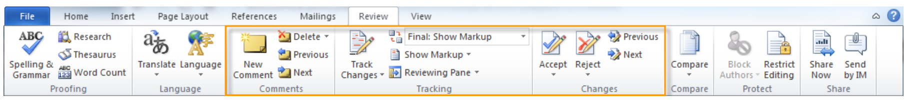


Word 2013



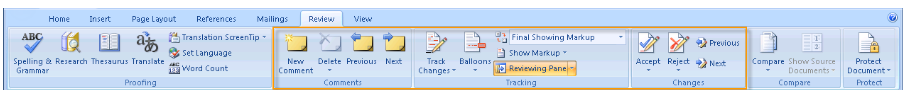
Word 2010

Comments, **Tracking**, and **Changes** groups on the ribbon's **Review** tab



Word 2007

Comments, **Tracking**, and **Changes** groups on the ribbon's **Review** tab



Working with Marked-up Text and Comments

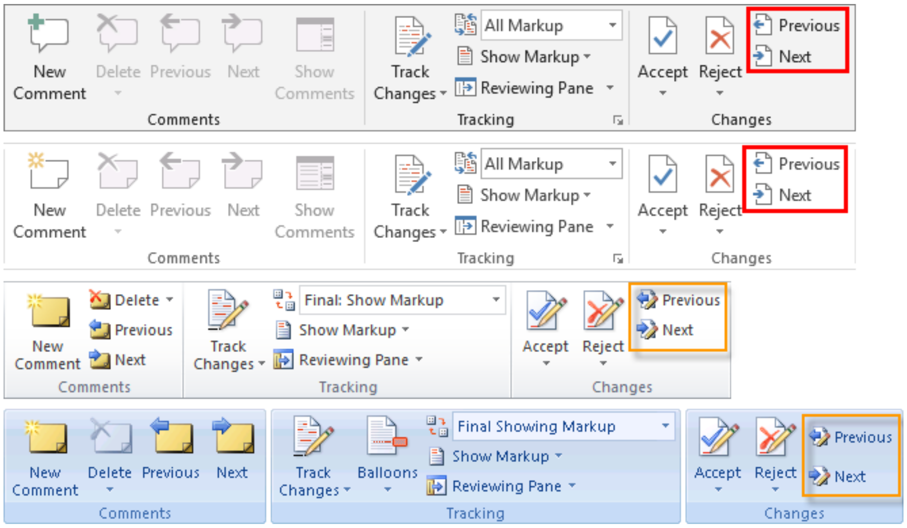
Using the **Track Changes** and **Comments** options, you can do any of the following:

> **Note:** We recommend using the **Track Changes** tools to find marked-up text in the document as some very small changes (such as adding a period) may be missed otherwise.

Find Markup in the Text

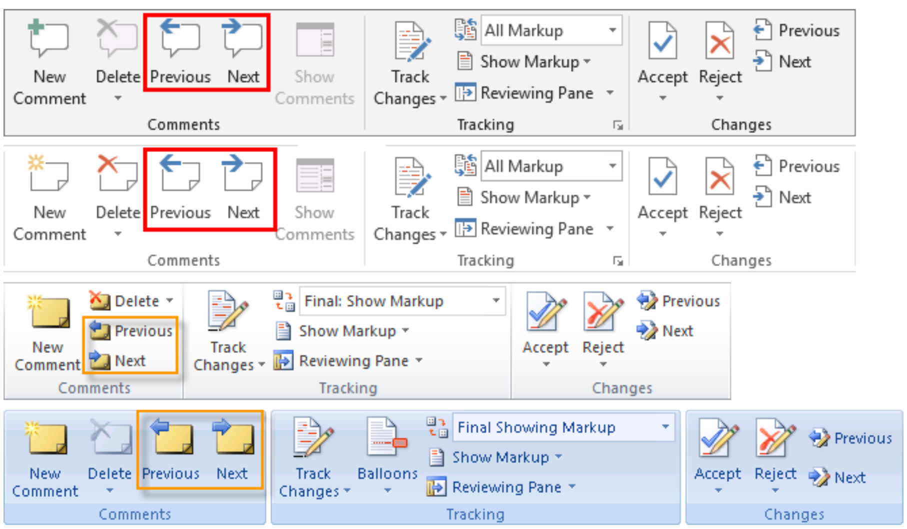
After finding marked-up text, hover the cursor over the change to see who made it.

On the **Review** tab, in the **Changes** group, click **Next** or **Previous**.



Find Comments in the Text

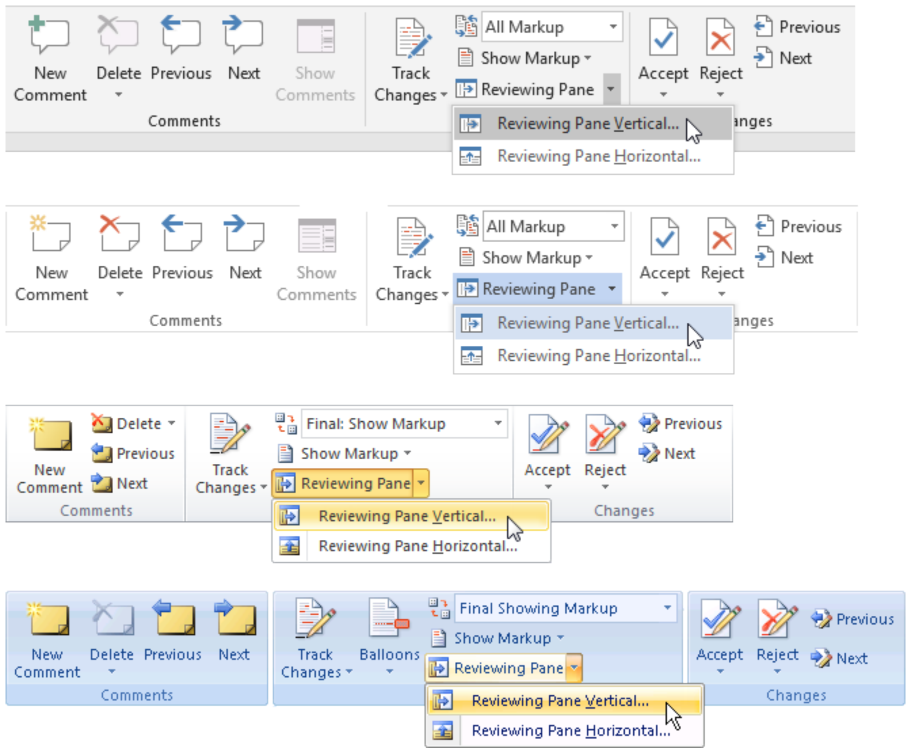
On the **Review** tab, in the **Comments** group, click **Next** or **Previous**.



View Markup in the Reviewing Pane

In the **Reviewing Pane**, you can see each markup in a categorized list and then click a markup to go to it in the document. You can also see who made each change.

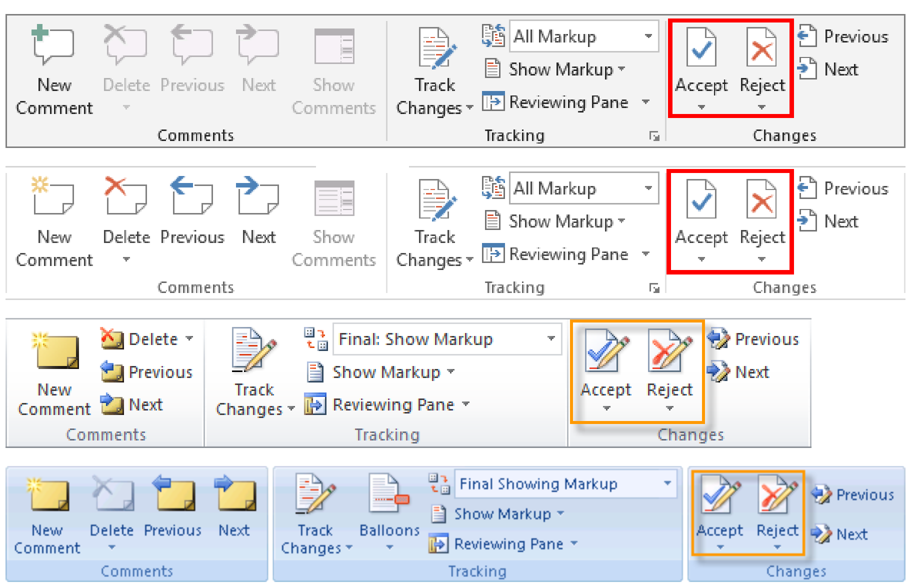
On the **Review** tab, in the **Tracking** group, click the arrow next to **Reviewing Pane**, and then click **Reviewing Pane Vertical** or **Reviewing Pane Horizontal**.



Accept or Reject a Change

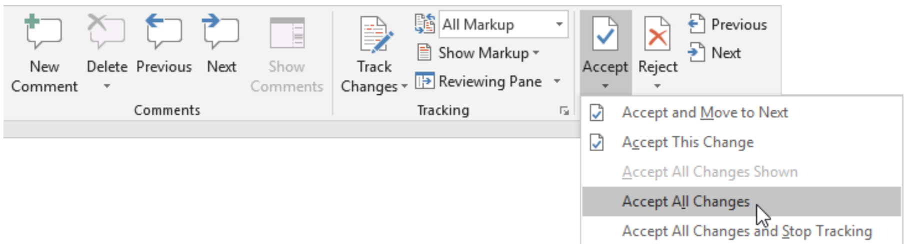
Accepting a change removes the markup and leaves the normal text. Rejecting a change deletes the marked-up text.

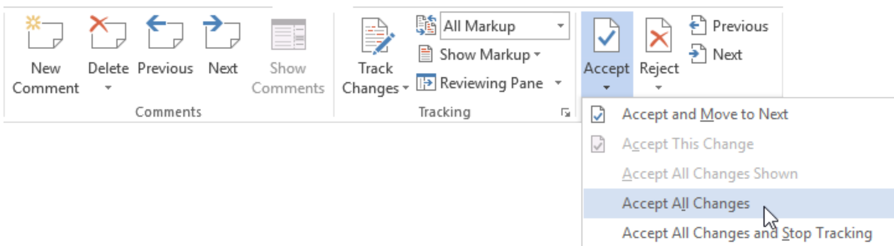
Either select the changed text or place the cursor anywhere within or immediately before it. Then, on the **Review** tab, in the **Changes** group, click **Accept** or **Reject**.

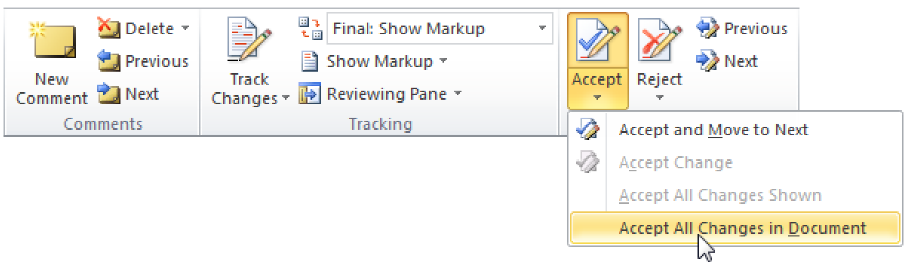


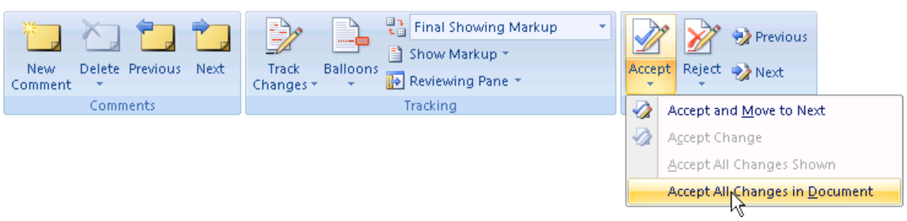
Accept or Reject All Changes at Once

On the **Review** tab, in the **Changes** group, click the arrow below **Accept** or **Reject**, and then click **Accept All Changes in Document** or **Reject All Changes in Document**.



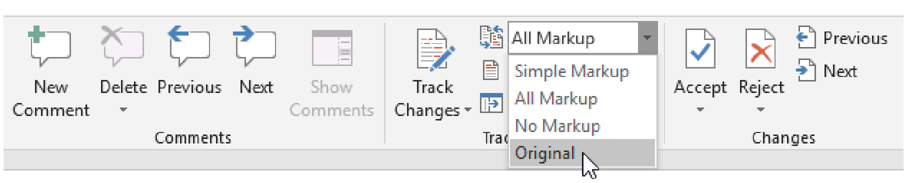


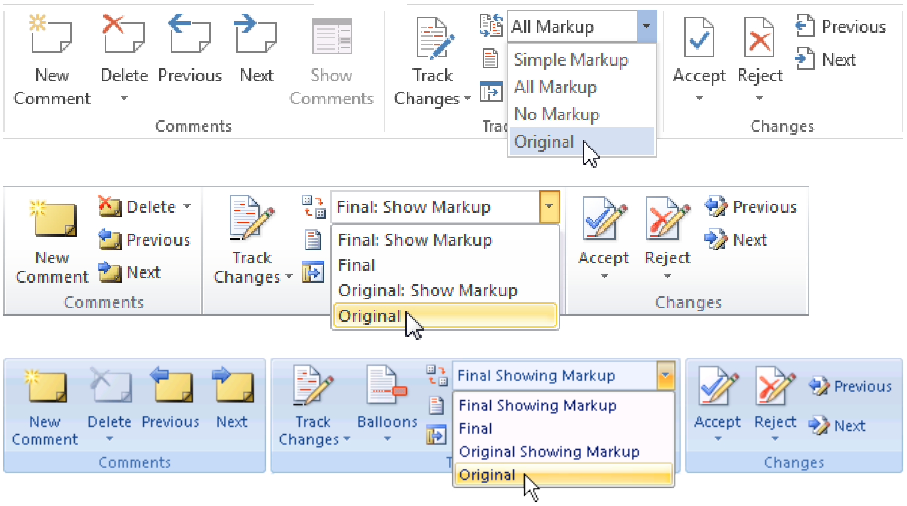




View the Original Document before Changes

On the **Review** tab, in the **Tracking** group, click the arrow next to **Final: Show Markup**, and then click **Original**.





Comparing Draft Versions in an Excel Document

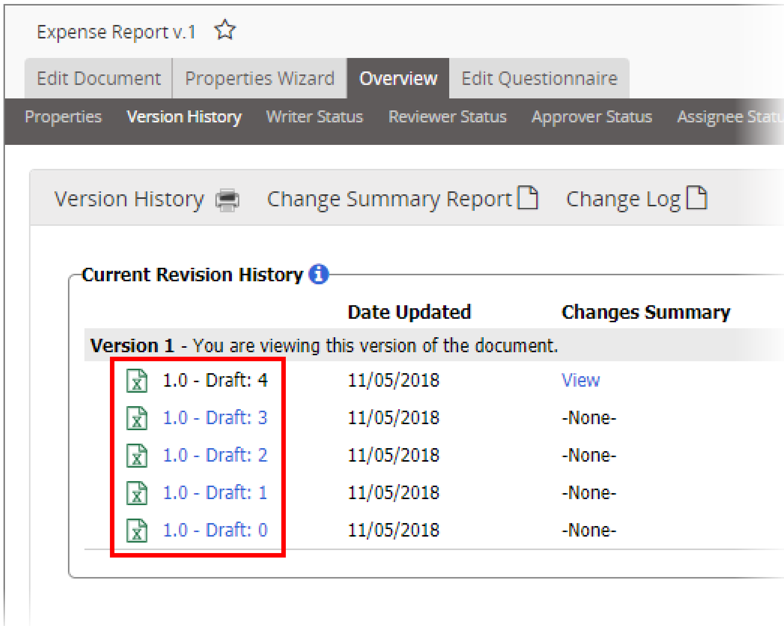
Because the **Track Changes** feature in Excel® is not activated (it doesn't work in the same way as **Track Changes** in Microsoft® Word), you will need to compare draft versions in order to find changes made by a reviewer or approver.

> **Note:** Excel has no feature comparable to the **Compare Documents** feature in Word, so you must manually compare the draft versions.

To find and compare the different versions of a revised or declined Excel document,

1. Open the document, click the **Overview** tab, and then click **Version History**.

   The draft versions of the document, such as the original draft you submitted to review or approval, are listed in the **Current Revision History** area. The version listed on top is the one you'd see if you clicked **Edit Document**. The others are previous draft versions.



2. To compare the current draft version with another one, click the other draft version link. This opens that version in a separate browser window.
3. In the current draft version (the one you opened in step 1 above), click the **Edit Document** tab.
4. Compare the two drafts.

Changing or Reapplying a Template

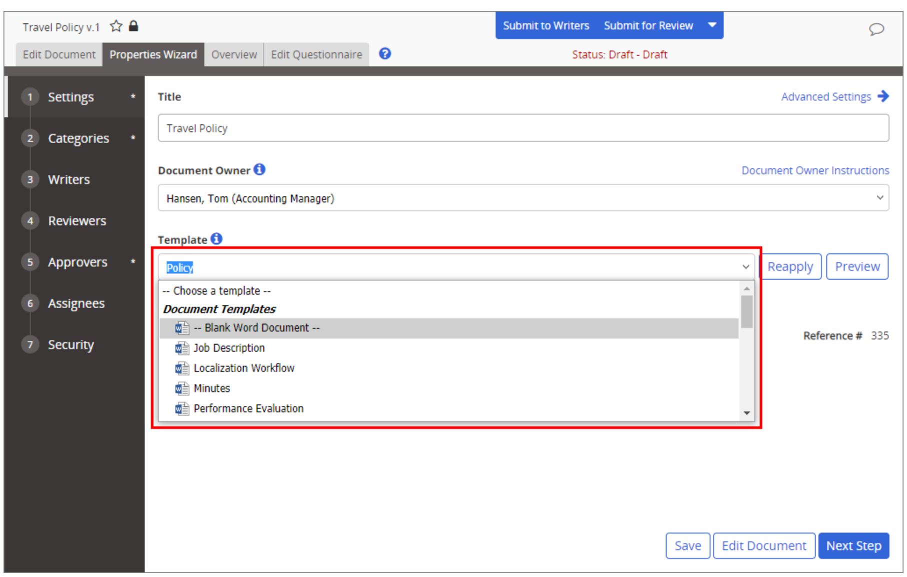
If you are a document owner, proxy author, or administrator, you can change or reapply a document's or questionnaire's template assignment while the document/questionnaire is in Draft status. For documents, you select which of the following template parts you want changed or reapplied:

- Properties
- Document contents (body)
- Headers
- Footers

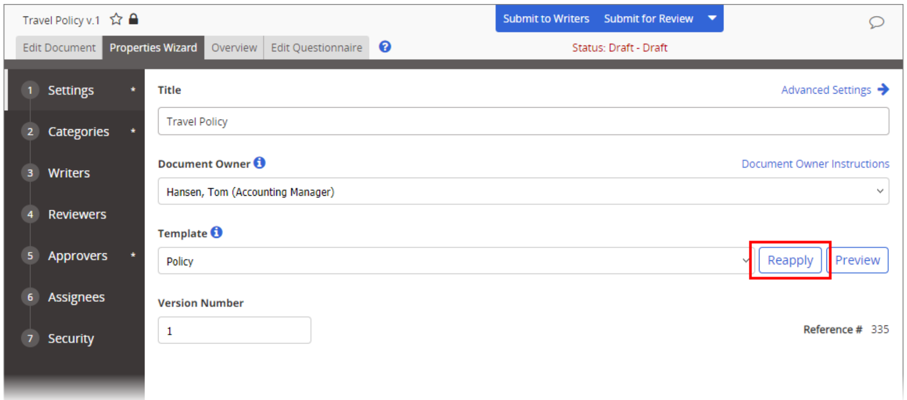
For questionnaires, only the properties are replaced. (A questionnaire template cannot include content.)

> **Note:** An administrator can change or reapply a template's properties (not contents, headers, or footers) to documents/questionnaires in pending or published status or to multiple documents/quesitonnaires at once using **Bulk Editor**.

1. Open a document or questionnaire (see Searching for a Document or Questionnaire or Browsing for a Document or Questionnaire).
2. Click the **Properties Wizard** tab.
3. Do one of the following:
   - Select a different template.



- To reapply the currently selected template (such as after that template has been modified), click **Reapply**.

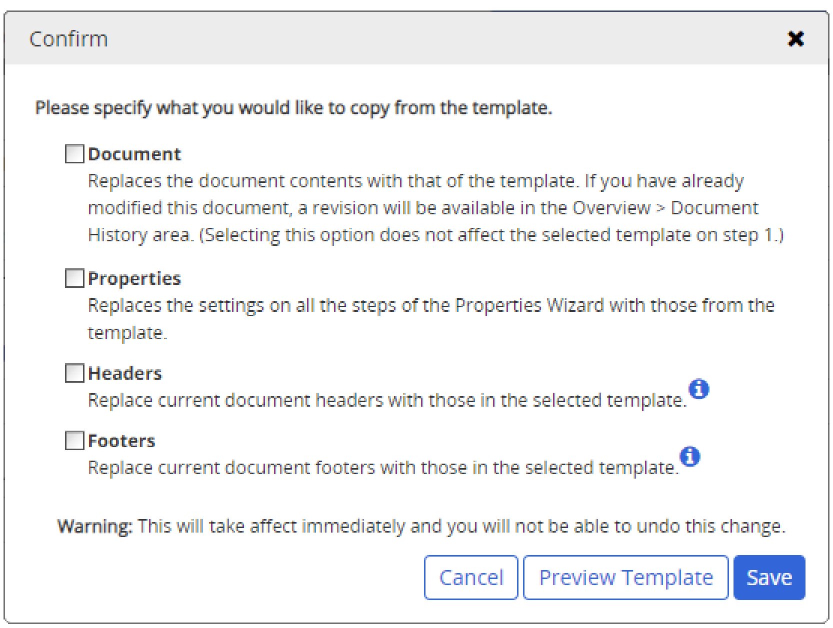


4. Do one of the following:

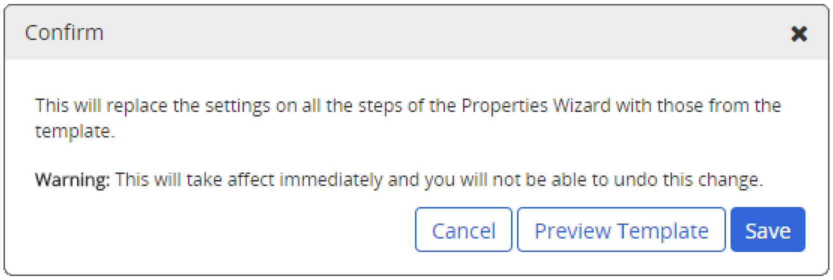
   - If this is a document, select the part or parts of the document you want updated.

Important:

- Selecting **Document** will replace all of the current document contents with the document contents from the template. Be sure this is what you really want to do before clicking **Save** as this procedure cannot be undone.
- If you selected a different template in step 3 above and then select only the **Document** option in this step, the **Document Template** setting is not changed to the new selection. Only the document's contents are replaced, and the **Document Template** setting is reverted to the original.



- If this is a questionnaire, you can only replace the questionnaire's properties. Move on to the next step.

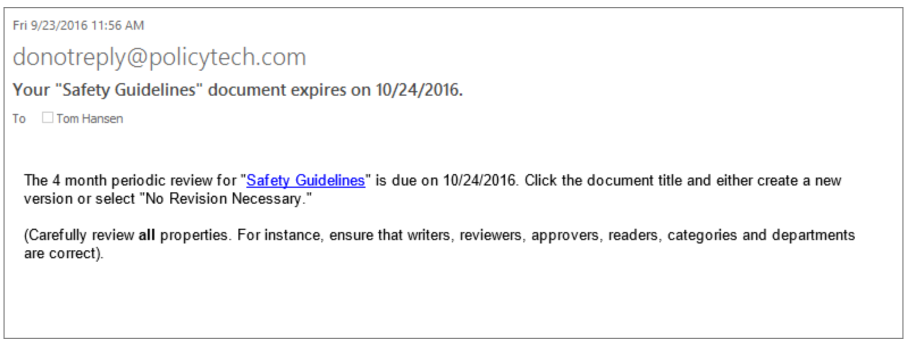


5. (Optional) To see the template's document contents and properties or questionnaire properties, click **Preview Template** to open the previewer in a separate window. In the previewer, if this is a document template, click **View Document** to see contents; click **Overview** to see properties. When you're finished, close the preview window.
6. In the **Confirm** window, click **Save**, and then close the document/questionnaire.

Doing a Periodic Review and Creating a New Version

When you, as a document owner, create a document or questionnaire, you have the opportunity to indicate how often you want to be reminded to review the document/questionnaire to see if it needs updating (see Review Date). If you set a periodic review date, either relative to the approval date or on a specific date, you'll receive a task notification email and a task in **My Tasks** as the review due date approaches.

1. To start a periodic review, do one of the following:
   - Open the task notification email, and then click the document or questionnaire link.

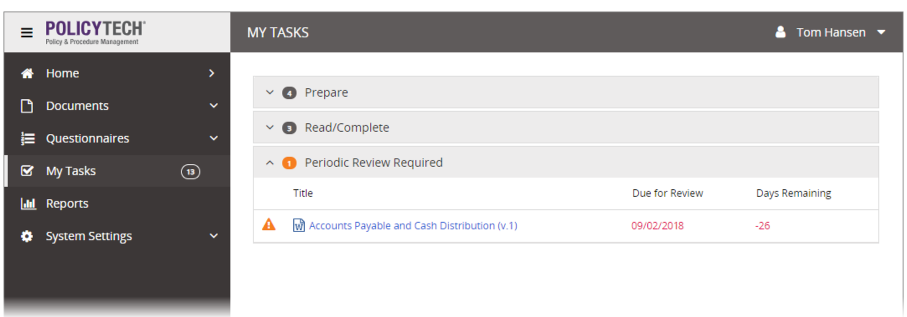


Fri 9/23/2016 11:56 AM
donotreply@policytech.com
Your "Safety Guidelines" document expires on 10/24/2016.
To Tom Hansen

The 4 month periodic review for "Safety Guidelines" is due on 10/24/2016. Click the document title and either create a new version or select "No Revision Necessary."

(Carefully review **all** properties. For instance, ensure that writers, reviewers, approvers, readers, categories and departments are correct).

   - Click **My Tasks**, click **Periodic Review Required** to show those tasks, and then click the document/questionnaire title.

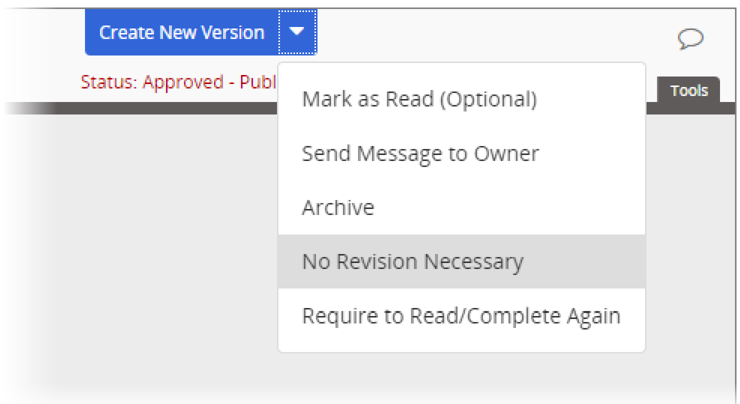


   - Find and open the document/questionnaire using the **Documents I Own** option for **My Relationship** when using **Search** or **Browse** (see Searching for a Document or Questionnaire or Browsing for a Document or Questionnaire).

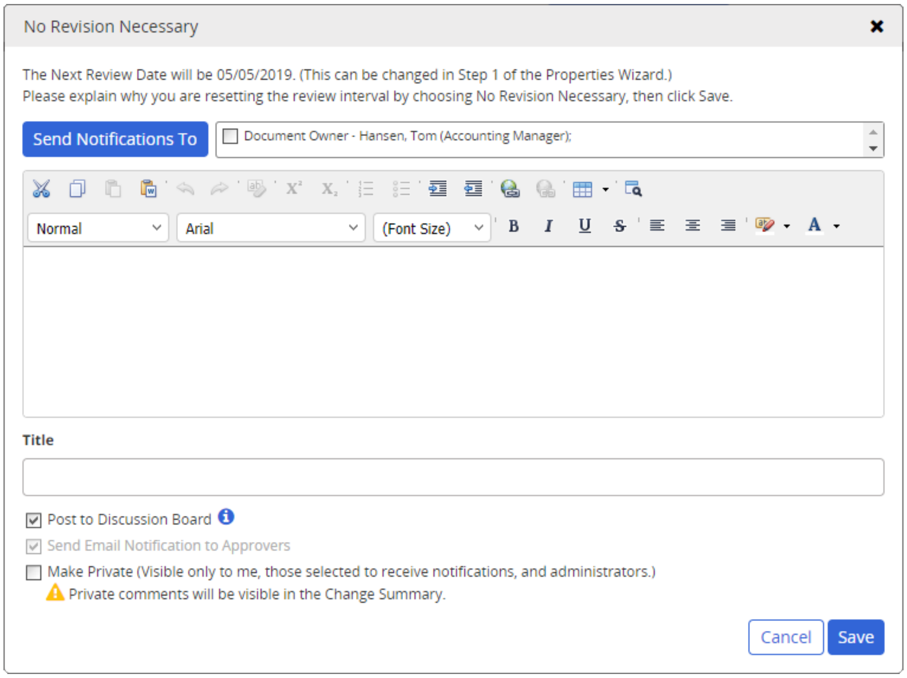
2. Review the document/questionnaire, and then take one of the following actions:

- If the document/questionnaire needs to be revised, click **Create New Version** to make a copy of the approved document/questionnaire and place it in Draft status. Make updates, and then move the new version of the document/questionnaire through the review and approval process as you normally would. Once the new version is approved, the previously approved version is archived.

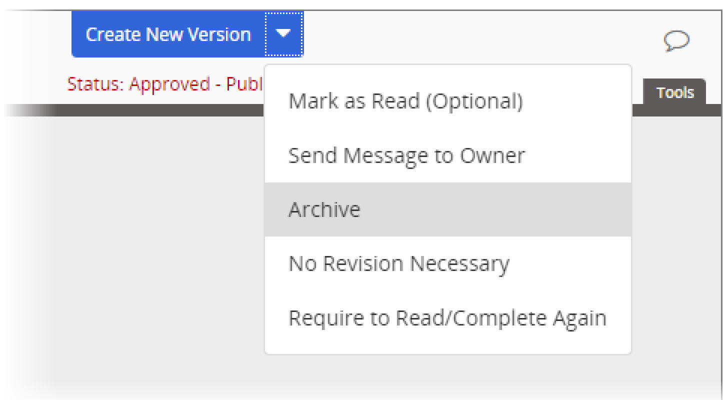
- If the document/questionnaire does not need to be revised, click , and then click **No Revision Necessary**.



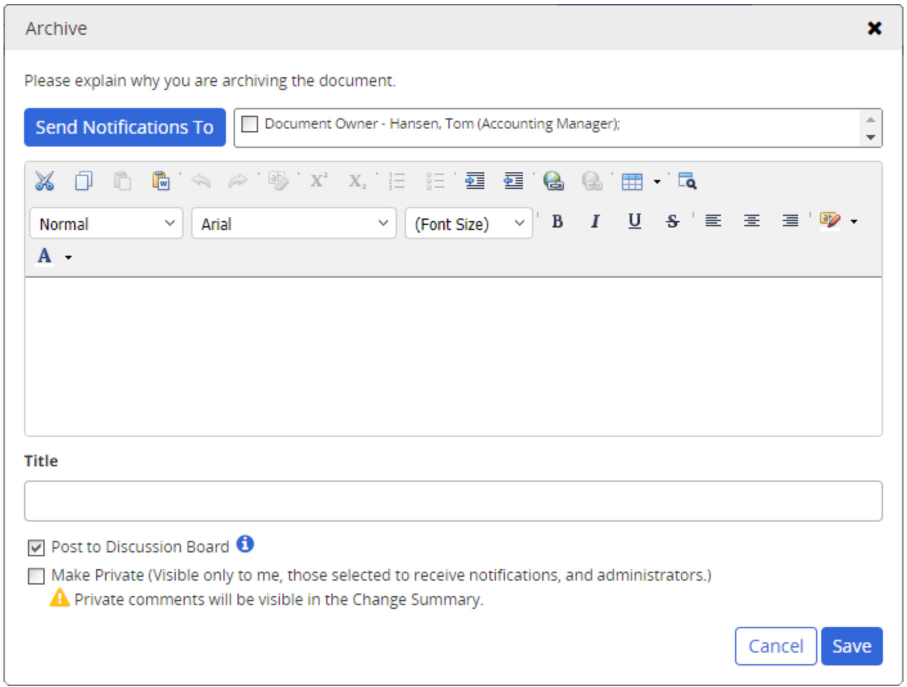
A discussion window appears for you to explain why you are resetting the review interval without making changes. Complete the discussion form (see Working with Discussions for details), click **Save**, and then click **OK**.



- If the document/questionnaire is obsolete (needs no revision and will no longer be used), click , and then click **Archive**.



A discussion window appears for you to explain why you are archiving the document/questionnaire. Complete the discussion form (see Working with Discussions for details), click **Save**, and then click **OK**.


Archive
Please explain why you are archiving the document.
Send Notifications To
Document Owner - Hansen, Tom (Accounting Manager);
Normal
Arial
(Font Size)
Title
Post to Discussion Board
Make Private (Visible only to me, those selected to receive notifications, and administrators.)
Private comments will be visible in the Change Summary.
Cancel
Save

Updating Document Links

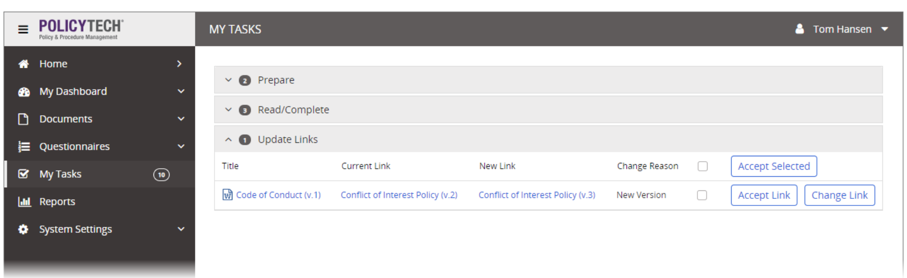
When a document in PolicyTech is changed in any of the following ways and that document is linked from one or more other documents, the owners of those other documents containing the links are notified that the links need to be updated.

- A new version of the linked document is published.
- The linked document is automatically replaced by another document.
- The linked document is archived.

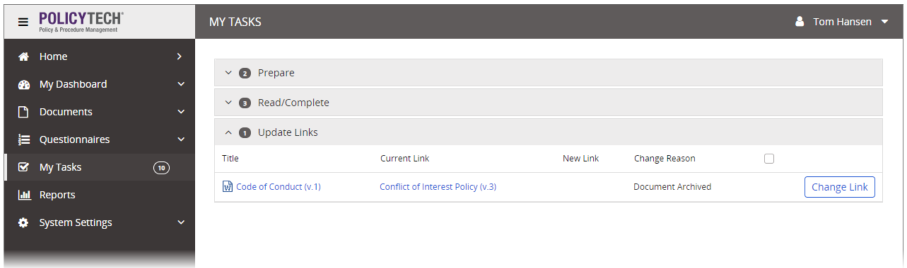
If you're a document owner with links that need updating, a notification is posted to **My Tasks** (see Working with My Tasks). It is also sent via your organization's email system (see Working with Notification Emails). If you haven't already used one of these notifications to update the links, you'll see a message informing you that you need to update links as soon as you open the document containing those links. The instructions below are for updating links from any of these notifications.

Updating Links from My Tasks

1. Click **My Tasks**, and then click the **Links** heading to show those tasks. What you see in the **Links** section depends on what action was taken to cause the link to become outdated. If the linked document was replaced by a new version of that document or by a different document, you will see a task similar to the following with the **Accept Link** and **Change Link** options.



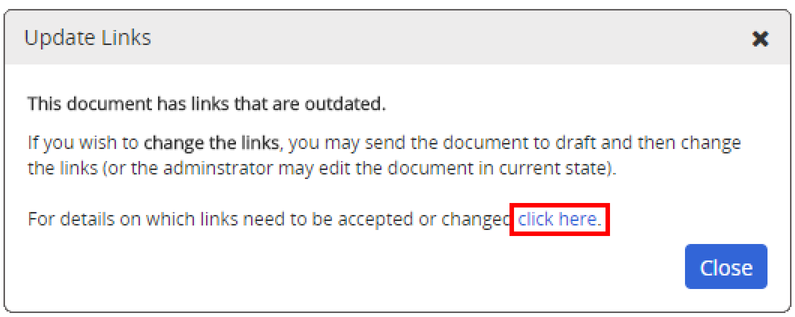
If the linked document was archived without being replaced, the task will look similar to the following.



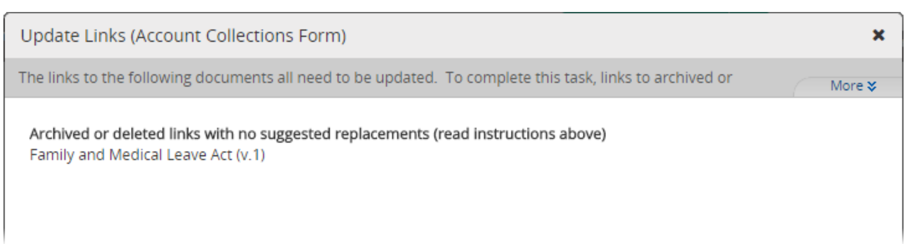
2. PolicyTech automatically updates links to documents that were replaced by a new version or by a different document, but you are given the option of accepting the updated link (**Accept Link**) or manually changing the updated link to a different document (**Change Link**). If the linked document was archived without being replaced, your only option for completing the task is to manually take care of the now invalid link (**Change Link**).

   In the **Action** column, take one of the following actions:

   - Click **Accept Link**, and then click **Yes** to confirm.
   - Click **Change Link** to open the document, and then, in the **Update Links** pop-up (which may take a few seconds to appear), click **click here**.



The title of the linked document that was archived is displayed.



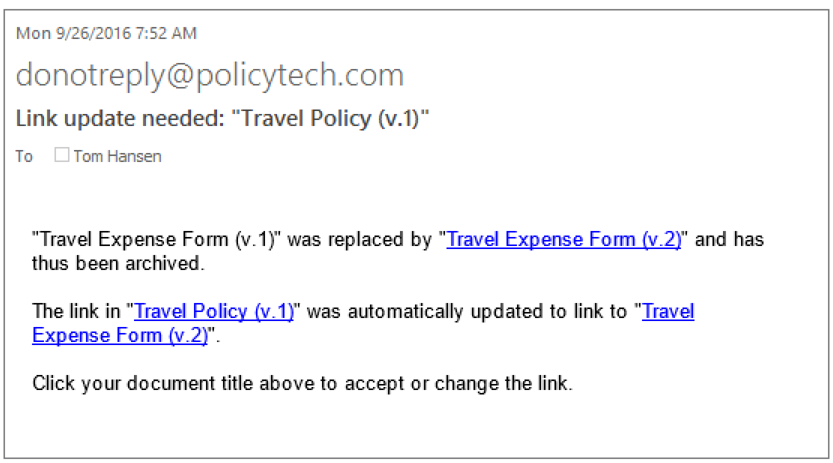
Because the link could not be automatically updated, you must take care of the invalid link manually. The link could be in **Attachments** (see Reviewing Attachments and Links), included in the document content, or be in both of these locations.

Close the **Update Links** window, and then do one of the following:

- If the document is currently in Draft or Collaboration status, find the link and either delete it or replace it with a different one (see Inserting a Link to an Existing Document).
- If the document is currently in Review or Approval status, to delete or replace the link you will need to revise the document (see Editing Document Content), send it back to draft (see Sending a Document or Questionnaire Back to Draft), or ask your administrator to edit the document in its current state.
- If the document is currently in Pending or Published status, to delete or replace the link you will need to either create a new version of the document (see Doing a Periodic Review and Creating a New Version) or ask your administrator to edit the document in its current state.

Updating Links from a Notification Email

1. Open the notification email. What you see in the body of the email depends on what action was taken to cause the link to become outdated. If the linked document was replaced by a new version of that document or by a different document, you will see a notification similar to the following.


Mon 9/26/2016 7:52 AM

donotreply@policytech.com

Link update needed: "Travel Policy (v.1)"

To Tom Hansen

"Travel Expense Form (v.1)" was replaced by "Travel Expense Form (v.2)" and has thus been archived.

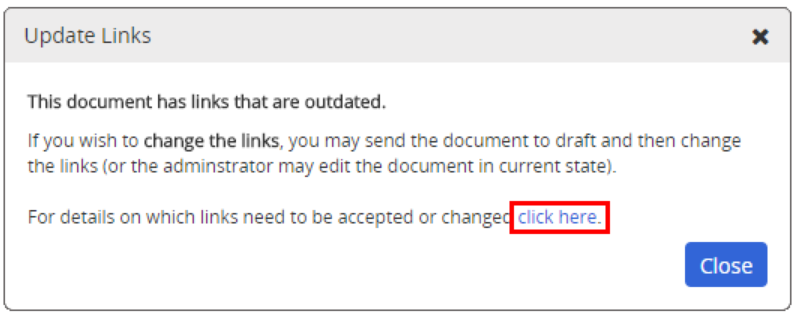
The link in "Travel Policy (v.1)" was automatically updated to link to "Travel Expense Form (v.2)".

Click your document title above to accept or change the link.

If the linked document was archived without being replaced, you will see a notification similar to the following.

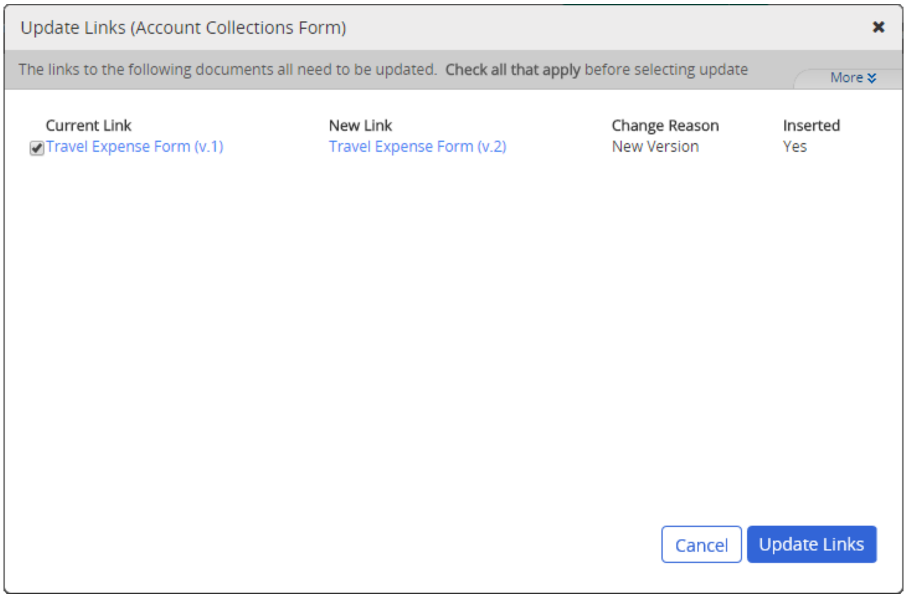
2. Click the title of the document containing the automatically updated or invalid link and log in to PolicyTech to open the document.

3. In the **Update Links** pop-up (which may take a few seconds to appear), click **click here**.

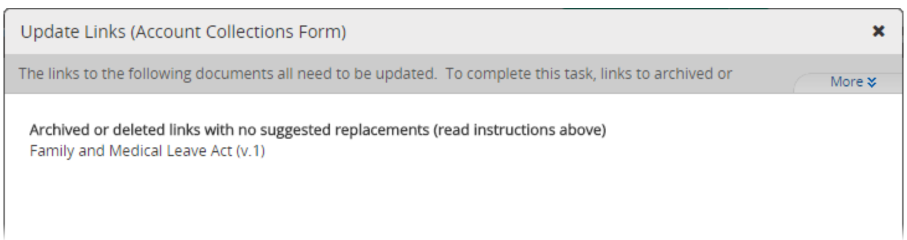


4. Do one of the following, depending on whether the linked document was replaced or not.

   - If the linked document was replaced by a new version or by a different document, you'll see a window similar to the one below. Click **Update Links** to accept the automatic link update, and then close the document.



- If the linked document was archived without being replaced, you'll see a window like the one below. Because the link could not automatically be updated, you must take care of the invalid link manually.



Because the link could not be automatically updated, you must take care of the invalid link manually. The link could be in **Attachments** (see Reviewing Attachments and Links), included in the document content, or be in both of these locations.

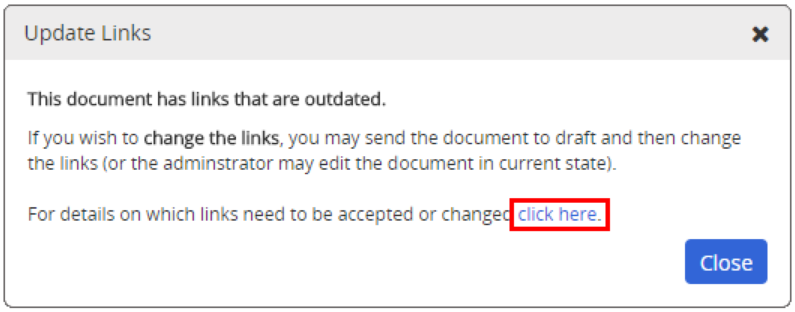
Close the **Update Links** window, and then do one of the following:

- If the document is currently in Draft or Collaboration status, find the link and either delete it or replace it with a different one (see Inserting a Link to an Existing Document).
- If the document is currently in Review or Approval status, to delete or replace the link you will need to revise the document (see Editing Document Content), send it back to draft (see Sending a Document or Questionnaire Back to Draft), or ask your administrator to edit the document in its current state.
- If the document is currently in Pending or Published status, to delete or replace the link you will need to either create a new version of the document (see Doing a Periodic Review and Creating a New

Version) or ask your administrator to edit the document in its current state.

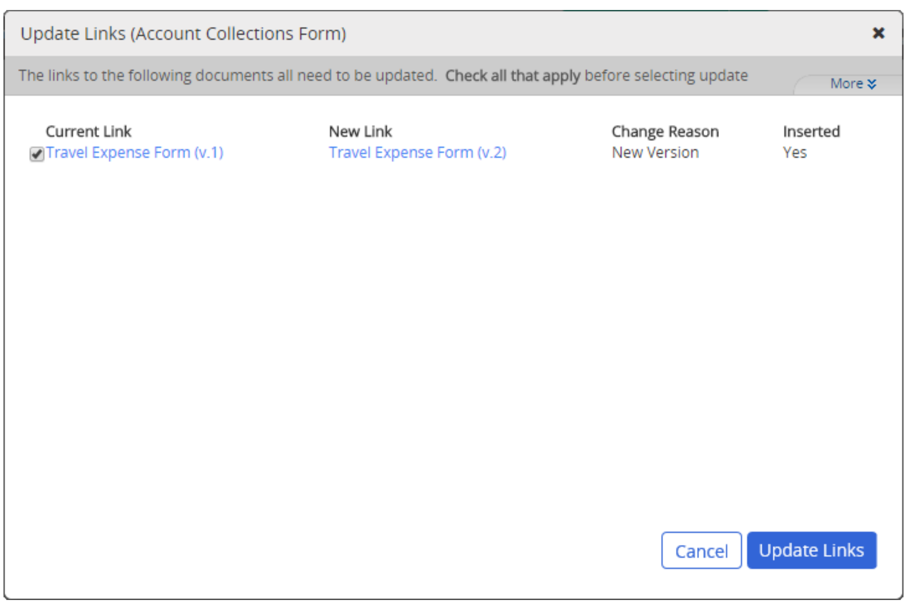
Updating Links Upon Opening a Document

1. If you open a document with a link that needs to be updated, the **Update Links** pop-up is displayed (it may take a few seconds to appear). Click **click here**.

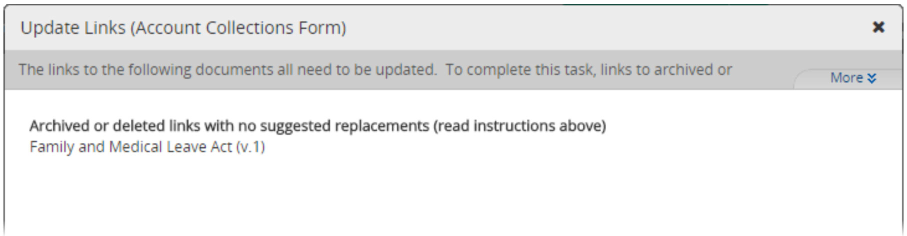


2. Do one of the following, depending on whether the linked document was replaced or not.

   - If the linked document was replaced by a new version or by a different document, you'll see a window similar to the one below. Click **Update Links** to accept the automatic link update, and then close the document.



   - If the linked document was archived without being replaced, you'll see a window like the one below. Because the link could not automatically be updated, you must take care of the invalid link manually.



Because the link could not be automatically updated, you must take care of the invalid link manually. The link could be in **Attachments** (see Reviewing Attachments and Links), included in the document content, or be in both of these locations.

Close the **Update Links** window, and then do one of the following:

- If the document is currently in Draft or Collaboration status, find the link and either delete it or replace it with a different one (see Inserting a Link to an Existing Document).
- If the document is currently in Review or Approval status, to delete or replace the link you will need to revise the document (see Editing Document Content), send it back to draft (see Sending a Document or Questionnaire Back to Draft), or ask your administrator to edit the document in its current state.
- If the document is currently in Pending or Published status, to delete or replace the link you will need to either create a new version of the document (see Doing a Periodic Review and Creating a New Version) or ask your administrator to edit the document in its current state.

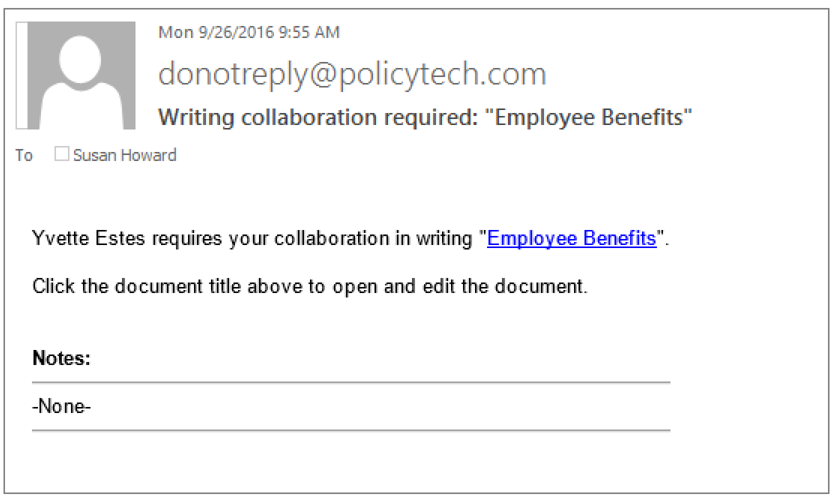
Collaborating on (Helping to Write) a Document or Questionnaire (for assigned writers)

If you've been assigned the writer role, a document owner can assign you to help write a document or questionnaire. The document owner may assign you to write all of the document/questionnaire or only parts of it. Or, the document owner may just want you to edit the document/questionnaire to check for subject matter accuracy or grammatical correctness.

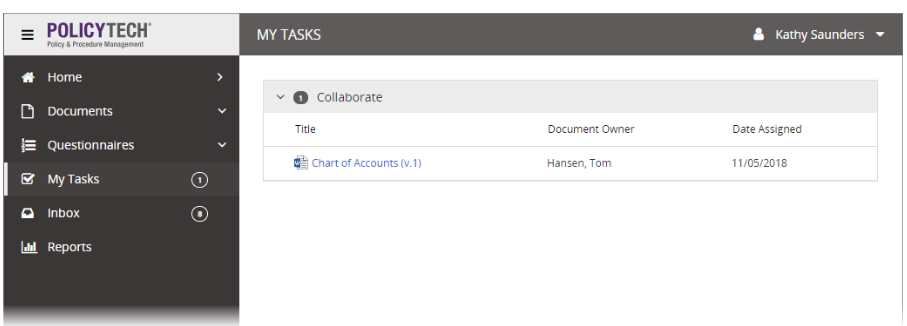
When a document owner assigns you as a document's/questionnaire's writer and then submits the document/questionnaire to you, you receive an email notification with the subject, 'Writing collaboration required: "[*document/questionnaire title*]."' The task is also added to **My Tasks**.

1. Do one of the following to open a document or questionnaire you've been assigned to write:

   - Open the task notification email, and then click the link.



   - Click **My Tasks**, click the **Collaborate** heading to show those tasks, and then click the title.



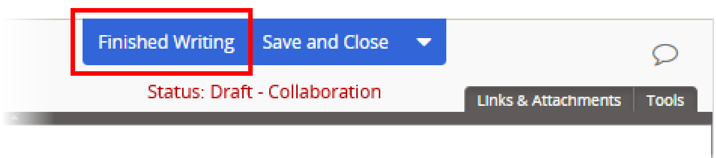
2. Write the document/questionnaire, or your portion of it. See the following topics for detailed instructions:

Writing a Document

Adding Questions and Answers to a Questionnaire

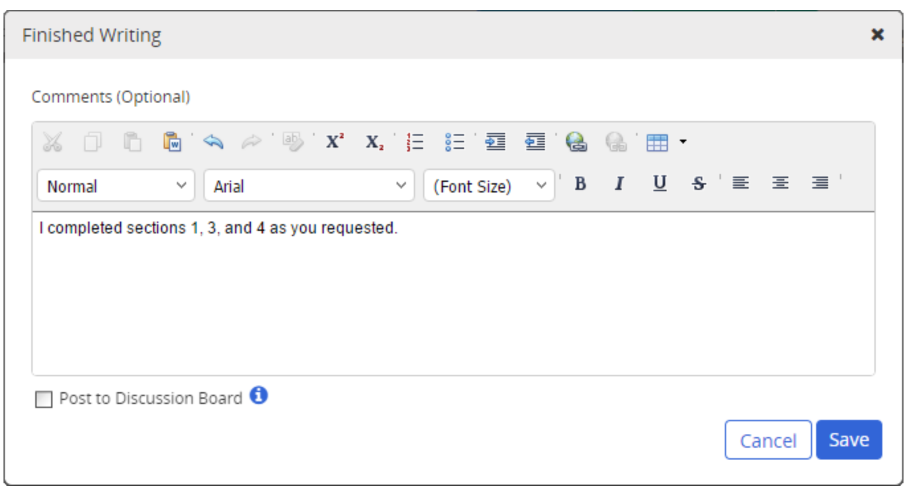
3. When you're finished working on an assigned document/questionnaire, do one of the following:

   - If you're not finished writing and plan to come back to the document/questionnaire later, click **Save and Close**.
   - If you're finished with your writing assignment, click **Finished Writing**



(Optional) In the **Finished Writing** window, type comments for the document owner.

Note: To add what you wrote to this document's/questionnaire's discussion board where all assignees can see it, click **Post to Discussion Board** (see Working with Discussions for details).



Click **Save**, and then click **OK**.

Reviewing and Approving a Document or Questionnaire

The instructions in the topics below apply only if you have been assigned as a reviewer or approver. If a document owner assigns you as a reviewer or approver or you assigned yourself, (as the document owner) as a reviewer when creating a new document or questionnaire, you will be notified by e-mail and in **My Tasks** (see Working with My Tasks) when that document/questionnaire is submitted for review or approval.

Reviewing a Document or Questionnaire

Approving a Document or Questionnaire

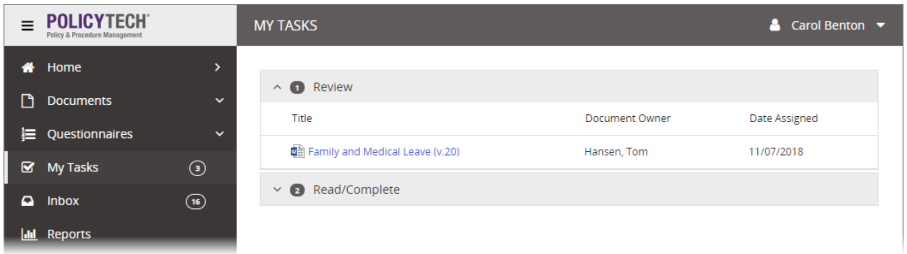
Reviewing a Document or Questionnaire

If you have been assigned the reviewer role, a document owner can assign you to review a document or questionnaire. Then, when that document/questionnaire is submitted for review, you receive a task assignment notification in the form of an email (if you are set up to receive emails from PolicyTech), and a task is added to your **My Tasks** list.

1. To open a document or questionnaire you've been assigned to review, do one of the following:

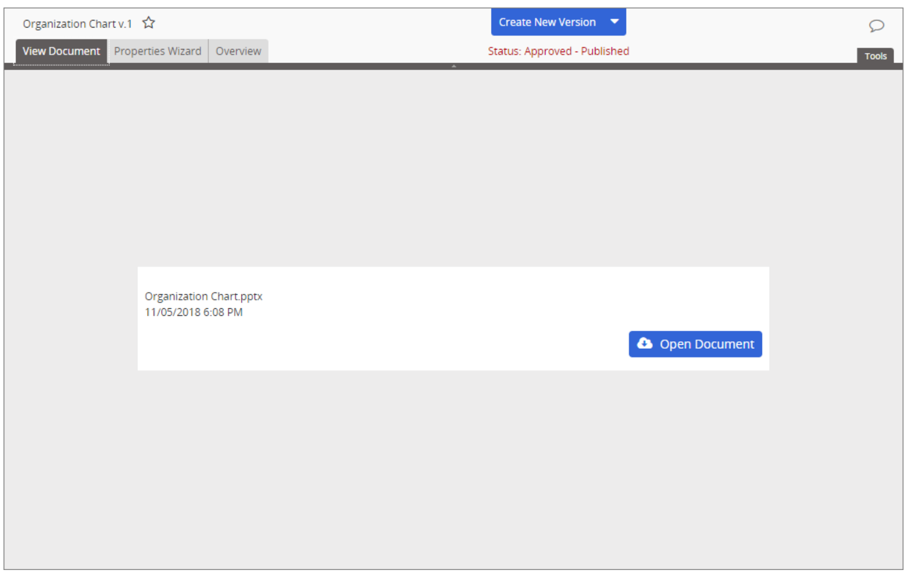
   - Open the task notification email, and then click the link.

   - Click **My Tasks**, click the **Review** heading to show those tasks, and then click the title.

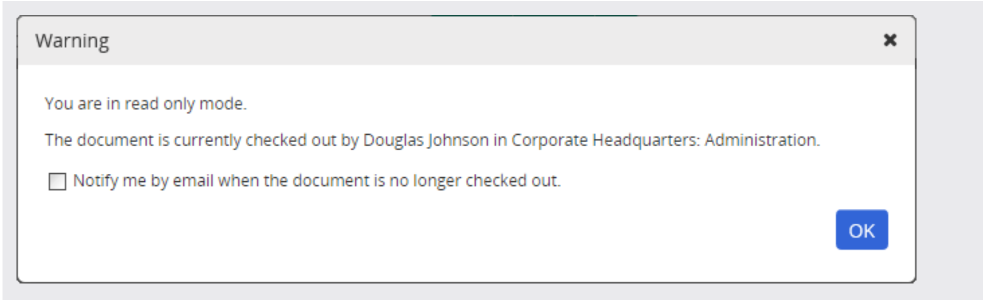


- Find and open the document/questionnaire using the **Documents I Review** option for **My Relationship** when using **Search** or **Browse** (see Searching for a Document or Questionnaire or Browsing for a Document or Questionnaire).

2. (Conditional) If the assigned item is a document and, when you open it, you see a window like the one below, follow the instructions in Downloading a Document to Open It, and then resume with the next step in these instructions.



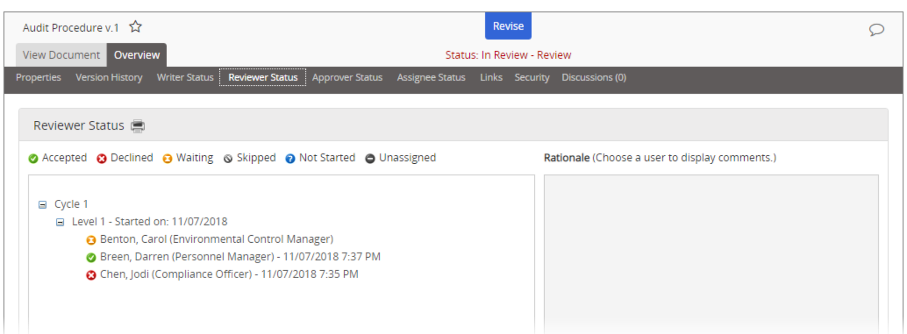
Note: If you see an alert like the one below, it means that another user (another reviewer or an administrator) is working on the document in edit mode. If, after reviewing the document, you need to revise it, you will not be able to do so until the other user finishes and closes the document. If you want to be notified when the document is available, select **Notify me by email when the document is no longer checked out**, and then click **OK** to clear the warning.



3. Check for and review all supplementary materials (see Reviewing Supplementary Materials for details) and the attached questionnaire, if there is one (for documents only; see Reviewing a Document Questionnaire for details).
4. Read the document/questionnaire carefully and completely.

Note: If you're reviewing a Word or HTML document, if one or more other reviewers have already reviewed the document and made revisions, you see those revisions, with each reviewer's changes in a different color text. You can rest your cursor on (hover over) one of the color-coded changes to see who made the change and when.

5. (Optional) To see if other assigned reviewers have revised or declined the document/questionnaire and their reasons for doing so, click the **Overview** tab, and then click **Reviewer Status** (see Working with the Overview). Click a reviewer's name to see any comments.



6. Accept, revise, or decline the document, or accept or decline the questionnaire. Go to a section listed below for further instructions.
   - Accepting a Document or Questionnaire
   - Revising a Word or Excel Document
   - Revising an HTML Document
   - Revising an Uploaded Document
   - Declining a Document or Questionnaire

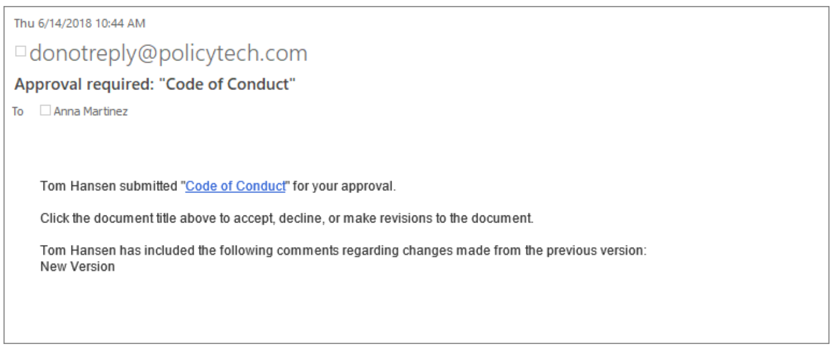
Approving a Document or Questionnaire

If you have been assigned the approver role, a document owner can assign you to approve a document or questionnaire. Then, when that document/questionnaire is submitted or approval, you receive a task assignment notification in the form of an email (if you are set up to receive emails from PolicyTech), and a task is added to your **My Tasks** list.

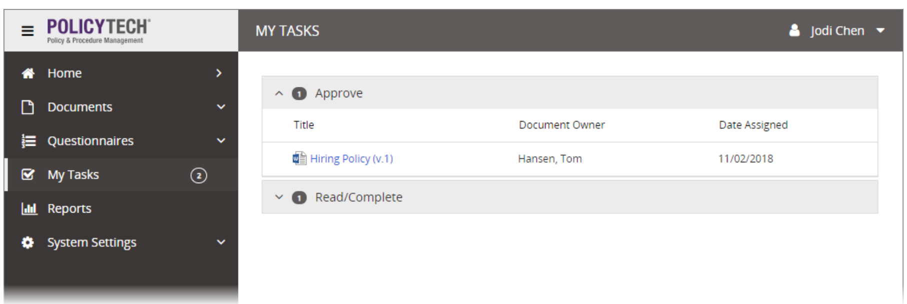
> **Note:** If, in addition to being assigned the approver role, you've been assigned the **Completes Approval Assignments in Bulk** role, you have the ability to complete multiple document approval tasks at once. See Approving Multiple Documents at Once for details.

1. To open a document or questionnaire you've been assigned to approve, do one of the following:

    - Open the task notification email, and then click the link.

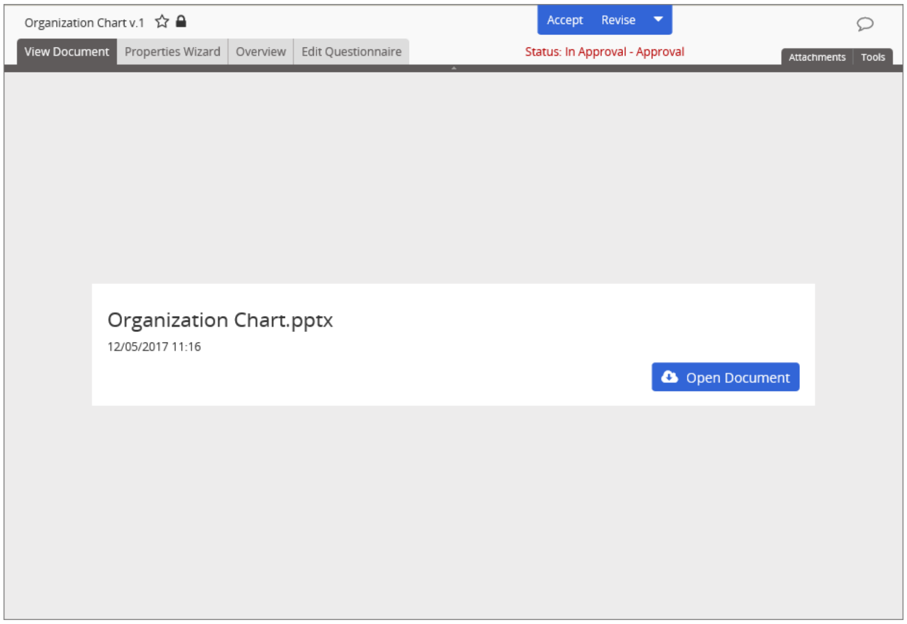


    - Click **My Tasks**, click the **Approve** heading to show those tasks, and then click the title.

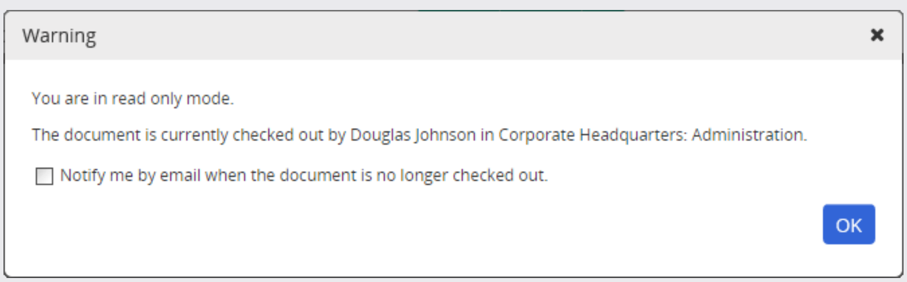


    - Find and open the document/questionnaire using the **Documents I Approve** option for **My Relationship** when using **Search** or **Browse** (see Searching for a Document or Questionnaire or Browsing for a Document or Questionnaire).

2. (Conditional) If the assigned item is a document and, when you open it, you see a window like the one below, follow the instructions in Downloading a Document to Open It, and then resume with the next step in these instructions.



Note: If you see an alert like the one below, it means that another user (another approver or an administrator) is working on the document in edit mode. If, after reviewing the document, you need to revise it, you will not be able to do so until the other user finishes and closes the document. If you want to be notified when the document is available, select **Notify me by email when the document is no longer checked out**, and then click **OK** to clear the warning.

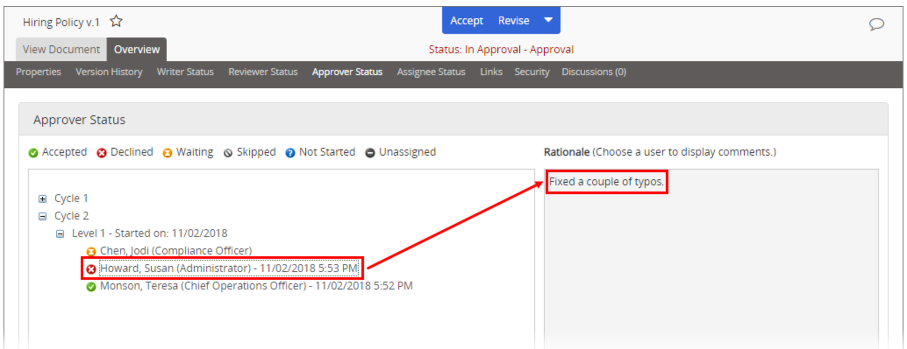


3. Check for and review all supplementary materials (see Reviewing Supplementary Materials for details) and the attached questionnaire, if there is one (for documents only; see Reviewing a Document Questionnaire for details).

4. Read the document/questionnaire carefully and completely.

Note: If you're approving a Word or HTML document, if one or more other approvers have already reviewed the document and made revisions, you see those revisions, with each approver's changes in a different color text. You can rest your cursor on (hover over) one of the color-coded changes to see who made the change and when.

5. (Optional) To see if other assigned approvers have revised or declined the document/questionnaire and their reasons for doing so, go to the **Approver Status** page of the **Overview** (see Working with the Overview for details). Click an approver's name to see any comments.



6. Accept, revise, or decline the document, or accept or decline the questionnaire. Go to a section listed below for further instructions.
   - Accepting a Document or Questionnaire
   - Revising a Word or Excel Document
   - Revising an HTML Document
   - Revising an Uploaded Document
   - Declining a Document or Questionnaire

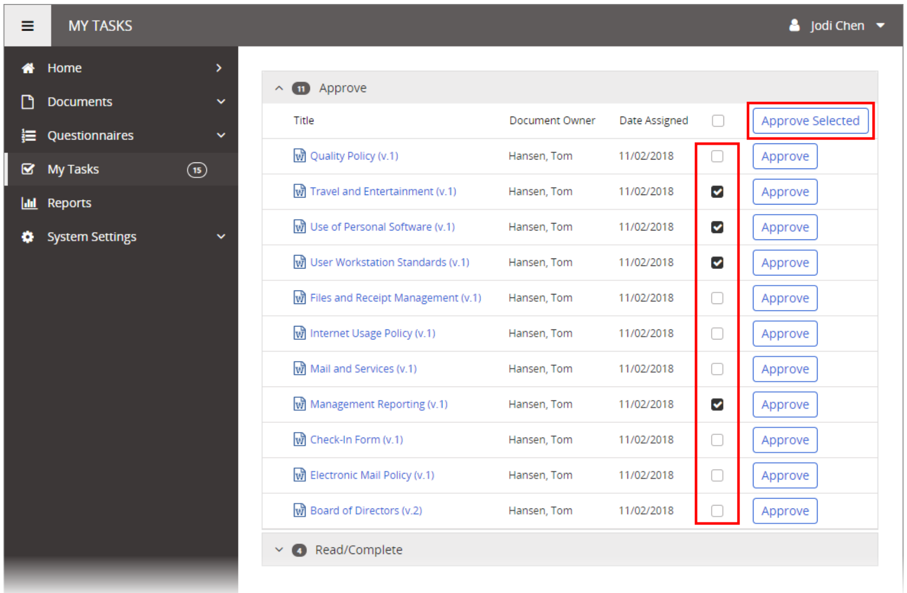
Approving Multiple Documents at Once

The ability to approve multiple documents at once is available only to those assigned the **Completes Approval Assignments in Bulk** role.

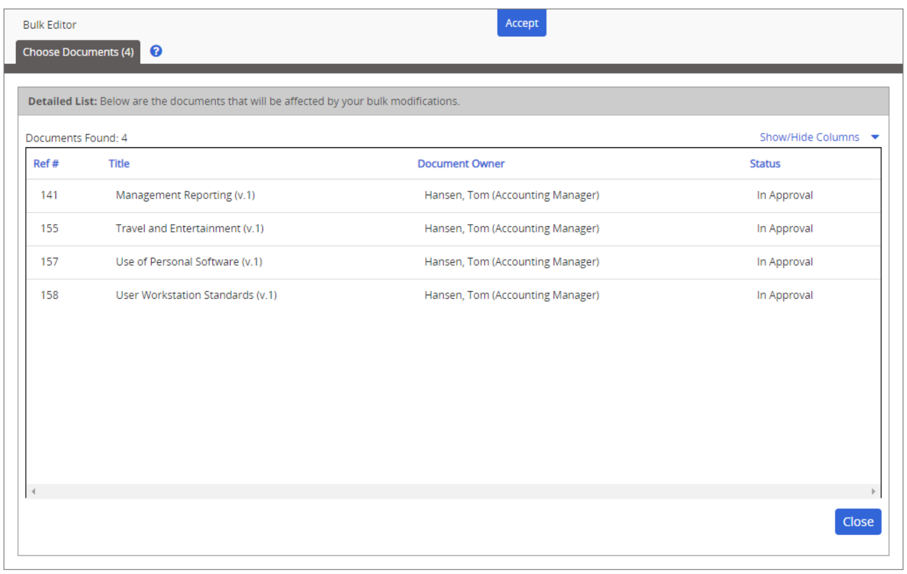
Important: This feature does not apply to stand-alone questionnaires, which must be approved individually.

1. Click **My Tasks**.
2. In the **Approve** area, select the documents you want to approve.

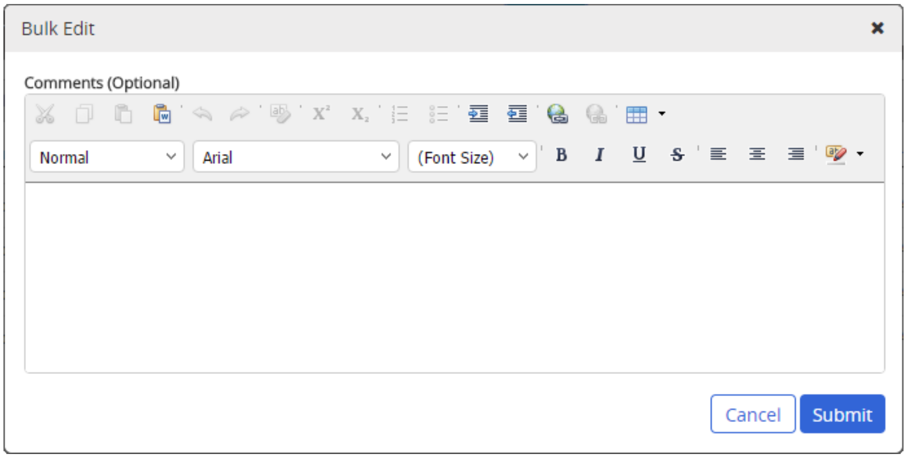
Note: If you don't see check boxes before document titles in the **Approve** area, then you haven't been assigned the **Completes Approval Assignments in Bulk** role.



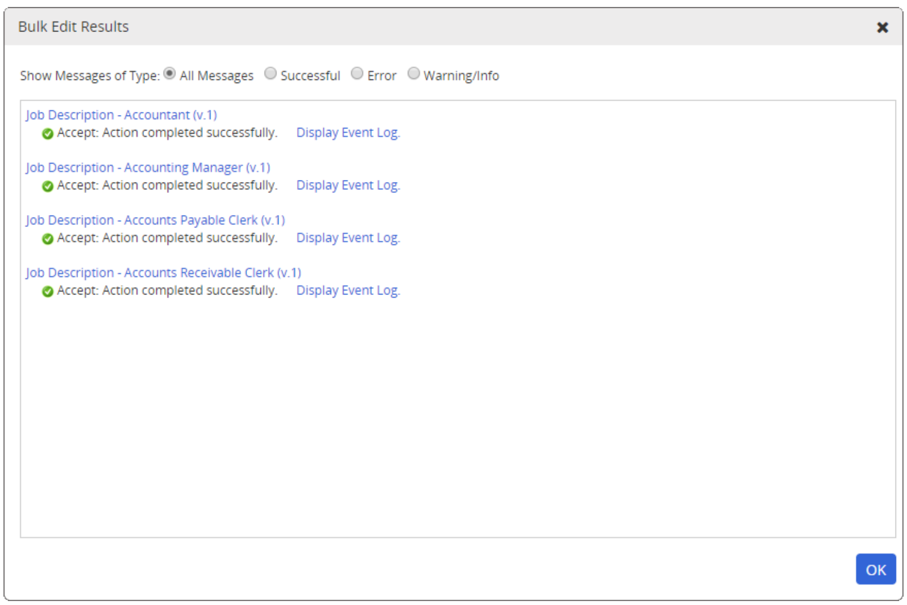
3. Click **Approve Selected**, and then click **Accept**.



4. (Optional) Type comments about your approval of the documents.



5. Click **Submit**, and then, in the **Bulk Edit Results** window, click **OK**.



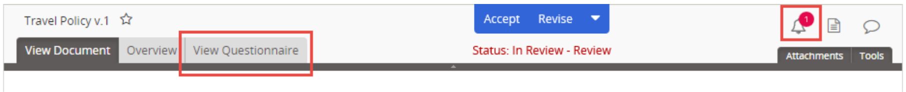
Reviewing a Document Questionnaire

A reviewer or approver can review a questionnaire that is attached to an assigned document.

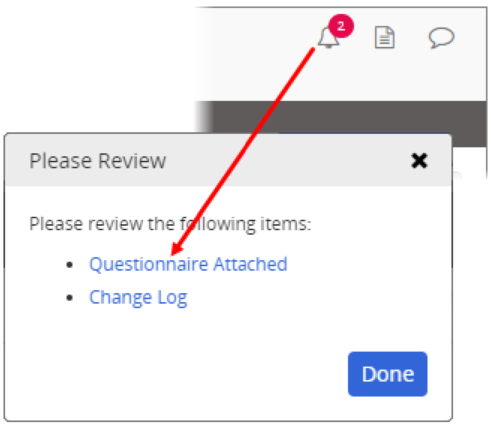
Important:

- These instructions apply to a questionnaire attached to a document. If you're working on a stand-alone questionnaire you've been assigned to approve, simply click **View Questionnaire** to view the stand-alone questionnaire's contents.
- The steps that follow assume that you have already reviewed the document contents.

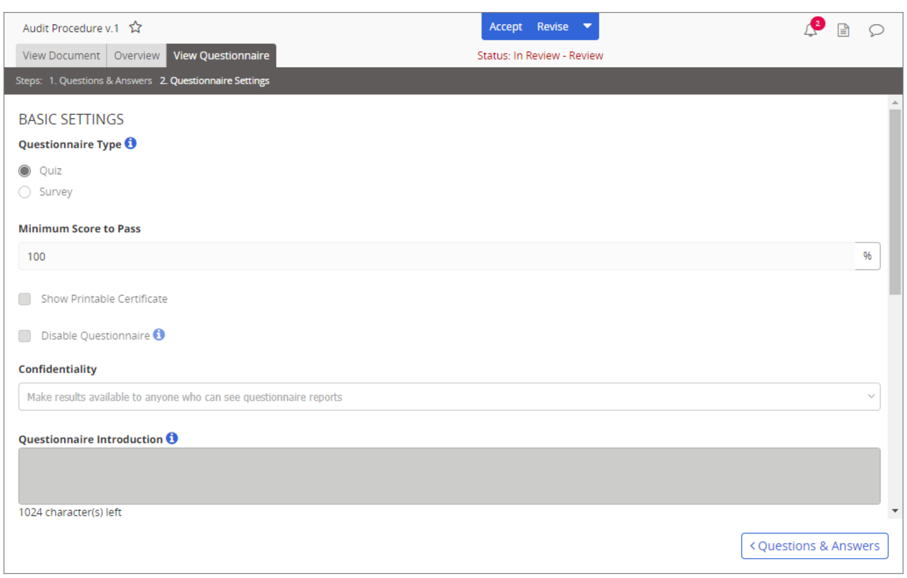
1. Open a document that you are required to review or approve.
2. If a document includes a questionnaire, you'll see a **View Questionnaire** tab and the **Please Review** icon.



3. Do either of the following to display the questionnaire:
   - Click the **View Questionnaire** tab.
   - Click the **Please Review** icon, and then click **Questionnaire Attached**.



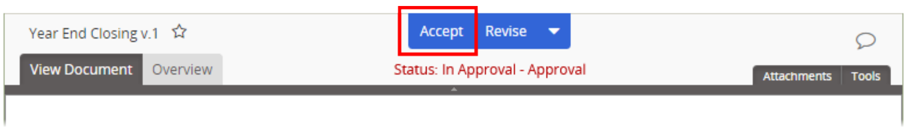
3. Review the sections, questions, and answers.
4. Click the **Questionnaire Settings** button at the bottom of the page and review the questionnaire settings.



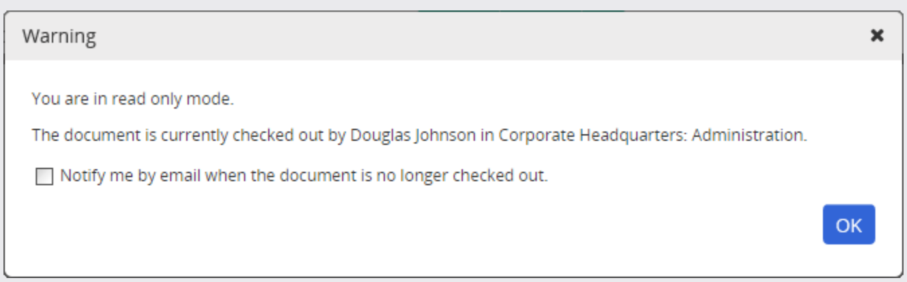
7. (Conditional) If you find issues with the questionnaire that need to be corrected, do one of the following:
   - If you found no issues with the document content, decline the document (see Declining a Document or Stand-Alone Questionnaire) and itemize the issues you found with the questionnaire.
   - If you found issues with the document content, also itemize the questionnaire issues when you're done revising the document or when you decline it.

Accepting a Document or Questionnaire

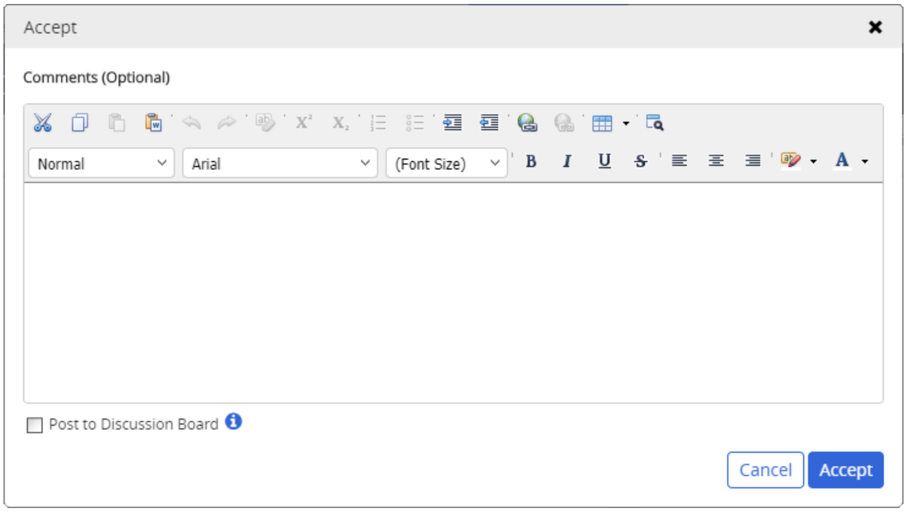
1. With a document or questionnaire open that you've been assigned to review or approve, click **Accept**.



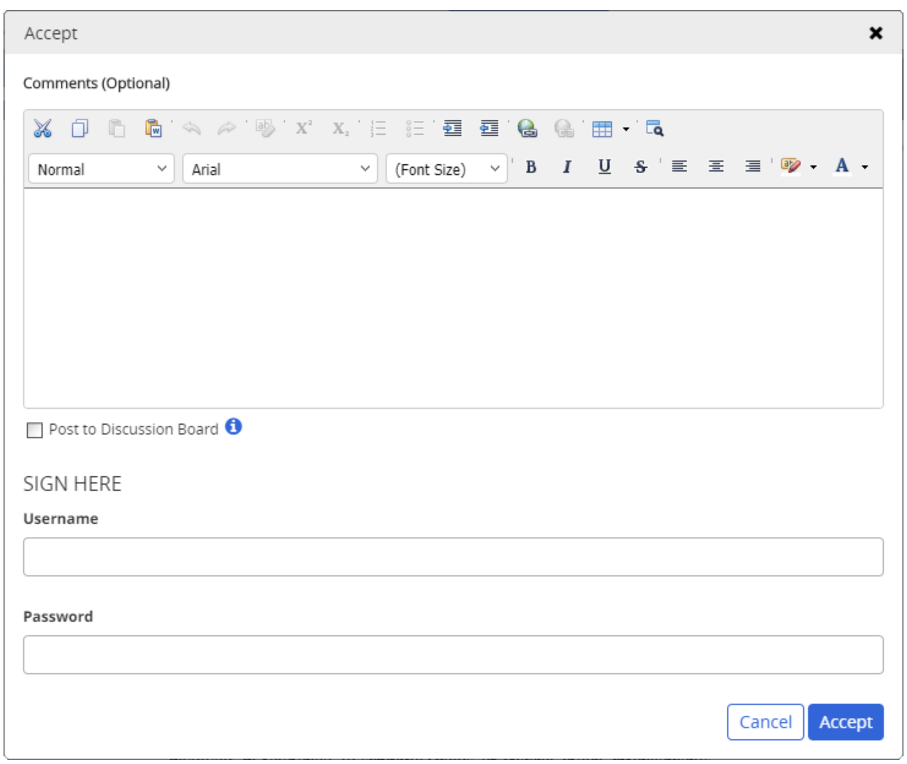
Note: If you see an alert like the one below, it means that another user (another approver or an administrator) is working on the document. You will not be able to accept the document until the other user closes it. If you want to be notified when the document is available, select **Notify me by email when the document is no longer checked out**, and then click **OK** to clear the warning.



2. (Optional) Type comments about your review of the document/questionnaire.



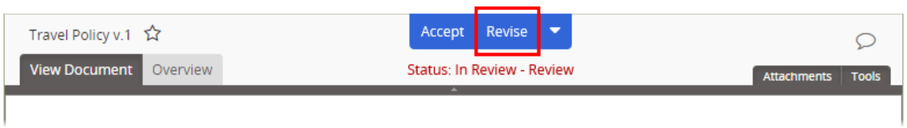
3. (Optional) To add what you wrote to this document's/questionnaire's discussion board, click **Post to Discussion Board** (see Working with Discussions for details).
4. Do one of the following depending on what your **Accept** window looks like:
   - If your window looks like the screenshot under step 2 above, the click **Accept**, and then click **OK** twice.
   - If your window looks like the following, type your user name and password, click **Accept**, and then click **OK** twice.



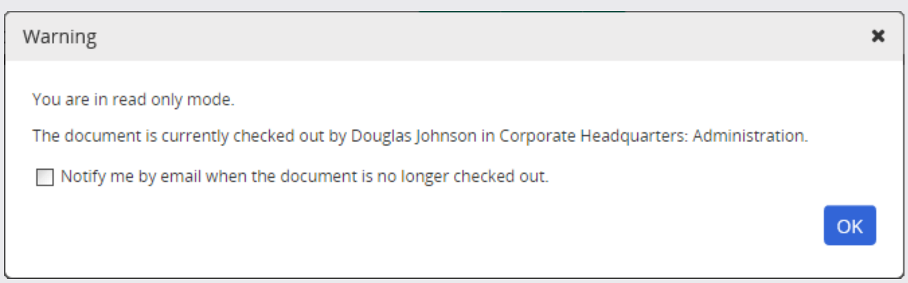
Revising a Word or Excel Document

Important: Revising a document sends it back to Draft status where the document owner must restart the review and approval process. You may want to consider starting a discussion thread first (see Starting a Discussion) to avoid unnecessary process delays.

1. With a Word or Excel document open that you've been assigned to review or approve, click **Revise**, and then click **Revise** again to confirm.

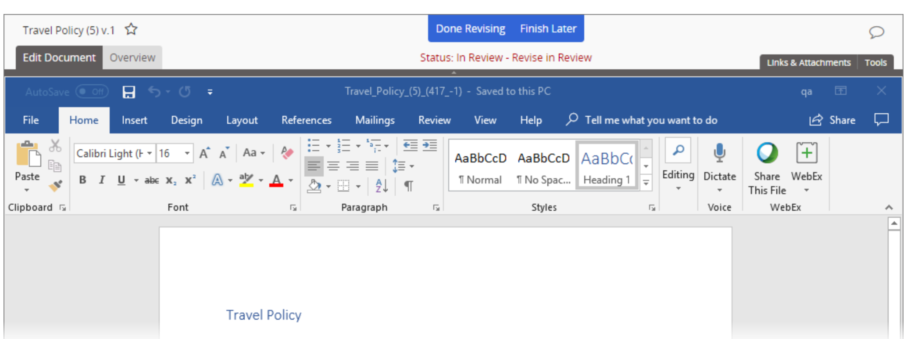


Note: If you see an alert like the one below, it means that another user (another approver or an administrator) is working on the document. You will not be able to revise the document until the other user closes it. If you want to be notified when the document is available, select **Notify me by email when the document is no longer checked out**, and then click **OK** to clear the warning.

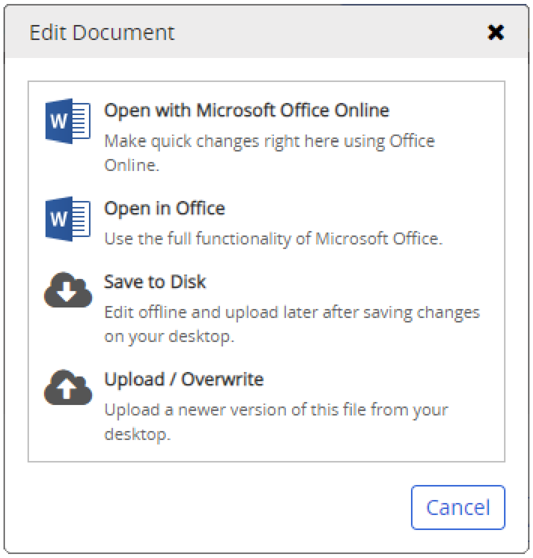


2. Do one of the following, depending on what you see:

   - If the document opens immediately in the **Edit Document** tab, move on to step 3.

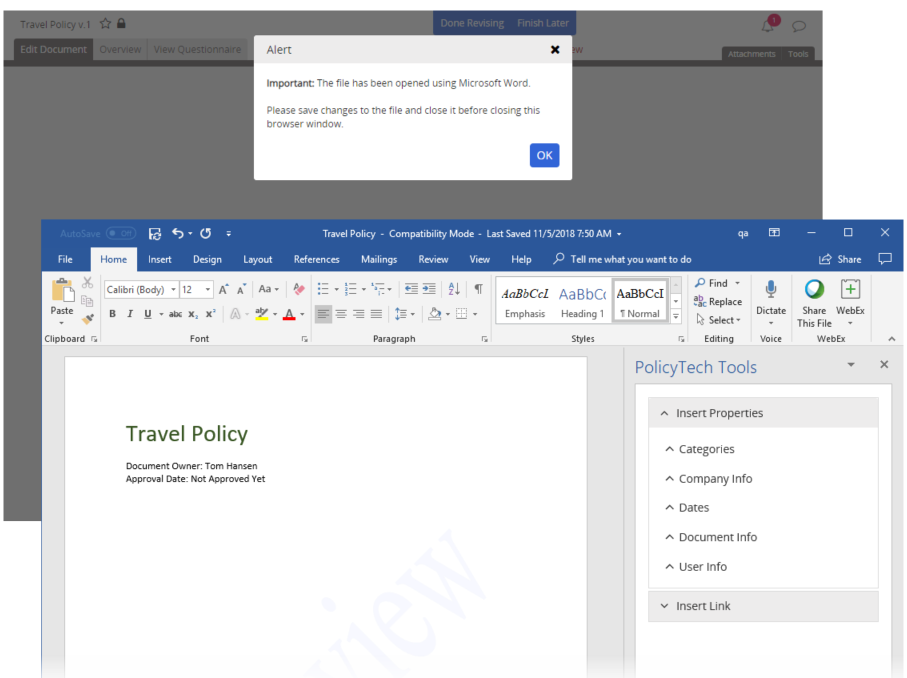


   - If you see the following prompt, do one of the following:

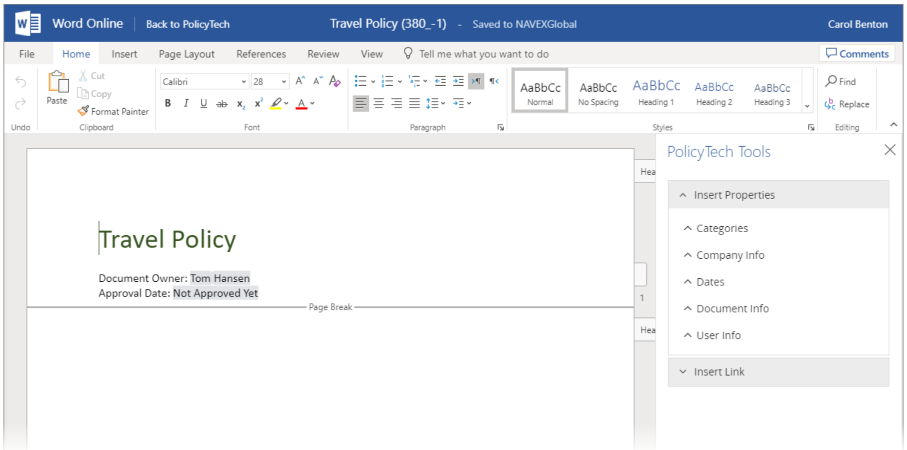


- If this is a Word document and you have the desktop version of Word, we recommend clicking **Open in Office** so you can see how Word marks up your revisions with the Track Changes feature. Plus, you will be able to see the marked up revisions other reviewers or approvers have already made.

Note: You cannot turn off **Track Changes** while revising a Word document in review or approval.



- Click **Open with Microsoft Office Online** to open the document for editing in Word Online or Excel Online. Your changes will be tracked using Track Changes, but you will not see the markup.



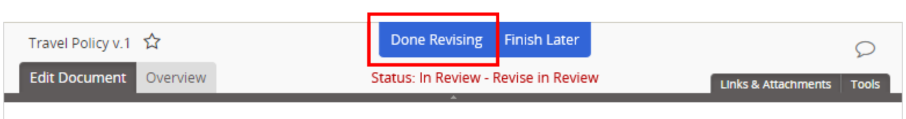
3. Make your revisions.

Important: If you're revising a Word document, your changes are captured by Word's **Track Changes** feature, whether you can actually see the markup or not. You cannot turn off **Track Changes**.

Note: If you're revising an Excel document, consider adding comments to or highlighting any cells you change so the document owner can quickly see your revisions without having to compare draft versions.

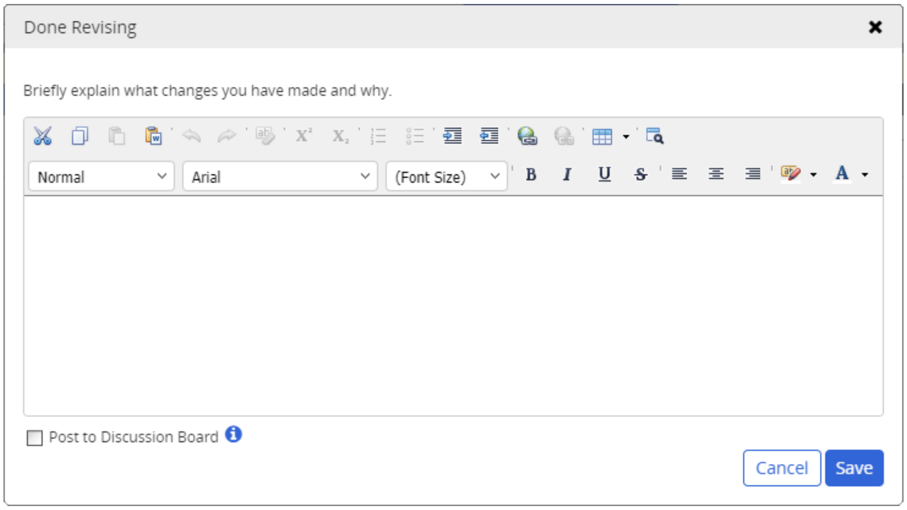
4. When you've completed your revisions, click **Done Revising**.

Note: If you're not finished with revisions but need to close the document for now, click **Finish Later**.



5. Type a brief explanation or description of your revisions.

Important: You can't move on until you type an explanation.



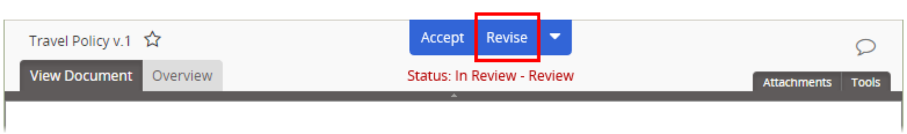
6. (Optional) To add what you wrote to this document's discussion board, select **Post to Discussion Board** (see Working with Discussions for details).

7. Click **Save**, and then click **OK**.

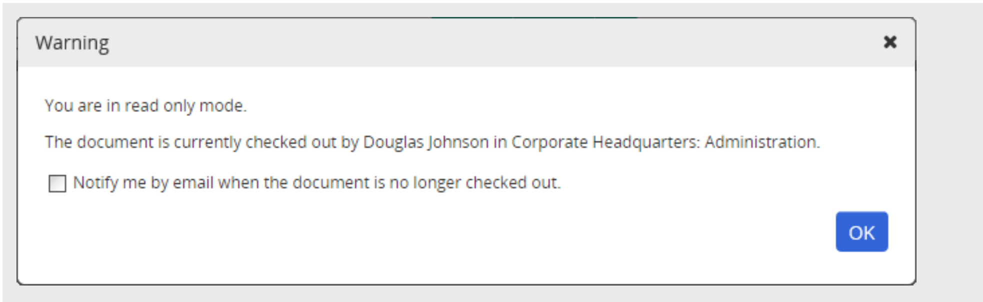
Revising an Uploaded Document

Important: Revising a document sends it back to Draft status where the document owner must restart the review and approval process. You may want to consider starting a discussion thread first (see Starting a Discussion) to avoid unnecessary process delays.

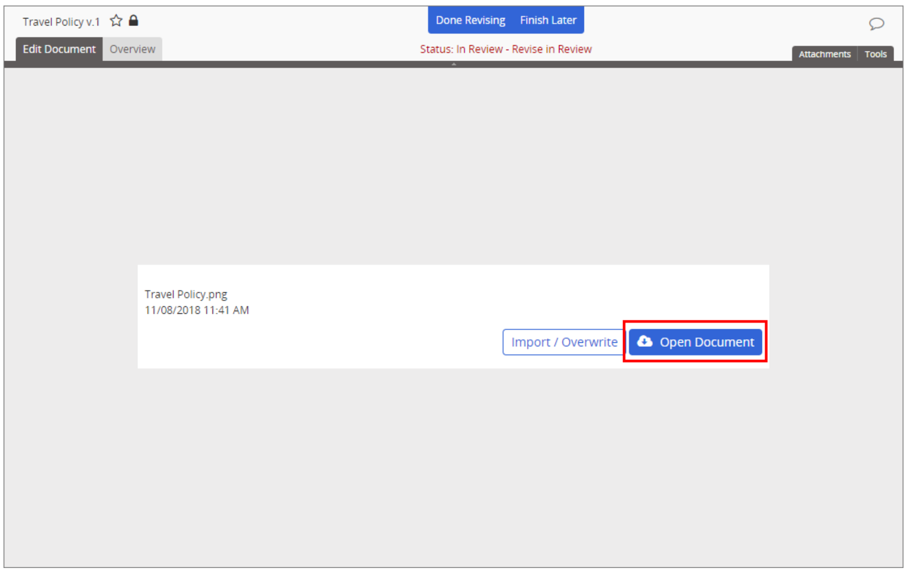
1. With the document open that you've been assigned to review or approve, click **Revise**, and then click **Revise** again to confirm.



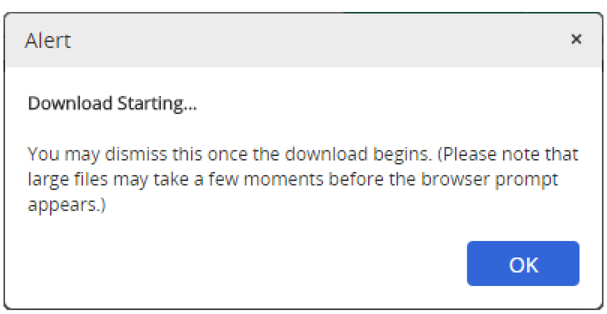
Note: If you see an alert like the one below, it means that another user (another approver or an administrator) is working on the document. You will not be able to revise the document until the other user closes it. If you want to be notified when the document is available, select **Notify me by email when the document is no longer checked out**, and then click **OK** to clear the warning.



2. Click **Open Document**.

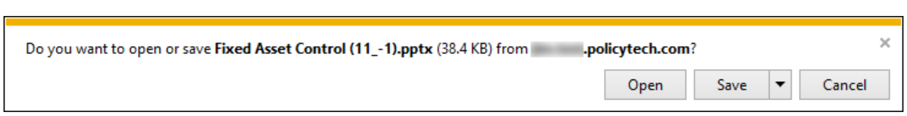


3. An alert appears to let you know the document is being downloaded. Click **OK**.

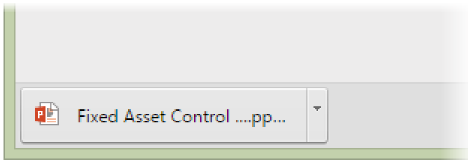


3. What you see next depends on the browser you're using.

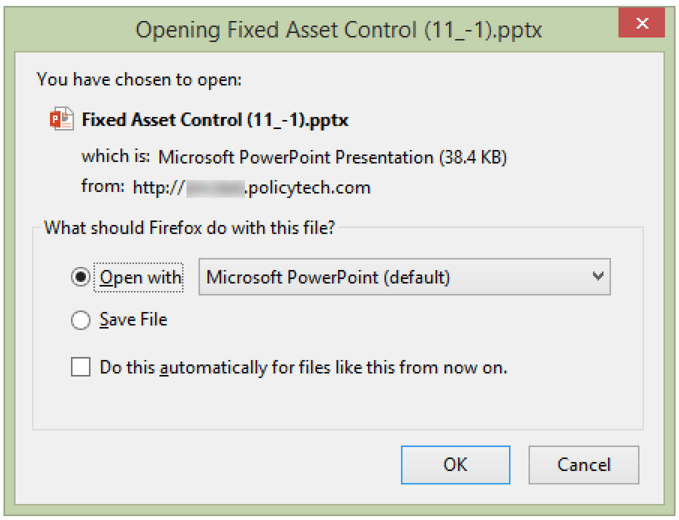
   - **Internet Explorer:** You are prompted to open or save the downloaded file. Click **Open**.



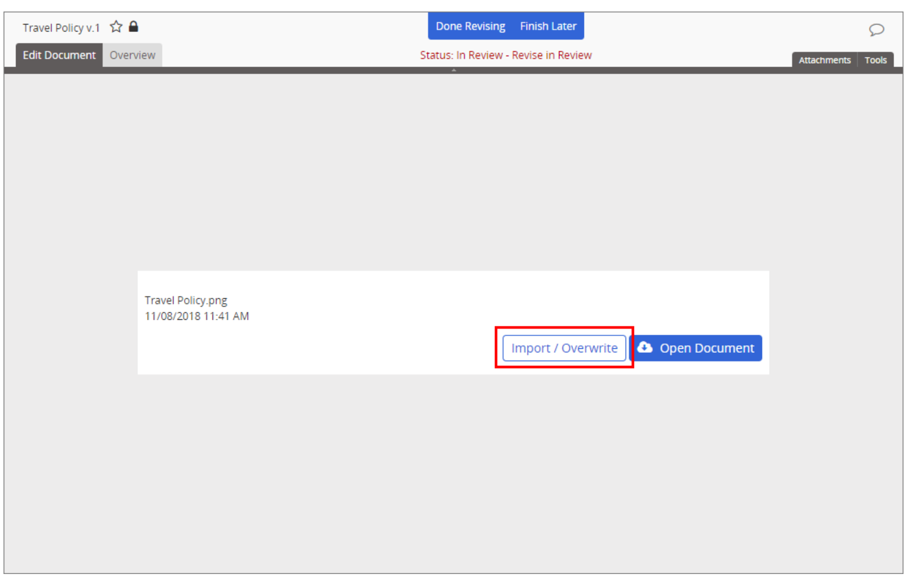
- **Chrome:** The file is automatically downloaded and shown in a footer. Click the file to open it.



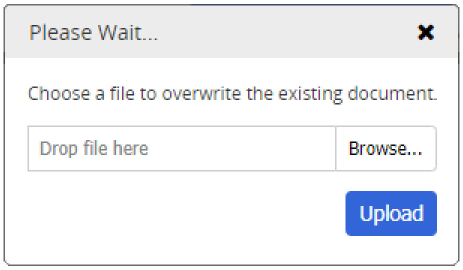
- **Firefox:** You are prompted to open or save the downloaded file, with **Open with** preselected. Click **OK**.



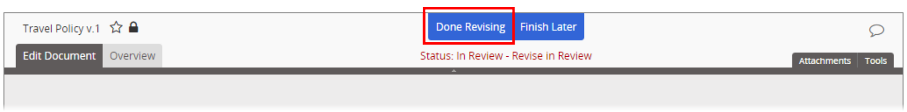
4. The file opens in whichever program is associated with that file type in your Windows settings. Make your revisions, and then save the file to disk.
5. Back in the PolicyTech document window, click **Import / Overwrite**.



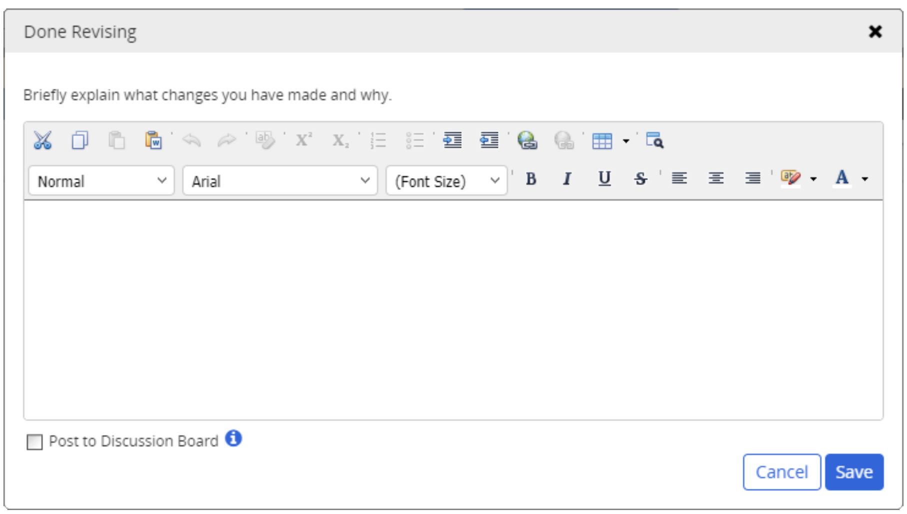
6. Click **Browse**, find and click the file you want to upload, click **Open**, and then click **Upload**. (Alternatively, you can open Windows Explorer, find the file you want to import, click and drag the file onto the **Drop file here** box, and then click **Upload**.)



8. Click **Done Revising**.



9. (Optional) Type an explanation of the changes you made.

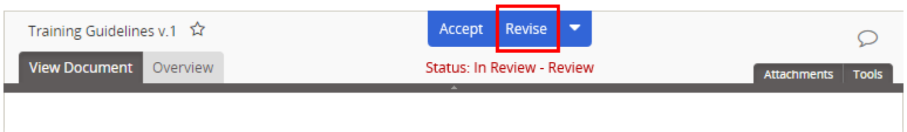


10. (Optional) To add what you wrote to this document's discussion board, select **Post to Discussion Board** (see Working with Discussions for details).
11. Click **Save**, and then click **OK**.

Revising an HTML Document

Important: Revising a document sends it back to Draft status where the document owner must restart the review and approval process. You may want to consider starting a discussion thread first (see Starting a Discussion) to avoid unnecessary process delays.

1. With an HTML document open that you've been assigned to review or approve, click **Revise**, and then click **Revise** again to confirm.



2. The document is reloaded in edit mode with **Track Changes** turned on. Use any available PolicyTech and HTML editor features to revise the document.

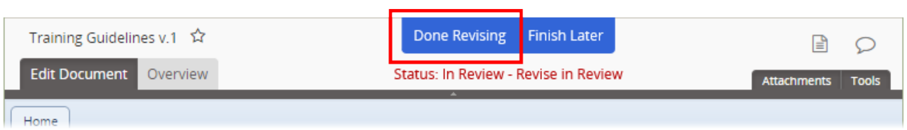
Notes:

- To add a comment, you must select some text first.
- You cannot turn off **Track Changes** while revising an HTML document in review or approval.

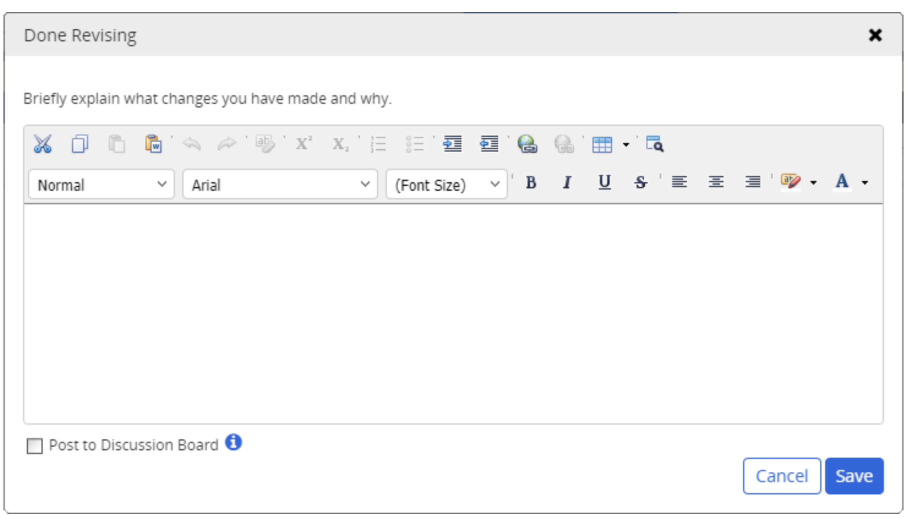
3. When you're done working on the document, do one of the following:

- If you're finished with your revisions,

    a. Click **Done Revising**.



    b. (Optional) Type a brief explanation or description of your revisions.



c. (Optional) To add what you wrote to this document's discussion board, select **Post to Discussion Board** (see Working with Discussions for details).

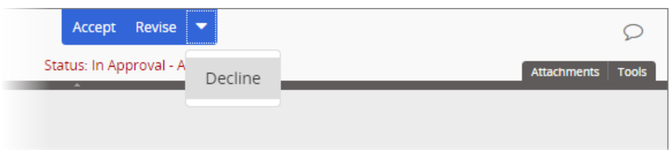
d. Click **Save**, and then click **OK**.

- If you're not finished with revisions but need to close the document for now, click **Finish Later**.

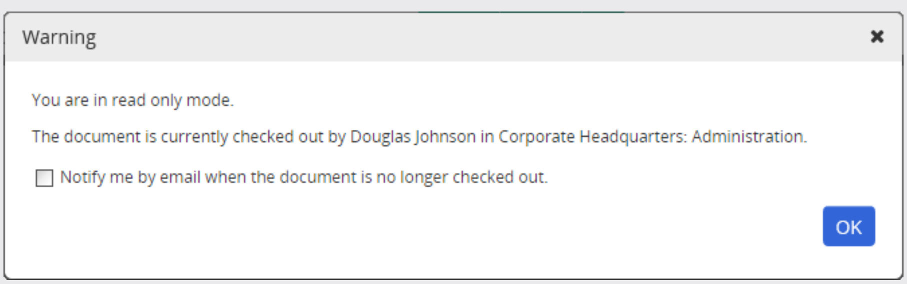
Declining a Document or Questionnaire

Important: Declining a document or questionnaire sends it back to Draft status where the document owner must restart the review and approval process. You may want to consider starting a discussion thread first (see Starting a Discussion) to avoid unnecessary process delays.

1. With the document or questionnaire open that you've been assigned to review or approve, click , and then click **Decline**.

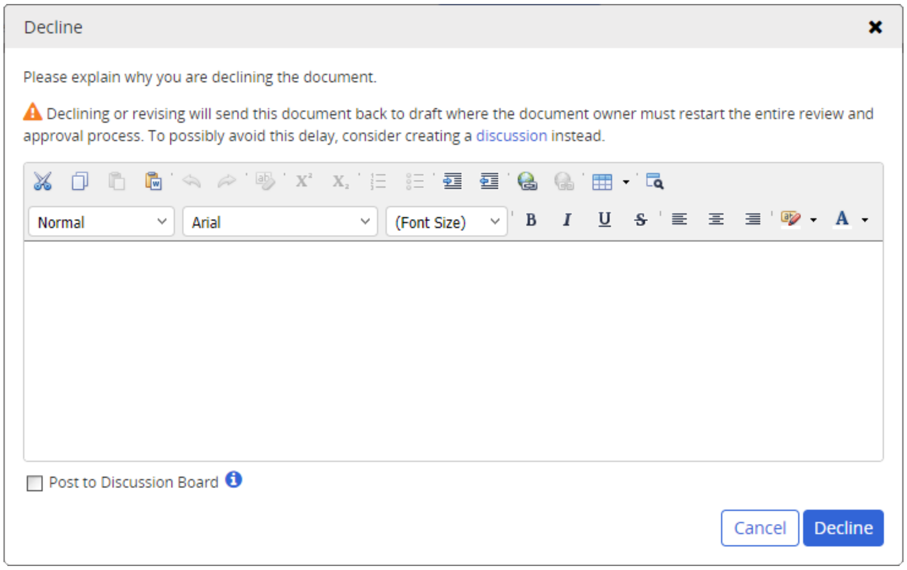


Note: If you see an alert like the one below, it means that another user (another approver or an administrator) is working on the document. You will not be able to decline the document until the other user closes it. If you want to be notified when the document is available, select **Notify me by email when the document is no longer checked out**, and then click **OK** to clear the warning.



2. Type an explanation of why you're declining the document/questionnaire.

Important: You can't move on until you type an explanation.



3. (Optional) To add what you wrote to this document's/questionnaire's discussion board, click **Post to Discussion Board** (see Working with Discussions for details).
4. Click **Decline**, and then click **OK**.

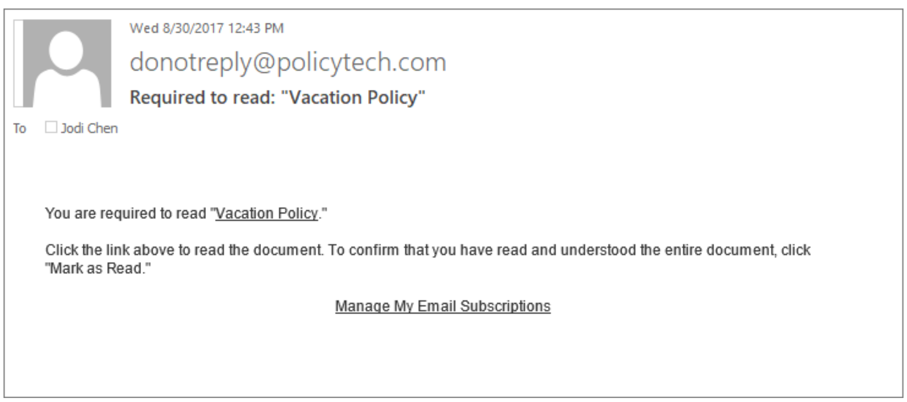
Working with Notification Emails

If you are assigned any task for a document or questionnaire, you will receive a notification email when it is time to perform that task. You will also receive notifications if one of your tasks includes a due date and the task becomes overdue. See Notification Lists below for descriptions of the notifications you could receive.

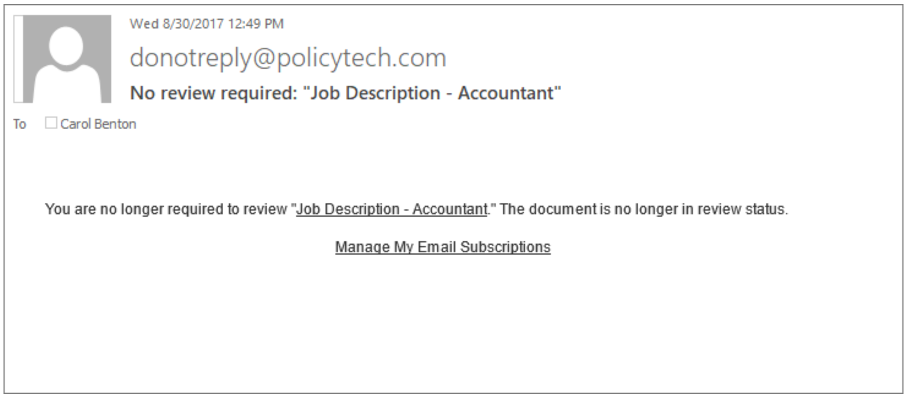
Important: You will receive notification emails only if the administrator has both set up PolicyTech to send out emails through your organization's email system and has included your email address in your user profile. If this is not the case, the task notifications are posted to the PolicyTech Inbox. See Using the Messages Inbox for details.

If you receive a notification email, do the following:

1. Find and open the email in your organization's email system. The notification serves one of the following purposes:
    - Tells you what task you've been assigned and the document/questionnaire you need to perform the task on, as shown in the sample email below.



    - Provides you with information about a task assignment or document/questionnaire you own.



2. To open a referenced document/questionnaire, click its title.
3. If applicable, perform your task, and then take the appropriate action to indicate that the task is done. The lists below refer you to topics with instructions about performing assigned tasks.

Notification Lists

The tables below show what notifications users with each role might receive and links to topics that explain how to act on those notifications.

Notes:

- Several factors determine which of all possible email notifications applicable to your role you will receive. These factors include your own email subscription settings (see My Profile: Email Subscriptions Tab), system-wide email settings controlled by the administrator, and document/questionnaire-specific notification settings (see Optional Settings).
- The following tables show the default text for email subjects. The subjects of emails you receive may be different, because that text can be modified by an administrator.

For All Roles

Email Name & Default Subject	Description	Help Topic Links
Name: Summary of Incomplete Tasks **Subject:** PolicyTech tasks summary	Sent to task assignees on the configured interval with a list of all incomplete tasks.	Working with My Tasks
Name: New Discussion **Subject:** New discussion: "[Discussion	Sent to designated recipients when a discussion is started.	Working with Discussions

Email Name & Default Subject	Description	Help Topic Links
Title]" for "[Document Title]"		
Name: Discussion Reply Posted **Subject:**Discussion reply: "[Discussion Title]" for "[Document Title]"	Sent to designated recipients when a discussion reply is posted.	Working with Discussions

For Assignees

Email Name & Default Subject	Description	Help Topic Links
Name: Read/Complete Task Notification **Subject:** Required to read or complete: "[Document Title]"	Sent to users assigned to read a document or complete a questionnaire.	Reading a Required Document, Completing a Questionnaire
Name: Read/Complete Task Suspended **Subject:** No longer required to read or complete: "[Document Title]"	Sent when a document or questionnaire moves to a different workflow status, causing a reading/completion task to be suspended.	*Not applicable. No action required.*

For Document Owners and Proxy Authors

Email Name & Default Subject	Description	Help Topic Links
Name: Action Required on a Draft Document **Subject:** Prepare and submit draft document: "[Document Title]"	Sent when a document owner task is assigned in the Settings step of the Properties Wizard.	Creating a Document, Creating a Questionnaire (Overview), Working with Documents in Review and Approval, Working with a Revised or Declined Document or Questionnaire
Name: Document Owner Assigned **Subject:** Your	Sent went a document owner assignment changes.	Creating a Document, Creating a Questionnaire

Email Name & Default Subject	Description	Help Topic Links
assignment to own one or more documents		(Overview), Working with Documents or Questionnaires in Review and Approval, Working with a Revised or Declined Document or Questionnaire
Name: Proxy Author Assigned (for proxy authors only) **Subject:** Your assignment as proxy author of one or more documents	Sent went a user is assigned as a document's or questionnaire's proxy author.	Creating a Document, Creating a Questionnaire (Overview)
Name: Submit a Document for Review upon Request (for document owners only) **Subject:** Submission for review requested: [Document Title]	Sent to the document owner when a proxy author requests that a document or questionnaire be submitted for review.	Submitting a Document or Questionnaire for Review
Name: Writing Complete **Subject:** Writing completed: "[Document Title]"	Sent when all assigned writers have finished and the document or questionnaire is ready to submit for review.	Submitting a Document or Questionnaire for Review
Name: Document Declined or Revised in Review **Subject:** Sent back to draft: "[Document Title]"	Sent when all assigned reviewers have completed their tasks and the document or questionnaire is sent back to draft.	Working with a Revised or Declined Document or Questionnaire
Name: Document Declined or Revised in Approval **Subject:** Sent back to draft: "[Document Title]"	Sent when all assigned approvers have completed their tasks and the document is sent back to draft.	Working with a Revised or Declined Document or Questionnaire
Name: Document Sent Back to Draft	Sent when an administrator uses the	*Check with the administrator before*

Email Name & Default Subject	Description	Help Topic Links
Subject: Sent back to draft: "[Document Title]"	Send to Draft option.	*deciding what to do next with this document.*
Name: Periodic Review of Document Required **Subject:** Examine document that expires [Date]: "[Document Title]"	Sent when a periodic review of a document or questionnaire is due or near due.	Doing a Periodic Review and Creating a New Version
Name: Document Submitted for Periodic Review **Subject:** Due for periodic review: "[Document Title]"	Sent when another user has submitted a document or questionnaire for periodic review.	Doing a Periodic Review and Creating a New Version
Name: Check Document Link **Subject:**Document link may need to be updated: "[Document Title]"	Sent when a link in a document needs to be checked.	Updating Document Links
Name: Document Replacement Pending **Subject:**Document replacement pending: "[Document Title]"	Sent when another user has set one of the owner's/proxy author's documents to be replaced.	Reviewing a Document or Questionnaire
Name: Document Edited in Its Current State **Subject:**Approved document modified: "[Document Title]"	Sent when an administrator edits an approved document in its current state (without going through another review and approval process).	*Not applicable. Contact the person named in the email with questions or concerns.*
Name: Master Document Edited in Its Current State (possible only if Localization Workflow Module has been enabled) **Subject:**Approved document modified: "	Sent to document owners and proxy authors of localized copies when the master document is modified in its current state (as opposed to creating a new version).	If your localized copy is still in draft, use **Compare/Replace** to identify master document changes, and then make changes to your copy as needed

Email Name & Default Subject	Description	Help Topic Links
[Document Title]"		(see "Working with Compare/Replace Options" in the Localization Workflow Supplement. If your localized copy is in review or approval, you can send it back to draft to make the needed changes (see Sending a Document or Questionnaire Back to Draft). If your localized copy has already been approved, contact your administrator for help with updating it.
Name: Document Set as Approved **Subject:**Set as approved: "[Document Title]"	Sent when an administrator sets a document or questionnaire as approved.	*Not applicable. Contact the person named in the email with questions or concerns.*
Name: No Revision Necessary **Subject:**No revision necessary: "[Document Title]"	Sent to the assigned proxy author when a document or questionnaireis due for review and the document owner specifies that no revision is necessary. If an administrator specifies that no revision is necessary, the document owner will also be notified.	*Not applicable. Contact the person named in the email with questions or concerns.*
Name: Writer Task Complete **Subject:**[Full Name] finished writing: "[Document Title]"	Sent when an assigned writer clicks **Finished Writing**.	*Not applicable. No action required.*

Email Name & Default Subject	Description	Help Topic Links
Name: Reviewer Task Complete **Subject:**[Full Name] reviewed: "[Document Title]"	Sent when an assigned reviewer accepts, declines, or revises a document, or accepts or declines a questionnaire.	*Not applicable. No action required.*
Name: Review Level Complete **Subject:**Level [Level Number] review completed: "[Document Title]"	Sent when all required reviewers on a specific level have accepted the document or questionnaire and a subsequent review level exists.	*Not applicable. No action required.*
Name: Review Cycle Complete - Document Moved to Approval **Subject:**Sent to approval: "[Document Title]"	Sent when a document or questionnaire is accepted by all required reviewers and moved to approval.	*Not applicable. No action required.*
Name: Approver Task Complete **Subject:**[Full Name] reviewed: "[Document Title]"	Sent when an assigned approver accepts, declines, or revises a document, or accepts or declines a questionnaire.	*Not applicable. No action required.*
Name: Approval Level Complete **Subject:**Level [Level Number] approval complete: "[Document Title]"	Sent when all required approvers on a specific level have accepted the document or questionnaire and a subsequent review level exists.	*Not applicable. No action required.*
Name: Approval Cycle Complete - Document Approved **Subject:**Approved: "[Document Title]"	Sent when a document or questionnaire is accepted by all required approvers and moved to published or pending.	*Not applicable. No action required.*
Name: Escalation Summary for Document	Sent on the configured interval with a list of	*Not applicable. Follow up with task assignees as required.*

Email Name & Default Subject	Description	Help Topic Links
Owners and Proxy Authors **Subject:**Documents with overdue tasks	overdue writing, review, approval, and reading tasks.	

For Writers

Email Name & Default Subject	Description	Help Topic Links
Name: Writer/Collaborator Task Notification **Subject:**Writing collaboration required: "[Document Title]"	Sent to users assigned as writers on a document or questionnaire.	Collaborating on (Helping to Write) a Document or Questionnaire (for assigned writers)
Name: Collaboration Task Suspended **Subject:**No collaboration required: "[Document Title]"	Sent when a document or questionnaire moves to a different workflow status, causing a collaboration task to be suspended.	*Not applicable. No action required.*

For Reviewers

Email Name & Default Subject	Description	Help Topic Links
Name: Reviewer Task Notification **Subject:**Review required: "[Document Title]"	Sent to users assigned as reviewers on a document or questionnaire.	Reviewing a Document or Questionnaire
Name: Review Task Suspended **Subject:**No review required: "[Document Title]"	Sent when a document or questionnaire moves to a different workflow status, causing a review task to be suspended.	*Not applicable. No action required.*

For Approvers

Email Name & Default Subject	Description	Help Topic Links
Name: Approver Task Notification **Subject:**Approval required: "[Document Title]"	Sent to users assigned as approvers on a document or questionnaire.	Approving a Document or Questionnaire
Name: Approval Task Suspended **Subject:**No approval required: "{{ Document Title }}"	Sent when a document or questionnaire moves to a different workflow status, causing an approval task to be suspended.	*Not applicable. No action required.*
Name: Document Edited in Its Current State **Subject:**Approved document modified: "[Document Title]"	Sent when an administrator edits an approved document in its current state.	*Not applicable. Contact the person named in the email with questions or concerns.*
Name: No Revision Necessary **Subject:**No revision necessary: "[Document Title]"	Sent when a document or questionnaire is due for review and the document owner specifies that no revision is necessary.	*Not applicable. Contact the person named in the email with questions or concerns.*

For Managers

Email Name & Default Subject	Description	Help Topic Links
Name: Escalation Summary for Department Managers **Subject:**Users with overdue reading tasks	Sent on the configured interval to the manager of users with overdue reading/completion tasks.	*Not applicable. Follow up with task assignees as required.*

For Administrators

Email Name & Default Subject	Description	Help Topic Links
Name: Document Reassignment Needed **Subject:**Reassign [Full Name]'s documents	Sent when a user assigned the Document Owner role: ▪ Is assigned a different job title. ▪ Is deactivated (archived). ▪ Is unassigned the document owner role.	"Reassigning Document Owners" in the Administrator's Guide
Name: Document Import Complete **Subject:**Document import complete	Sent when a requested document import is complete.	*Not applicable. No action required.*
Name: Document Export Complete **Subject:**Document export results	Sent when a requested document export is complete.	*Not applicable. No action required.*
Name: User Synchronization Results **Subject:**Automated user synchronization results	Sent to specified email addresses upon completion of a user synchronization.	*Not applicable. No action required.*
Name: User Synchronization Error **Subject:**Automated user synchronization error	Sent to specified email addresses when an unexpected error occurs during a user synchronization.	*Not applicable. Fix the error described in the email.*
Name: Insufficient Licenses **Subject:**Insufficient licenses	Sent when a user attempts to log in and one of the following is true: ▪ More corporate or third-party users exist in PolicyTech	*Not applicable. Update your license, archive users, or inform users that they must wait until someone has logged out and freed up a concurrent license.*

Email Name & Default Subject	Description	Help Topic Links
	than are allowed by the registration code. ▪ The maximum number of allowed concurrent users has been reached.	

Working with Discussions

The **Discussion Board** provides an area in each document and questionnaire where all those who work on it or have permission to access it can make comments and carry on a discussion about that document/questionnaire without rejecting it or sending it back to Draft. This can streamline the publishing process by reducing the number of review cycles.

See the following topics for help with using discussions:

Starting a Discussion

Viewing and Replying to a Document Discussion

Who Sees Document Discussions?

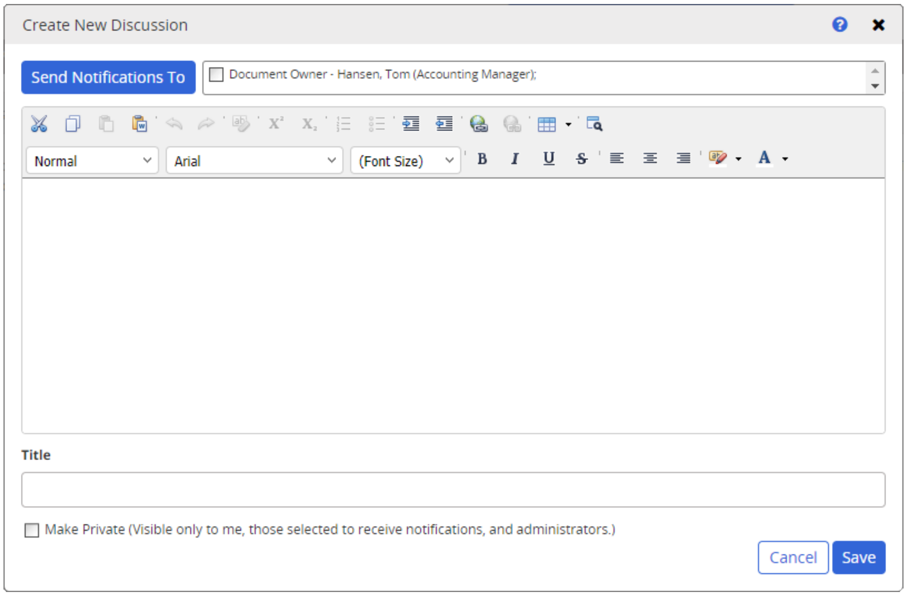
Starting a Discussion

1. In an open document or questionnaire, click .

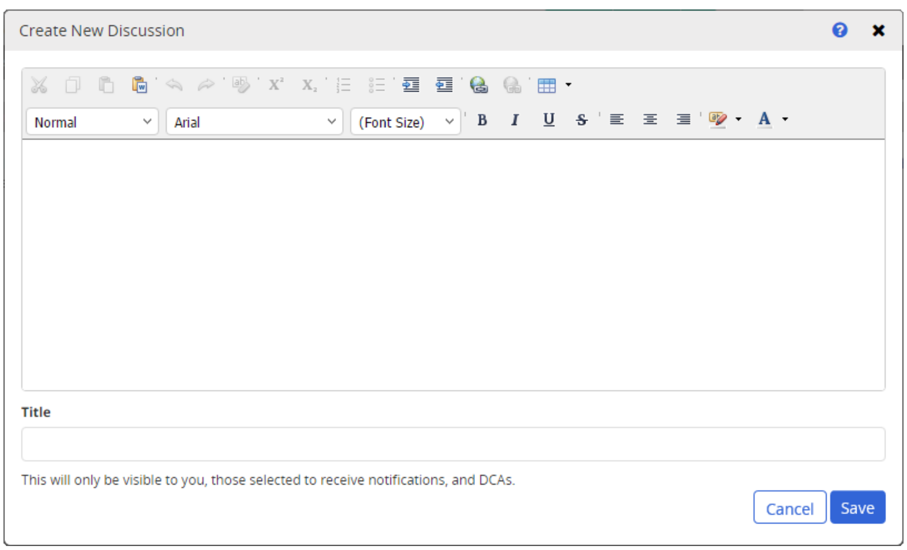
Note: If you don't see the icon, then discussion creation has been restricted to the document owner, assigned proxy authors, and administrators.

2. Click **Create New Discussion**.

   The appearance of the **Create New Discussion** window depends on your assigned role and the document's/questionnaire's workflow status. If you are the document owner, an assigned proxy author, or an administrator, you will always see the following window. You will also see the following window if you are an assigned writer, reviewer, or approver, and the document/questionnaire is in the Draft, Collaboration, Review, or Approval status. If you see this window, continue with step 3.



If you are not the document owner, an assigned proxy author, or an administrator, and the document/questionnaire is in the Pending, Published, or Archived status, you may see the following window, which does not include the option to select notification recipients. In this case, the discussion is automatically marked private and will be viewable only by the document owner, assigned proxy authors (if any), and administrators. If you see this window, you can skip to step 6.



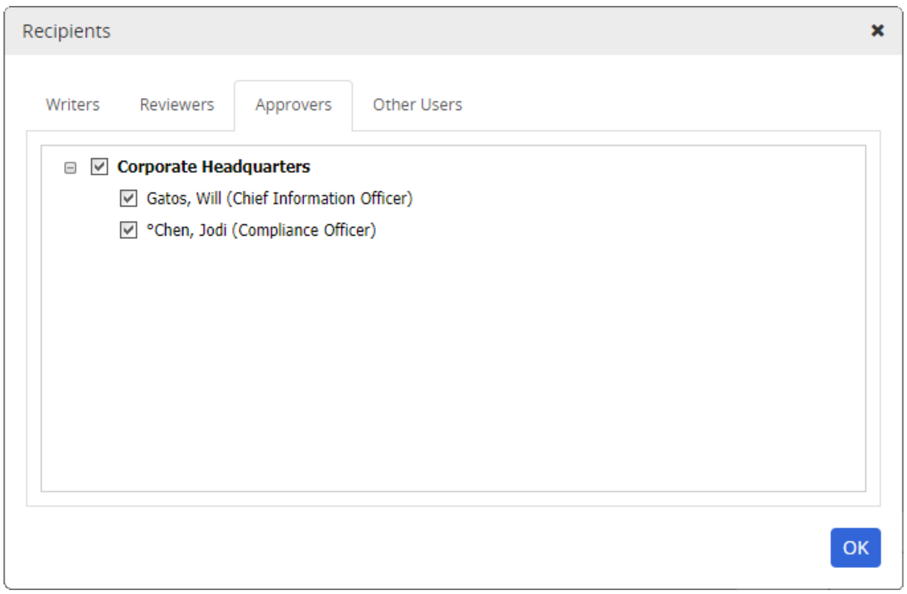
3. (Optional) If you want to send notifications to make certain users aware of the new conversation, click **Send Notifications To**, and then click **Writers**, **Reviewers**, **Approvers**, or **Other Users**.

Note: Selecting a user does not change that user's permission to access the document/questionnaire in any way. If the added participant can already access the document/questionnaire by virtue of an assigned role or permission, that user will be able to open the document/questionnaire and see the new discussion. If the user cannot currently access the document/questionnaire, the user still receives an email notification with the discussion's original text and a link to the document/questionnaire, but clicking the link goes to an "access to resource denied" message.

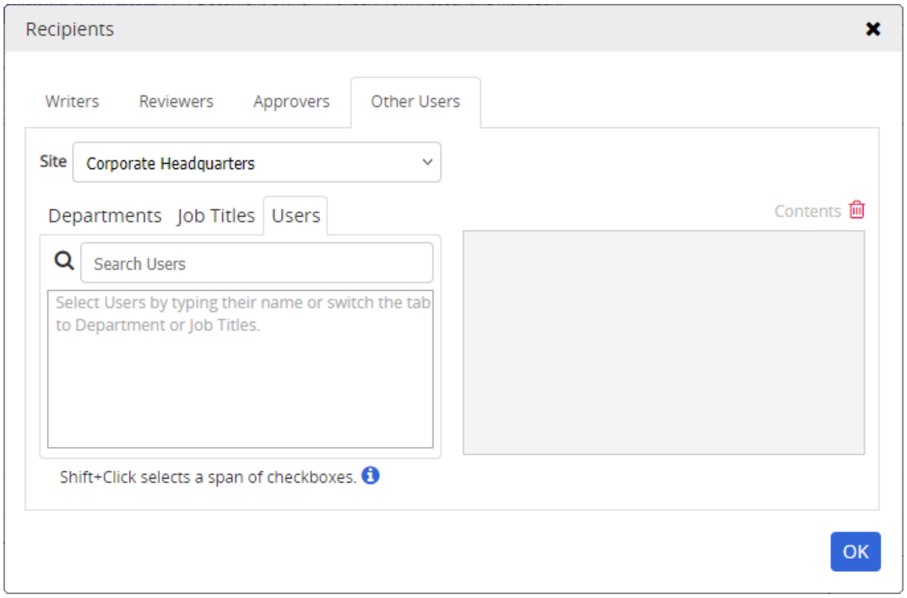
4. Do one of the following:

   - If you selected **Writers**, **Reviewers**, or **Approvers**, select the users you want to notify, and then click **OK**.

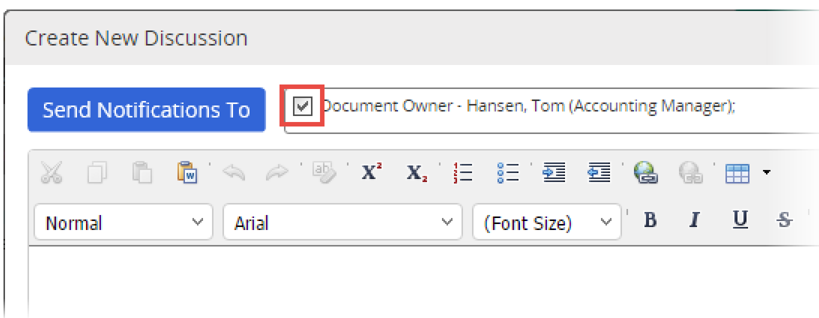
Note: If no users appear in the **Writers** or **Reviewers** tab, then no one has been assigned that role for this document/questionnaire.



   - If you selected **Other Users**, find users by department, by job title, or by searching for a user's name. Select the users you want to notify, and then click **OK**.



5. (Optional) Notice that the document owner's name (and the proxy author's name, if one is assigned) appears in the recipient list preceded by a check box. The document owner will not be notified by default. If you want to include the document owner, select the check box.



7. Type a message.

8. (Optional) Notice that the first 70 characters of the message are copied into the **Title** box. You can change the title text.

9. (Optional) By default, the new discussion will be accessible to anyone who can access the document/questionnaire. To restrict who can see the message to only those you select as recipients, the document owner, assigned proxy authors, and administrators, select **Make Private**. (See Who Sees Document Discussions below for details.)

10. Click **Save**.

Viewing and Replying to a Discussion

You can view a discussion in an email notification or from within a document or questionnaire.

Viewing a Discussion in an Email Notification

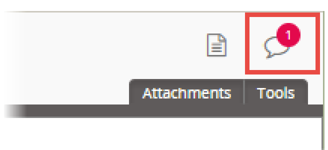
If you are set up to receive email notifications within PolicyTech, you will receive an email whenever someone includes you as a recipient when creating or replying to a discussion. The email includes the discussion text and a link to the document/questionnaire containing the discussion.

To reply to the discussion, click the title link, and then follow the steps under "Viewing a Discussion in a Document or Questionnaire" below, starting with step 2.

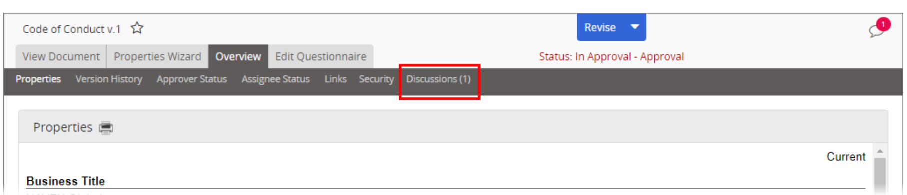
Viewing a Discussion in a Document or Questionnaire

1. Open the document or questionnaire containing the discussion.
2. Do one of the following:
   - Click .

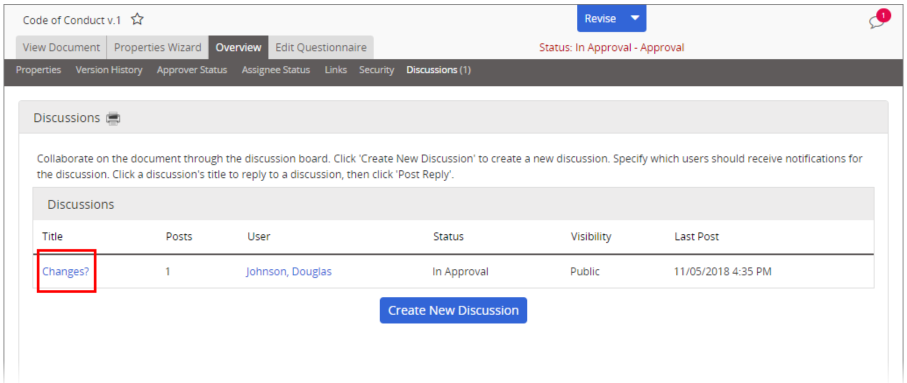
> **Note:** If one or more discussions exist the icon will have a number superimposed on it.



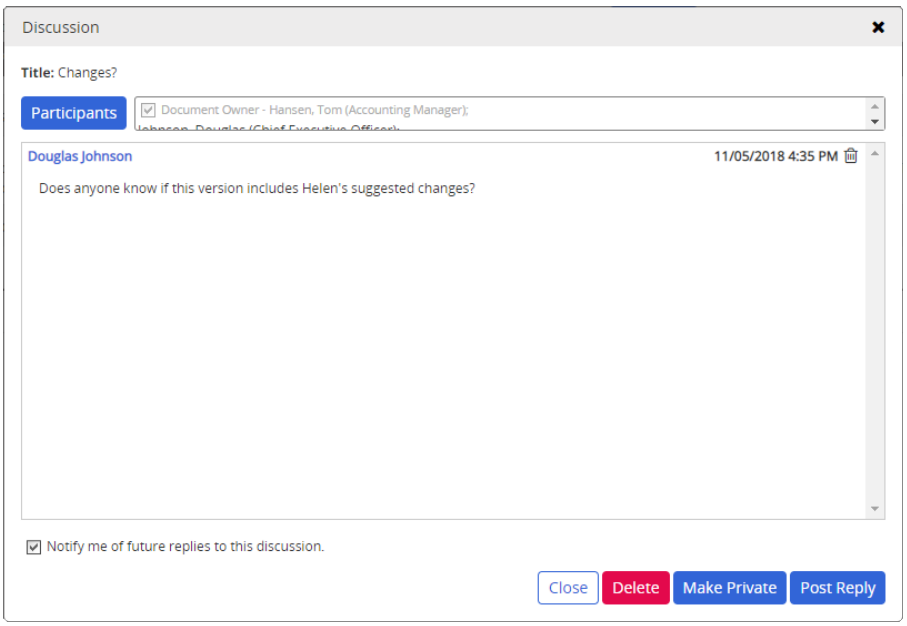
   - Click **Overview**, and then click **Discussions**.



3. Click the discussion title.



4. If you want to respond to the discussion, click **Post Reply**.



5. (Optional) If you are the discussion creator or an administrator, you will see the **Participants** button and list. To add or remove a participant, click **Participants**, click a tab, select from the available participants, and then click **Save**.

6. (Optional) To limit this discussion's visibility to only those included in the **Participants** list, the document owner, assigned proxy authors, and administrators, click **Make Private**, and then click **Yes**.

7. Type a reply, click **Save**, and then click **Close**.

Note: Anyone included as a notification recipient in the original discussion will also be notified of the reply.

Who Sees Discussions?

A discussion can be created within any particular document or questionnaire. Which users are allowed to view and participate in a discussion depends on several factors, including the document's/questionnaire's current status, users' ability to access the document/questionnaire by virtue of their assigned roles and permissions, and the current Document Setup settings, which are controlled by your PolicyTech administrator.

All Discussions

For any particular document or questionnaire, those with the following roles have access to and complete control over all of that document's/questionnaire's discussions:

- Any administrator assigned to the site containing the document/questionnaire
- The document's/questionnaire's owner
- A proxy author assigned to the document/questionnaire

This control includes the ability to do the following:

- Create new discussions
- Select any other user as a discussion participant

Note: Selecting a user does not change that user's permission to access the document/questionnaire in any way. If the added participant can already access the document/questionnaire by virtue of an assigned role or permission, that user will be able to open the document/questionnaire and see the new discussion. If the user cannot currently access the document/questionnaire, the user still receives an email notification with the discussion's original text and a link to the document/questionnaire, but clicking the link goes to an "access to resource denied" message.

- View and participate in (reply to) all discussions, including those marked private, in any workflow status
- Change a discussion's security level from private to public and from public to private
- Delete any discussion

Public Discussions for Documents and Questionnaires in the Draft, Collaboration, Review, and Approval Statuses

Discussions function differently in the statuses before a document is approved (Draft, Collaboration, Review, and Approval) than they do in the post-approval statuses (Pending and Published). What users can do with a document's or questionnaire's discussions in the earlier statuses also depends on whether or not they are assigned a task to write, review, or approve the document/questionnaire.

Note: For details on what assigned document owners and proxy authors can do with discussions, see All Discussions above.

A document's/questionnaire's assigned writers, reviewers, and approvers can do the following with that document's /questionnaire's discussions:

- Create new discussions
- Select any other accessible user as a discussion participant

Note: Selecting a user does not change that user's permission to access the document/questionnaire in any way. If the added participant can already access the document/questionnaire by virtue of an assigned role or permission, that user will be able to open the document/questionnaire and see the new discussion. If the user cannot currently access the document/questionnaire, the user still receives an email notification with the discussion's original text and a link to the document/questionnaire, but clicking the link goes to an "access to resource denied" message.

- View and participate in all public discussions created in the assigned document/questionnaire while it is in any accessible workflow status
- Change a discussion's security level from private to public and from public to private
- Delete a discussion that that user created

Document owners, writers, reviewers, and approvers can also do the following with any unrestricted document/questionnaire that they are not assigned to while the document/questionnaire is in any accessible status:

- Create new discussions that only an administrator and the assigned document owner and proxy authors can see.
- View and participate in a discussion that that user created. In other words, unassigned document owners, writers, reviewers, and approvers cannot view any discussions created by anyone else and cannot remove default participants or select additional participants.

For example, a user assigned the approver role can see all unrestricted documents/questionnaires (those assigned the **All Users** security level) while they are in the Approval status. This includes unrestricted documents/questionnaires the user is not assigned to approve. In an unrestricted document/questionnaire, an unassigned approver can create a new discussion that automatically includes only the assigned document owner, any assigned proxy author's, and any administrator with access to that document/questionnaire.

Public Discussions for Documents and Questionnaires in the Pending and Published Statuses

After a document or questionnaire is approved, writers, reviewers, and approvers assigned to that document/questionnaire can see all public discussions, including those created in the Draft, Collaboration, Review, and Approval statuses.

Note: For details on what assigned document owners and proxy authors can do with discussions within pending and published documents/questionnaires, see All Discussions above.

The following users can see a document's/questionnaire's discussions created in the Pending and Published statuses but cannot see those created in the Draft, Collaboration, Review, and Approval statuses, unless they were added as a participant in one or more of those discussions:

- Document owners, proxy authors, writers, reviewers, and approvers who are NOT assigned to the document/questionnaire
- All assignees, including those assigned to the document/questionnaire

Private Discussions

When a document or questionnaire discussion is marked private, only those explicitly selected as recipients, administrators, the document owner, and any assigned proxy authors can view the discussion.

Note: If selected recipients are removed from the recipient list for a private discussion, they will no longer be able to see that discussion, even if they previously contributed to it.

Discussion Notifications

If an administrator has set up PolicyTech to send out email notifications using your organization's email system, emails will be sent to selected or default participants each time a discussion is created or replied to.

Note: When a user doesn't have the option to select participants, the default recipients who receive email notifications are the document owner, any assigned proxy authors, and any administrators with administrative permission for the document's/questionnaire's site.

It is important to understand that email notification for a discussion has nothing to do with whether the recipient has access to the document or questionnaire containing the discussion. If a user without the role or permission necessary to access a document/questionnaire is included as a discussion recipient and receives an email notification, that user can open the email and see the text from the discussion, but clicking the document/questionnaire link will result in a message saying that access to the requested document/questionnaire is denied.

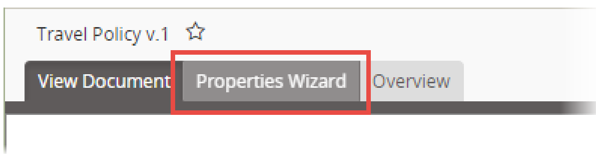
Managing Department Assignees

If you have been assigned the manager role for one or more departments, you can view and change reading/completion assignments for the documents, questionnaires, and assignees within those departments. You can also view the managed assignee status .

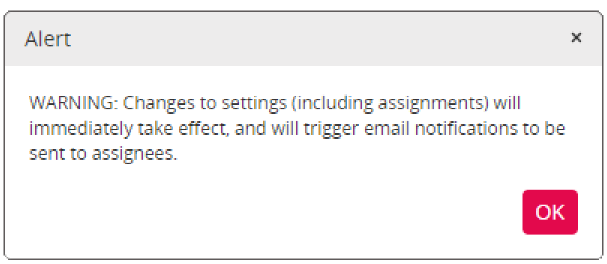
Adding Assignees

Use the **Properties Wizard** to add assignees to a document or questionnaire. If you assign a user who was not previously assigned, a reading/completion task will be sent to that user.

1. Open a published document or questionnaire assigned to your department.
2. Click **Properties Wizard**.

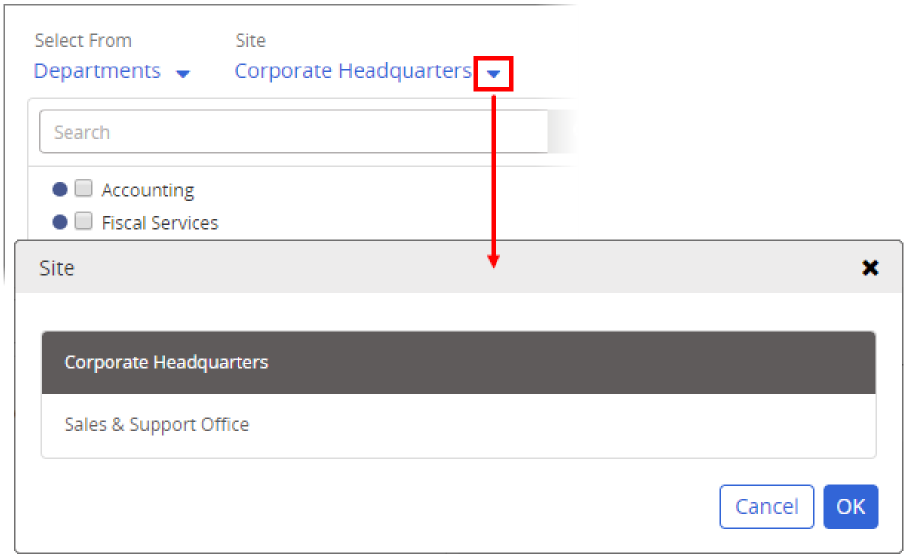


3. An alert appears warning you that the changes you make will take immediate effect on the document/questionnaire. Click **OK**.



   The currently selected assignees for this document/questionnaire (if any) are listed in the pane to the right.

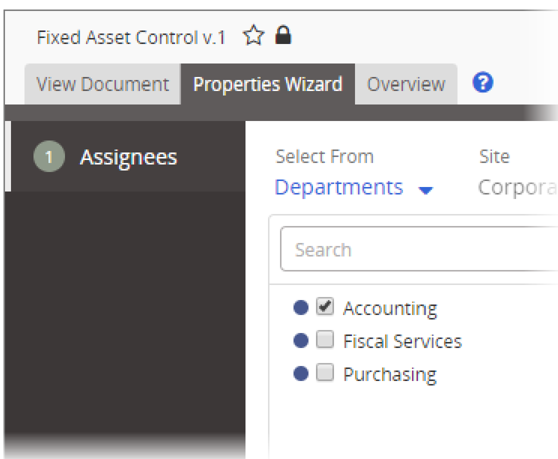
4. If you are a manager of departments at different sites, do one of the following:
   - Leave the default site selection to add assignees from the current site.
   - Under **Site**, click ▾, select a different site, and then click **OK**.



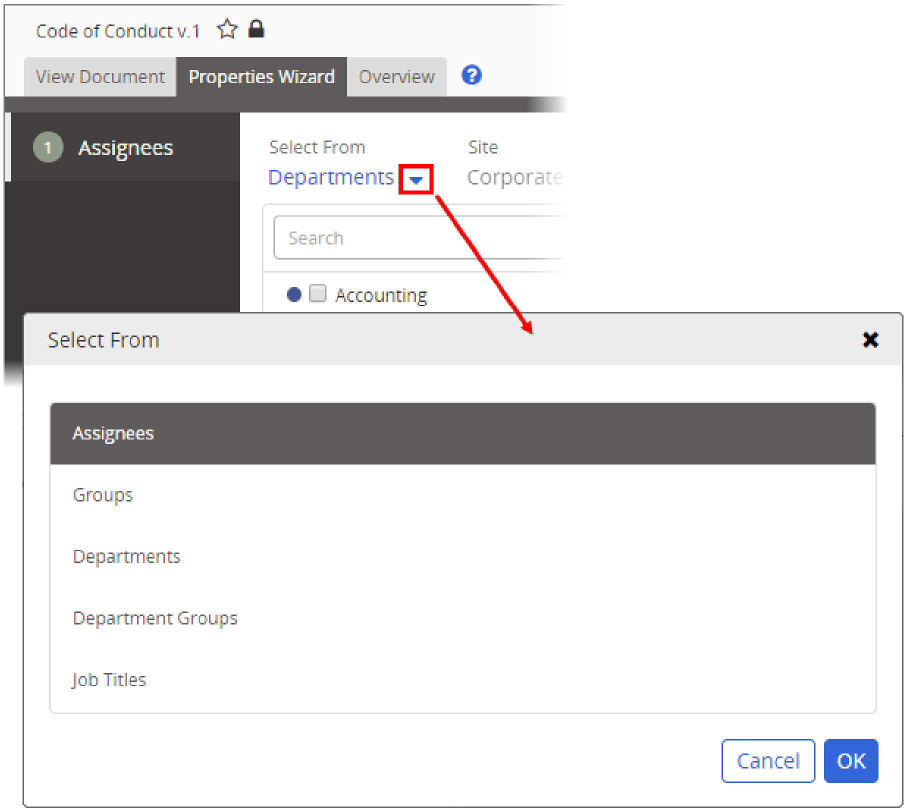
5. Do any of the following to add assignees:

   - Select one or more of the departments you manage (displayed by default) to add all assignees from those departments.

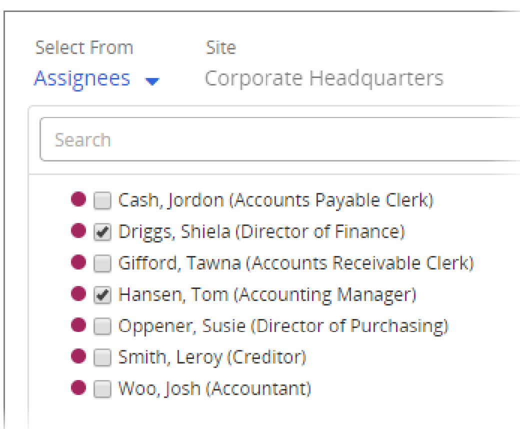
Note: To select individual users from a department, click the department name, select users (use **Search** to find a user in a long list), and then click **OK**.



   - Under **Select From**, click ▾, click **Assignees**, and then click **OK**.



Then, select one or more assignees.

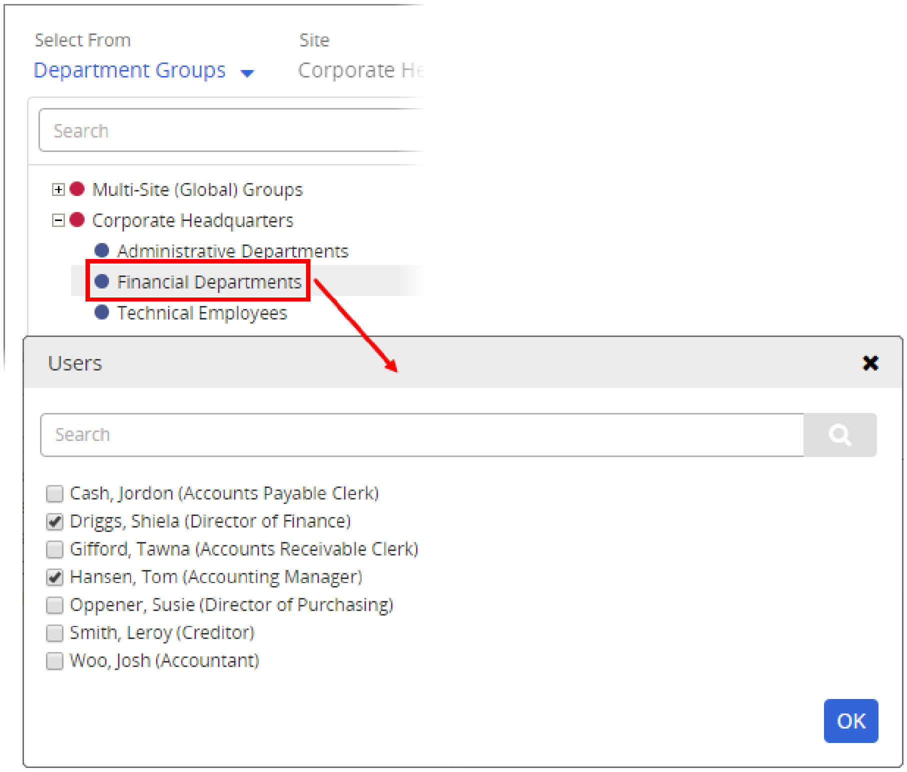


Note: Use **Search** to find an assignee in a long list.

- Under **Select From**, click ▾, click **Groups**, **Department Groups**, or **Job Titles**, and then click **OK**.

  Then, click a group name or job title to display a list of assignees from that entity, select one or more assignees, and then click **OK**.

Note: Not all assignees will be selectable—only those whom you manage who are within the selected group or job title.

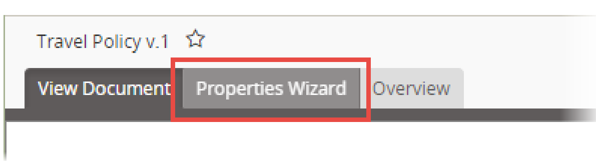


6. Click **Save**, and then close the document/questionnaire.

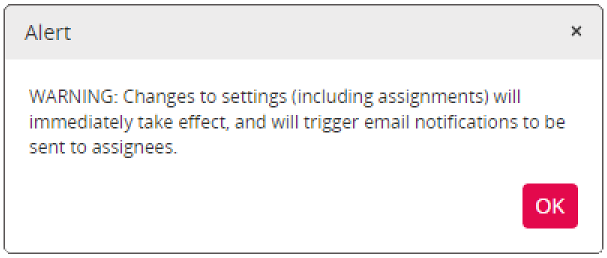
Removing Assignees

Use the **Properties Wizard** to remove assignees from a document or questionnaire. If you remove a currently assigned, that user's reading/completion task for the document/questionnaire will be suspended.

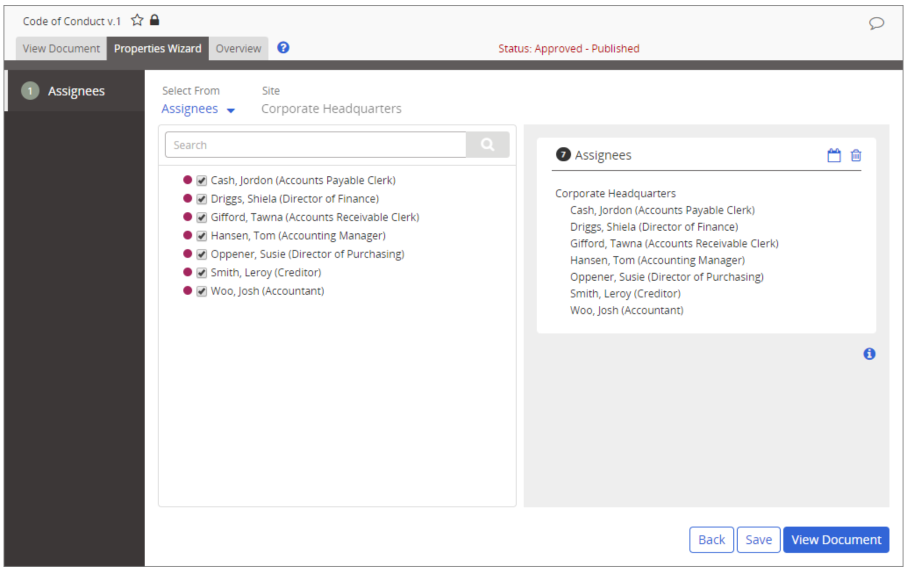
1. Open a published document or questionnaire assigned to your department.
2. Click **Properties Wizard**.



3. An alert appears warning you that the changes you make will take immediate effect on the document/questionnaire. Click **OK**.



The currently selected assignees for this document/questionnaire (if any) are listed in pane to the right.



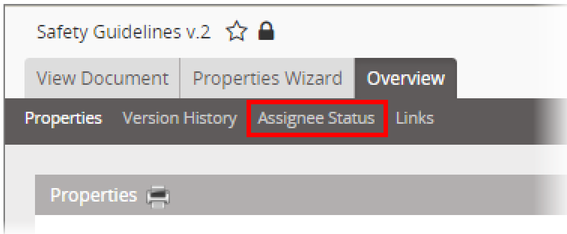
4. Select one or more users, groups, departments, or job titles, and then click .

> **Note:** To select multiple items, hold down the Ctrl key while clicking each item. To select a range of items, click the first one, and then hold down the Shift key as you click the last one.

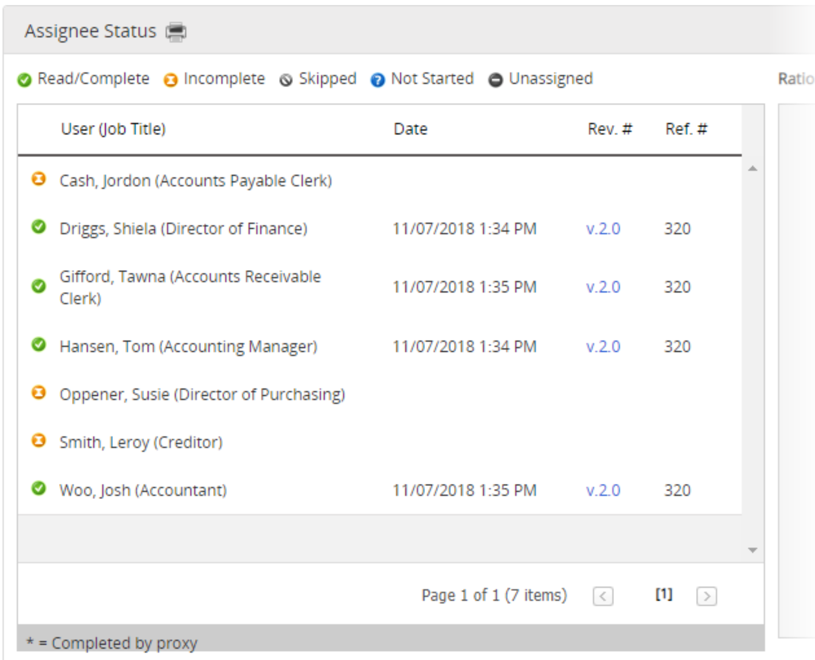
Viewing the Status of Assignee Tasks

To see which users have and have not completed their required reading/completion tasks,

1. Open a published document or questionnaire assigned to your department.
2. Click **Overview**, and then click **Assignee Status**.



The **Assignee Status** window will look similar to the one below, with a list of selected assignees with icons before their names indicating whether or not they have read the document or completed the questionnaire.



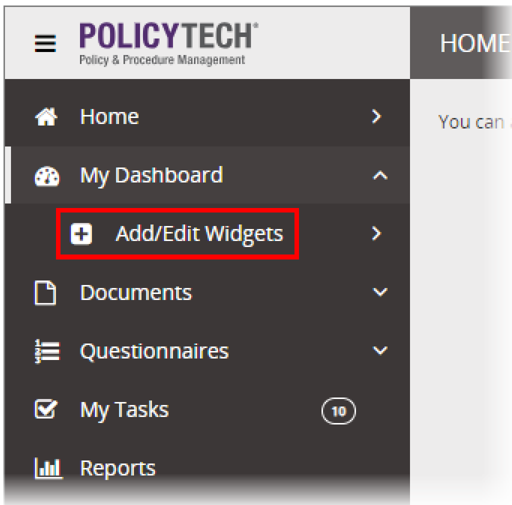
3. When finished, close the document/questionnaire.

Setting Up a Personal Dashboard

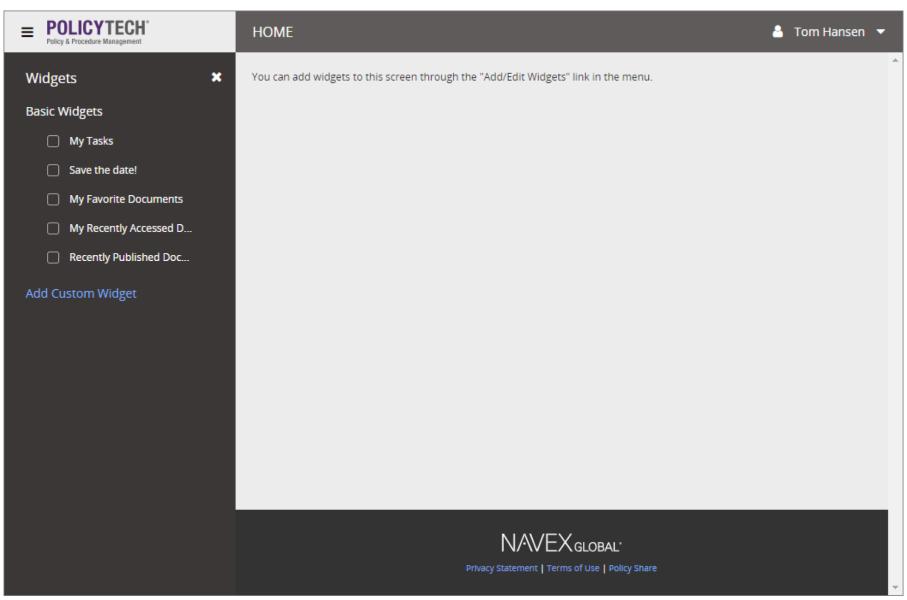
1. Click **My Dashboard**, and then click **Add/Edit Widgets**.

Notes:

- A widget is a compact view you can add to and arrange in a dashboard.
- **My Dashboard** is an optional feature that may or may not be currently enabled.

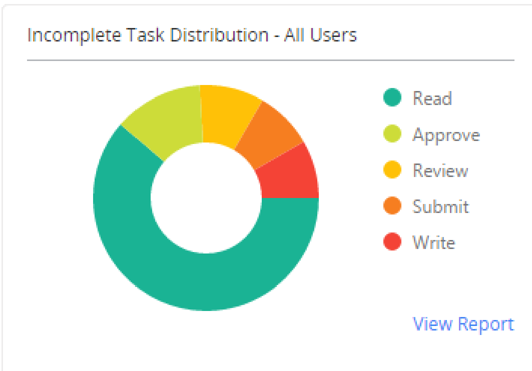


2. Under **Basic Widgets**, select the widgets you want to add (see Basic Widget Descriptions below).



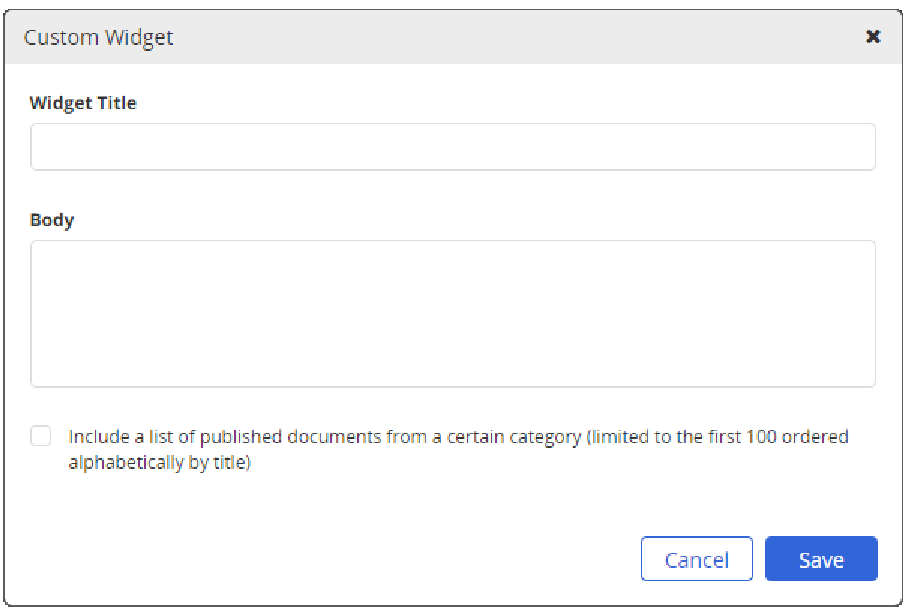
3. (Optional) You'll see a **My Saved Reports** section below **Basic Widgets** if you have access to and have saved any of the following reports types.
   - Tasks by Document - Current
   - Tasks by Document - All Tasks
   - Tasks by User - Current
   - Tasks by User - All Tasks

If desired, add saved report widgets.



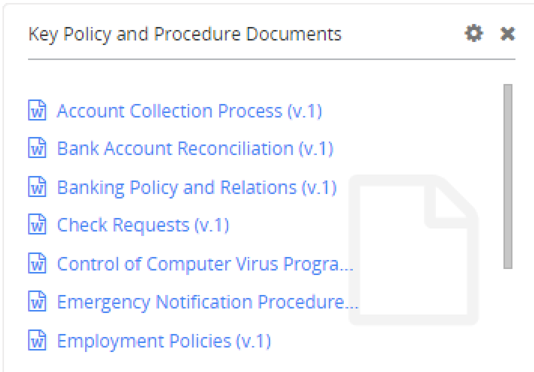
A custom widget lets you can enter a title and body text, plus a list of the documents assigned to a specific category.

5. (Optional) Add a custom widget.
   a. **Click Add Custom Widget**, and then type the title and body text.

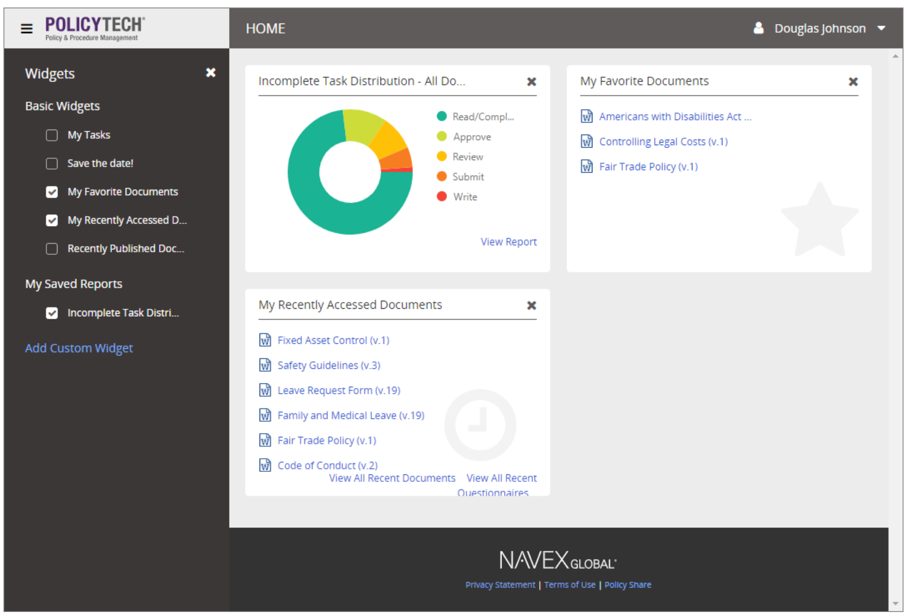


b. If desired, select **Include a list of published documents from a certain category**, and then select a category.

c. Click **Save**.



6. When you're done adding widgets, arrange them by clicking on a widget header and dragging it to a new position.

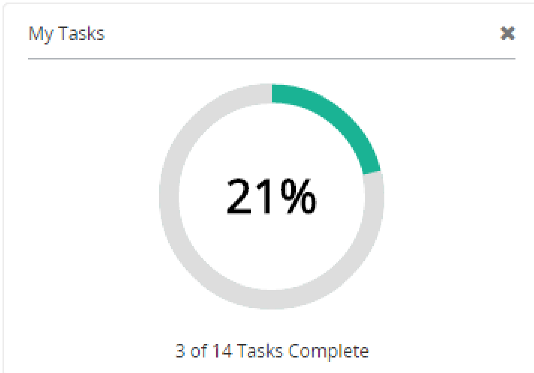


7. When finished, at the top of the **Widgets** menu, click .

Basic Widget Descriptions

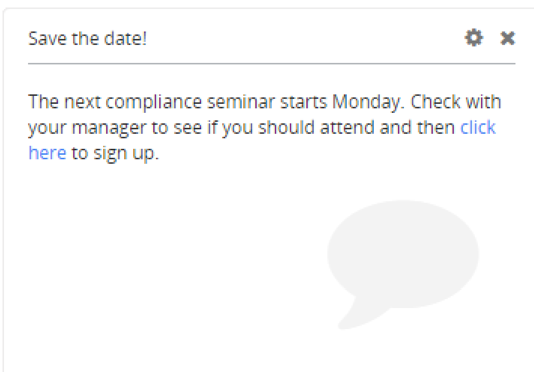
Some basic widgets will have essentially the same contents for all users (Company Message and Recently Published Documents), while others will show information specific to the currently logged in user (My Tasks, My Favorite Documents, and My Recently Accessed Documents). The structure and content of all basic widgets for a personal dashboard are preset and cannot be modified.

My Tasks: Shows the percentage of the your assigned tasks for the past year that have been completed.

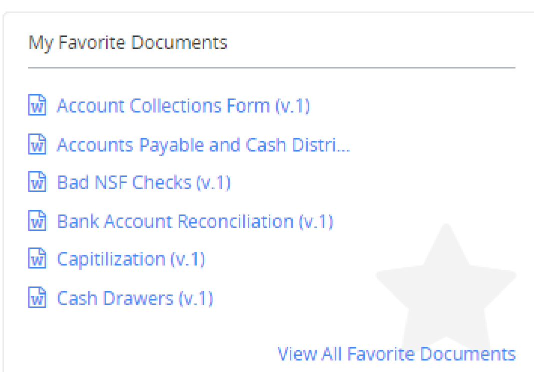


Company Message: Contains a message created by the administrator.

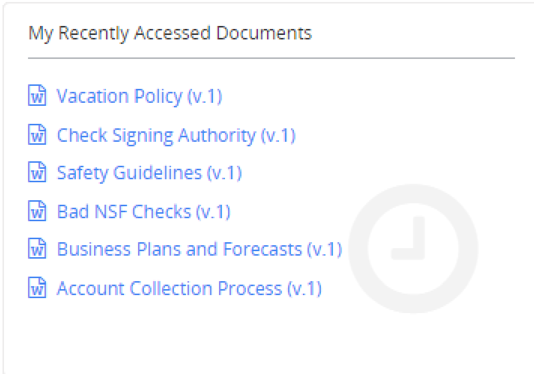
Important: The **Company Message** widget option in the **Basic Widgets** menu will be called whatever the administrator entered as the widget's title, such as **Save the date!** in the widget shown below.



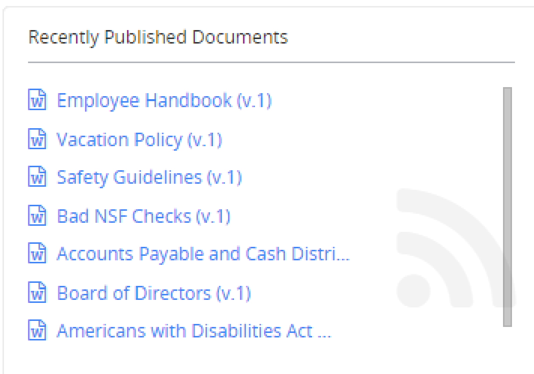
My Favorite Documents: Lists the first six documents alphabetically that you have marked as favorites. You can click a title to open a document. If you have more than six favorites, a **View All Favorite Documents** link is available.



My Recently Accessed Documents: Lists the last six documents you've opened. You can click a document title to reopen it.



Recently Published Documents: Lists the last 25 documents that have been approved and published. You see only those documents you currently have access to by virtue of your assigned roles and permissions and each document's settings.



Generating Reports

PolicyTech includes many reports that let you check the status of and statistics about documents and users. There are three main types of reports—personal, management, and administrative. You can find report descriptions and instructions on how to use each report in the Reports Supplement.

Using Optional Advanced Features

The following features are available only if they've been enabled. If in doubt, contact your administrator.

Using Mobile Solutions

See the Mobile Solutions Supplement.

Working with the Public Viewer

Important: The features described in the sections that follow are available only if your organization has purchased and enabled the **Public Viewer** module.

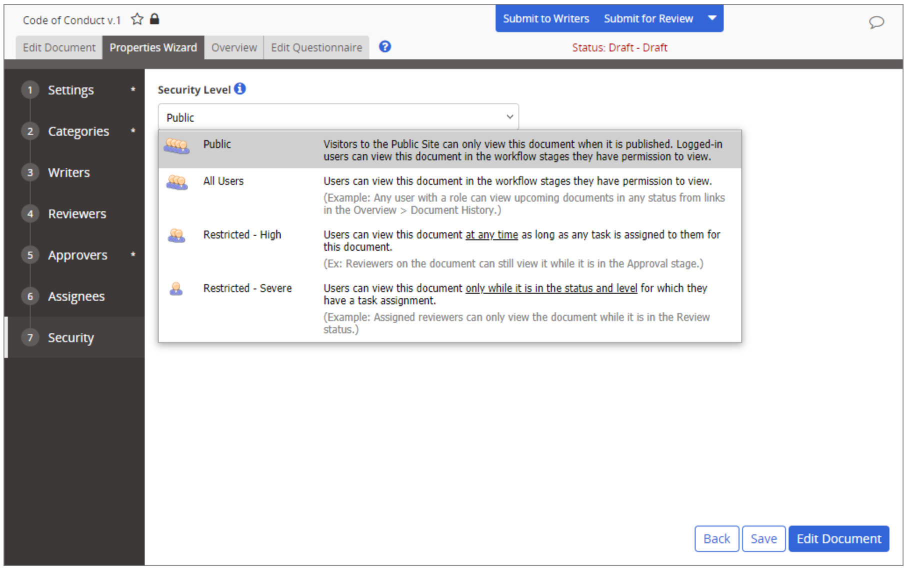
Making a Document Accessible in the Public Viewer

Important:

- The **Public Viewer** is available only if it has been purchased and enabled. Contact your administrator if you have questions.
- Questionnaires cannot be set to the **Public** security level.

When the **Public Viewer** is enabled, the **Public** option is added to the **Security Level** menu in the **Security** step of the **Properties Wizard**. The public security level must be assigned to all documents you want accessible in the **Public Viewer**. The document will be publicly accessible once it has been approved and published.

1. While creating or editing a document, click the **Properties Wizard** tab, and then click **Security**.
2. In the **Security Level** list, click **Public**.



3. Finish creating or editing the document, and then save it as you normally would.

Reading a Document in the Public Viewer

The following sections will help you find and open documents in the PolicyTech **Public Viewer**:

[Searching for a Document or Questionnaire]

[Browsing for a Document or Questionnaire]

Using Case Management Integration Features

Important: The features described in the sections that follow are available only if your organization has integrated PolicyTech with EthicsPoint Incident Management or IntegriLink.

[As a Case Manager]

[As an Assignee (a user assigned to read a document)]

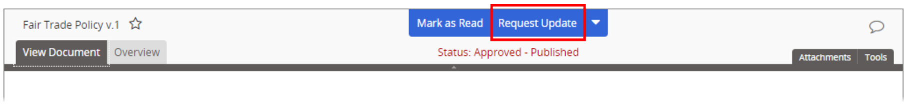
[As a Questionnaire Creator]

Using Case Management Integration as a Case Manager

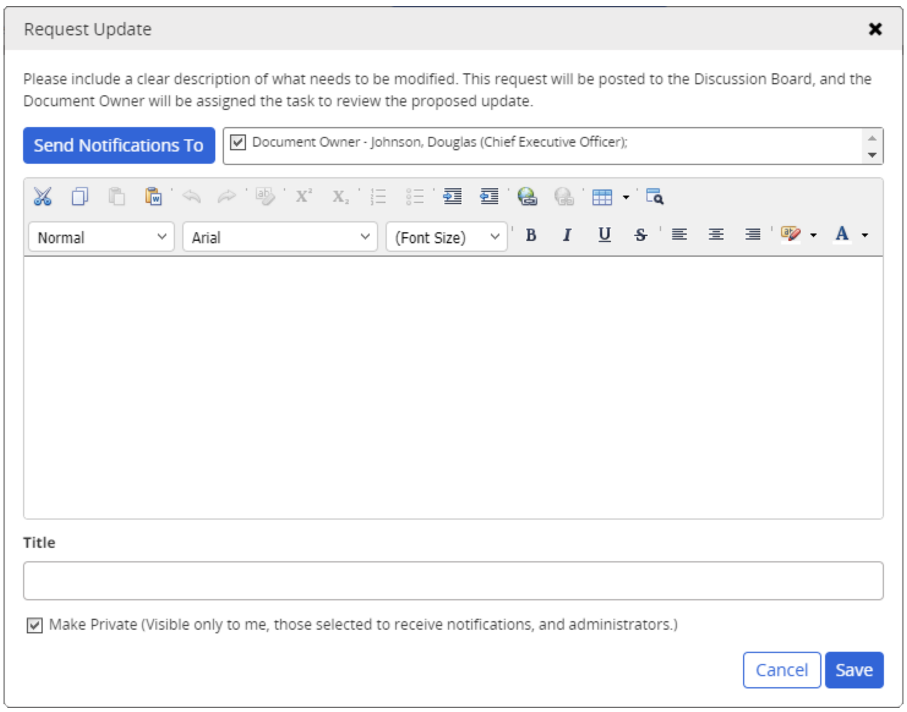
Important: This feature is available only if your organization has integrated PolicyTech with EthicsPoint Case Management or IntegriLink.

If the PolicyTech administrator has assigned you the case manager permission, you have the ability to request that any published document or questionnaire you have access to be updated.

1. Open the published document or questionnaire.
2. Click **Request Update**.



3. Fill out the **Request Update** form just as you would when creating a discussion (see Starting a Discussion).



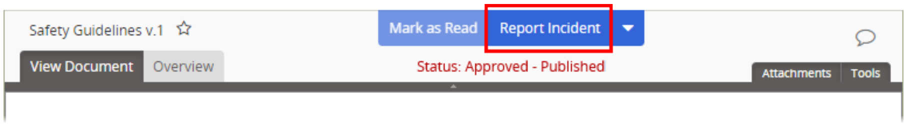
4. Click **Save**.

Using Case Management Integration as an Assignee

Important: This feature is available only if your organization has integrated PolicyTech with EthicsPoint Case Management or IntegriLink.

When case management integration is enabled, you have the option of reporting an issue or allegation from a published document . For example, if you're reading a document about the harassment policy and you know of an incident that violated the harassment policy, you could report the incident before closing the document.

In an open published document, click **Report Incident**. An incident reporting form opens in a separate browser window for you to fill out and submit.



Using Case Management Integration as a Questionnaire Creator

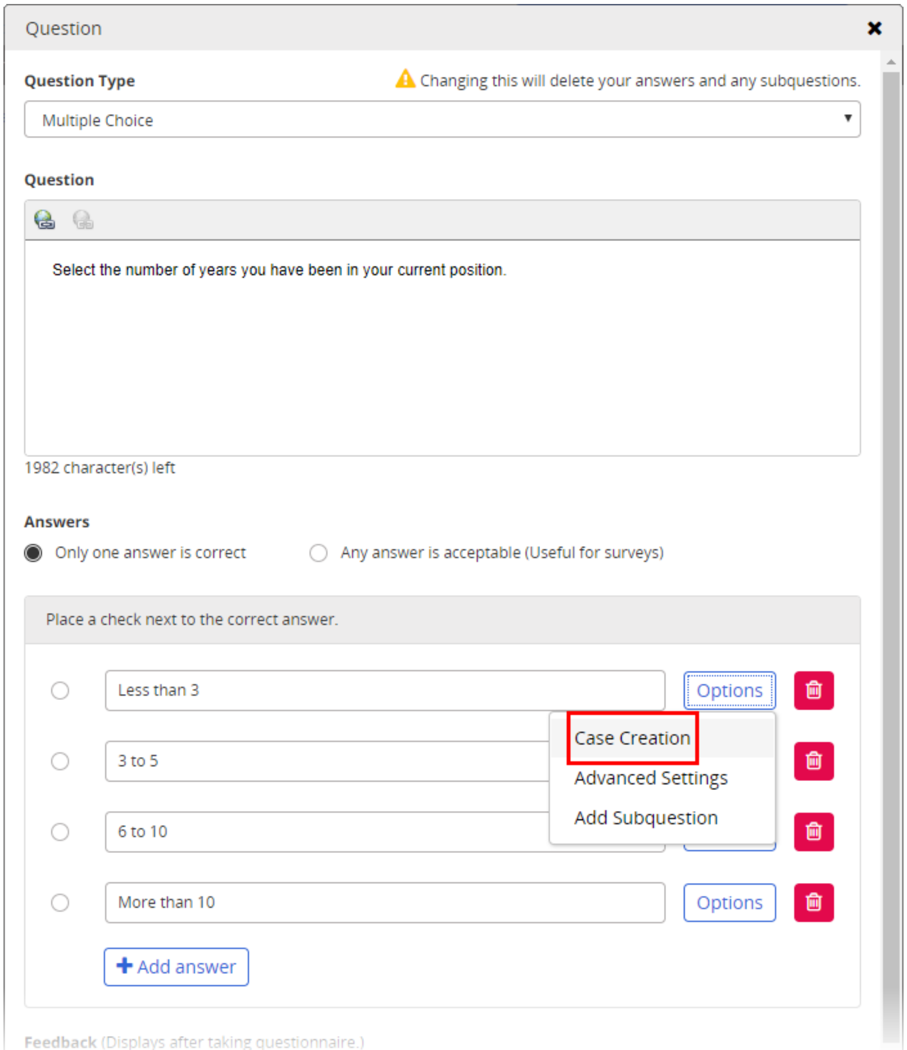
Important: This feature is available only if your organization has integrated PolicyTech with EthicsPoint Case Management or IntegriLink.

When you, as a document owner, add a questionnaire to a document or create a stand-alone questionnaire, you have the option of having PolicyTech create a case in EthicsPoint Case Management or IntegriLink each time an assignee selects a specific answer or types an answer to an open-ended question. You can tie a single answer or multiple answers to a single case.

1. In a questionnaire, start to add or edit a question (see Adding Questions and Answers to a Questionnaire or Changing a Questionnaire for detailed instructions).

Important: You must have provided at least the minimum amount of information (question text, answer text, and answer type, for example) for the type of question you've selected before you can enable case creation.

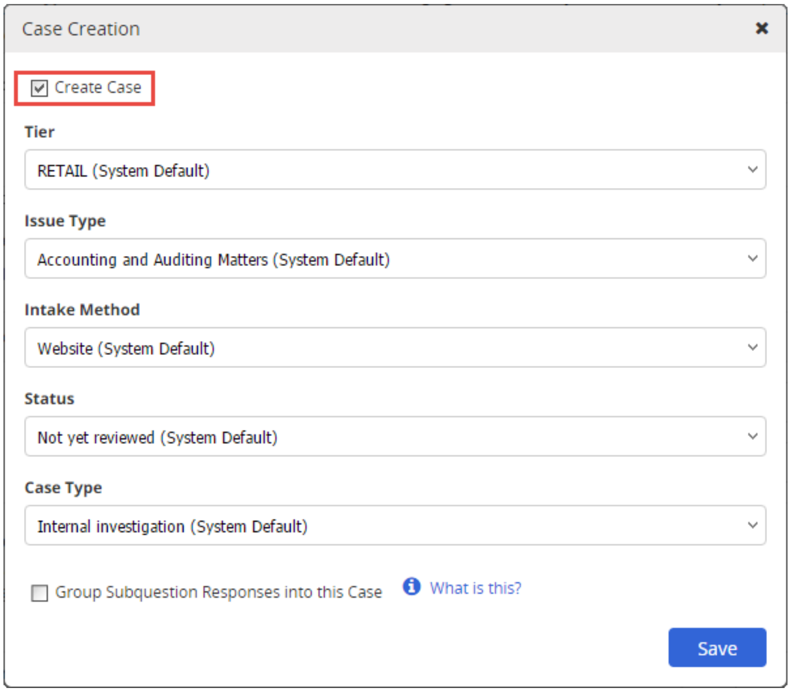
2. In a multiple choice, true/false, or yes/no question, to the right of an answer click **Options**, and then click **Case Creation**.



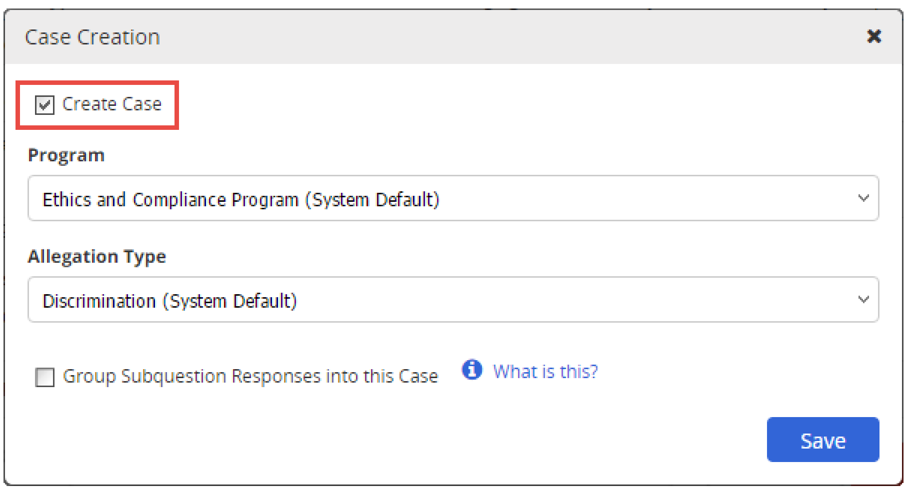
3. Select **Create Case**.

Note: If the **Create Case** option is not activated, contact your administrator.

EthicsPoint Case Management



IntegriLink



4. Check the system default settings for the case properties and make changes as necessary.

5. (Optional and available for multiple choice, true/false, and yes/no questions only) To include the answers to any subquestions you add below the current answer, select **Group Sub Question Responses into this Case**, and then click **Yes** (see Grouping Subquestion Responses below for details on how this option works).

6. Click **Save**.

Note: When you save a question, 💼 appears to the right of each answer with case creation enabled. You can click the icon to reopen the **Case Creation** form.

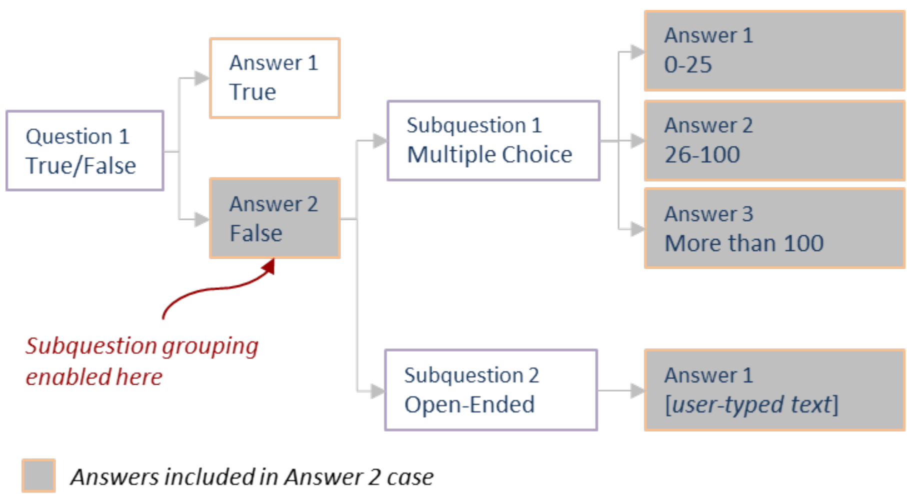
7. (Optional) Add a note to the question text indicating that answering this question will create a case.

Grouping Subquestion Responses

If you enable case creation for a specific answer, you can opt to have all responses (answers) from all of that answer's subqestions included in the same case. Consider the following scenarios to learn how this feature works.

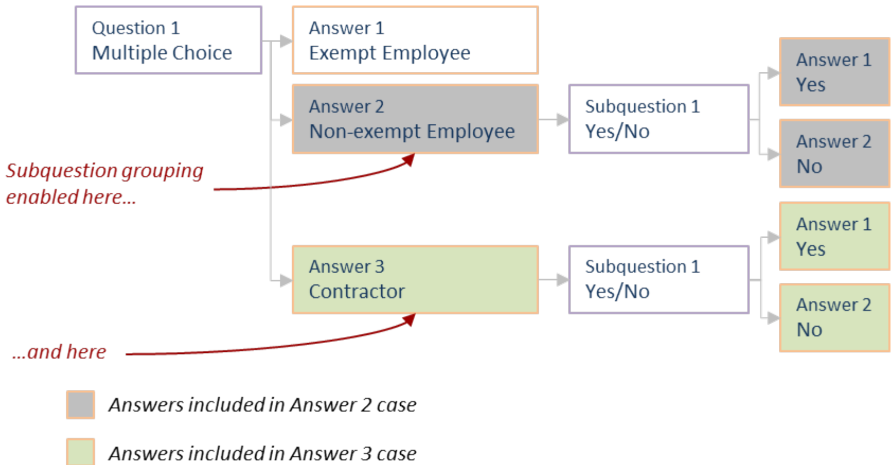
Scenario 1

In this scenario, the questionnaire creator, Lisa, wants a case created if a user chooses the "false" answer to question 1. In the **Case Creation** window for the **False** answer, she would select **Group Subquestion Responses into this Case**.



Scenario 2

In this scenario, Zach wants to create one case if the user selects the second answer and a different case if the user selects the third answer. He also wants the answers for the subquestion included in the case. In the answer 2 definition, Zach would enable case creation and select **Group Subquestion Responses into this Case**. He would then do the same for answer 3.



Important:

- Opting to group subquestion answers into a parent answer's case automatically includes all subquestion answers. For example, in scenario 1 Lisa could not choose to include the answer to subquestion 1 and exclude the answer to subquestion 2.
- Because you cannot create subquestions for an open-ended answer, the option to group subquestions is not available when adding an open-ended answer to a question.
- Nesting of subquestion grouping is not supported. When you enable subquestion grouping for an answer, the grouping option is not available in any answer below that parent answer.

Changing Assignee Task Status as Proxy

A document owner, manager, or administrator can do either of the following:

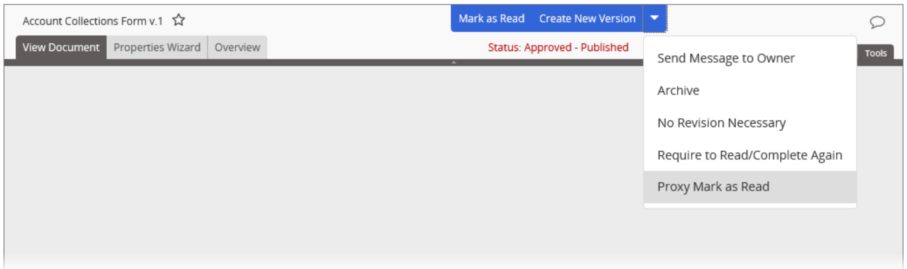
- Require assignees who have already completed their tasks to read the document or complete the questionnaire again
- (Documents only) Acting as an assignee's proxy, mark that assignee's task complete (as if the assignee had clicked **Mark as Read** in a document)

Notes:

- The ability to mark a document as read by proxy is controlled by a **Document Setup** preference that can be turned on or off by an administrator, and so this option may not be currently available in your PolicyTech system.
- You cannot set a stand-alone questionnaire as complete by proxy.

1. Open a published document or questionnaire assigned to your department.
2. Click **Options**, and then do either of the following:

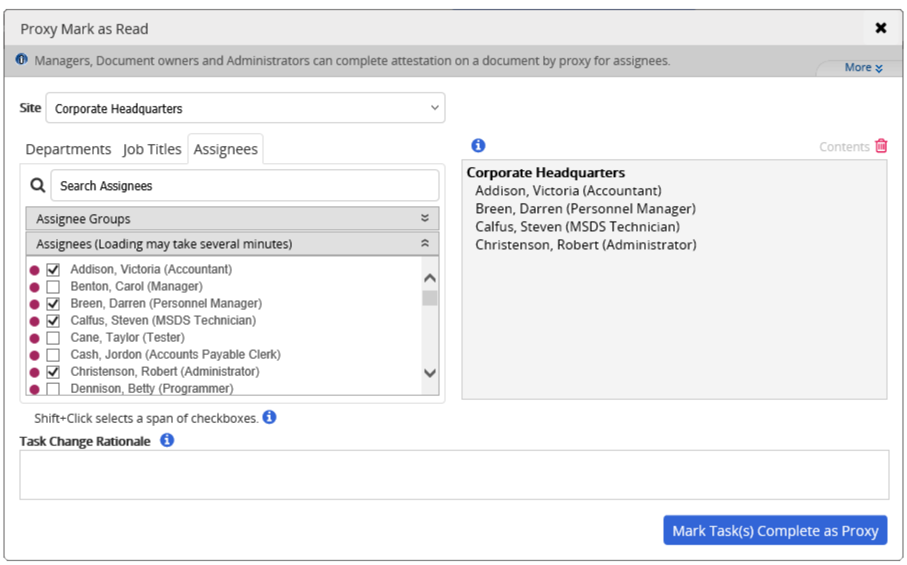
- Click **Require to Read/Complete Again**.
- (Document only) Click **Proxy Mark as Read**.



3. If multiple sites exist, select a site containing one or more assignees whose assignments you want to modify.
4. Do one or more of the following to select users:

Note: You only see departments, job titles, and assignees that you are assigned to manage.

- With the **Assignees** tab selected, select individual assignees or assignee groups.



- Click the **Departments** tab, and then select individual departments or department groups.

Note: You can also click the department name and then select individual users from that department.

- Click the **Job Titles** tab, and then select individual job titles, job titles for specific departments, or job title groups.

> **Note:** You can also click the job title or department name and then select individual users.

5. (Optional) For **Task Change Rationale**, type the reason why you're changing the assignee tasks for the selected users.
6. Do one of the following:
    - If you selected **Require to Read/Complete Again** in step 2 above, click **Require Task(s) again**.
    - If you selected **Proxy Mark as Read** in step 2 above, click **Mark Task (s) Complete as Proxy**.
7. Click **Continue** to confirm.
8. Close the document/questionnaire.

Using Third-Party Contact Features

See "Using Third-Party Contact Features" in the Third-Party Contacts Supplement.

Using Localization Workflow Features

See the Localization Workflow Supplement.

Appendix: Document Property Details

Each of the document properties you can insert into a Microsoft® Word or Excel® document is explained in detail in the sections listed below.

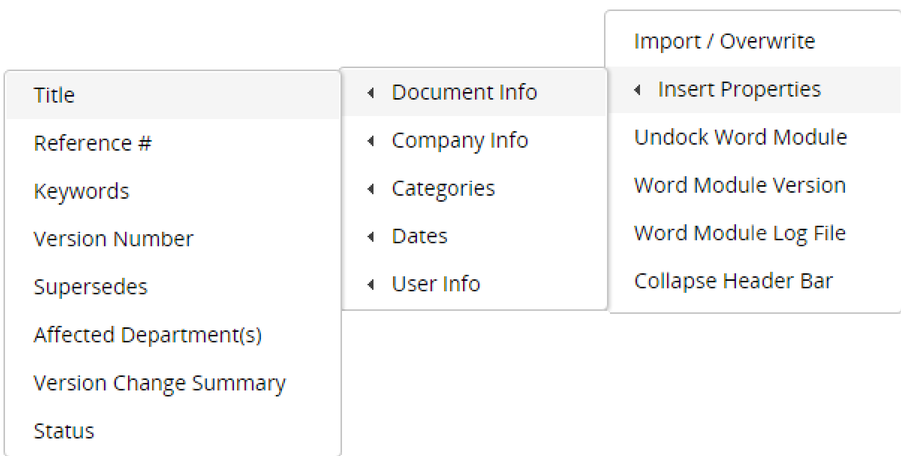
Document Info Fields

- Title
- Reference #
- Keywords
- Version Number
- Supersedes
- Affected Department(s)
- Version Change Summary
- Status

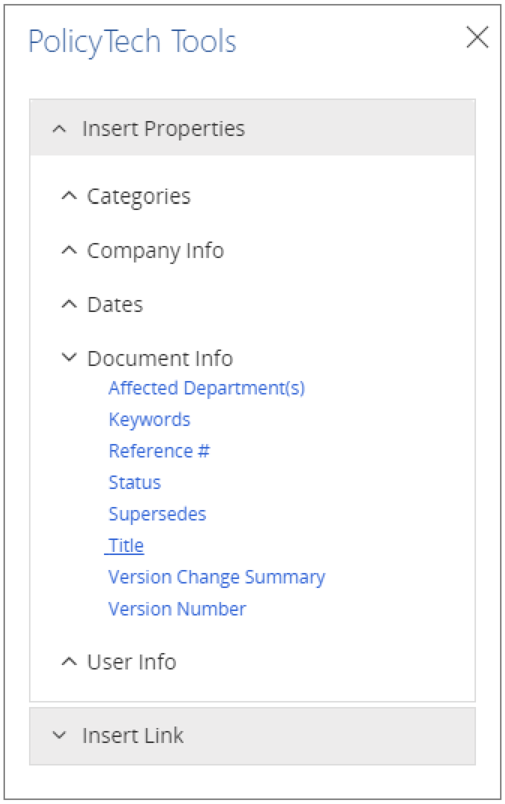
Title

Location on **Insert Properties** menu:

When using WordModulePlus



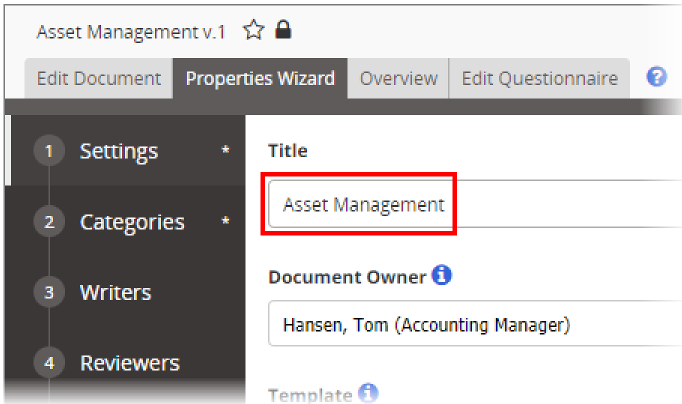
When using Office Online Integration



Example of an inserted title:

Document Details	
Version	1
Reference #	302
Keywords	expense, entertainment, mileage
Supersedes	v.1 Travel and Entertainment Guidelines
Affected Departments	Administration, Human Resources
Version Change Summary	Not Set
Status	Draft

Source: The document owner or proxy author enters a title while creating a document. (**Properties Wizard** > **Settings** > **Basic Settings** > **Title**)



When it changes: The document owner or administrator can change the title anytime in any active (unarchived) document.

Where to view: The title you insert will be the same as the title displayed in the document overview. (**Overview** > **Properties**)

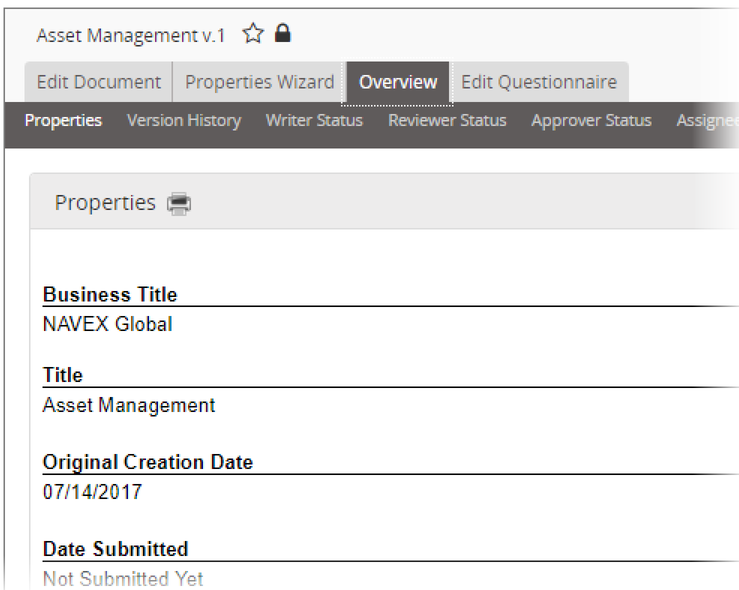
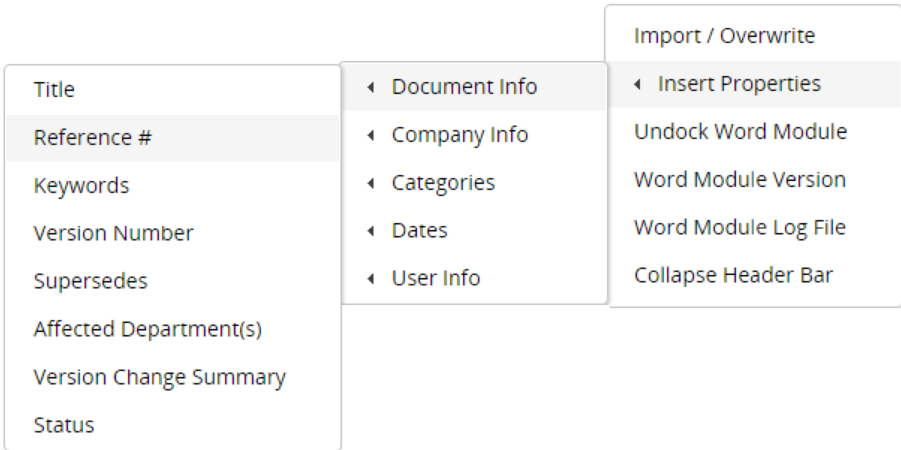


TABLE OF CONTENTS FOR DOCUMENT PROPERTY DETAILS

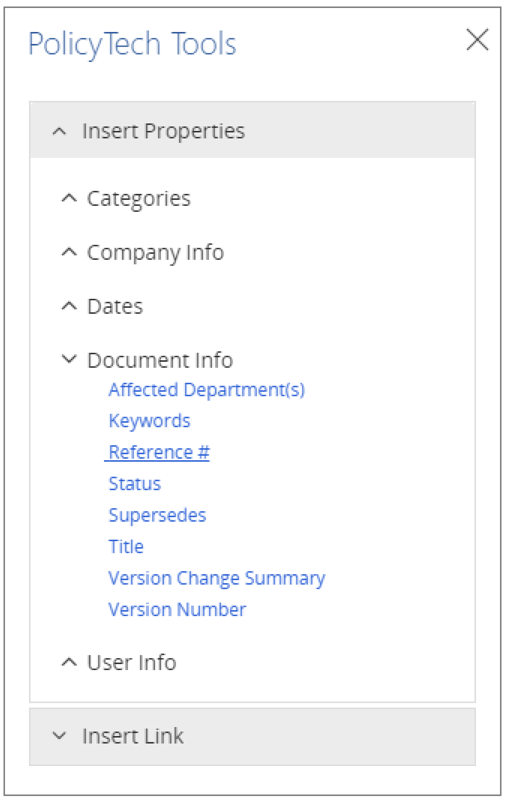
Reference

Location on **Insert Properties** menu:

When using WordModulePlus



When using Office Online Integration



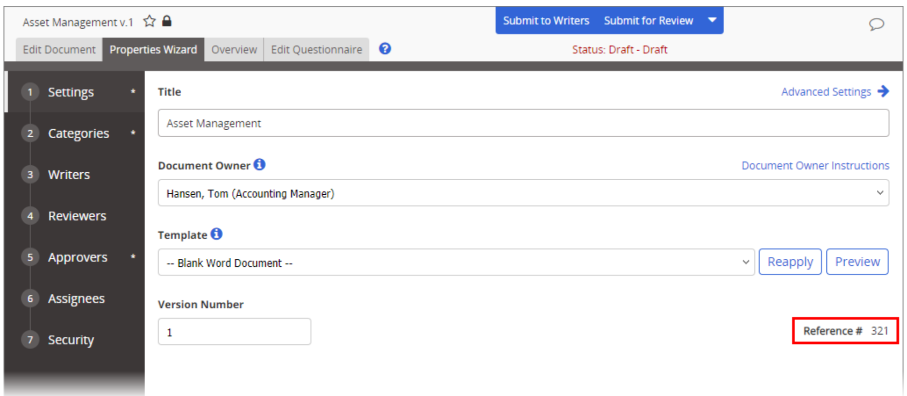
Example of an inserted reference number:

NAVEX Global

Travel Policy

Document Details	
Version	1
Reference #	302
Keywords	expense, entertainment, mileage
Supersedes	v.1 Travel and Entertainment Guidelines
Affected Departments	Administration, Human Resources
Version Change Summary	Not Set
Status	Draft

Source: PolicyTech auto-generates the reference number the first time the document is saved.



When it changes: The reference number cannot be changed and remains the same for all subsequent versions of a specific document.

Where to view: The reference number you insert will be the same as the one displayed in the document overview. (**Overview** > **Properties**)

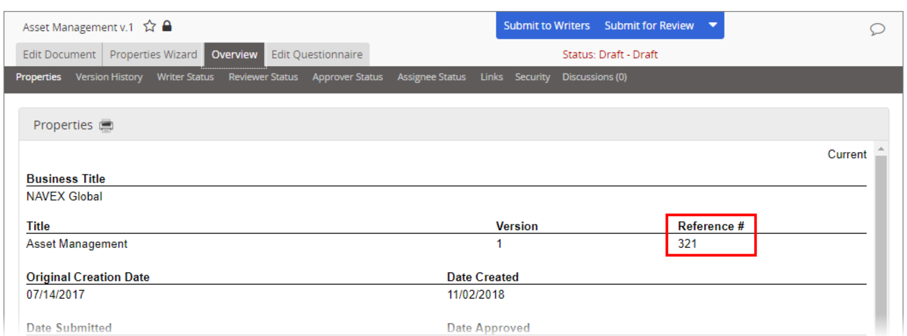
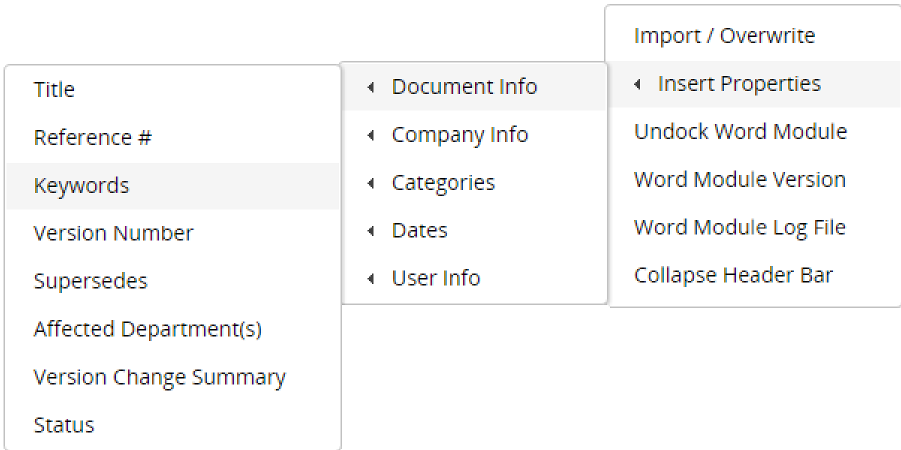


TABLE OF CONTENTS FOR DOCUMENT PROPERTY DETAILS

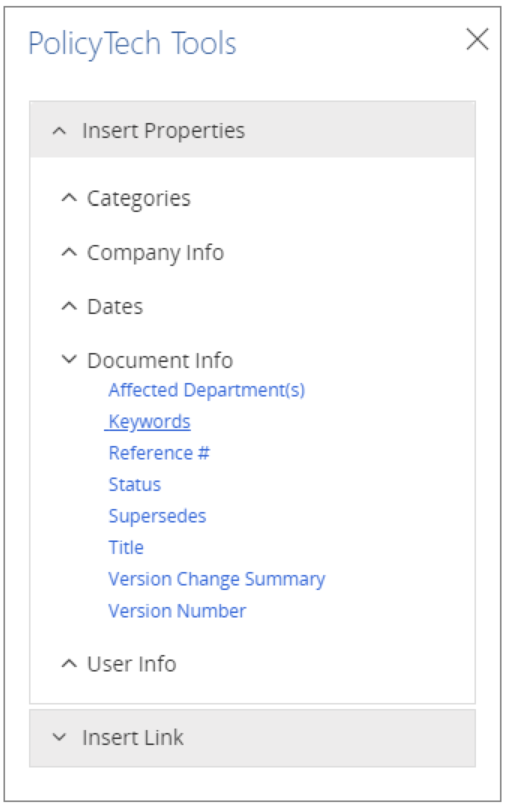
Keywords

Location on **Insert Properties** menu:

When using WordModulePlus

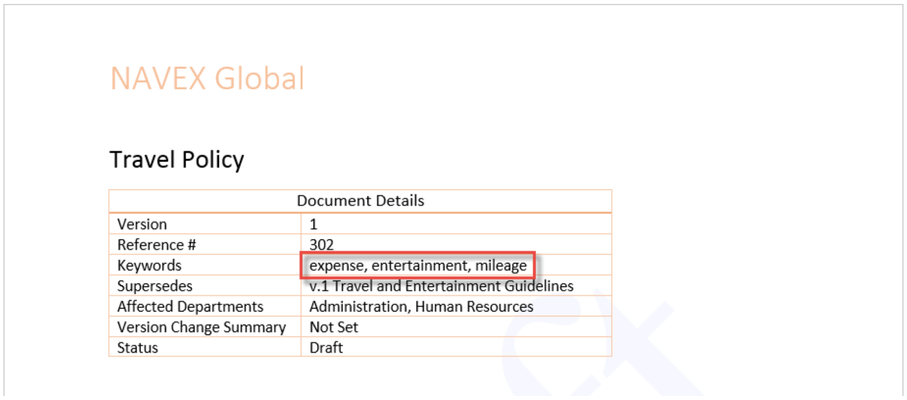


When using Office Online Integration



Example of an inserted keyword list:

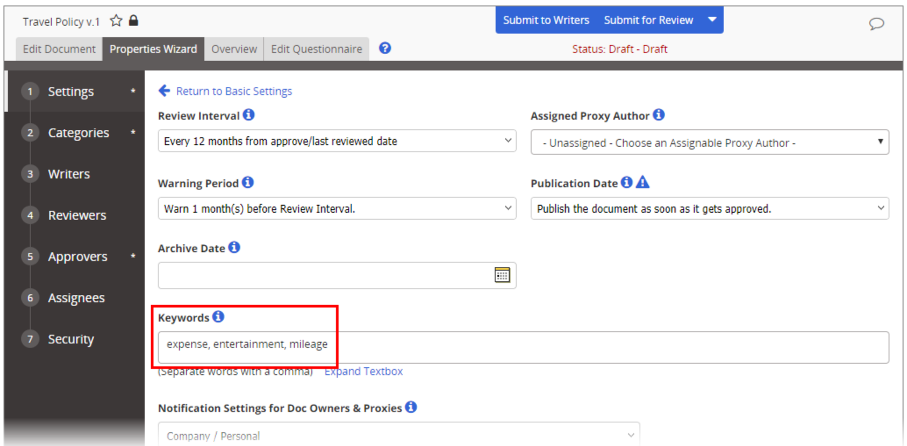
Note: Adding keywords to a document is optional. If no keywords are added, the inserted field contains "Not Set."


NAVEX Global

Travel Policy

Document Details	
Version	1
Reference #	302
Keywords	expense, entertainment, mileage
Supersedes	v.1 Travel and Entertainment Guidelines
Affected Departments	Administration, Human Resources
Version Change Summary	Not Set
Status	Draft

Source: The document owner enters keywords while creating a document. (**Properties Wizard** > **Settings** > **Advanced Settings** > **Document Keywords**)



When it changes: The document owner or administrator can change the keywords anytime in any active (unarchived) document.

Where to view: The keywords you insert will be the same as those displayed in the document overview (**Overview** > **Properties**).

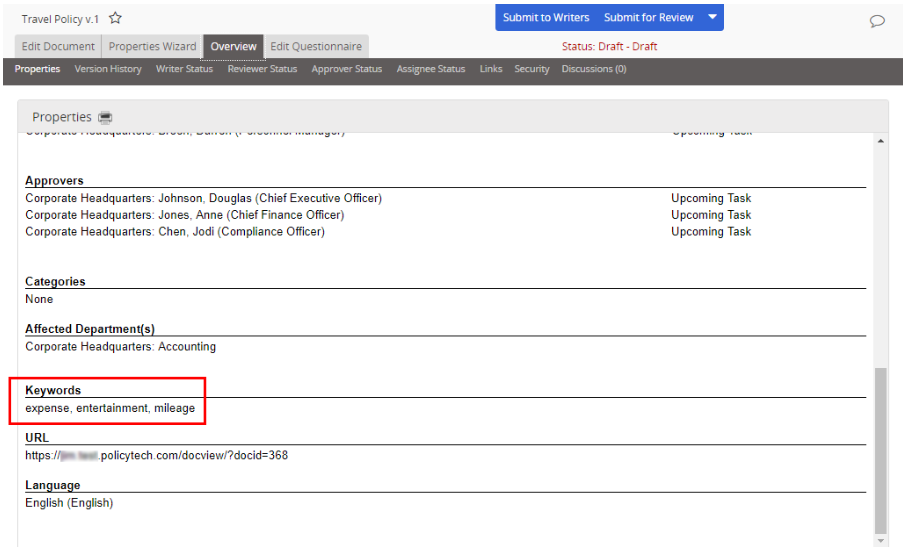
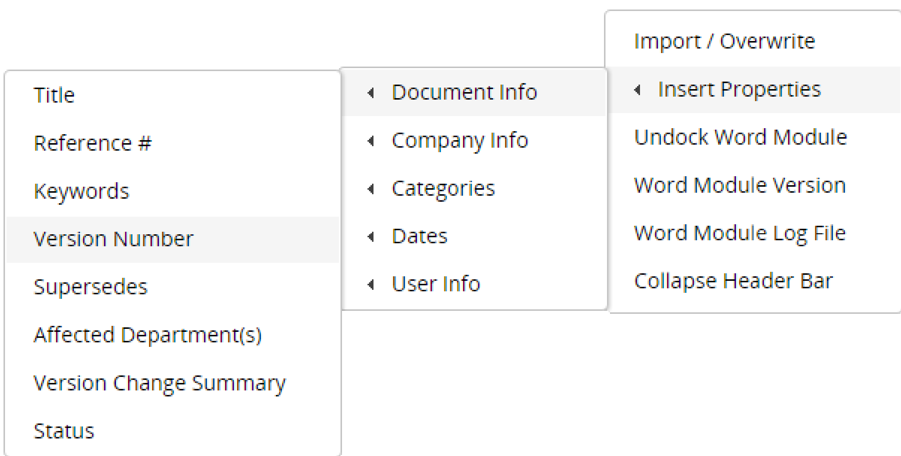


TABLE OF CONTENTS FOR DOCUMENT PROPERTY DETAILS

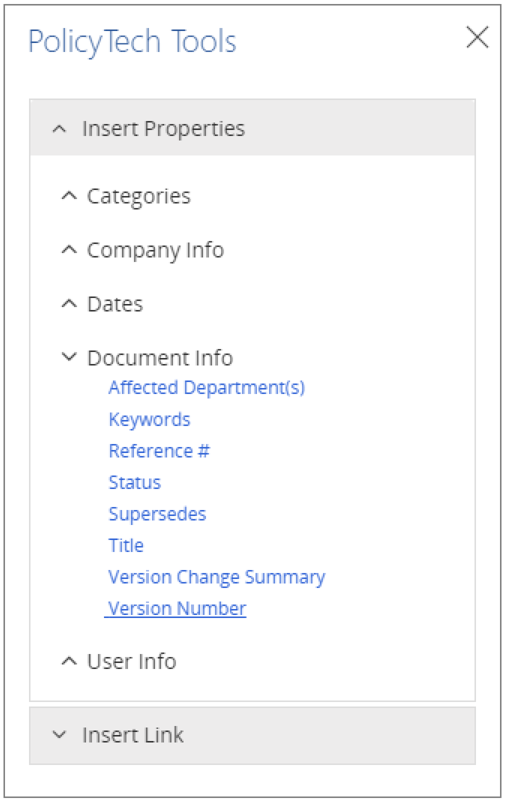
Version Number

Location on **Insert Properties** menu:

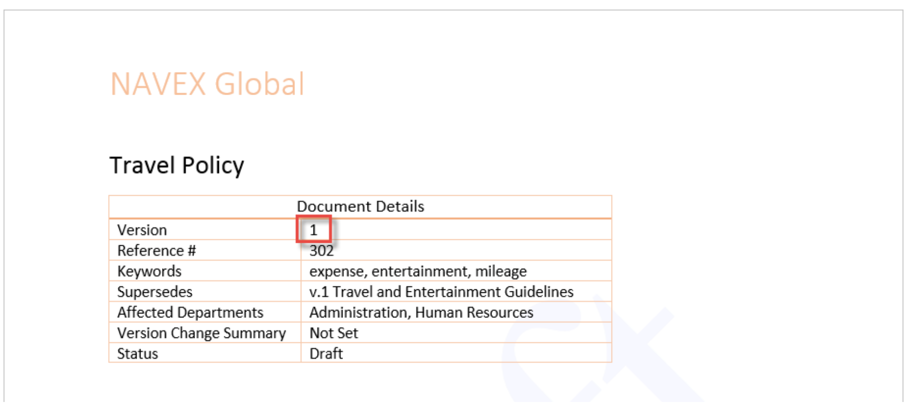
When using WordModulePlus



When using Office Online Integration



Example of an inserted version number:

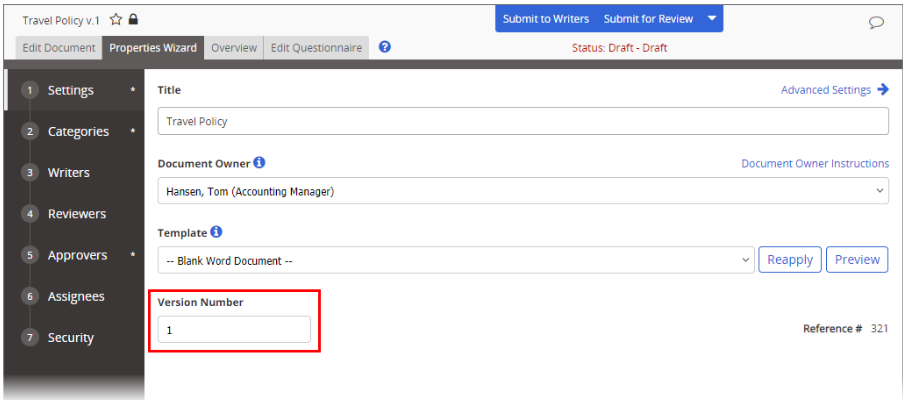


NAVEX Global

Travel Policy

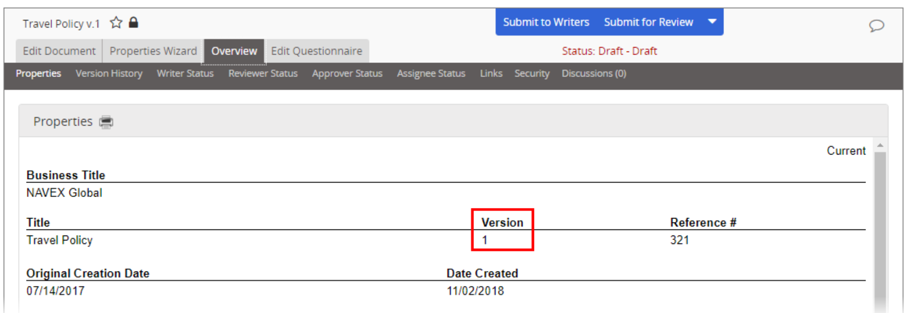
Document Details	
Version	1
Reference #	302
Keywords	expense, entertainment, mileage
Supersedes	v.1 Travel and Entertainment Guidelines
Affected Departments	Administration, Human Resources
Version Change Summary	Not Set
Status	Draft

Source: PolicyTech auto-generates the version number. The document owner can enter a different version number when the document is first created (first version). (**Properties Wizard** > **Settings** > **Basic Settings** > **Version Number**)



When it changes: The document owner can change the version number only when creating the document and only while it is in draft status.

Where to view: The version number you insert will be the same as the one displayed in the document overview. (**Overview** > **Properties**)



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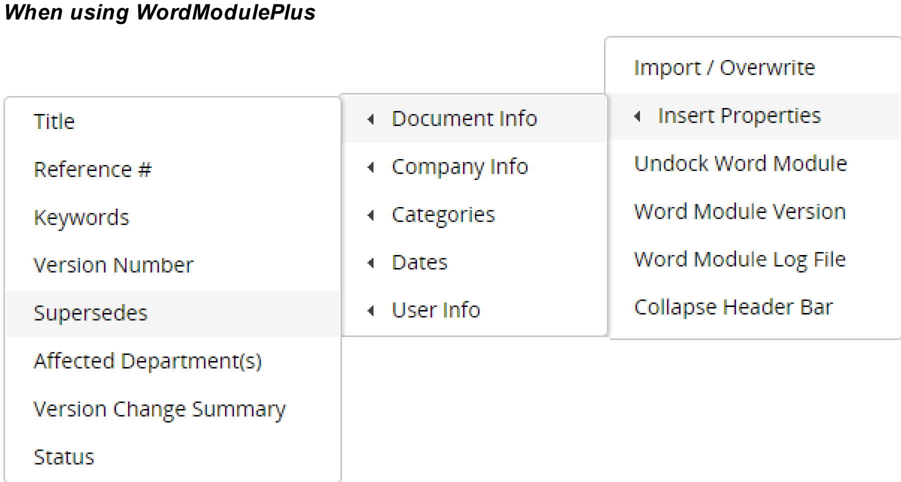
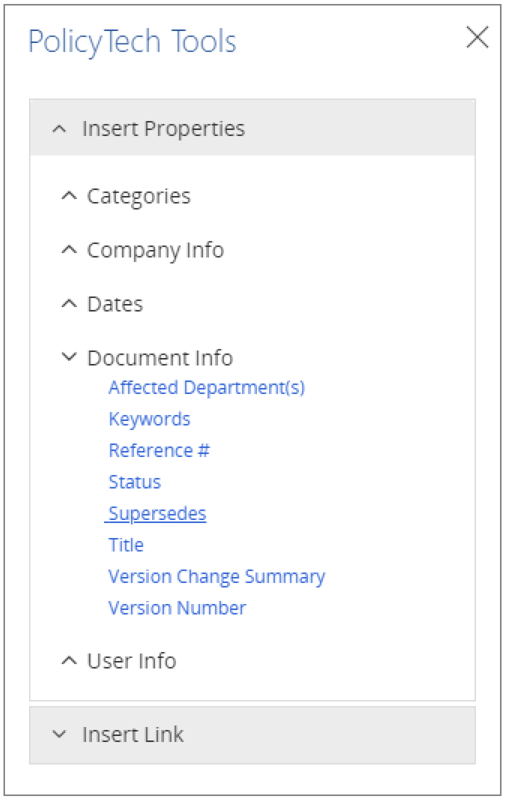
Supersedes

Location on **Insert Properties** menu:

When using WordModulePlus

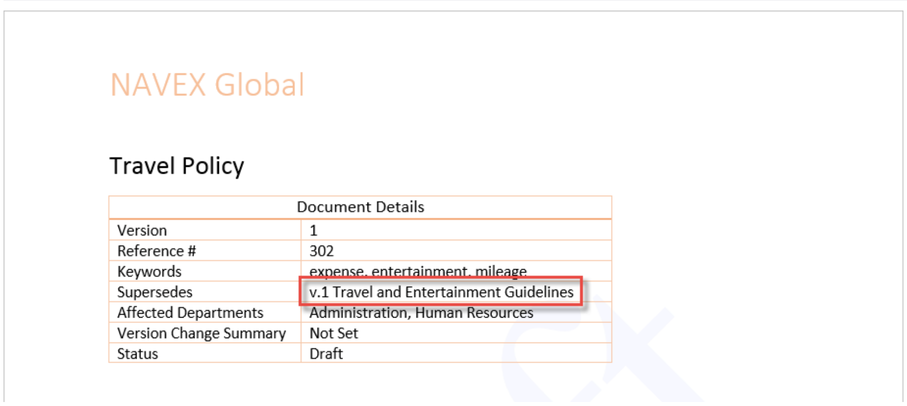


When using Office Online Integration



Example of an inserted list of superseded documents:

Note: Selecting documents to replace is optional. If no documents are selected, the inserted field contains "Not Set."

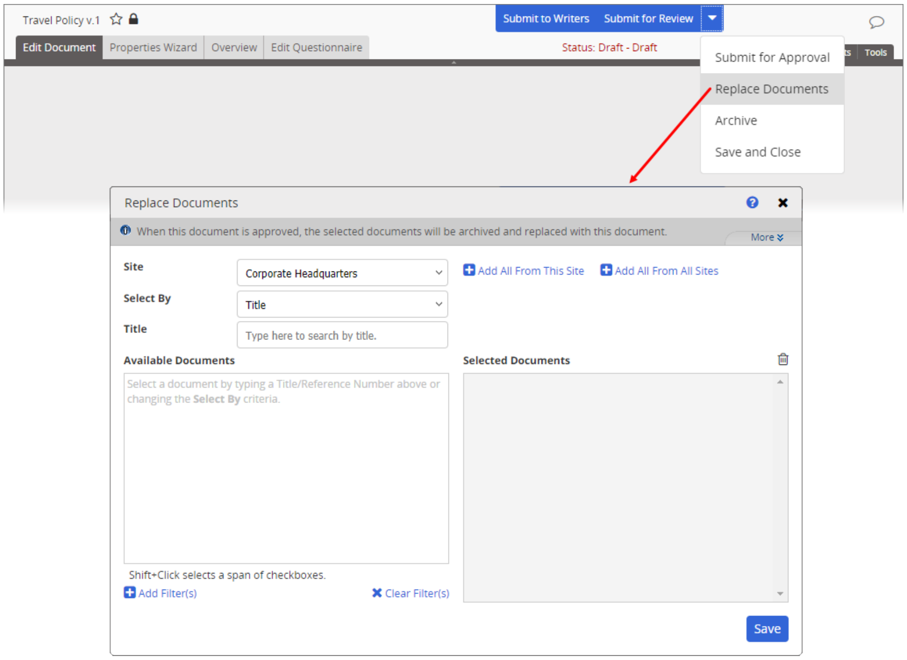


NAVEX Global

Travel Policy

Document Details	
Version	1
Reference #	302
Keywords	expense, entertainment, mileage
Supersedes	v.1 Travel and Entertainment Guidelines
Affected Departments	Administration, Human Resources
Version Change Summary	Not Set
Status	Draft

Source: When the document owner creates a new version of a document, the previous version is automatically superseded. The document owner can also select other documents to supersede. (> **Replace Documents**)



When it changes: A superseded previous version cannot be removed from the **Superseded** property. A document owner or administrator can change other superseded documents only while the document is in draft or collaboration status.

Where to view: The list of superseded documents you insert will be the same as the one displayed in the Overview. (**Overview** > **Version History** > **View** (in **Superseded Documents** column))

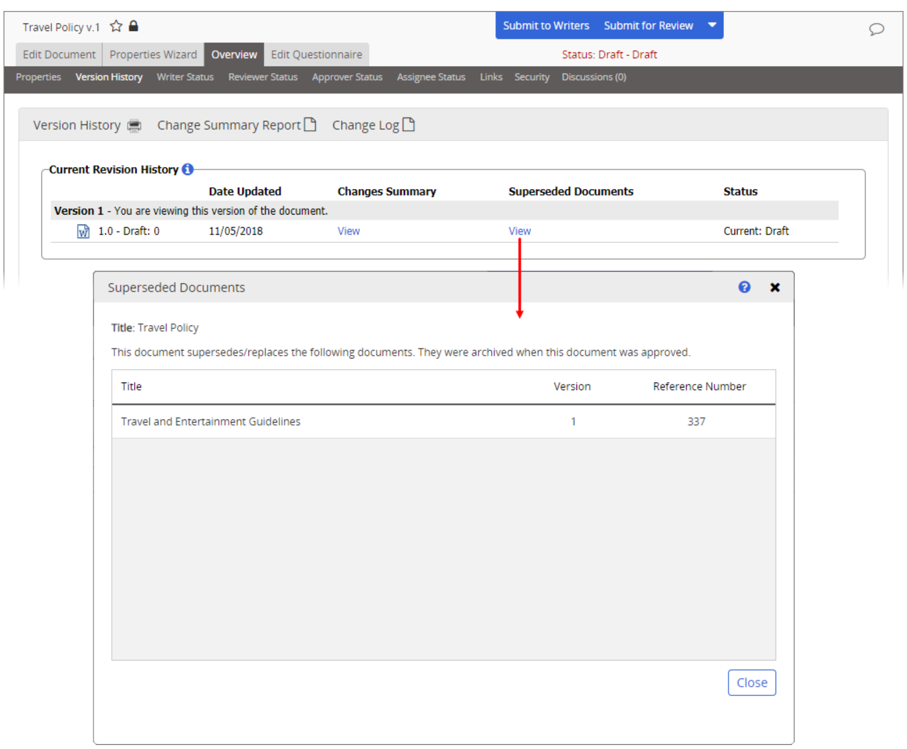


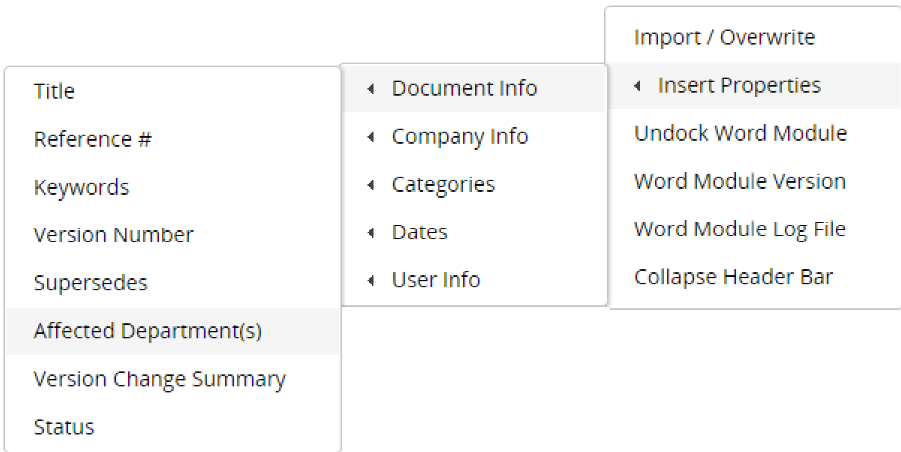
TABLE OF CONTENTS FOR DOCUMENT PROPERTY DETAILS

Affected Department(s)

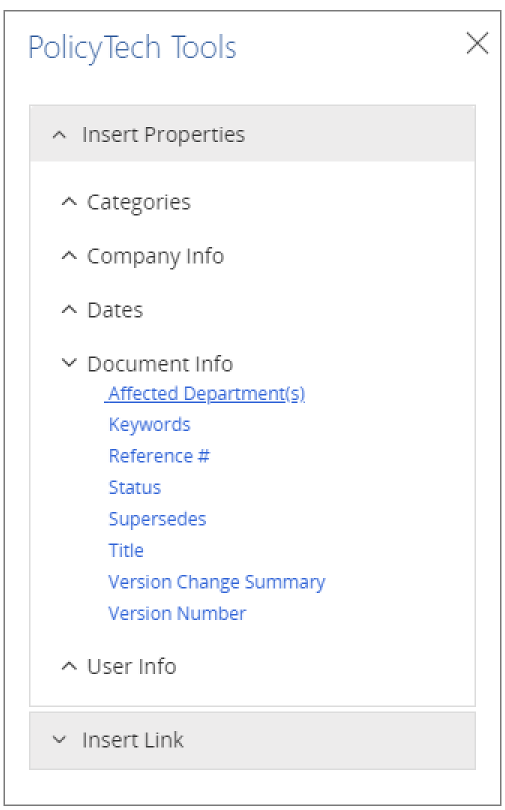
Note: Inserting affected departments from the **Document Info** menu is the same as inserting them from the **Categories** menu.

Location on **Insert Properties** menu:

When using WordModulePlus



When using Office Online Integration



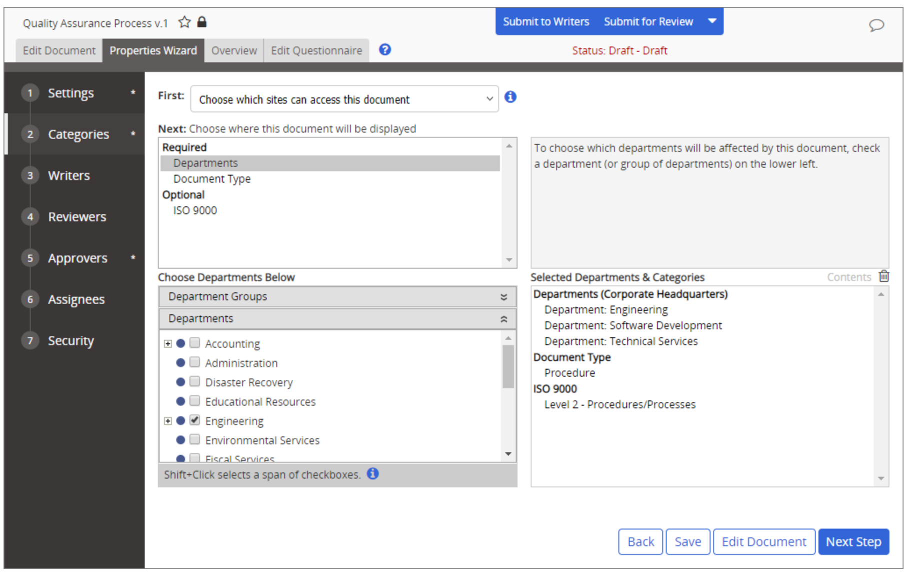
Example of an inserted list of affected departments:

NAVEX Global

Travel Policy

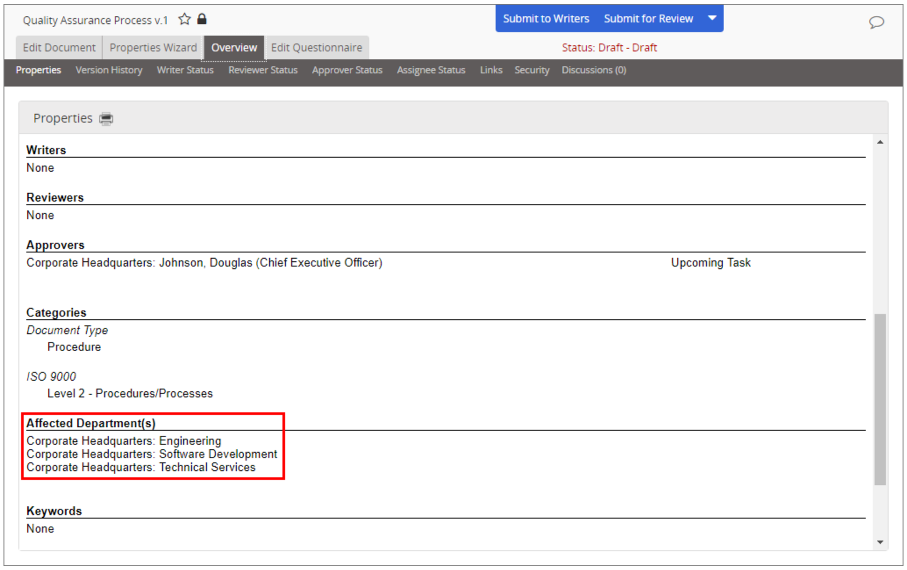
Document Details	
Version	1
Reference #	302
Keywords	expense, entertainment, mileage
Supersedes	v.1 Travel and Entertainment Guidelines
Affected Departments	Administration, Human Resources
Version Change Summary	Not Set
Status	Draft

Source: When creating a document, the document owner selects which departments will have access to the document. (**Properties Wizard** > **Departments & Categories** > **Departments**)



When it changes: The document owner or administrator can change the department selections anytime in any active (unarchived) document.

Where to view: The list of affected departments you insert will be the same as the one displayed in the document overview. (**Overview** > **Properties**)



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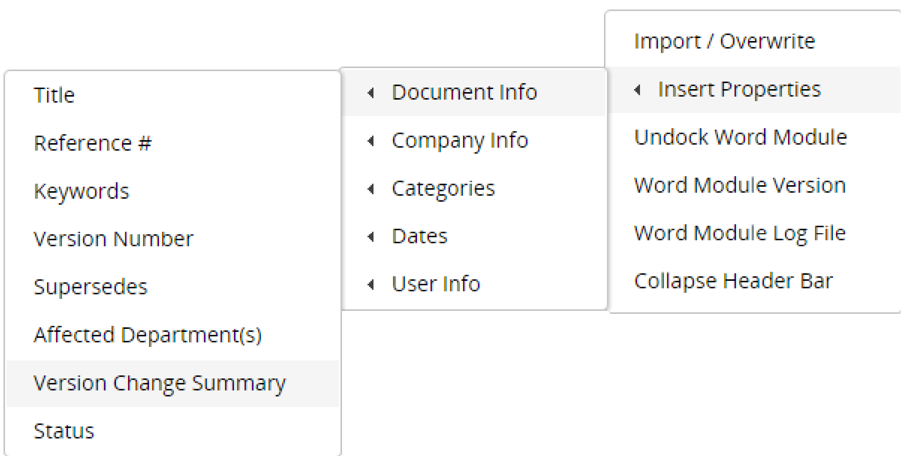
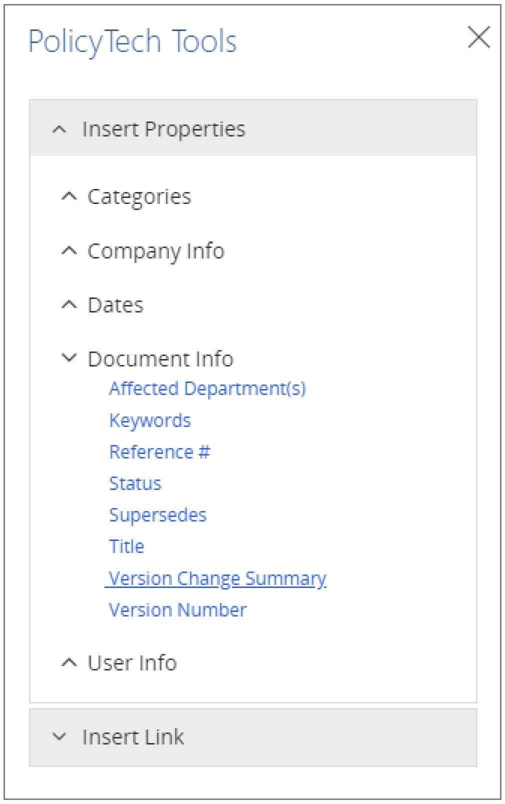
Version Change Summary

Location on **Insert Properties** menu:

When using WordModulePlus

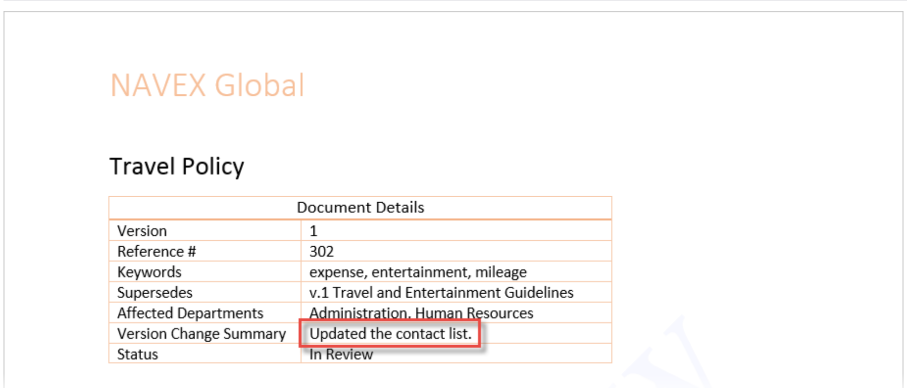


When using Office Online Integration



Example of an inserted version change summary:

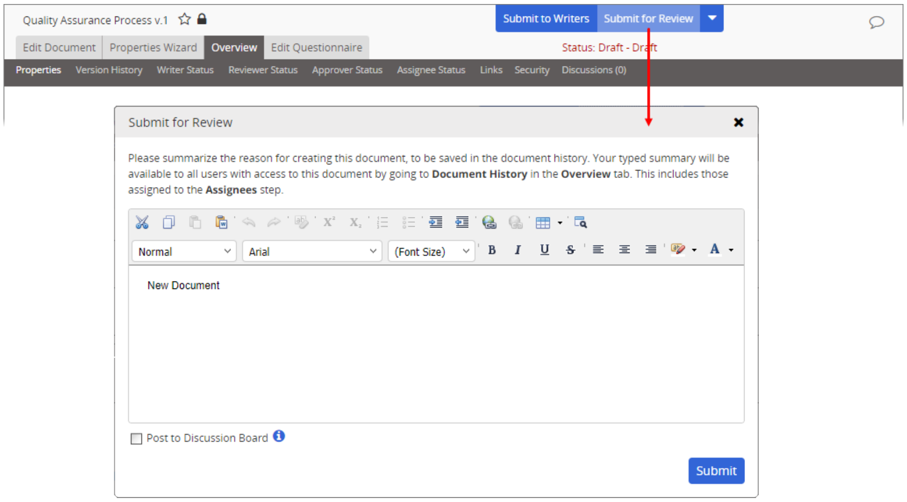
> **Note:** The document owner can, optionally, enter a version change summary when taking any action that moves the document out of draft status, such as when sending the document to review or approval. If you are creating the first version of a document and it is still in draft status, the inserted field will contain "Not Set."


NAVEX Global

Travel Policy

Document Details	
Version	1
Reference #	302
Keywords	expense, entertainment, mileage
Supersedes	v.1 Travel and Entertainment Guidelines
Affected Departments	Administration, Human Resources
Version Change Summary	Updated the contact list.
Status	In Review

Source: When a document owner creates a new version of a document and then submits it for review or approval, he or she has a chance to specify the changes made in the new version. If the document owner does not specify changes, the text "New Document" or "New Version" appears by default. (**Properties Wizard** > **Departments & Categories** > **Departments**)



When it changes: The document owner or administrator can change the version change summary only if the document is sent back to draft and then resubmitted to review or approval. An administrator can edit the change summary in any active (unarchived) document.

Where to view: The version change summary you insert will be the same as the one displayed in the Overview. (**Overview** > **Version History** > **View** (in **Changes Summary** column))

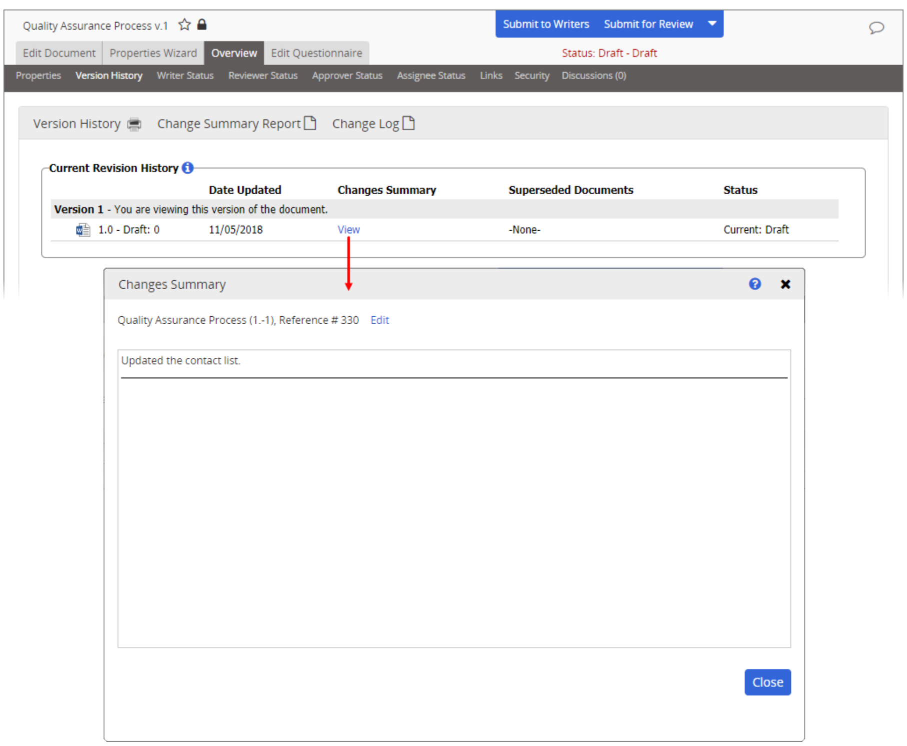
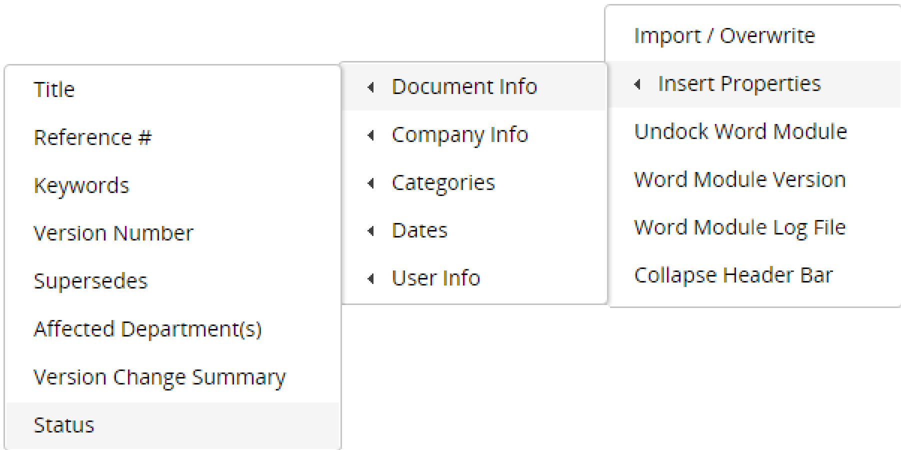


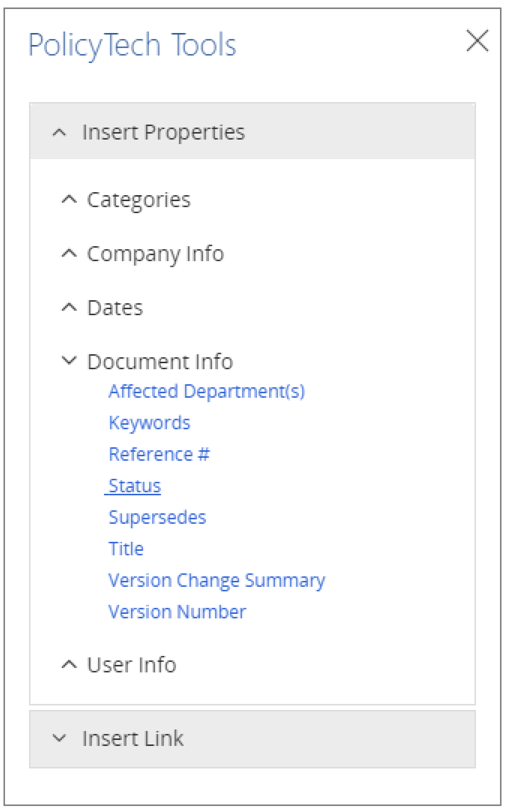
TABLE OF CONTENTS FOR DOCUMENT PROPERTY DETAILS

Status

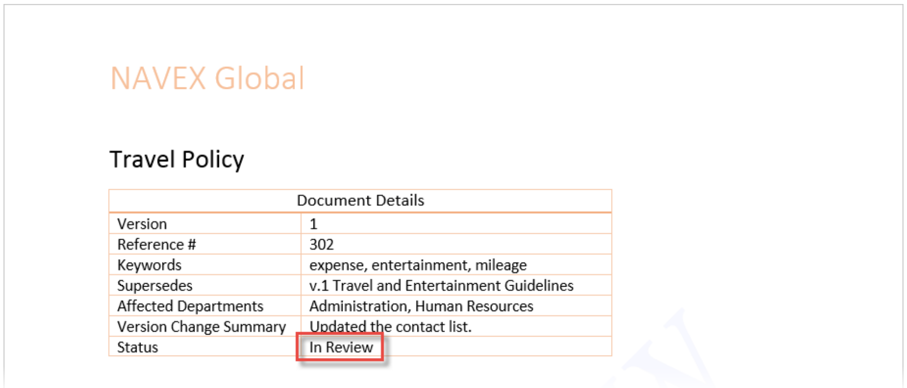
Location on **Insert Properties** menu:



When using Office Online Integration



Example of an inserted status:



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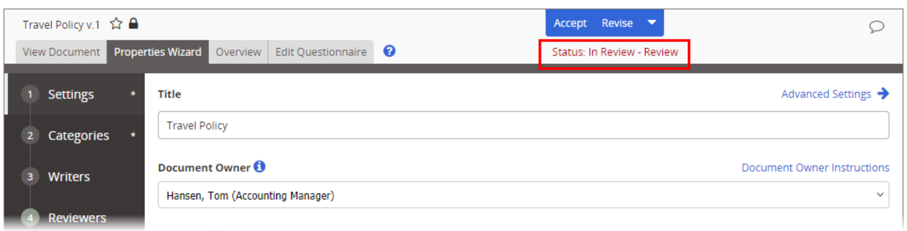
Travel Policy

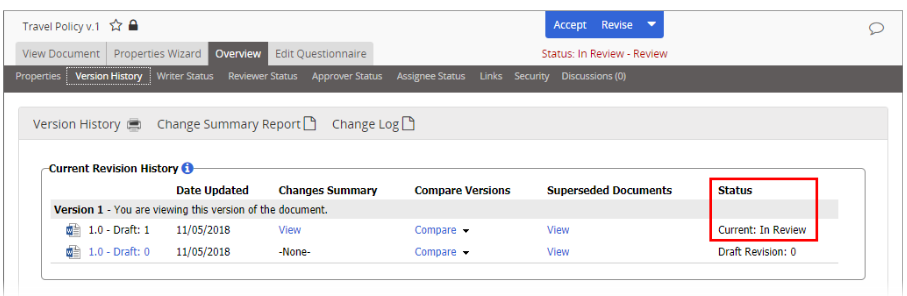
Document Details	
Version	1
Reference #	302
Keywords	expense, entertainment, mileage
Supersedes	v.1 Travel and Entertainment Guidelines
Affected Departments	Administration, Human Resources
Version Change Summary	Updated the contact list.
Status	In Review

Source: The status is determined by the workflow step the document is currently in. Possible statuses include Draft, Collaboration, Review, Approval, Pending, Published, and Archived.

When it changes: A document's status changes whenever it is moved from one workflow step to another. This can be done manually, such as when a document owner submits a document to Review, or automatically, such as when a document is moved to Approval once all assigned reviewers accept the document.

Where to view: The status you insert will be the same as the one displayed at the top of the document window and in the **Version History** page. (**Overview** > **Version History**)





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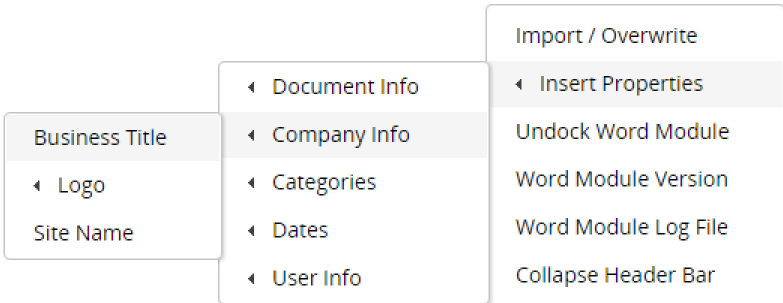
Company Info Fields

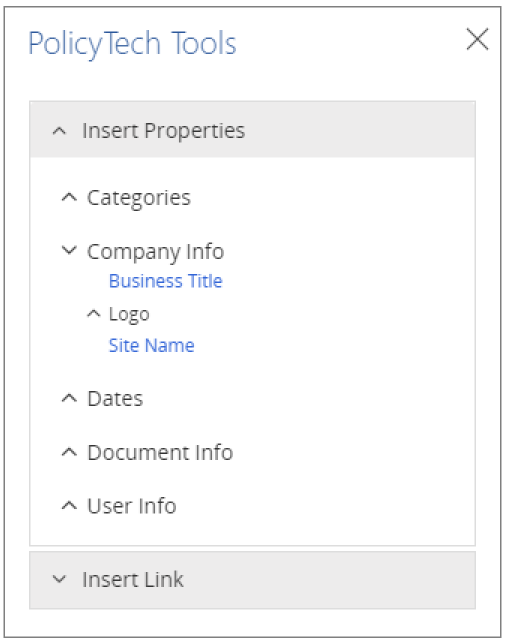
Business Title

Location on **Insert Properties** menu:

When using WordModulePlus

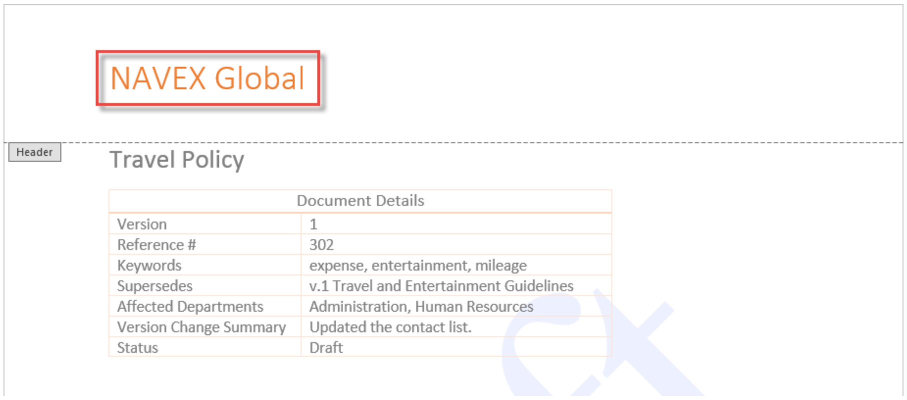


When using Office Online Integration

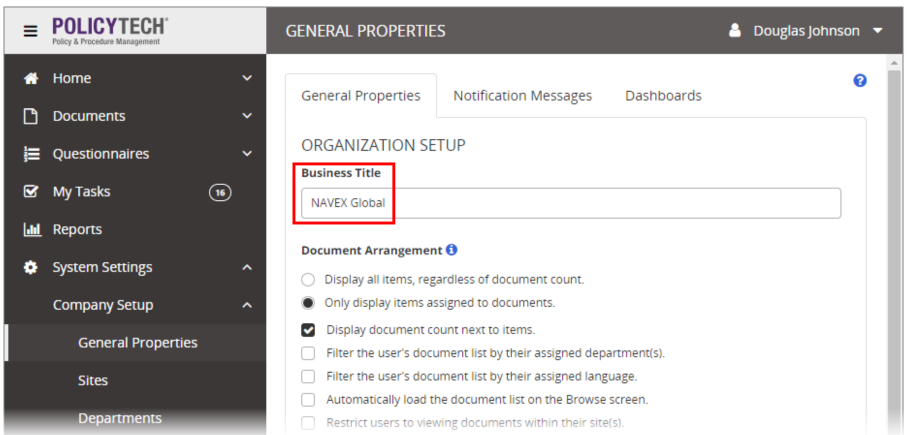


Example of an inserted business title:

Note: When setting up PolicyTech, specifying a business title is optional. If no business title has been provided, the inserted field contains "Not Set."

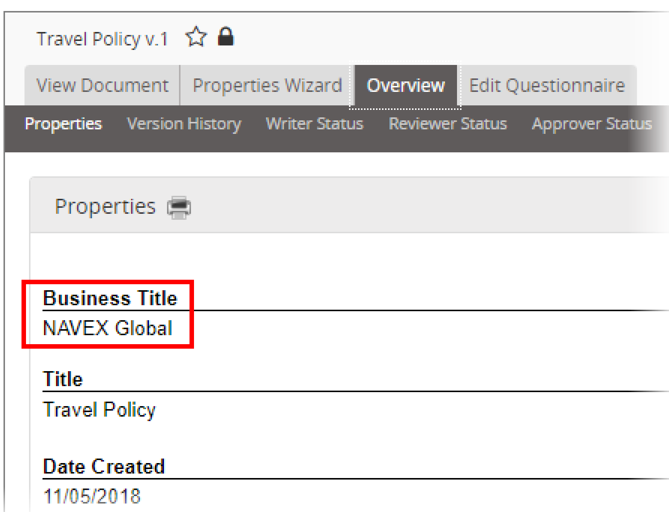


Source: The administrator has the option to specify a business title while setting up PolicyTech. (**System Settings** > **Company Setup** > **General Properties** > **Business Title**)



When it changes: The administrator can change the business title anytime.

Where to view: The business title you insert will be the same as the one displayed in the document overview. (**Overview** > **Properties**)



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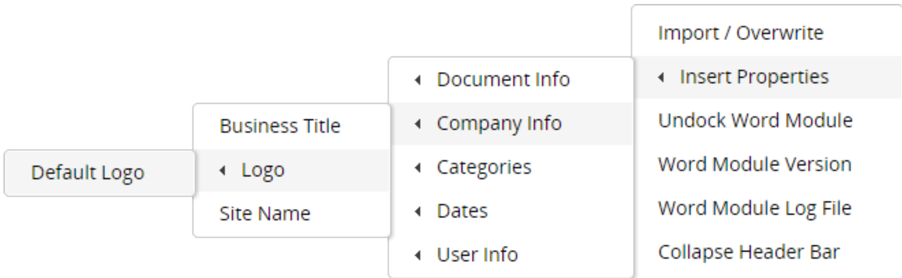
Logo

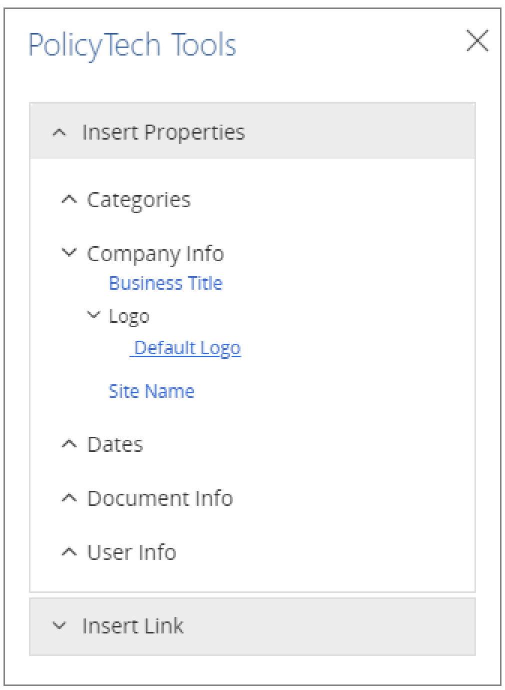
The **Logo** option appears only if a logo graphic file has been uploaded in **Company Setup** in **System Settings** or in the current site settings.

Location on **Insert Properties** menu:

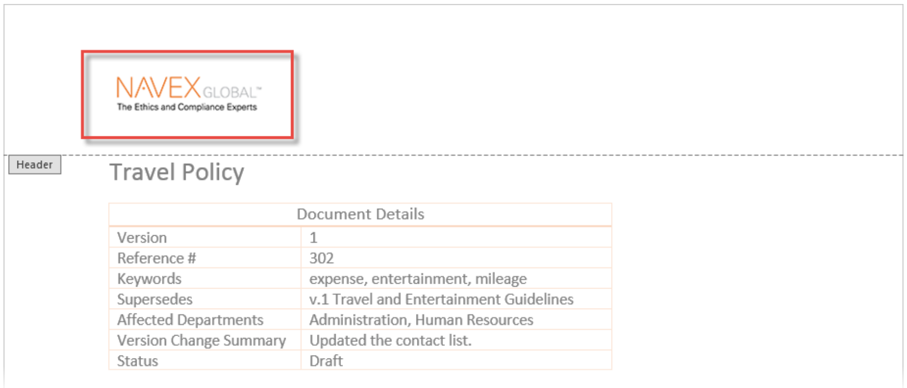
When using WordModulePlus



When using Office Online Integration



Example of an inserted logo:



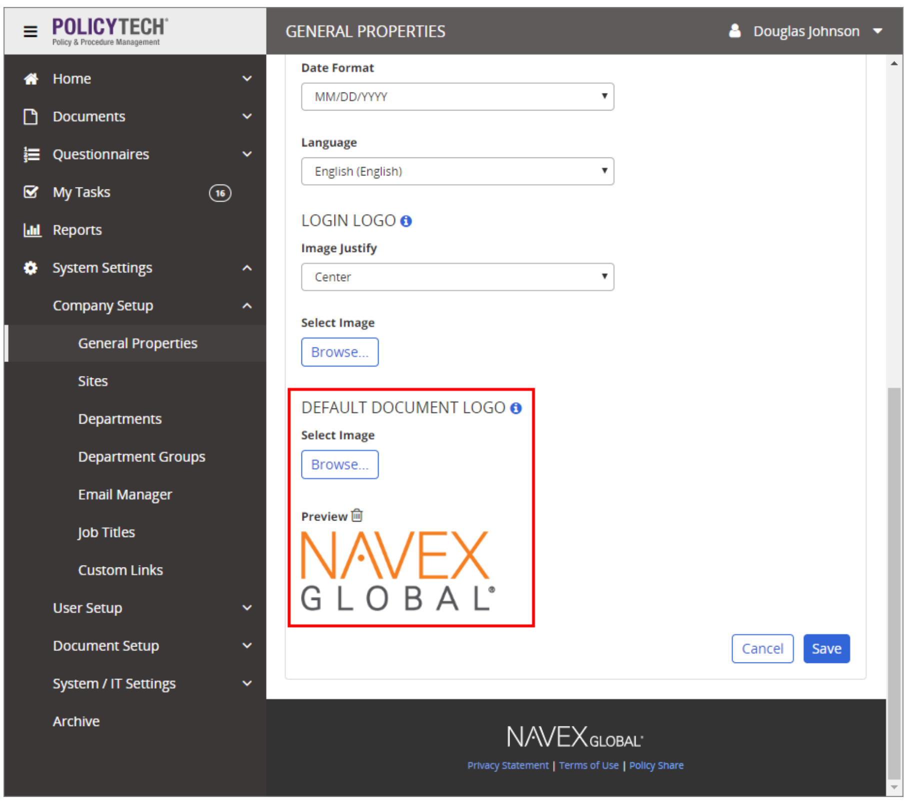
NAVEX GLOBAL™
The Ethics and Compliance Experts

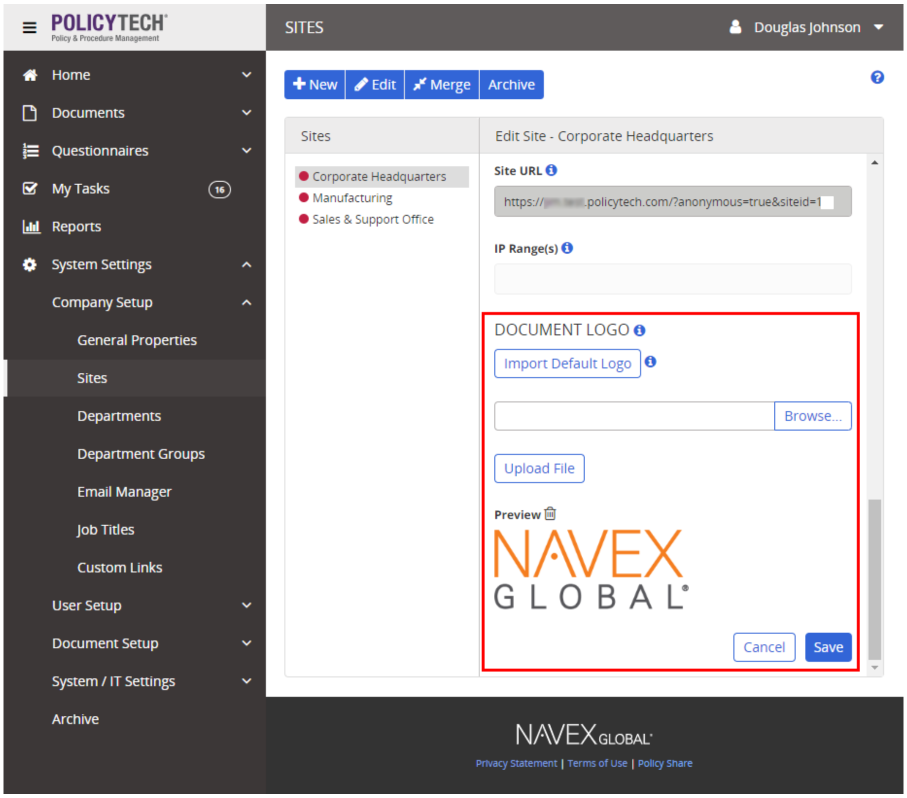
Header

Travel Policy

Document Details	
Version	1
Reference #	302
Keywords	expense, entertainment, mileage
Supersedes	v.1 Travel and Entertainment Guidelines
Affected Departments	Administration, Human Resources
Version Change Summary	Updated the contact list.
Status	Draft

Source: The administrator has the option to upload a company logo graphic file while setting up PolicyTech or a site. (**System Settings** > **Company Setup** > **General Properties** > **Default Document Logo** or **System Settings** > **Company Setup** > **Sites** > **New** or **Edit**)





When it changes: The administrator can upload a different logo graphic or delete the current one anytime.

Where to view: Unless you have been assigned the Administrator role, the only way to view the current default logo is to insert it into a document.

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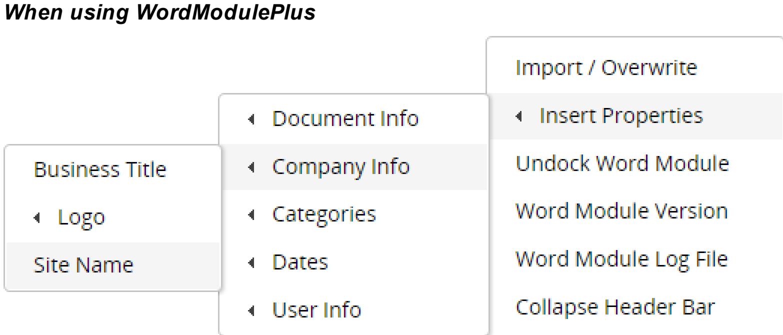
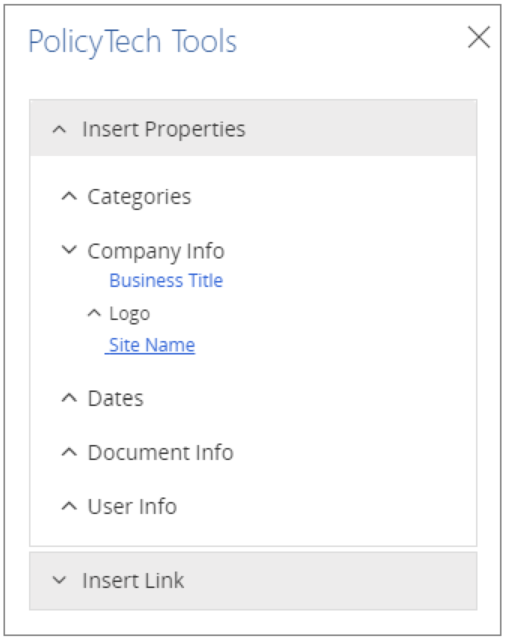
Site Name

Location on **Insert Properties** menu:

When using WordModulePlus



When using Office Online Integration



Example of an inserted site name:

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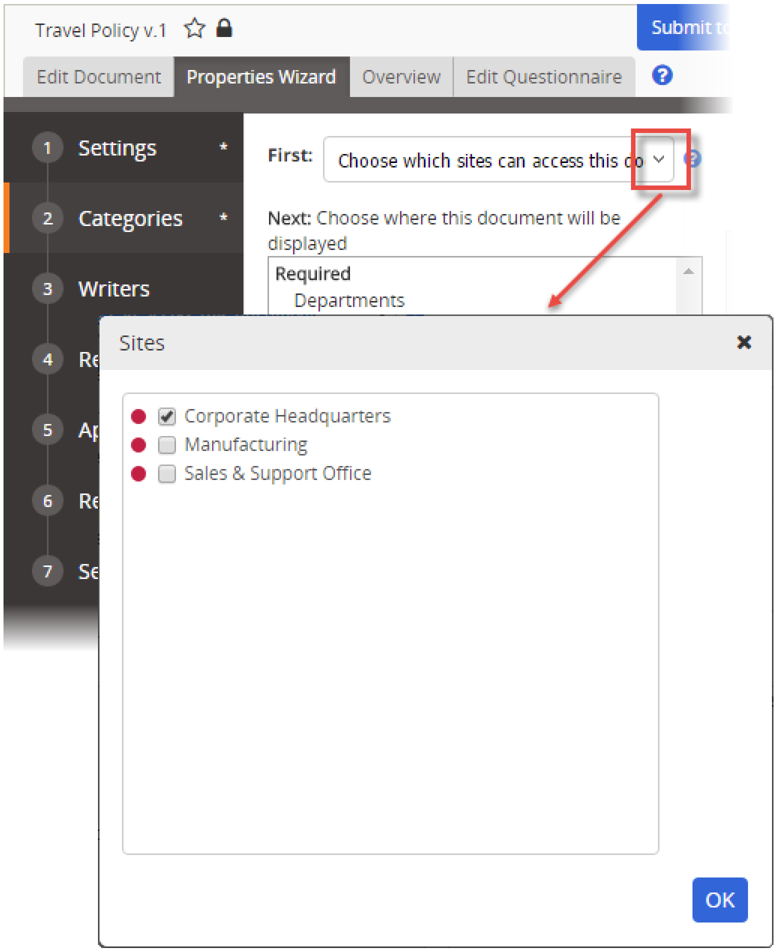
Travel Policy

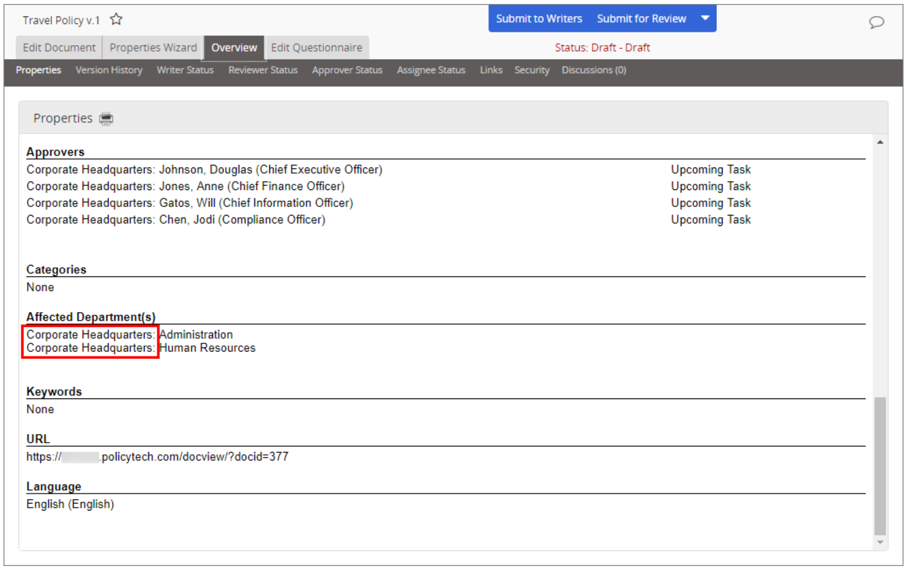
Document Details	
Version	1
Reference #	302
Keywords	expense, entertainment, mileage
Supersedes	v.1 Travel and Entertainment Guidelines
Site	Corporate Headquarters
Affected Departments	Administration, Human Resources
Version Change Summary	Updated the contact list.
Status	Draft

Source: While creating a document, the document owner selects the sites where the document will be accessible. (**Properties Wizard** > **Departments & Categories** > **First: Choose which sites can access this document**).



When it changes: The document owner or administrator can change the site assignments anytime for any active (unarchived) document.

Where to view: The site name list you insert will be the same as the ones displayed with affected departments in the document overview. (**Overview** > **Properties**)



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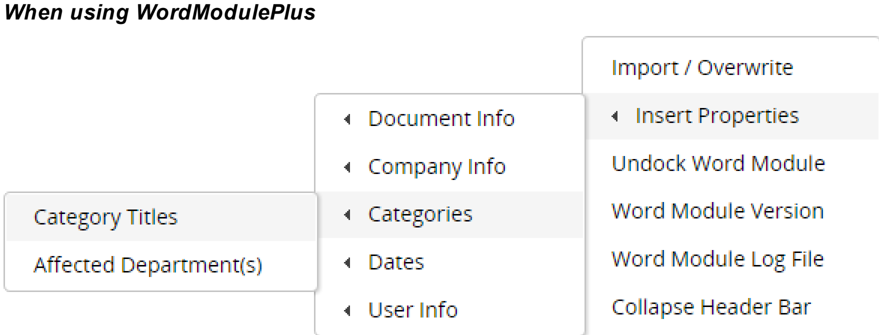
Category Fields

Category Titles

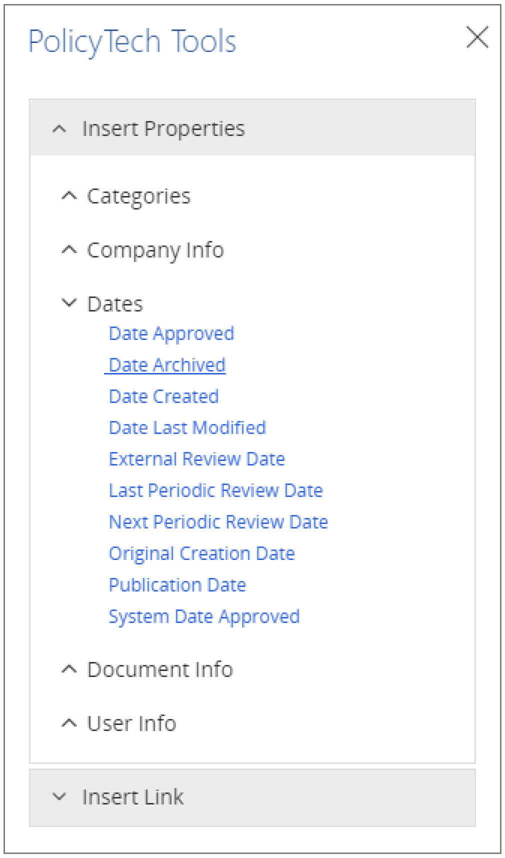
> **Note:** This option inserts a list of all top-level categories a document is assigned to. To insert a single category name, see Category Name below.

Location on **Insert Properties** menu:

When using WordModulePlus

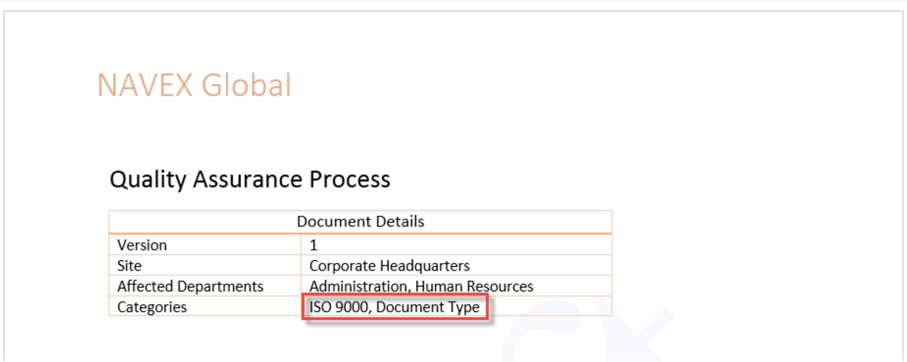


When using Office Online Integration

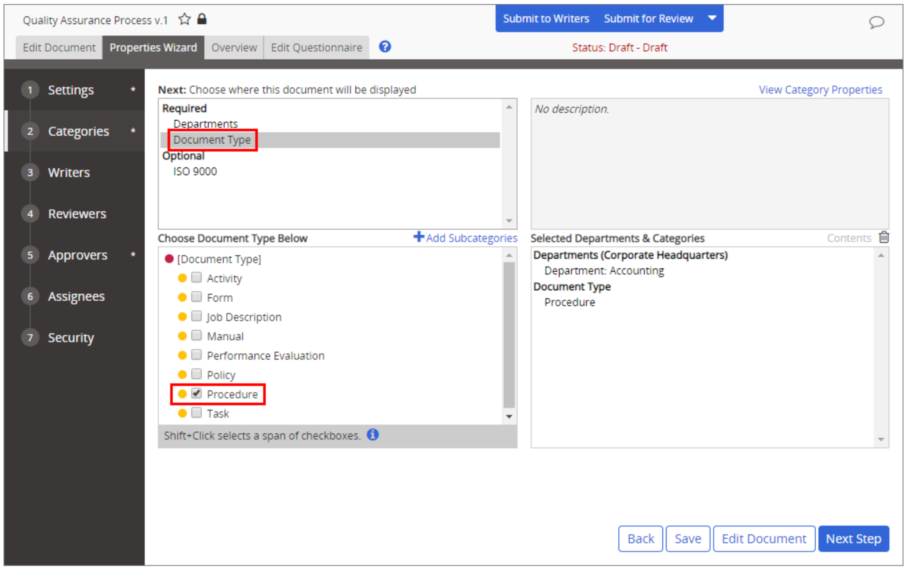


Example of an inserted list of category titles:

> **Note:** Assigning a document to categories is optional. If no categories are selected, the inserted field contains "Not Set."

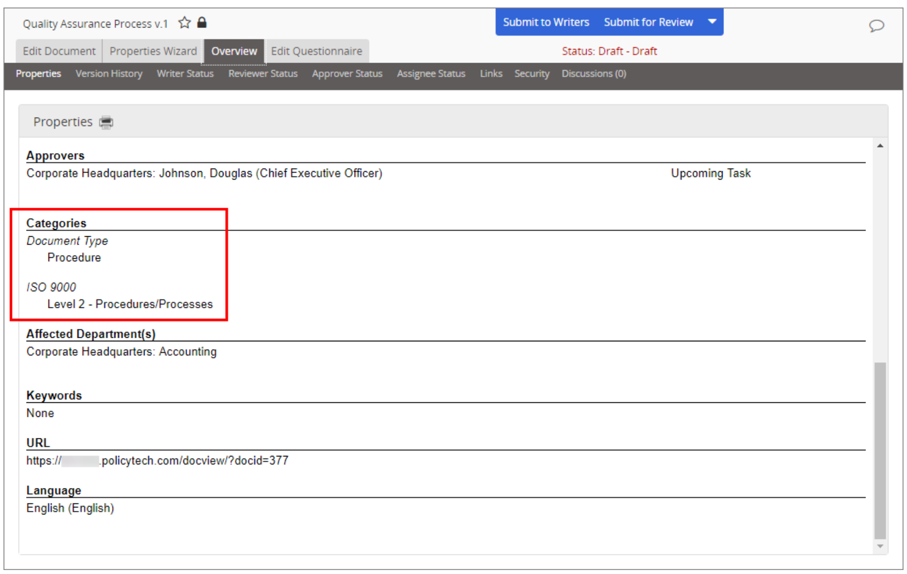


Source: While creating a document, the document owner can assign a document to categories. (**Properties Wizard** > **Departments & Categories** > **[*category name*]** > **[*subcategory name*]**)



When it changes: The document owner or administrator can change the category assignments anytime in any active (unarchived) document.

Where to view: The category titles you insert will be the same as those displayed in the document overview. (**Overview** > **Properties**)



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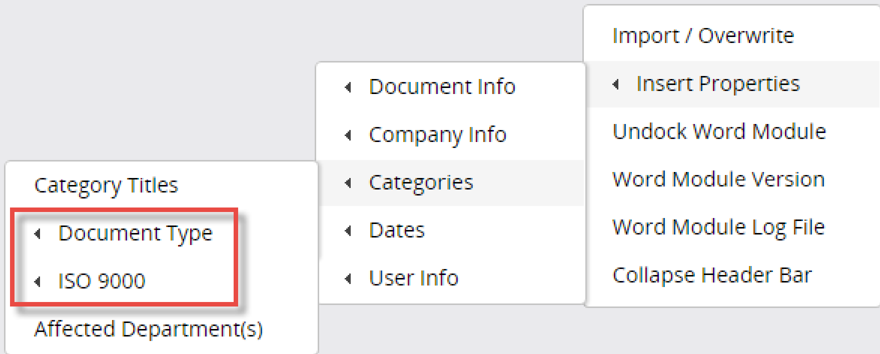
Category Name

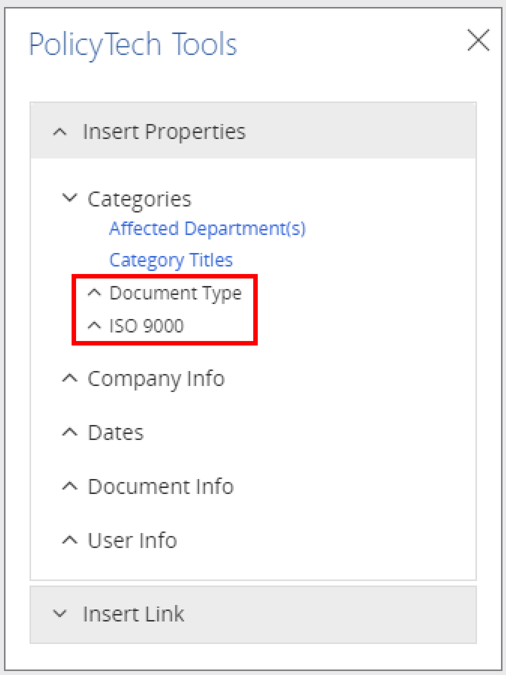
> **Note:** When a document owner assigns a subcategory to a document, that subcategory's top-level category name appears on the **Categories** submenu of **Insert Properties**. The image below shows a **Categories** submenu of a document assigned to subcategories of the **Document Type**

and **ISO 9000** top-level categories.

When using WordModulePlus

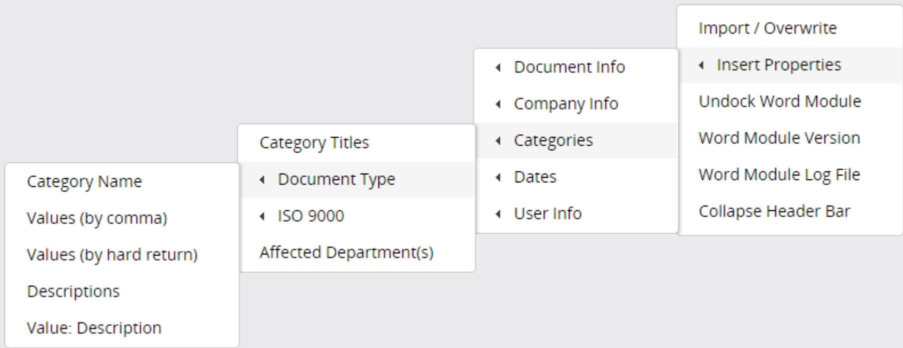


When using Office Online Integration

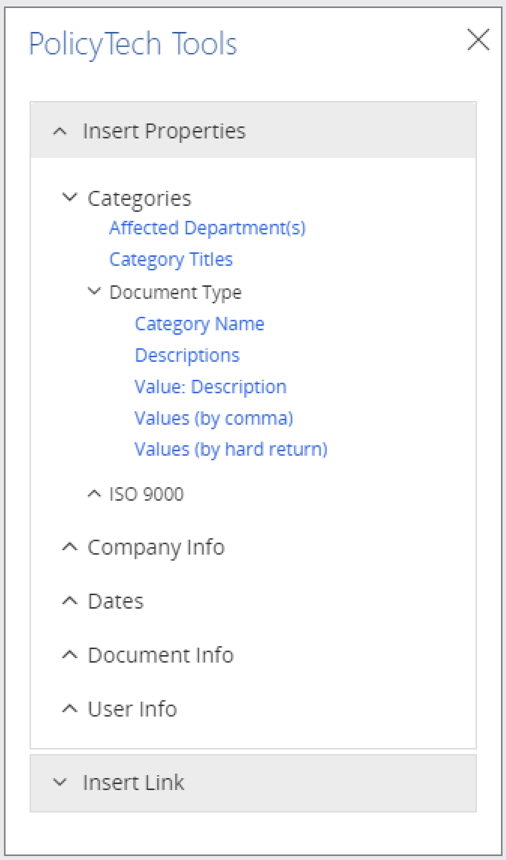


Each top-level category option on the **Categories** menu also has a submenu, each of which is the same as the one shown for the **Document Type** category below.

When using WordModulePlus

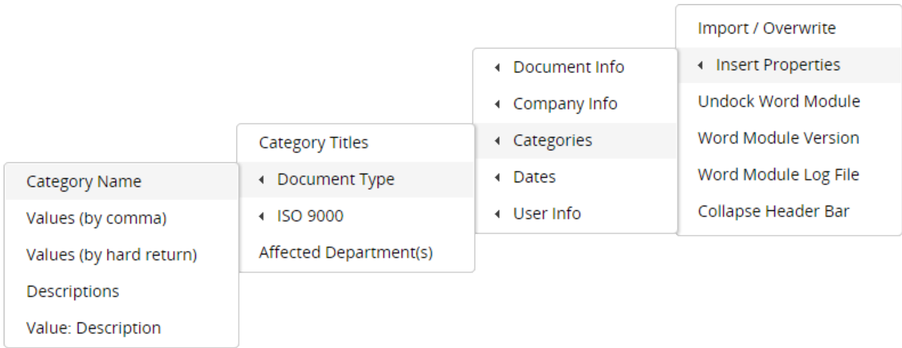


When using Office Online Integration

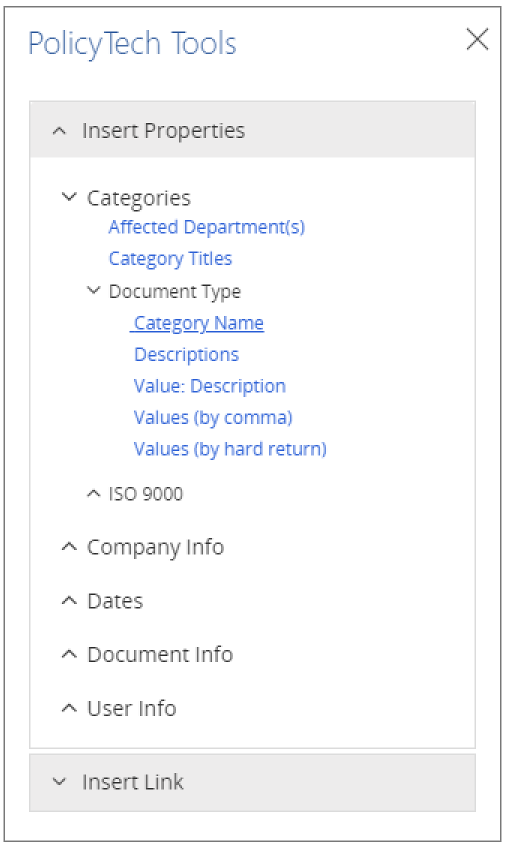


Location on **Insert Properties** menu: The image below shows the **Category Name** option on the assigned category submenu called **Document Type**. The categories defined for any given company and the categories assigned to any given document will vary, so the category names you see will most likely be different than the ones in the image below.

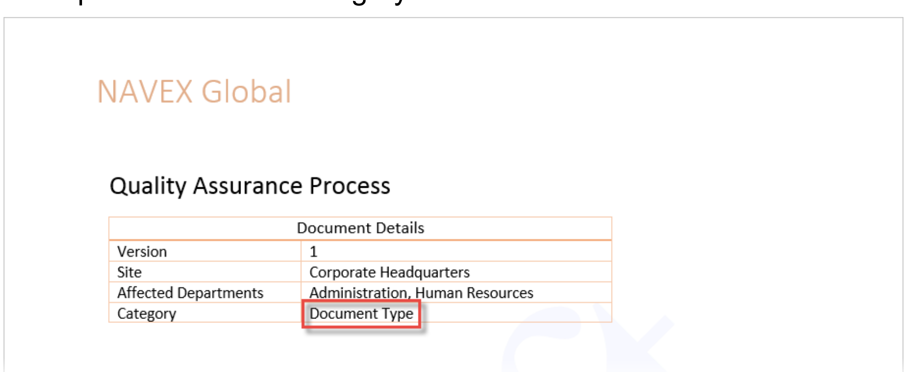
When using WordModulePlus



When using Office Online Integration

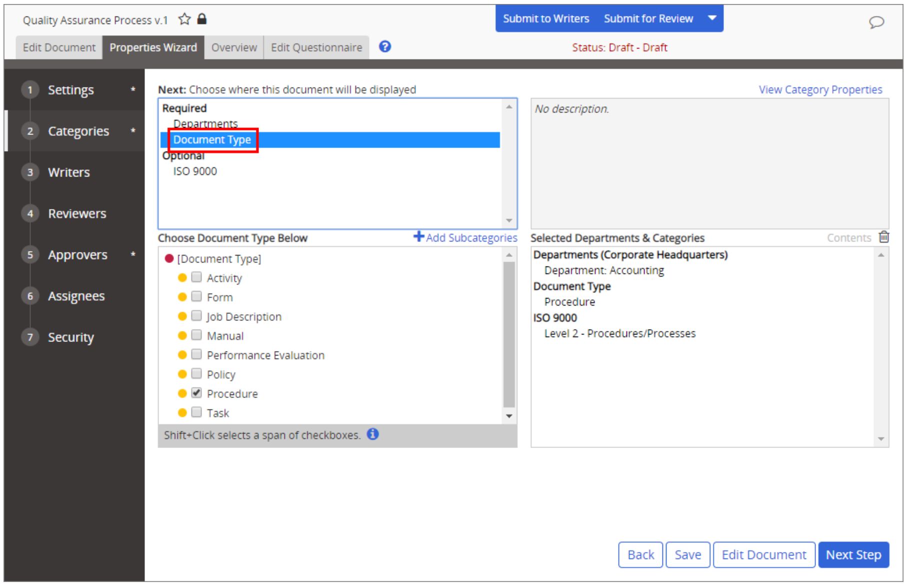


Example of an inserted category name:



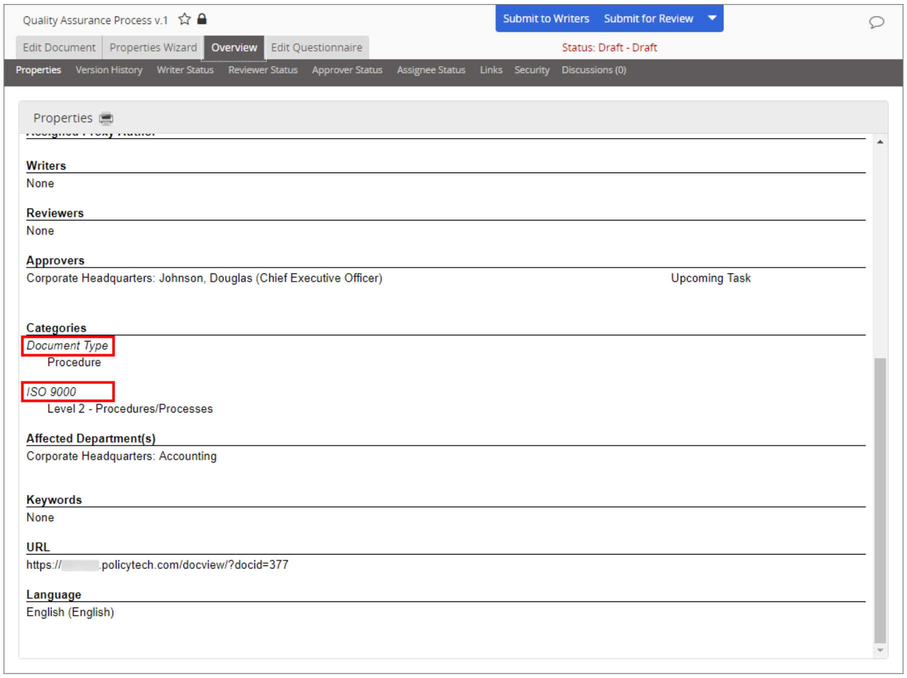
Source: The document owner can assign subcategories to a document while creating it. (**Properties Wizard** > **Departments & Categories** > **[*category name*]** > **[*subcategory name*]**)

Note: Only a subcategory (such as **Procedure** in the screenshot below) can be assigned to a document, not a top-level category (such as **Document Type**). The **Category Name** property represents the top-level category under which a subcategory has been assigned.



When it changes: The document owner or administrator can change subcategory assignments anytime in any active (unarchived) document.

Where to view: The assigned category name you insert will be the same as the one displayed in the document overview. (**Overview** > **Properties**)



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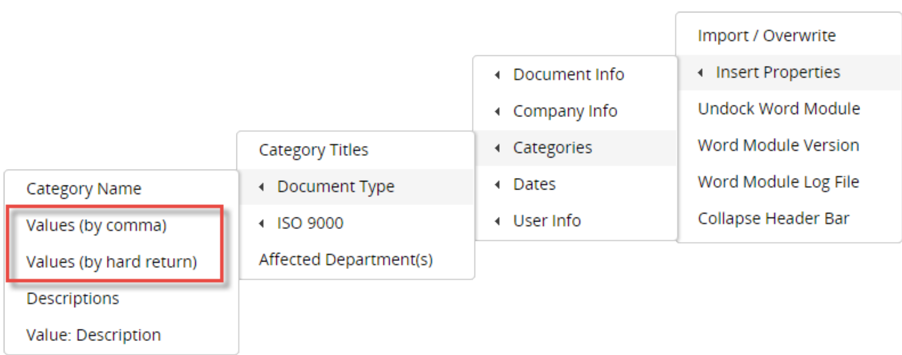
Values (by comma) and Values (by hard return)

Values are assigned subcategories under a top-level category.

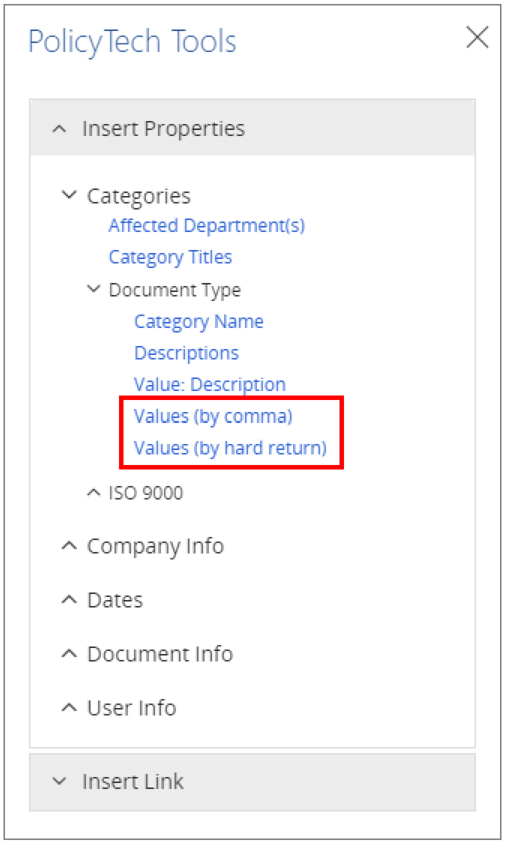
> **Note:** Depending on how a top-level category was set up, it may allow multiple subcategory assignments or only one.

Location on **Insert Properties** menu:

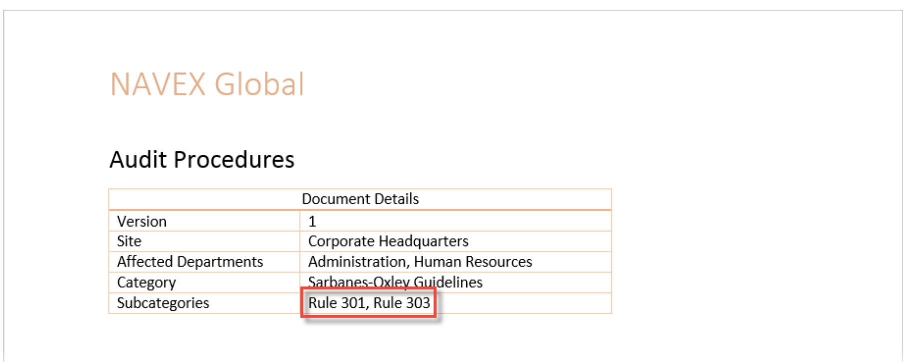
When using WordModulePlus



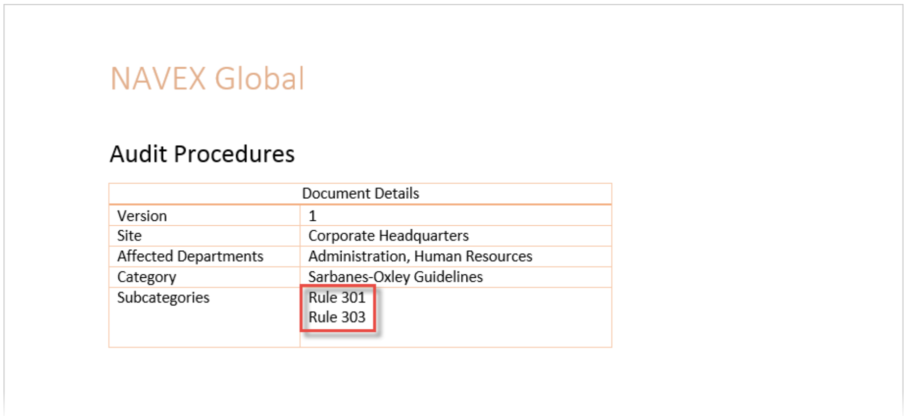
When using Office Online Integration



Example of an inserted list of subcategory (value) names, separated by commas:



Example of an inserted list of subcategory (value) names, separated by hard returns:

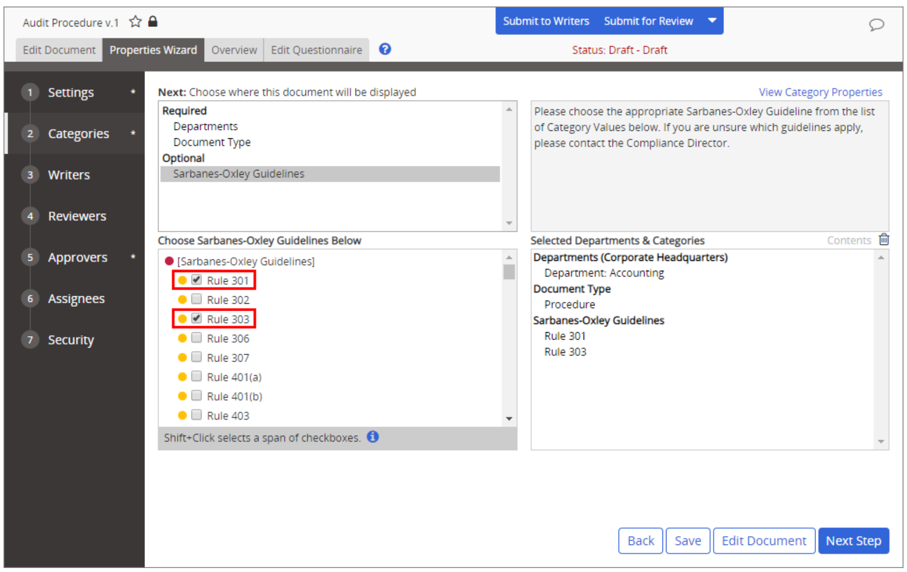


NAVEX Global

Audit Procedures

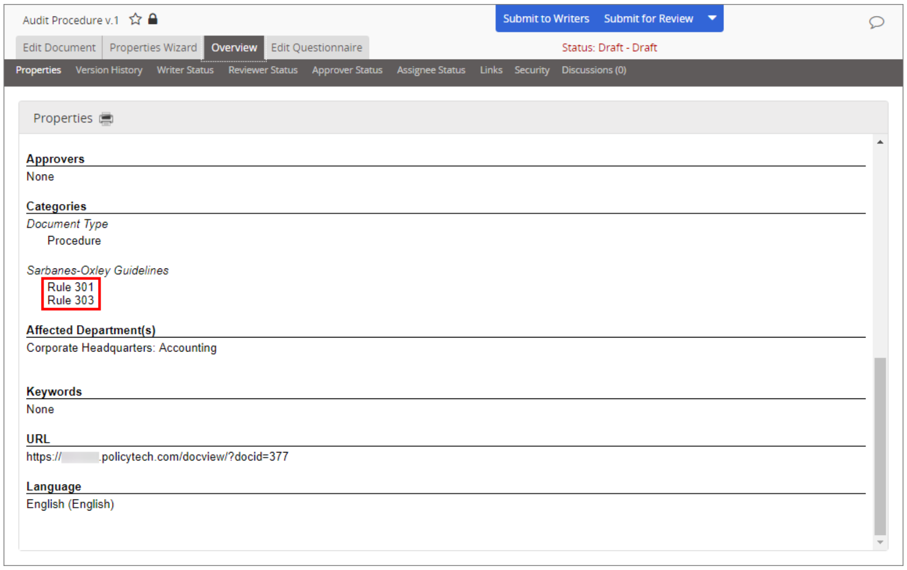
Document Details	
Version	1
Site	Corporate Headquarters
Affected Departments	Administration, Human Resources
Category	Sarbanes-Oxley Guidelines
Subcategories	Rule 301 Rule 303

Source: The document owner assigns subcategories to a document while creating it. (**Properties Wizard** > **Departments & Categories** > **[*category name*]** > **[*subcategory names*]**)



When it changes: The document owner or administrator can change the category assignments anytime in any active (unarchived) document.

Where to view: The assigned category values you insert will be the same as those displayed in the document overview. (**Overview** > **Properties**)



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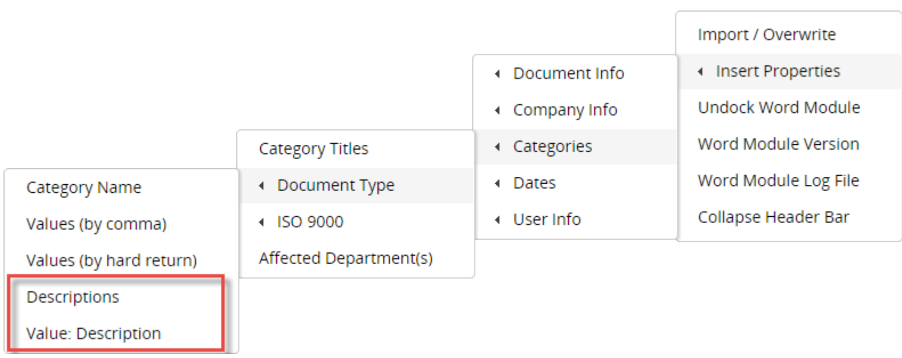
Descriptions and Value Description

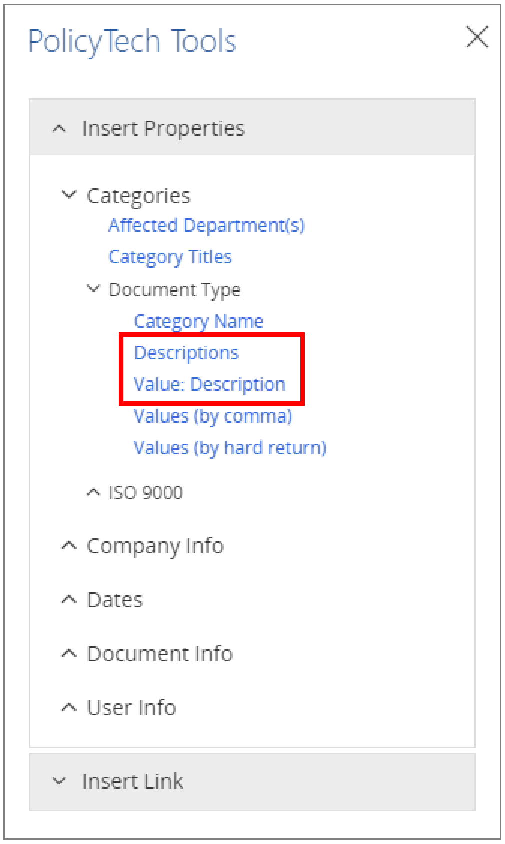
A value is an assigned subcategory under a top-level category. When setting up PolicyTech, an administrator can include subcategory descriptions. The **Descriptions** option inserts only the subcategory description, while the **Value: Description** inserts both the subcategory's name and its description.

Location on **Insert Properties** menu:

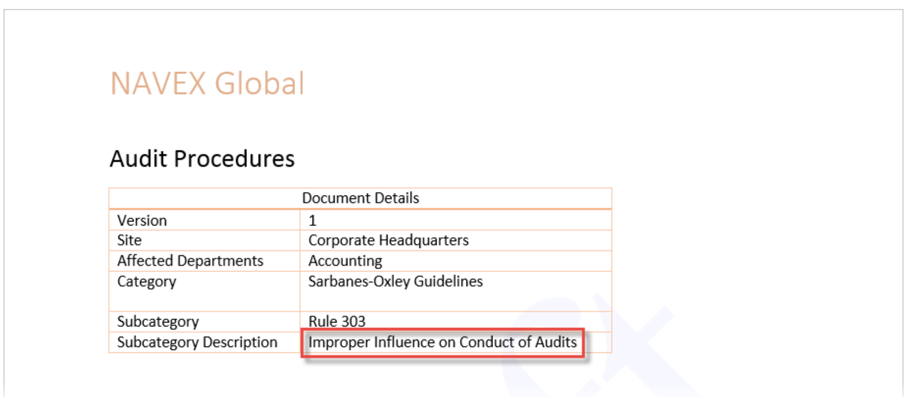
When using WordModulePlus



When using Office Online Integration



Example of inserted subcategory description (**Descriptions** option):

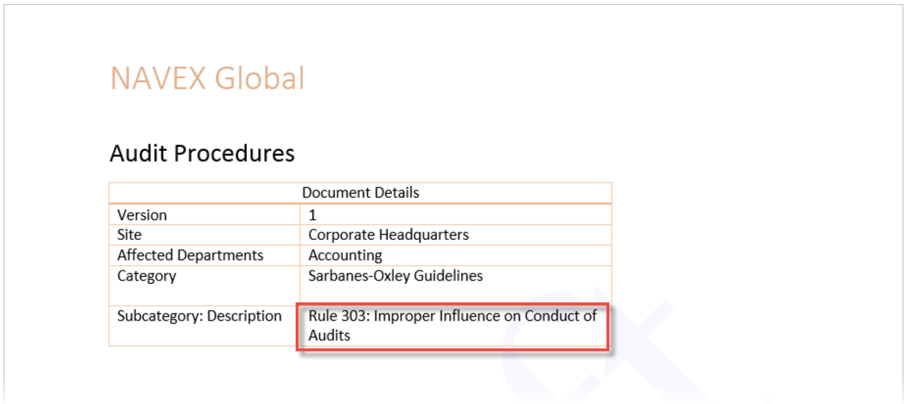


NAVEX Global

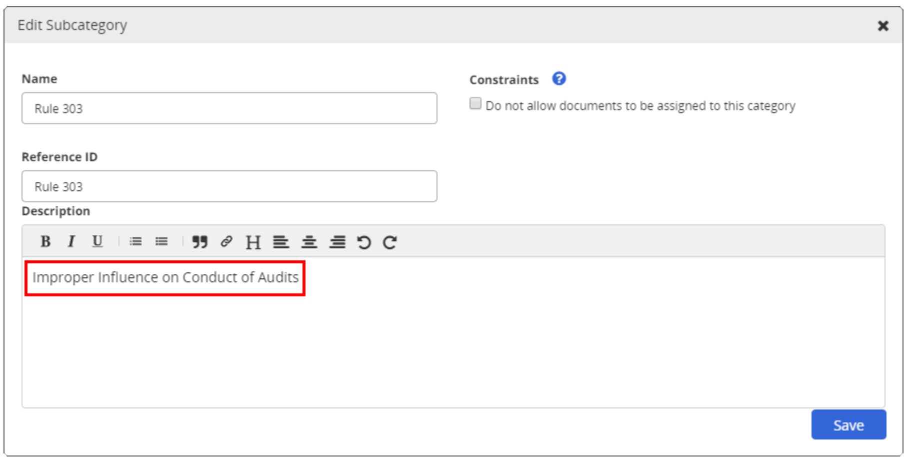
Audit Procedures

Document Details	
Version	1
Site	Corporate Headquarters
Affected Departments	Accounting
Category	Sarbanes-Oxley Guidelines
Subcategory	Rule 303
Subcategory Description	Improper Influence on Conduct of Audits

Example of inserted descriptions, including subcategory descriptions (**Value: Description** option):

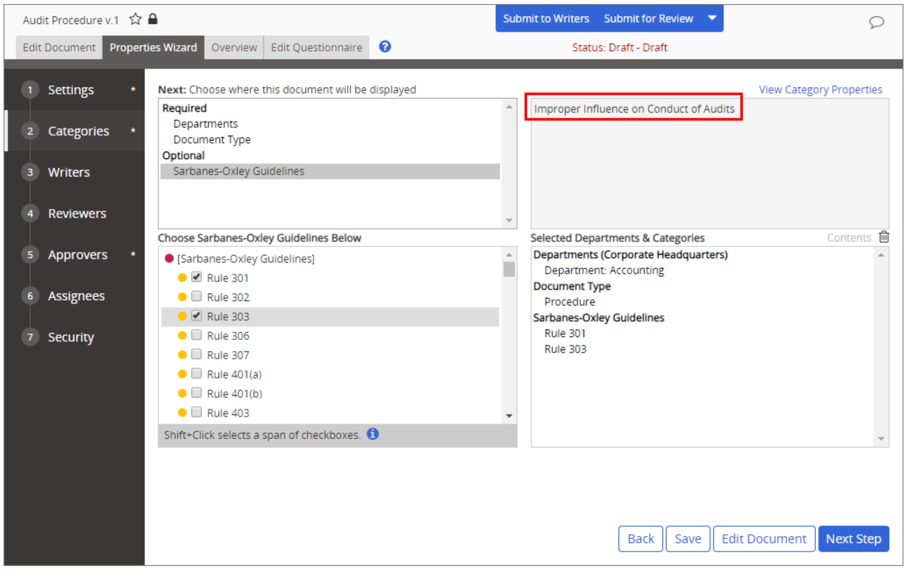


Source: An control administrator can enter descriptions while creating categories. (**System Settings** > **Document Setup** > **Categories** > **New Subcategory** or **Edit Subcategory** > **Description**)



When it changes: The administrator can change the category descriptions anytime.

Where to view: The category descriptions you insert will be the same as those displayed when assigning a category in the **Properties Wizard**. (**Properties Wizard** > **Departments & Categories** > **[*category name*]** > **[*subcategory name*]**)



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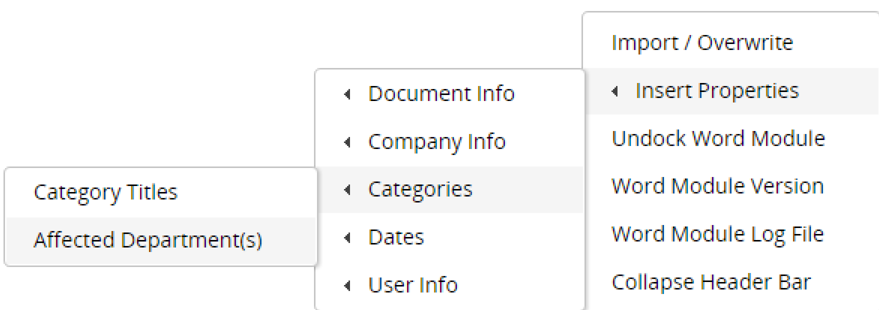
Affected Department(s)

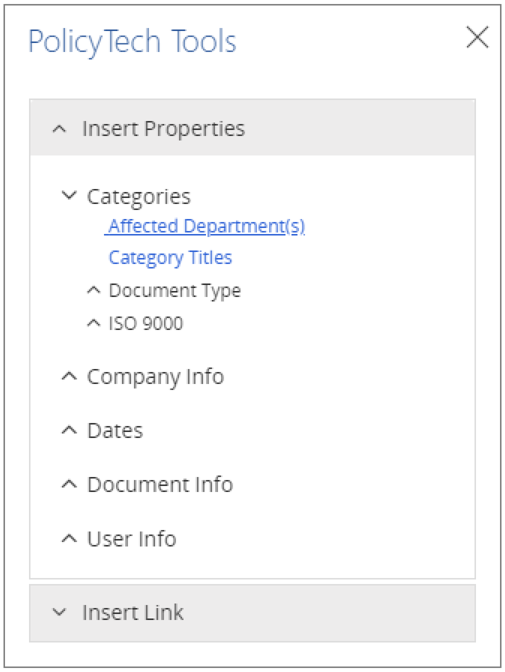
Note: Inserting affected departments from the **Categories** menu is the same as inserting them from the **Document Info** menu.

Location on **Insert Properties** menu:

When using WordModulePlus



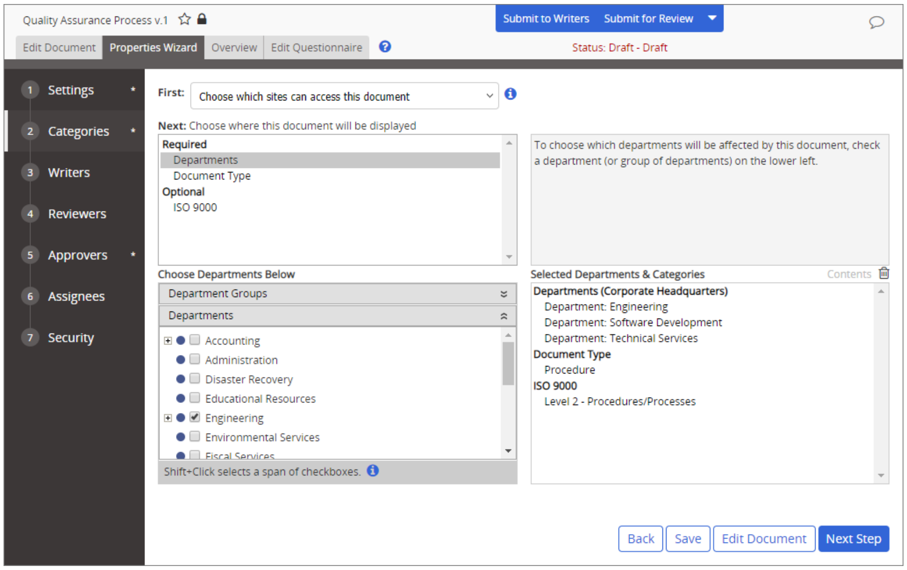
When using Office Online Integration



Example of an inserted list of affected departments:

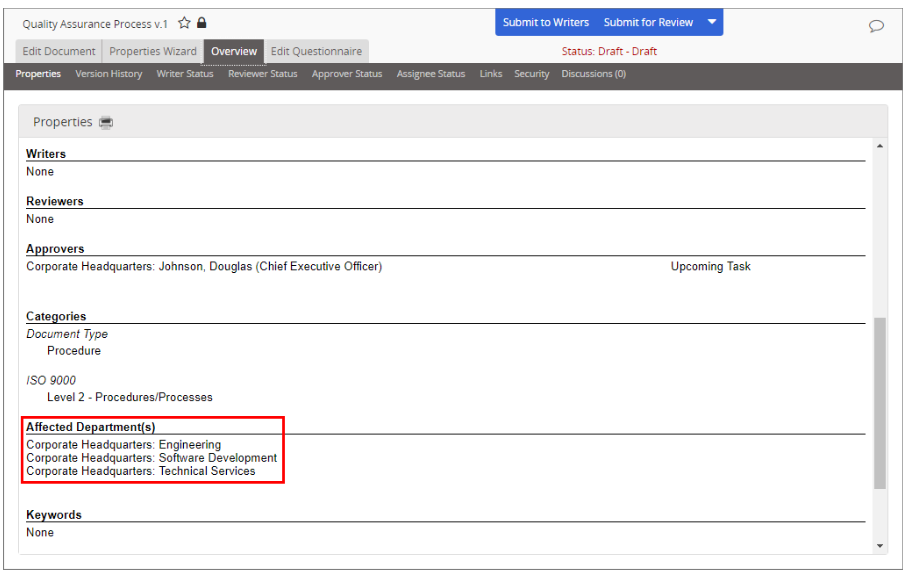
Document Details	
Version	1
Reference #	302
Keywords	expense, entertainment, mileage
Supersedes	v.1 Travel and Entertainment Guidelines
Affected Departments	Administration, Human Resources
Version Change Summary	Not Set
Status	Draft

Source: When creating a document, the document owner selects which departments will have access to the document. (**Properties Wizard** > **Departments & Categories** > **Departments**)



When it changes: The document owner or administrator can change the department selections anytime in any active document.

Where to view: The list of affected departments you insert will be the same as the one displayed in the document overview. (**Overview** > **Properties**)



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Date Fields

Publication Date

Date Archived

Original Creation Date

Date Last Modified

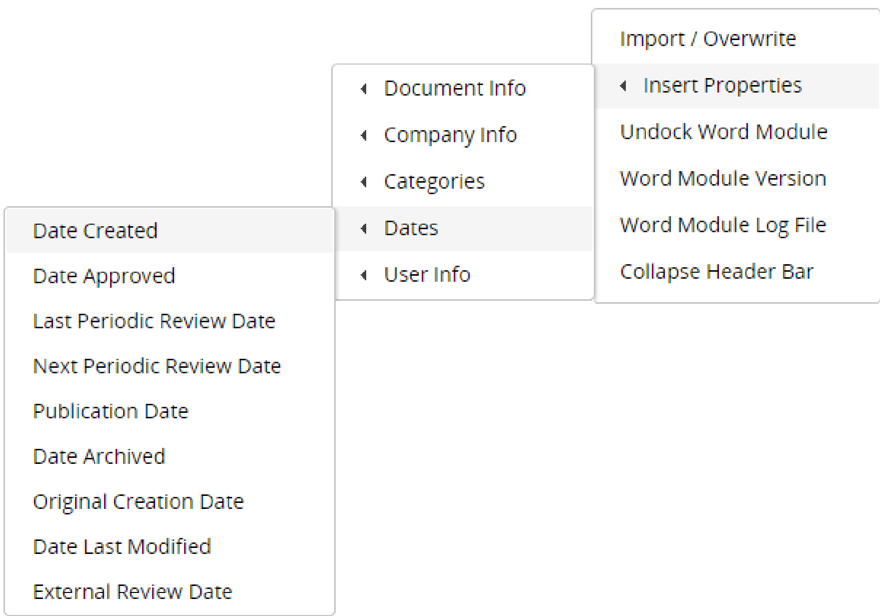
External Review Date

Note: The format of inserted dates is controlled by the **Date Format** setting in **General Properties** in **Company Setup** (**System Settings** > **Company Setup** > **General Properties** > **Date Format**) and in the **Regional Settings** of a site in **Company Setup** (**System Settings** > **Company Setup** > **Sites** > **New Site** or **[site name]** > **Date Format**).

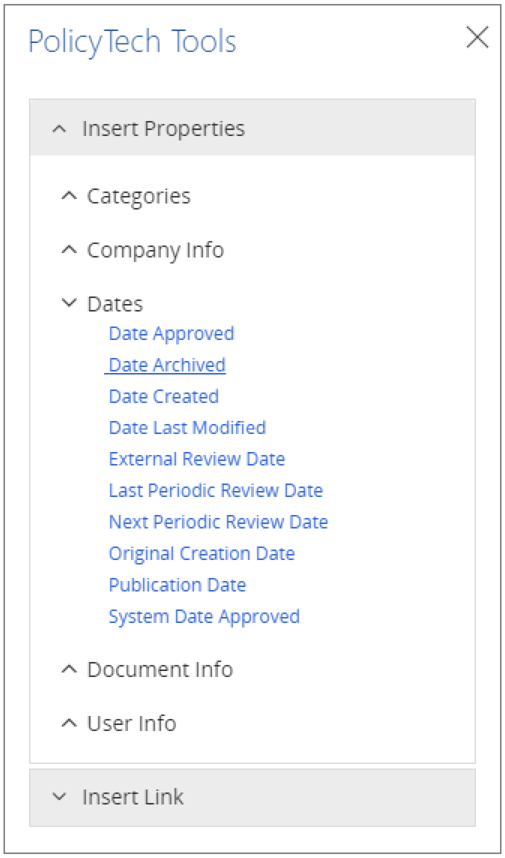
Date Created

Location on **Insert Properties** menu:

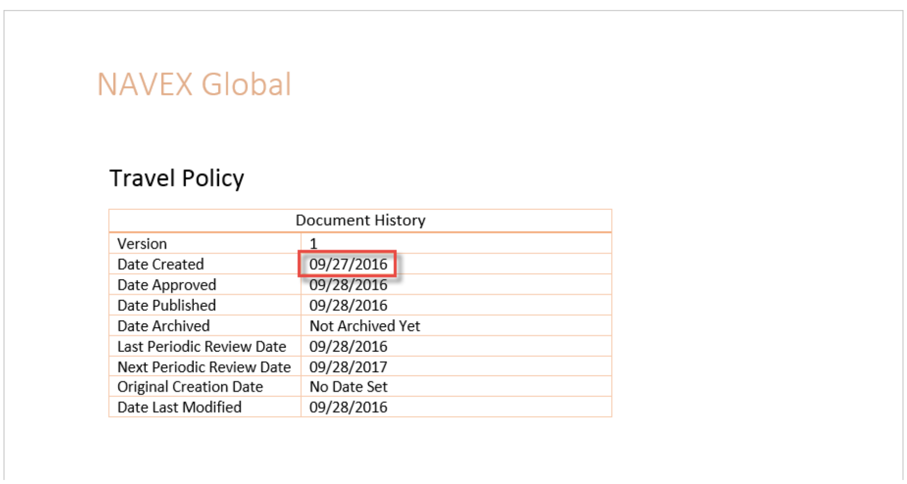
When using WordModulePlus



When using Office Online Integration



Example of an inserted creation date:

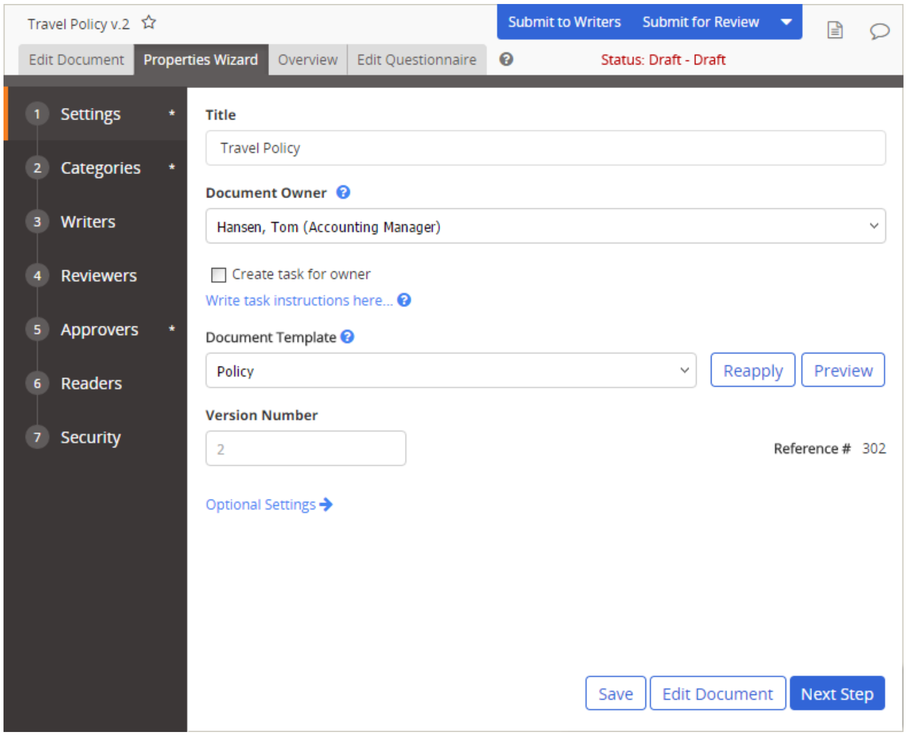


NAVEX Global

Travel Policy

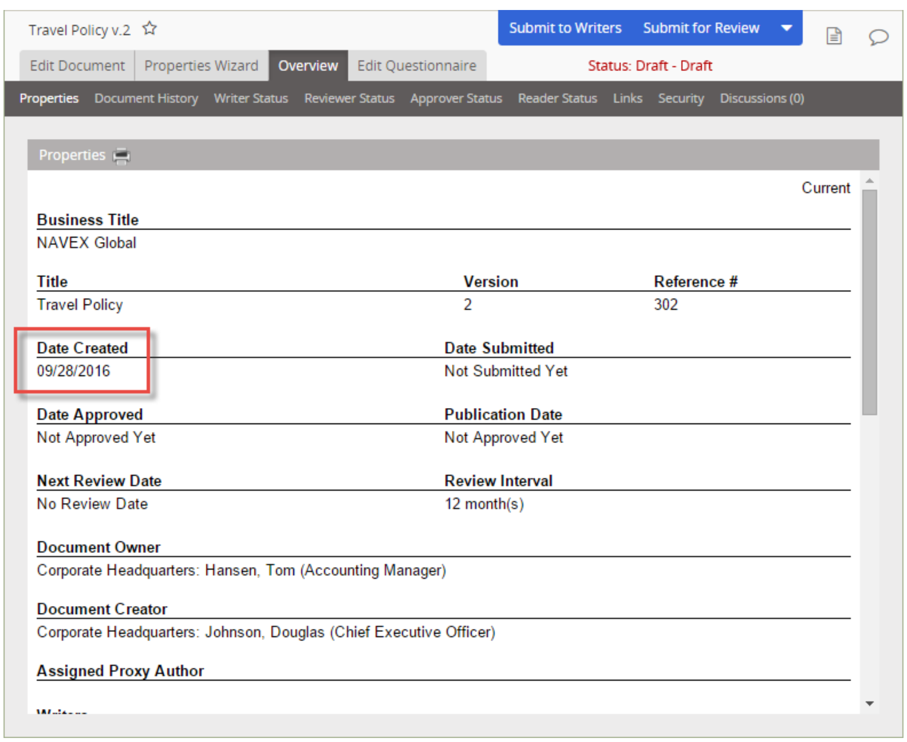
Document History	
Version	1
Date Created	09/27/2016
Date Approved	09/28/2016
Date Published	09/28/2016
Date Archived	Not Archived Yet
Last Periodic Review Date	09/28/2016
Next Periodic Review Date	09/28/2017
Original Creation Date	No Date Set
Date Last Modified	09/28/2016

Source: A document's creation date is set the first time a draft document is saved, which typically happens the first time the document owner clicks **Save**, **Next Step**, or **Edit Document** in the **Properties Wizard**. The creation date is specific to a document version and a new date is set each time a new version is first saved.



When it changes: The creation date cannot be changed.

Where to view: The creation date you insert will be the same as the one displayed in the document overview. (**Overview** > **Properties**)



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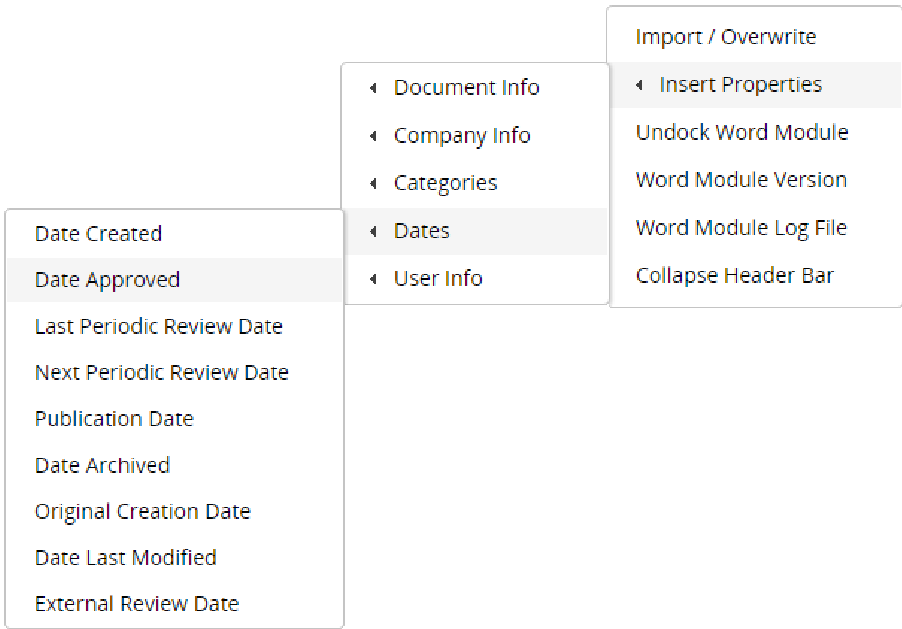
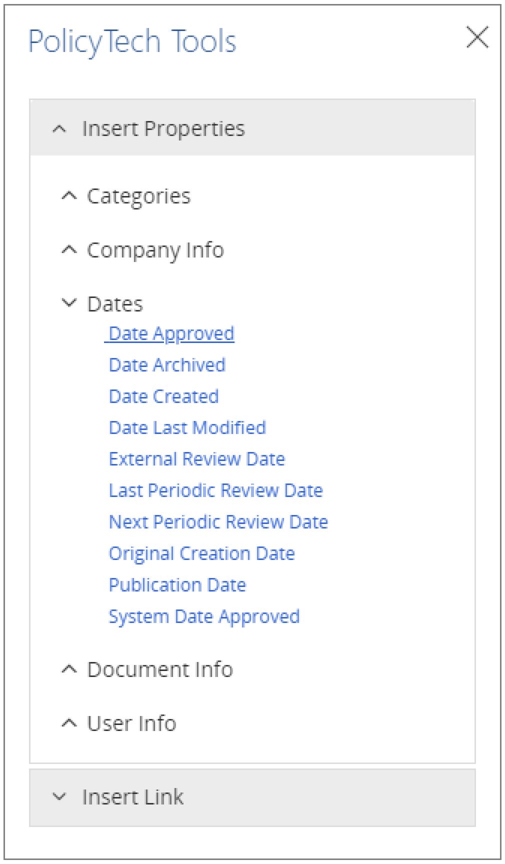
Date Approved

Location on **Insert Properties** menu:

When using WordModulePlus

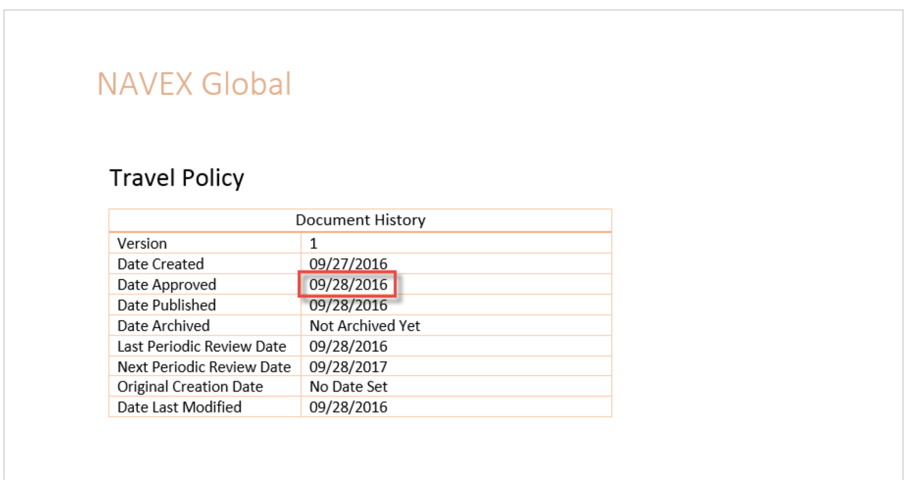


When using Office Online Integration



Example of an inserted approval date:

Note: Until a document is approved, this field contains "Not Approved Yet."



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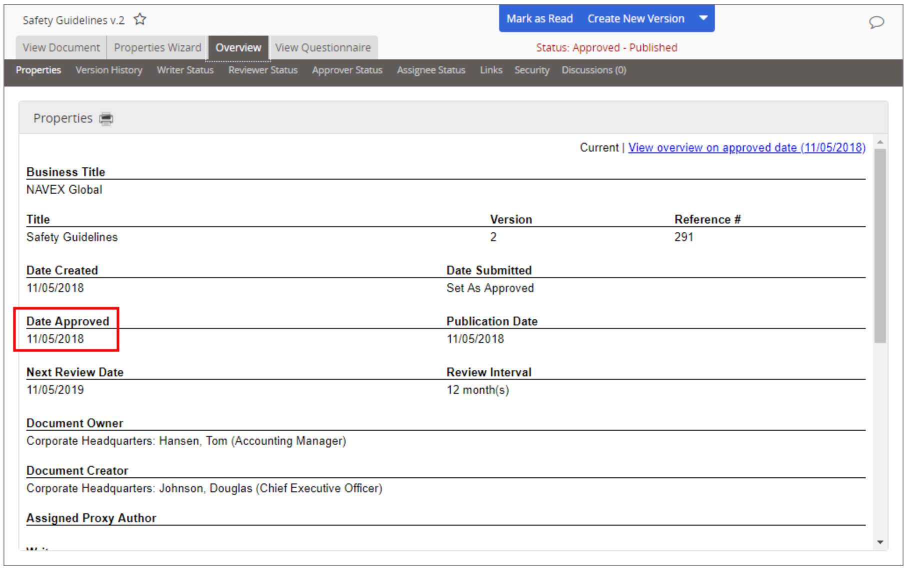
Travel Policy

Document History	
Version	1
Date Created	09/27/2016
Date Approved	09/28/2016
Date Published	09/28/2016
Date Archived	Not Archived Yet
Last Periodic Review Date	09/28/2016
Next Periodic Review Date	09/28/2017
Original Creation Date	No Date Set
Date Last Modified	09/28/2016

Source: A document's approval date is set when the last assigned approver accepts the document after all other approvers have accepted it, or when an administrator sets the document as approved. Each version of a document has its own approval date.

When it changes: The approval date for a specific version cannot be changed once it has been set.

Where to view: The approval date you insert will be the same as the one displayed in the document overview. (**Overview** > **Properties**)



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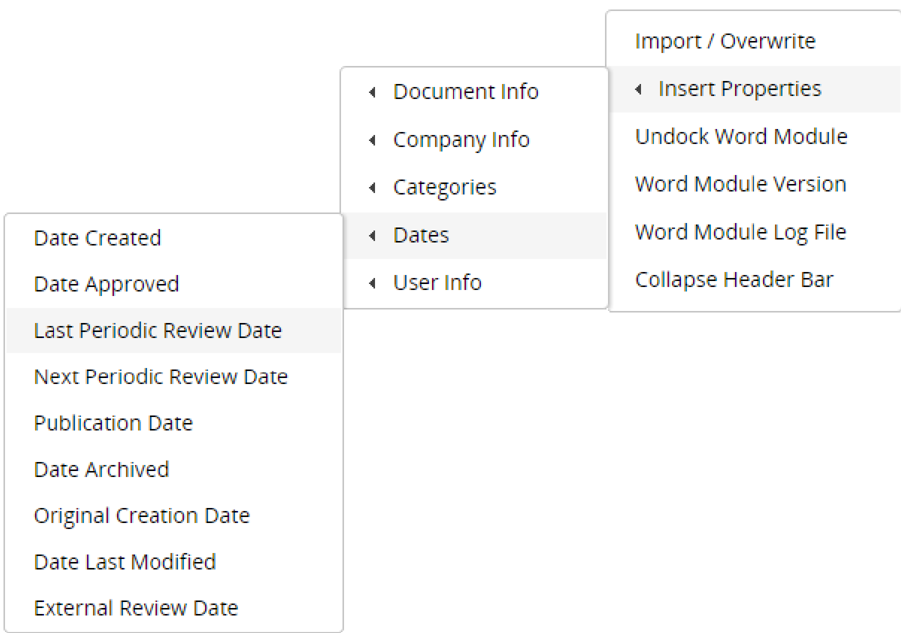
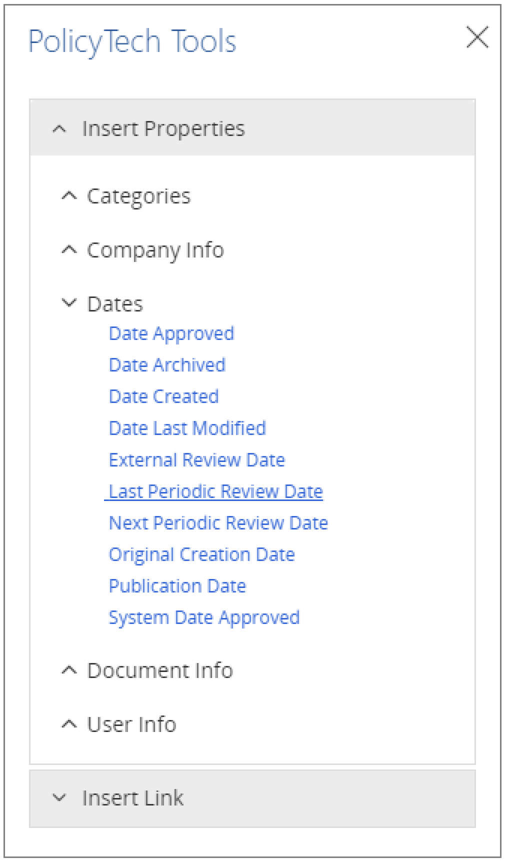
Last Periodic Review Date

Location on **Insert Properties** menu:

When using WordModulePlus

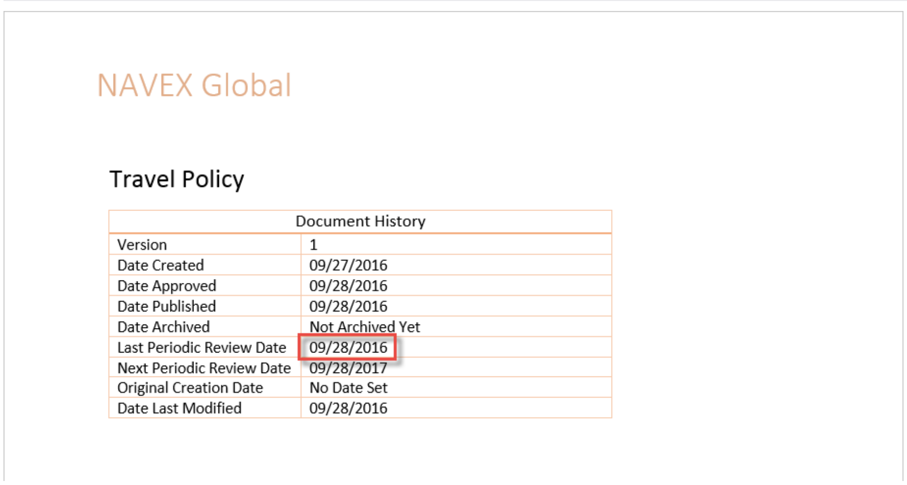


When using Office Online Integration



Example of an inserted date when the document was last reviewed:

Note: Because the last periodic review date is not set until a document is approved, this field contains "Not Approved Yet" before the document is approved. Also, assigning a periodic review date is optional. If one is not assigned, the inserted field contains "No Review Date."



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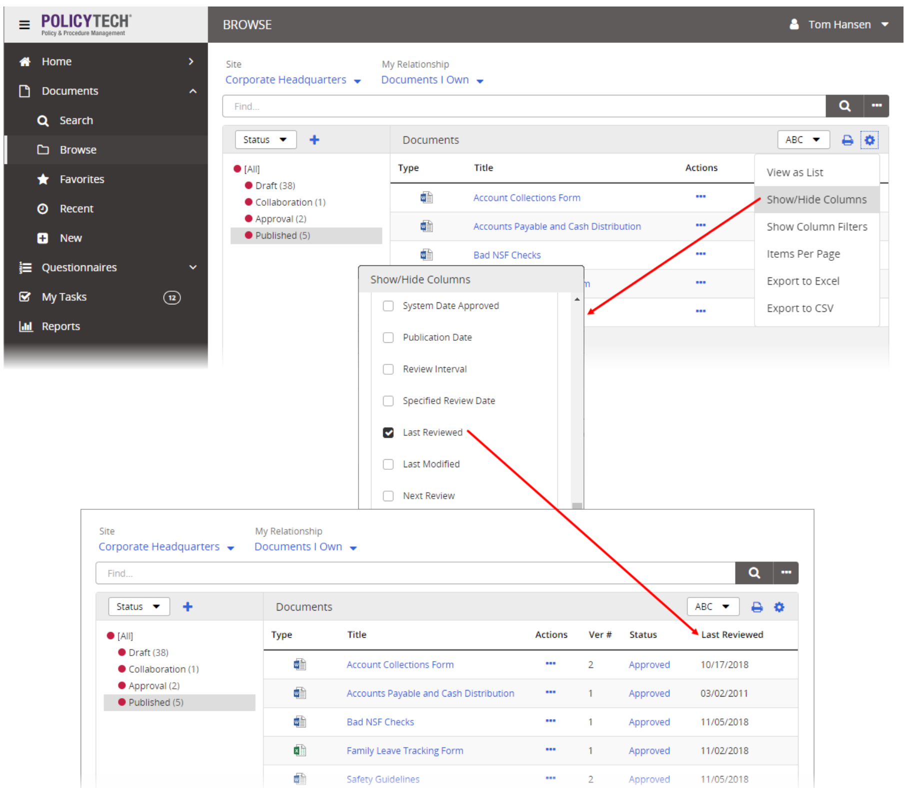
Travel Policy

Document History	
Version	1
Date Created	09/27/2016
Date Approved	09/28/2016
Date Published	09/28/2016
Date Archived	Not Archived Yet
Last Periodic Review Date	09/28/2016
Next Periodic Review Date	09/28/2017
Original Creation Date	No Date Set
Date Last Modified	09/28/2016

Source: A document's last periodic review date is set when a document is approved, which means that the last periodic review date is typically the same as the approval date (see Source under "Date Approved" above).

When it changes: The last periodic review date of a published document is reset only if the document owner or administrator change the review interval in the **Properties Wizard** (**Properties Wizard** > **Settings** > **Optional Settings** > **Document Review Interval**) or by selecting **No Revision Necessary** (> **No Revision Necessary**).

Where to view: The only place to view the last periodic review date besides the inserted property field is in a published document grid with the optional **Last Reviewed** column activated. (In any **Search** or **Browse** document grid: > **Show/Hide Columns** > **Last Reviewed** > **Done**)



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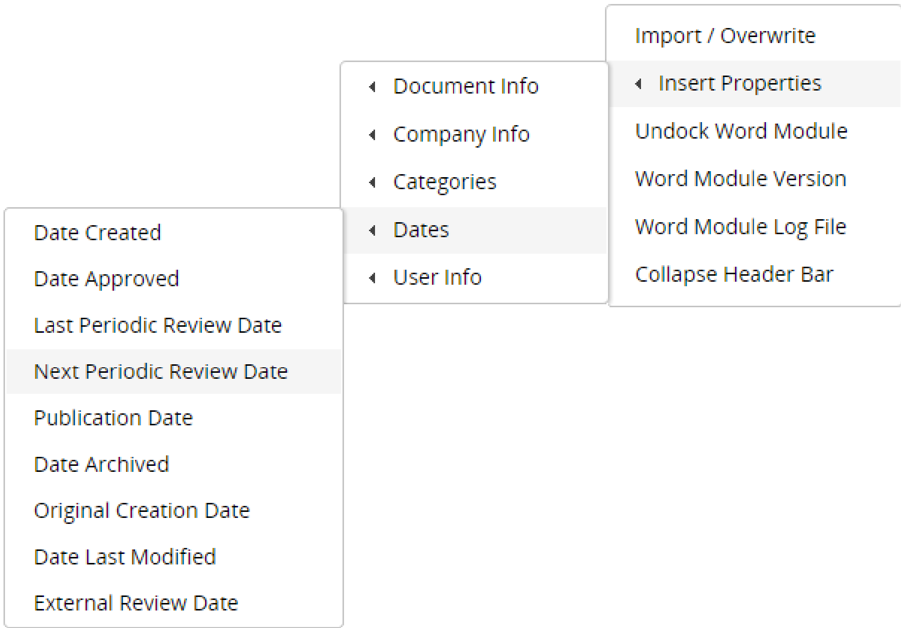
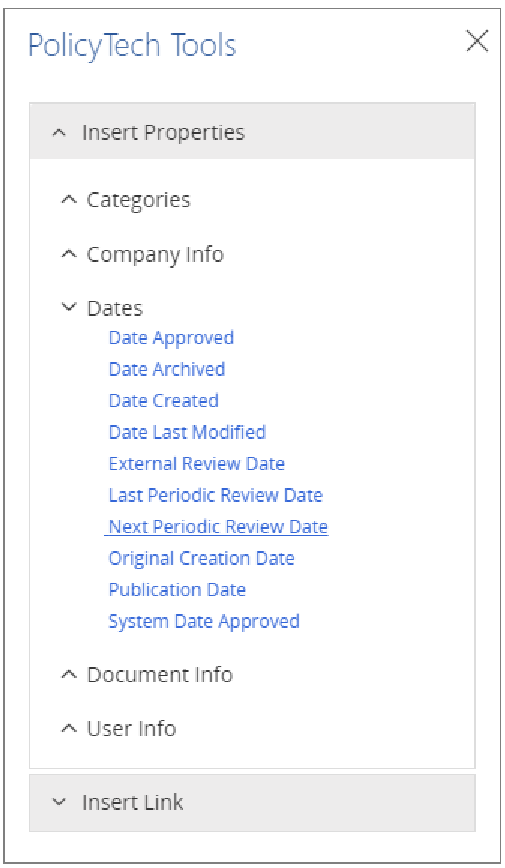
Next Periodic Review Date

Location on **Insert Properties** menu:

When using WordModulePlus

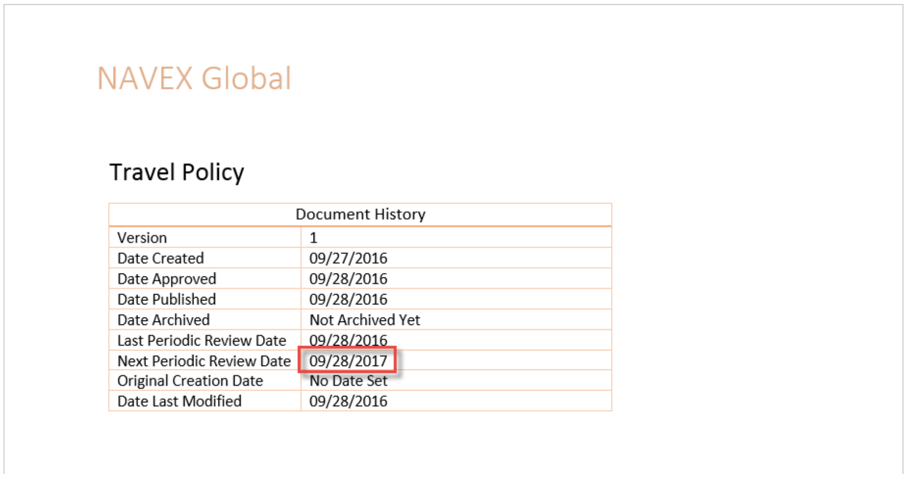


When using Office Online Integration



Example of an inserted date when the document will next be reviewed:

Note: Because the next periodic review date is not set until a document is approved, this field contains "Not Approved Yet" before the document is approved. Also, assigning a periodic review date is optional. If one is not assigned, the inserted field contains "No Review Date."



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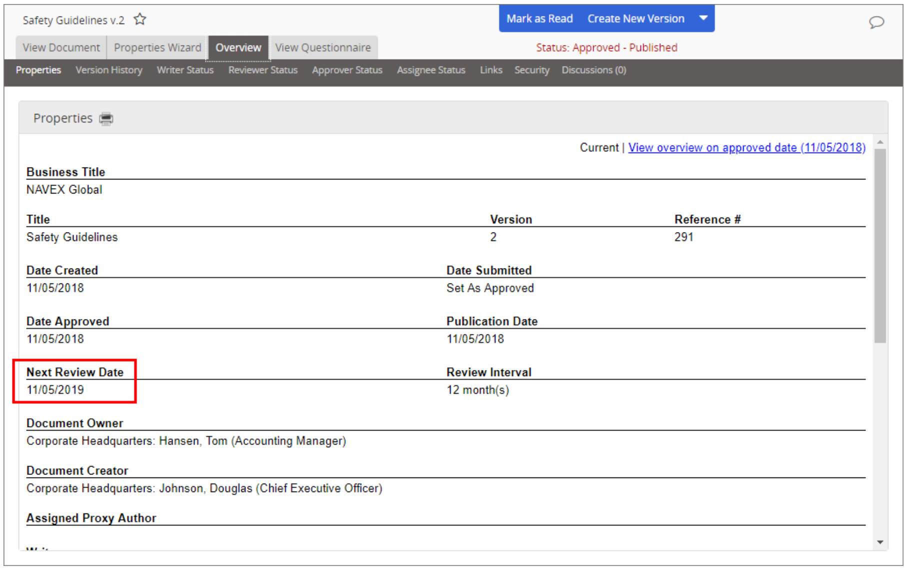
Travel Policy

Document History	
Version	1
Date Created	09/27/2016
Date Approved	09/28/2016
Date Published	09/28/2016
Date Archived	Not Archived Yet
Last Periodic Review Date	09/28/2016
Next Periodic Review Date	09/28/2017
Original Creation Date	No Date Set
Date Last Modified	09/28/2016

Source: By default, a new document is set to be reviewed one year from the approval date. The document owner can also choose a different review interval as well as a specific initial review date, in which case the next periodic review date will be the specified number of months after the specified initial review date.

When it changes: The next periodic review date of a published document is reset only if the document owner or administrator change the review interval in the **Properties Wizard** (**Properties Wizard** > **Settings** > **Optional Settings** > **Document Review Interval**) or by selecting **No Revision Necessary** ( > **No Revision Necessary**).

Where to view: The next review date you insert will be the same as the one displayed in the document overview. (**Overview** > **Properties**)



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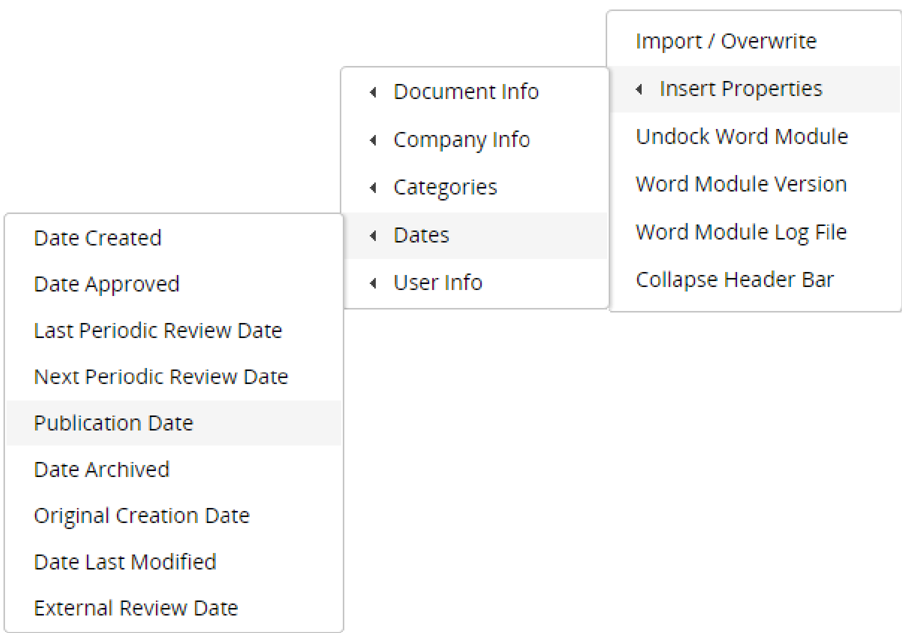
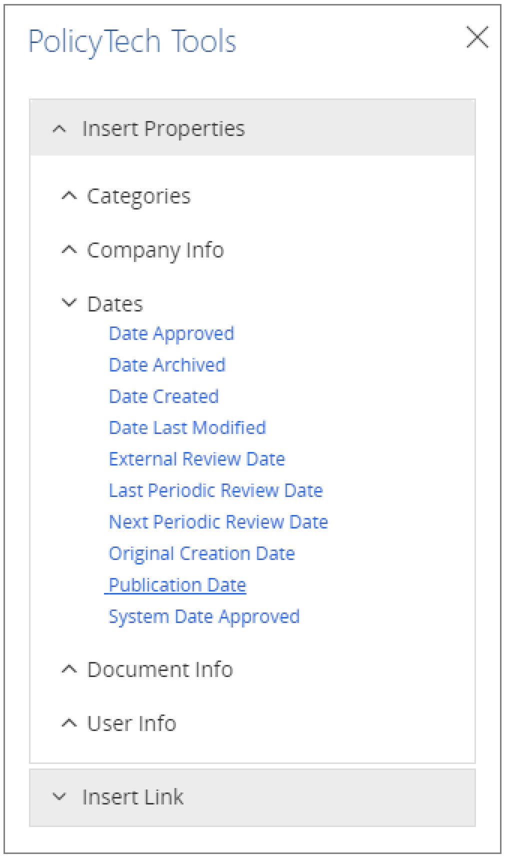
Publication Date

Location on **Insert Properties** menu:

When using WordModulePlus

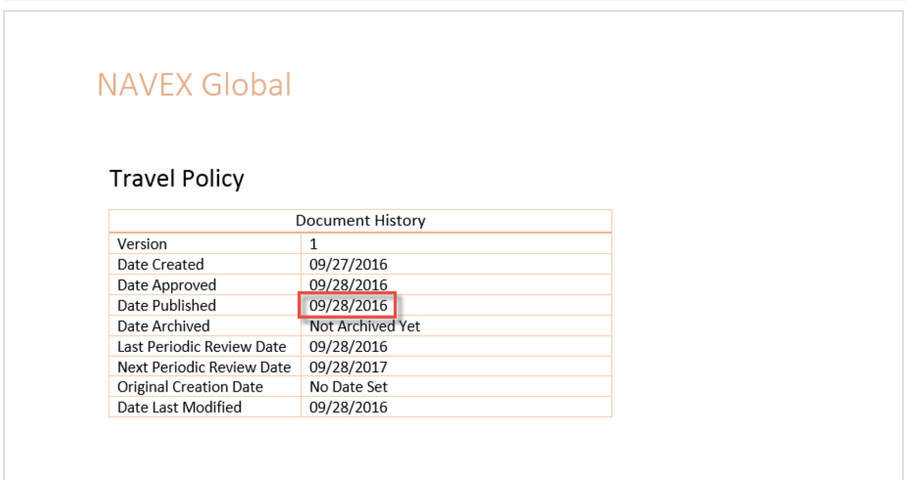


When using Office Online Integration



Example of an inserted publication date:

> **Note:** Until a document is published, the inserted field contains "Not Approved Yet."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Travel Policy

Document History	
Version	1
Date Created	09/27/2016
Date Approved	09/28/2016
Date Published	09/28/2016
Date Archived	Not Archived Yet
Last Periodic Review Date	09/28/2016
Next Periodic Review Date	09/28/2017
Original Creation Date	No Date Set
Date Last Modified	09/28/2016

Source: The publication date is typically the same as the approval date, because, by default, a document is published at the same time it is approved. However, the document owner can set a specific publication date. If the publication date is later than the approval date, the document remains in Pending status until the publication date.

When it changes: Each version of a document has its own publication date, which does not change.

Where to view: The publication date you insert will be the same as the one displayed in the document overview. (**Overview** > **Properties**)

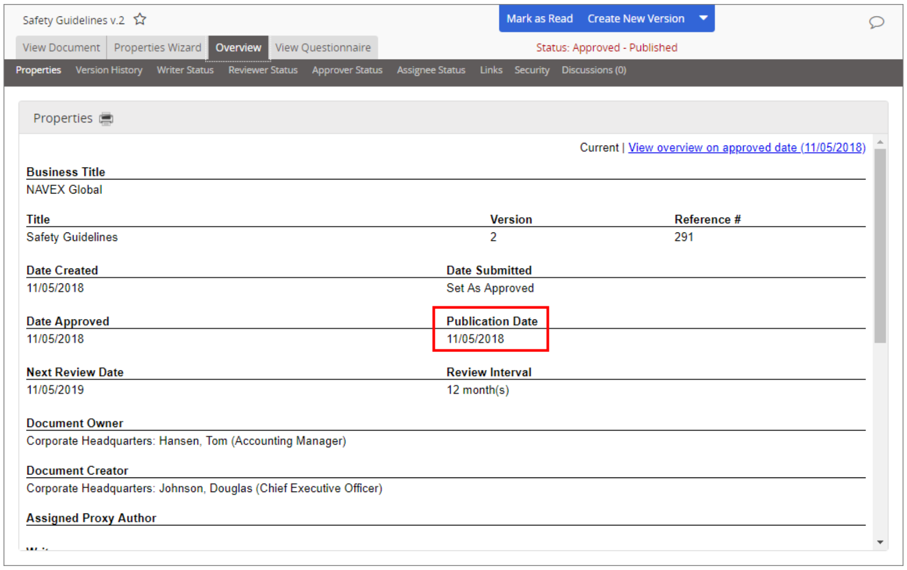
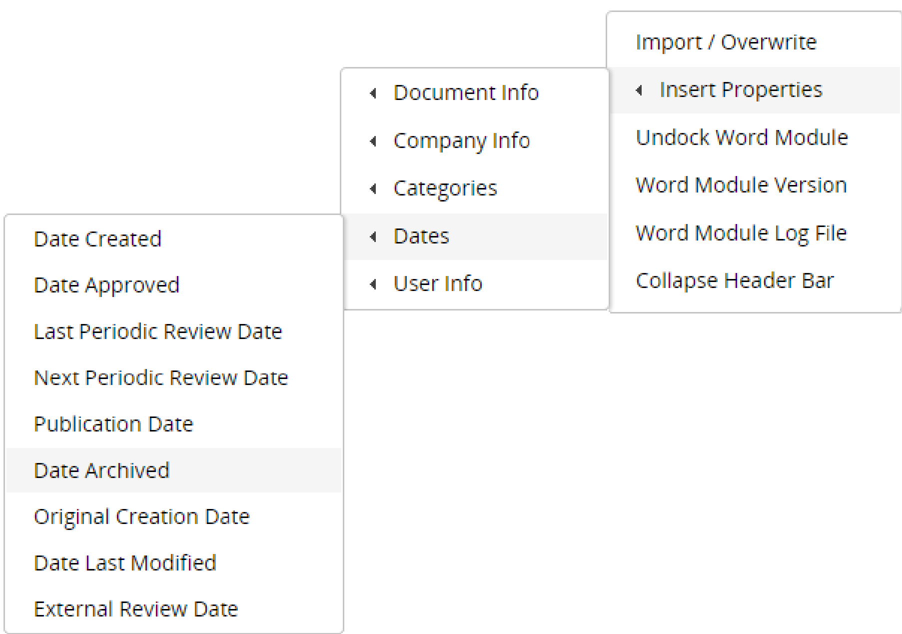


TABLE OF CONTENTS FOR DOCUMENT PROPERTY DETAILS

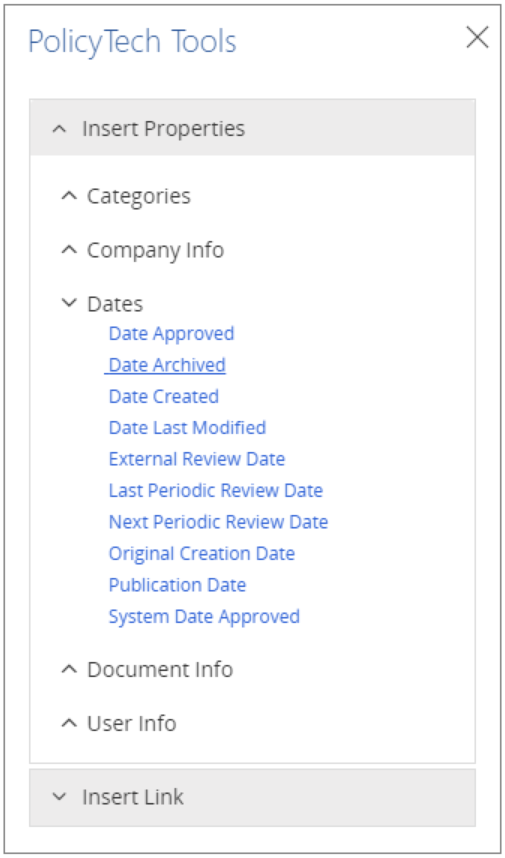
Date Archived

Location on **Insert Properties** menu:

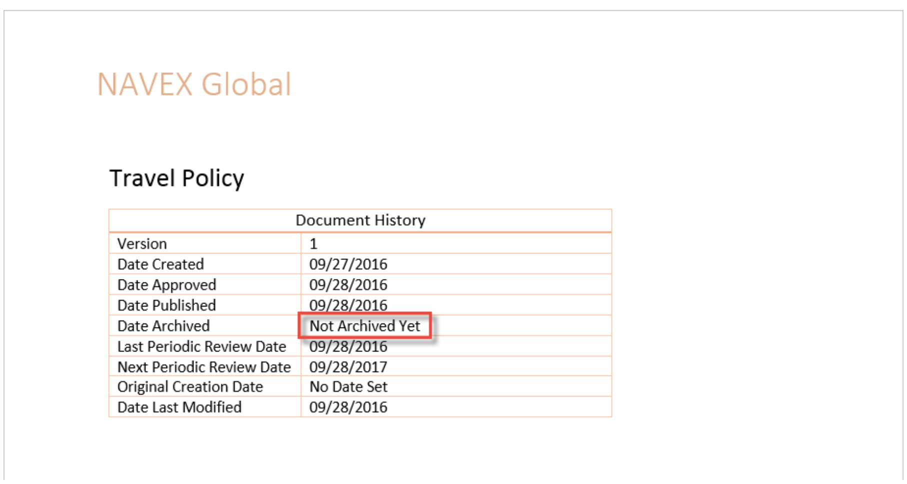
When using WordModulePlus



When using Office Online Integration



Example of an inserted archive date:

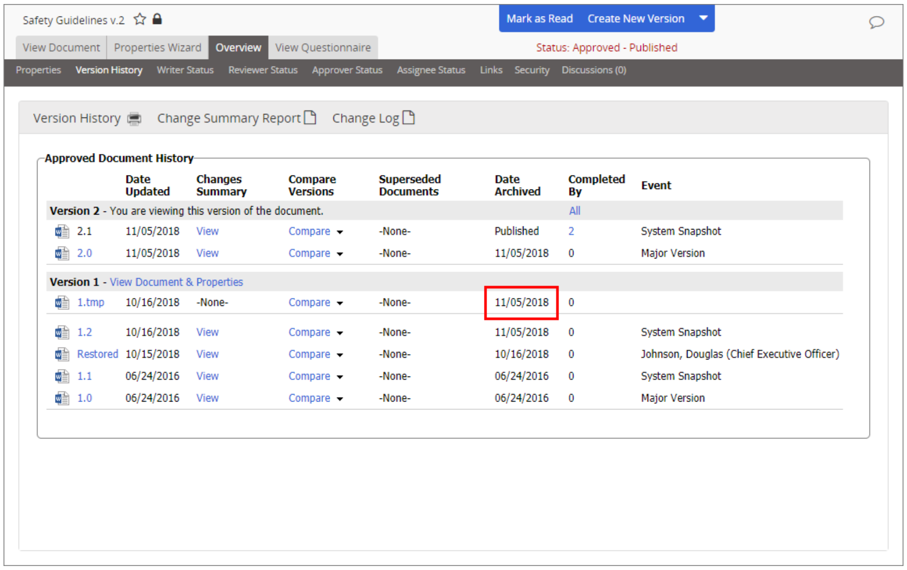


Document History	
Version	1
Date Created	09/27/2016
Date Approved	09/28/2016
Date Published	09/28/2016
Date Archived	Not Archived Yet
Last Periodic Review Date	09/28/2016
Next Periodic Review Date	09/28/2017
Original Creation Date	No Date Set
Date Last Modified	09/28/2016

Source: A document is automatically archived when a new version of the same document is published or when a replacement document is published. A document owner or administrator can also manually archive a document. (> **Archive**)

When it changes: Once a document has been archived, the archive date for that version of the document does not change.

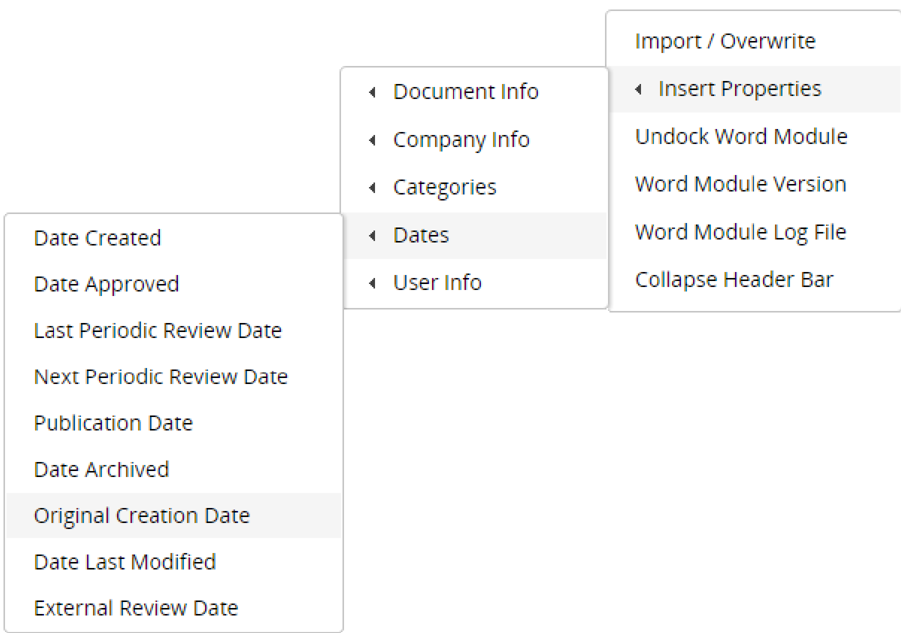
Where to view: The archive date you insert will be the same as the one displayed in the Version History page of the Overview for the version of the archived document. (**Overview** > **Properties** > **Version History**)



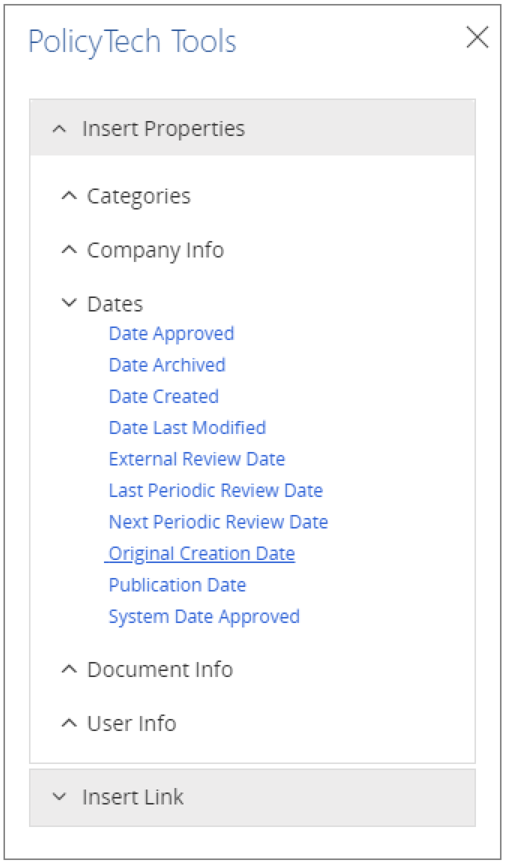
Original Creation Date

Location on **Insert Properties** menu:

When using WordModulePlus

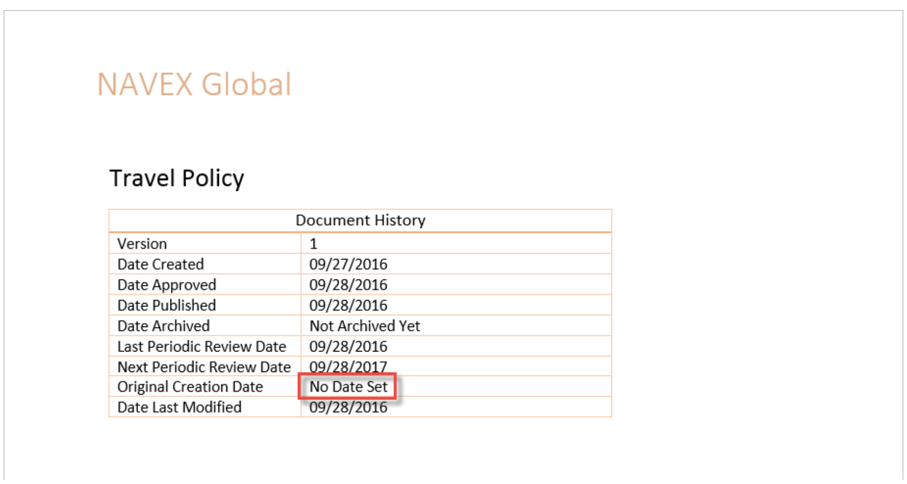


When using Office Online Integration



Example of an inserted original creation date:

Note: Entering an original creation date is optional. If no date is entered, this inserted field contains "No Date Set."



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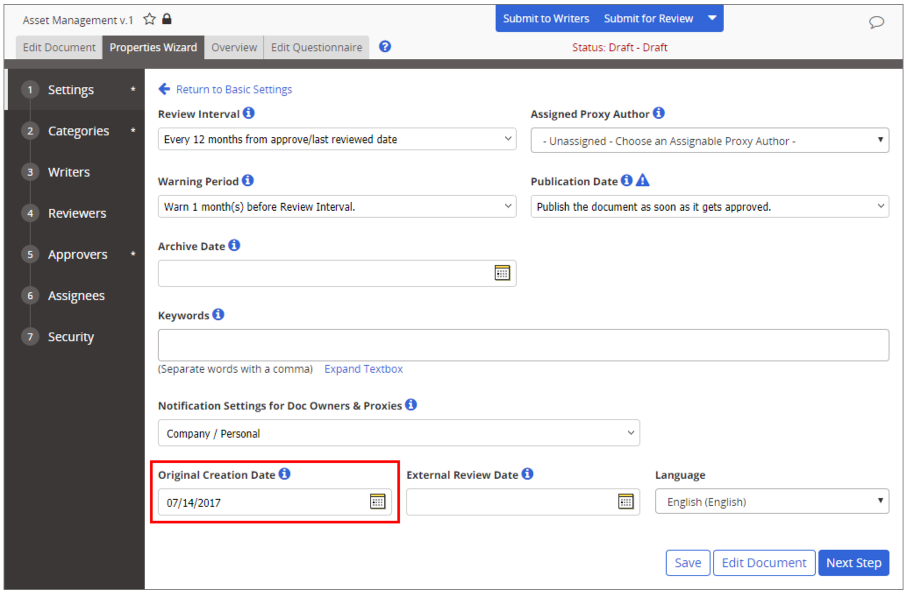
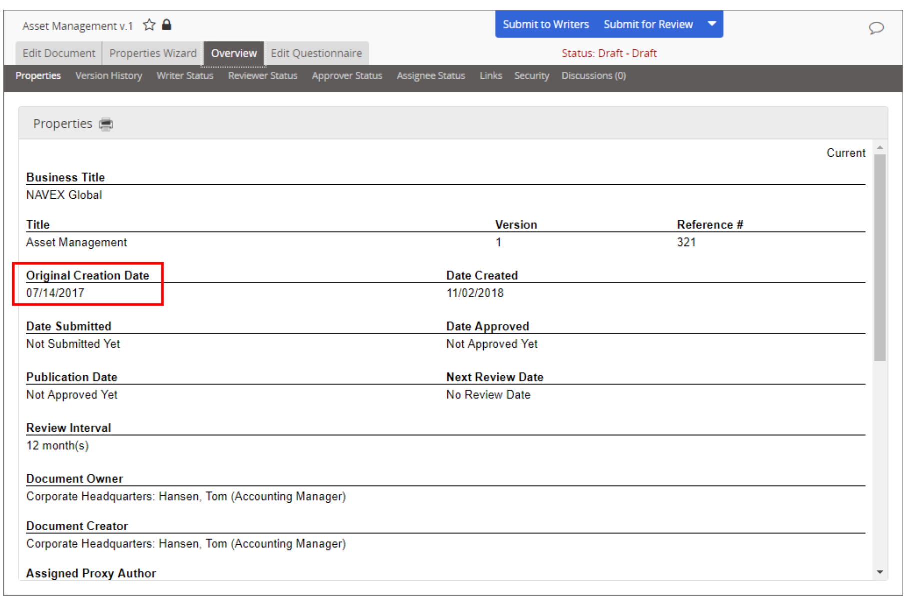
Document History	
Version	1
Date Created	09/27/2016
Date Approved	09/28/2016
Date Published	09/28/2016
Date Archived	Not Archived Yet
Last Periodic Review Date	09/28/2016
Next Periodic Review Date	09/28/2017
Original Creation Date	No Date Set
Date Last Modified	09/28/2016

Source: **Original Creation Date** is an optional setting in the **Properties Wizard** and is useful for adding information to imported documents. The creation date for an imported document is set on the day it is imported, while the document was most likely created outside of the PolicyTech setting at an earlier date. After the document has been imported, the document owner or administrator can indicate when the document was originally created. (**Properties Wizard** > **Settings** > **Advanced Settings** > **Original Creation Date**)



When it changes: The document owner or administrator can change the original creation date anytime in any active (unarchived) document.

Where to view: The original creation date you insert will be the same as the one displayed in the document overview. (**Overview** > **Properties**)



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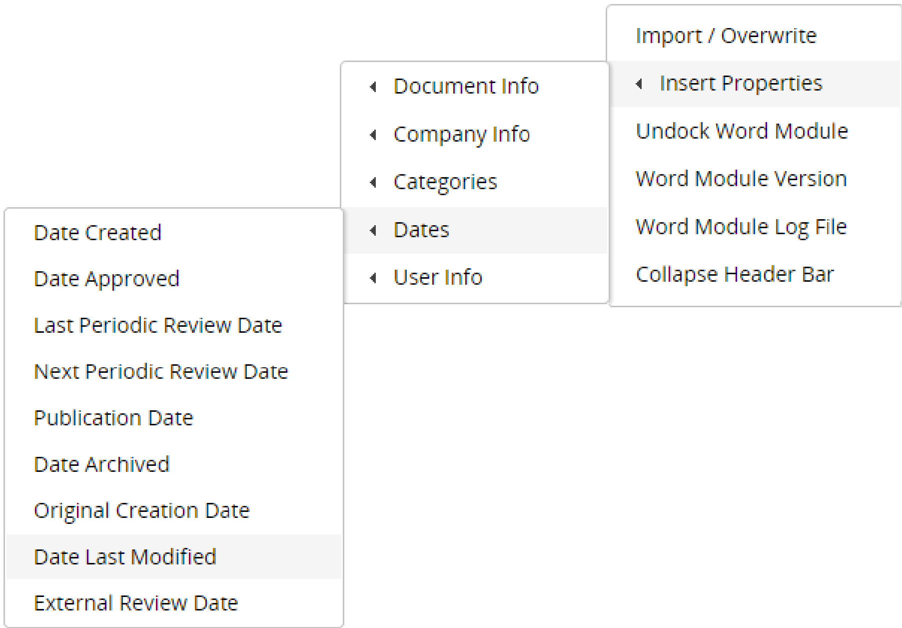
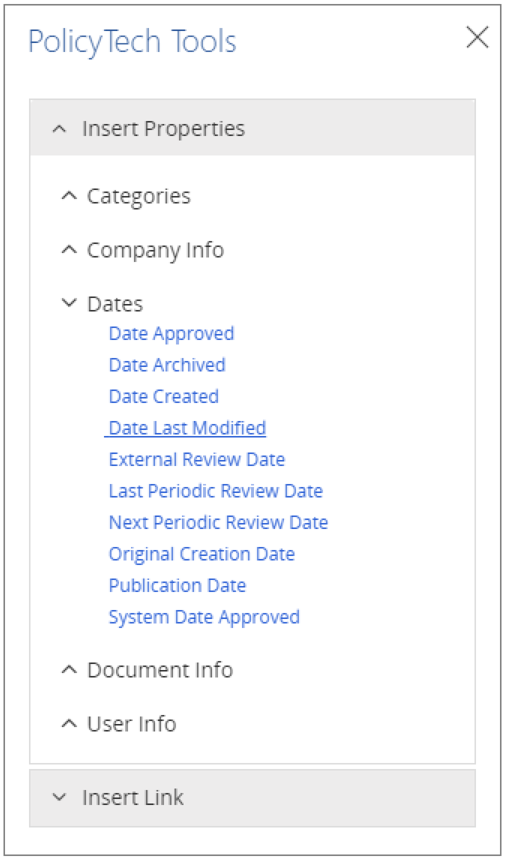
Date Last Modified

Location on **Insert Properties** menu:

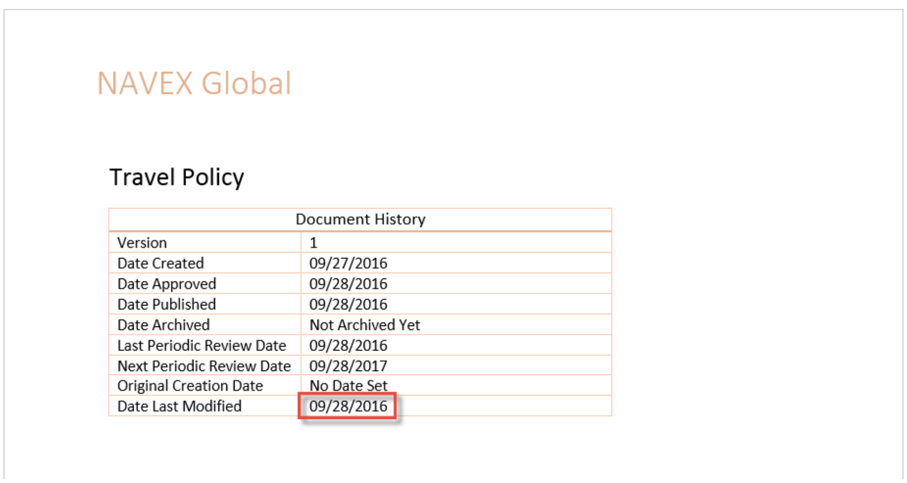
When using WordModulePlus



When using Office Online Integration



Example of an inserted last modified date:



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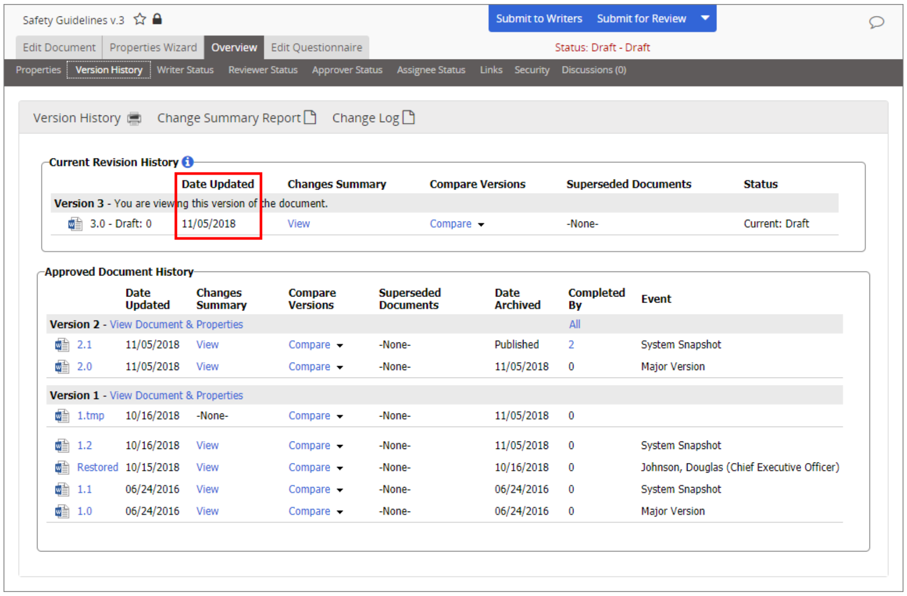
Document History	
Version	1
Date Created	09/27/2016
Date Approved	09/28/2016
Date Published	09/28/2016
Date Archived	Not Archived Yet
Last Periodic Review Date	09/28/2016
Next Periodic Review Date	09/28/2017
Original Creation Date	No Date Set
Date Last Modified	09/28/2016

Source: This date is captured whenever a document's contents are changed.

When it changes: The date is updated each time one of the following occurs.

- A document owner, proxy author, or writer makes changes in edit mode.
- A reviewer or approver revises the document.
- An administrator edits the document in its current state.

Where to view: The last modified date you insert will be the same as the one displayed for the latest unapproved version in the Version History. (**Overview** > **Version History**)



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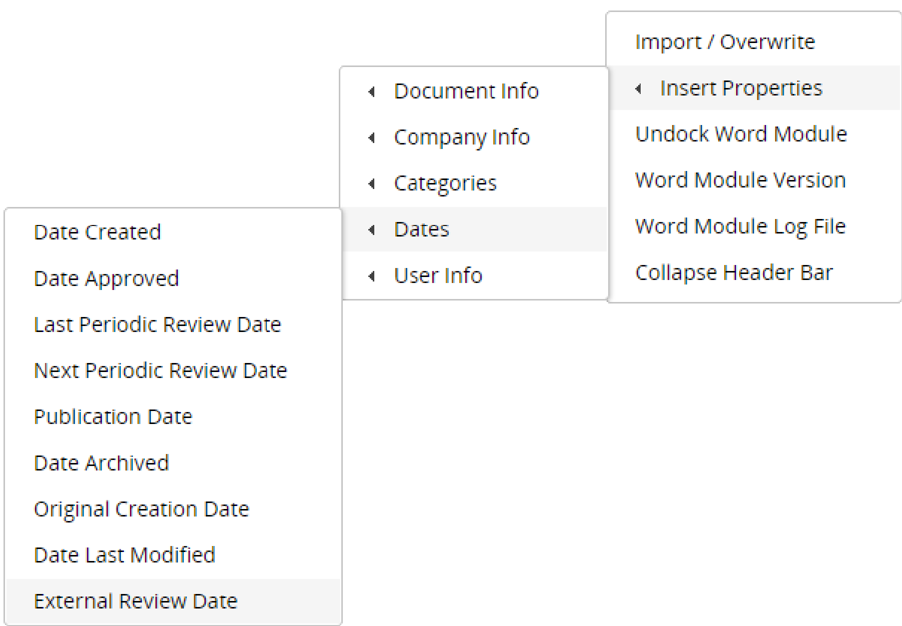
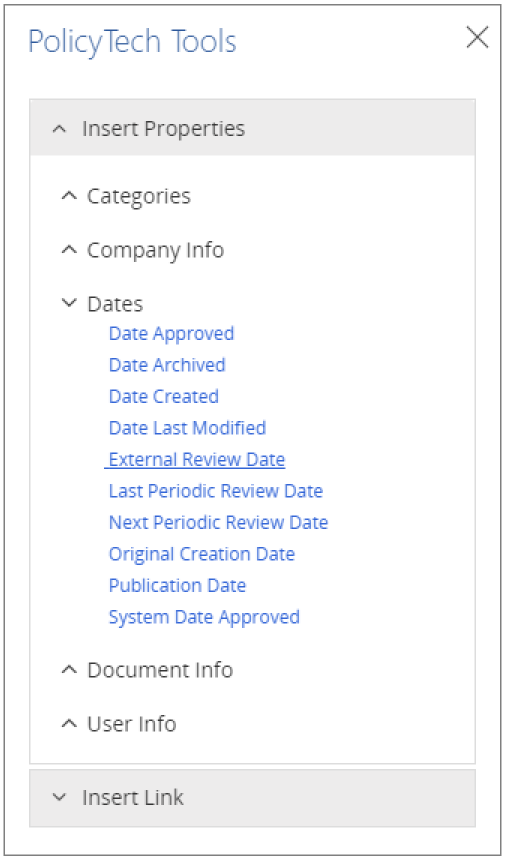
External Review Date

Location on **Insert Properties** menu:

When using WordModulePlus

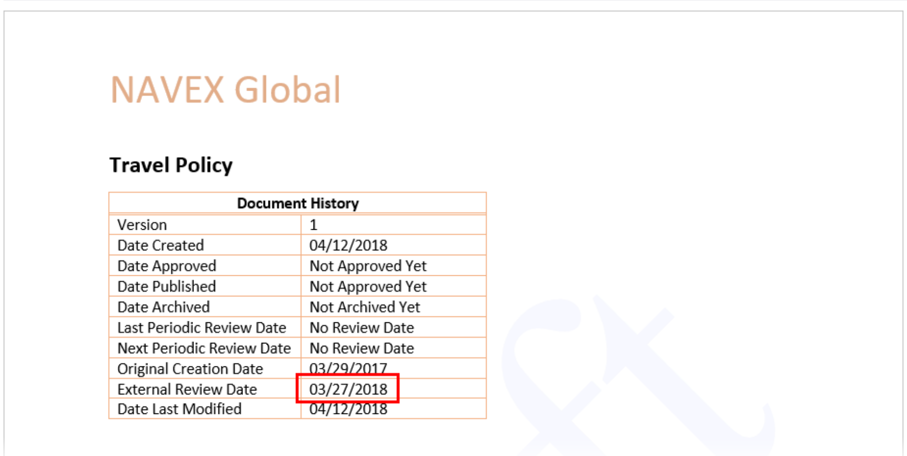


When using Office Online Integration



Example of an inserted external review date:

Note: Entering an external review date is optional. If no date is entered, this inserted field contains "No Date Set."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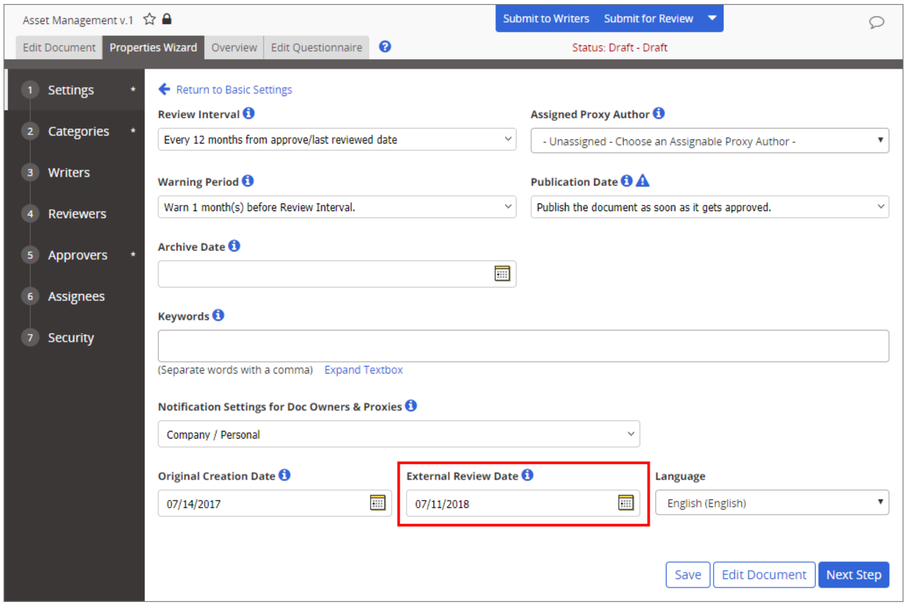
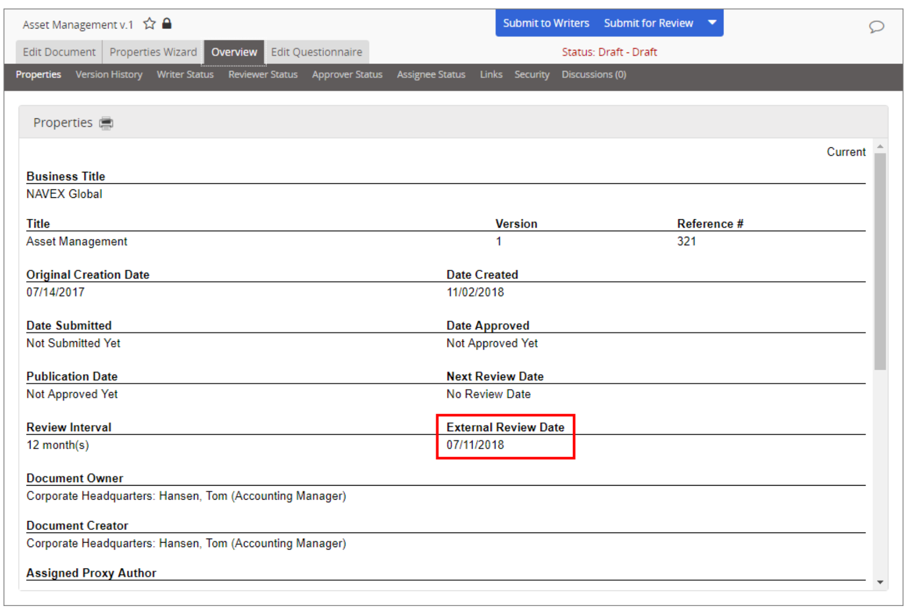
Document History	
Version	1
Date Created	04/12/2018
Date Approved	Not Approved Yet
Date Published	Not Approved Yet
Date Archived	Not Archived Yet
Last Periodic Review Date	No Review Date
Next Periodic Review Date	No Review Date
Original Creation Date	03/29/2017
External Review Date	03/27/2018
Date Last Modified	04/12/2018

Source: **External Review Date** is an optional setting in the **Properties Wizard** and is useful for adding information to imported documents. The **External Review Date** option is only available when creating a new (version 1) document. (**Properties Wizard** > **Settings** > **Advanced Settings** > **External Review Date**)



When it changes: The document owner or administrator can change the external review date only while version 1 of the document is in Draft or Collaboration status.

Where to view: The external review date you insert will be the same as the one displayed in the document overview. (**Overview** > **Properties**)



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User Info Fields

Writers, Reviewers, Approvers, and Assignees

Actual Approvers

Security

Common User Info Properties

With almost all **User Info** options you can insert one of the following document properties:

Property	Example
Full Name (F L)	Susan Howard
Full Name (L, F)	Howard, Susan
Job Title	Administrator
Name & Title	Howard, Susan (Administrator)
Department	Administration

Note: When there are multiple values for any of the properties in the table above, they are always listed alphabetically. This means that the order of values listed for **Full Name (F L)** most likely won't correspond to the order of **Job Title** or **Department** lists.

When inserting writer, reviewer, approver, assignee, and security properties, you also have the option to include information about groups, as shown below.

Note: When including specified or all users with group names, you have the same user information options as shown in the table above. For "Group Names and Specified Users" and "Group Names and All Users" in the table below, the examples are for when **Name & Title** are selected.

Property	Example
Group Names Only	Managers, Officers
Group Names and Specified Users	Managers, Officers, Brad Thomas (Director of Operations), Darren Breen (Personnel Manager), Teresa Monson (Chief Operations Officer), Tom Hansen (Accounting Manager)
Group Names and All Users	Managers, Officers, Alice Lavin (Manager), Anne Jones (Chief Finance Officer), Brad Thomas (Director of Operations), Carol Benton (Environmental Control Manager), Darren Breen (Personnel Manager), Douglas Johnson (Chief Executive Officer),

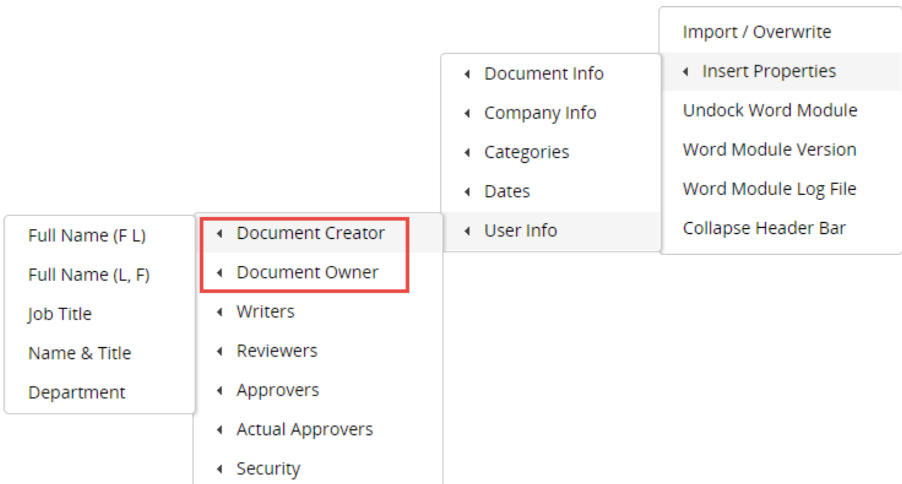
	Edward Gleeson (Manufacturing Manager), Fred Wright (Software Development Manager), John Farnsworth (Information Systems Manager), Teresa Monson (Chief Operations Officer), Tom Hansen (Accounting Manager)

TABLE OF CONTENTS FOR DOCUMENT PROPERTY DETAILS

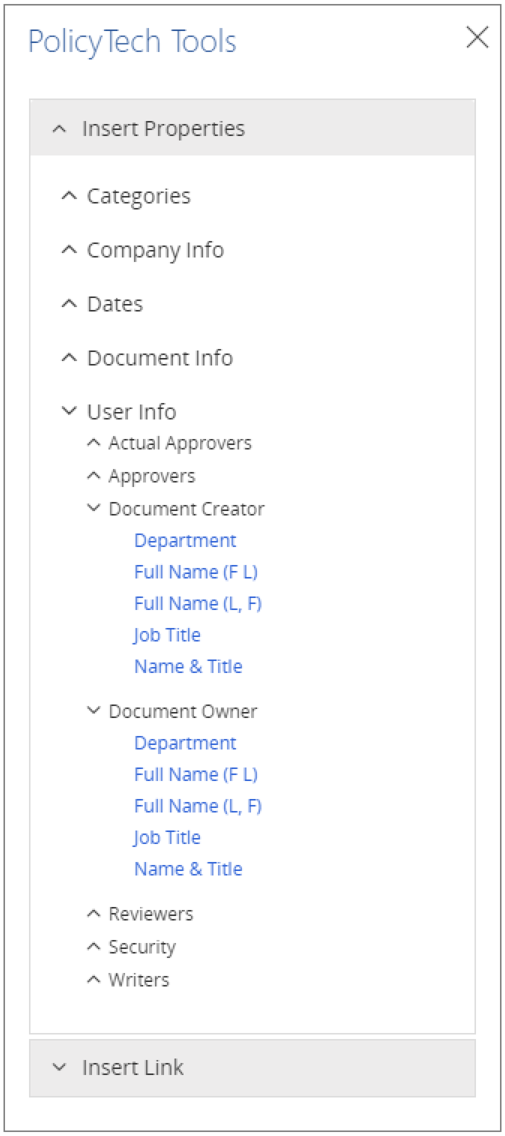
Document Creator and Document Owner

Locations on **Insert Properties** menu:

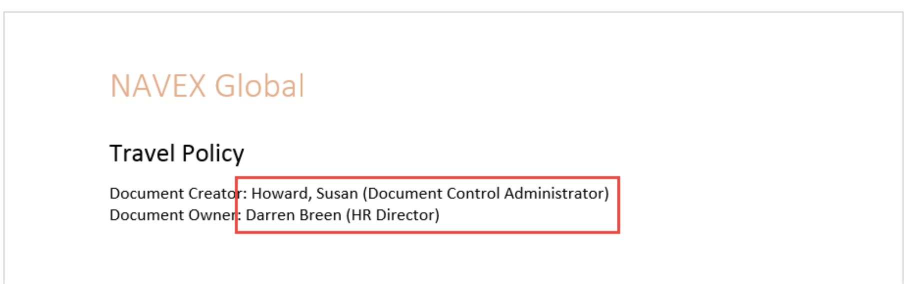
When using WordModulePlus



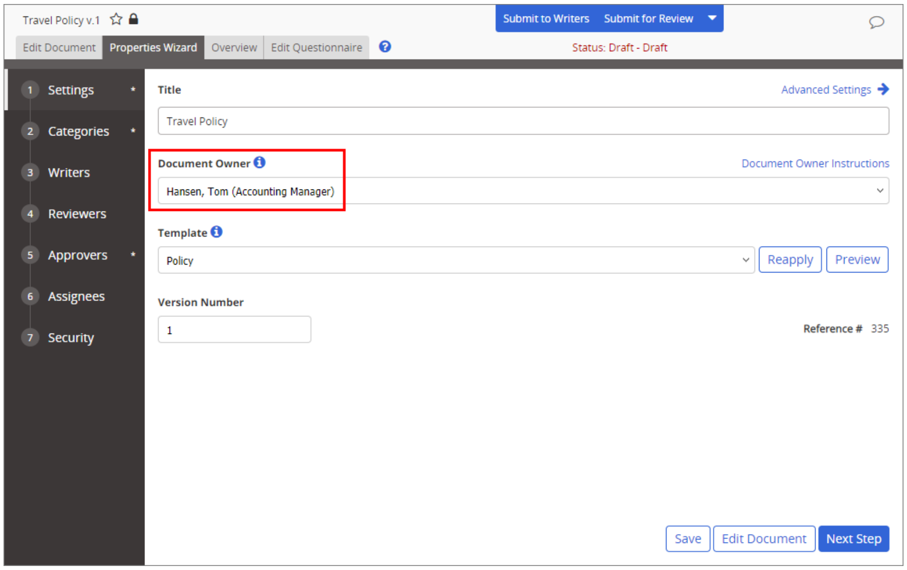
When using Office Online Integration



Example of inserted document creator and owner properties:

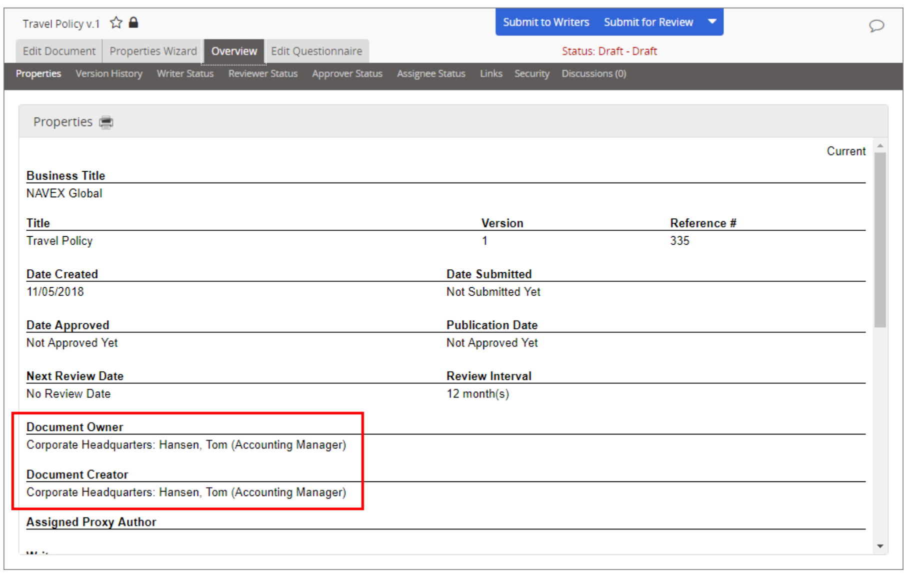


Source: The document creator is the person who clicks **New Document**. By default the document creator is assigned as the document owner in the **Settings** step of the **Properties Wizard**, but if the creator is an administrator, he or she can assign another user as the document owner. (**Properties Wizard** > **Settings** > **Basic Settings** > **Document Owner**)



When it changes: An administrator can change the document owner assignment anytime in any active (unarchived) document.

Where to view: The document creator and owner names you insert will be the same as those displayed in the document overview. (**Overview** > **Properties**)



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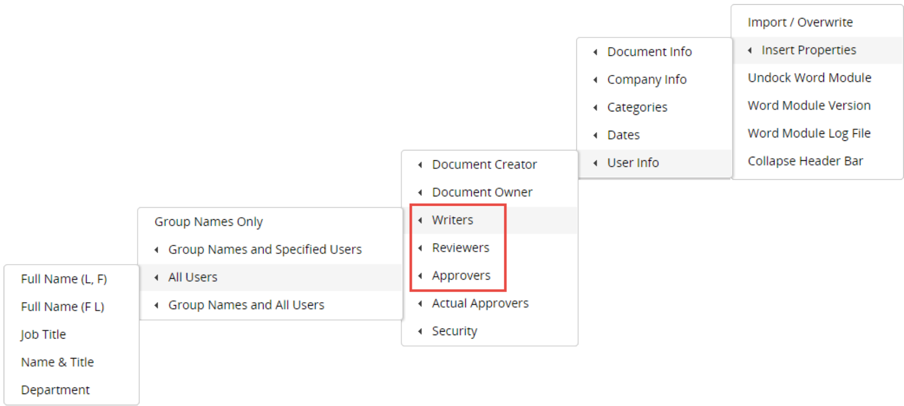
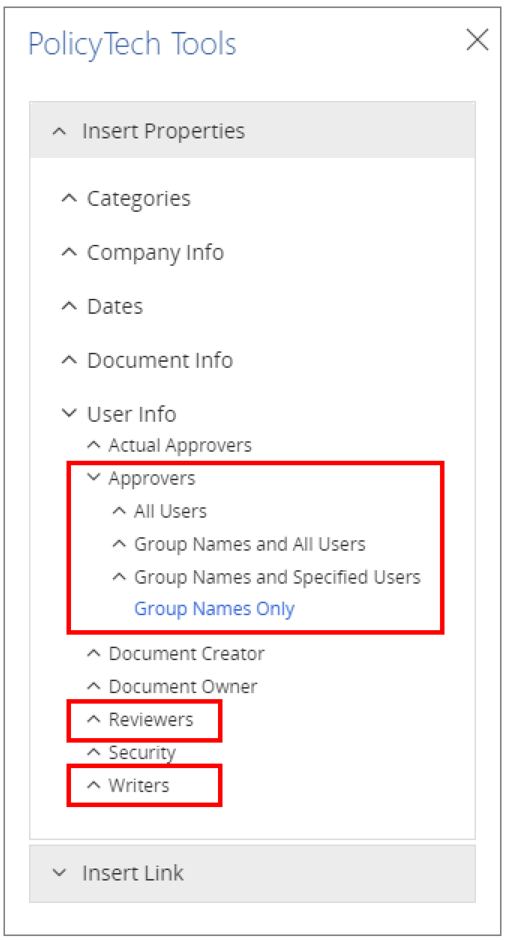
Writers, Reviewers, and Approvers

Locations on **Insert Properties** menu:

When using WordModulePlus

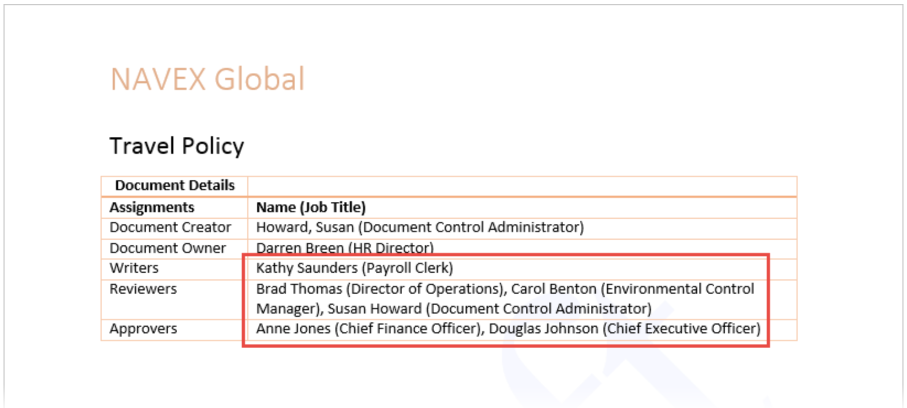


When using Office Online Integration



Example of inserted writer, reviewer, and approver properties:

Note: Only approvers are required for a document. If a document has no writers or reviewers assigned, an inserted field for one of these roles contains "Not Assigned."



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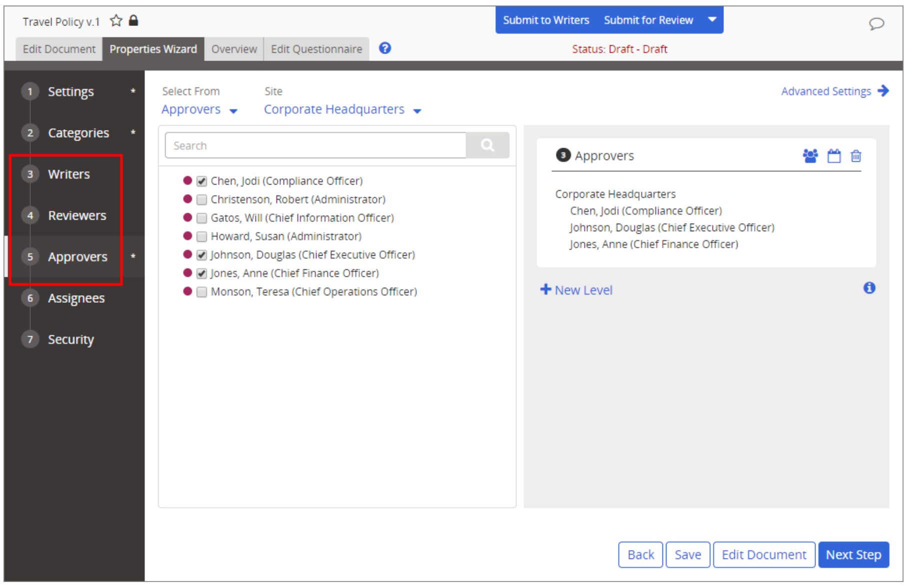
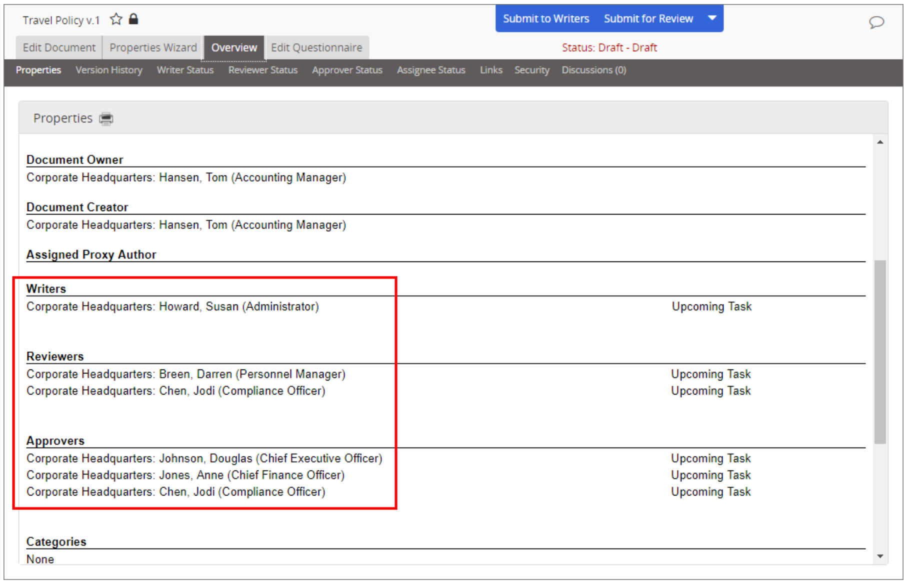
Document Details	
Assignments	**Name (Job Title)**
Document Creator	Howard, Susan (Document Control Administrator)
Document Owner	Darren Breen (HR Director)
Writers	Kathy Saunders (Payroll Clerk)
Reviewers	Brad Thomas (Director of Operations), Carol Benton (Environmental Control Manager), Susan Howard (Document Control Administrator)
Approvers	Anne Jones (Chief Finance Officer), Douglas Johnson (Chief Executive Officer)

Source: The document creator or owner assigns writers, reviewers, approvers, and asignees while creating a document.



When it changes: The document owner or administrator can change the writer, reviewer, and approver assignments anytime in any active (unarchived) document.

Where to view: The document writer, reviewer, and approver names you insert will be the same as those displayed in the document overview. (**Overview** > **Properties**)



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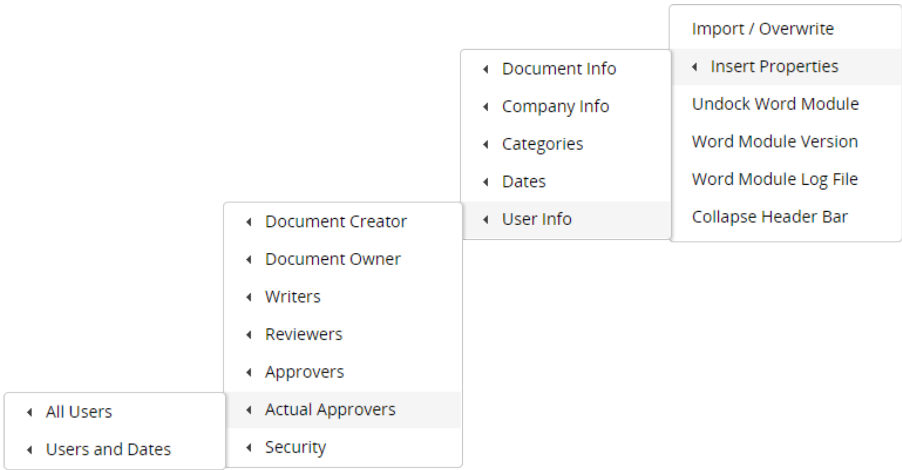
Actual Approvers

The actual approvers of a document may be different than the assigned approvers. For example, if an administrator sets a document as approved before any approvers complete their approval tasks, only the administrator's name will be inserted as the actual approver. For another example, if a document owner assigns three approvers to a document but only requires one approver, the actual approver will be the first of the three assigned approvers to accept the document.

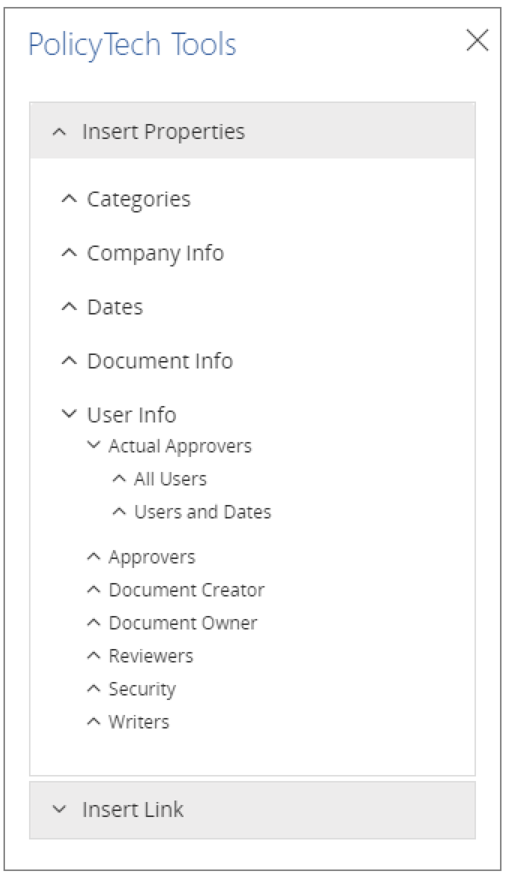
When inserting information about actual approvers, if you choose a Users and Dates option, the approval date is included in parentheses after the inserted information (for example: Susan Howard (09/29/2016)).

Location on **Insert Properties** menu:

When using WordModulePlus

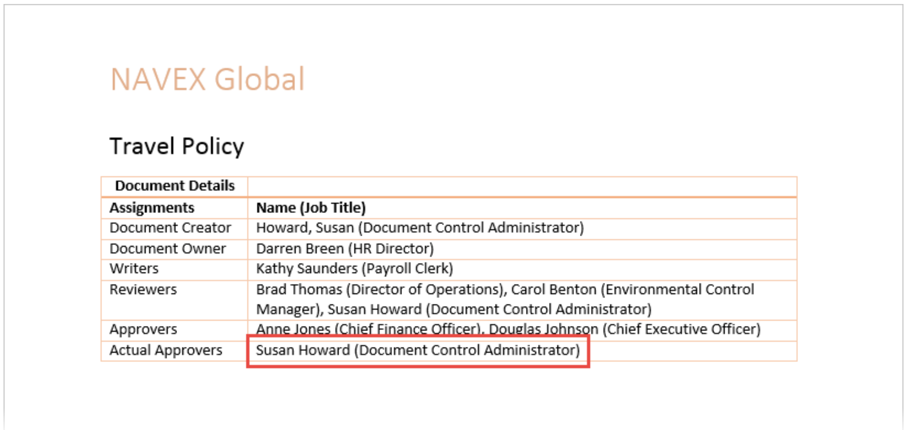


When using Office Online Integration



Example of inserted actual approvers properties:

Note: An inserted Actual Approvers field will contain the text "No User" until after the document is approved.



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Travel Policy

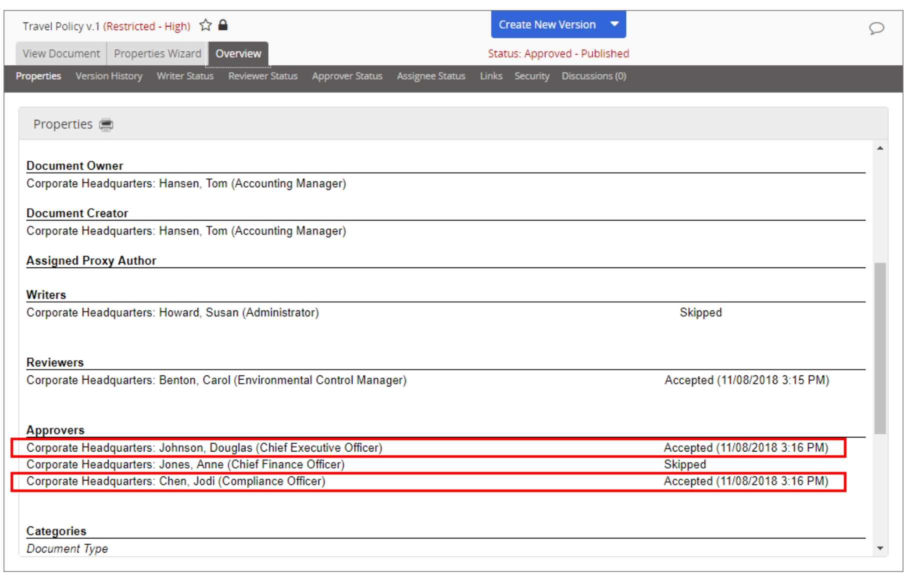
Document Details	
Assignments	**Name (Job Title)**
Document Creator	Howard, Susan (Document Control Administrator)
Document Owner	Darren Breen (HR Director)
Writers	Kathy Saunders (Payroll Clerk)
Reviewers	Brad Thomas (Director of Operations), Carol Benton (Environmental Control Manager), Susan Howard (Document Control Administrator)
Approvers	Anne Jones (Chief Finance Officer), Douglas Johnson (Chief Executive Officer)
Actual Approvers	Susan Howard (Document Control Administrator)

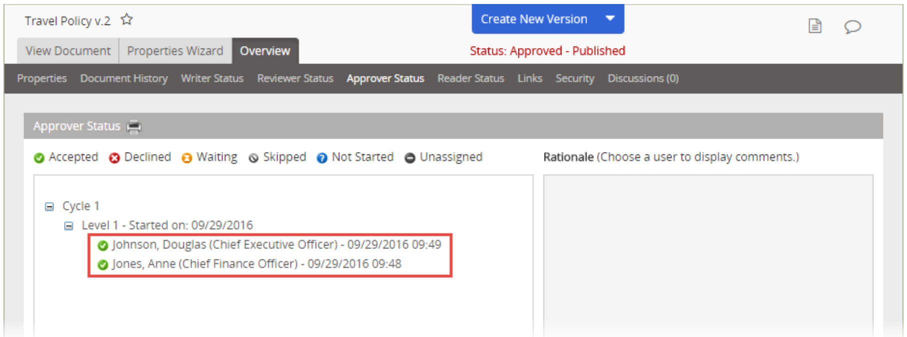
Source: Actual approvers are either approvers assigned to the document, an administrator, or a document owner who has been assigned the **Approves Own Documents** role.

When it changes: Once a document has been approved, inserted actual approvers properties cannot be changed.

Where to view: Actual approvers are only designated for documents in the post-approval statuses (Pending, Approved, and Archived).

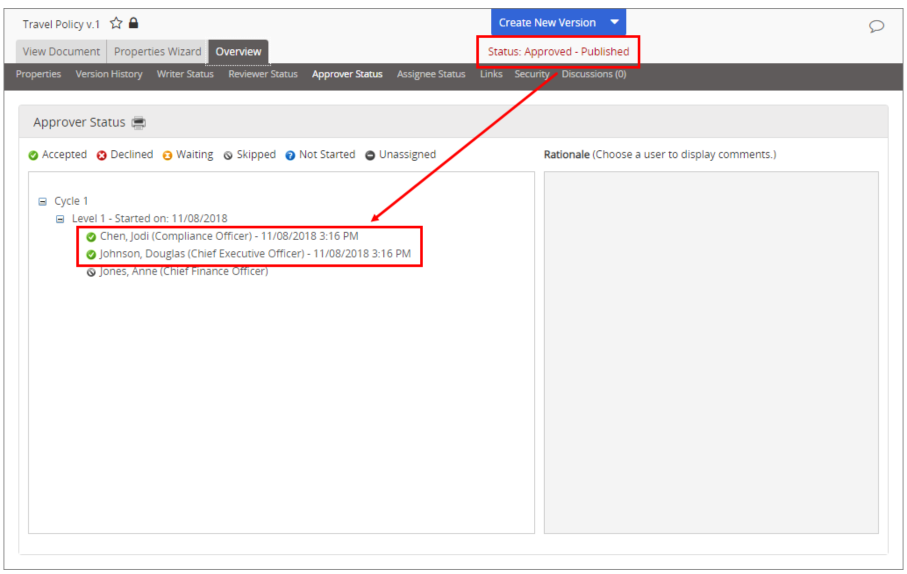
If the document was approved by one or more assigned approvers, the actual approvers will be the same as or a subset of (in the case where less than the total assigned approvers are required) those listed in the **Properties** page (**Overview** > **Properties**) and **Approver Status** page (**Overview** > **Approver Status**). The actual approvers will be those with the word **Accepted** next to their names, along with the acceptance date, in the **Properties** page, and those in the **Approver Status** page with ✅ by their names.



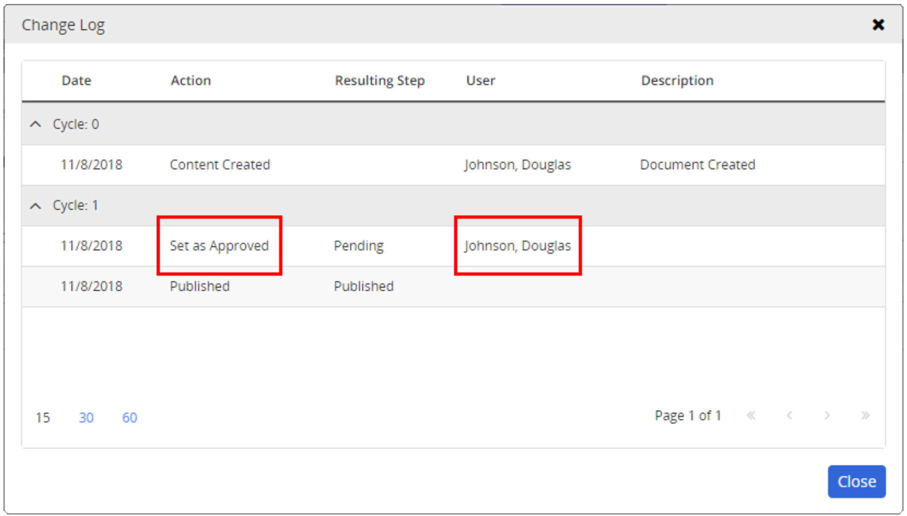


If the document was set as approved by either an administrator or a document owner with the **Approves Own Documents** role, the actual approvers will be a combination of assigned approvers who have already accepted the document, if any, and the administrator or document owner who set it as approved. A complete list of actual approvers is shown in the **Approver Status** page. (**Overview** > **Approver Status**)

Note: When a document is set as approved, one or more of the assigned approvers will have will have the word **Skipped** after their names in the **Properties** page and ⦸ by their names in the **Approver Status** page.



You can also see which of the listed approvers set the document as approved in the **Change Log** (**Overview** > **Version History** > **Change Log**).



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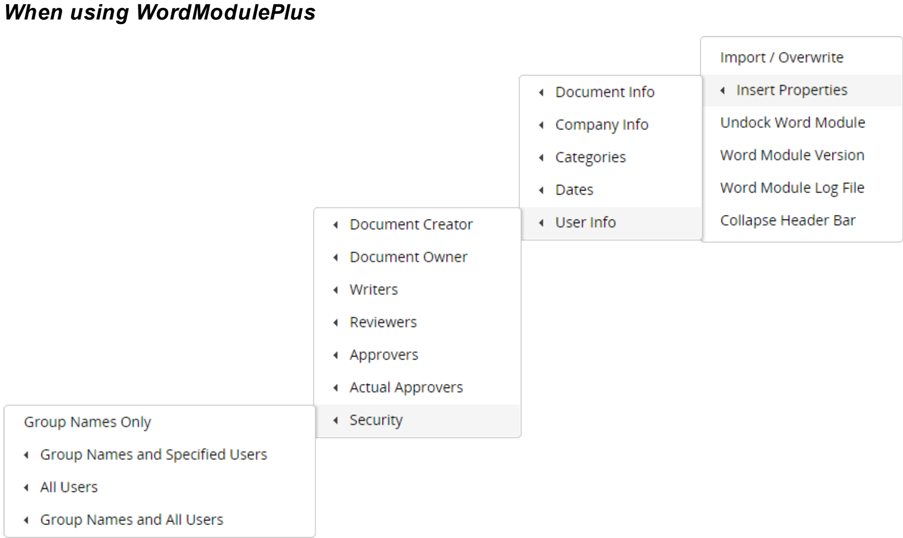
Security

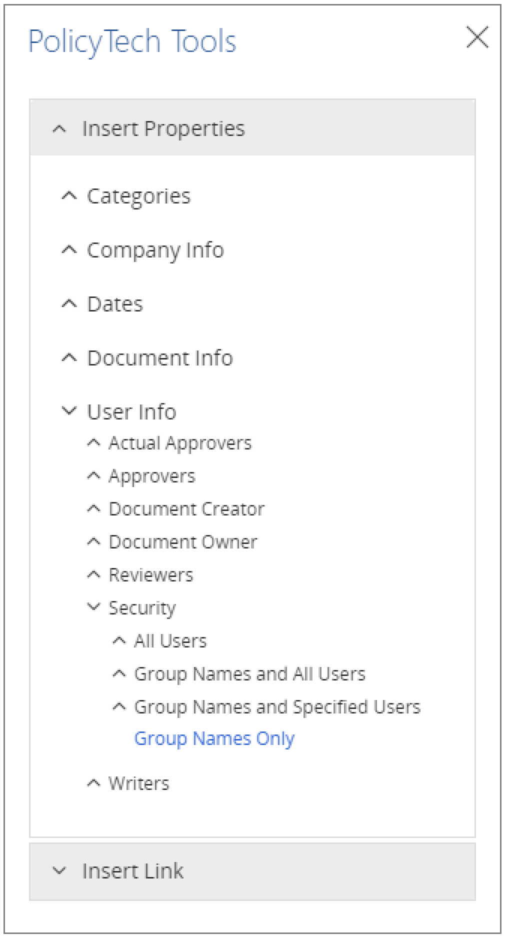
The **Security** option applies only when a document is set to **Restricted - High** or **Restricted - Severe**. With one of these security options selected for a document, only certain users are able to view the document in its various workflow stages (see Step 7: Security in the "Assigning Document Properties" section for details). When selecting one of the restricted security options, the document creator has the option of selecting additional users who will have the same permissions as those users automatically granted permissions by the selected security level. The names, job titles, departments, or group names (depending on your selection) of these other allowed users will be displayed in an inserted **Security** property field.

Location on **Insert Properties** menu:

When using WordModulePlus



When using Office Online Integration



Example of inserted security properties:

Note: Assigning additional users restricted security permissions is optional. If no additional users are assigned, the inserted field contains "Not Assigned."

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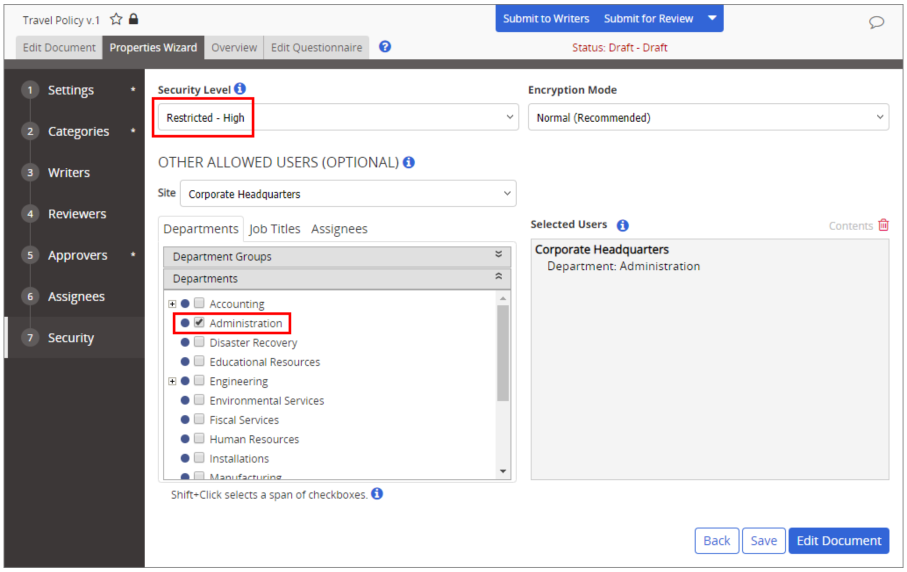
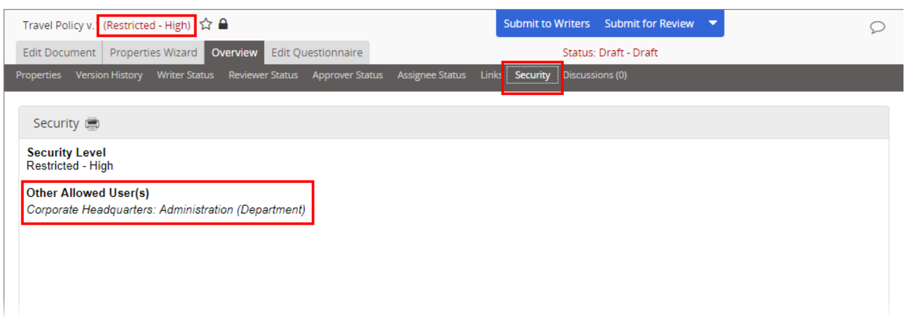
Document Details	
Assignments	**Name (Job Title)**
Document Creator	Johnson, Douglas (Chief Executive Officer)
Document Owner	Darren Breen (HR Director)
Writers	Kathy Saunders (Payroll Clerk)
Reviewers	Carol Benton (Environmental Control Manager)
Approvers	Anne Jones (Chief Finance Officer), Douglas Johnson (Chief Executive Officer)
Actual Approvers	No Users
Others Allowed Restricted Security Access:	Anne Jones (Chief Finance Officer), Douglas Johnson (Chief Executive Officer), Jodi Chen (Compliance Officer), Teresa Monson (Chief Operations Officer), Will Gatos (Chief Information Officer)

Source: The document creator assigns additional users permissions within the current restricted security level.



When it changes: The document owner or administrator can change security level assignments anytime in any active (unarchived) document.

Where to view: You can view the additional users allowed permissions within a restricted security level in the document overview. (**Overview** > **Security**)



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