NAVEX GLOBAL™

The Ethics and Compliance Experts

User's Guide

PolicyTech® 9.2

PolicyTech® 9.2 User's Guide

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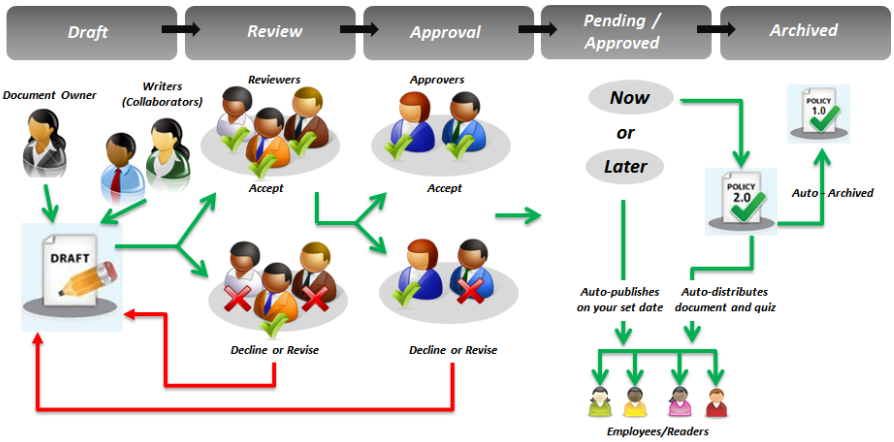
Introduction to User Topics

The *User's Guide* helps you learn about and efficiently use PolicyTech™.
To get started, please read the following introductory topics:

[The Publishing Process]
[Roles and Permissions]
[Logging In to PolicyTech]
[Changing Personal Preferences]
[Resetting a Forgotten Password]
[Working with My Tasks]

The Publishing Process

All documents created in PolicyTech™ must go through the publishing process before they can be made available for general access to readers (all users). 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. If desired, the document owner can collaborate with other writers to complete the first draft. The document owner then submits the document to review, where each reviewer can accept, revise, or decline the document. If all reviewers accept it, the document is automatically moved to the approval status. If revised or declined by one or more reviewers, the document is placed back in draft status, and a task email is sent to the document owner to review the revised or declined document, make the necessary changes, and then resubmit the document 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.

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

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

As soon as a document is published, task notifications to read the document are sent to all assigned readers.

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

Roles and Permissions

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

Document Roles

Document Role	Description
Document Owner	A document owner has the following responsibilities for each owned document: ■ Create the document ■ Assign writers, proxy authors, reviewers, approvers, and readers ■ Assign departments and categories ■ Write the document content or assign another user to write it ■ Manage the document through the review and approval process, making revisions as necessary ■ As the document is periodically reviewed, create new versions and make necessary updates When necessary, a document owner can also do the following with an owned document:

	■ Submit the draft document directly to approval if no required reviewers are assigned ■ Set the document as approved if assigned the "approves own documents" role ■ Modify the assigned readers of published documents ■ Archive the document
Approves Own Document	This document role applies only to users assigned the document owner role. With the "approves own document" role assigned, a document owner can approve his or her own documents 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, even with the "approves own document" role assigned.
Writer	A document owner can assign any user with the writer role to write or collaborate in writing a document. A writer cannot, however, access or change any of the document's properties (assignments, roles, permissions, and so on). A writer can edit an assigned document 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. A reviewer can accept an assigned document 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. An approver can accept an assigned document as is, revise it, or decline it. Because an approver is legally responsible for a document'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 that are approved but not yet published because of a pending publication date. Access is limited to documents the user would be able to see once the document is published.
Reader	A user assigned the reader role can see all published documents whose security is set to **All Users**.
Archived Documents	A user assigned the archived documents role can see archived documents. Access is limited to documents the user would be able to see if the document were in published status.

	Important: Users assigned this role can also see all contents of the archived documents' Overview tab, including the Properties, Document History, task status, and Security pages.
Template	A user assigned the template role can view, create, and edit document templates, but cannot delete them.
Proxy Author	The following list describes what a user assigned the proxy author role can and cannot do: ■ Can create documents for assigned document owners only ■ Can access and edit all draft documents for assigned document owners regardless of whether the documents were created by the proxy author or the document owner ■ Cannot submit a document for review or approval but can request that the document owner do so ■ Can view assigned document owners' documents through the review and approval process

System Permissions

System Permission	Description
Category Owner	A user assigned this permission can immediately access and edit all unassigned categories and their subcategories.
Document Control Administrator for All Sites (Global DCA)	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 document control 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 owner. ■ Set a document as approved, skipping all assigned writers, reviewers, and approvers. ■ Edit a document in its current state without sending it back to draft or creating a new version. (The document owner receives notification that the document has been edited.)

	■ Skip the next review date anytime (designate as "No Revision Necessary"), even before the review warning period.
Document Control Administrator for a Single Site (Sub-DCA)	Except for the exceptions listed below, a document control administrator for a single site (sub-DCA) can do everything on that site that a document control administrator for all sites (global DCA) can do. ■ A sub-DCA cannot access the following preferences: **General Properties** in **Company Setup**; **Default Properties** in **Document Setup**; all **System / IT Settings** preferences. ■ Because a global DCA can assign a category or template to multiple sites, changes a sub-DCA makes to an existing category or template affects it at all assigned sites. However, a sub-DCA cannot assign new categories or templates to other existing sites. But a sub-DCA can choose to have the new category automatically assigned to new sites as they are created. ■ When assigning system permissions to users, a sub-DCA can only assign them for that sub-DCA's 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 DCA can access and edit. A user assigned this permission for a single site is limited to the **Company Setup** and **User Setup** preferences a sub-DCA can access and edit.
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 **Management Reports** and **Other Reporting Options** in **Reports**.
Access Site	By default, a user only has access to the site assigned to that user. A user assigned the access site permission can access other sites.
View Docs All Departments	This permissions applies only if the DCA has restricted users to seeing only the documents assigned to their departments. (By default a user assigned the reader role can view all unrestricted published documents assigned to any department.) When assigned this permission, a user can see unrestricted documents in all departments, as if the department restriction were not in place.
Manager	A user assigned the manager role 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 reader assignments for documents 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.

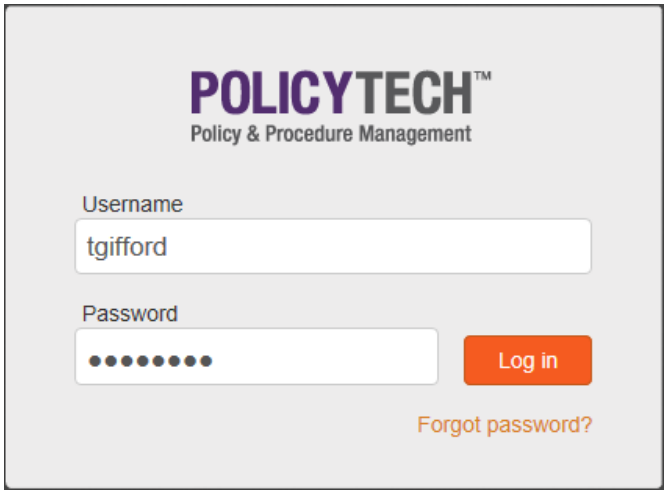
When PolicyTech was installed, one of your organization's users was designated as a document control administrator, or DCA. The DCA has responsibilities and permissions to set up PolicyTech users and preferences and will know the web address for accessing PolicyTech.

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 DCA should be able to help you get to the PolicyTech login window.

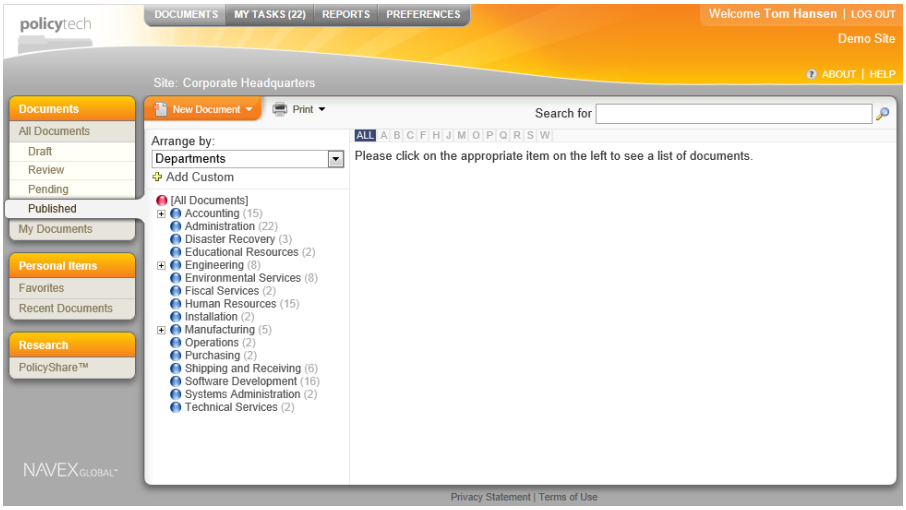
1. Contact your PolicyTech DCA to get the following:
   - PolicyTech web address or link
   - Your PolicyTech user name and password
2. Open your Internet browser, and then do one of the following:
   - In the browser's address box, type the PolicyTech web address, and then press Enter.
   - Or go to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

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 document control administrator if you have questions.



You should now see the default PolicyTech window your DCA 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)

Finding and Opening a Document (for all users)

Reading a Required Document (for all users)

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

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

Reviewing and Approving a Document (for reviewers and approvers)

Resetting a Forgotten Password

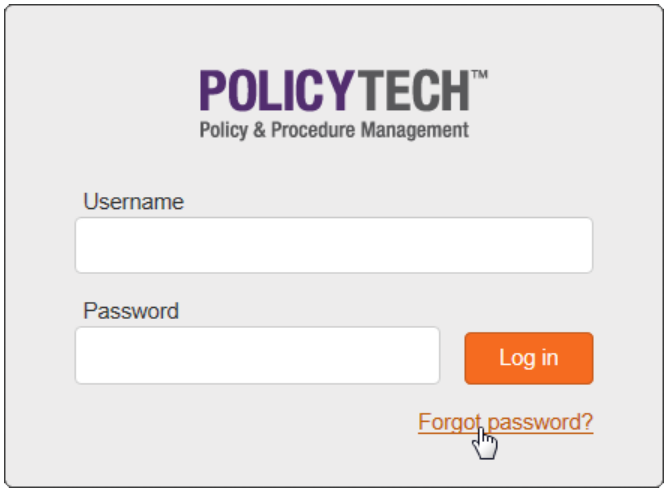
If you have forgotten your password, you may be able to have PolicyTech™ send you a link to reset it.

Important:

- The document control administrator (DCA) 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.

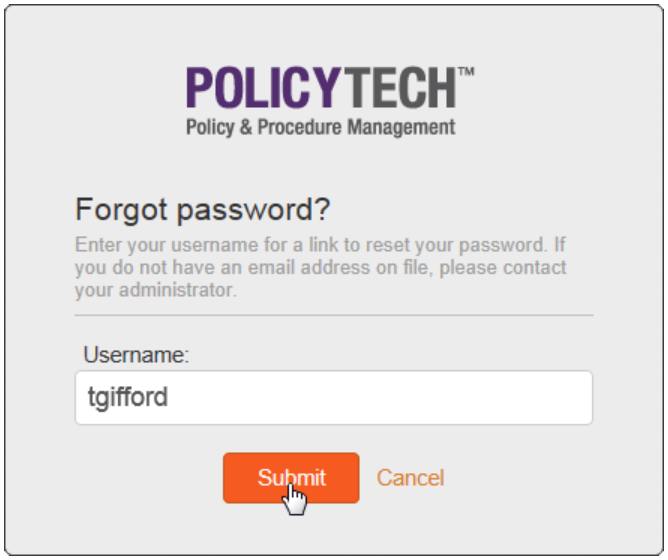
If you don't receive an email after following the steps below, contact your DCA, who can reset your password.

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 DCA for help.

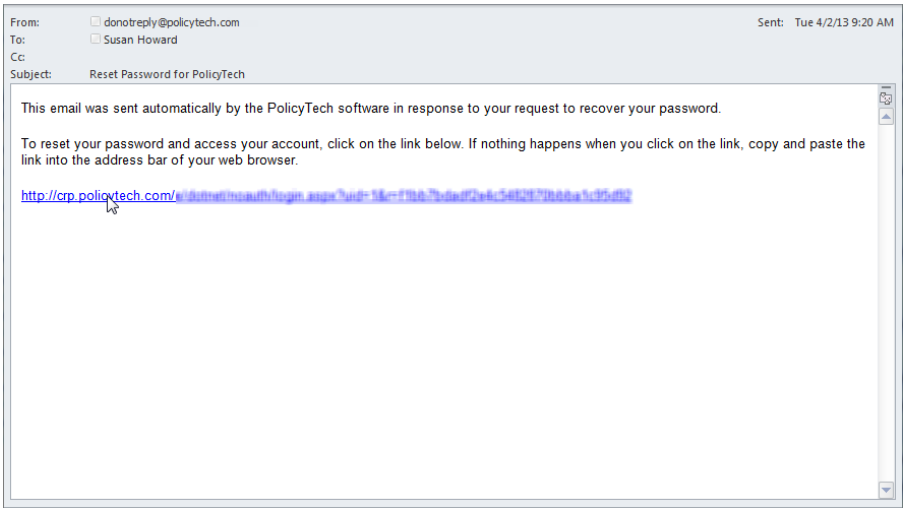


3. You should now see the message "Email sent." Close the **Forgot Password?** window.

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

4. Check your in box 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 in box. If you don't receive an email, contact your DCA.



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

6. Click **Save**.

Changing Personal Preferences

You can set personal preferences for the following:

- Your password (if changing a password anytime is enabled). See Changing Your Password.

Note: If you've forgotten your password, see Resetting a Forgotten Password.

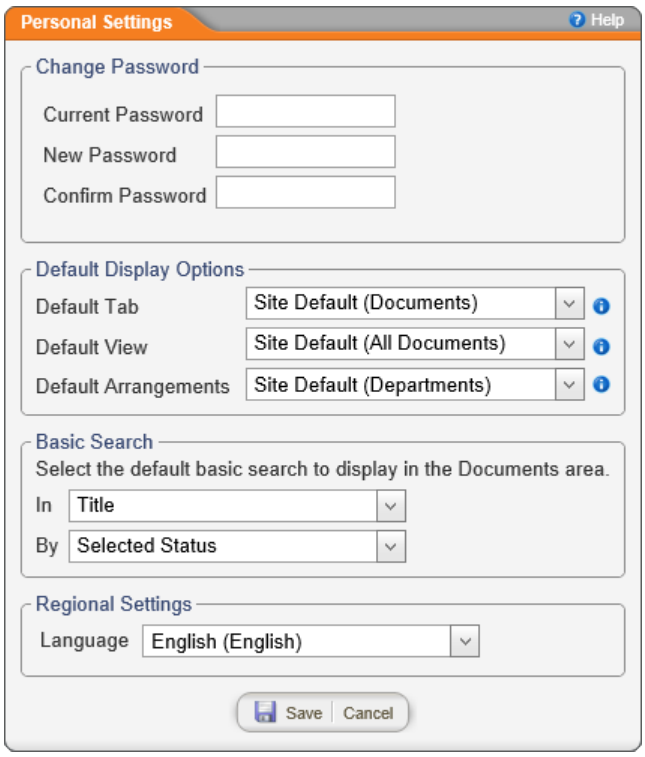
- What you see after you first log in to PolicyTech™. See Changing Default Display Options.
- What options are selected by default for the basic search feature. See Changing the Default Search Options.
- The language for user interface text (only if a language module has been added). See Changing the Interface Language.

Changing Your Password

1. Click **PREFERENCES**, and then click **Personal Settings**.

Important: The **Change Password** area of the **Personal Settings** window appears only if your document control administrator (DCA) has set up PolicyTech™ to allow the resetting of passwords anytime. If you don't see

the **Change Password** area and you need to change your password, contact your DCA, who can reset it for you. If you have simply forgotten your current password, go to Resetting a Forgotten Password.



2. Type your current password.
3. Type a new password, and then type it again to confirm it.
4. Click **Save**.

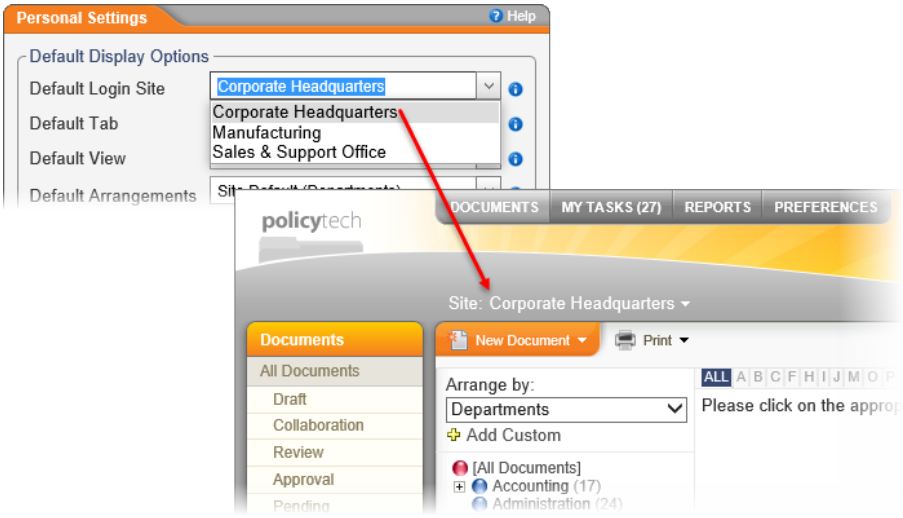
Changing Default Display Options

Use the **Default Display** options to select what you want displayed by default when you first log in to PolicyTech™ and whenever you click a status in the **DOCUMENTS** tab.

1. Click **PREFERENCES**, and then click **Personal Settings**.
2. Make the desired changes (see display option descriptions below).
3. Click **Save**.

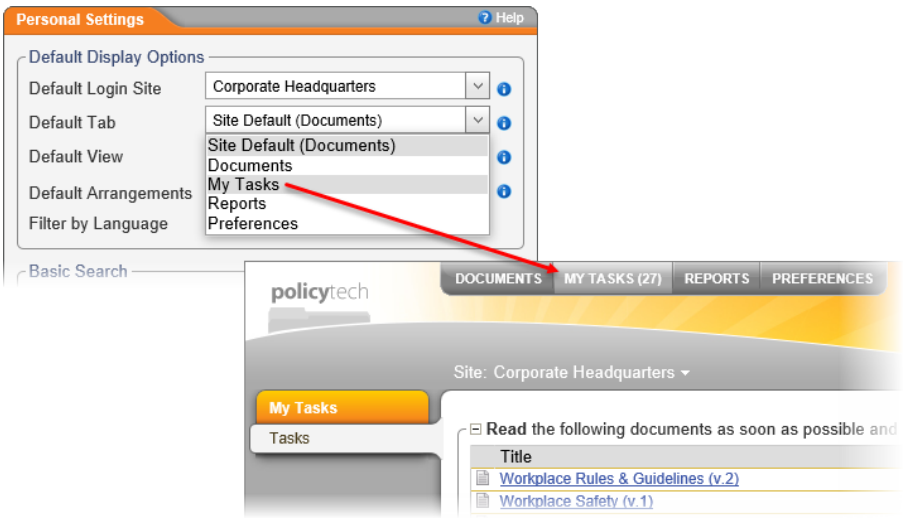
Default Login Site

If PolicyTech is set up to use multiple sites, use **Default Login Site** to specify which site will be selected by default when you log in.



Default Tab

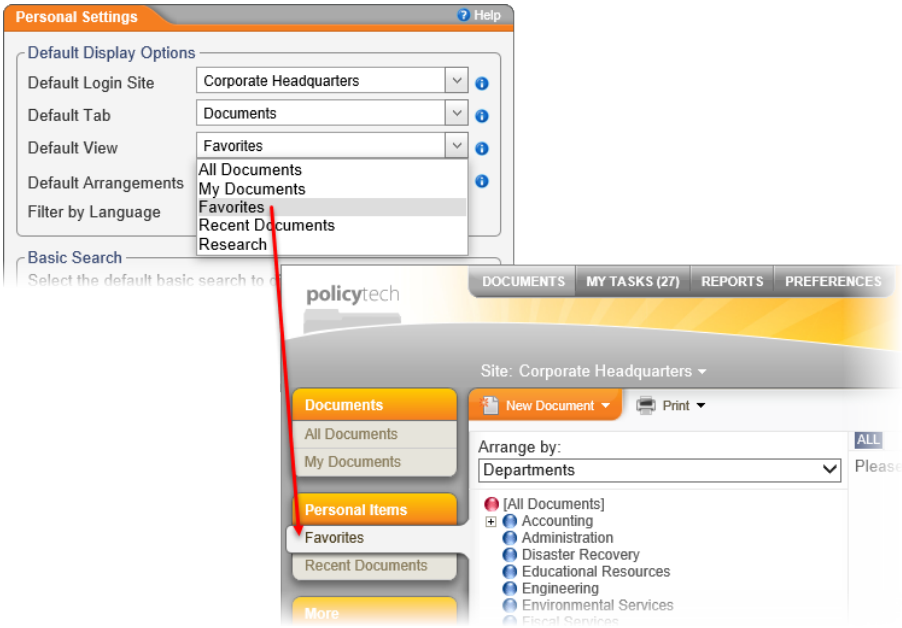
Use **Default Tab** to specify which tab—**DOCUMENTS**, **MY TASKS**, **REPORTS**, or **PREFERENCES**—will be selected by default after you log in.



Default View

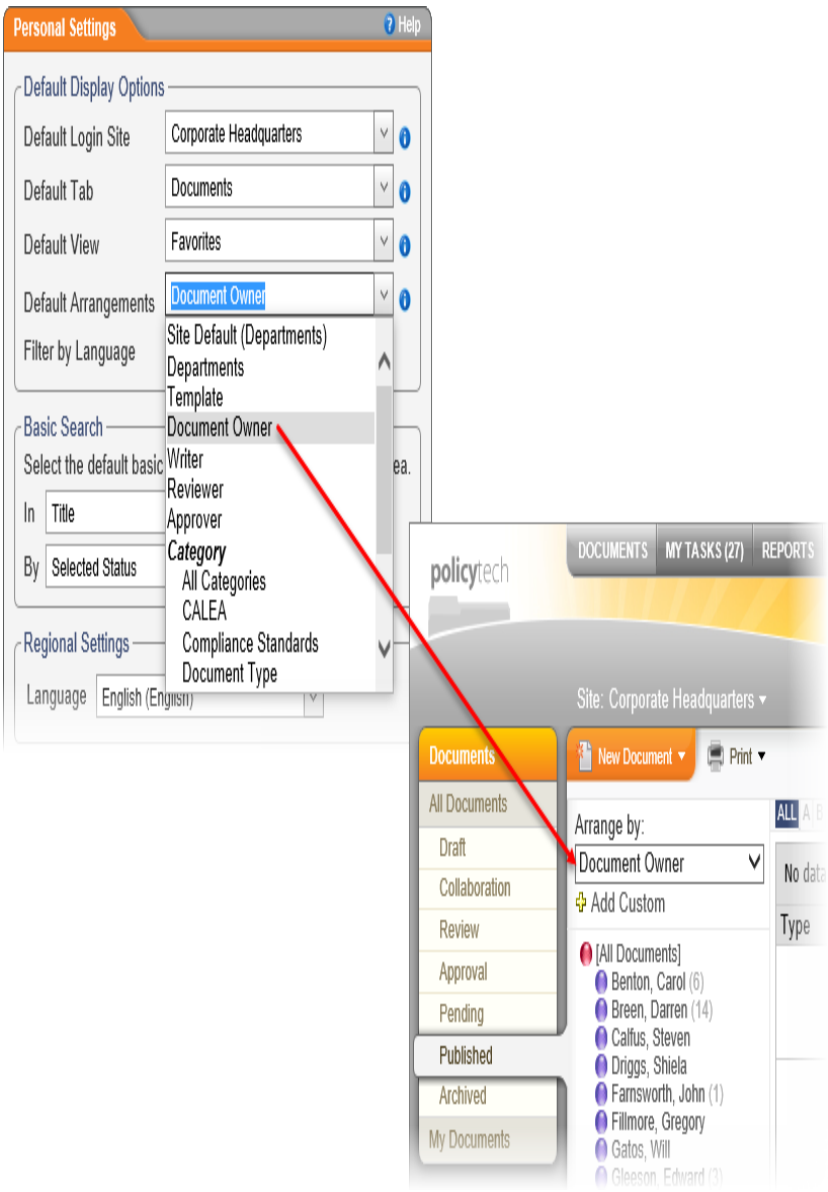
Use the **Default View** option to specify what will be selected by default within the **Default Tab**.

Note: The **Default View** options change depending on the **Default Tab** selection. Also, this option is not applicable if **Reports** or **Preferences** is the current **Default Tab** selection.



Default Arrangements

Use the **Default Arrangements** option to specify what will be selected by default within the **Arrange by** box whenever you click a status (**Draft**, **Collaboration**, **Review**, and so on) in the **DOCUMENTS** tab. (See Finding a Document in a Specific Status for details on this display feature.)



Filter by Language

Select **Yes** to hide all documents that are not in the language you select in the **Regional Settings** area of **Personal Settings**, or select **No** to show all documents regardless of their assigned languages.

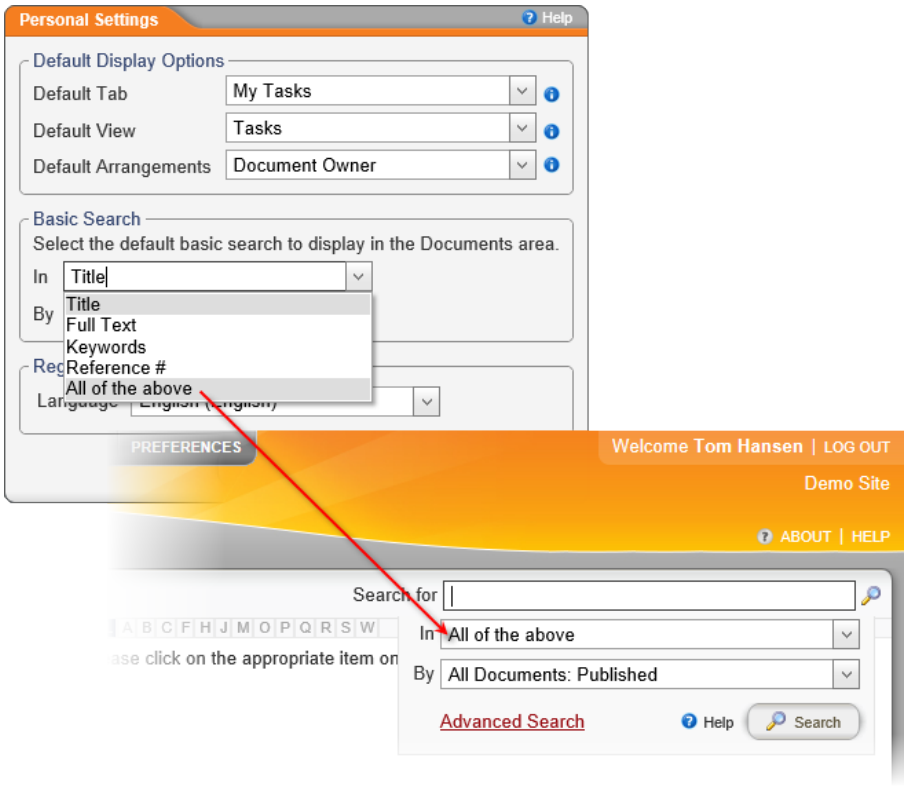
Note: This setting is initially determined by your primary site's **Filter by Language** setting. So the default setting will be either **Site Default (No)** or **Site Default (Yes)**.

Changing the Default Search Options

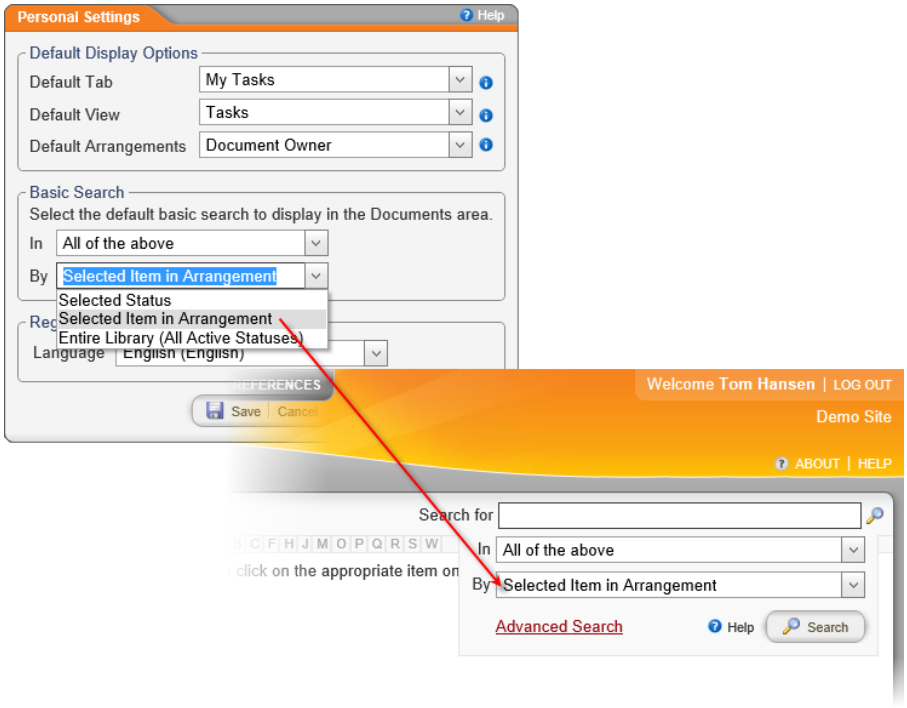
Use the **Basic Search** options to specify what you want selected by default as the **In** and **By** options for the **Basic Search** feature.

1. Click **PREFERENCES**, and then click **Personal Settings**.
2. Use the **In** setting to specify the default **Basic Search** setting for how much of a document you want to search: just the title, only document contents (full text), only keywords, only the reference number, or all of the previous.

   In the **In** list, click a setting.



3. Use the **By** list to specify which status or arrangement you want selected as the default **By** option for **Basic Search**.



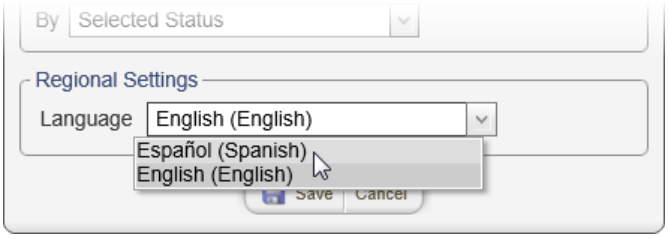
4. Click **Save**.

Changing the Interface Language

Important: Additional languages are available only if one or more language modules have been installed.

Use this option to specify which language for the user interface text is selected by default when you log in.

1. Click **PREFERENCES**, and then click **Personal Settings**.
2. Click the **Language** box, and then click a language.



3. Click **Save**.

Working with My Tasks

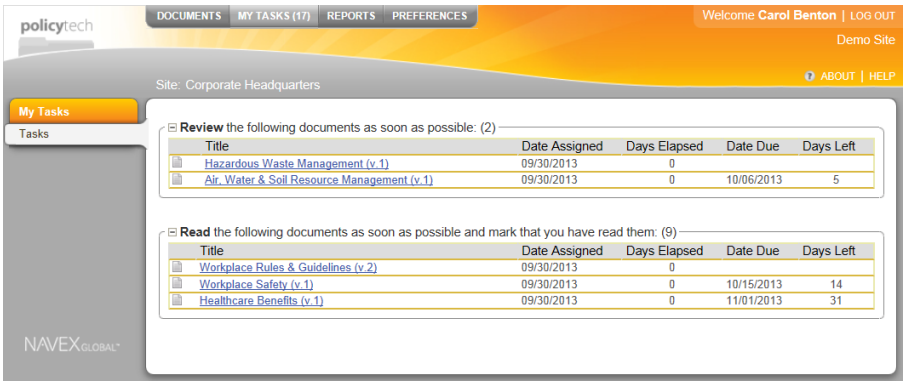
If PolicyTech™ is set up to use your organization's email system, PolicyTech sends you a notification email each time you receive a new task (see Working with Notification Emails for details). Each task is also added to your My Tasks page in the appropriate task type section. The types of tasks you can receive depend on the document 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 on the My Tasks menu. 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 reviewer and reader roles.

Notes:

- When assigning writers, reviewers, and approvers to a document, assigning a due date, a warning period, and a date when a task becomes critical are optional. If one or more of these dates have been assigned, you may see one of the following icons: (when the current date is within the designated warning period before the due date); (when the due date has passed); (when the designated critical date has arrived).
- By default, all task sections are expanded. You can click or the section title to collapse a section.



2. To open a document, click the document title.
3. Perform your task, and then take the appropriate action to indicate that you've completed the task. The list below refers you to topics with instructions about performing assigned tasks.

Task List with Help Topic Links

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

Role	"My Tasks" Section Heading	Help Topic Link
Reader	Read the following documents as soon as possible and mark that you have read them	Reading a Required Document
Writer	Collaborate in writing the following documents as soon as possible	Collaborating on (Helping to Write) a Document (for assigned writers)
Reviewer	Review the following documents as soon as possible	Reviewing a Document
Approver	Approve the following documents as soon as possible	Approving a Document
Document owner	Submit the following Documents for Review or Approval	Submitting a Document for Review
Document owner, proxy author	Periodic Review required on these documents that are due or almost due for review	Doing a Periodic Review and Creating a New Version
Document owner, proxy author	Links need to be updated on the following documents	Updating Document Links
Document control administrator	Reassign these authors' documents to another author or authors	"Reassigning Document Owners" in the Administrator's Guide

Using the Messages Inbox

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

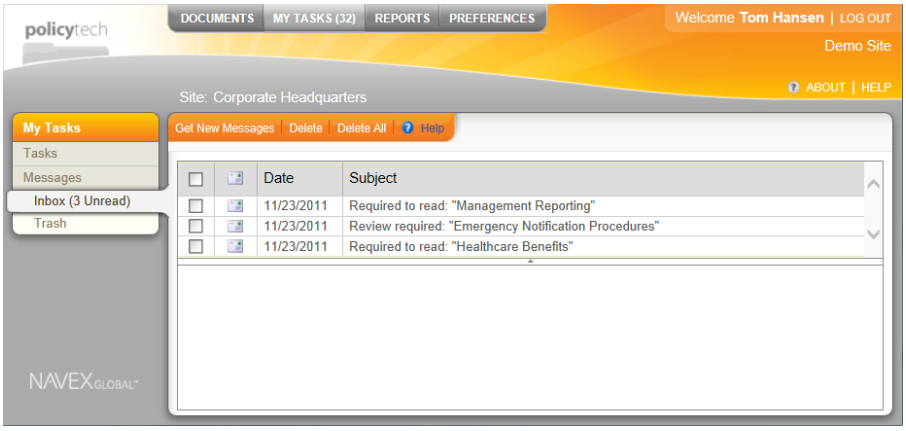
- A document control administrator has not configured PolicyTech to use your organization's email system.
- Your user profile (set up and managed by the document control administrator) does not include a valid email address.

Viewing and Acting On Messages

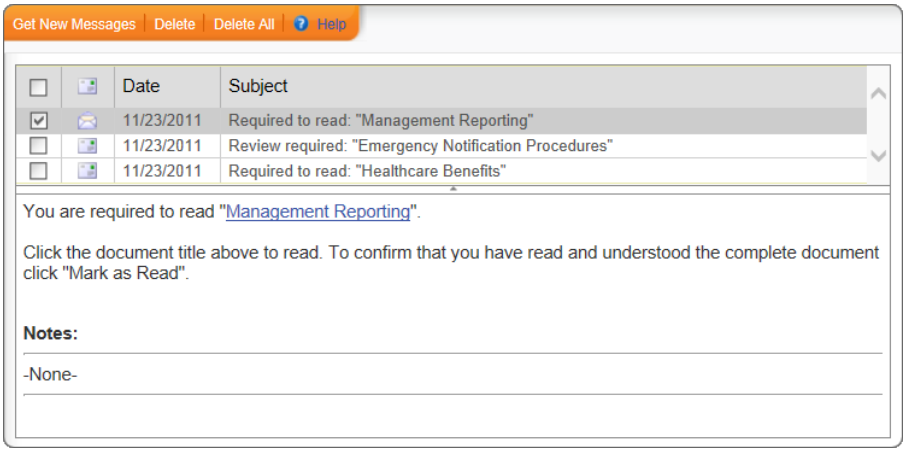
To access a message in the **Inbox**,

1. Click **MY TASKS**, click **Messages**, and then click **Inbox**.

Note: If you don't see the **Messages** option on the **My Tasks** menu, then you are set up to receive notifications via your organization's email system. If you're not receiving notifications, contact your document control administrator for help.



2. To view a message's contents in the lower panel, click the message subject.



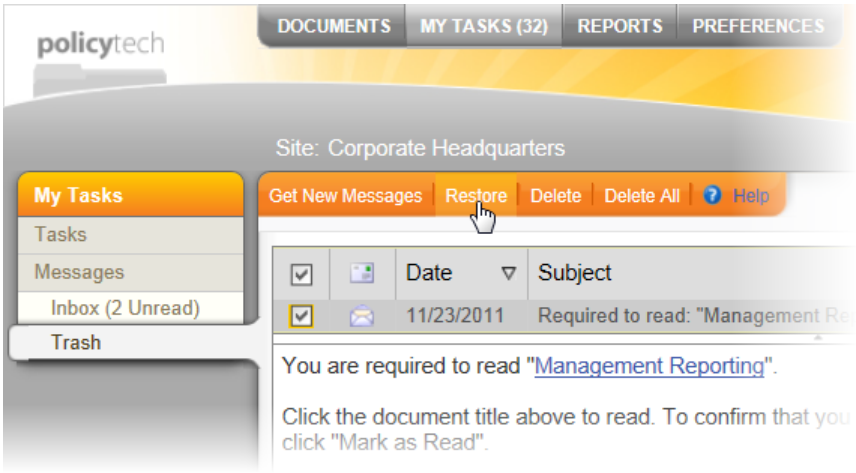
3. If the message is a task notification, click the document title to open the document, and then perform the task (see Task List with Help Topic Links

in the "Working with My Tasks" topic).

Managing Messages

You can do any of the following to manage messages in the Messages Inbox and Trash:

- **Refresh the inbox.** Click **Get New Messages**.
- **Delete selected messages.** Select check boxes in the left-most column, and then click **Delete**.
- **Delete all messages.** Click **Delete All**, and then click **Yes**.
- **Restore deleted messages.** On the **Messages** menu, click **Trash**. Select check boxes in the left-most column, and then click **Restore**. On the **Messages** menu, click **Inbox** to see the restored messages.



- **Change the size of the message viewing panel.** Click the up arrow in the divider bar between the message list and the viewing panel to expand the viewing panel to maximum size. Click and drag anywhere else on the divider bar to resize the message list and viewing panels.
- **Sort a column.** Click a column header to sort by that column's contents. Click the same column header again to reverse the sort order.

Finding and Opening a Document

PolicyTech™ is a powerful tool that provides several ways to find a document stored in the PolicyTech database. Whatever you know about a document can helpyou to find it. For example, suppose a user knows the following about a document she needs to find:

- The word cash is in the title.
- The document is assigned to the accounting department.
- The document has already been approved and published.

With this knowledge, the user could search for documents containing cash in the title, arrange (list) documents by department, or arrange documents by status. Or the user could use all three methods together to narrow down the list of documents with all three attributes.

There are two major ways to begin finding a document—using the **All Documents** feature or the **My Documents** feature. **All Documents** lets you start finding a document by selecting a status, such as draft or published. **My Documents** lets you start by selecting the role or roles you are assigned to perform with documents, such as document owner, reviewer, or reader. We recommend learning how to use both methods, as one may be more helpful than another in a given situation.

To find documents using the **All Documents** feature, go to Finding a Document in a Specific Status.

To find documents using the **My Documents** feature, go to Finding a Document You Are Assigned to Own, Proxy Author, Write, Review, Approve, or Read.

The following tools can also help you find a document:

Sort Bar

Basic Search

Advanced Search

Quick Menu

Document Access Table

Custom Document List Display

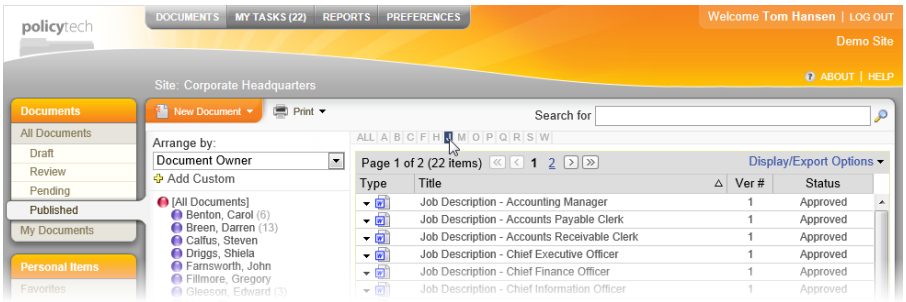
Custom "Arrange by" Sort

Display/Export Options

Using the Sort Bar

Anytime a list of documents is displayed, you can use the sort bar to view only those documents that start with a specific letter or that start with a number or any other non-alphabetic character.

The sort bar will contain each letter that at least one document in the list starts with. Click a letter or **#** to view only those documents that start with that letter or non-alphabetic character. To see all documents again, click **ALL**.



Searching for a Document

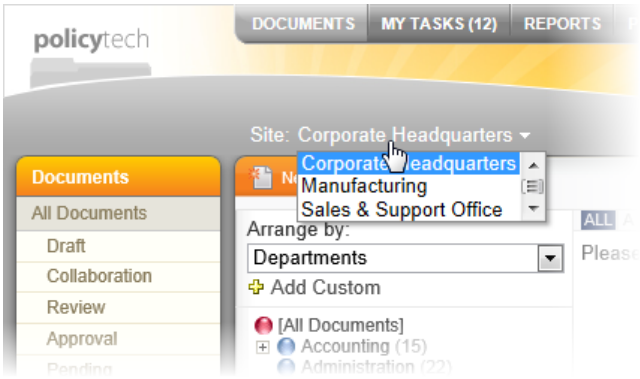
Using the basic **Search** feature, you can search for a text string in a document's title, its contents, or its keywords. You can also search for all or part of a document's reference number.

Note: A document owner can add keywords when creating a document, 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.

You can search all of the documents in a site or narrow the search by looking only in a specific status such as draft or approved, in a role assignment such as the documents you're assigned to review or read, or within only those documents with a specific property such as a particular department or category.

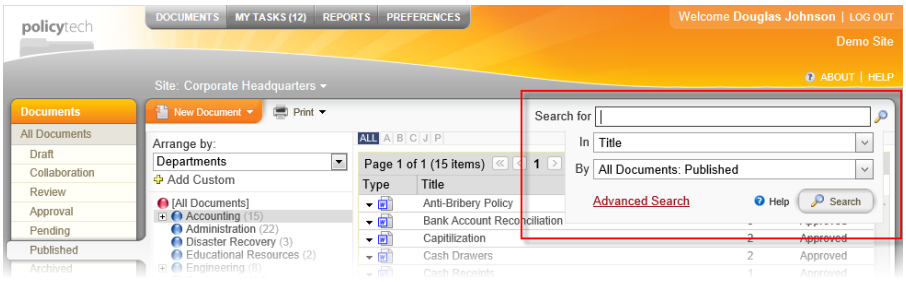
1. Click **DOCUMENTS**.
2. (Optional) If you have access to multiple sites, in the site list, click the site containing the document you want to find.

Important: You can search in only one site at a time using basic search. If you need to search across all sites, see Advanced Search.



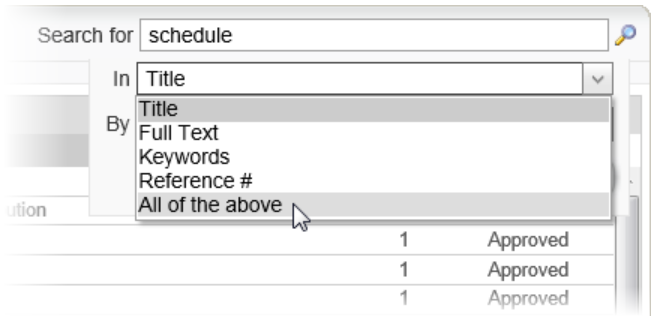
3. (Optional) To narrow the search, click **All Documents** or **My Documents**, and then click a document status or role assignment. You can stop here or in the **Arrange by** list, click an item to filter out additional documents (if you need help, see Finding a Document in a Specific Status or Finding a Document You Are Assigned to Own, Proxy Author, Write, Review, Approve, or Read).

4. Click the **Search for** box to display the search options (highlighted in the sample screen below).

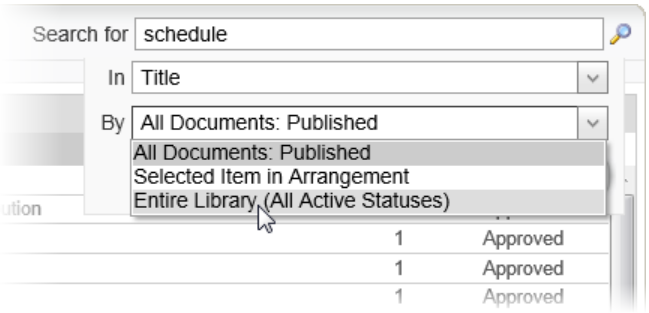


5. In the **Search for** box, type the text you want to search for. See Search Text Options below for details on building search text.

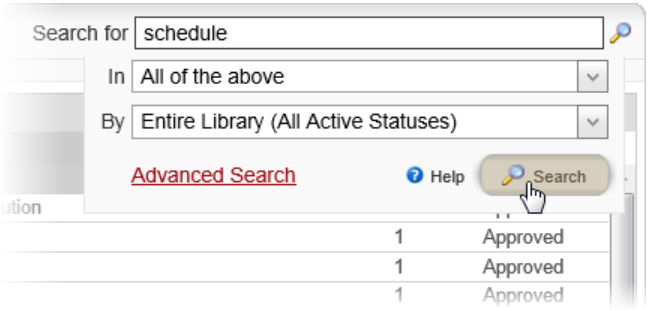
6. In the **In** list, click an option for what part of the document you want to search. You can choose to search the title only, the full text (document contents) only, the assigned keywords only, the reference number only, or in all four of the previous.



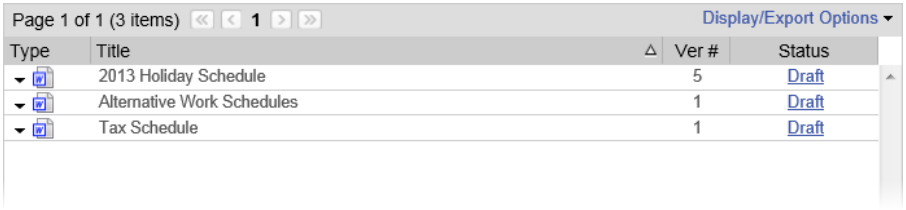
7. In the **By** list, click the area within the currently selected site that you want to search. You can search through all documents in the currently selected status or role assignment, within the selected item in the **Arrange by** list (department, category, and so on), or through all documents in all active (not archived) statuses in the entire site.



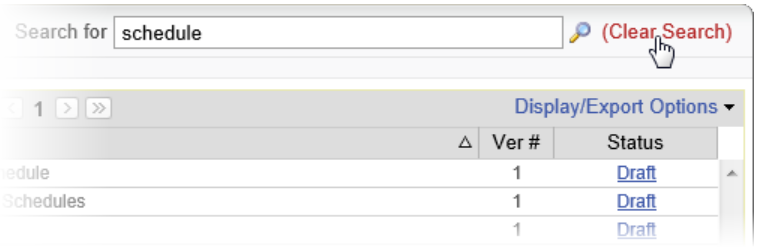
8. Click **Search**.



The search returns a list of all documents, if any, that match the search text in the selected areas of the document and within the selected areas of the current site.

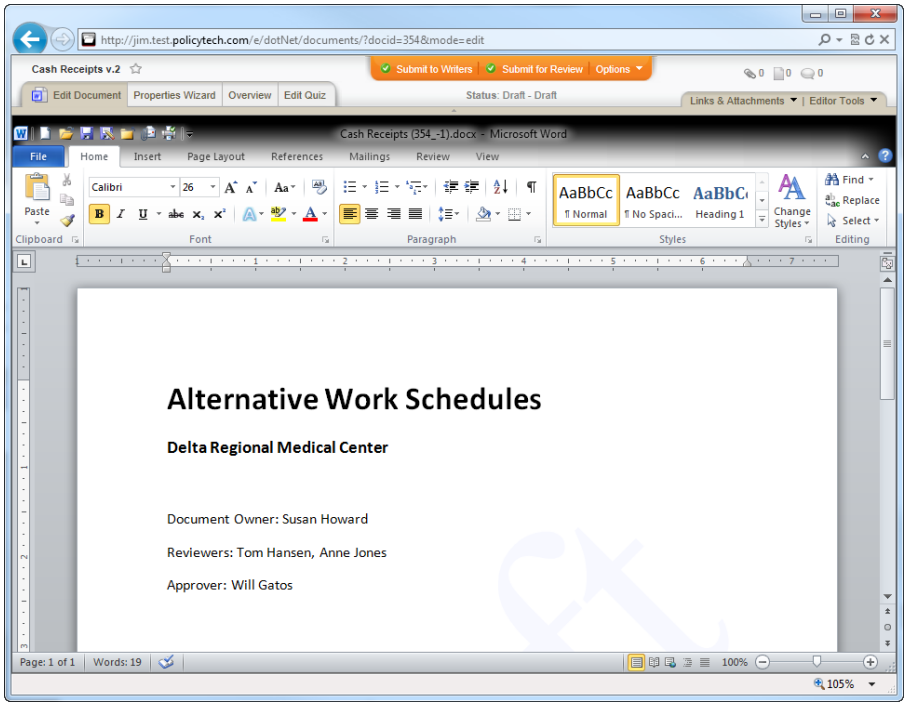


9. (Optional) Click **Clear Search** to start over with new search criteria.



10. To open one of the listed documents, click the document title. The document opens in a separate browser window, as shown below.

Important: If a **File Information** window is displayed instead of the document contents, see Reading a Document That Opens Outside of PolicyTech for further instructions.



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

Document Owner or Proxy Author:

Creating and Working with Draft Documents

Working with Documents in Review and Approval

Doing a Periodic Review and Creating a New Version

Working with My Tasks

Writer:

Creating and Working with Draft Documents

Working with My Tasks

Reviewer or Approver:

Reviewing and Approving a Document

Working with My Tasks

Reader:

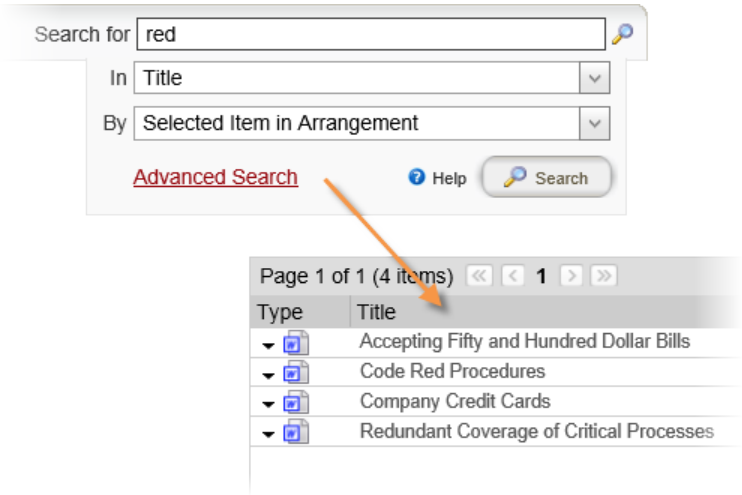
Reading a Required Document

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 for instructions on building more complex searches.

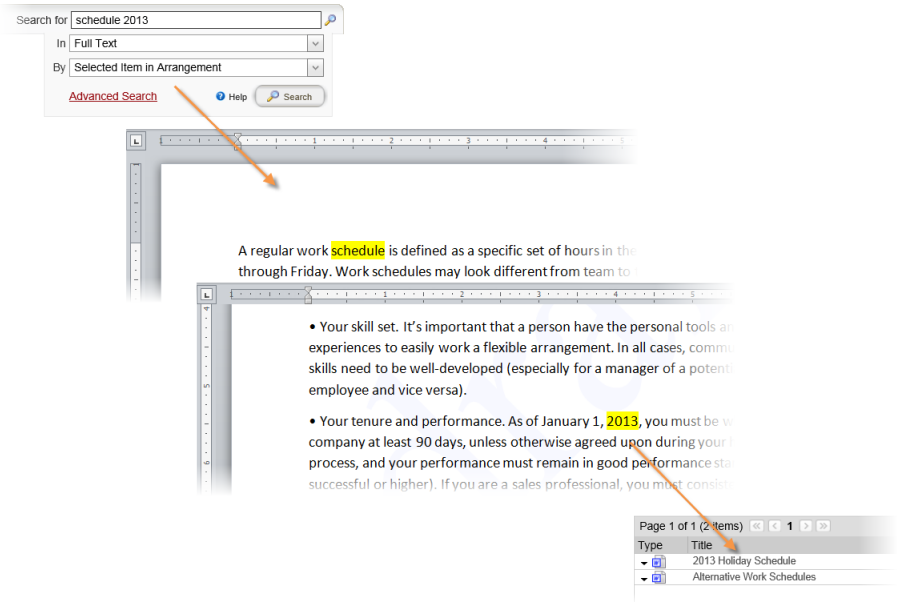
Type a single word. The search will return a list of all documents that contain that word (or string of characters) anywhere within the documents' titles, contents, keywords, or reference numbers (whichever you select in the In box).

For example, if you typed *red* as the search text and chose to search by title, the search would return documents 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 that contain all of the words you typed that are anywhere within the selected document areas.

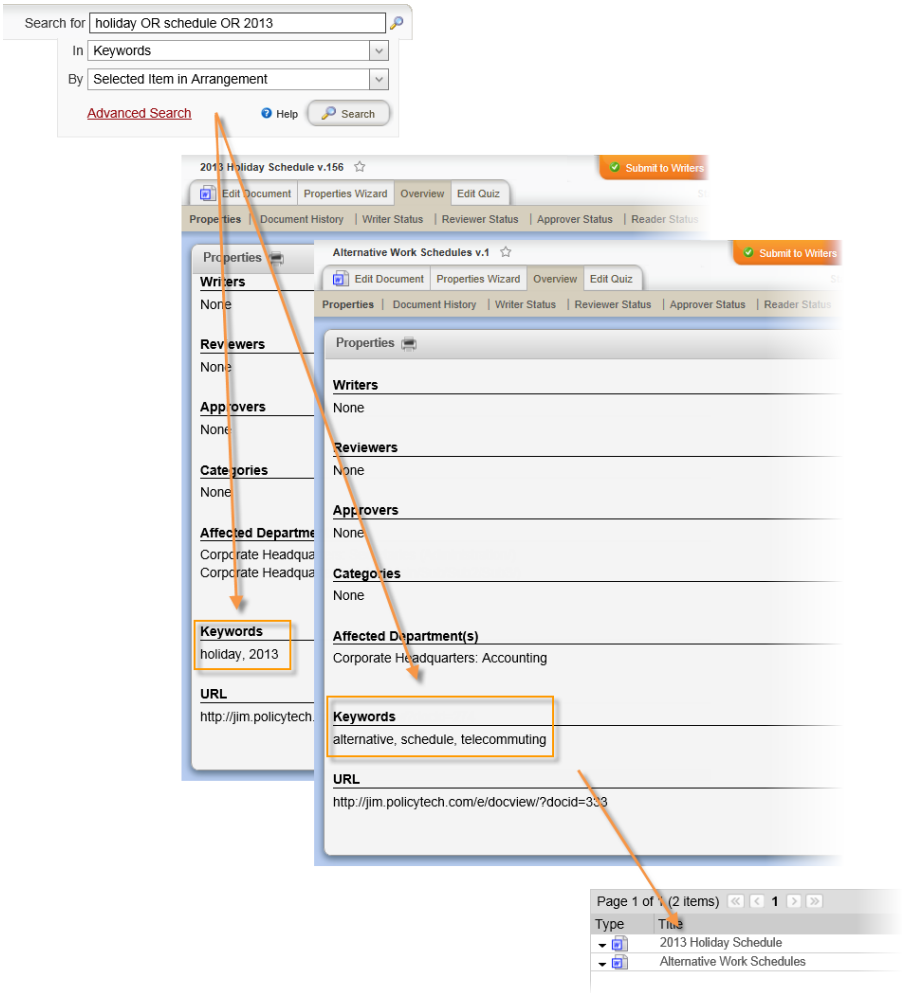
For example, if you typed *2013 schedule* as the search text and chose to search by document content (full text), the search would return documents containing at least one instance of each word anywhere in the document content, even if the word *schedule* is found on page 2 and the word *2013* is found on page 7.



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

Note: You can use the vertical bar character (|) in place of OR.

For example, if you typed *holiday OR schedule OR 2013* as the search text and chose to search keywords, the search would return all of the following documents: a document with *schedule* but not *holiday* or *2013* as assigned keywords; a document with *2013* and *holiday* but not *schedule* as assigned keywords; a document with all three words as assigned keywords.



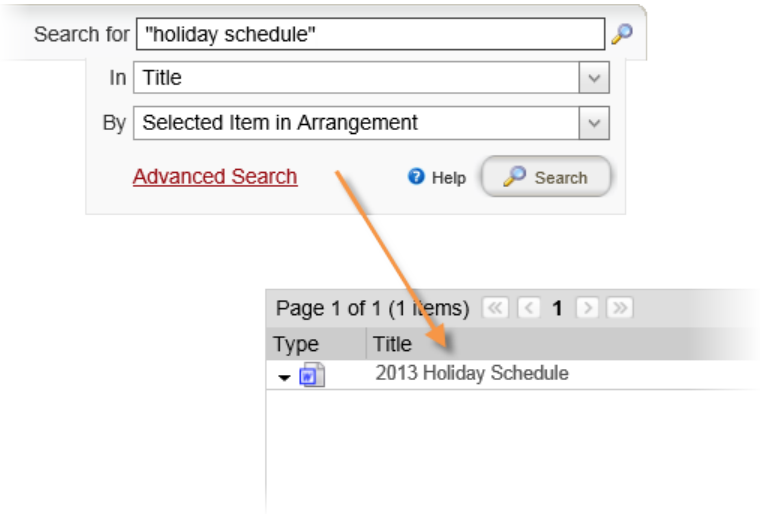
Type one or more words with each preceded by NOT in all uppercase letters. The search will return a list of all documents that do not contain the words in the search text anywhere within the selected document areas.

Note: You can use the dash or minus character (-) in place of NOT.

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 that contain the exact text within the quotation marks anywhere within the selected document areas.

For example, if you typed *"holiday schedule"* as the search text and chose to search document titles, the search would find the following document title: *2013 Holiday Schedule*; but the search would not find the following document title: *2013 Holiday and Shutdown Schedule*.



Finding a Document in a Specific Status

A document can be in any of the publication process statuses listed below. You may or may not be able to access a document in any given status, depending on both the document roles you've been assigned and the document's assigned security level (see Document Access Table for details).

- Draft
- Collaboration
- Review
- Approval
- Pending
- Published
- Archived (see Viewing Archived Documents below)

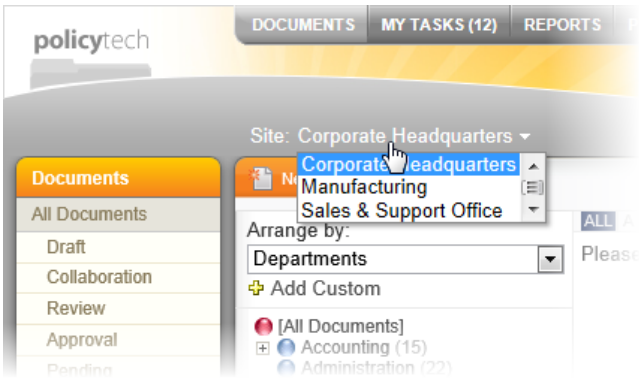
The high-level steps for finding a document starting within its status are the following:

- Using the **All Documents** feature, select the document's status
- Select a criterion, such as departments or categories, by which to arrange or display a list containing the document
- Select an item, such as a specific department or category, within the display criterion to display a list of documents with the selected status and that are assigned the selected item

Note: You can also find a document with a specific status using the **Search** feature (see Searching for a Document) or **My Tasks** feature (see Working with My Tasks).

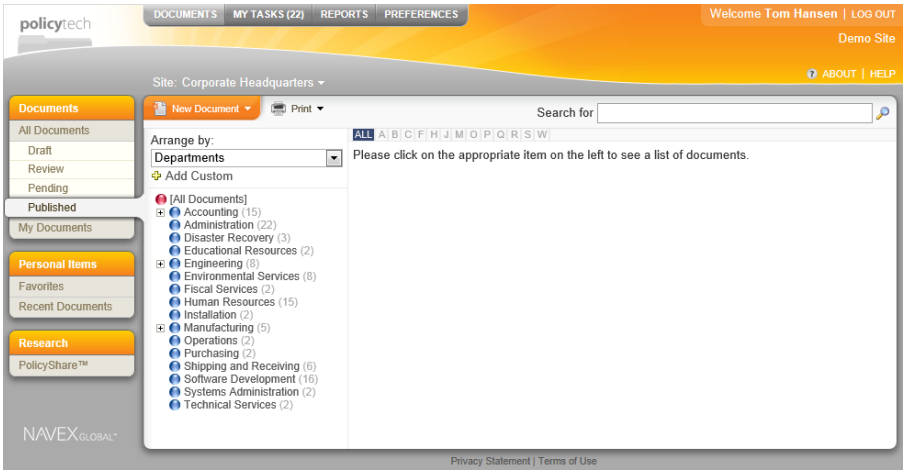
Using the All Documents Feature

1. (Optional) If you have access to multiple sites, click the currently selected site name (see the sample screen below), and then click the site containing the document you want to find.



2. If the **All Documents** menu is not already displayed, click **DOCUMENTS**, and then click **All Documents**. You should see a window similar to the one shown below, but the statuses you see under **All Documents** may be different.

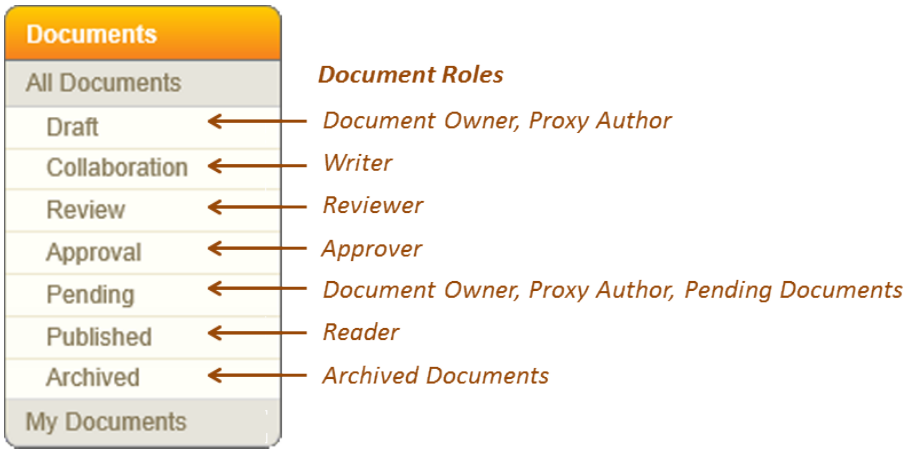
Note: The document control administrator controls what opens by default when you first log into PolcyTech™ at a specific site. To change what is displayed when you log in, see Changing Default Display Options.



The **All Documents** menu below shows all the statuses that could be available, along with the document roles associated with each status. By

default, all new users are given the reader role, so you should at least see the **Published** status.

Note: A document control administrator can always see all statuses.

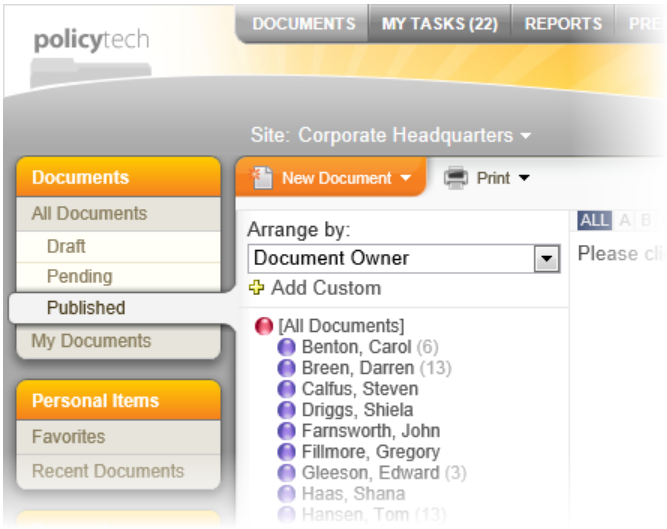


3. Click the status of the document you need to find.
4. Next, you need to decide by what criterion you want to arrange or display documents. The criteria are all roles or properties that can be assigned to a document. Once you select a criterion (role or property type), you can select a specific role or property. For example, if you select **Departments** as the **Arrange by** criterion, then a list of all departments within the currently selected site are displayed.

   Click the **Arrange by** box, and then click a criterion.

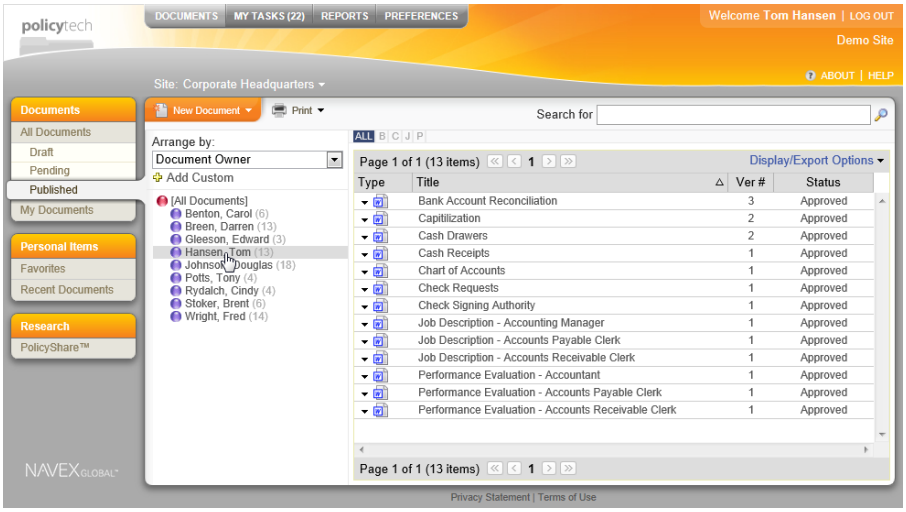
   The user selected **Document Owner** as the criterion in the sample screen below. Notice that the **Arrange by** list changed to document owner user names with a number in parentheses after each user name. The number indicates how many documents will be displayed if you click that user name.

Note: If you see no numbers after the listed items, then either none of the items contain matching documents or the document control administrator has modified the default display options to hide document counts.

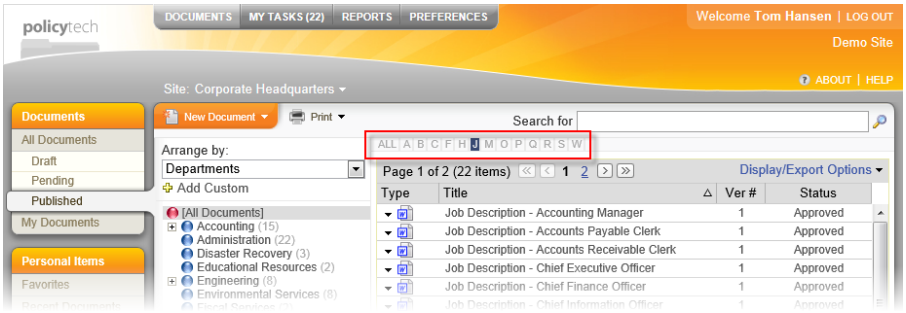


5. Click an item to display a list of matching documents. For example, the user selected **Hansen, Tom** in the sample screen below to display all documents currently in the published status and that are owned by Tom Hansen.

Note: If a document is assigned to more than one item in the **Arrange by** list, such as being assigned to multiple departments, you can click any of the assigned items to access the document.

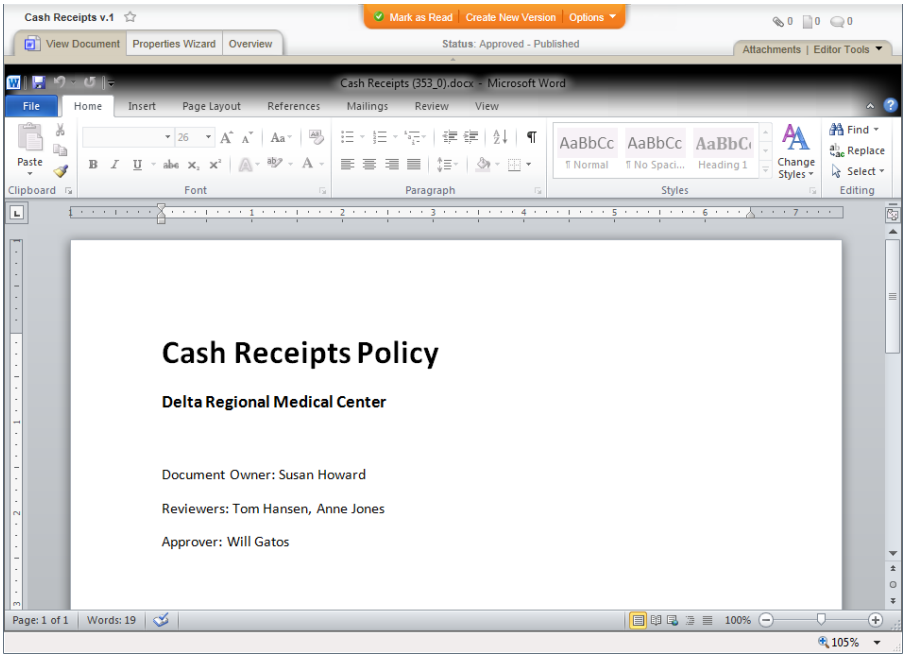


6. (Optional) If the document list is long, especially if it spans multiple pages, and if you know the document's title, click the letter, number, or other character in the **Sort Bar** that comes first in the document title. Only those documents whose titles start with what you selected are displayed.



7. (Optional) By default, a document list is sorted by title in ascending alphabetical order (a to z, with special characters and numbers preceding all letters). To change how the documents are sorted, see Customizing the Document List Display or Working with Advanced Sort and Search Features.
8. (Optional) By default, the following information is shown for each document in the list: document type, title, version number, and current status. To add columns to and remove columns from the list, see Display/Export Options.
9. To open one of the listed documents, click the document title. The document opens in a separate browser window, as shown below.

Important: If a **File Information** window is displayed instead of the document contents, see Reading a Document That Opens Outside of PolicyTech for further instructions.



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

Document Owner or Proxy Author:
Creating and Working with Draft Documents
Working with Documents in Review and Approval
Doing a Periodic Review and Creating a New Version
Working with My Tasks
Writer:
Creating and Working with Draft Documents
Working with My Tasks
Reviewer or Approver:
Reviewing and Approving a Document
Working with My Tasks
Reader:
Reading a Required Document
Working with My Tasks

Viewing Archived Documents

A document version is sent to archived status if any of the following occur:

- A new version of the document is approved and published.
- Another document set to replace the current document version is approved and published.
- A document owner or document control administrator (DCA) manually archives the document.

Access to archived documents is limited to DCAs and those users assigned the archived role. If you have access to archived documents, you will see the **Archived** status under **All Documents**, as shown below.

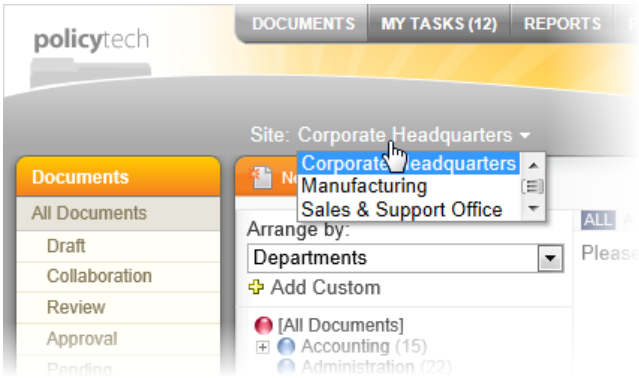
If you don't have access to archived documents but feel you have a need for accessing them, contact your DCA.

Finding a Document You Are Assigned to Own, Proxy Author, Write, Review, Approve, or Read

When you are assigned to a document, you receive a notification email, and a task is added to your **My Tasks** list. You can access the assigned document directly from the notification email or task, or you can find the document using the **My Documents** feature, as explained below.

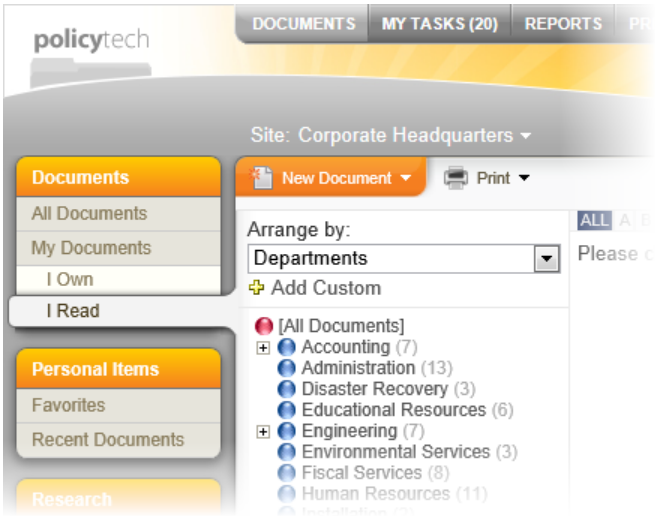
Note: The document control administrator may not have set up PolicyTech™ to send you notification emails.

1. (Optional) If you have access to multiple sites, click the currently selected site name (see the sample screen below), and then click the site containing the document you want to find.



2. Click **DOCUMENTS**, and then click **My Documents**.

Note: To change your preferences so that **My Documents** is selected when you log into PolicyTech, see Changing Default Display Options.

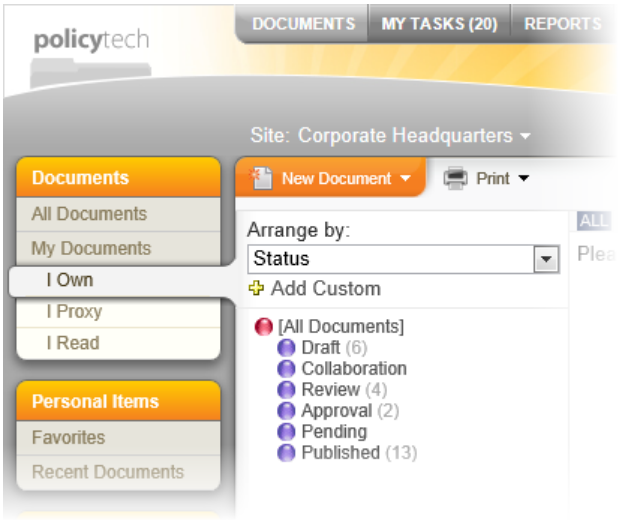


The **My Documents** menu below shows all the options that could be available, along with the document roles associated with each option. By default, all new users are given the reader role, so you should at least see the **I Read** option.

3. Click the option corresponding with the document you need to find.
4. Next, you need to decide by what criterion you want to arrange or display documents. The criteria are all roles or properties that can be assigned to a document. Once you select a criterion (role or property type), you can select a specific role or property. For example, if you select **Departments** as the **Arrange by** criterion, then a list of all departments within the currently selected site are displayed.

   Click the **Arrange by** box, and then click a criterion. In the sample screen below, a document owner selected **I Own** and then selected **Status** as the criterion. Notice that each status is followed by a number in parentheses. The number indicates how many documents will be displayed if you click that status.

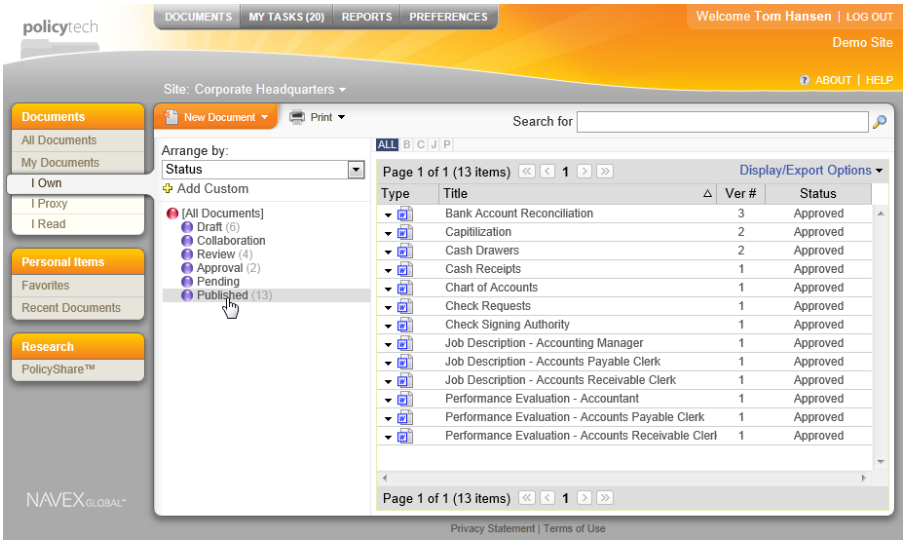
Note: If you see no numbers after the listed items, then either none of the items contain matching documents or the document control administrator has modified the default display options to hide document counts.



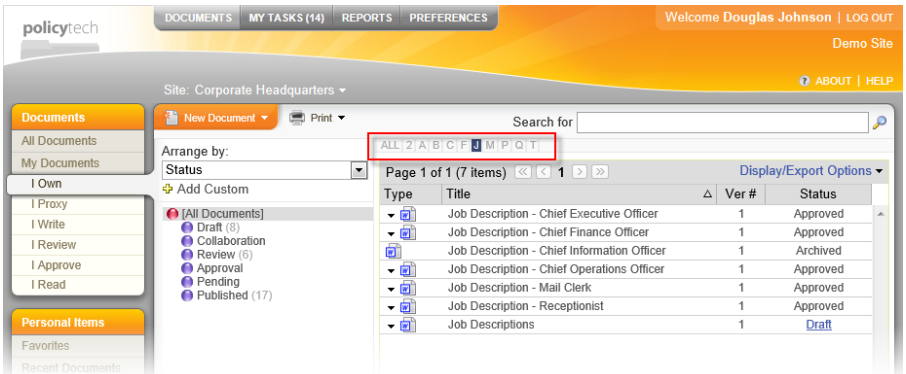
5. Click an item to display a list of matching documents. For example, the user selected Published in the sample screen below to display all documents the user owns and that are currently in the Published status.

Notes:

- If you are having difficulty finding a document, you may want to use **Search** instead. See Searching for a Document for details.
- If a document is assigned to more than one item in the **Arrange by** list, such as being assigned to multiple departments, you can click any of the assigned items to access the document.
- You may also see documents assigned to other users, depending on the security level of those documents. See Document Access Table for details.

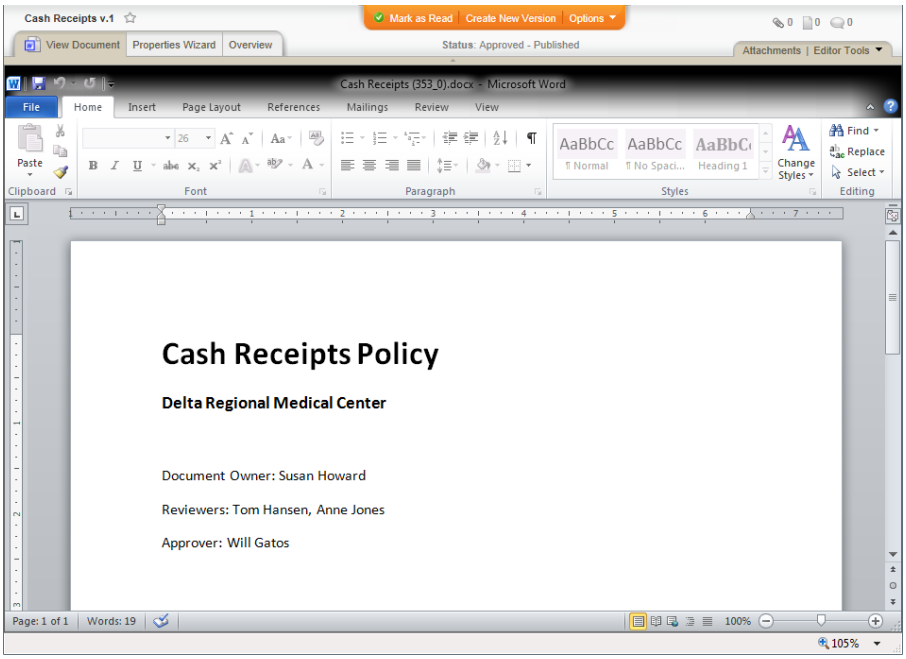


6. (Optional) If the document list is long, especially if it spans multiple pages, and if you know the document's title, click the letter, number, or other character in the **Sort Bar** that comes first in the document title. Only those documents whose titles start with what you selected are displayed.



7. (Optional) By default, a document list is sorted by title in ascending alphabetical order (a to z, with special characters and numbers preceding all letters). To change how the documents are sorted, see Customizing the Document List Display or Working with Advanced Sort and Search Features.
8. (Optional) By default, the following information is shown for each document in the list: document type, title, version number, and current status. To add columns to and remove columns from the list, see Display/Export Options.
9. To open one of the listed documents, click the document title. The document opens in a separate browser window, as shown below.

Important: If a **File Information** window is displayed instead of the document contents, see Reading a Document That Opens Outside of PolicyTech for further instructions.



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

Document Owner or Proxy Author:

Creating and Working with Draft Documents

Working with Documents in Review and Approval

Doing a Periodic Review and Creating a New Version

Working with My Tasks

Writer:

Creating and Working with Draft Documents

Working with My Tasks

Reviewer or Approver:

Working with Documents in Review and Approval

Working with My Tasks

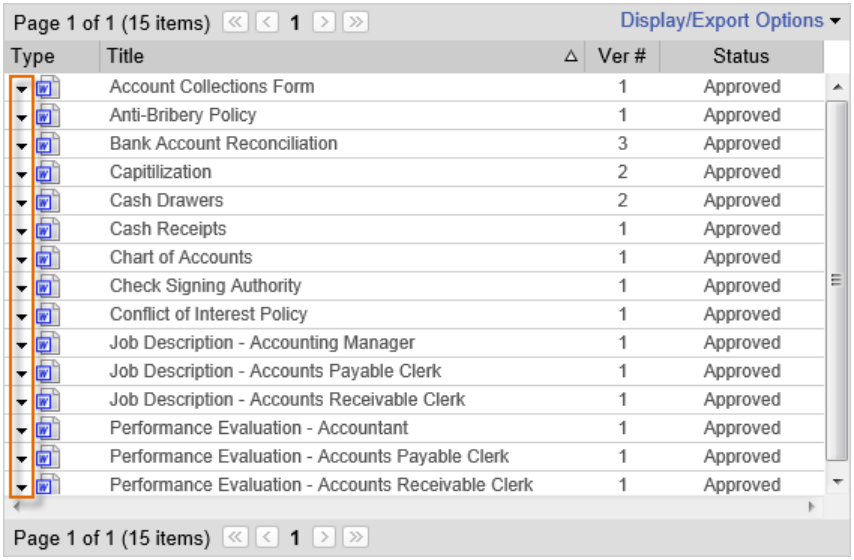
Reader:

Reading a Required Document

Working with My Tasks

Using the Quick Menu in a Document List

To access the **Quick Menu** for a document in a document list, click the down arrow in the **Type** column (which is the first column by default).



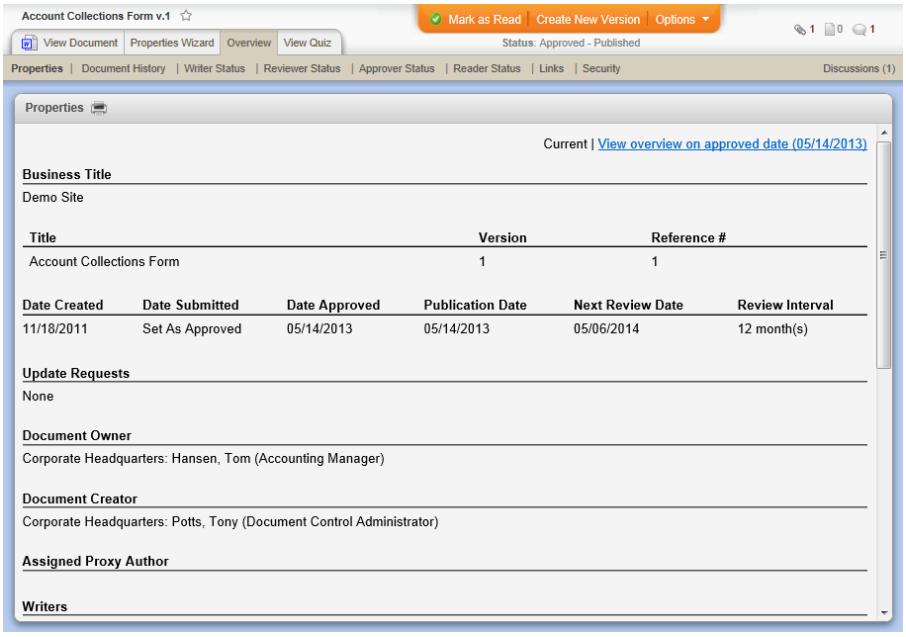
The **Quick Menu** options available depend on the document's status and your assigned roles and permissions. The **Quick Menu** below shows the three possible options for a standard PolicyTech™ installation.

Note: Activating certain advanced feature add-ons and modules can also add options to the **Quick Menu**.

Document URLs. Displays the URLs (web addresses) of the current and previous versions (if any) of the document. To go directly to a specific document, copy and paste the document's URL into a browser's address bar and then press Enter.

Note: If you're not currently logged in to PolicyTech, you will be prompted to log in before the document is opened.

View Properties. Opens the document with the **Properties** page of the **Overview** displayed.



Add to Favorites. Adds the current document to the **Favorites** list in **Personal Items**.

Document Access Table

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

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

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

	accepted by all assigned reviewers and approvers and that have been published on their designated effective date.	document owner, proxy author, writer, reviewer, approver, or reader, whether assigned to the document or not	assigned document owner, proxy authors, writers, reviewers, approvers, and readers	assigned document owner, proxy authors, and readers with active tasks
Archived	Contains previous versions of documents, documents replaced by new documents, and manually archived documents.	DCAs and any user assigned the Archived role	DCAs and any user assigned both the Archived role and any document role assignment (document owner, proxy author, writer, reviewer, or approver)	DCAs and any user who is both assigned the Archived role and is assigned as the document owner or a proxy author for the current document

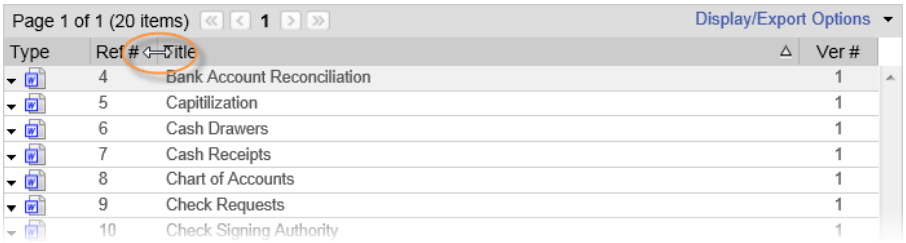
*Assigned readers can access a document in pending status if the "Require reading before publication" option is currently selected in the Properties Wizard.

Customizing the Document List Display

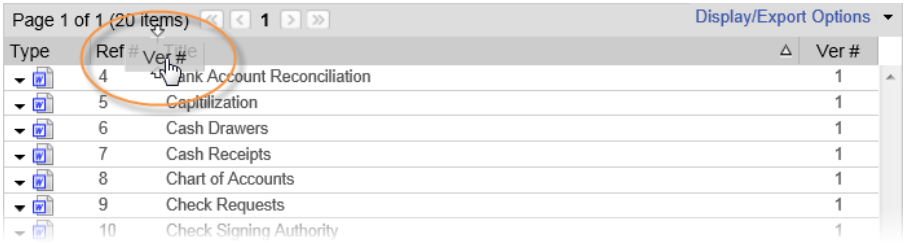
Once a document list is displayed using **All Documents** or **My Documents**, you can modify column placement, adjust column sizes, and change the sort column and order.

Note: For even more options for customizing the document list display, see Display/Export Options.

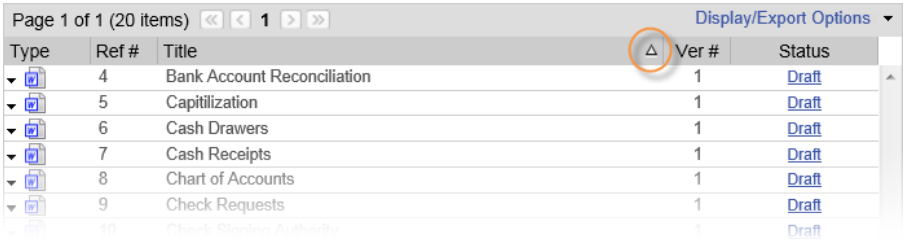
Adjusting a column's width: Hover the pointer over the line between two column headers until the pointer changes to a two-headed arrow, and then click and drag the column separator.



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



Selecting a column to sort by: Click a column header to sort the user list by that item. An up or down arrow appears in the current sort column.



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

Working with Advanced Sort and Search Features

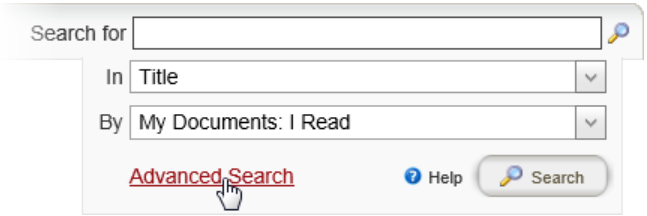
PolicyTech™ includes the following advanced features for creating complex searches, sorts, and filters:

- Advanced Search
- Custom "Arrange by" Sort
- Display/Export Options

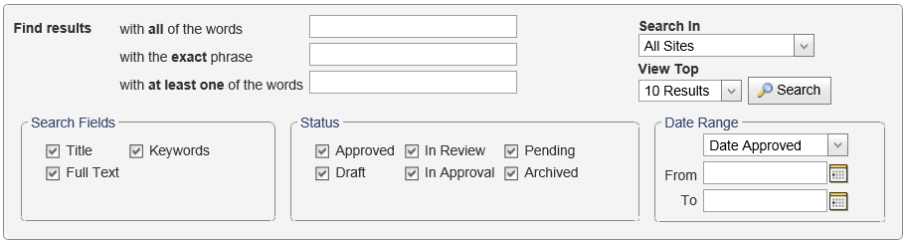
Advanced Search

Advanced Search provides more options for narrowing a search. For example, you can search for documents within a specific date range, and you can search across all sites at the same time.

1. Click **DOCUMENTS**, and then click **All Documents** or **My Documents**.
2. Click the **Search for** box to display the basic search options, and then click **Advanced Search**.



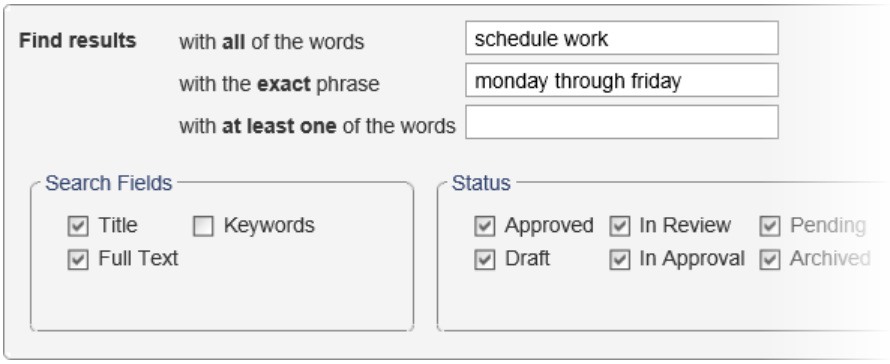
The **Advanced Search** form is displayed.



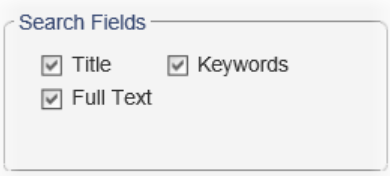
3. In one or more of the **Find results** boxes, type the search text.

Note: Advanced searches are not case-sensitive.

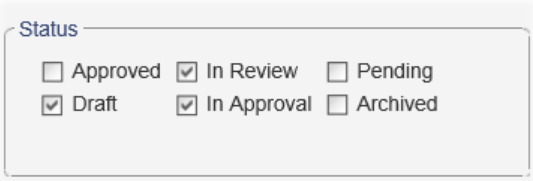
If you type text in more than one box, then all of the text must be found within the selected document areas in order for a document to be found. In the **Advanced Search** form below, for example, for a document to be found by this search, its title and contents combined must contain both of the words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



4. In the **Search Fields** area, select the document areas you want to search and deselect what you want excluded from the search.

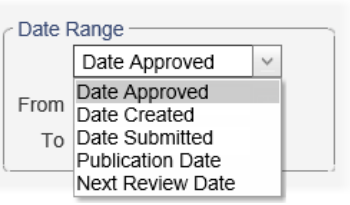


5. In the **Status** area, select the statuses to include and deselect the statuses to exclude.



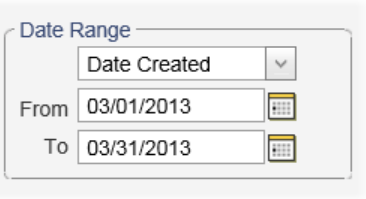
6. (Optional) In the **Date Range** area,

   a. Click the top box, and then click the document milestone you want to search by.



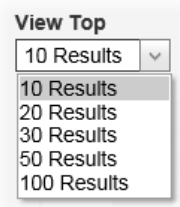
   b. Click by the **From** and **To** boxes and select the date range start and end dates.

Important: To search all dates, leave the **From** and **To** boxes blank.



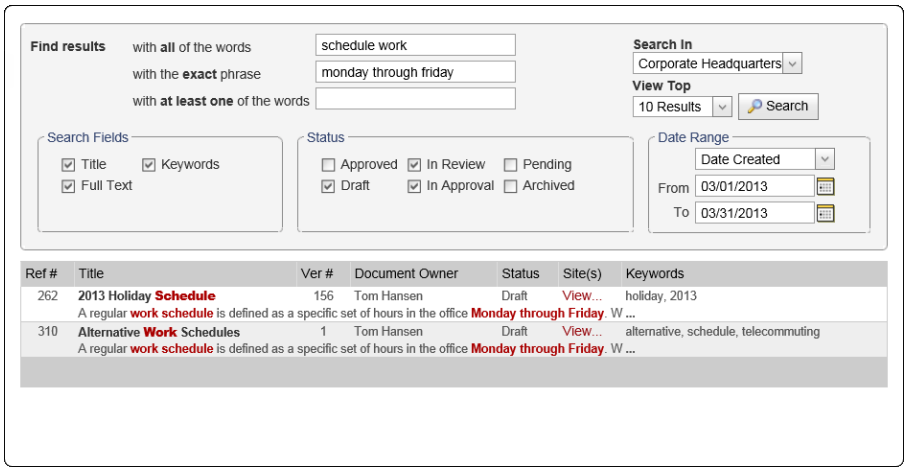
7. Click the **Search In** box, and then click **All Sites** or an individual site.

8. (Optional) Click the **View Top** box, and then click how many of the most relevant matching documents you want listed.



9. Click **Search**.

   The matching documents, if any, are displayed below the **Advance Search** form, with some of the matching text highlighted.



10. (Optional) If you searched all sites, in the **Site(s)** column click **View** to see which site or sites the document is assigned to.
11. To open a document, click its title.
12. To exit the **Advance Search** form, in the main PolicyTech™ window, click any status under **All Documents** or any role assignment under **My Documents**.

Custom "Arrange by" Sort

In a regular sort there are the following two levels of sort criteria:

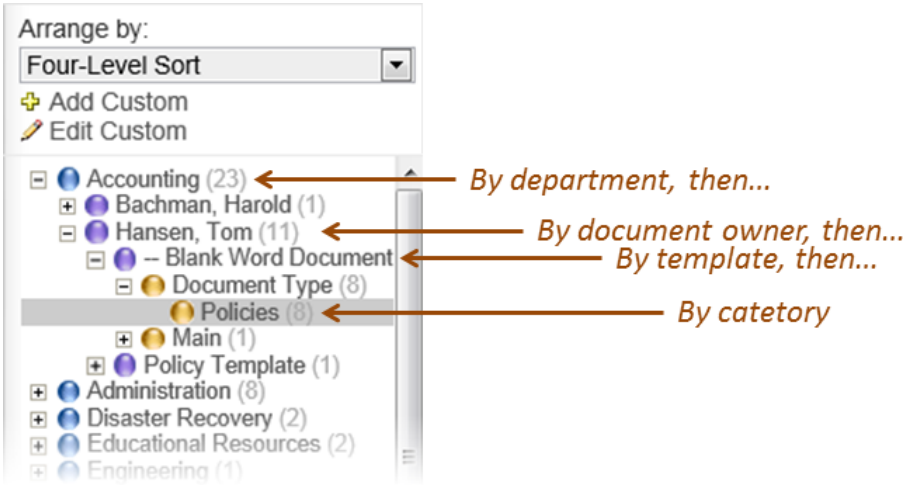
- Level 1: A status under **All Documents** or an assigned role under **My Documents**
- Level 2: An item in the **Arrange by** list

For example, the search criteria might be to find all documents in the draft status that are also in the accounting department.

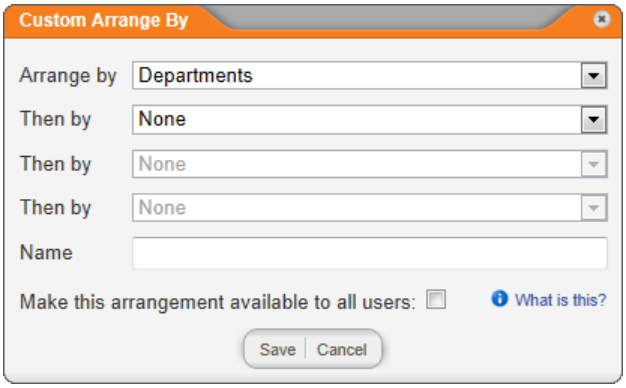
To create a sort with more or different levels, create a custom **Arrange by** sort.

1. Click **DOCUMENTS**, and then click **All Documents** or **My Documents**.
2. Under the **Arrange by** box, click **Add Custom**.

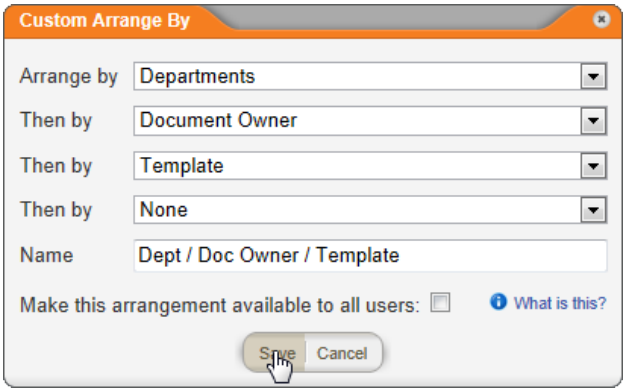
In the **Custom Arrange By** window, you can set up to four levels of sort criteria. The sample **Arrange by** list below shows what it could look like with all four levels.



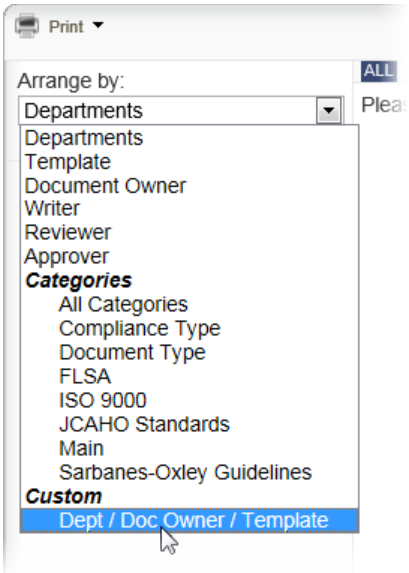
3. In the **Custom Arrange By** window, in the **Arrange by** list, click a criterion.



4. (Optional) Select one or more **Then by** criteria.
5. In the **Name** box, type a descriptive name for the sort, and then click **Save**.

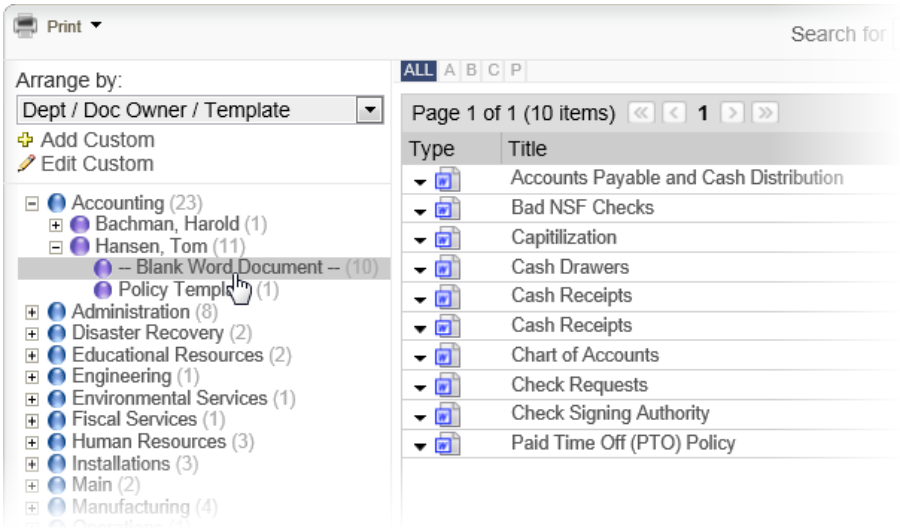


The custom arrangement is immediately applied and is added to the **Arrange by** list under the **Custom** heading for future use.



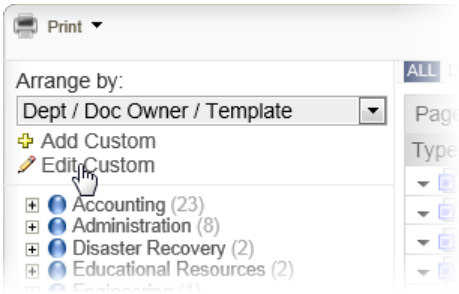
6. In the custom arrangement, each item that has a sort level below it has the ⊞ icon before it. Click

⊞ to show the next sort criterion level, and then continue clicking ⊞ until a last-level criterion is displayed. Click a last-level criterion to display a list of the documents, if any, that match all levels of the custom sort.

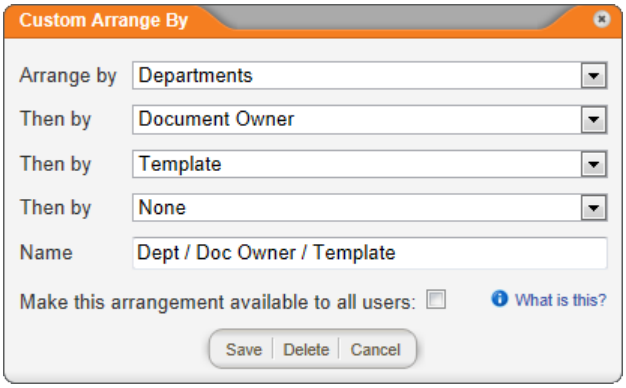


Editing or Deleting a Custom Sort

1. Click **DOCUMENTS**, and then click **All Documents** or **My Documents**.
2. In the **Arrange by** list, click the custom sort you want to edit or delete.
3. Below the **Arrange by** box, click **Edit Custom**.



4. Do one of the following:
   - Make changes to the custom sort, and then click **Save**.
   - Click **Delete**.



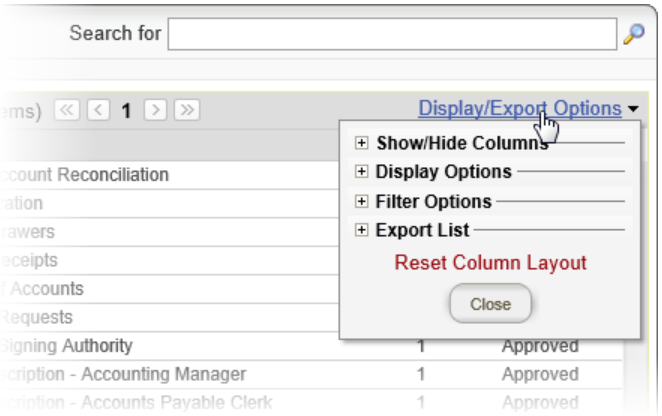
Display/Export Options

By default, a document list contains 20 documents per page and displays the following information in separate columns:

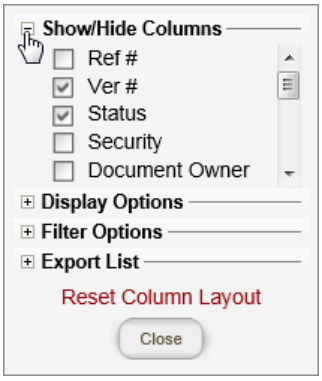
- Document type
- Title
- Version number
- Status

Using **Display/Export Options**, you can change what information is displayed in the list and the number of documents per page. You can also add column filters and export the current document list to a Microsoft® Excel® file.

1. Click **DOCUMENTS**, and then click **All Documents** or **My Documents**.
2. In the **Arrange by** list, click an item to display a list of documents.
3. Below the **Search for** box, click **Display/Export Options**.



4. Click ⊞ before a display or export category to display the available options.



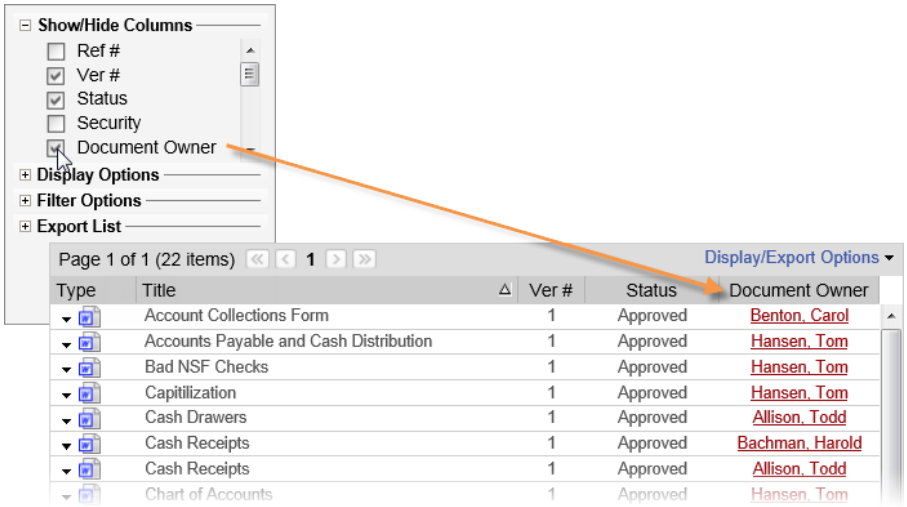
5. Make changes to the options. See one of the following sections for detailed instructions:
   - Showing and Hiding Document List Columns
   - Changing Document List Display Options
   - Adding Simple Filters to a Document List
   - Adding an Advanced Filter to a Document List
   - Exporting a Document List
6. (Optional) Back in the document list, you can change column order by clicking and dragging a column header to a new position. You can also change which column the list is sorted by, by clicking a column header. Reverse sort order by clicking the column header again.

Note: To change the columns back to their original order including only the default columns, click **Display/Export Options**, and then click **Reset Column Layout**.

7. When you're finished making changes, click **Close**.

Showing and Hiding Document List Columns

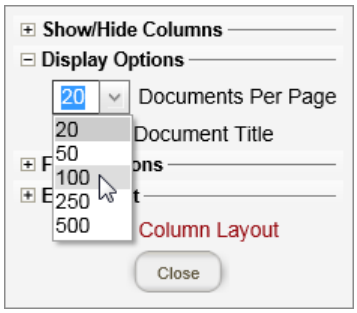
1. With a document list displayed in the **DOCUMENTS** screen, click **Display/Export Options**, and then click ⊞ before **Show/Hide Columns**.
2. Select or click to clear a check box to show or hide the corresponding column.



3. sClick **Close**.

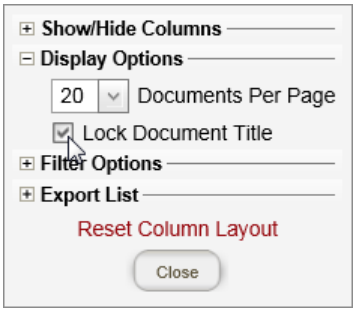
Changing Document List Display Options

1. With a document list displayed in the **DOCUMENTS** screen, click **Display/Export Options**, and then click ⊞ before **Display Options**.
2. In the **Documents Per Page** list, click a number.



3. (Optional) Select the **Lock Title** check box to freeze the title as the second column from the left as you scroll right and left to see other columns. The **Lock Title** option is especially useful when the document list contains more columns than can be displayed in the browser window.

Note: If you have moved the **Title** column to a different location, it will be moved to its default position if you select **Lock Title**. If you then deactivate **Lock Title**, the **Title** column goes back to where you moved it.



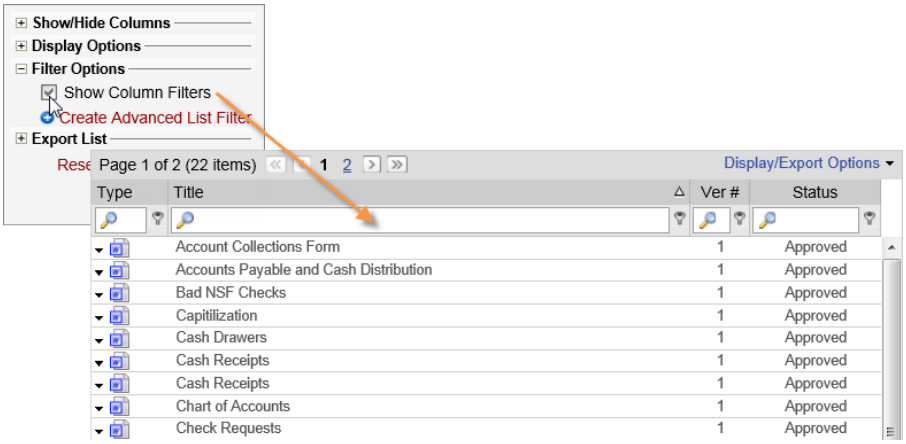
4. Click **Close**.

Adding Simple Filters to a Document List

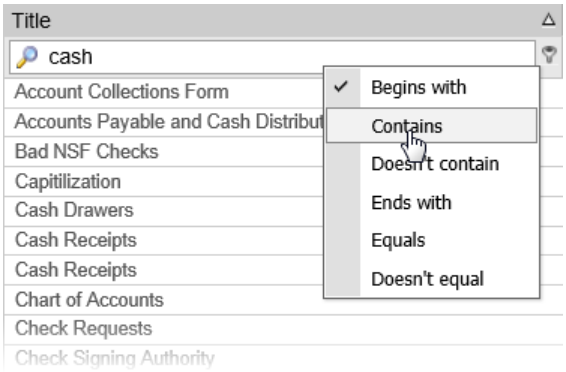
You can use a simple filter to narrow the list of documents to only those whose information within a column (title, version, status, etc.) matches the filter criterion for the text you type. Simple filter criteria include the following: **Begins with**, **Contains**, **Doesn't contain**, **Ends with**,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

Note: To apply a filter that checks information in multiple columns at once or that uses other, more advanced criteria, see Adding an Advanced Filter to a Document List.

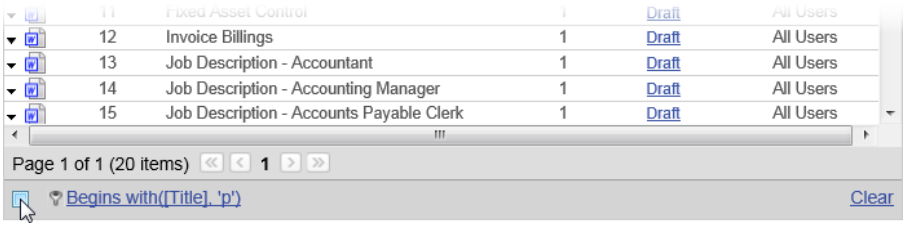
1. With a document list displayed in the **DOCUMENTS** screen, click **Display/Export Options**, and then click ⊞ before **Filter Options**.
2. To enable simple filters, select the **Show Column Filters** check box, and then click **Close**. A text box is now displayed below each column heading.



3. Click inside a filter box, and then type the text that you want to filter by within that column's information.
4. To the right of the filter box click ▼, and then click a filter criterion.



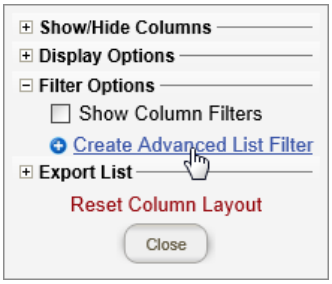
5. (Optional) To temporarily turn off the filter, at the bottom of the document list, select the check box before the filter formula.



6. (Optional) To clear the filter, at the bottom of the document list, click **Clear**.

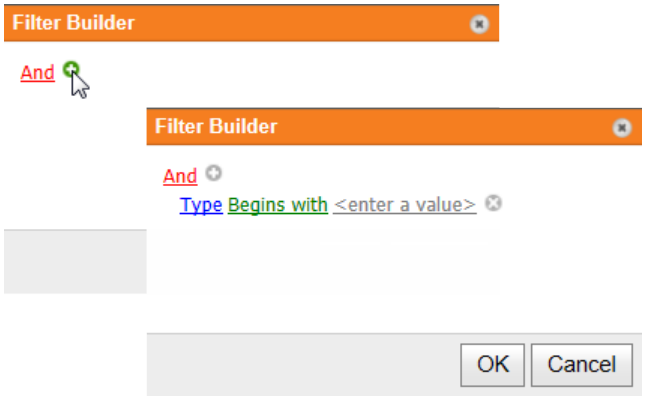
Adding an Advanced Filter to a Document List

1. To create an advanced filter, in a document list, click **Display/Export Options**, click **Filter Options**, and then click **Create Advanced List Filter**.



2. In the **Filter Builder**, click ⊕ after the **And** operator to add a default filter condition.

Note: If a simple filter is currently applied to the document list, that filter appears in the **Filter Builder**. You can either build upon the simple filter or delete it.

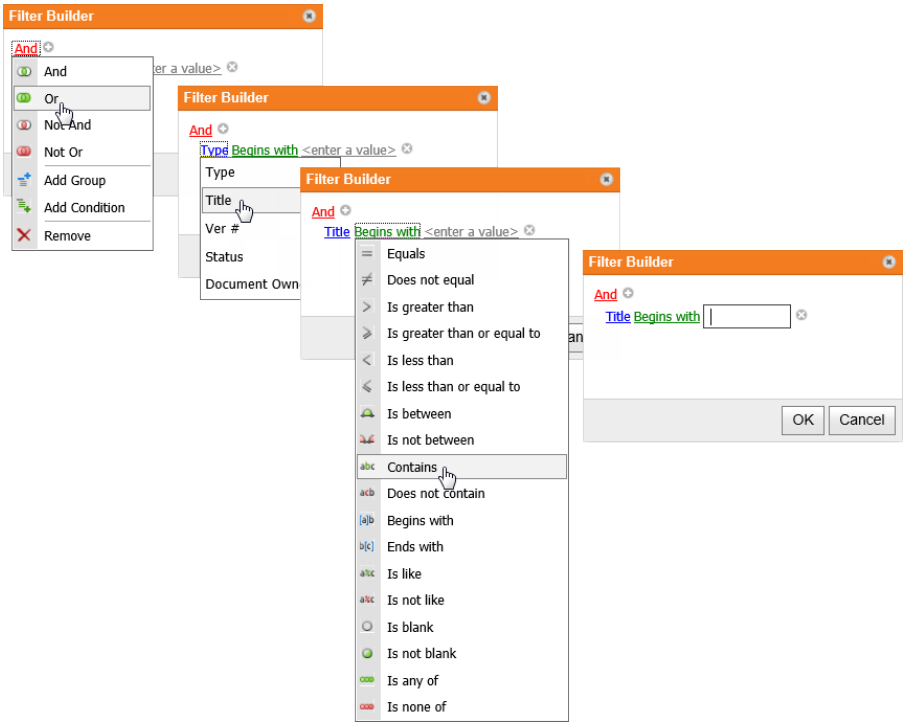


In the formula above, the operator is in red font, the column name is in blue font, the filter type is in green font, and the condition parameter is in gray font.

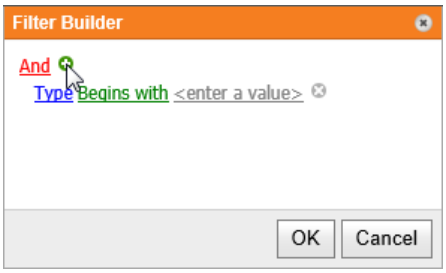
3. Use the following guidelines to create the filter.

Note: It is not within the scope of this Guide to teach how to build complex filters. The guidelines below only explain how to use the **Filter Builder** tool.

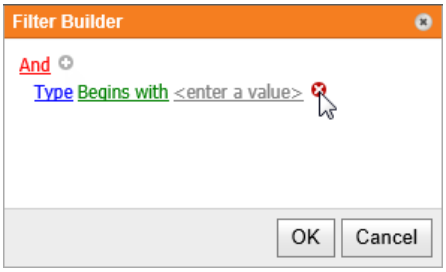
- To change any displayed filter element, click it and select an option, or type in the text box and press Enter.



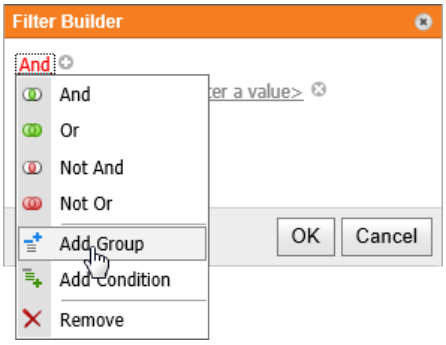
- A group is an operator and all the conditions below it. To add a condition to a group, click ⊕ after the operator.



- To delete a condition, click ⊗ after the condition.



- To add a group, click the operator under which you want to add a group, and then click **Add Group**. The new group is a subgroup of (indented below) the one above it. In other words, in the filter hierarchy the added group is a child of its parent group.

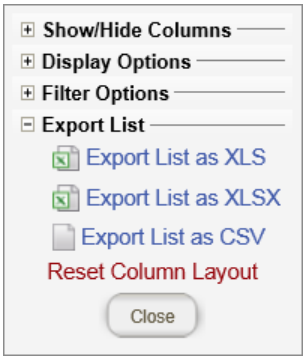


- To delete a group, click the group operator, and then click **Remove**.

4. Click **OK**.

Exporting a Document List

1. To export the currently displayed document list, click **Display/Export Options**, click **Filter Options**, and then click **Export List**.



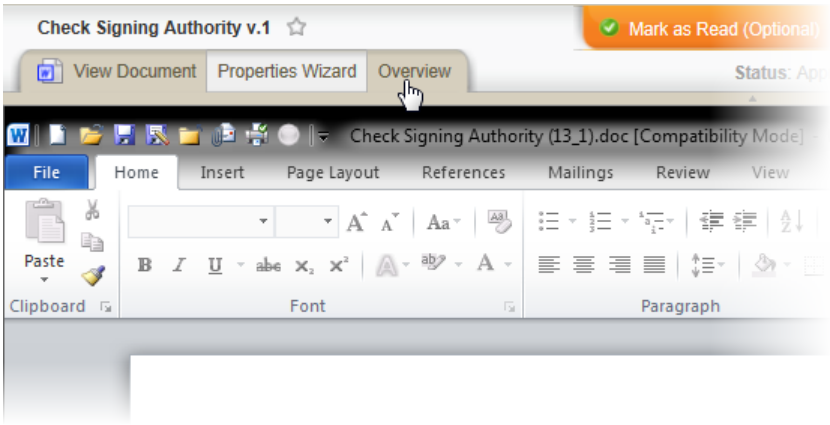
2. Do one of the following:
   - If you have Excel 2003 or earlier, click **Export List as XLS**.
   - If you have Excel 2007 or later, click **Export List as XLSX**.
   - Click **Export List as CSV**.
3. Open the file or save it to disk.

Working with the Document Overview

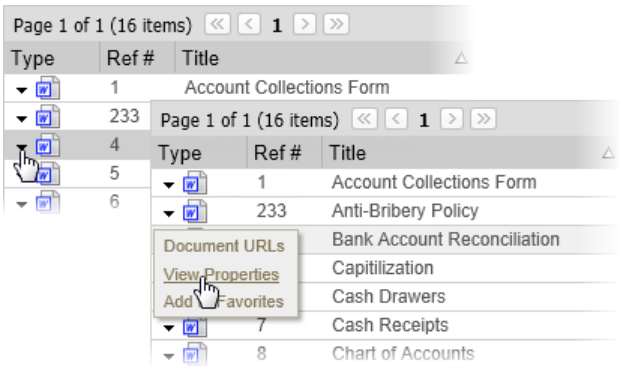
A document's overview provides quick views of a document's properties, history, assigned task status, links, and security settings.

To access a document's overview, do either of the follow:

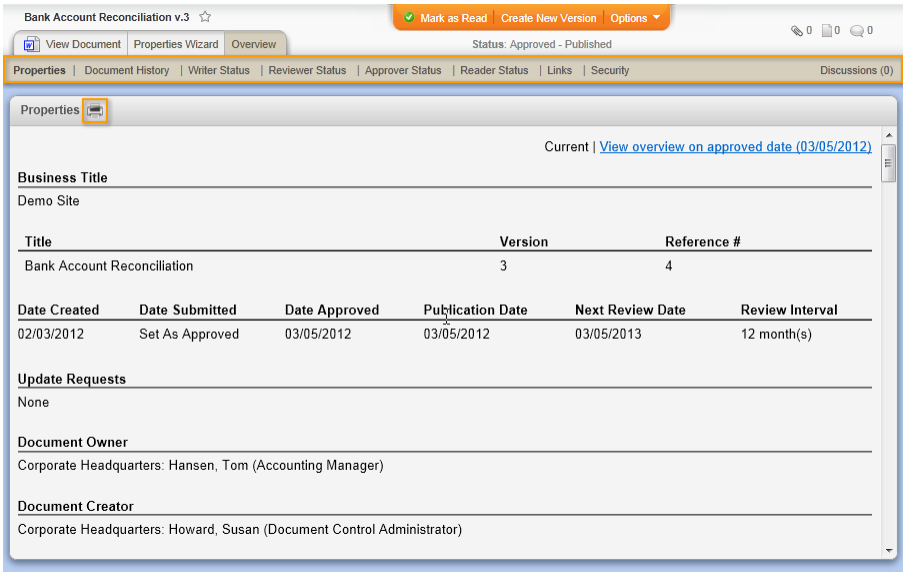
- Open the document, and then click **Overview**.



- In a document list, click the document's **Quick Menu** arrow, and then click **View Properties**.



The overview opens with the **Properties** page selected. Notice the links to other overview pages (**Document History**, **Writer Status**, etc.) and the printer icon next to **Properties**. You can print any overview page.



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

Properties

Document History

Writer, Reviewer, and Approver Status

Reader Status

Links

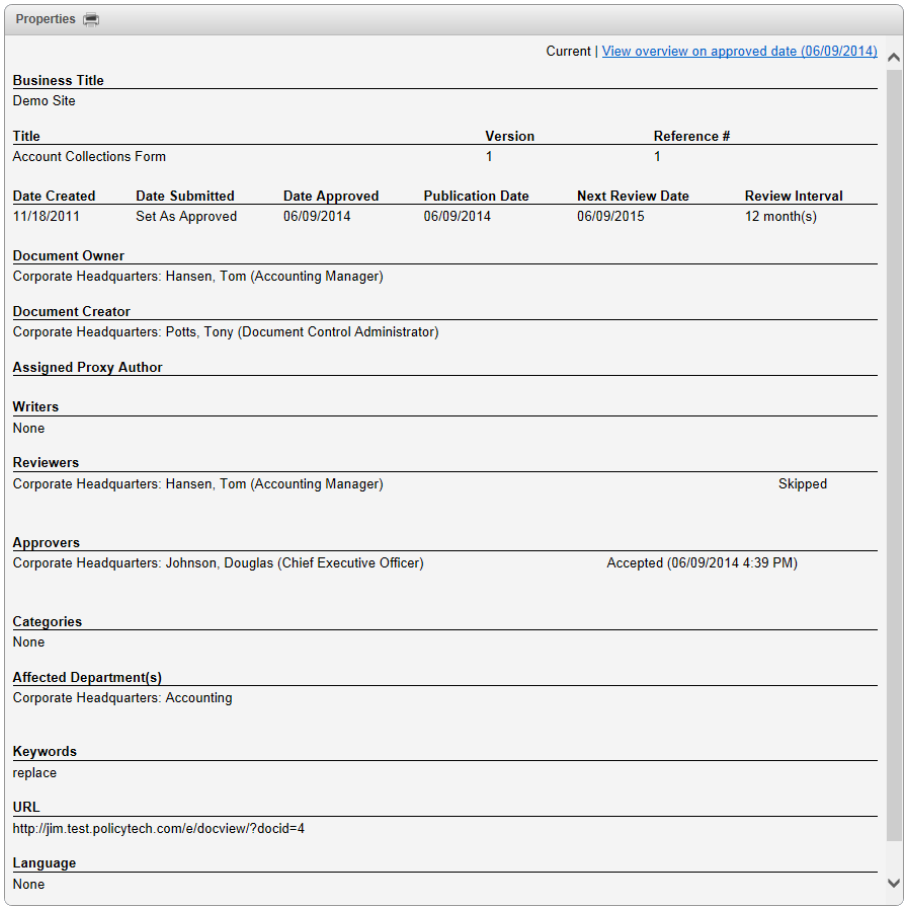
Security

Discussions

About the Properties Page of the Document Overview

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

All of this information is for the document in its current state. You can also view the properties on the date when the document was approved. In the example below, the user would click **View overview on approved date (02/18/2012)**. There may be differences between the two **Properties** pages, because document control administrators and the document owner can change document properties within the approved document. A document control administrator can also change PolicyTech™ preferences that may affect document properties.

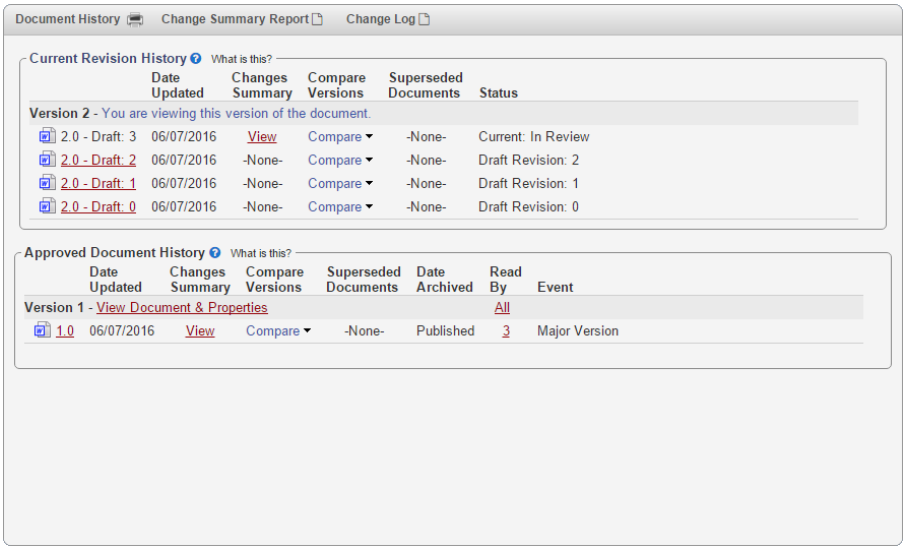


About the Document History Page of the Document Overview

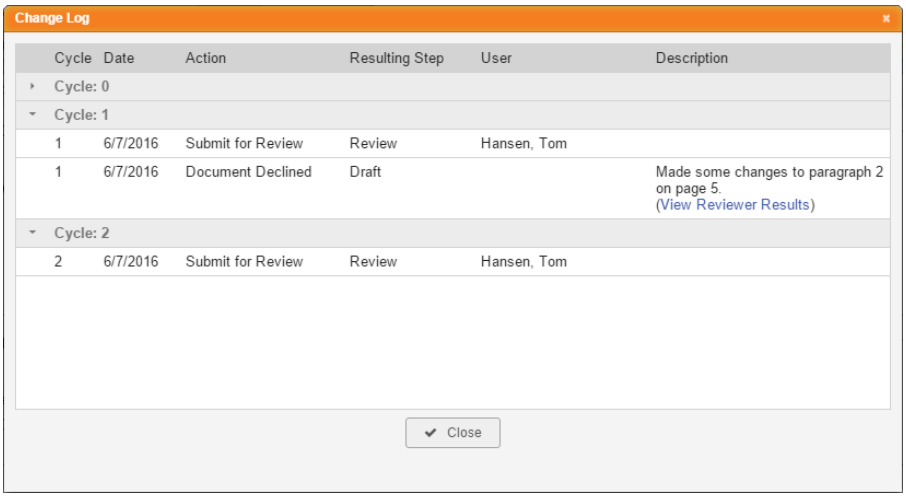
The **Document History** page can contain two areas: the **Current Revision History** and the **Approved Document History**. You will see the **Current Revision History** if a version of the document is being created or revised and is in the draft, collaboration, review, or approval status. The **Approved Revision History** appears if one or more versions of the document have been approved.

Notes:

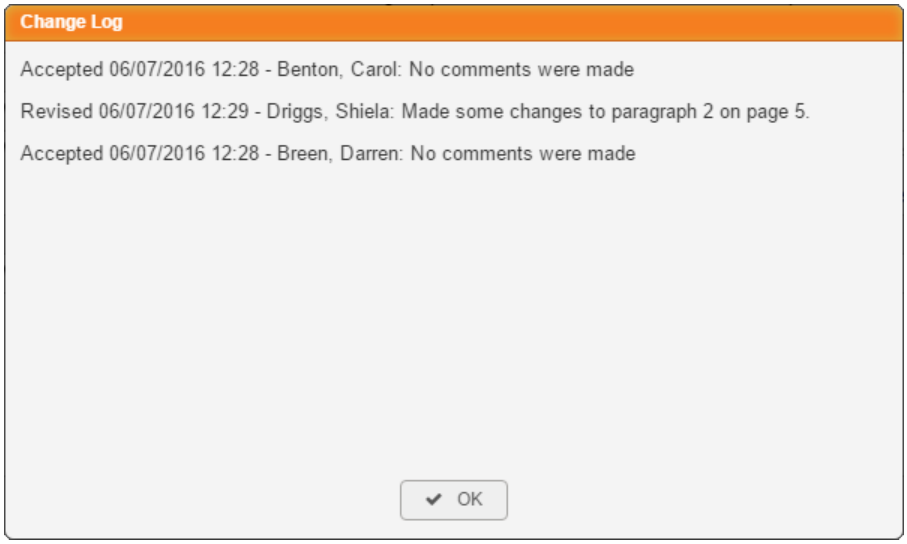
- See Snapshot Triggers for details on when a new snapshot (stored copy) of a document is taken.
- By default, snapshots of the draft versions of documents are deleted when the document is approved. There is an add-on module available that enables the keeping of all draft snapshots after approval. Talk to your document control administrator if you feel you need this functionality.



- In the **Document 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 document's workflow, including each writing (collaboration), review, and approval cycle.



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 their comments, if any.



- Click **View Document & Properties** to open the document. What you see will be the same as if you opened the document directly from a document list for the document's current status (draft, collaboration, review, etc.).
- Click a version number to see an uneditable view of the document only.
- Click **View** in the **Changes Summary** column to display the change summaries (if any) entered by the document owner when submitting the document for review or approval. Changes to inserted fields are also displayed.
- Click **Compare**, and then click the version number you want to compare the currently open version to. The Microsoft® Word **Reviewing Pane** opens showing the current document, the version being compared, and a combined document with changes marked up.

Note: If you don't see both documents, make sure that **Show Both** is selected as the **Show Source Documents** setting in Word. With the ribbon displayed in Word, click **Review**. Depending on the version of Word you have, you can either find the **Show Source Documents** setting under **Compare** or as an option on the ribbon next to **Compare**.

- Click a number (except 0) in the **Read By** column to see who has read that version of the document.
- Click **All** in the **Read By** column to see all users who have read that version of the document, 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 type of snapshot PolicyTech takes depends on the change. 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 draft document to one of the following statuses: collaboration, review, approval.	Document*
All assigned writers finish writing the document, thus sending the document from collaboration back to draft.	Document*
A reviewer or approver revises or declines a document, thus sending it back to draft.	Document*
All assigned approvers accept the document, thus moving it to pending or published status.	Document and properties
A document control administrator (DCA) sets an unapproved document as approved.	Document and properties
A DCA 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, a DCA submits the document for approval or sets the document as approved.	Document and properties
A DCA edits in its current state an approved document's content.	Document
A DCA edits in its current state an approved document's properties.	Properties
A document owner or DCA archives a document.	Properties

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

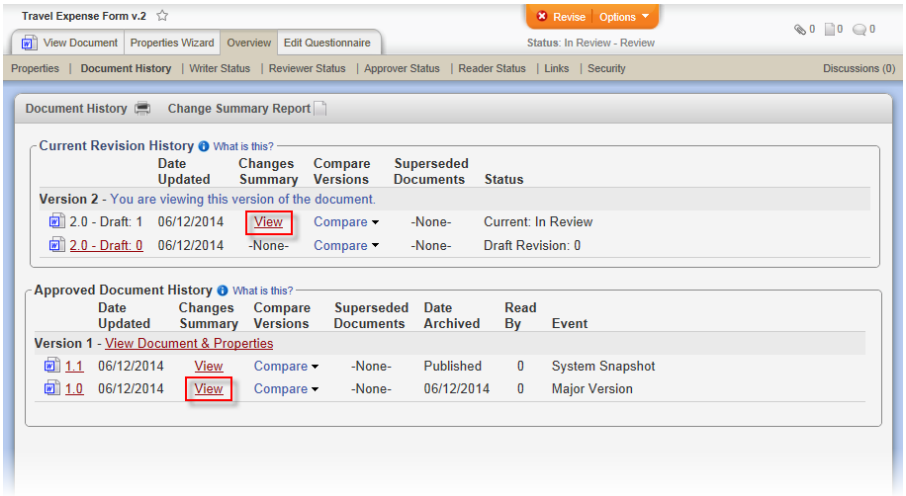
Editing a Document's Change Summary

A change summary is created whenever a draft document 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 change summary while the document is in any status except archived.

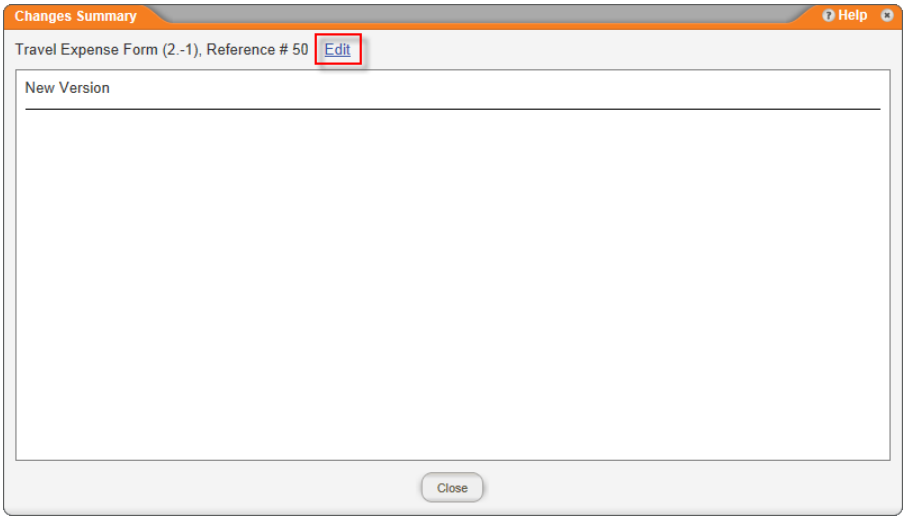
Important: You can access the editing feature on major versions only (such as 1.0). It is not available when viewing minor version change summaries (1.1, 1.2, 1.3, etc.).

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

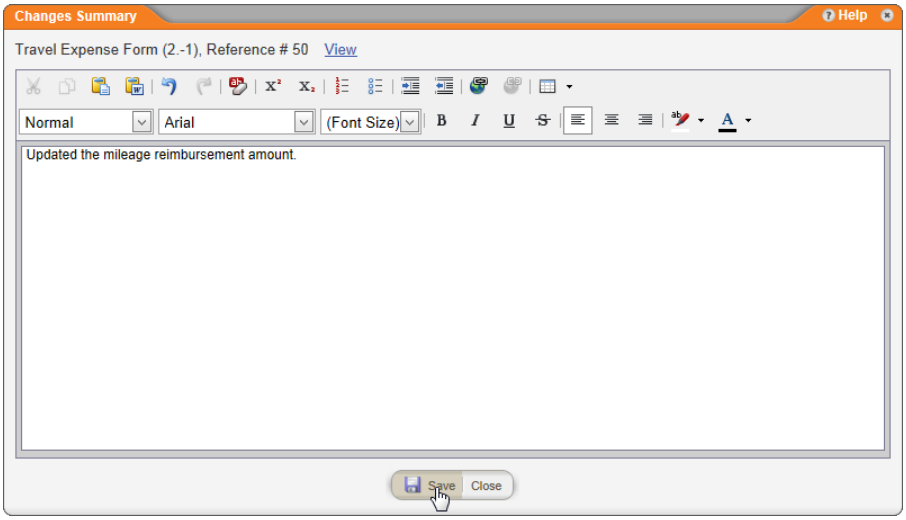
Note: The document history may list archived versions, whose change summaries cannot be edited.



4. Click **Edit**.



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

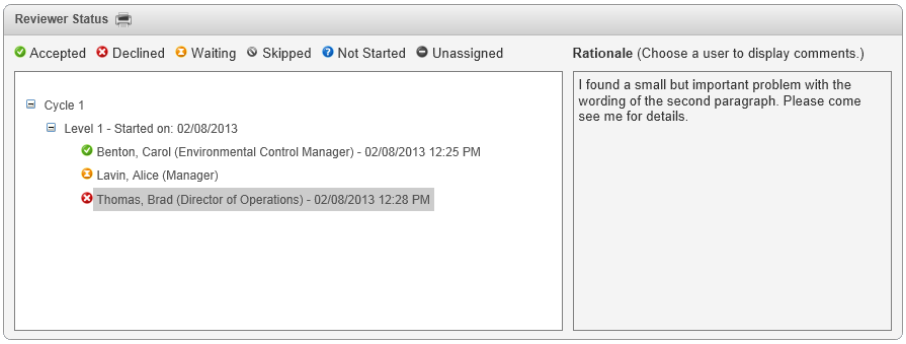


Notes:

- 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 Document Overview

Use these pages to check the status of users assigned to write, review, and approve the document. Each page lists the assigned users with a status icon before each name. If a user has completed 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 as is (no revisions).

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

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

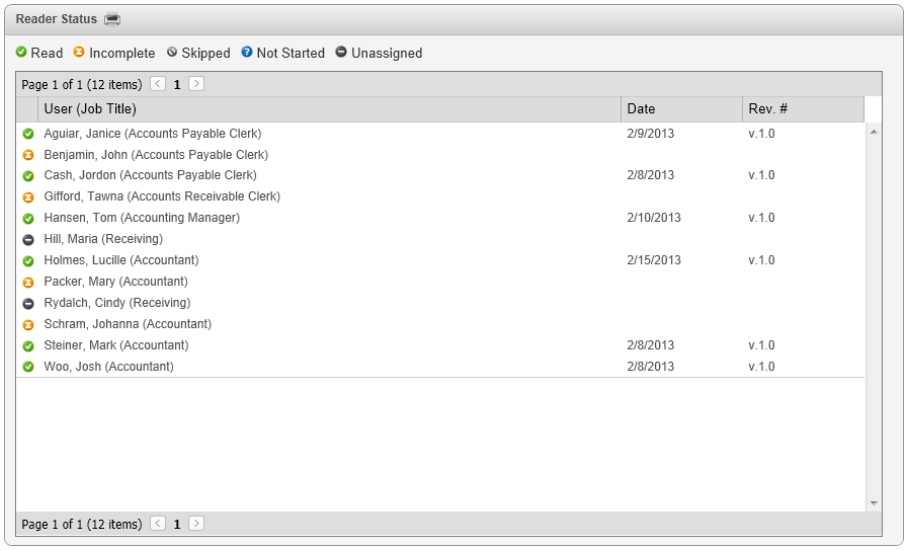
The document owner or document control administrator moved the document directly on to another workflow status, such as from draft to approval, skipping an assigned workflow step, such as review. This icon can also mean that the user did not complete the assigned task before a new version or revision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

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

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

About the Reader Status Page of the Document Overview

This page shows the status of reader tasks.



Icon Descriptions

The user has marked the document as read.

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

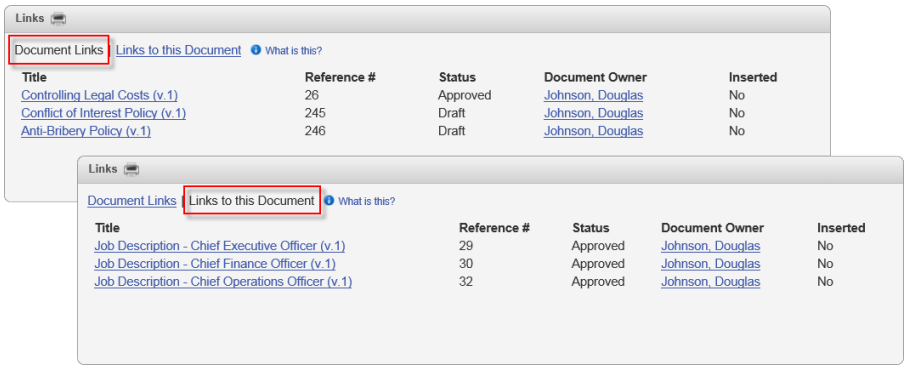
The user did not mark the document as read before a new version or revision of the document was made.

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

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

About the Links Page of the Document Overview

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 Document Overview

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

Printing Documents

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

All users with at least the reader role have access to the **Print List (Standard)** option. See Printing a List of Documents for details.

If you've been assigned the document control administrator or report manager permission, you'll also have access to the **Print Documents** and **Custom Print** options for printing document contents. See Printing Documents (Content) and Using Custom Print for details.

Printing a List of Documents

You can print or save to disk a list of the documents displayed in the main document list, such as all the published documents from the accounting department. Each document entry always contains at least the following information:

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

You can also add date information about when the document was created, submitted, published, and so on.

1. With the **DOCUMENTS** tab selected, use any of the various methods of finding documents to display a list of the documents you want included in the printed list. See any of the following topics if you need help:
   - Using the Sort Bar
   - Searching for a Document
   - Finding a Document in a Specific Status
   - Finding a Document You Are Assigned to Own, Proxy Author, Write, Review, Approve, or Read
   - Customizing the Document List Display
   - Working with Advanced Sort and Search Features

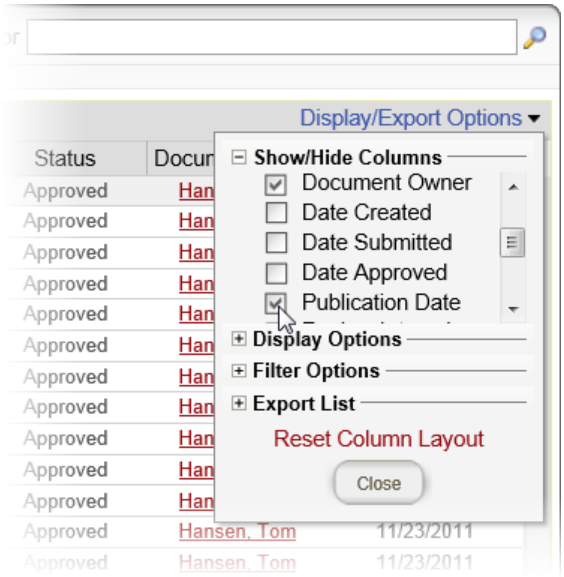
Note: Information about all of the listed documents is printed, even if the list spans multiple pages.

2. (Optional) The following details are always included for each document in the printed list:
   - Reference number
   - Title with version number
   - Document owner
   - Site and department
   - URL
   - Security level
   - Review interval in months

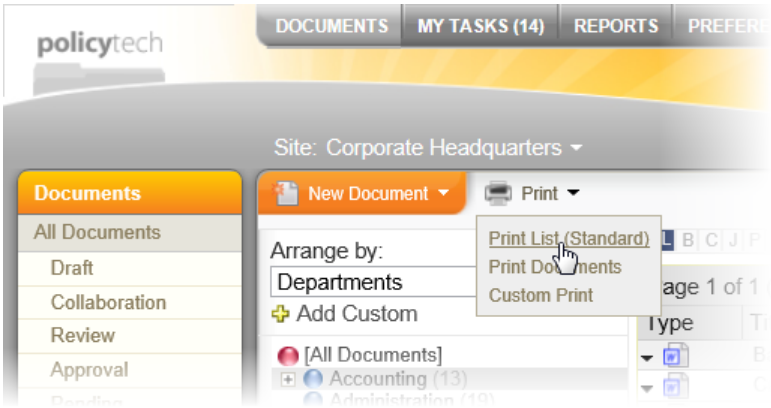
   You can also include any of the following dates:
   - Date created
   - Date submitted
   - Last reviewed date
   - Date approved
   - Publication date

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

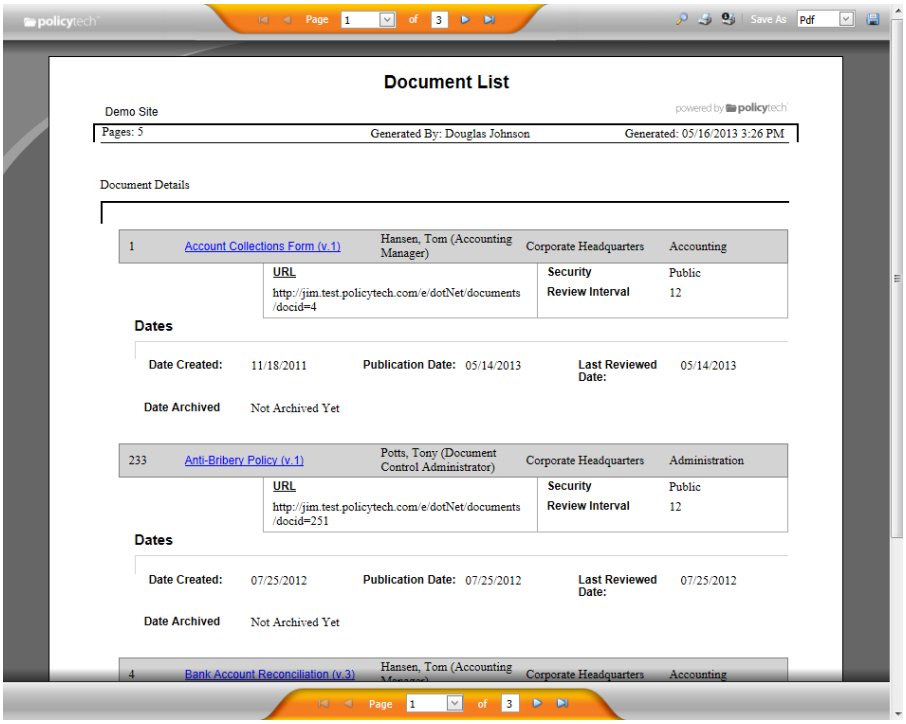
Note: These are the only column selections that have any effect on the content of the printed document list.



3. Click **Print**, 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.



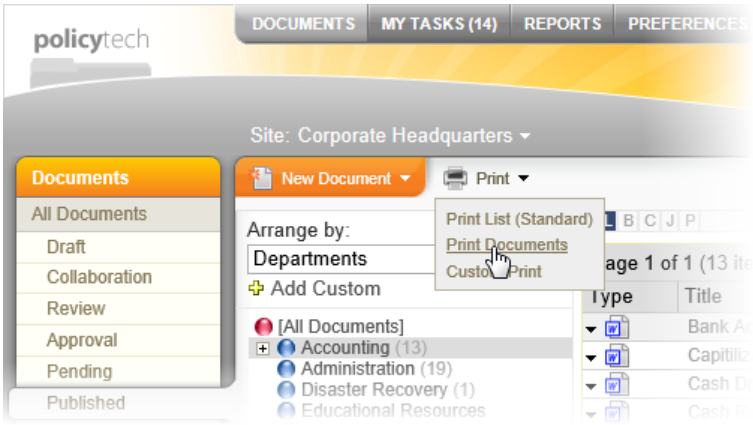
Printing Documents (Content)

Important: You will see this print option only if you've been assigned the document control administrator or report manager permission.

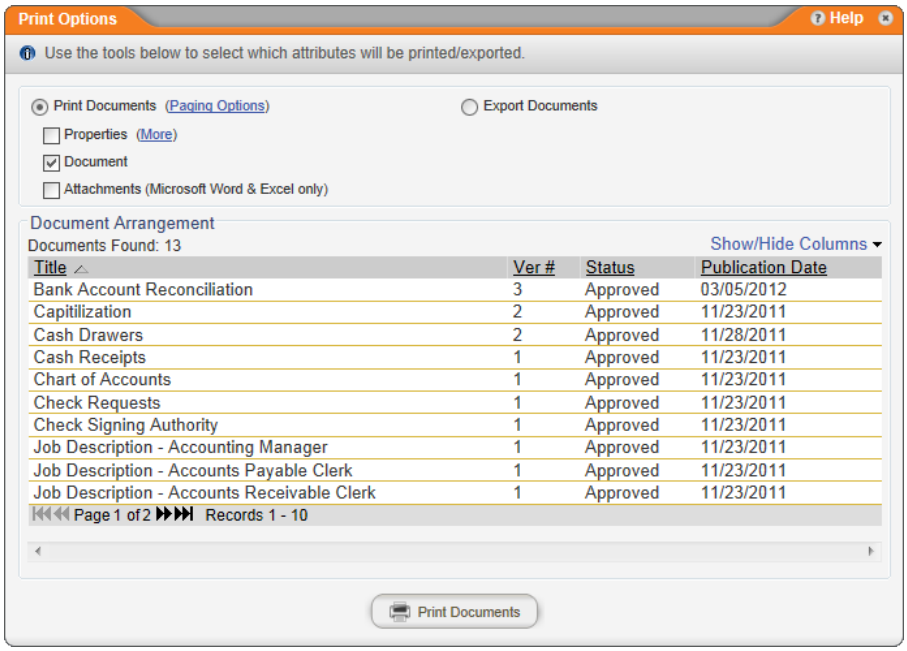
1. With the **DOCUMENTS** tab selected, use any of the various methods of finding documents to display a list of the documents you want to print. See any of the following topics if you need help:
   - Using the Sort Bar
   - Searching for a Document
   - Finding a Document in a Specific Status
   - Finding a Document You Are Assigned to Own, Proxy Author, Write, Review, Approve, or Read
   - Customizing the Document List Display
   - Working with Advanced Sort and Search Features

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

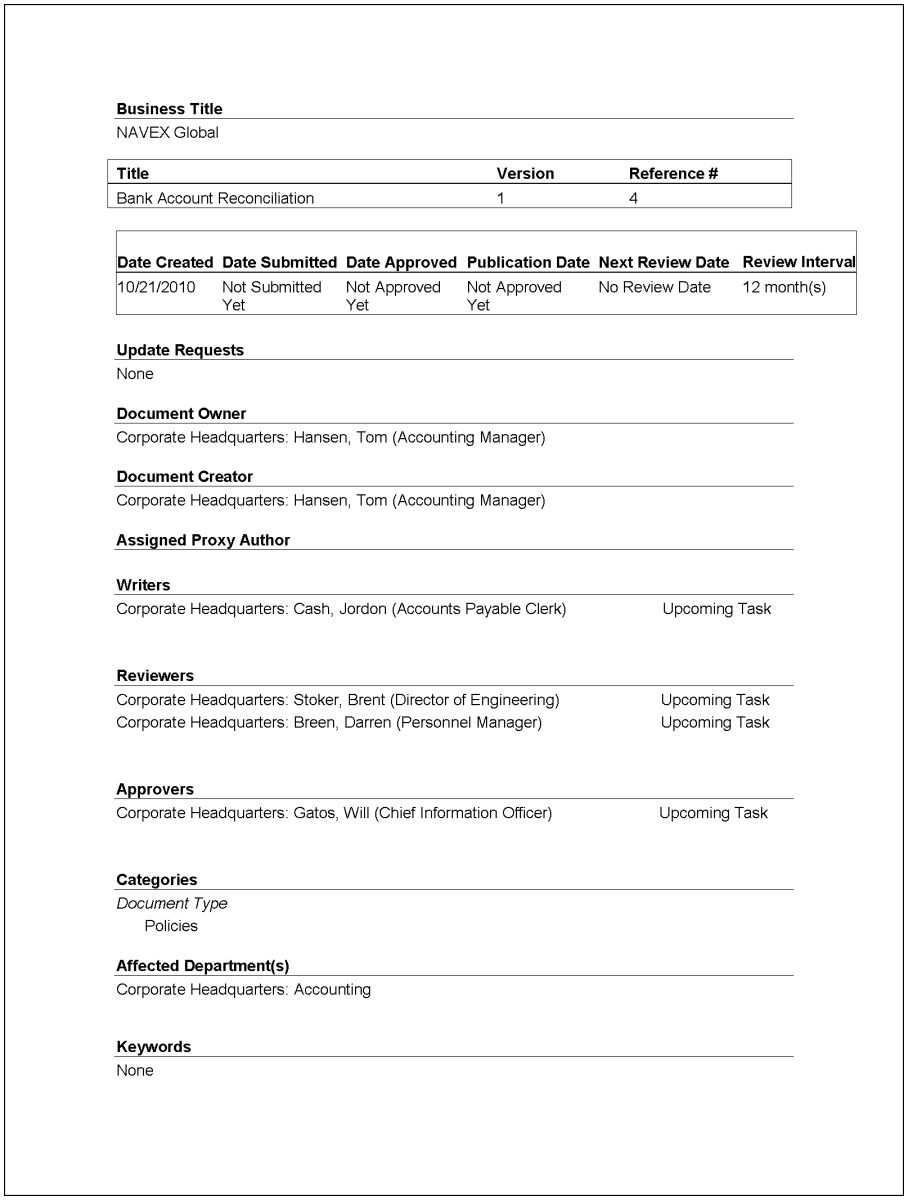
2. Click **Print**, and then click **Print Documents**.



3. In the **Print Options** window under **Print Documents**, click the check boxes of what you want printed. The options are described in the sections that follow.



- **Properties.** Select **Properties** if you want a cover page with document 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

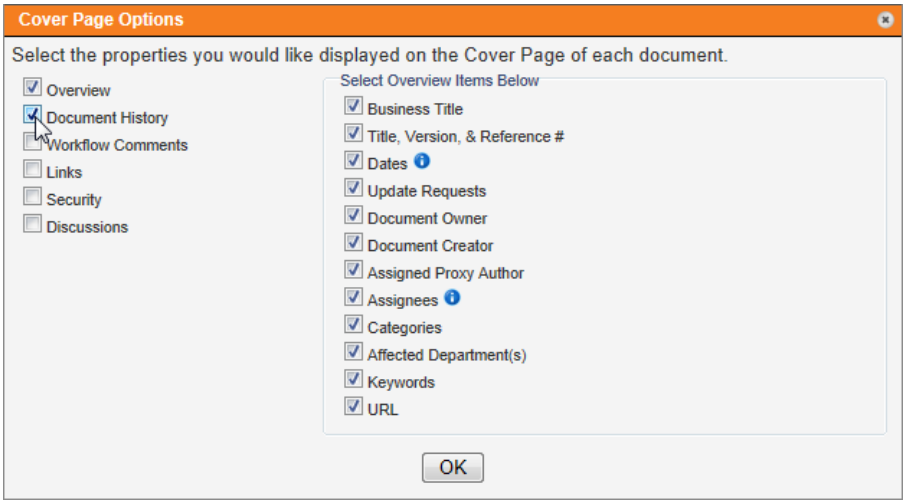
Affected Department(s)

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

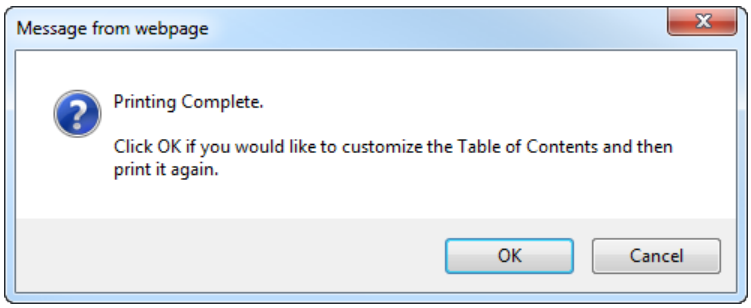


- **Document.** This option is selected by default. If you only want to print one or both of the other two options and not the document content, deselect **Document**.
- **Attachments.** Select this option if you want to also print any Microsoft® Word and Excel® documents attached to the documents you selected to print.

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.

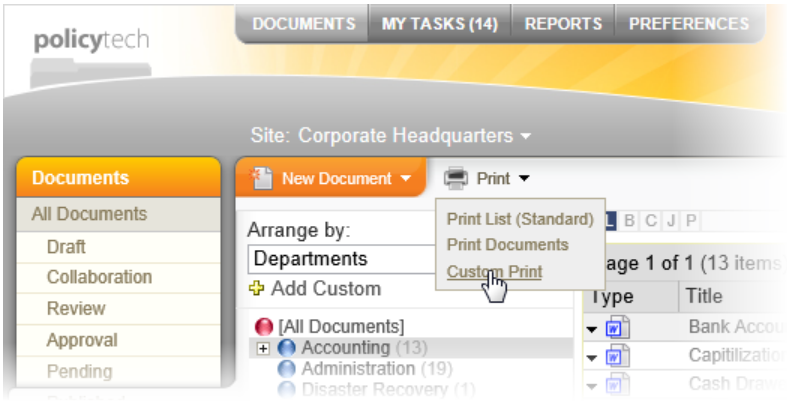
To edit the default table of contents page, click **OK**, and then make changes as you would with any other Word document within PolicyTech. When finished, print the modified table of contents from within Word.

Using Custom Print

Important: You will see this print option only if you've been assigned the document control administrator or report manager permission.

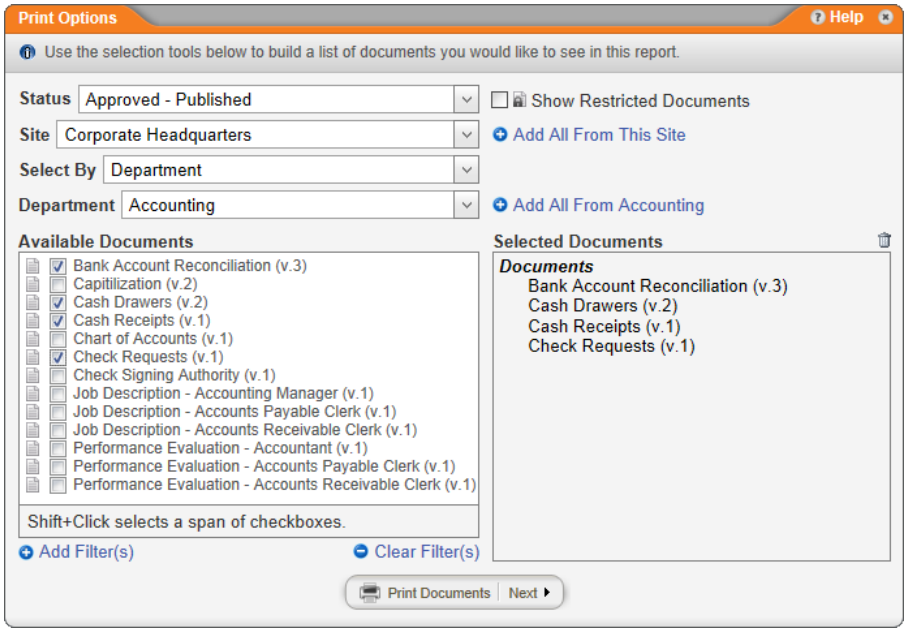
The **Custom Print** feature uses a different method of selecting documents (not the document list) and offers more options for what to print.

1. With the **DOCUMENTS** tab selected, click **Print**, and then click **Custom Print**.



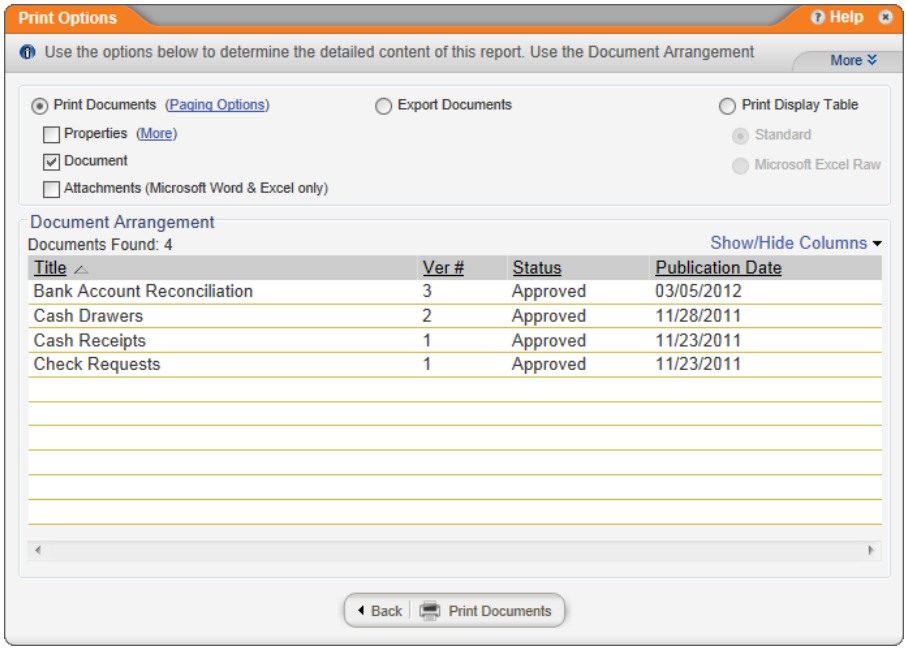
2. In the **Print Options** window, select the documents you want to print (see Selecting Documents).

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 preceded by the lock icon ( ) and 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 step 5.



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 "Print Documents Options" 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:

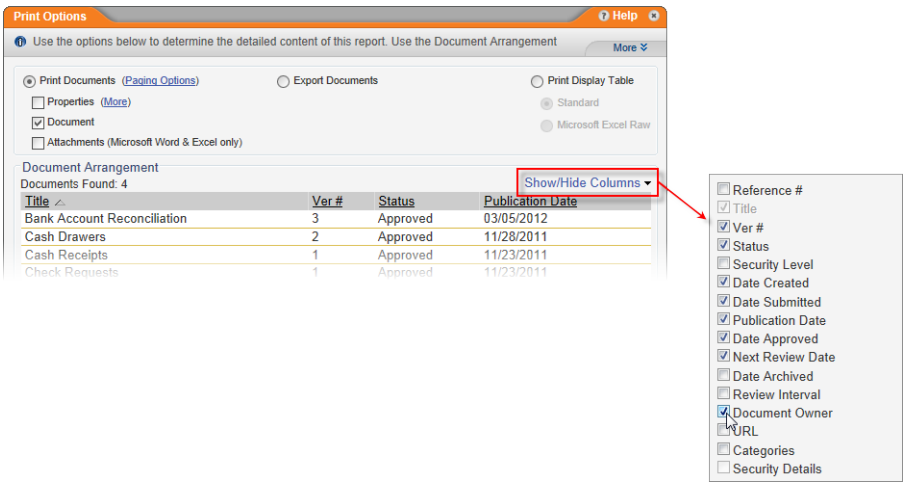
Important: Making changes in the **Document Arrangement** area directly affects what is printed or exported with the **Print Display Table** options.

- 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 readers), and the **Allowed Access** column shows the departments, job titles, and readers 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			

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.

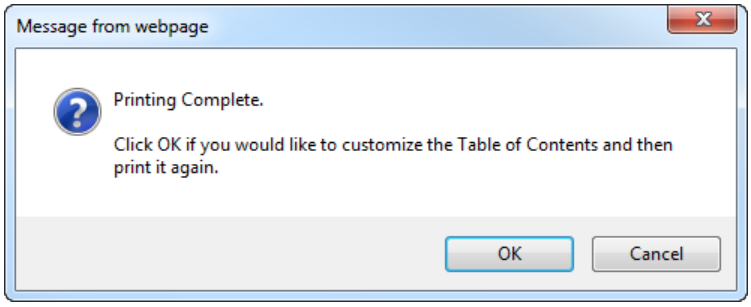
Note: Changes to the document sort column and sort order directly affect both **Print Display Table** outputs.

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 **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.

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

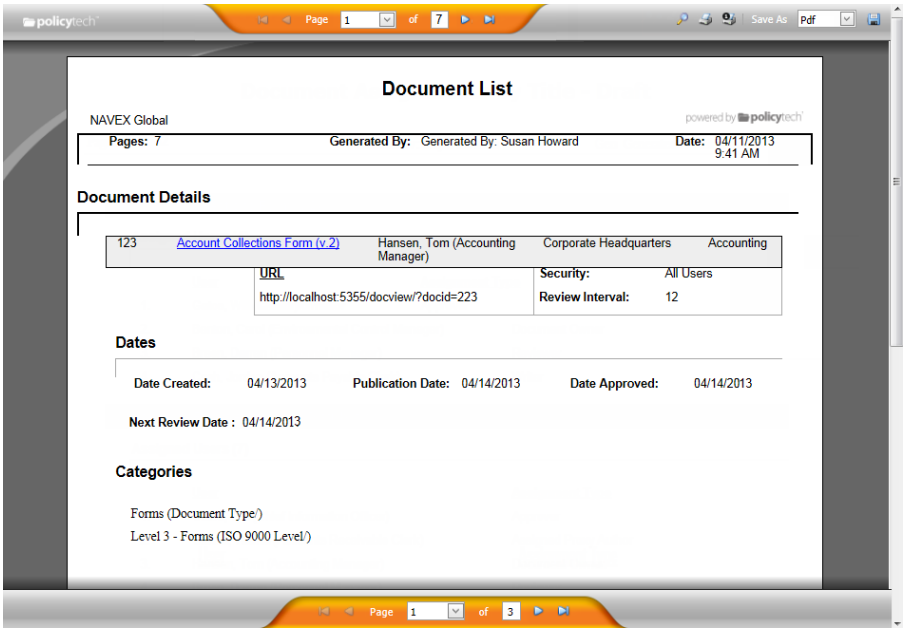


To use the default table of contents that has already been printed, click **Cancel**, which closes the table of contents.

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, at the Windows system prompt, 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			

Print Documents Options

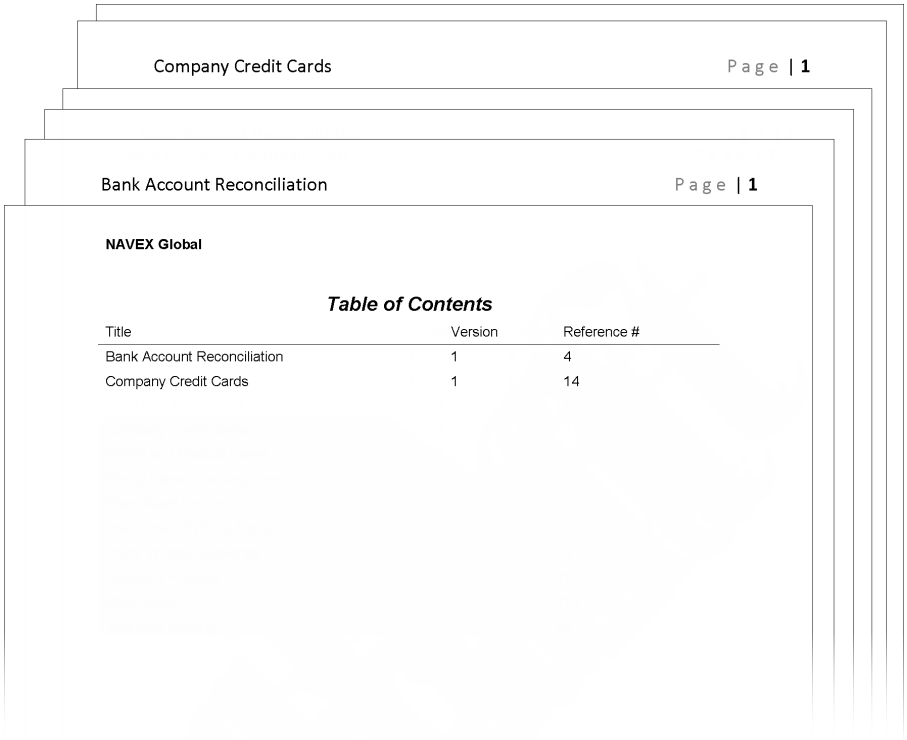
Use the following options to customize what is printed with the selected documents.

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.

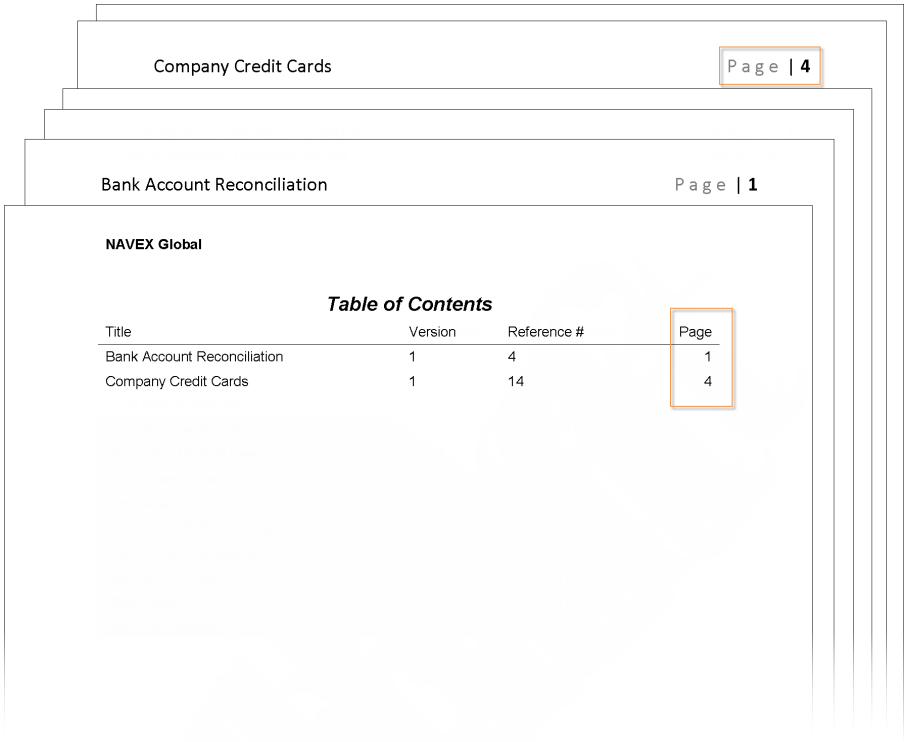
Click **Paging Options** and then click one of the following:

- **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.



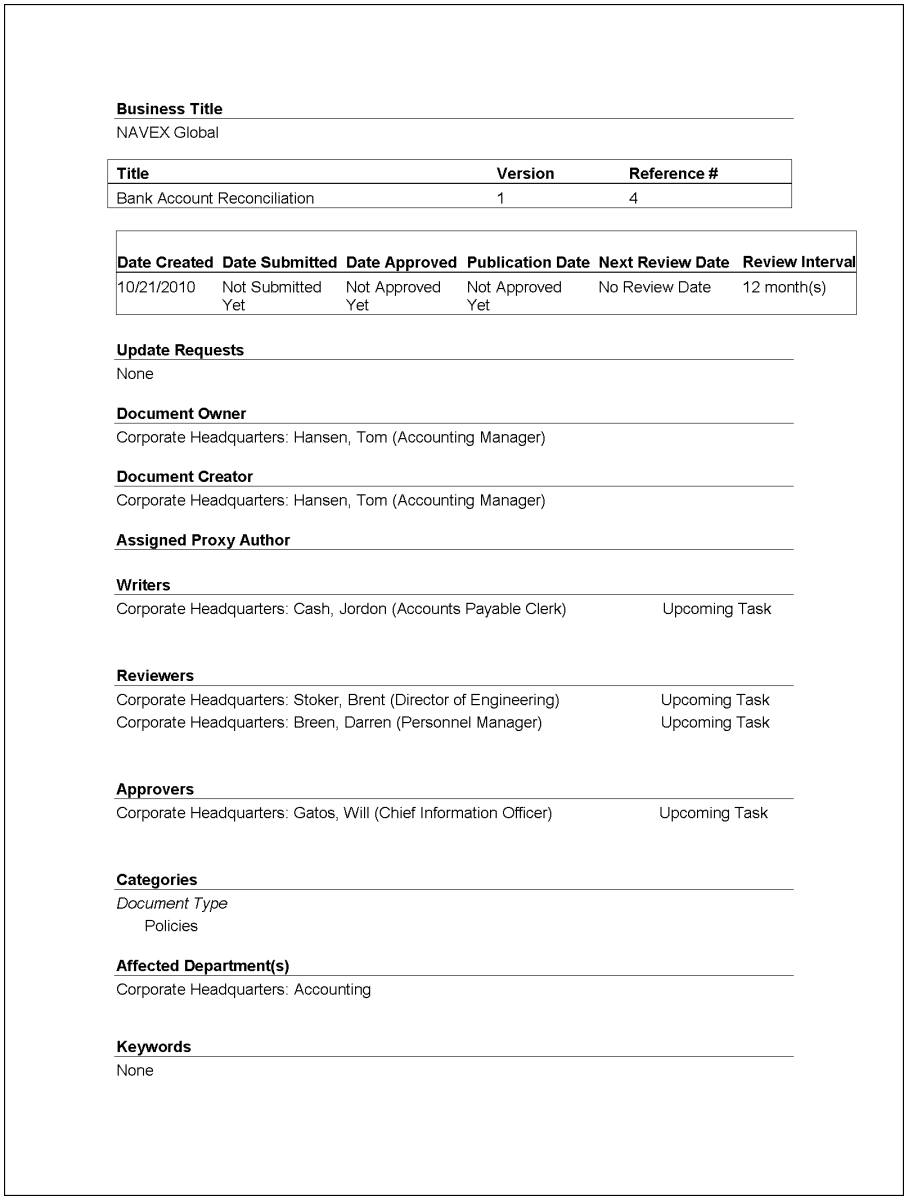
- **Continuous Paging:** Starts pagination with the first document in the list and continues with that pagination (does not start over) in each successive document and any attached Word or Excel documents. Page numbers are added to properties cover pages, if included, and for each document listed in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

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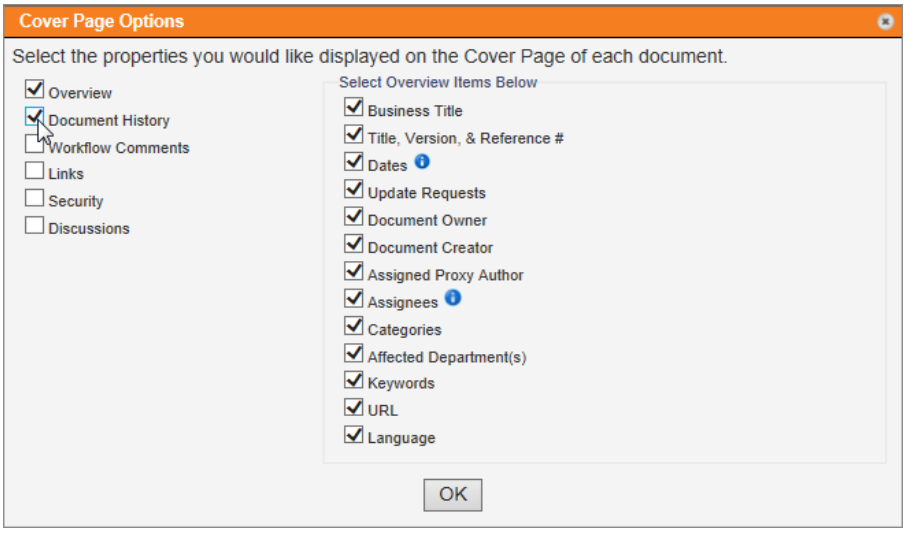


Attachments

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

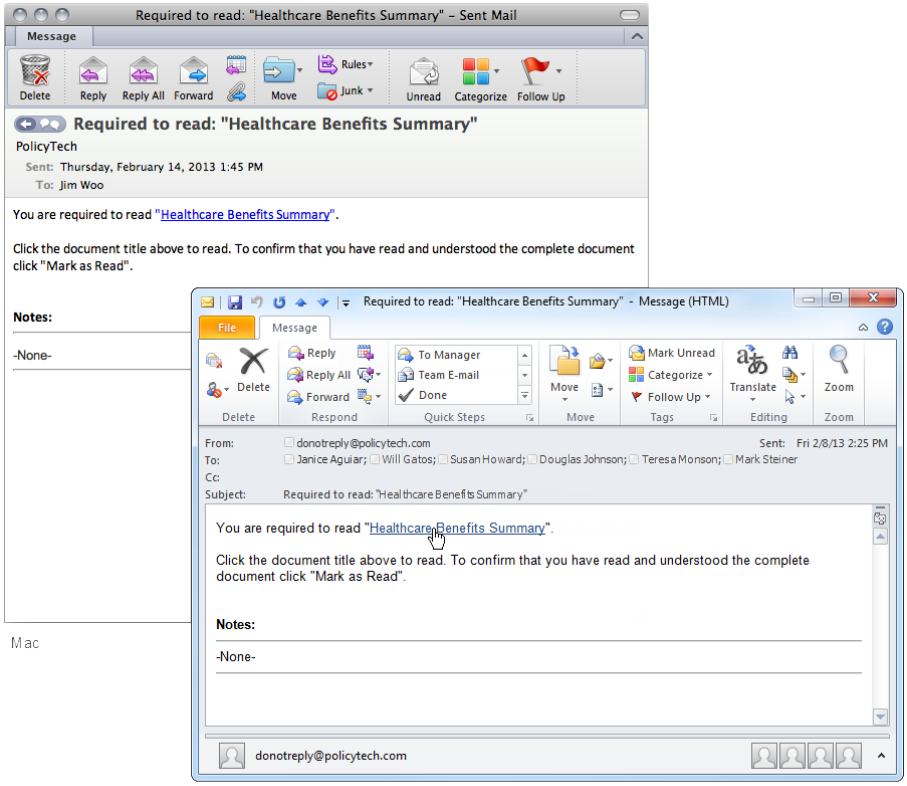
Important: Only Word and Excel attachments will be printed. Any other attachment file types will be skipped.

Reading a Required Document

You can read any document that is listed in a **Published** document list, but you may not be required to read all of those documents.

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.

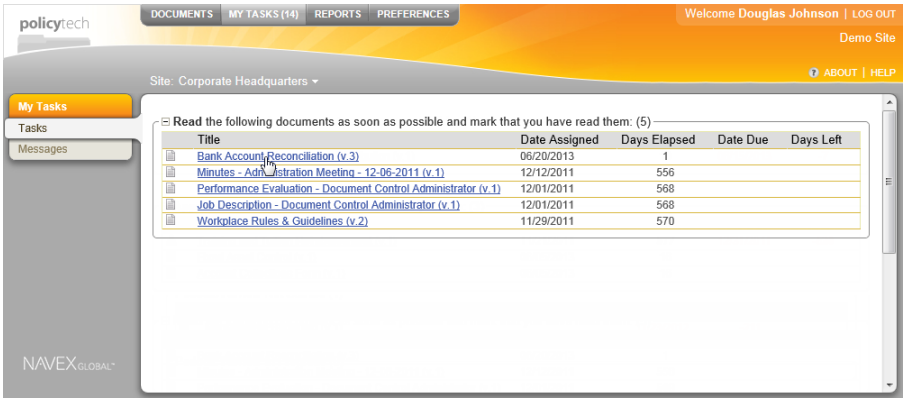
1. To open a document you are required to read, do one of the following:
   - Open the task notification email, and then click the document link.



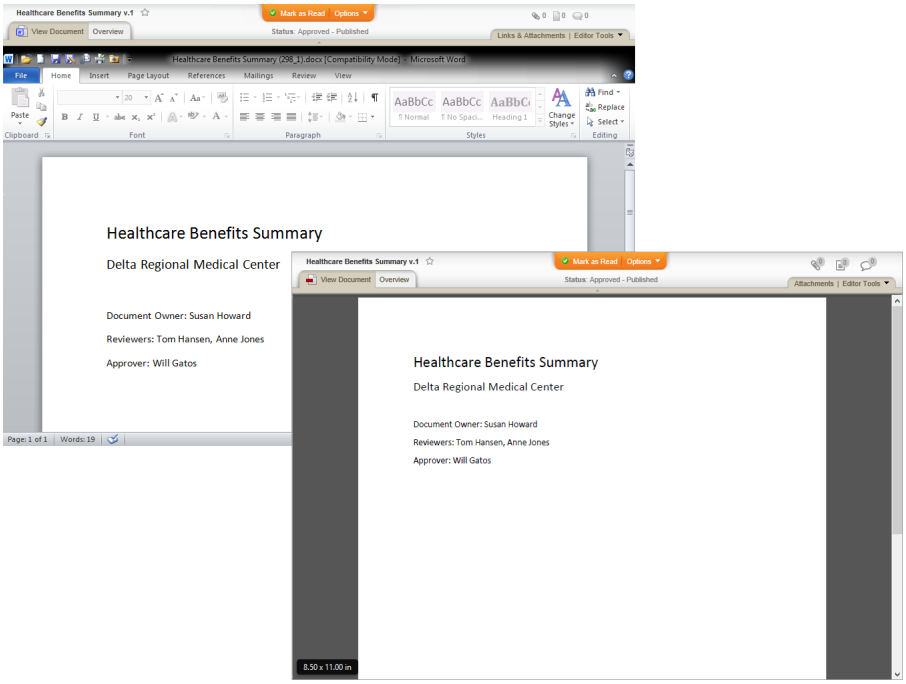
Mac

Windows

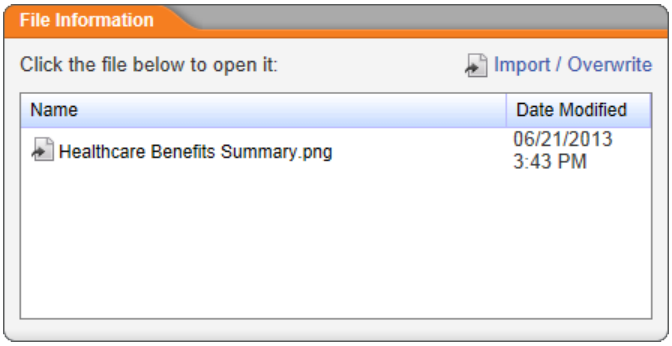
   - Click **MY TASKS**, and then, in the **Read** area, click the document title.



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

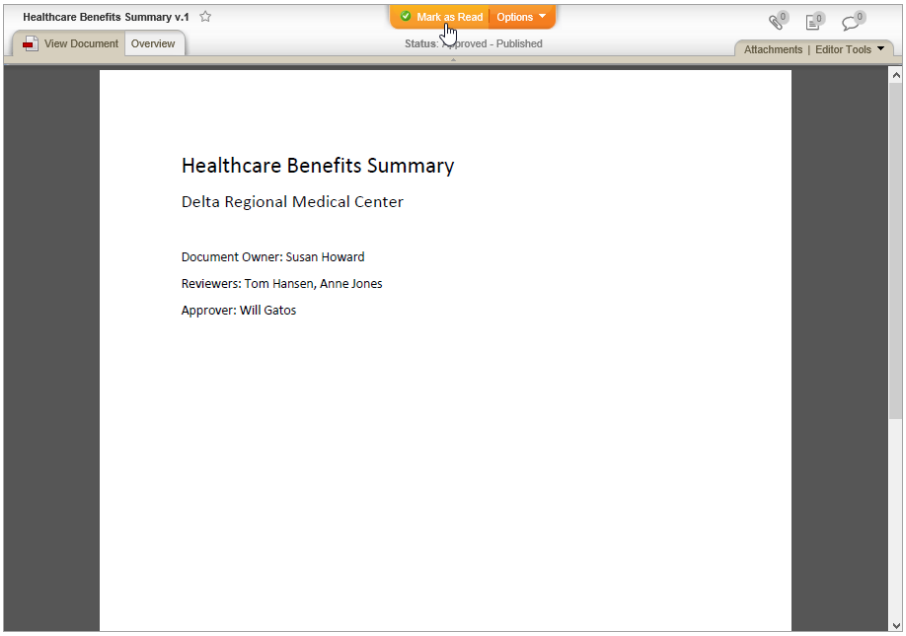


If you see a window like the one below, follow the instructions in Opening a Document from the File Information Window, and then resume with the next step in these instructions.

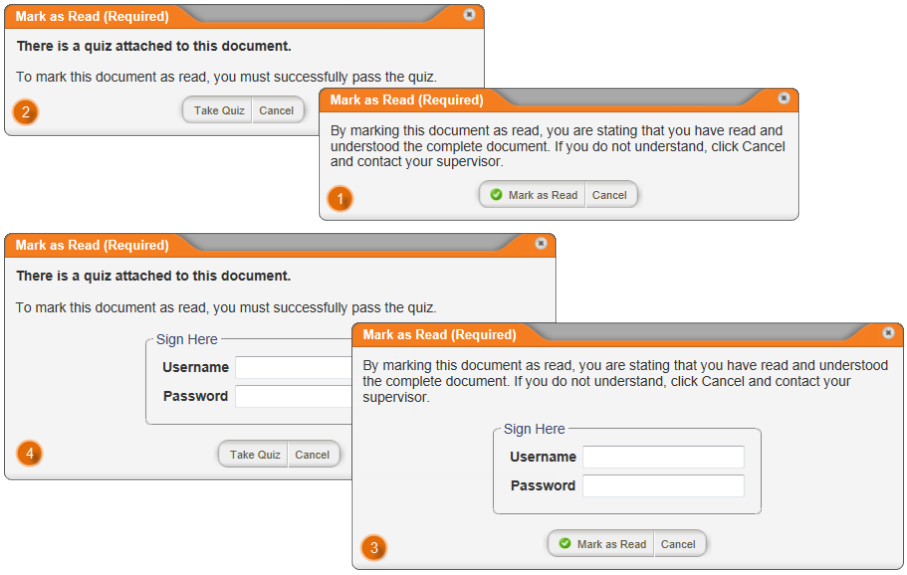


2. Thoroughly read the document.
3. Check for and review the following: attachments, notes, discussions, change summary (see Reviewing Supplementary Materials for details).
4. Click **Mark as Read** at the top of the document window.

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 **Options**, 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.



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

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

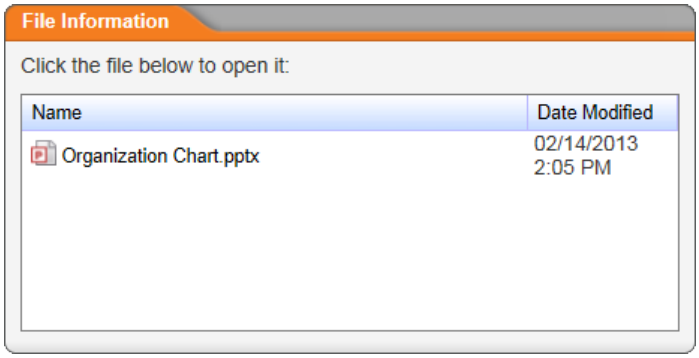
   2 Click **Take Questionnaire**, and then go to Taking a Questionnaire.

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

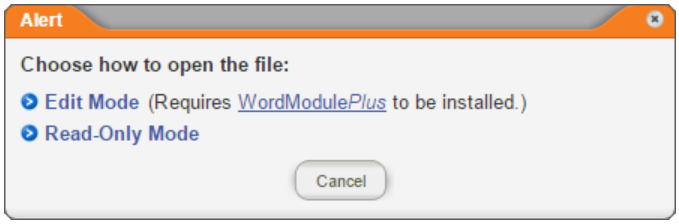
   4 Type your user name and password, click **Take Questionnaire**, and then go to Taking a Questionnaire.

Opening a Document from the File Information Window

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



1. Click the document file name.
2. Do one of the following depending on what you see:
   - If you're using a Windows computer and 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 WordModulePlus to enable document revision (see Installing WordModule*Plus*).

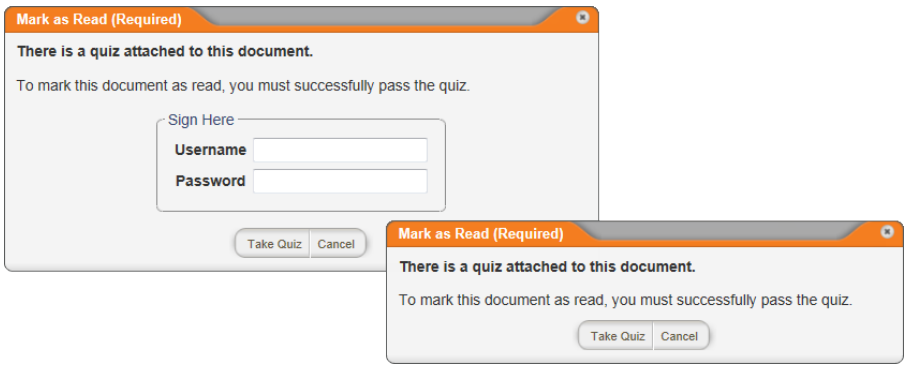
- If you're using a Windows computer and are prompted to open or download the document, click **Open**. The document opens in a separate window in whatever is currently the Windows default application for the document file type.
- If you're using a Mac computer, the file is immediately downloaded when you click the file name. In the Dock at the bottom of your screen, click **Downloads**, and then click the downloaded file to open it in its default application.

Notes:

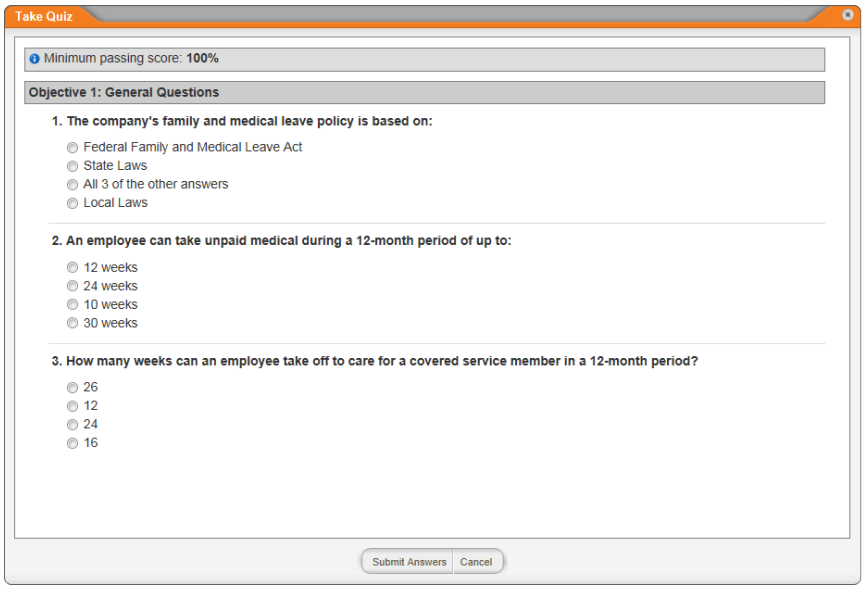
- Your Windows or Mac operating system controls which program is used to open a specific type of file.
- You must have the default program installed on your computer in order to open the document. If you can't open the document, contact you document control administrator for help.

Taking a Questionnaire

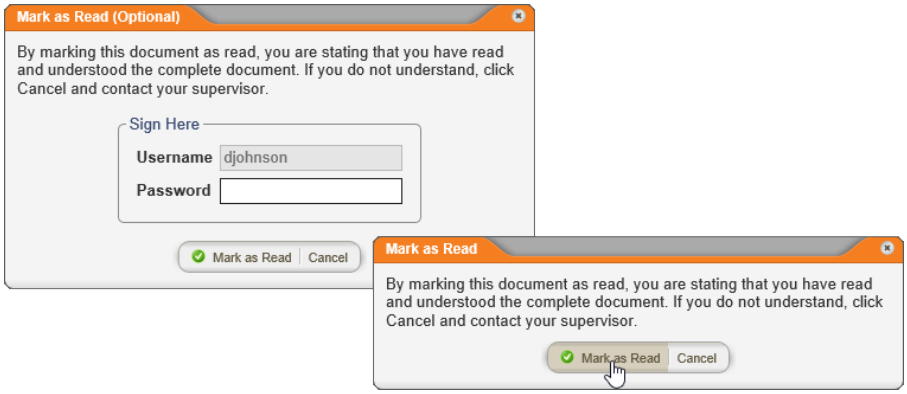
If the current document includes a questionnaire, you will see one of the following windows when you click **Mark as Read**. You must successfully complete the questionnaire before you can finish marking the document as read.



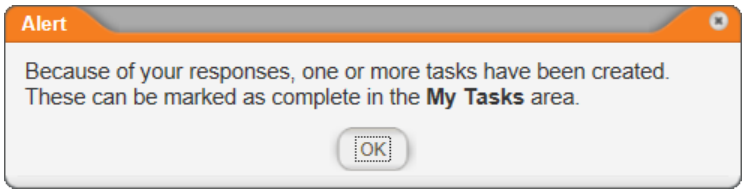
1. Click **Take Questionnaire**, or, if you see the **Sign Here** area, type your user name and password, and then click **Take Questionnaire**.
2. Read each question carefully and select or type the best answer.



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 user name and 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 Tasks** 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 **Close Questionnaire**.

Important: If the questionnaire creator opted to let you print out a certificate showing that you passed the questionnaire, you will see the **Print Certificate** option in the **Questionnaire Results** window. Click **Print Certificate**, click , and then click **Print**.

   - 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.

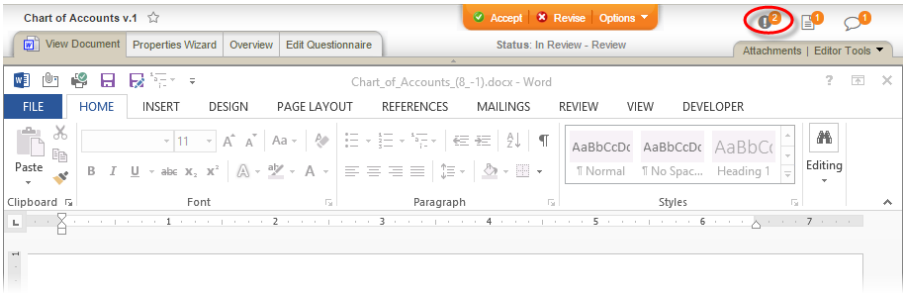
Reviewing Supplementary Materials

Any of the following types of information may be available to review in a document:

- **Attachments:** A document owner can attach any number of files to a document.
- **Links:** These can be links to other PolicyTech™ documents and to websites.

- **Notes:** A document owner has the option of writing notes during certain steps of the document creation process.
- **Discussions:** Those involved with document creation, review, and approval can start discussions with others assigned to the document and with any user. As a reader, you can also start a discussion with the document owner and document control administrator.
- **Changes Summary:** A document owner has the option of describing changes in the document 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

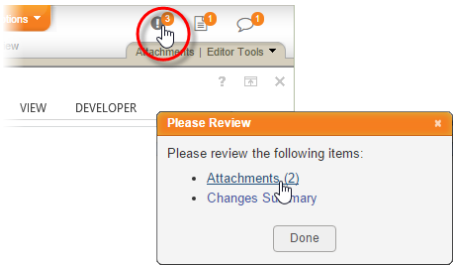
Reviewing Discussions

Reviewing the Changes Summary

Reviewing the Change Log

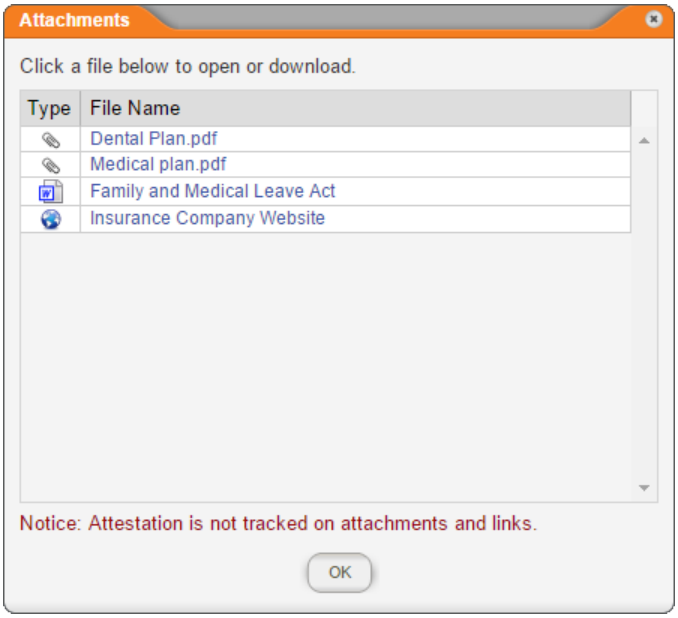
Reviewing Attachments and Links

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



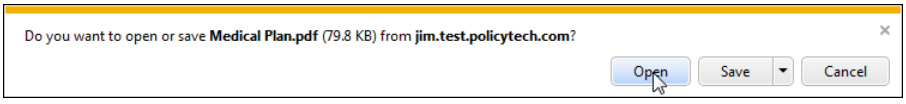
- Click the **Attachments** tab.

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).



In the **Links & Attachments** window, do any of the following:

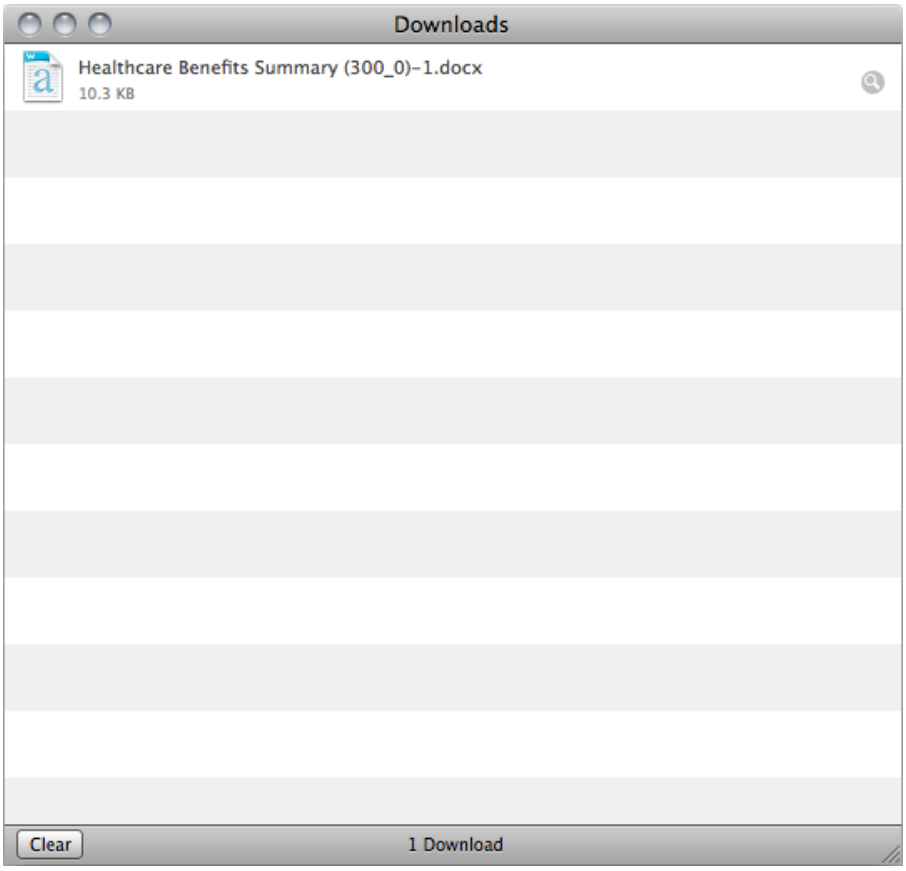
- *Windows*
  Click an attachment file name, and then click **Open** when you see a Microsoft® Windows® prompt similar to the one below. When you're finished reviewing the attachment, close it.



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.

- *Mac*
  In the **Downloads** window, double-click the file name to open the document.



Note: You must have a program installed on your computer that can open this type of document.

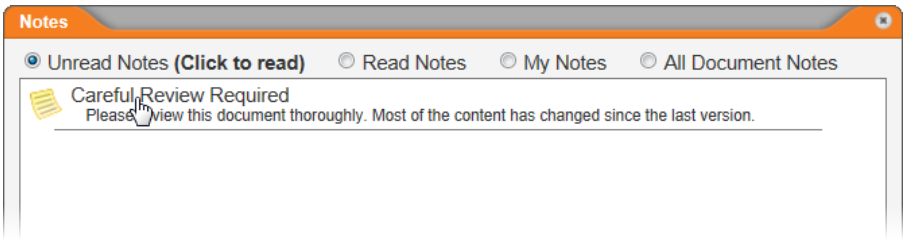
- Click a linked document to open the document or display its file information in another PolicyTech window. After reviewing the document, close that window.
- Click a website link to open that website in a separate browser window. After reviewing the website, close the browser window.

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

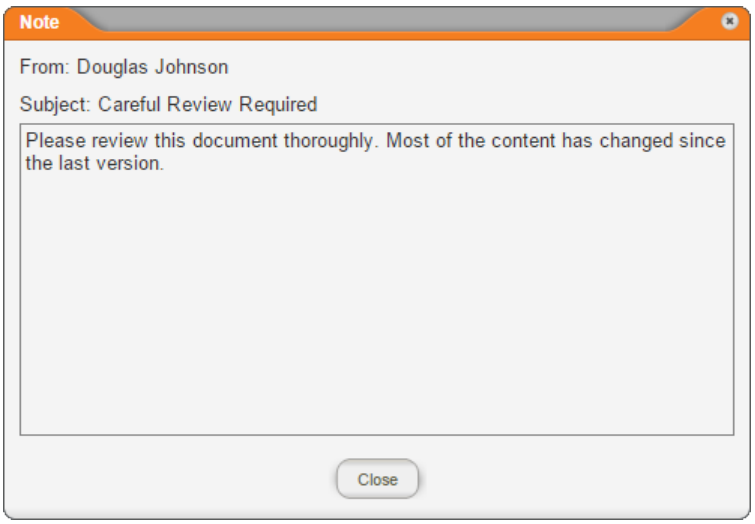
Reviewing Notes

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

2. In the **Notes** window, click a note to open it.

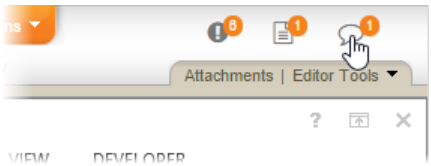


3. After reading the note, click **Close** twice.

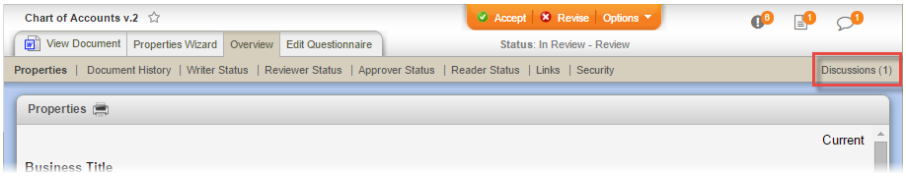


Reviewing Discussions

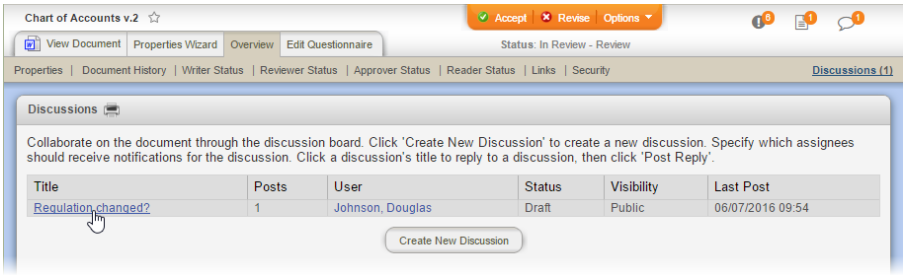
1. Do any of the following:
   - Click the **Discussions** icon.



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

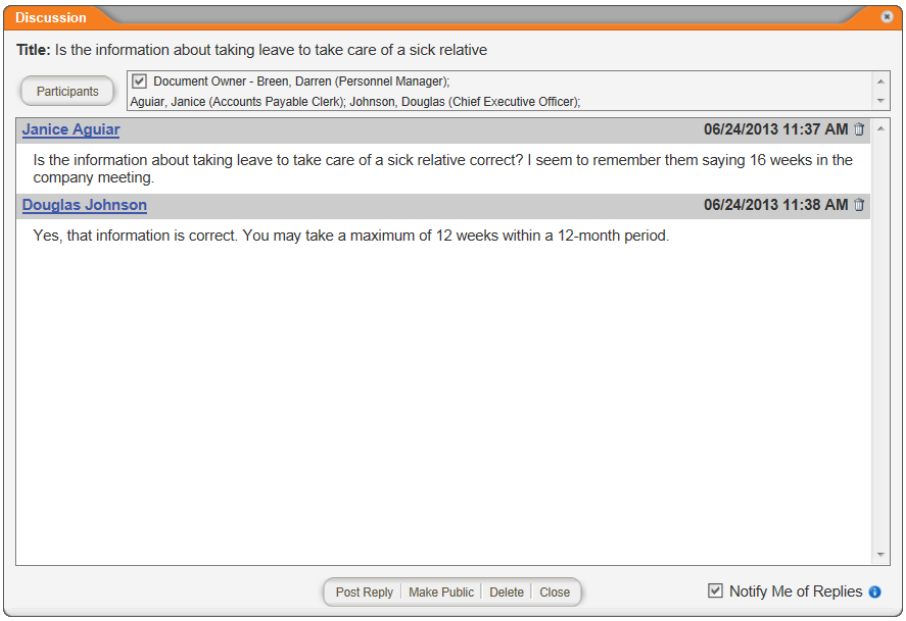


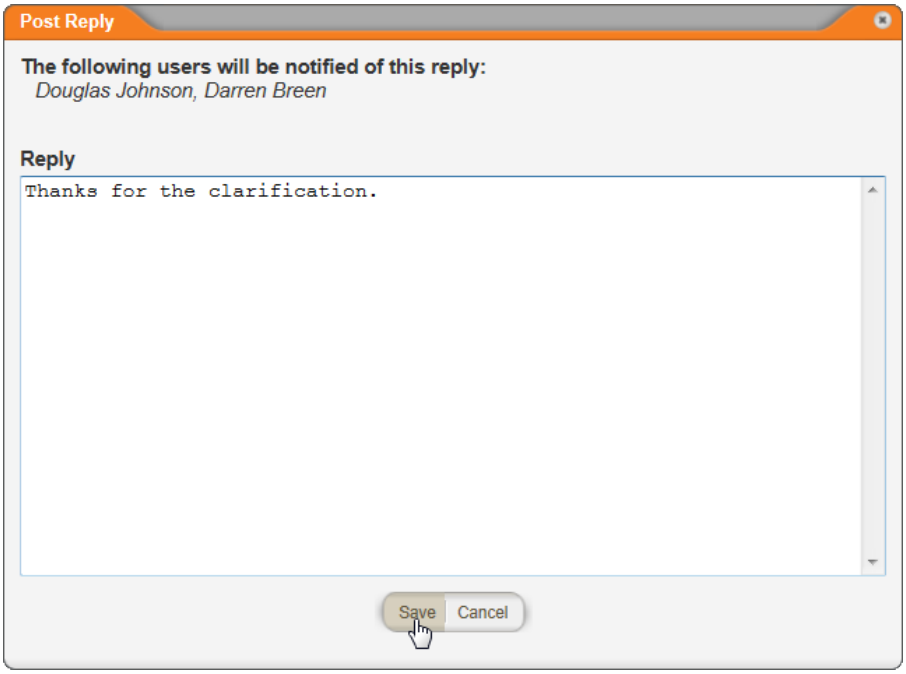
2. In the **Discussions** window, click a discussion title to open it.



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 can view the discussion.



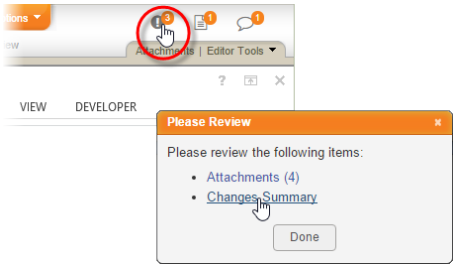


4. Click **Close**.

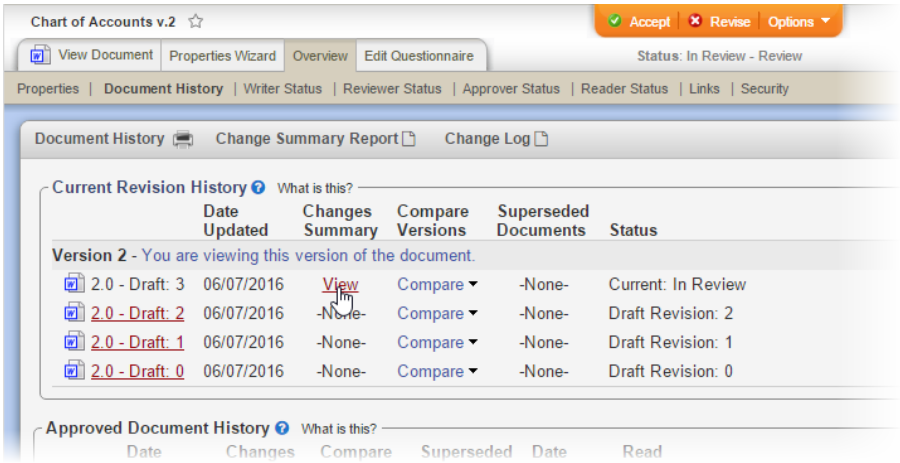
Reviewing the Changes Summary

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 to review or approval.

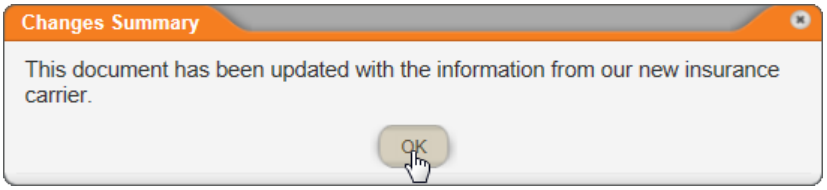


   - Click the **Overview** tab, click **Document History**, and then, in the **Changes Summary** column, click **View**.

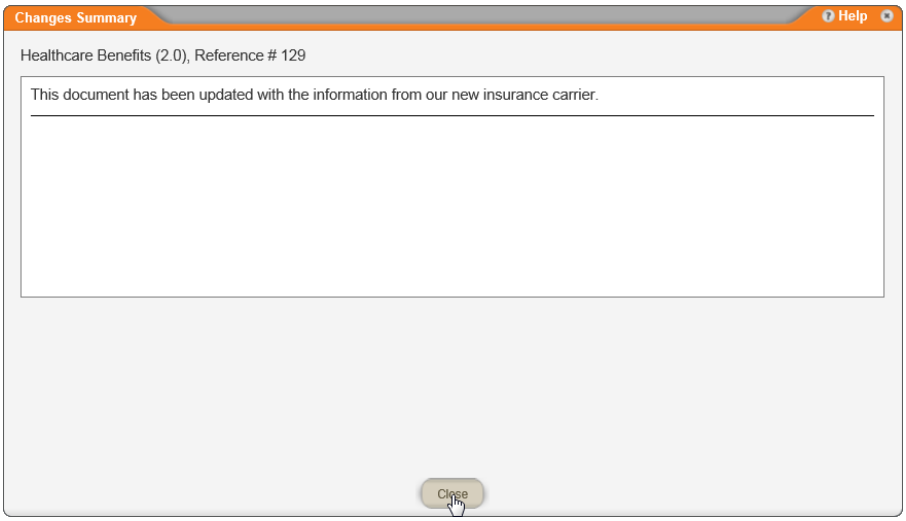


2. After reading the summary, do one of the following:

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



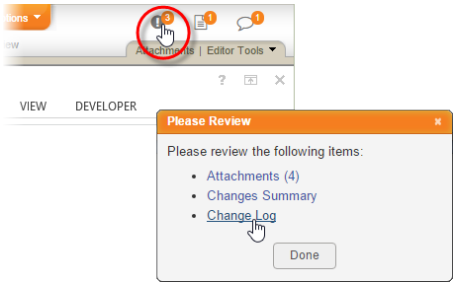
   - If you clicked **View** in step 1, click **Close**.



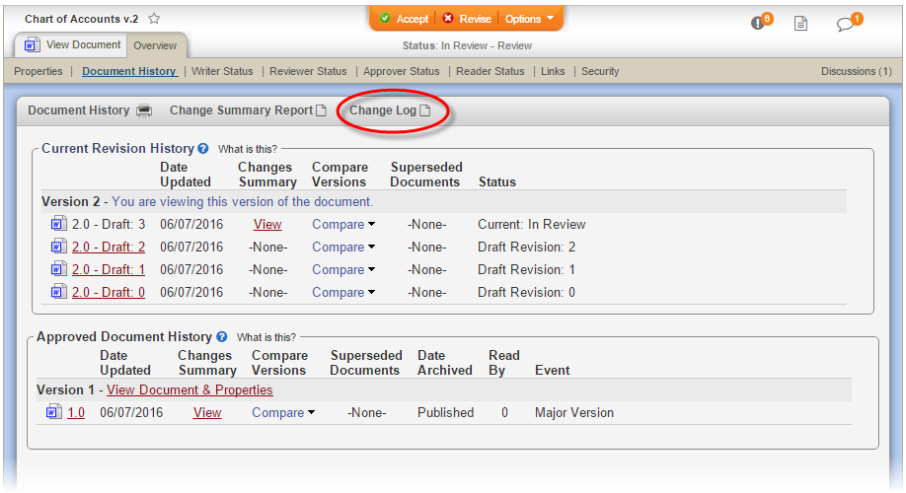
Reviewing the Change Log

1. Do one of the following:
   - Click the **Please Review** icon, and then click **Change Log**.

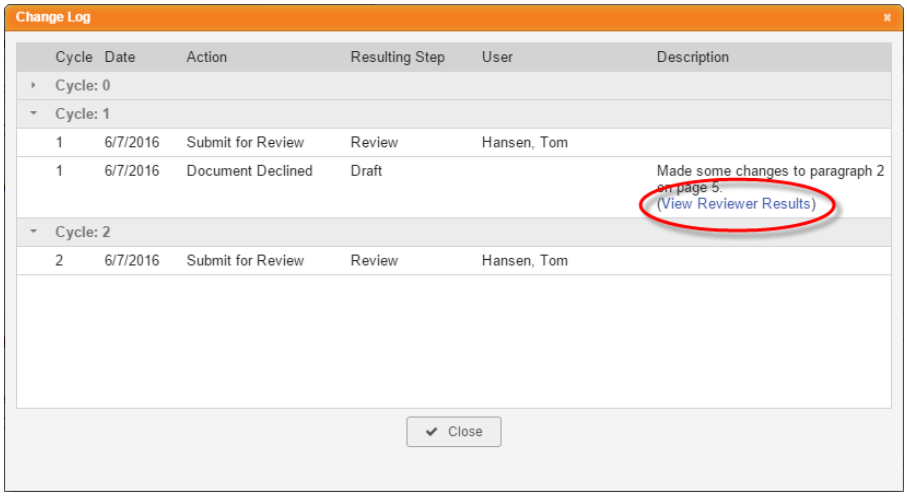
Note: The **Change Log** option is available from the **Please Review** icon only if the document has been through multiple writing (collaboration), review, or approval cycles.



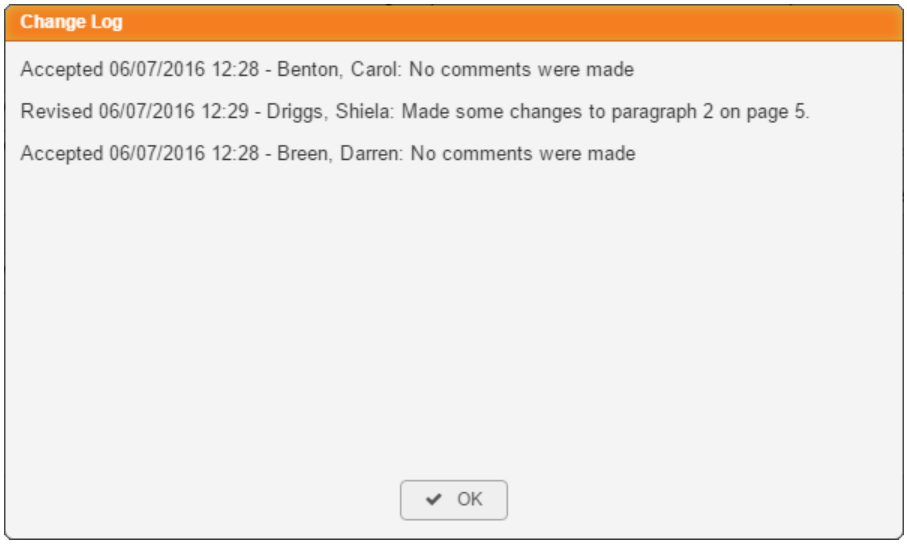
   - Click the **Overview** tab, click **Document History**, and then click **Change Log**.



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.



Viewing a Document's URL

Each document in PolicyTech™ has a unique URL (web address) that can be used to access the document 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 document state, a single document may have multiple URLs associated with it.

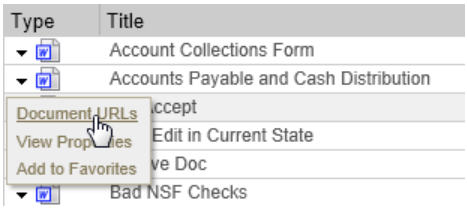
You can view all of a document's URLs in one of two ways:

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

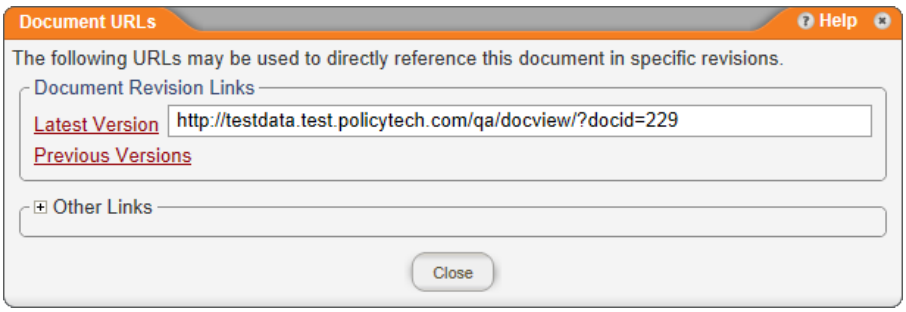
Viewing URLs for the Current Version of a Document

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

1. Click **Documents**, and then click **Published**.
2. Find the document whose URLs you want to view.
3. Click the down arrow (▾) in the document's **Type** column, and then click **Document URLs**.

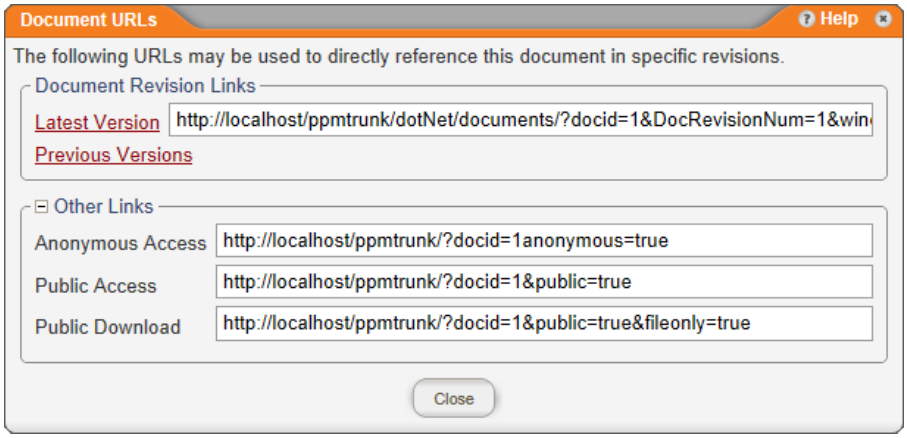


You should see dialog box similar to the one below, which shows the URL for the latest version of the document.



4. To see other URLs, if any, associated with this version of the document, click **Other Links**.

Note: You will see these additional URLs only if the corresponding features have been enabled (see URL Types below).



5. Copy the desired URL. You can then paste it into a document link.

Viewing a URL for a Previous Version

1. Perform steps 1 through 4 under "Viewing a Document's URL" above.
2. Click **Previous Versions** to display the document's history.
3. Click the desired version to open it.
4. Copy the URL in the browser's address line. You can then paste it into a document link.

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

URL Types

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

URL Type	Available When	Applies To
version	any document version is published	all versions of all published documents
anonymous access	anonymous access has been enabled for a site (see "Adding a Site" in the	all published documents on the

	Administrator's Guide for more information about anonymous login)	enabled site
public access	the public viewer 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
public download	downloading documents in their source format has been enabled	all published documents

Creating and Working with Draft Documents

Users assigned the document owner or proxy author role can create documents in PolicyTech. Creating a document is a multi-step process, consisting of the following tasks:

- Setting document properties
- Writing or uploading the document content
- (Optional) Adding links and attachments
- (Optional) Creating a questionnaire that readers must pass before they can mark the document as read
- (Optional) Selecting documents this document will replace
- Submitting the document for review or approval

Depending of the type of computer you're using, go to one of the following sections to continue:

High-Level Steps for Creating a Document (Windows)

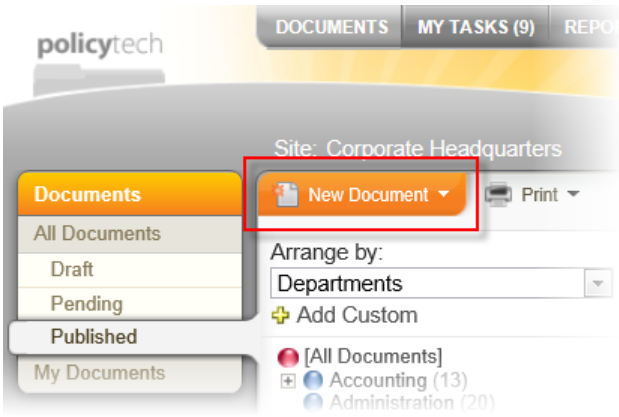
High-Level Steps for Creating a Document (Mac)

High-Level Steps for Creating a Document (Windows)

Important: If you are using a Mac computer, go to High-Level Steps for Creating a Document (Mac).

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

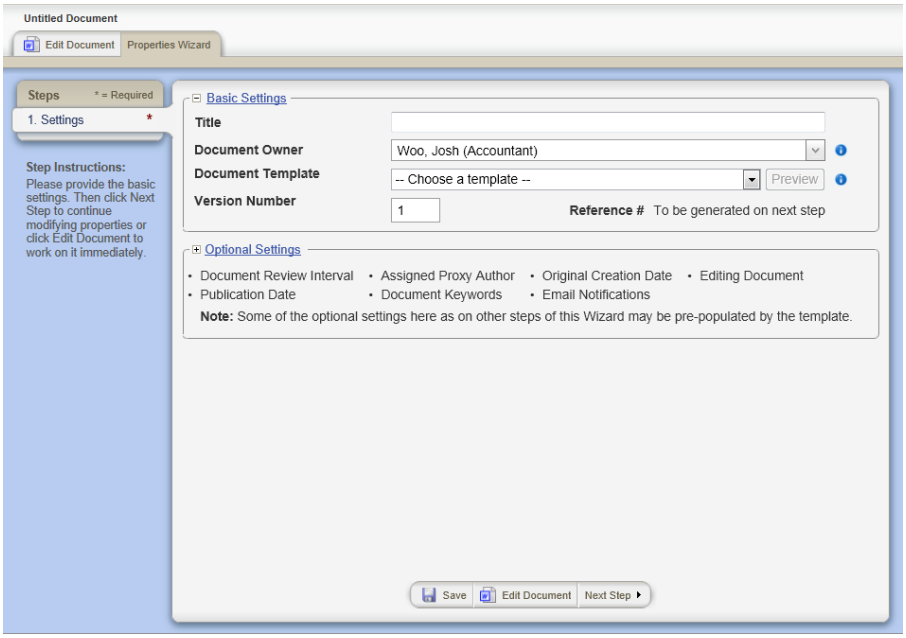
1. Click **DOCUMENTS**. If you've been assigned the document owner or proxy author role, you'll see the **New Document** option, as shown below.



2. Click **New Document**, and then click one of the following:
   - **Word Document**
   - **HTML Document**
   - **Excel Spreadsheet**
   - **Upload a File**

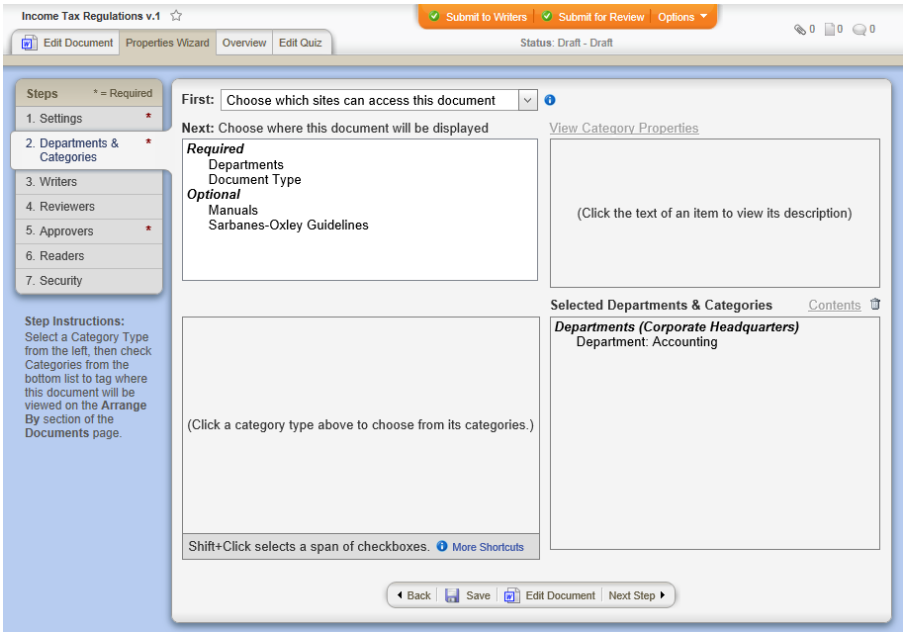
Note: Your **New Document** options may not be the same as those listed above. The types of documents you can create depend on the types of templates that have been added to your PolicyTech system.

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.



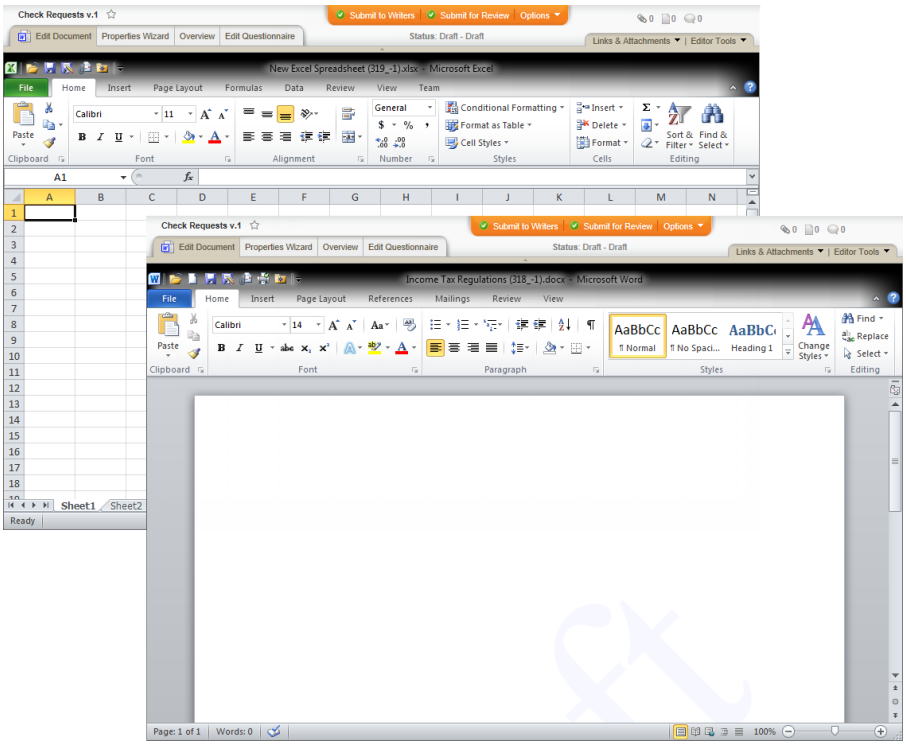
3. Work your way through the **Properties Wizard** steps, which are fully described in Assigning Document Properties.

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



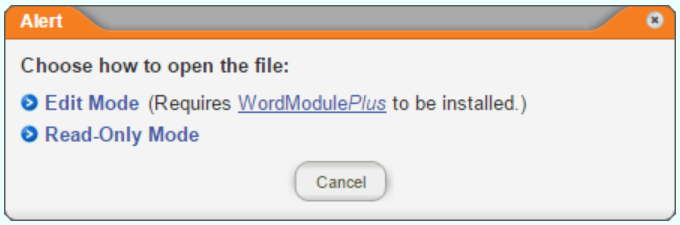
4. Click **Edit Document**, and then do one of the following, depending on the type of template you chose when assigning document properties:

   - **Word Document or Excel Spreadsheet:** Add, format, and edit the content (see Adding Content to a Word or Excel Document).

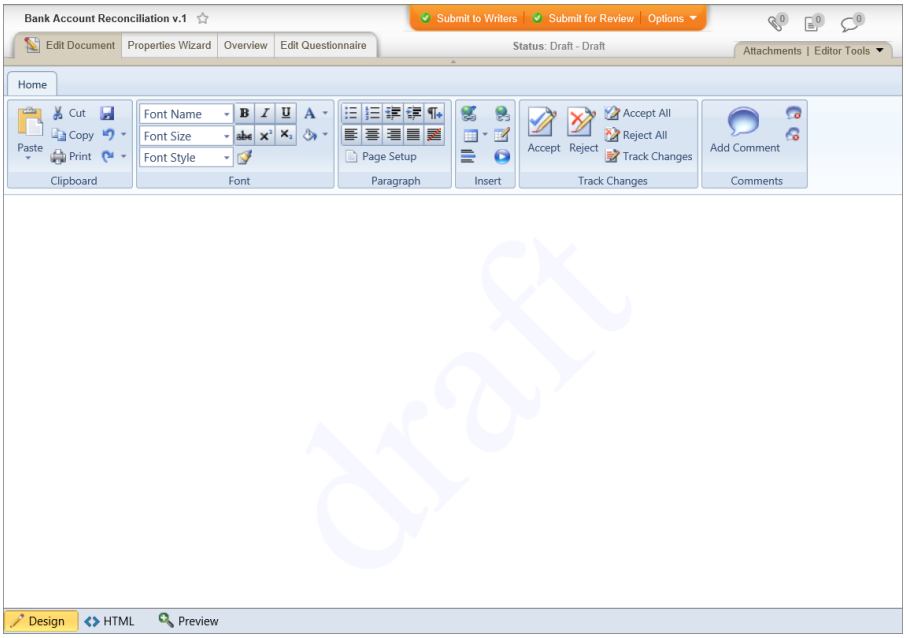


Important: If you see a prompt like the one below instead of the one of the

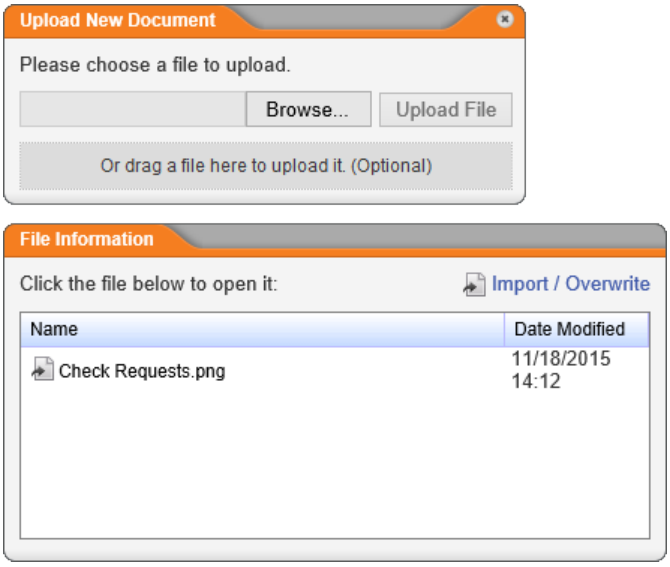
windows above, then WordModule*Plus* has not yet been installed on your computer. Follow the instructions in Installing WordModule*Plus*, before continuing with these steps.



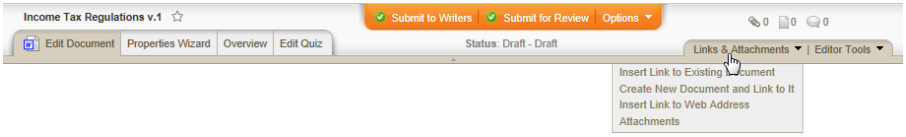
- **HTML Document:** Add, format, and edit the content (see Adding Content to an HTML Document).



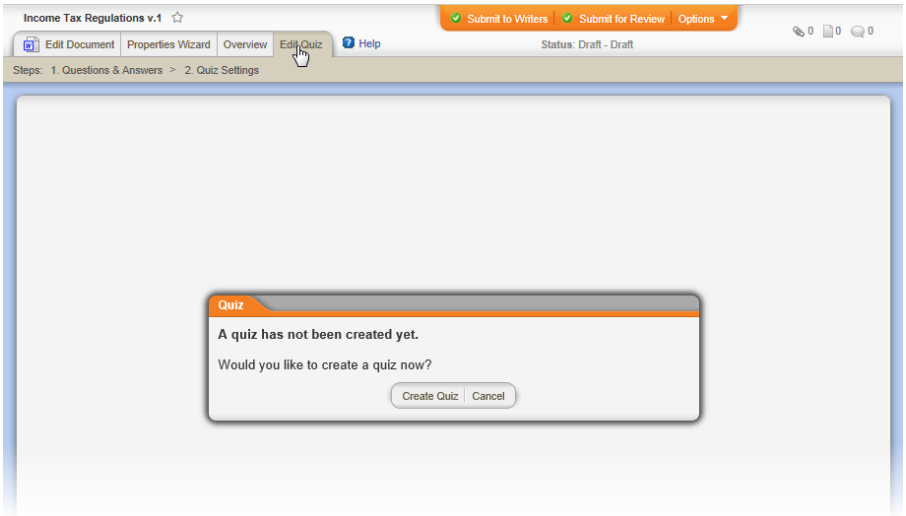
- **Upload a File:** You will see either the **Upload New Document** window or the **File Information** window, depending on whether the template you assigned to this document had content (an uploaded file). Add, format, and edit the content of the uploaded file (see Adding Content to a Document with an Upload File Template).



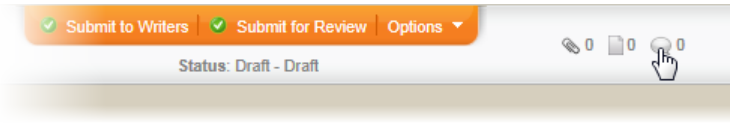
5. (Optional) Add links to and attachments for supplementary and reference materials (see Attaching Files and Adding Reference Links).



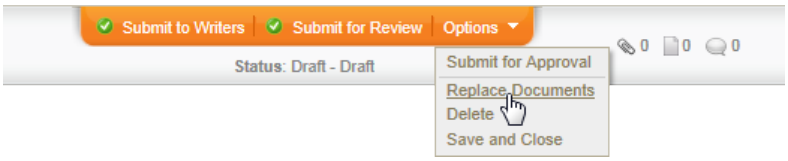
6. (Optional) Create a questionnaire that readers must pass in order to mark the document as read (see Creating a Questionnaire).



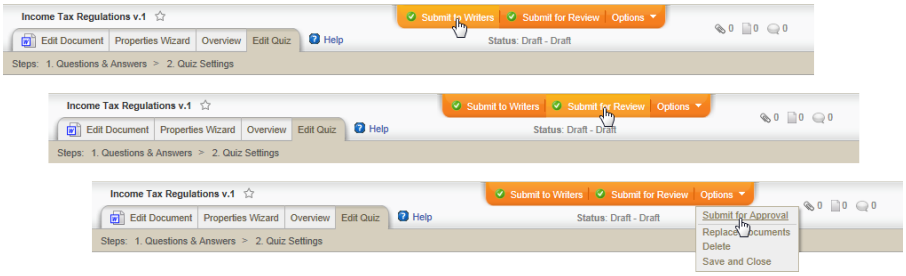
7. (Optional) Start a discussion about the document (see Working with Document Discussions).



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 to Writers, Reviewers, or Approvers).



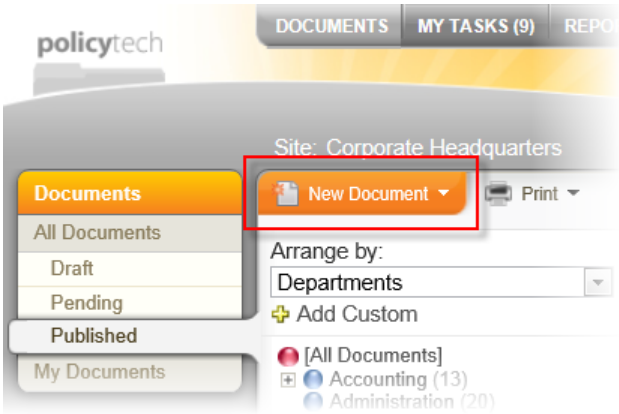
10. Manage the document through the review and approval process (see Working with Documents in Review and Approval).

High-Level Steps for Creating a Document (Mac)

Important: If you are using a Windows computer, go to High-Level Steps for Creating a Document (Windows).

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

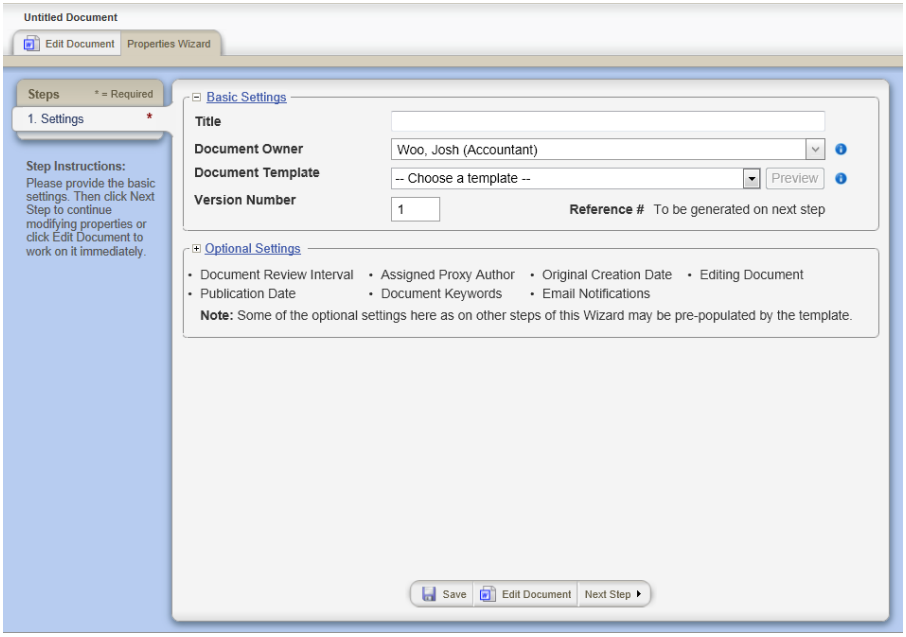
1. Click **DOCUMENTS**. If you've been assigned the document owner or proxy author role, you'll see the **New Document** option, as shown below.



2. Click **New Document**, and then click one of the following:
   - **Word Document**
   - **HTML Document**
   - **Excel Spreadsheet**
   - **Upload a File**

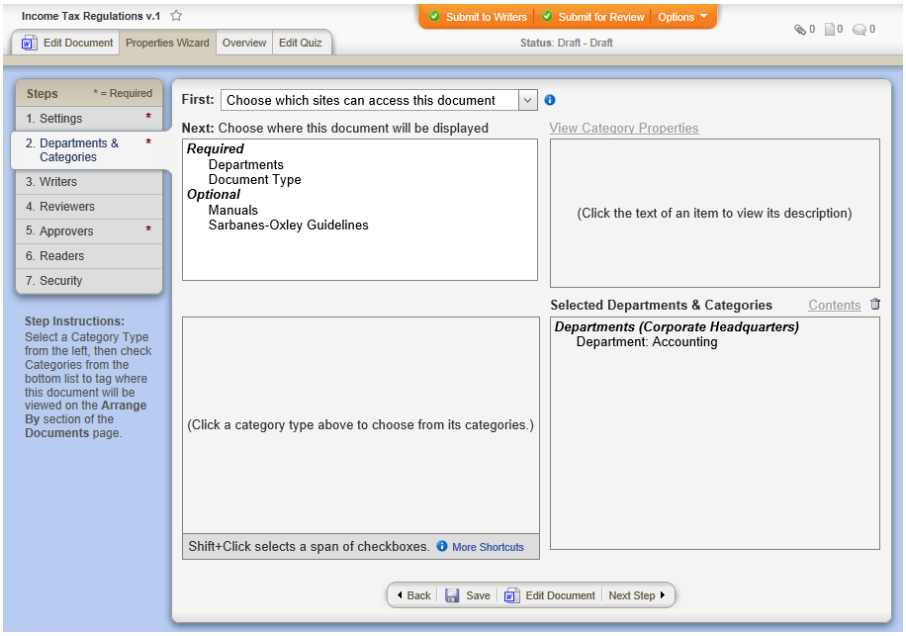
Note: Your **New Document** options may not be the same as those listed above. The types of documents you can create depend on the types of templates that have been added to your PolicyTech system.

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.



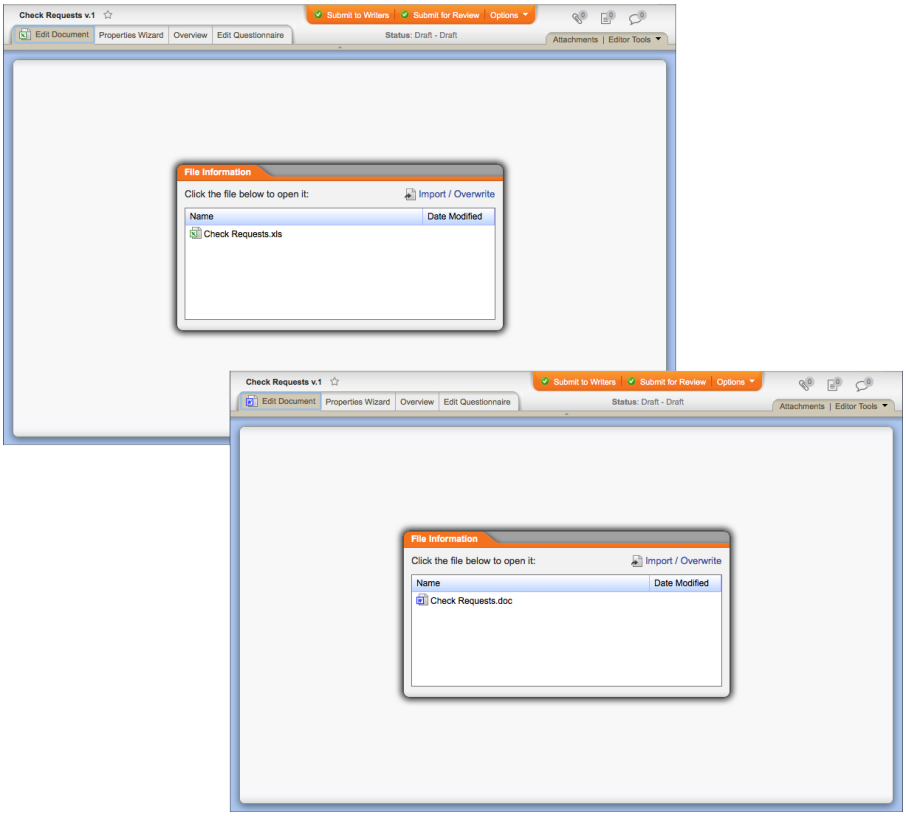
3. Work your way through the **Properties Wizard** steps, which are fully described in Assigning Document Properties.

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



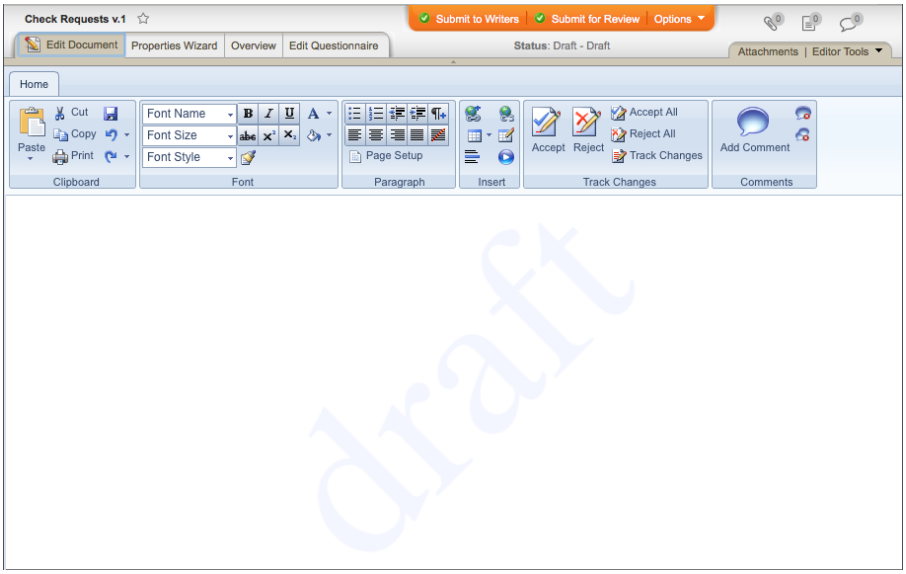
4. Click **Edit Document**, and then do one of the following, depending on the type of template you chose when assigning document properties:

   - **Word Document or Excel Spreadsheet:** Click the file name in the **File Information** window, and then click **Edit Mode** to open the document in a separate window where you can add, format, and edit the content (see Adding Content to a Word or Excel Document).

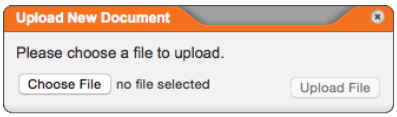


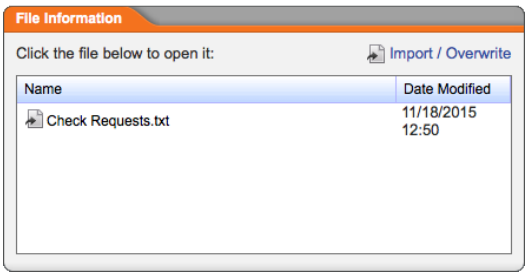
Important: If an error is displayed or nothing happens when you click **Edit Mode**, then WordModule*Plus* has not yet been installed on your computer. Follow the instructions in Installing WordModule*Plus*, before continuing with these steps.

- **HTML Document:** Add, format, and edit the content (see Adding Content to an HTML Document).

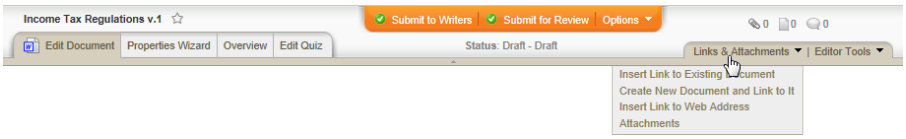


- **Upload a File:** You will see either the **Upload New Document** window or the **File Information** window, depending on whether the template you assigned to this document had content (an uploaded file). Add, format, and edit the content of the uploaded file (see Adding Content to a Document with an Upload File Template).

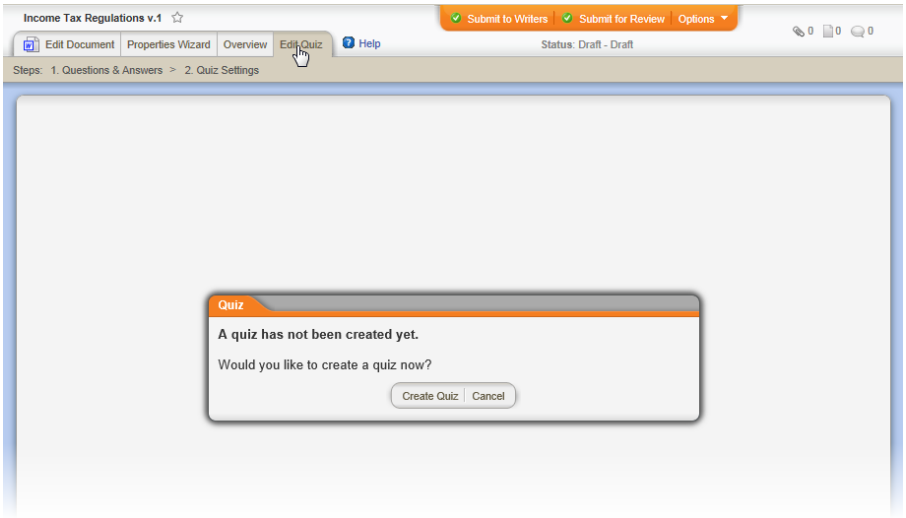




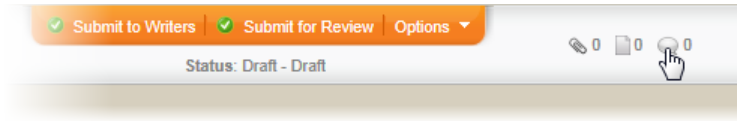
5. (Optional) Add links to and attachments for supplementary and reference materials (see Attaching Files and Adding Reference Links).



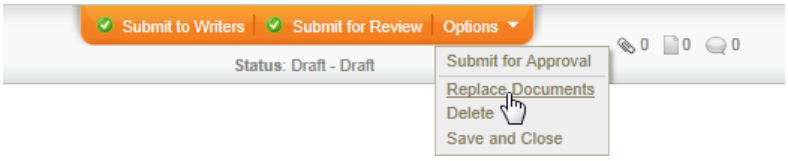
6. (Optional) Create a questionnaire that readers must pass in order to mark the document as read (see Creating a Questionnaire).



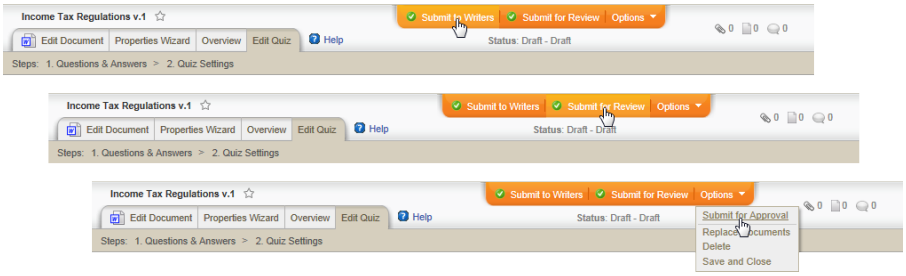
7. (Optional) Start a discussion about the document (see Working with Document Discussions).



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 to Writers, Reviewers, or Approvers).



10. Manage the document through the review and approval process (see Working with Documents in Review and Approval).

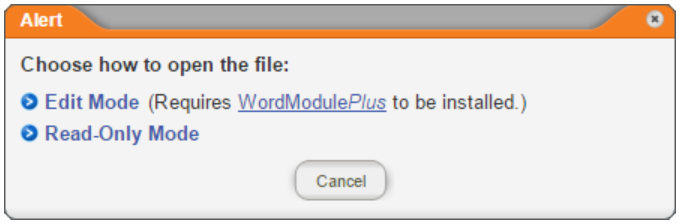
Installing WordModule*Plus*

Use the following instructions if you're prompted to install WordModule*Plus* when opening a document. Go to the instructions for your operating system (Windows or Mac) and browser (Internet Explorer, Chrome, Firefox, or Safari).

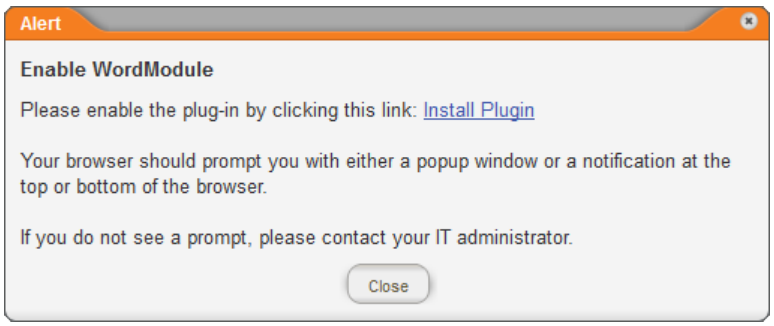
Internet Explorer - Windows
Chrome - Windows
Firefox - Windows
Safari - Mac
Chrome - Mac
Firefox - Mac

For Internet Explorer on Windows

1. Click **Edit Mode**.



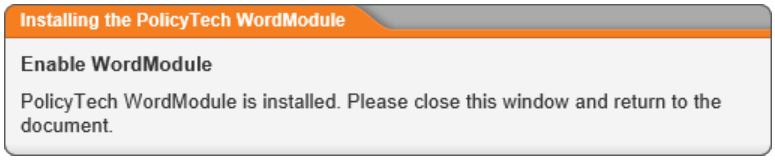
2. Click **Install Plugin**.



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 document control administrator or network administrator for help.

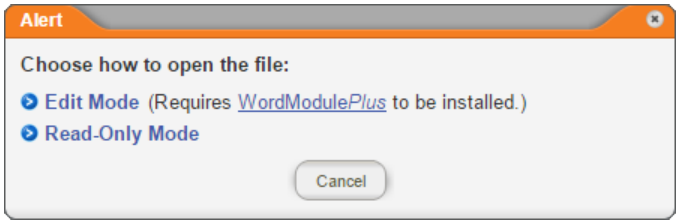
When installation is complete, a window like the one below is displayed.



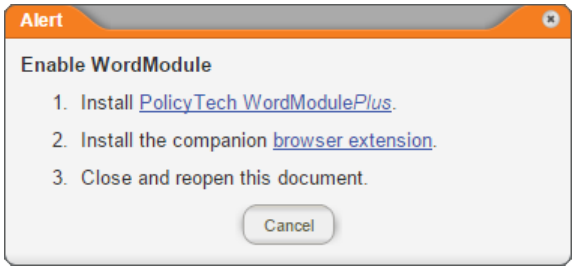
4. Close the message window to return to the document window, where the document contents should now be displayed.

For Chrome on Windows

1. Click **Edit Mode**.

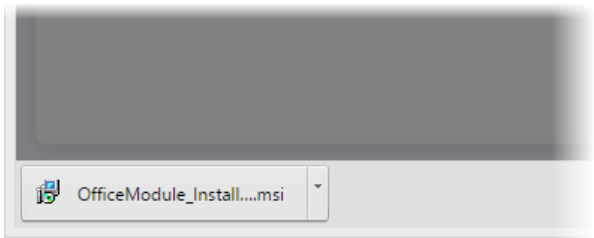


2. Click **PolicyTech WordModule*Plus***.

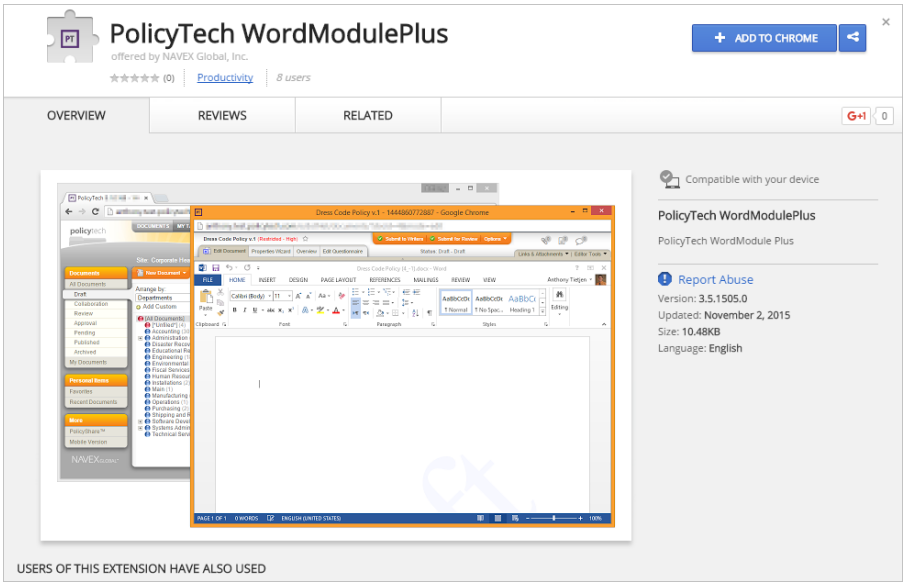


3. In the document window's footer you should see a file called **OfficeModule_Installer_Win32.msi** downloading. When the download is finished, click the file name, and then click **Yes** when asked if you want to allow the installation program to make changes to your computer.

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 document control administrator or network administrator for help.



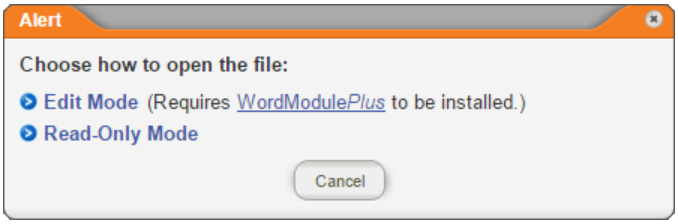
4. When the installation (which takes only a few seconds) is complete, back in the **Alert** prompt in the document window, click the **browser extension** link in step 2.
5. In a separate window, the Chrome Web Store opens with the PolicyTech WordModule*Plus* extension highlighted. Click **ADD TO CHROME**.



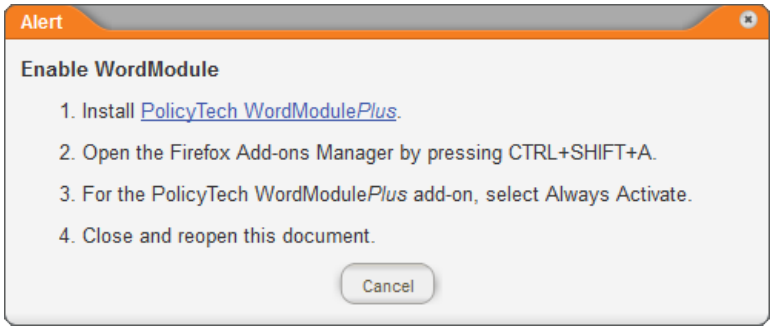
6. Close the Chrome Web Store window or tab, and then close the PolicyTech document window (the one with the **Alert** message displayed).
7. In the PolicyTech main window, find and reopen the document. Its contents should be immediately displayed.

For Firefox on Windows

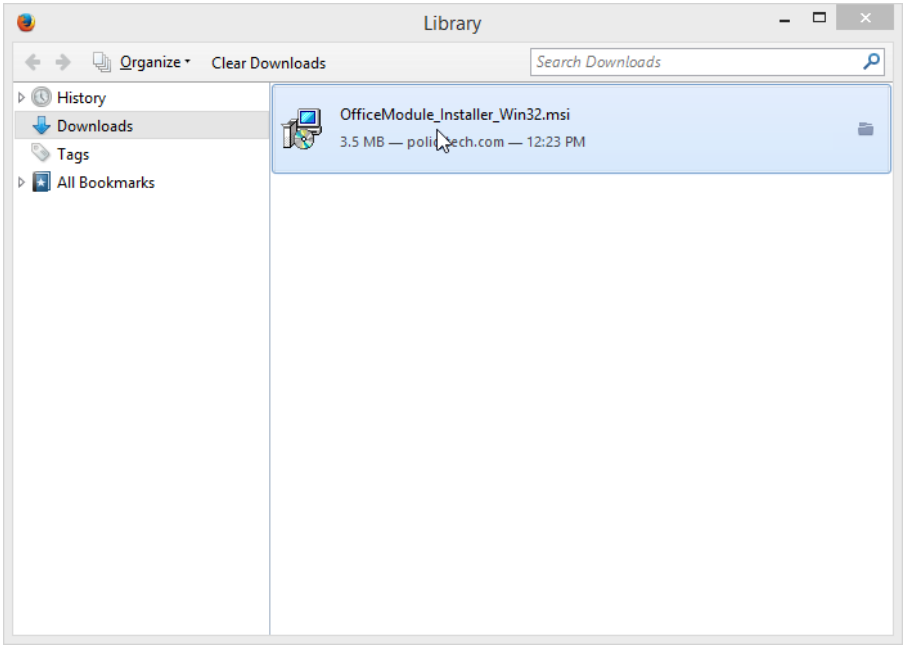
1. Click **Edit Mode**.



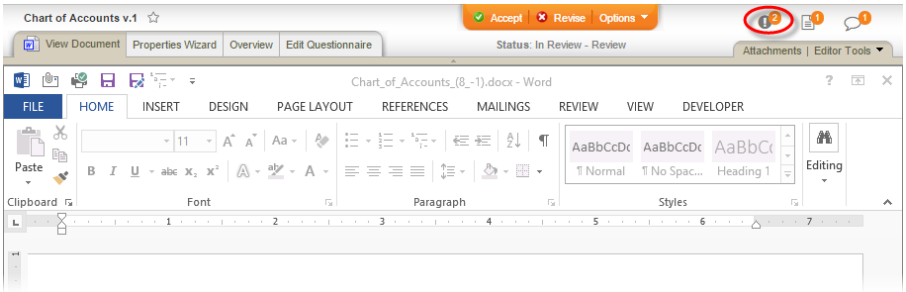
2. Click **PolicyTech WordModule*Plus***, and then click **Save File**.



3. To access the downloaded file, in the browser header click ⬇ (or press Ctrl+J).
4. Double-click the **OfficeModule_Installer_Win32.msi** file and then follow the prompts to run the WordModule*Plus* installer.

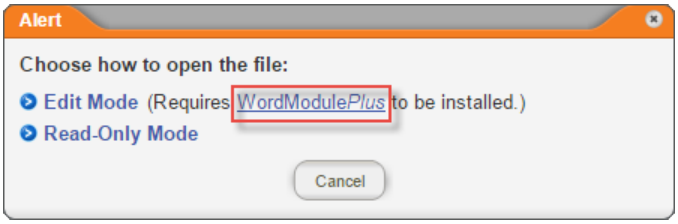


5. Back in the document window or the main PolicyTech window, press Ctrl+Shift+A to open **Firefox Add-ons Manager**.
6. Find **PolicyTech WordModulePlus** in the list, and then select **Always Activate**.



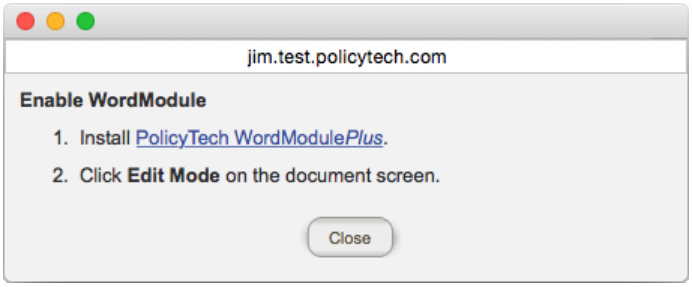
For Safari on Mac OS

1. Click **WordModule*Plus***.



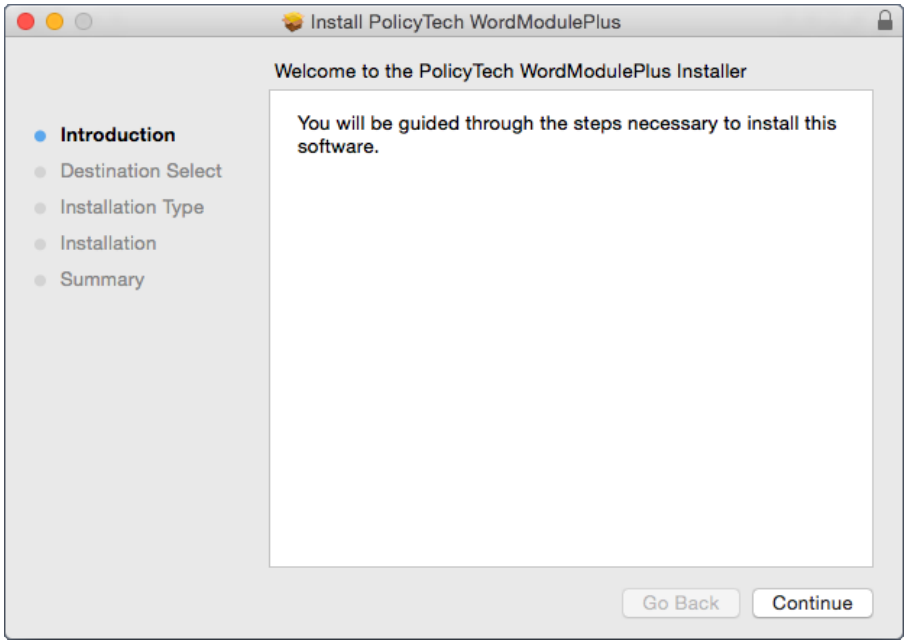
Note: If you click **Edit Mode** by mistake, simply cancel the system error message, and then click **WordModule*Plus***.

2. In the next prompt, click **PolicyTech WordModule*Plus*** to download the installation package.

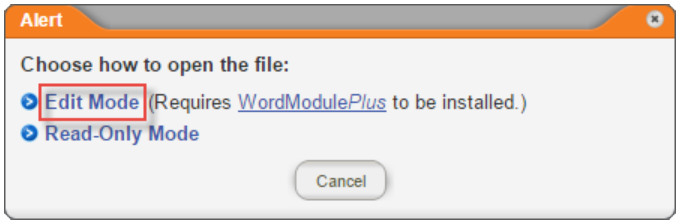


3. In the Dock at the bottom of your screen, click **Downloads**, and then click **OfficeModule_Mac.pkg**.

4. In the WordModulePlus Installer, click **Continue** twice, and then click **Install**.



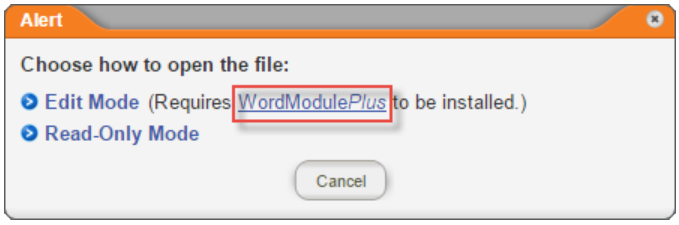
5. When prompted, type your computer password, and then click **Install Software**.
6. When installation is finished, click **Close**.
7. Back in the PolicyTech document window with the **Choose how to open the file** alert displayed, click **Edit Mode**.



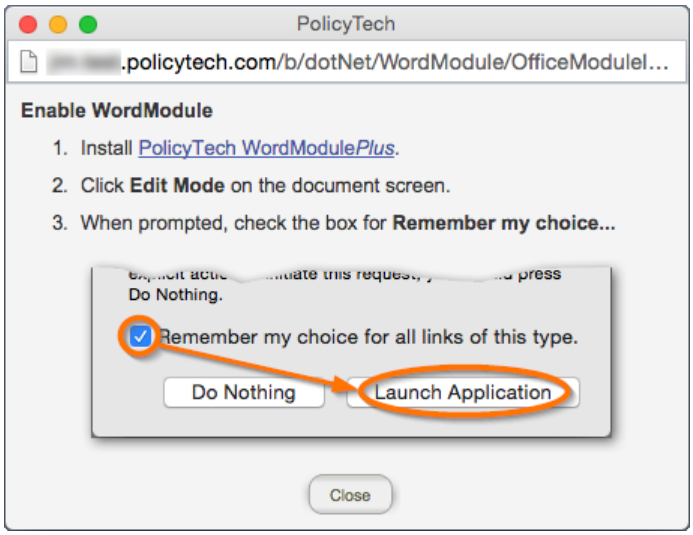
The document opens in Word or Excel and any changes made in the document will be saved back to the PolicyTech database. When finished with the document, close it in Word, Excel, or PowerPoint, and then close the PolicyTech document window.

For Chrome on Mac OS

1. Click **WordModule*Plus***.

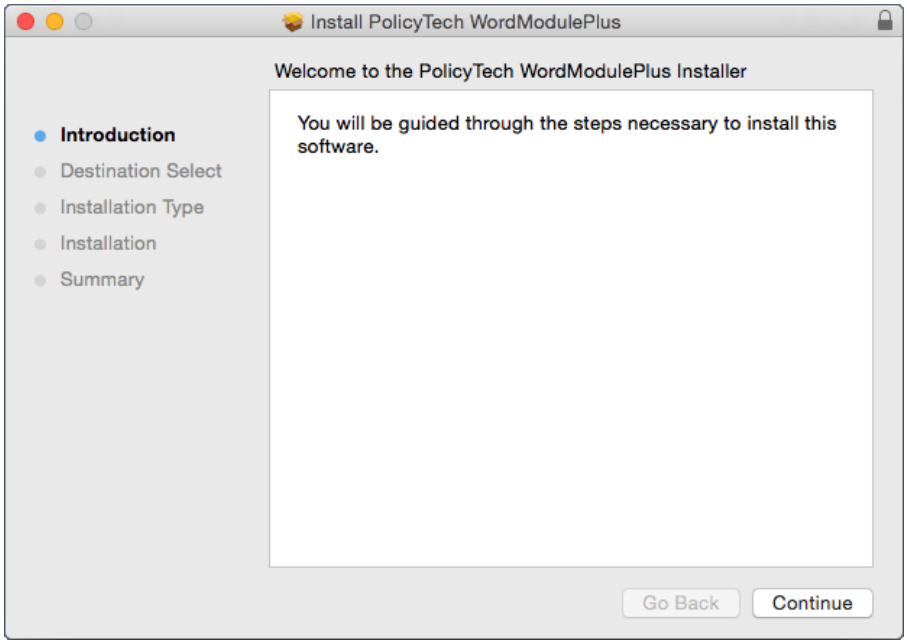


2. In the next prompt, click **PolicyTech WordModule*Plus*** to download the installation package.

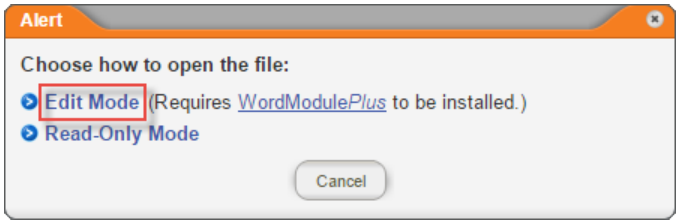


3. In the Dock at the bottom of your screen, click **Downloads**, and then click **OfficeModule_Mac.pkg**.

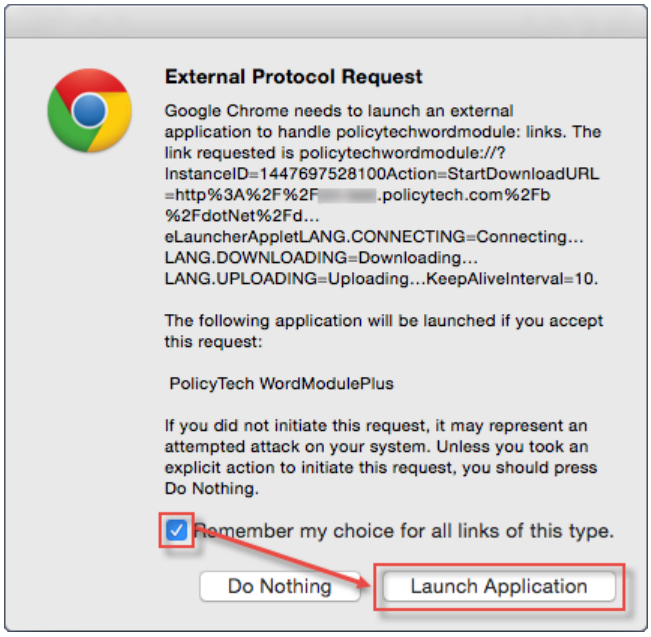
4. In the WordModulePlus Installer, click **Continue** twice, and then click **Install**.



5. When prompted, type your computer password, and then click **Install Software**.
6. When installation is finished, click **Close**.
7. Back in the PolicyTech document window with the **Choose how to open the file** alert displayed, click **Edit Mode**.



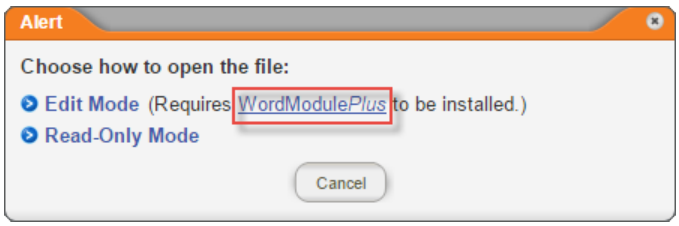
8. In the **External Protocol Request** prompt, select the **Remember my choice for all links of this type** check box, and then click **Launch Application**.



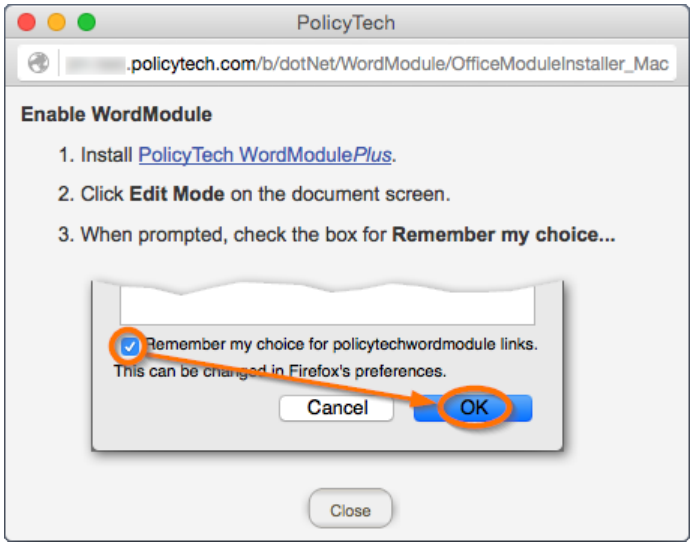
The document opens in Word or Excel and any changes made in the document will be saved back to the PolicyTech database. When finished with the document, close it in Word, Excel, or PowerPoint, and then close the PolicyTech document window.

For Firefox on Mac OS

1. Click **WordModule*Plus***.

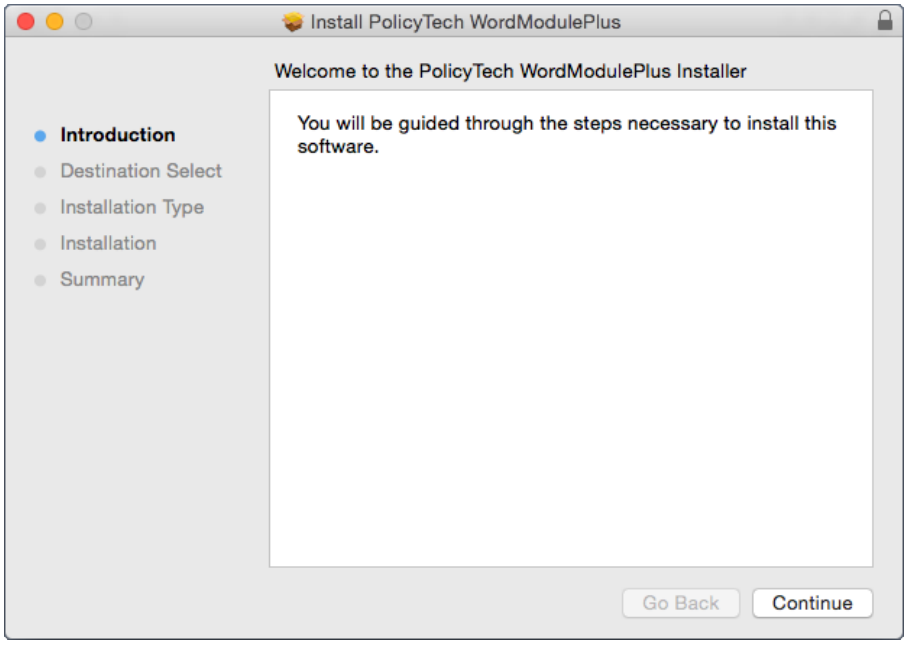


2. In the next prompt, click **PolicyTech WordModule*Plus***, and then click **Save File** to download the installation package.

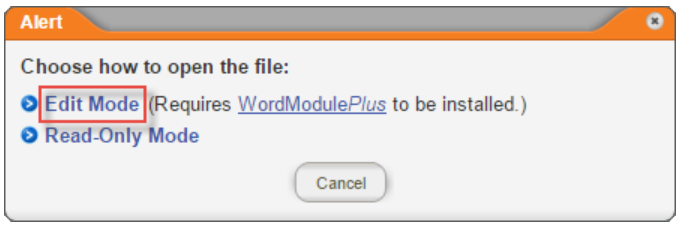


3. In the Dock at the bottom of your screen, click **Downloads**, and then click **OfficeModule_Mac.pkg**.

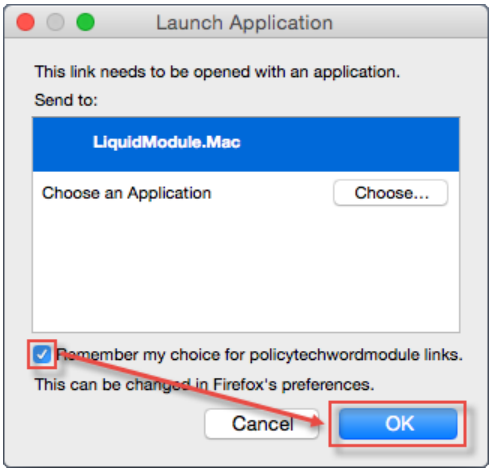
4. In the WordModulePlus Installer, click **Continue** twice, and then click **Install**.



5. When prompted, type your computer password, and then click **Install Software**.
6. When installation is finished, click **Close**.
7. Back in the PolicyTech document window with the **Choose how to open the file** alert displayed, click **Edit Mode**.



8. In the **Launch Application** prompt, select the **Remember my choice for policytechwordmodule links** check box, and then click **OK**.



The document opens in Word or Excel and any changes made in the document will be saved back to the PolicyTech database. When finished with the document, close it in Word, Excel, or PowerPoint, and then close the PolicyTech document window.

Assigning Document Properties

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

Note: You will most likely not need to perform all seven steps for every document you create.

- Step 1: Set the document's critical properties (Title, Document Owner, Document Template) and other optional properties (Document Review Interval, Warning Period, Publication Date, Assigned Proxy Author, Document Keywords, Original Creation Date). See Step 1: Settings.
- Step 2: Assign the document to departments and categories. See Step 2: Departments and Categories.
- Step 3: Assign the document to the writers who will collaborate on the document's creation. See Step 3: Writers.
- Step 4: Assign the users who will review the document. See Step 4: Reviewers.
- Step 5: Assign the users who will approve the document. See Step 5: Approvers.
- Step 6: Assign the users who will be required to read the document once it has been published. See Step 6: Readers.
- Step 7: Set the document's security level. See Step 7: Security.

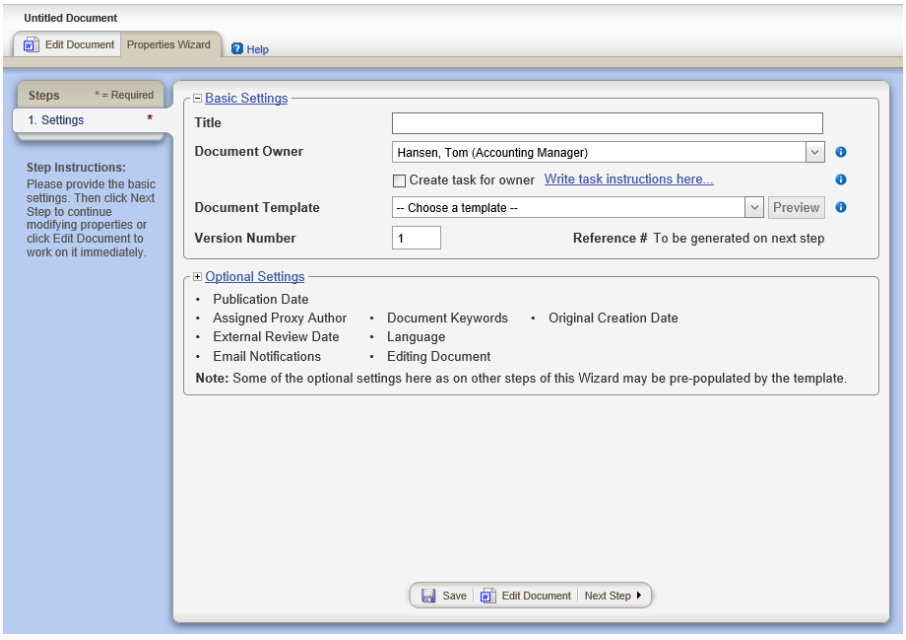
Step 1: Settings

1. If you have not already started a new document, click **DOCUMENTS**, click **New Document**, 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 organization's PolicyTech system. If you need to create a document of a type listed above but not currently available in PolicyTech, contact your document control 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.

The new document opens with only the first step—**Settings**—of the **Properties Wizard** displayed.



2. Type the document title.
3. 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 4.
- If you have been assigned as proxy author for a single document owner, that document owner's user name is automatically selected. Move on to step 4.
- If you have been assigned as proxy author for more than one document owner, in the **Choose a document owner** list, click a user name.
- If you are a document control administrator (DCA), in the **Document Owner** list, click a user name.

Note: If you are a DCA but have not been assigned the document owner role, you cannot assign the document to yourself.

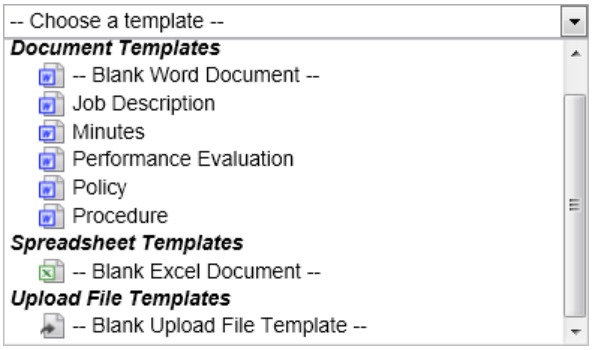
4. (Optional) To create a task and add it to the document owner's **My Tasks** list, select the **Create a task for owner** check box, and then click **Write task instructions here**. Type the task instructions, and then click **Close**.

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

5. Your DCA can create any number of templates with specific settings and assignments in the **Properties Wizard** and with document content, such as section headings. In the **Document Template** list, click a template for the type of document you are creating (Microsoft® Word, Excel®, HTML, or upload).

Notes:

- Click **Preview** to open a separate window with the template contents displayed. Click the **Overview** tab in the previewer to see template settings and assignments.
- The template list includes all templates from all sites you have access to.
- If you 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.
- Your list of templates will most likely be different than the one shown below.
- If you have questions about which template to use, contact your DCA.



6. (Optional) The default version number for a new document 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 has been approved.

7. (Optional) Depending on how your document control 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 step 7.
   - If you see a blank box after **Reference #**, type a number. The number can contain numbers, letters, and all other standard characters except <, |, and ^.

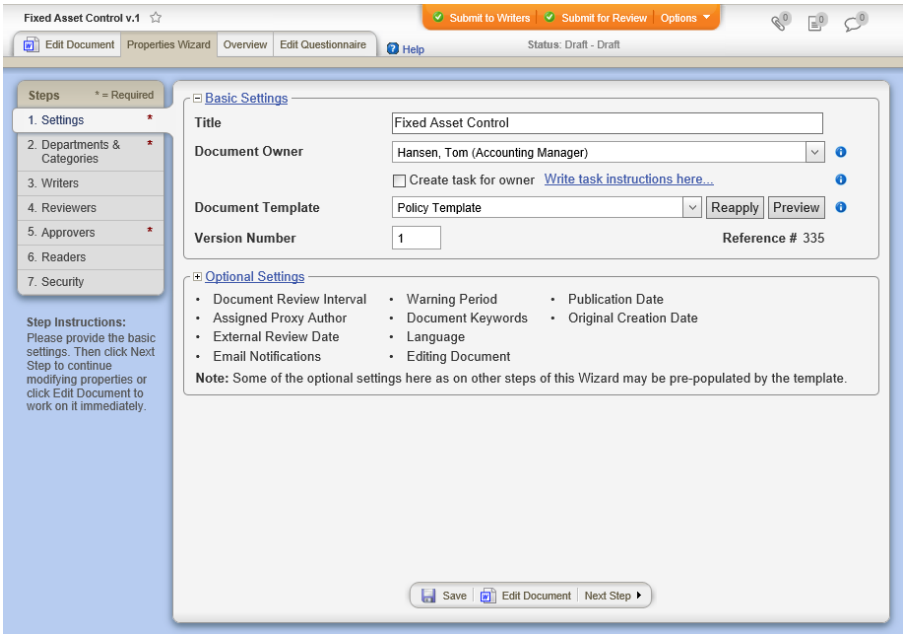
Important: A document's reference number must be unique throughout the PolicyTech system. If you are not sure what numbering scheme your organization is using, contact your DCA.

8. Click **Save**.

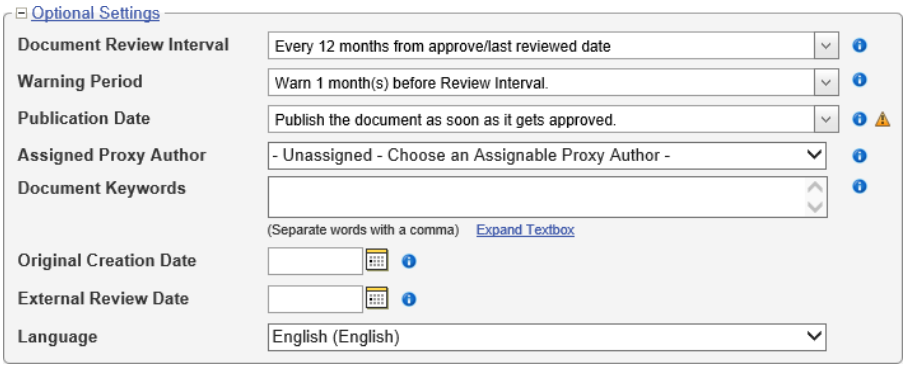
Important: You must save the document at this point before you can access **Optional Settings** and the other **Properties Wizard** steps.

You should now see all seven **Properties Wizard** steps, as shown below.

Note: These instructions assume that your DCA has not removed steps from the document workflow. If you do not see all seven **Properties Wizard** steps, skip the instructional steps that do not apply.

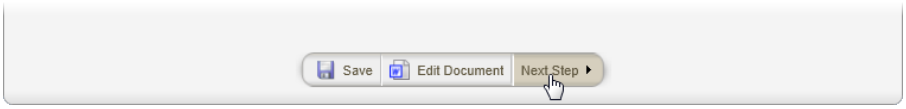


9. (Optional) Click **Optional Settings**, and then change one or more settings. See Optional Document Settings below for details on each setting.

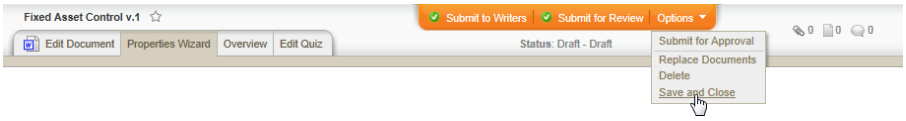


10. Do one of the following:

    - To continue with assigning properties, click **Next Step**, and then go to Step 2: Departments and Categories.



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



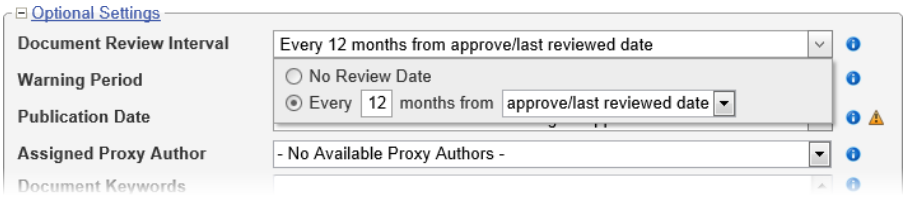
- To work on document content, click **Edit Document**. (When you are ready to continue with assigning properties, if the document is still open click **Properties Wizard**, or go to Editing a Draft Document if you need to reopen it.)

Optional Document Settings

Document Review Interval

When a review interval is set, the document 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.

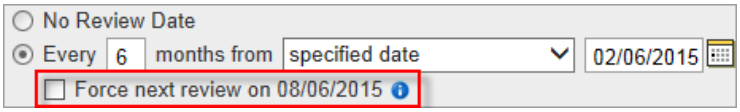
1. To change the default setting, in the **Document Review Interval** drop-down menu, do one of the following:



- Click **Every [*number*] months from [*selected event or specified date*]**, and then type a number of months. In the last list, click one of the following:

  - **approve/last reviewed date**: Sets the review date the number of specified months after version 1 of the document 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 at the time a document is approved. When a document 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 the **Force next review on [*date*]** check box 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 needs reviewing.

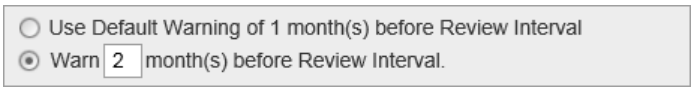
2. Click anywhere outside the **Document Review Interval** menu to close it.

Warning Period

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

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 document control administrator.

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

Publication Date

This is the date when the approved document becomes available to readers.

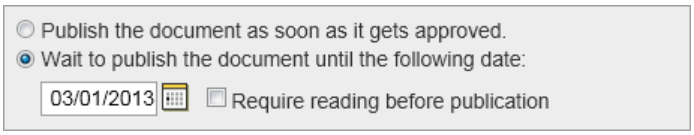
1. To change the current selection, in the **Publication Date** list, do one of the following:

   - 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 required readers when the document is published. Also click **Require reading before publication** if you want the notification sent as soon as the document is approved. Assigned readers can then access the document during the interval between approval and publication (in the pending status).

Notes:

- If the document is approved after the specified publication date, it will

be published immediately.
- Users who mark the document as read before the publication date will not be required to read it again when it is published.



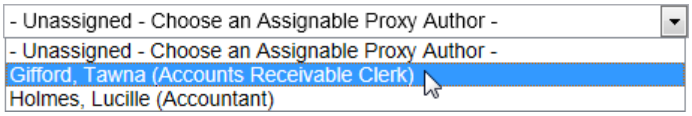
2. Click anywhere outside the **Publication Date** menu to close it.

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 document control 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, click **Unassigned - Choose an Assignable Proxy Author**, and then click a proxy author.



Document Keywords

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

Original Creation Date

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

External Review Date

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

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

Email Notifications

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

If you see the setting but the text for the **Email Notifications** 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 **Email Notifications** list click a notification level. See Email Notification Levels for a detailed description of each level.

Enhanced Validation

You may or may not see this optional setting, depending on how the document control 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**.

Editing Document

You may or may not see this optional setting, depending on how the document control administrator set up PolicyTech. 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 document control administrator if you are not sure which file types have been enabled.
- Your operating system (Windows or Mac OS) controls what program a document is opened in by default.
- When using a Mac computer, all documents, including Word and Excel documents, can only be opened outside of the browser.

Email Notification Levels

Minimum

Only the following messages are sent.

Email Subject	Action That Triggers Notification	Recipients
You have been assigned to own new documents	Document control administrator assigns an owner to a document.	Document owner
You have been assigned to proxy new documents	Document owner or document control administrator assigns a proxy author to a document.	Proxy authors
Submit for review needed: "[*document title*]"	Assigned proxy author requests a document be submitted for review.	Document owner
Link update needed: "[*document title*]"	A document linked to from within a document is replaced by a new version of that document or by a different document.	Document owner, proxy authors
Your "[*document title*]" document expires on [*periodic review due date*].	The current date is within the warning period of a document assigned a periodic review interval.	Document owner, proxy authors
[*escalation label*] (Due: [*due date*]) Writing collaboration required: [*document title*]	A document with assigned writers is submitted to writing.	Assigned writers
[*escalation label*] (Due: [*due date*]) Review required: "[*document title*]"	A document with assigned reviewers is submitted to review.	Assigned reviewers

Email Subject	Action That Triggers Notification	Recipients
[*escalation label*] (Due: [*due date*]) Approval required: "[*document title*]"	All reviewers accept a document or a document is forced to the approval status from the draft, collaboration, or review status.	Assigned approvers
[*escalation label*] (Due: [*due date*]) Required to read: "[*document title*]	A document is approved and published or a document is approved and moved to pending status when it has been assigned a future publication date and the "Require reading before publication" option has been selected in the template.	Assigned readers
The document owner [*document owner's name*] has been deactivated or changed positions.	A document's owner is deleted or has the document owner role removed.	Document control administrators
Approved version modified: "[*document title*]"	A document control administrator used the Edit in Current State feature to make changes to an approved document (in the pending or published status).	Document owner, proxy authors
Document replacement intent: "[*document title*]"	When a document is created, it is set to replace one or more other documents, and then it is moved out of draft or collaboration status to the review, approval, pending, or published status.	Document owner, proxy authors
Document Owner Escalations	The due date has past for a writer's, reviewer's,	Document owner, proxy authors, managers

Email Subject	Action That Triggers Notification	Recipients
	approver's, or reader's unfinished task.	
No revision necessary: "[*document title*]"	A document owner, proxy author, or document control administrator clicks No Revision Required in a published document.	Selected recipients
PolicyTech Tasks Summary	The scheduled date and time set for sending out task summary notifications has arrived. (Sent only if a document control administrator has scheduled and enabled task summary emails in Email Settings.)	All users with currently assigned tasks
[*discussion title*]: "[*document title*]"	A user starts a new discussion in a document or replies to an existing one.	Selected recipients
Sent back to Draft: "[*document title*]"	All reviewers or approvers complete their assigned tasks and one or more revised or declined the document.	Document owner, proxy authors

Medium

All minimum-level messages are sent, plus the ones listed below.

Email Subject	Action That Triggers Notification	Recipients
Writer(s) completed: "[*document title*]"	Last assigned writer clicks "Finished Writing."	Document owner, proxy authors
Approved: "[*document title*]"	All required approvers take action on the document and accept it.	Document owner, proxy authors
Sent to approval: "[*document title*]"	All required reviewers take action on a document and accept it.	Document owner, proxy authors
Set as Approved: "	A document control	Document owner, proxy

Email Subject	Action That Triggers Notification	Recipients
[*document title*]"	administrator sets a document in the draft, collaboration, review, or approval status as approved.	authors

High

All minimum- and medium-level messages are sent, plus the ones listed below.

Email Subject	Action That Triggers Notification	Recipients
Level [*integer*] review complete: "[*document title*]"	All required reviewers on a specific level take action on a document (see Working with Levels for more information about levels).	Document owner, proxy authors
Level [*integer*] approval complete: "[*document title*]"	All required approvers on a specific level take action on a document (see Working with Levels for more information about levels).	Document owner, proxy authors

Maximum

All minimum- medium-, and high-level messages are sent, plus the ones listed below.

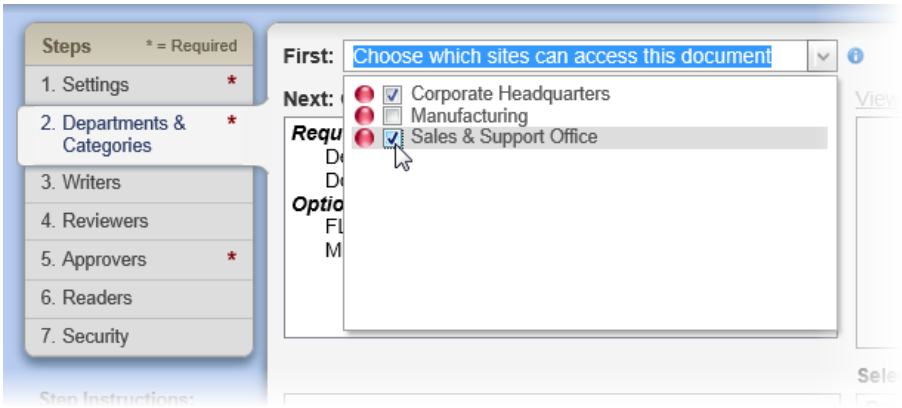
Email Subject	Action That Triggers Notification	Recipients
[*writer's name*] finished writing: "[*document title*]"	A writer clicks Finished Writing.	Document owner, proxy authors
[*reviewer's name*] reviewed: "[*document title*]"	A reviewer accepts, revises, or declines a document.	Document owner, proxy authors
[*approver's name*] reviewed: "[*document title*]"	An approver accepts, revises, or declines a document.	Document owner, proxy authors
No [*task action*] required: "[*document*	A document owner,	Document owner, proxy authors

Email Subject	Action That Triggers Notification	Recipients
title]"	proxy author, or document control administrator takes an action that removes the document from the collaboration. review, or approval status before all writers, reviewers, or approvers, respectively, have completed their tasks. Such actions include sending a document back to draft, deleting it, forcing it to review or approval, and setting it as approved.	

Step 2: Departments and Categories

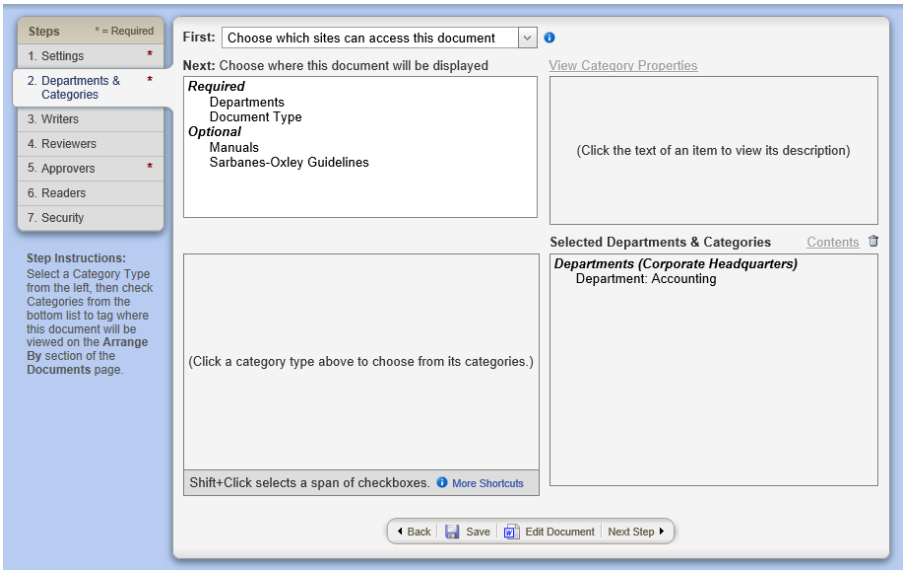
An important part of document creation is determining who should interact with the document you're creating. In this step of the **Properties Wizard**, you indicate which sites and departments should have access to the document and in which categories the document belongs.

1. In step **2. Departments & Categories**, in the **First** list, click one or more sites, and then click outside of the menu to close it.



What you see in the **Next** box depends on the template you assigned to this document in step **1. Settings**. 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 **Next** 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 one or more **FLSA** and **Manuals** categories, but wouldn't have to.

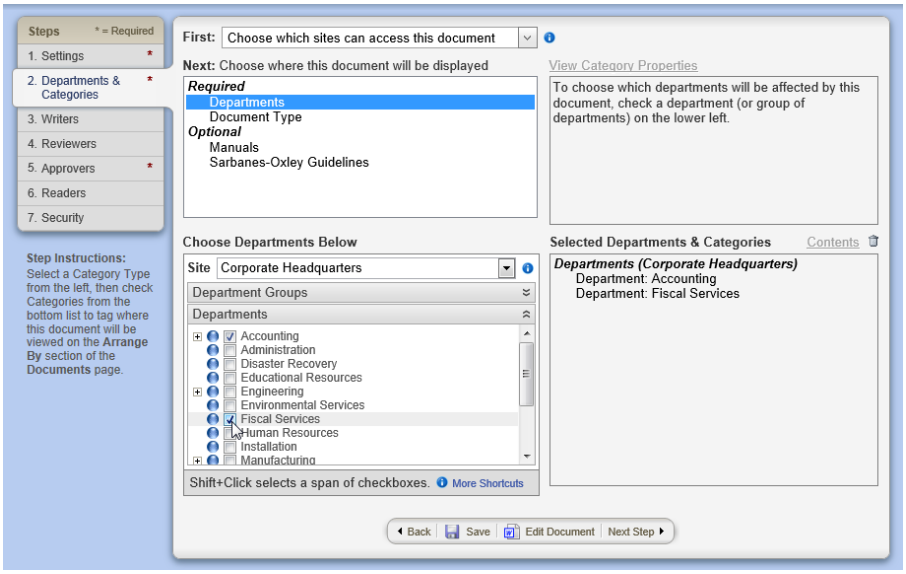


2. In the **Next** box, click **Departments**.
3. In the **Choose Departments Below** box, select the departments that will have access to this document.

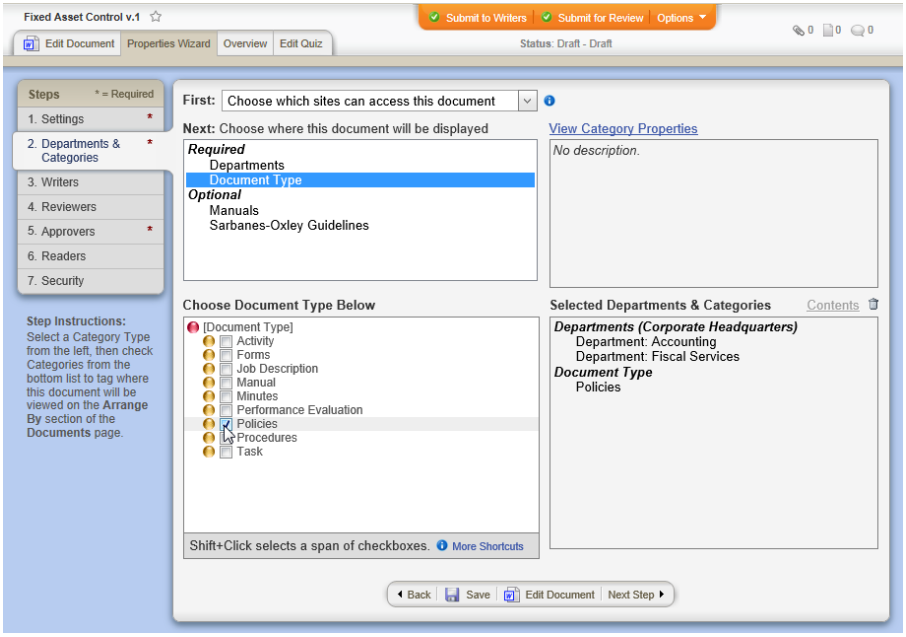
Important: You must select at least one department within at least one site. If you select multiple sites and do not select a department within one or more of those sites, the current document will be listed under **Unfiled** on those sites.

Notes:

- If you selected multiple sites in step 1 above, then, in the **Choose Departments** below box, in the **Site** list, click another site, and then select departments for that site as well.
- You can click the department name to see the users in the department.
- The document owner's department is selected by default when you create a new document. You can deselect it if needed.
- 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 click ⊞ before a site or **Multi-Site (Global) Groups**. Either select a department group or click the group name and select departments from within the group. If you select a department group, the document will be seen in all departments within the group, regardless of whether the department is selected under **Departments**.



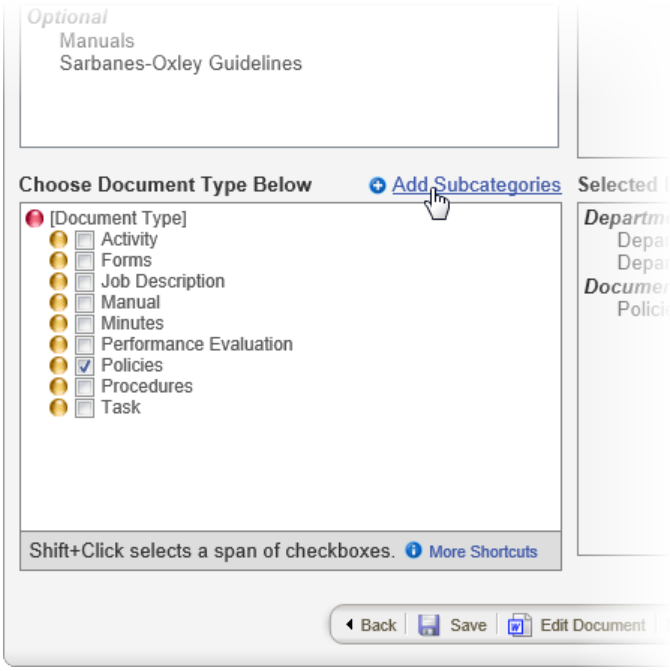
4. If a category is listed under **Required**, click it, and then select one or more subcategories.



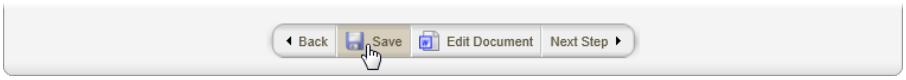
Notes:

- Some categories allow only one subcategory selection, while others allow multiple selections. To see this and other category attributes, click **View Category Properties**.
- The upper right box (under **View Category Properties**) contains the category description if the category creator included one.
- The category creator has the option of allowing document owners to

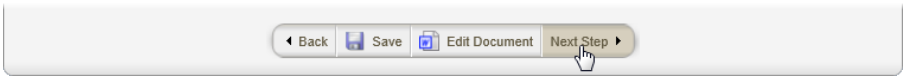
create new subcategories. If the current category allows new subcategories, **Add Subcategories** appears above the category list box, as shown below. See Adding a Subcategory below if you need to add a subcategory.



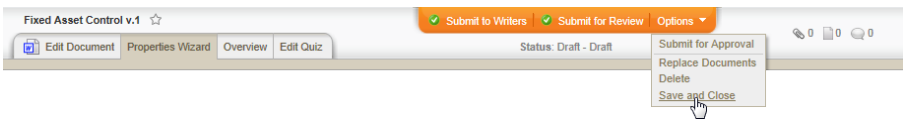
5. (Optional) If one or more categories is listed under **Optional**, click each category, and then select one or more subcategories for each.
6. Click **Save**.



7. Do one of the following:
   - To continue with assigning properties, click **Next Step**, and then go to Step 3: Writers.



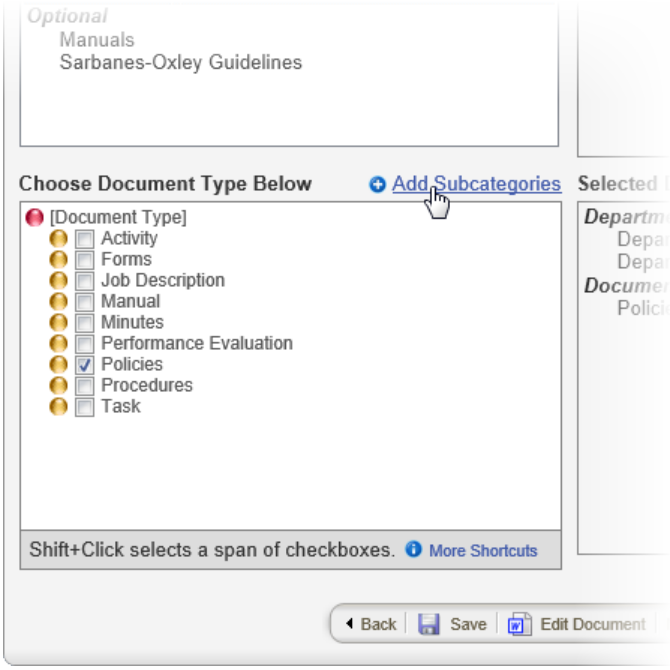
   - To stop assigning properties and finish later, click **Options**, and then click **Save and Close**. (When you are ready to continue with assigning properties, go to Editing a Draft Document.)



- To work on document content, click **Edit Document**. (When you are ready to continue with assigning properties, if the document is still open click **Properties Wizard**, or go to Editing a Draft Document if you need to reopen it.)

Adding a Subcategory

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

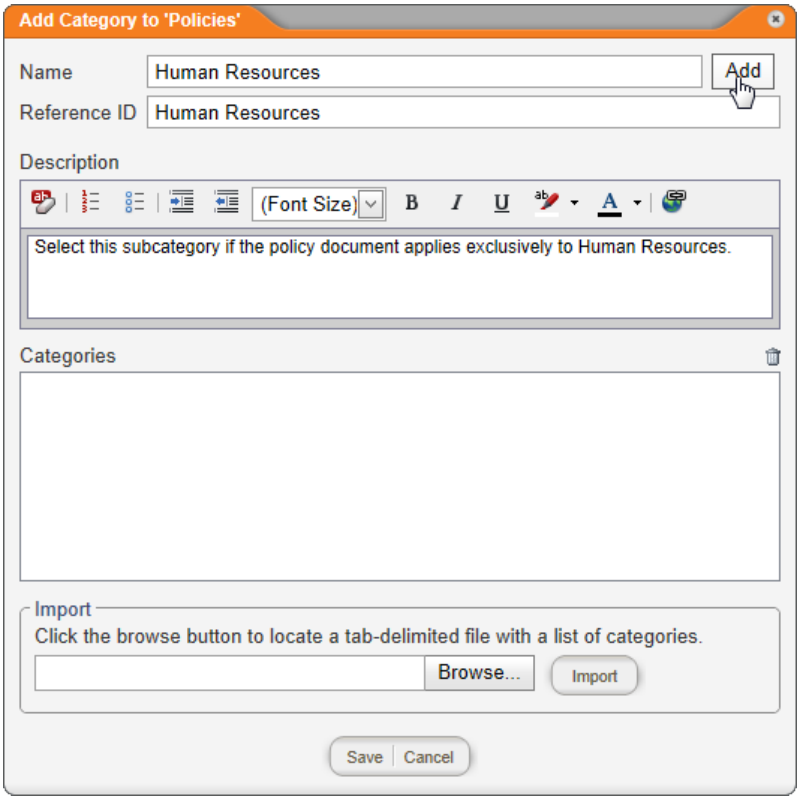


2. Type a subcategory name.

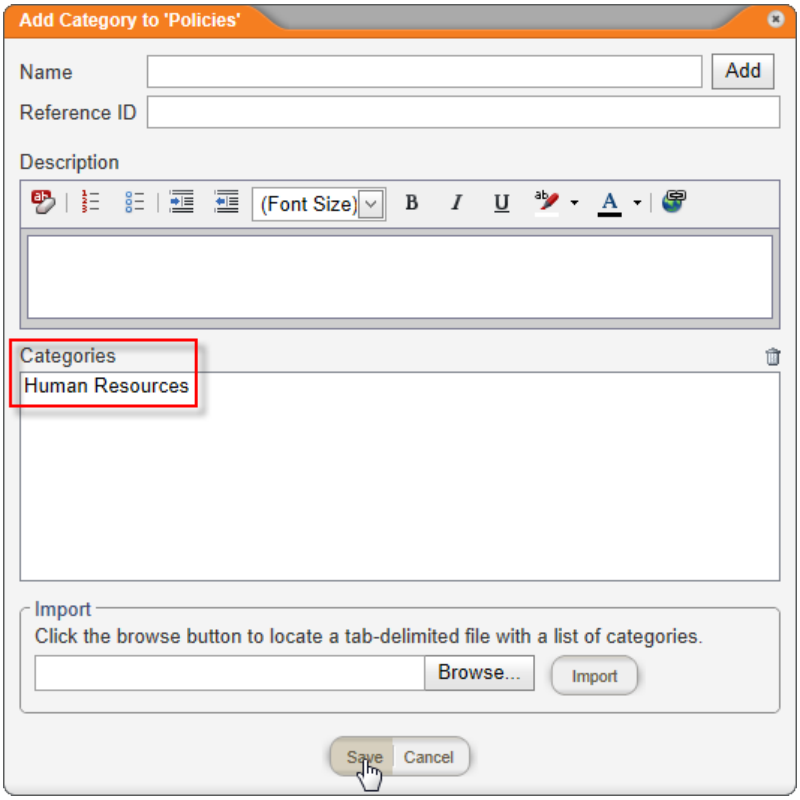
Note: The **Reference ID** is automatically filled in with the subcategory name as you type it. You can change the **Reference ID** if needed.

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**.



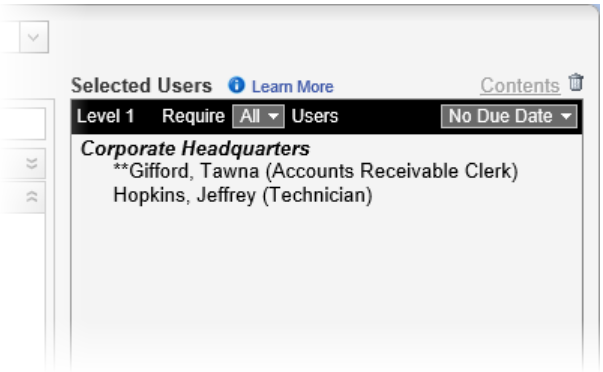
Step 3: Writers

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

Note: A writer cannot change document properties and cannot submit a document for review.

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

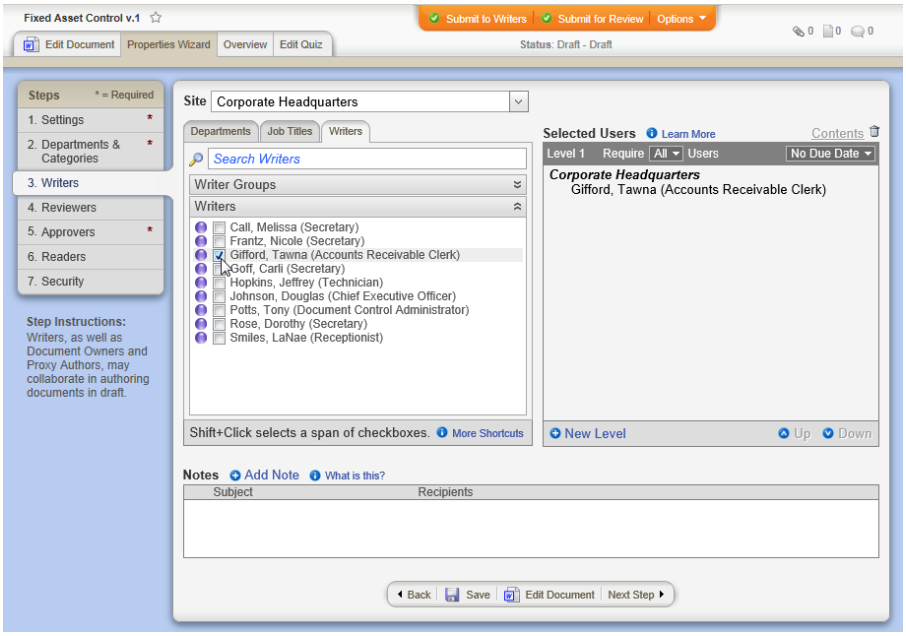
1. In step **3. Writers**, check the **Selected Users** box for any writers' names the template creator may have added. In the example below, the template has automatically added two writers. Notice that the first writer's user name is marked with two asterisks (**), which means that this writer is required for documents using the currently selected template. The other writer assignment is optional and can be treated as a suggestion. To remove an optional writer from **Selected Users**, double-click the writer's name (or select one or more writers' names, and then click).



2. In the **Site** list, click a site containing one or more writers you want to assign.

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

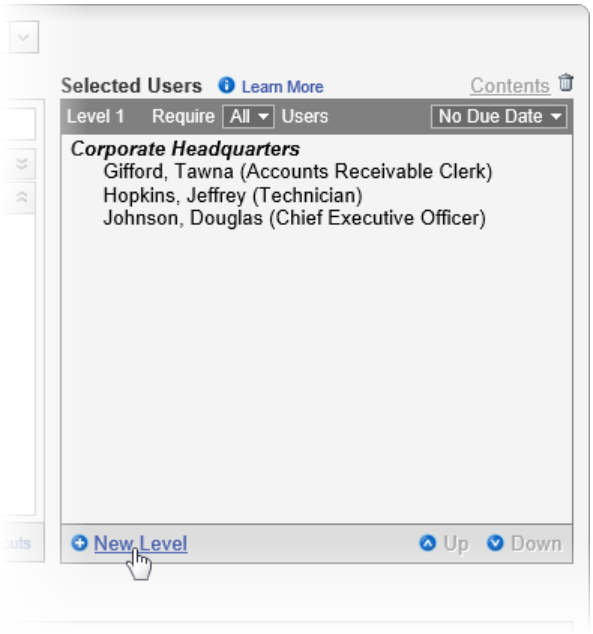
3. A list of writers within the selected site is displayed by default. If you want to use another method for selecting writers, see Other Ways to Select Writers. Otherwise, select one or more writers from the list.



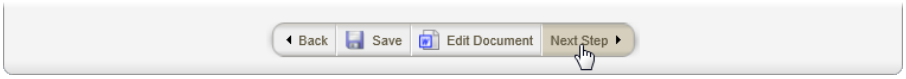
4. (Optional) When you're finished adding writers from the current site, repeat steps 2 and 3 for any other sites containing writers you want to assign.

5. (Optional) As you assign writers, they are all assigned to level 1 of the collaboration status, meaning that they will all receive a writing task at the same time when you submit the document to writers. If you want the

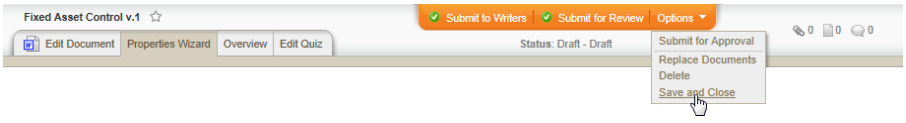
document to go to writers in a specific order, click **New Level** to create additional writing levels. See Working with Levels for details.



6. (Optional) Set a due date for when all writers should be finished collaborating on the document. For details on the different ways to set a due date, see Setting Due Dates for Writing, Reviewing, Approving, and Reading Tasks. (You can specify a different due date for each level.)
7. (Optional) Click **Add Note** to include instructions or other information for the assigned writers. See Adding Notes for Writers, Reviewers, and Approvers for details.
8. Do one of the following:
   - To continue with assigning properties, click **Next Step**, and then go to Step 4: Reviewers.



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



- To work on document content, click **Edit Document**. (When you are ready to continue with assigning properties, if the document is still open click **Properties Wizard**, or go to Editing a Draft Document if you need to reopen it.)

Other Ways to Select Writers

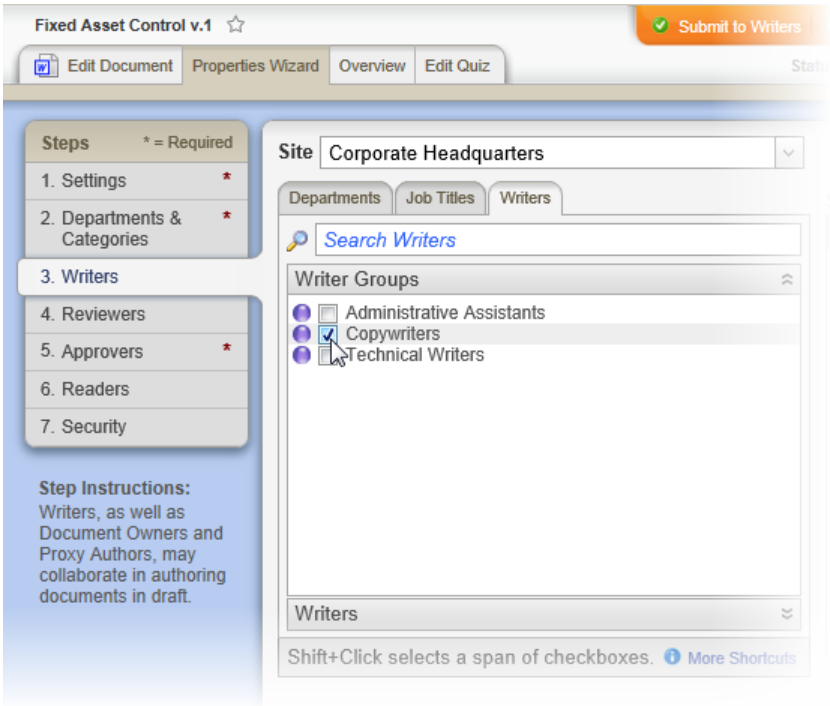
The default writer selection method is to select individual writers. You can also select by writer group, department, or job title.

Writer Groups

Click the **Writers** tab, and then click the **Writer Groups** heading. If you see **Multi-Site (Global) Groups** or a site name preceded by ⊞, click ⊞ to display group names. Select a department group.

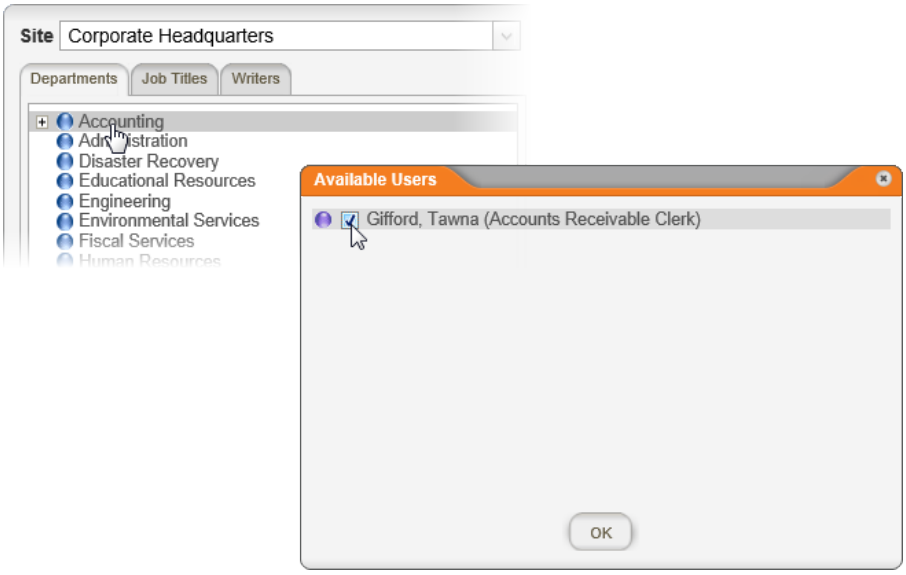
Notes:

- 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.



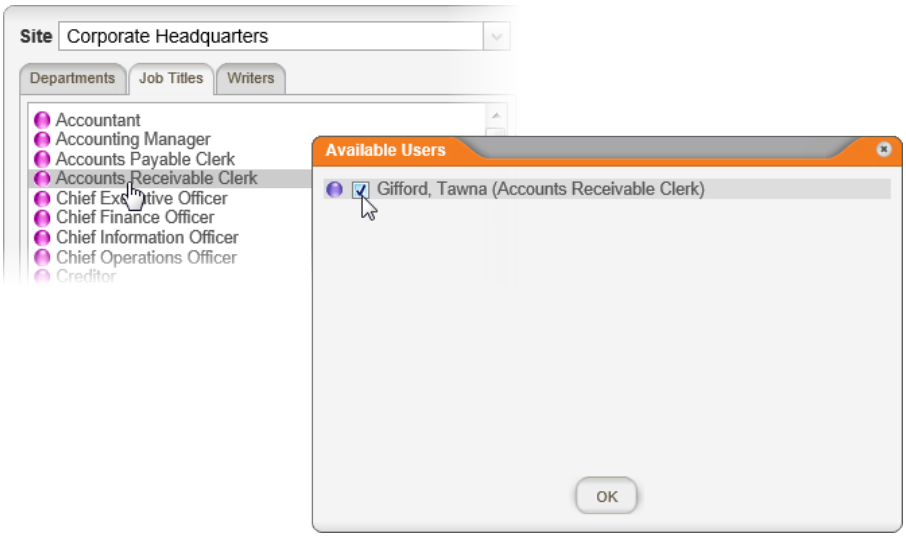
Departments

Click the **Departments** tab, click a department, and then select one or more listed writers.



Job Titles

Click the **Job Titles** tab, click a job title, and then select one or more listed writers.



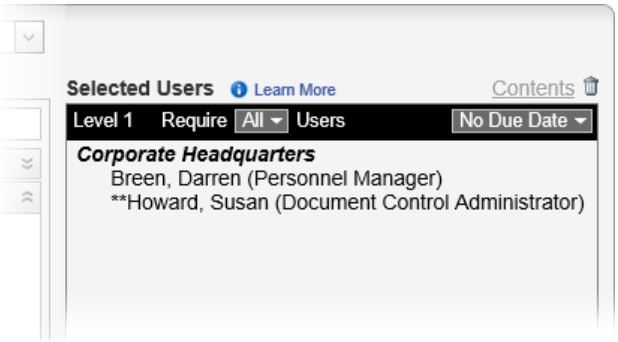
Step 4: Reviewers

You can assign one or more reviewers to check the document for accuracy and completeness. A user must have been assigned the reviewer role before you can assign that user to review a document.

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

1. In step **4. Reviewers**, check the **Selected Users** box for any reviewers' names the template creator may have added. In the example below, the template has automatically added two reviewers. Notice that the second

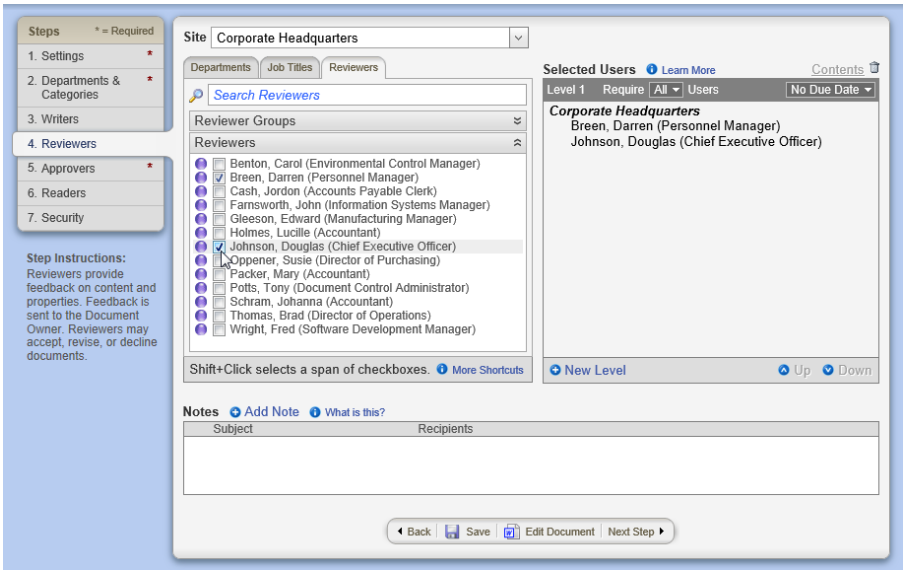
reviewer's user name is marked with two asterisks (**), which means that this reviewer is required for documents using the currently selected template. The other reviewer is optional and can be treated as a suggestion. To remove an optional reviewer from **Selected Users**, double-click the reviewer's name (or select one or more reviewers' names, and then click).



2. To add reviewers, in the **Site** list, click a site containing one or more reviewers you want to assign.

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

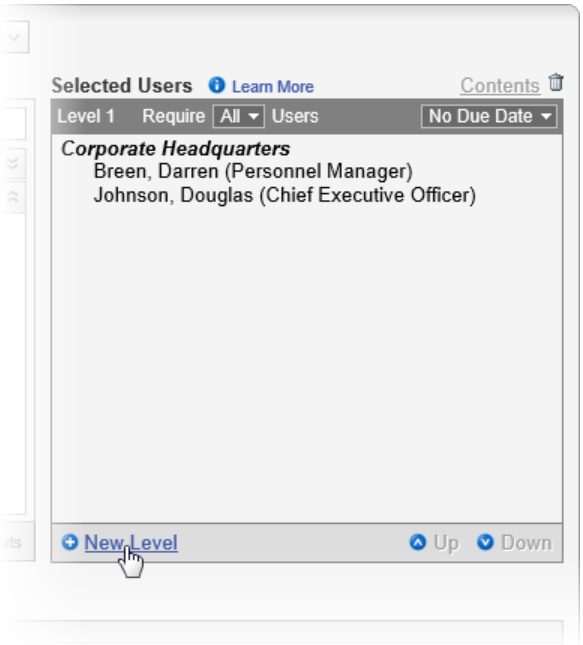
3. A list of reviewers within the selected site is displayed by default. If you want to use another method for selecting reviewers, see Other Ways to Select Reviewers. Otherwise, select one or more reviewers.



4. (Optional) When you are finished adding reviewers from the current site, repeat steps 2 and 3 for any other sites containing reviewers you want to

assign.

5. (Optional) As you assign reviewers, they are all assigned to level 1 of the review stage, meaning that they will all receive a review task at the same time when you submit the document to review. If you want the document to go to reviewers in a specific order, click **New Level** to create additional review levels. You can then specify how many of the assigned reviewers within a level must finish their reviews before the document moves on to the next level. You can also specify a due date for each level. See Working with Levels for details.

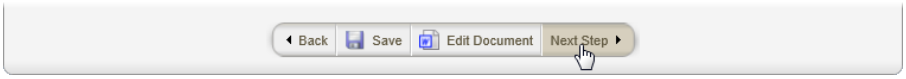


6. (Optional) Set a due date for when all reviewers should be finished reviewing the document. For details on the different ways to set a due date, see Setting Due Dates for Writing, Reviewing, Approving, and Reading Tasks in the "Working with Levels" topic. (You can specify a different due date for each level.)

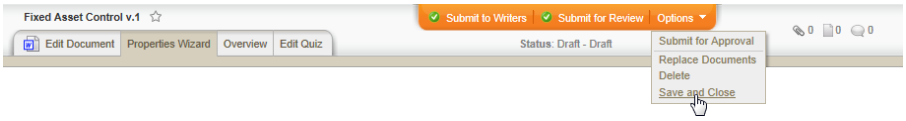
7. (Optional) Click **Add Note** to include instructions or other information for the assigned reviewers. See Adding Notes for Writers, Reviewers, and Approvers for details.

Note: If you have assigned multiple reviewers to an Excel® document, consider adding a note assigning a different text font color to each reviewer so you can differentiate among the reviewers' changes should they revise the document. (This isn't necessary for Microsoft® Word documents, because the **Track Changes** feature automatically includes information about who made each change.)

8. Do one of the following:
   - To continue with assigning properties, click **Next Step**, and then go to Step 5: Approvers.



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



   - To work on document content, click **Edit Document**. (When you are ready to continue with assigning properties, if the document is still open click **Properties Wizard**, or go to Editing a Draft Document if you need to reopen it.)

Other Ways to Select Reviewers

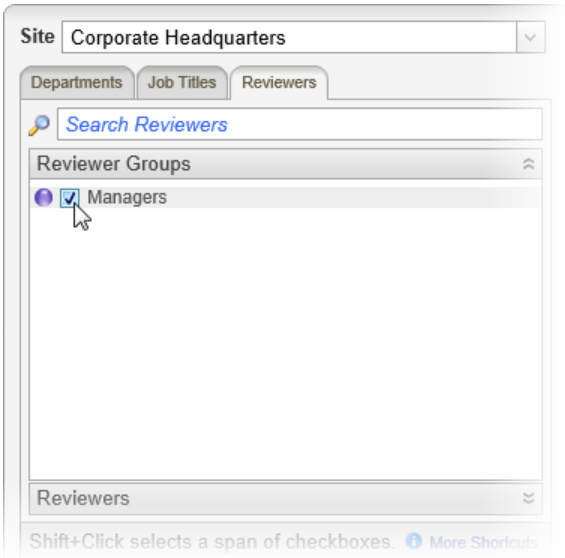
The default reviewer selection method is to select individual reviewers. You can also select by reviewer group, department, or job title.

Reviewer Groups

Click the **Reviewers** tab, and then click the **Reviewer Groups** heading. If you see **Multi-Site (Global) Groups** or a site name preceded by ⊞, click ⊞ to display group names. Select a reviewer group.

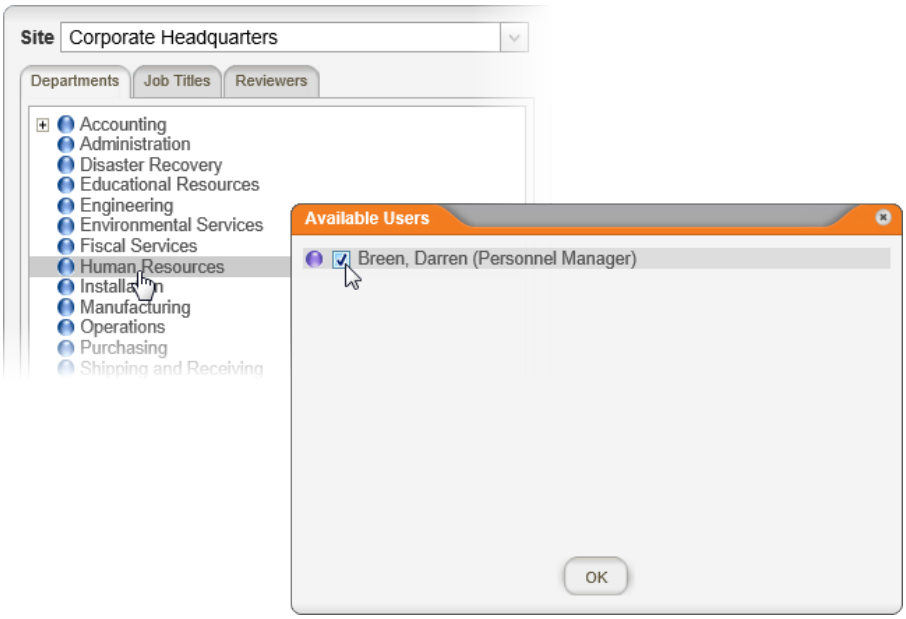
Notes:

- 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.



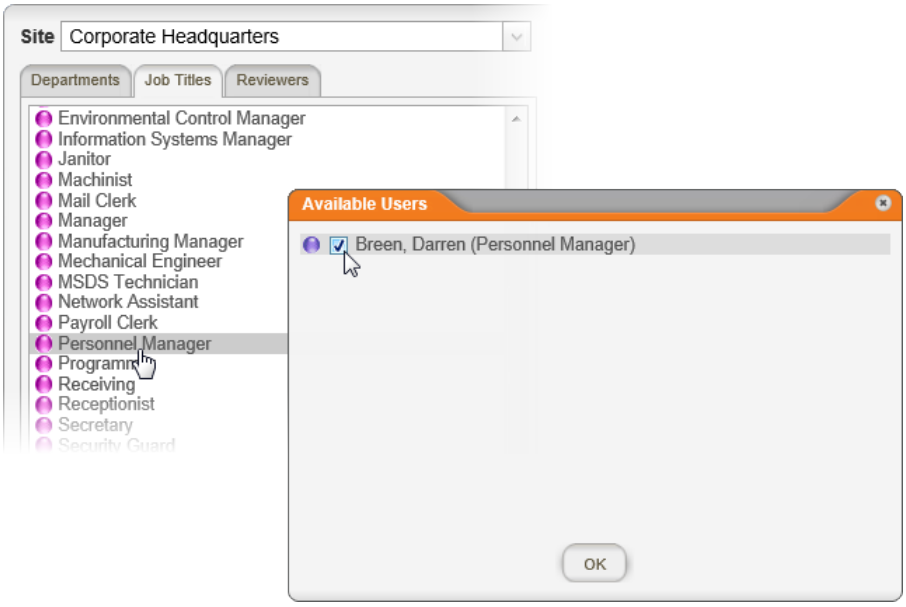
Departments

Click the **Departments** tab, click a department, and then select one or more listed reviewers.



Job Titles

Click the **Job Titles** tab, click a job title, and then select one or more listed reviewers.

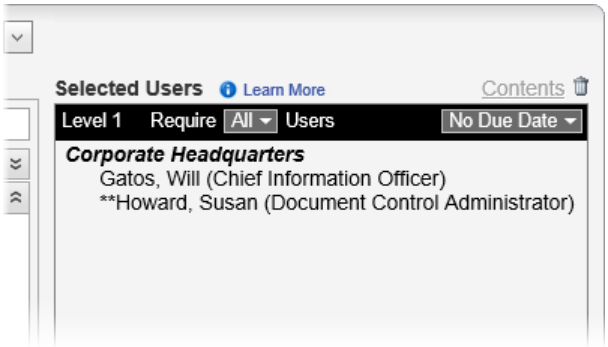


Step 5: Approvers

You must assign at least one approver to a document. Before you can assign a user to approve a document, that user must have been assigned the approver role.

Approvers are usually management/executive level users who give their approval to publish the final draft of a document. They are considered an organization's top-level approving authority and have legal responsibility for what they approve. Only individuals with appropriate authorization should be given the approver role.

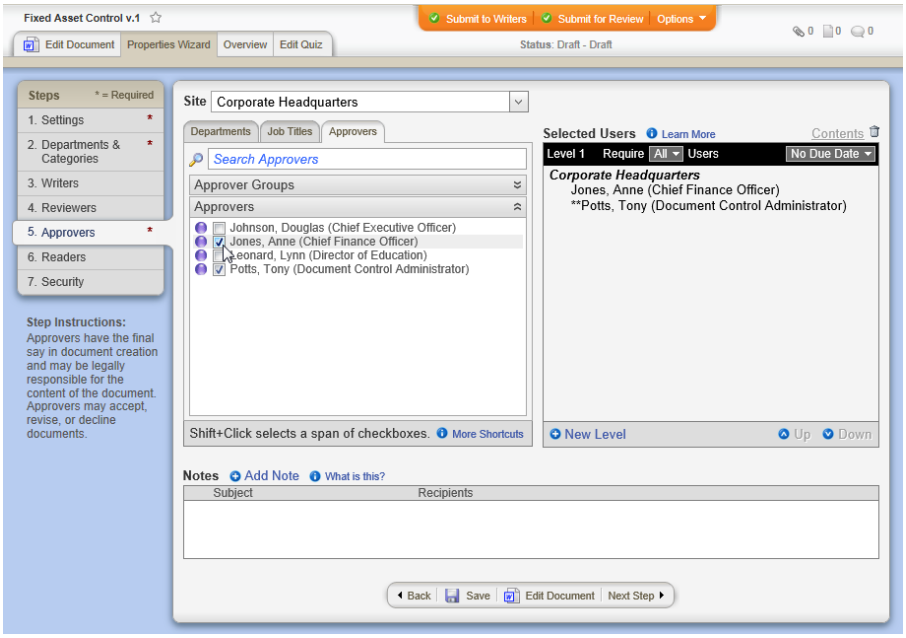
1. In step **5. Approvers**, check the **Selected Users** box for any approvers' names the template creator may have added. In the example below, the template has automatically added two approvers. Notice that the second approver's user name is marked with two asterisks (**), which means that this approver is required for documents using the currently selected template. The other approver is optional and can be treated as a suggestion. To remove an optional approver from Selected Users, double-click the approver's name (or select one or more approvers' names, and then click).



2. To add approvers, in the **Site** list, click a site containing one or more approvers you want to assign.

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

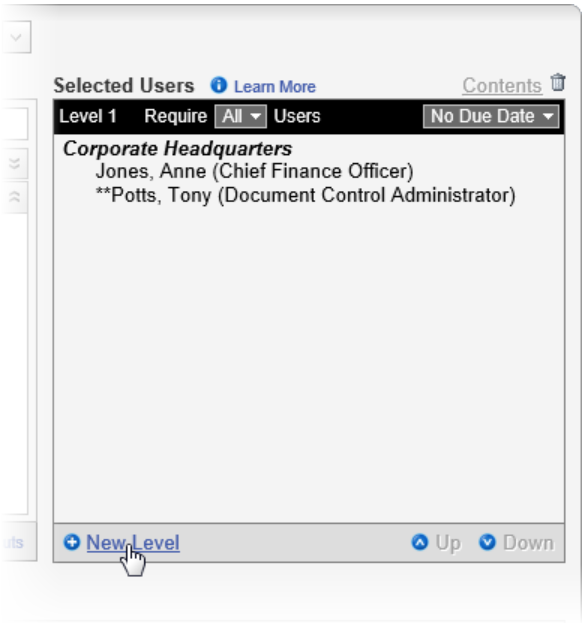
3. A list of approvers within the selected site is displayed by default. If you want to use another method for selecting approvers, see Other Ways to Select Approvers. Otherwise, select one or more reviewers.



4. (Optional) When you are finished adding approvers from the current site, repeat steps 2 and 3 for any other sites containing approvers you want to assign.

5. (Optional) As you assign approvers, they are all assigned to level 1 of the approval stage, meaning that they will all receive a task at the same time when the document goes to approval. If you want the document to go to approvers in a specific order, click **New Level** to create additional approval

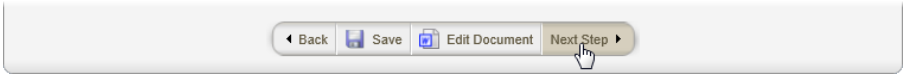
levels. You can then specify how many of the assigned approvers within a level must finish their reviews before the document moves on to the next level. You can also specify a due date for each level. See Working with Levels for details.



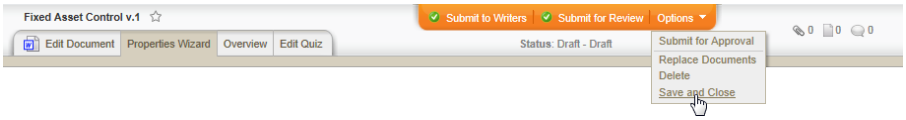
6. (Optional) Set a due date for when all approvers should be finished with the document. For details on the different ways to set a due date, see Setting Due Dates for Writing, Reviewing, Approving, and Reading Tasks in the "Working with Levels" topic. (You can specify a different due date for each level.)
7. (Optional) Click **Add Note** to include instructions or other information for the assigned approvers. See Adding Notes for Writers, Reviewers, and Approvers for details.

Note: If you have assigned multiple approvers to an Excel® document, consider adding a note assigning a different text font color to each approver so you can differentiate among the approvers' changes should they revise the document. (This isn't necessary for Microsoft® Word documents, because the **Track Changes** feature automatically includes information about who made each change.)

8. Do one of the following:
   - To continue with assigning properties, click **Next Step**, and then go to Step 6: Readers in this guide.



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



- To work on document content, click **Edit Document**. (When you are ready to continue with assigning properties, if the document is still open click **Properties Wizard**, or go to Editing a Draft Document if you need to reopen it.)

Other Ways to Select Approvers

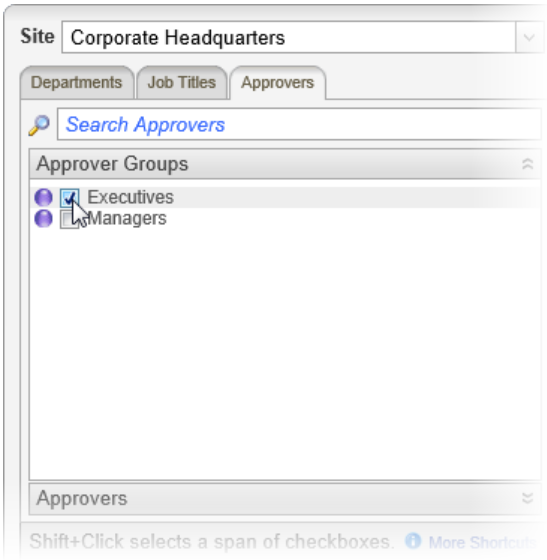
The default approver selection method is to select individual approvers. You can also select by approval group, department, or job title.

Approver Groups

Click the **Approvers** tab, and then click the **Approver Groups** heading. If you see **Multi-Site (Global) Groups** or a site name preceded by ⊞, click ⊞ to display group names. Select an approver group.

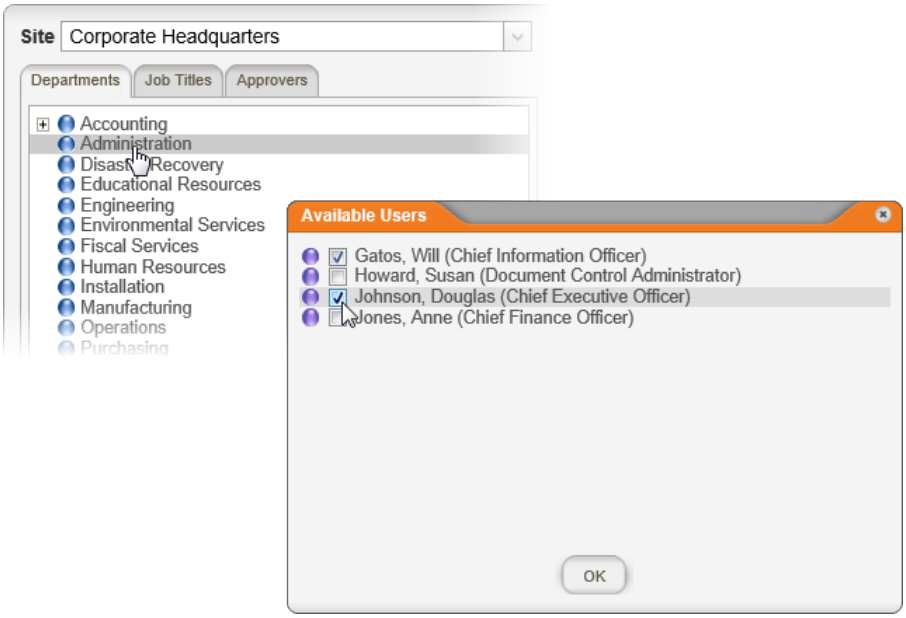
Notes:

- 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, and many of the board or committee are not PolicyTech™ users. In this case a document control 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 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 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 first (see Working with Levels for details on approval levels and workflow). The document then moves on to the other approvers.



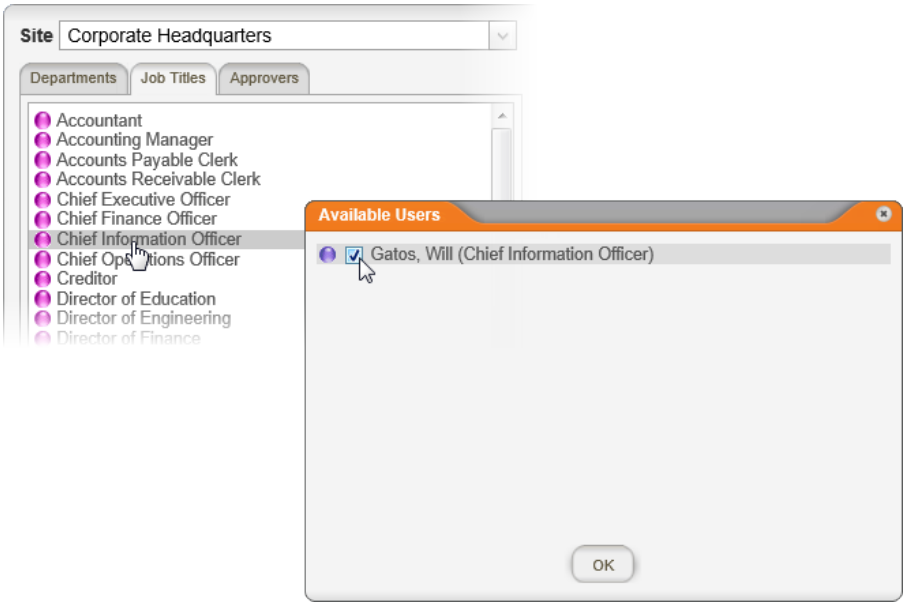
Departments

Click the **Departments** tab, click a department, and then select one or more listed approvers.



Job Titles

Click the **Job Titles** tab, click a job title, and then select one or more listed approvers.



Step 6: Readers

You can assign any accessible PolicyTech user as a required reader. Then, when the document is published, all assigned readers receive an email notification and a task to read the document.You can choose to simply have each reader mark the document as read, or you can include a questionnaire that readers must pass in order to mark the document as read (see Creating a Questionnaire for details).

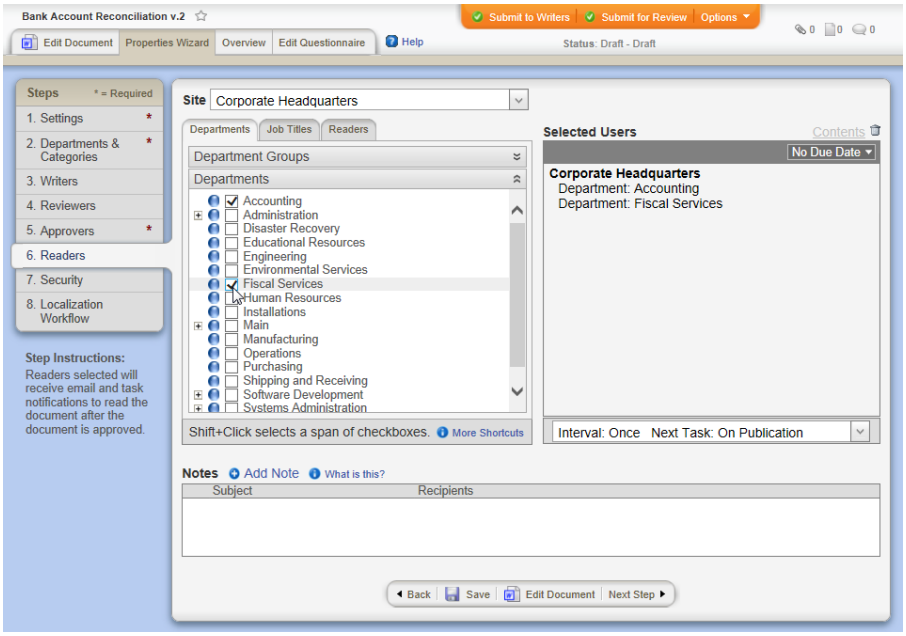
Assigning readers is a completely optional **Properties Wizard** step. (A template creator cannot add required readers to a template—only optional readers.) If you don't assign any readers, the document will be accessible to all users assigned the reader role that have access to the sites and departments you assigned the document.

Important: We recommend that you select readers by department or job title so you don't have to worry about adding or removing readers from the document as they are added or removed from PolicyTech™. Departments and job titles are automatically updated as user changes are made.

1. In step **6. Readers**, check the **Selected Users** box for any reviewers' names the template creator may have added. Any readers added by the template are optional and can be treated as suggestions. To remove an optional reader, reader department, or reader job title, double-click it (or select one or more items, and then click 🗑).

2. To add readers, in the **Site** list, click a site containing one or more readers you want to assign.
3. A list of departments within the selected site is displayed by default. If you want to use another method for selecting readers, see Other Ways to Select Readers. Otherwise, select one or more departments to assign all users within those departments as required readers.

Note: To assign individual users from a department, click the department name, and then select users.

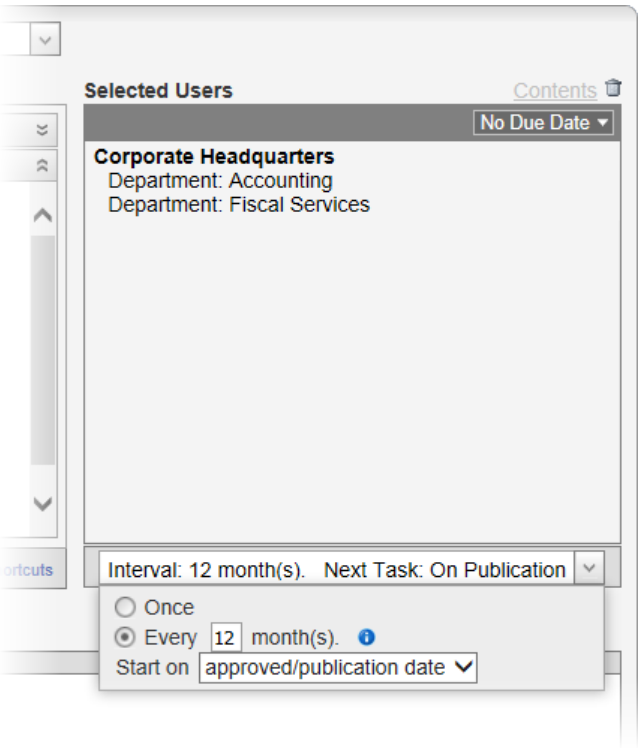


4. (Optional) When you are finished adding readers from the current site, repeat steps 2 through 4 for any other sites containing readers you want to assign.
5. (Optional) Set a due date for when all readers should have marked the document as read. For details on the different ways to set a due date, see Setting Due Dates for Writing, Reviewing, Approving, and Reading Tasks.

6. (Optional) You can have the reading assignment sent out once or repeatedly at specific intervals. You can also specify when the first reading task should be assigned.

   Do either or both of the following:

   - In the box below the **Selected Users** box, click the down arrow, and then click **Once** or **Every**. If you clicked **Every**, then type a number of months.

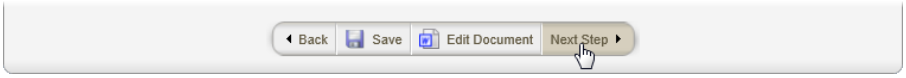


   - For **Start on**, click **approved/publication date** or **specified date**. If you clicked **specified date**, select a date.

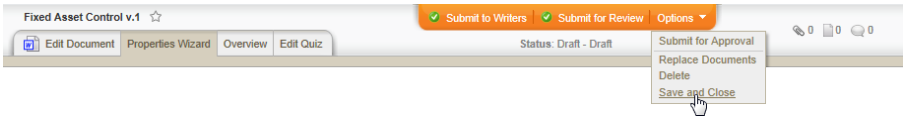
Notes:

- 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 Optional Document Settings for details.
- If you set a specific start date, the reading interval for the second and subsequent task assignments is always based on the set date, even if the document is published after that date.
- If you set a specific start date for a document that has already been approved or published, readers will receive task assignments starting on the specified date.

7. (Optional) Click **Add Note** to include instructions or other information for the assigned readers. See Adding Notes for Writers, Reviewers, and Approvers for details.
8. Do one of the following:
   - To continue with assigning properties, click **Next Step**, and then go to Step 7: Security in this guide.



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



   - To work on document content, click **Edit Document**. (When you are ready to continue with assigning properties, if the document is still open click **Properties Wizard**, or go to Editing a Draft Document if you need to reopen it.)

Other Ways to Select Readers

The default reader selection method is to select departments. You can also select by department group, job title, job title group, individual readers, and reader group.

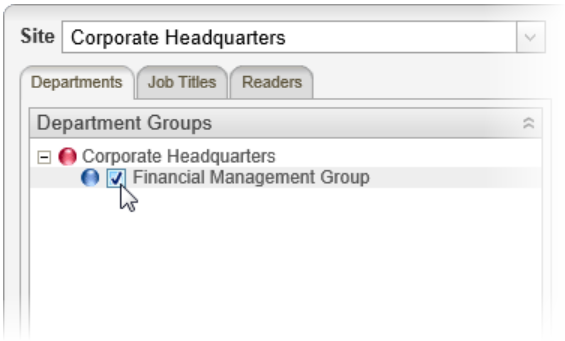
> **Note:** A group is a combination of departments, job titles, or readers from a single site or from multiple sites.

Department Groups

Click the **Departments** tab, and then click the **Department Groups** heading. If you see **Multi-Site (Global) Groups** or a site name preceded by ⊞, click ⊞ to display group names. Select a department group.

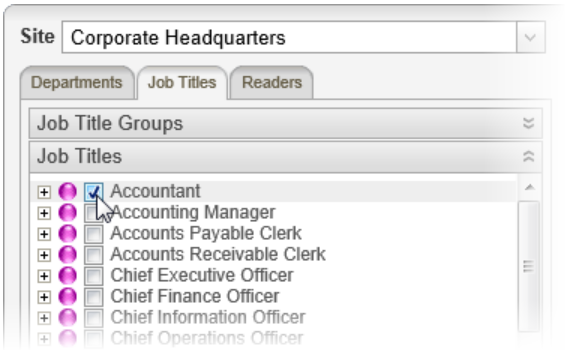
> **Note:** To assign individual departments from a group, click the group name, and then select departments.

Screenshot...



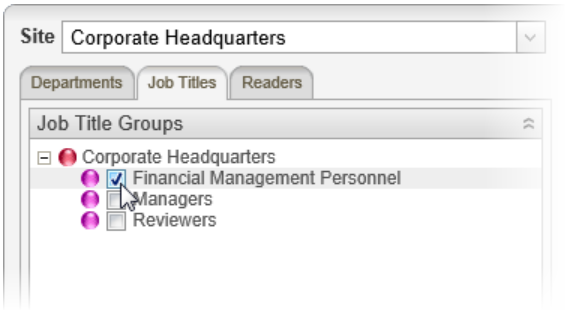
Job Titles

When you select a job title, all users assigned that job title will be added as required readers. Click the **Job Titles** tab, click the **Job Titles** heading, and then select one or more job titles.



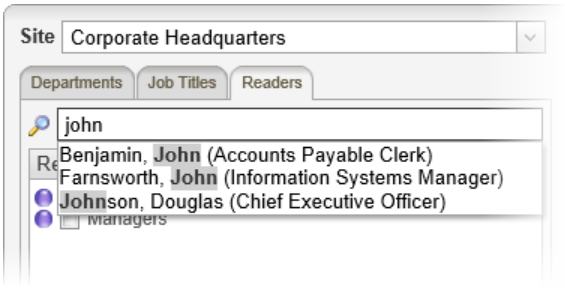
Job Title Groups

Click the **Job Titles** tab, and then click the **Job Title Groups** heading. If you see **Multi-Site (Global) Groups** or a site name preceded by ⊞, click ⊞ to display group names. Select a job title group.



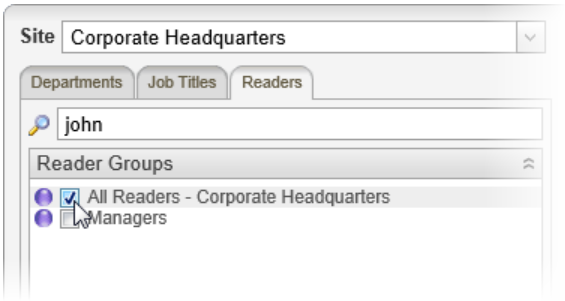
Reader Search

To find and select readers one by one, click **Readers**, and then in the **Search Readers** box, start typing a user name. As soon as you see the user you want to add, click the user's name.



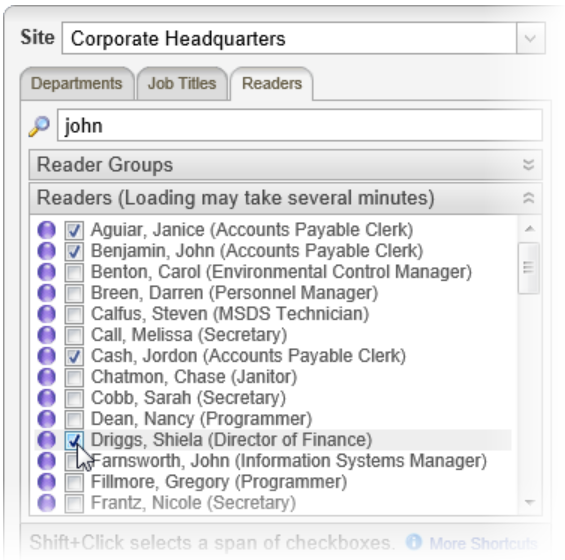
Reader Groups

Click the **Readers** tab, and then click the **Reader Groups** heading. If you see **Multi-Site (Global) Groups** or a site name preceded by ⊞, click ⊞ to display group names. Select a reader group.



Readers

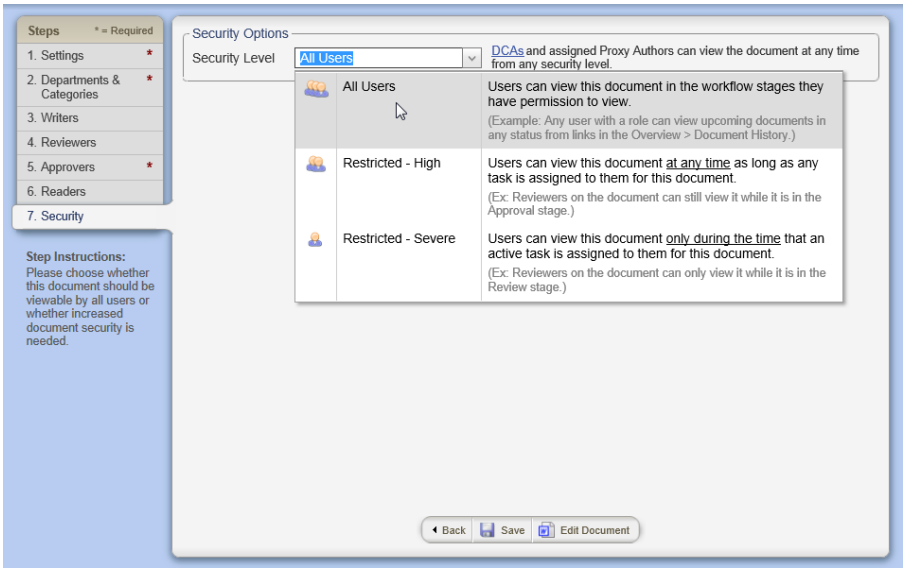
Click the **Readers** tab, click the **Readers** heading, and then select one or more individual readers.



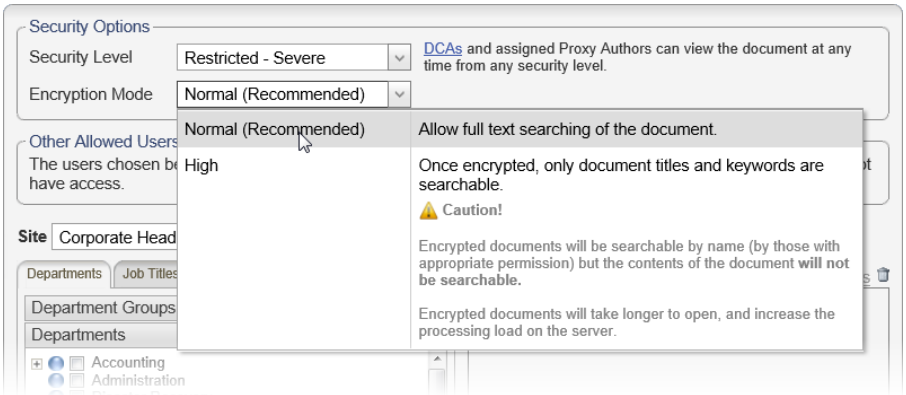
Step 7: Security

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

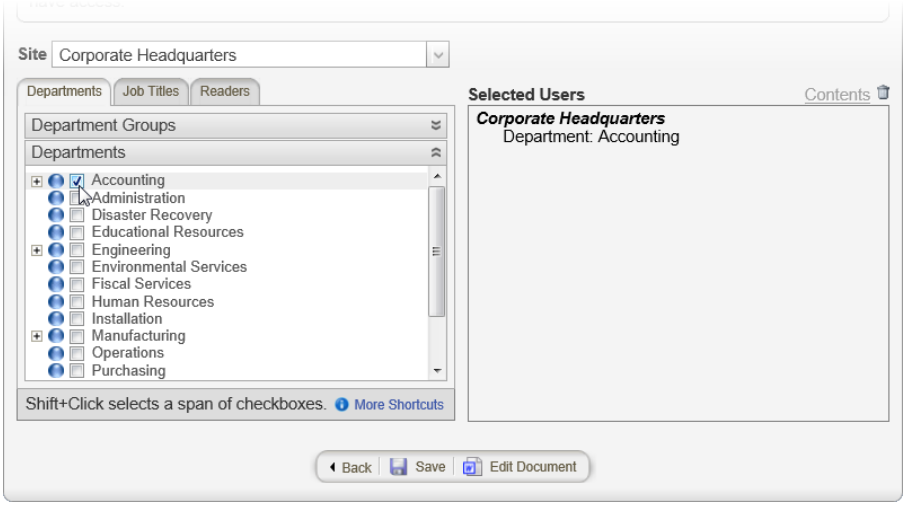
1. In step **7. Security**, click the **Security Level** box, and then click a level. See Security Levels below for details on each level.



2. Do one of the following:
   - If you selected the **All Users** security level (the default setting for all new documents), 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) Click the **Encryption Mode** box, and then click **Normal (Recommended)** or **High**. See Encryption Modes below for details on the two modes.

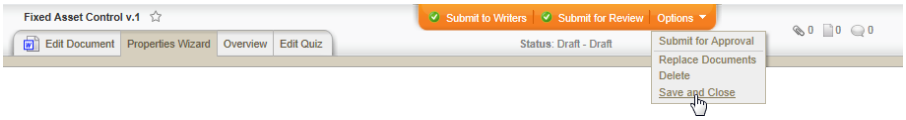


4. (Optional) If you want to grant special access permissions to specific users who would not normally have access under the **Restricted - High** or **Restricted - Severe** security level, select those users by department, by job title, or by those who have been assigned the reader role. See Other Allowed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



5. Do one of the following:

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



   - To work on document content, click **Edit Document** (see Writing a Document (Windows) for detailed instructions).

Security Levels

A document control administrator can assign users various roles for working with documents. These roles include document owner, writer, reviewer, approver, pending, and archived. These roles allow these 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 a reader will see documents in the published status. Which documents they can see in each of these statuses depends on the documents' assigned security levels, as explained below.

All Users. When a document is assigned this security level, all users with the roles mentioned above can see that document in the workflow statuses they have access to, even if they are not specifically assigned to that document. For example, someone with the document owner role who is not a document's

owner can see that document while it is in the draft status, and someone with the reviewer role who is not assigned to a document can see that document while it is in the review status.

Restricted - High. With this security level assigned to a document, only those specifically assigned to one or more workflow statuses of the document have access to it. They can also access the document 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 have access to it. However, they can only view that document while it is in the status to which they are assigned. For example, an assigned writer can only see the document while it is in collaboration status.

Encryption Modes

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

To allow other users to access this document, 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.
- Click the **Departments** tab, and then click the **Department Groups** heading. If you see **Multi-Site (Global) Groups** or a site name preceded by ⊞, click ⊞ to display group names. 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

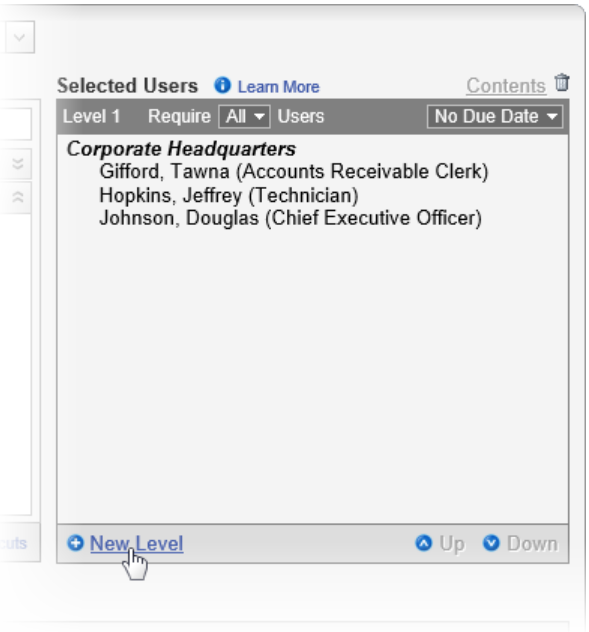
- Click the **Job Titles** tab, and then click the **Job Title Groups** heading. If you see **Multi-Site (Global) Groups** or a site name preceded by ⊞, click ⊞ to display group names. Select a job title group.
- Click **Readers**, and then in the **Search Readers** box, start typing a user name. As soon as you see the user you want to add, click the user's name.
- Click the **Readers** tab, and then click the **Reader Groups** heading. If you see **Multi-Site (Global) Groups** or a site name preceded by ⊞, click ⊞ to display group names. Select a reader group.
- Click the **Readers** tab, click the **Readers** heading, and then select one or more individual readers.

Working with Levels

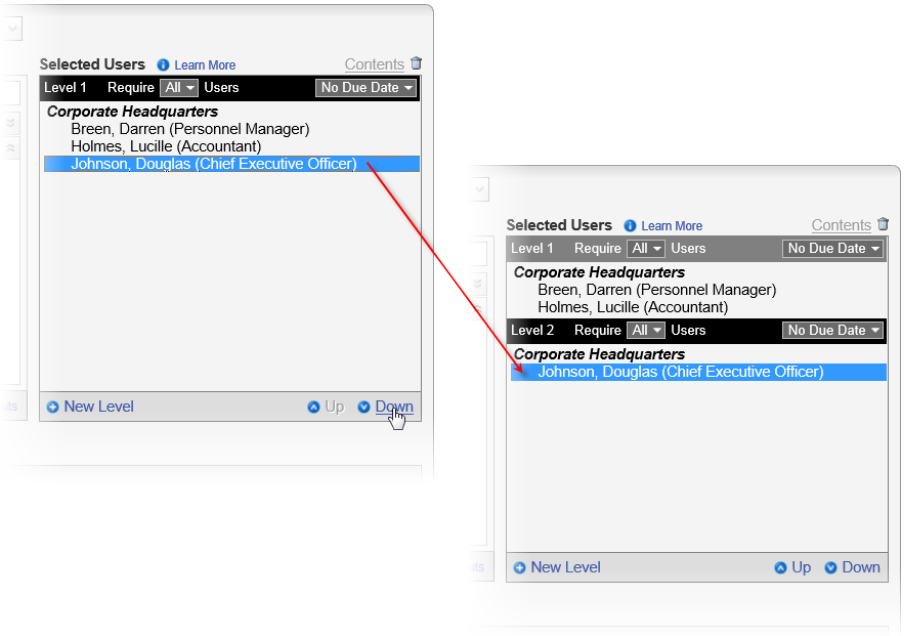
When, in the **Properties Wizard**, you assign writers, reviewers, and approvers to a document, you can create levels to specify which users get the document first, second, and so on. When you create multiple levels, all users on the first level must complete their tasks, such as reviewing the document, 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: **3. Collaboration**, **4. Review**, **5. Approval**.

1. To add a level, do one of the following:
   - At the bottom of the **Selected Users** box, click **New Level**.



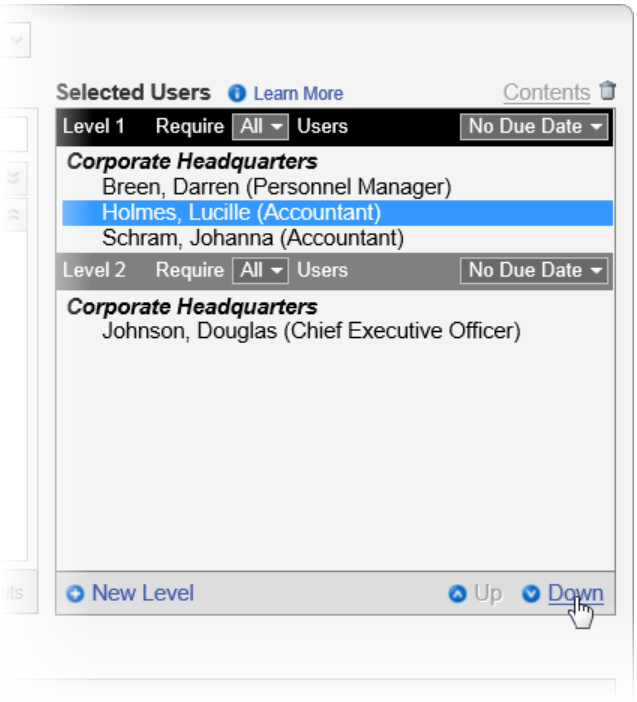
   - Click a user's name, and then click **Down** until a new level appears.



Notice in the screenshots above that a black **Level 2** heading appears. The black color indicates that this level is now active. Any additional users selected at this point are added to **Level 2**. To make **Level 1** active again, click the **Level 1** heading.

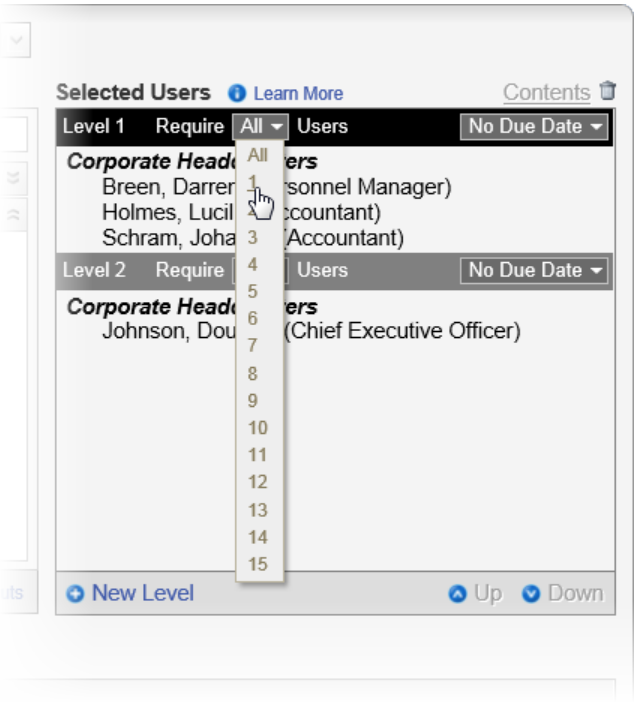
2. Do one of the following to put selected users in a level:
   - Click a level heading to activate that level, and then select the users by department, job title, or role for that level.
   - Click a user already listed in the **Selected Users** box, and then use **Up** or **Down** to move the user to a different level.

Note: Clicking **Down** when the user is already at the last level (highest numerically) automatically creates a new level.



3. (Optional) In a level heading, click the **Require** box, and then click **All** or a number. This indicates how many users within each level must complete their tasks before the document can move to the next level. For example, if there are two users on a specific reviewers level, and you only need one or the other to review the document, you would select **1** in the **Require** list for that level.

Note: If a group is included on a level, and the group 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; two users from the required group accept the document.



4. (Optional) In a level heading, click the **No Due Date** box, and then select a due date for that level. See Setting Due Dates for Writing, Reviewing, Approving, and Reading Tasks for detailed instructions.

Setting Due Dates for Writing, Reviewing, Approving, and Reading 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. 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, Reviewing, or Approving Task

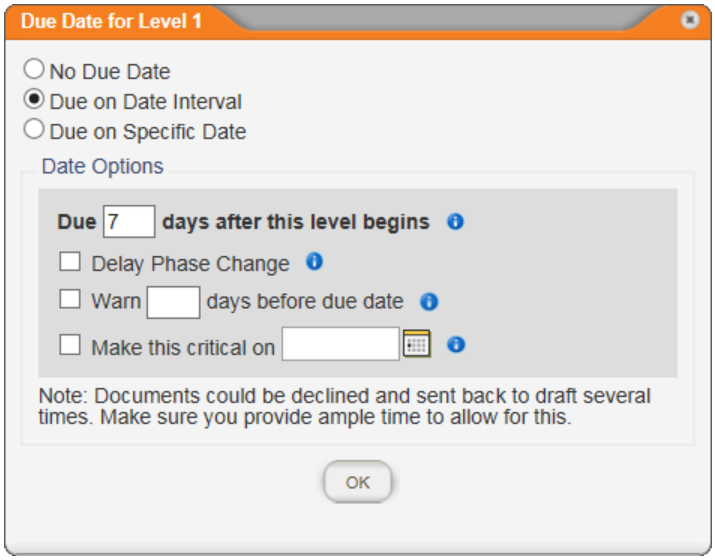
Important: The instructions in this section assume that you are working in one of the following **Properties Wizard** steps: **3. Writers**, **4. Reviewers**, **5. Approvers**.

1. After clicking **No Due Date** to display the **Due Date for Level [*number*]** window, do one of the following:

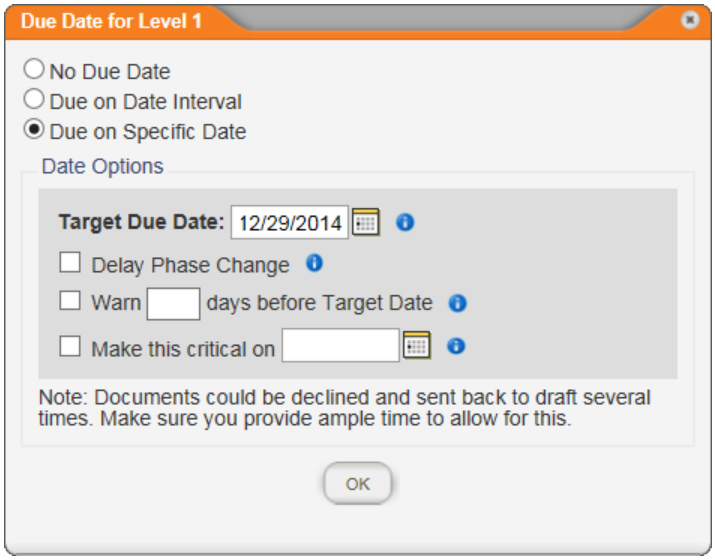
   - Click **Due on Date Interval**, and then type a number in the **Due** box. For example, if you type 7, the user assigned the task, such as reviewing or approving the document, must complete the task within one week from the time that user was notified of the task.

Notes:

- The number of days you type for the date interval represents calendar days, not work week days.
- When setting a due date interval, consider the task that needs to be completed. For example, a document in review may be sent back to draft stage one or more times before an assigned reviewer accepts the document, while a document in approval (a final draft) may take much less time to be approved.



- Click **Due on Specific Date**, click , and then find and click a target due date.



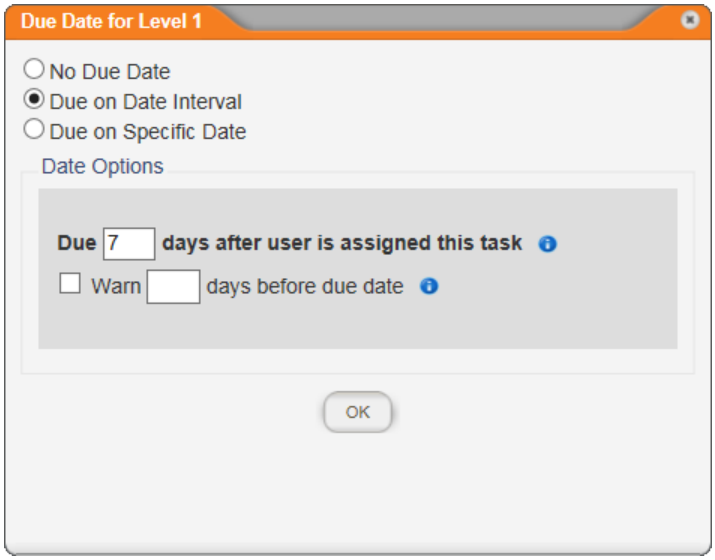
2. (Optional) Click **Delay Phase Change**. The **Delay Phase Change** option applies only if you selected a number less than **All** in this level's **Require** list. This option is useful when you want as many users as possible to complete their tasks up until the due date, but then want the document moved on to the next level if at least the number of required users have completed their tasks. The document will move to the next level earlier than the due date only if all users on the current level complete their tasks.
3. (Optional) Click **Warn**, and then type a number of days before the due date that you want all that level's assignees notified that the due date is near. For example, if you set seven days after the level begins as the due date, and then you type 2 as the warning setting, any users who haven't finished their tasks for that level by the end of the fifth day will receive a task reminder.
4. (Optional) Click **Make this critical on**, click , and then find and click a specific 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 assignees and the document owner.

Setting a Due Date for a Reading Task

Important: The instructions in this section assume that you are working on the **6. Readers** step of the **Properties Wizard**.

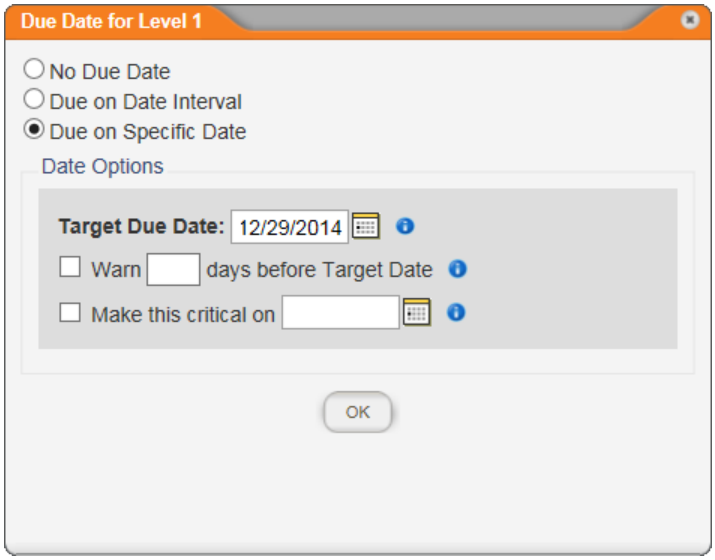
1. After clicking **No Due Date** to display the **Due Date for Level 1** window, do one of the following:
   - Click **Due on Date Interval**, and then type a number in the **Due** box. For example, if you type 7, the user assigned the reading task must mark the document as read within one week from the time that user was notified of the task.

Note: The number of days you type for the date interval represents calendar days, not work week days.



- Click **Due on Specific Date**, click , and then find and click a target due date.

Important: We recommend that you not set a specific due date for a reading 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.



2. (Optional) Click **Warn**, and then type a number of days before the due date that you want all reader assignees notified that the due date is near. For example, if you set seven days after the task is sent as the due date, and then you type 2 as the warning setting, any users who haven't finished their tasks by the end of the fifth day will receive a task reminder.

Assignees and Site Access

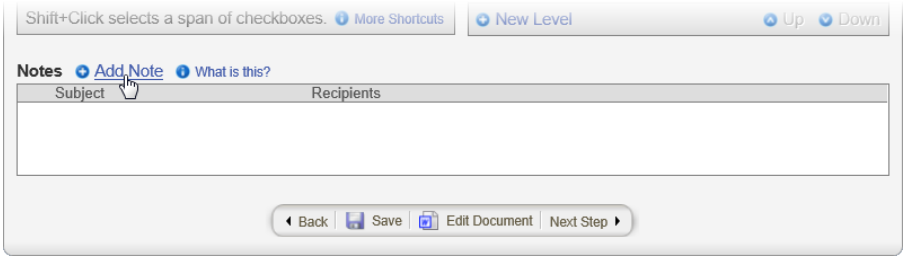
As users are added to PolicyTech™, the document control administrator decides which sites each user should have access to. When you assign a writer, reviewer, approver, or reader to a document and that user is not assigned or and has not been given access to the site containing the document, PolicyTech lets the user open the document anyway in order to complete the assigned task. However, the user can only open the document from the task in **MY TASKS** or from the link in the notification email. The document cannot be found in the document list, 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 that the user should not have access to.

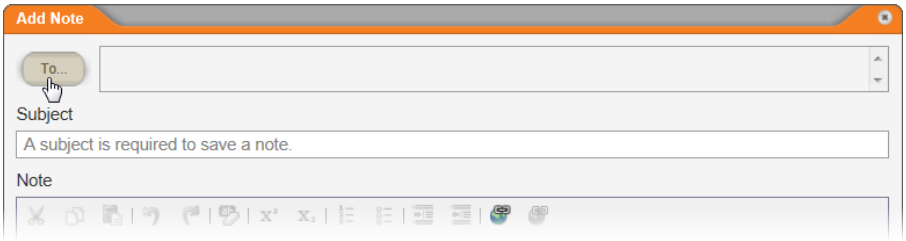
Adding Notes for Writers, Reviewers, and Approvers

When assigning writers, reviewers, approvers, and readers in the **Properties Wizard**, you can include a note with instructions or other information concerning the writing, reviewing, approving, or reading of the document. Any note you write is included in the task notification email sent to assignees as soon as the document moves to the stage for which the note was written. For example, if you include a note while working on step **4. Reviewers**, that note will be sent as soon as the document goes to review. An assignee can also access a note from within the document (see Reviewing Notes for details).

1. Click **Add Note**.

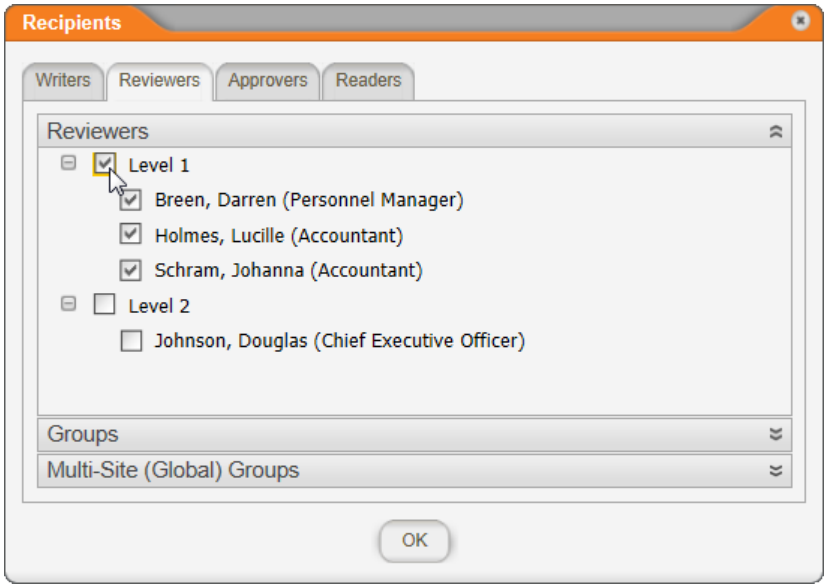


2. Click **To...** As you select note recipients, you will only see the users, groups, and multi-site groups currently assigned to the document.

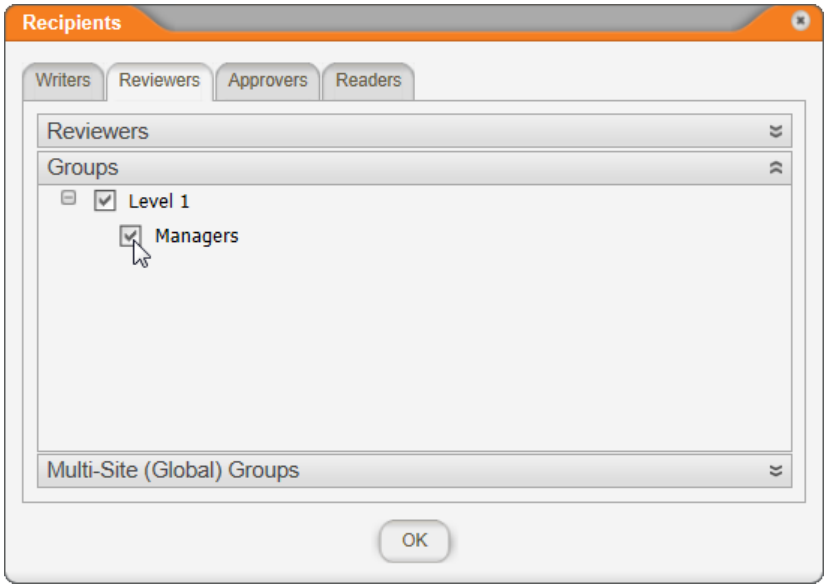


3. To select writers, reviewers, or approvers as note recipients, click the **Writers**, **Reviewers**, or **Approvers** tab, and then do any of the following:

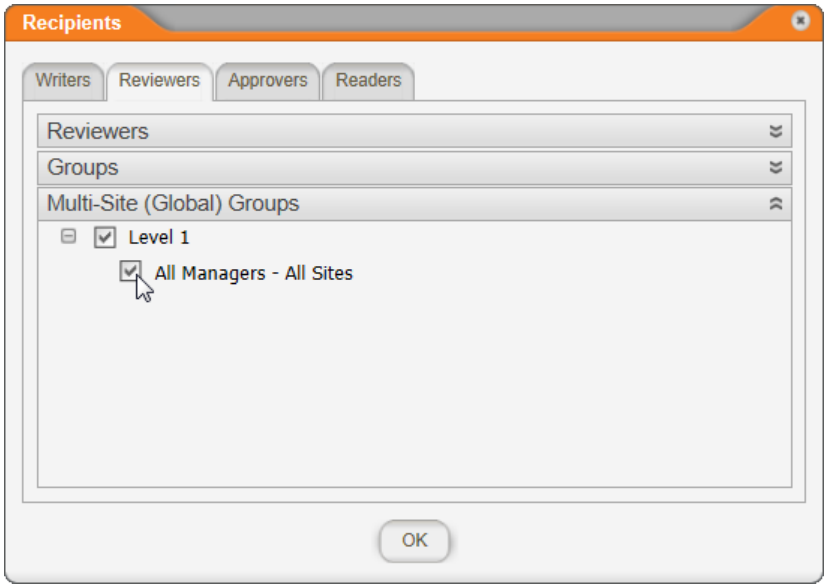
- Under the **Writers**, **Reviewers**, or **Approvers** heading, select individual assignees.



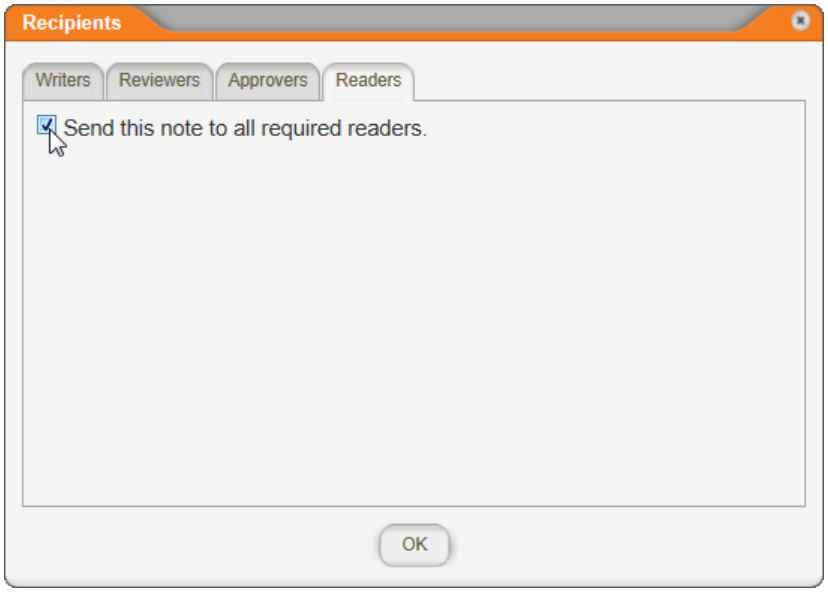
- Click the **Groups** heading, and then select one or more assigned groups.



- Click the **Multi-Site (Global) Groups** heading, and then select one or more assigned multi-site groups.



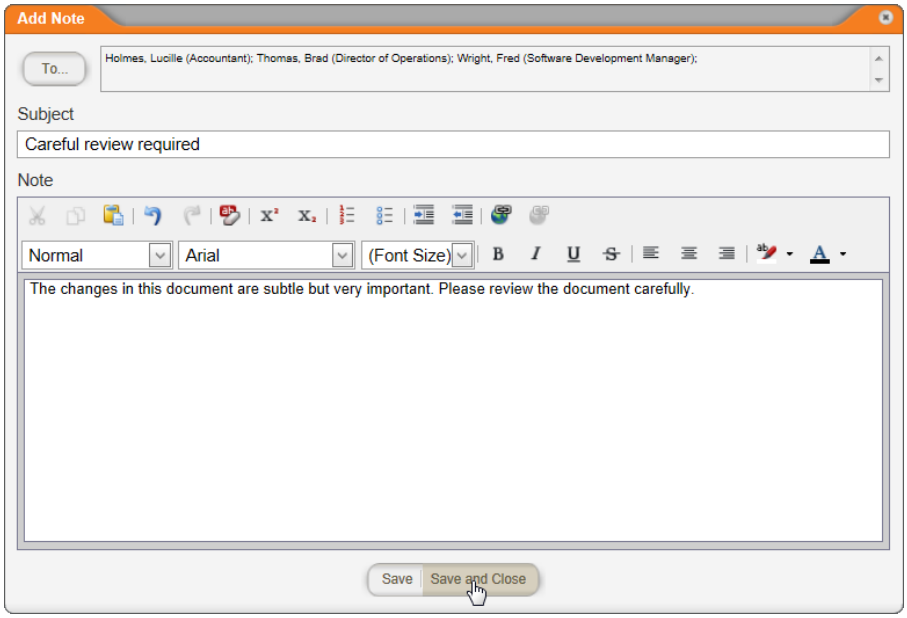
- To select readers as note recipients, click the **Readers** tab, and then click **Send this note to all required readers**.



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 (Windows)

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

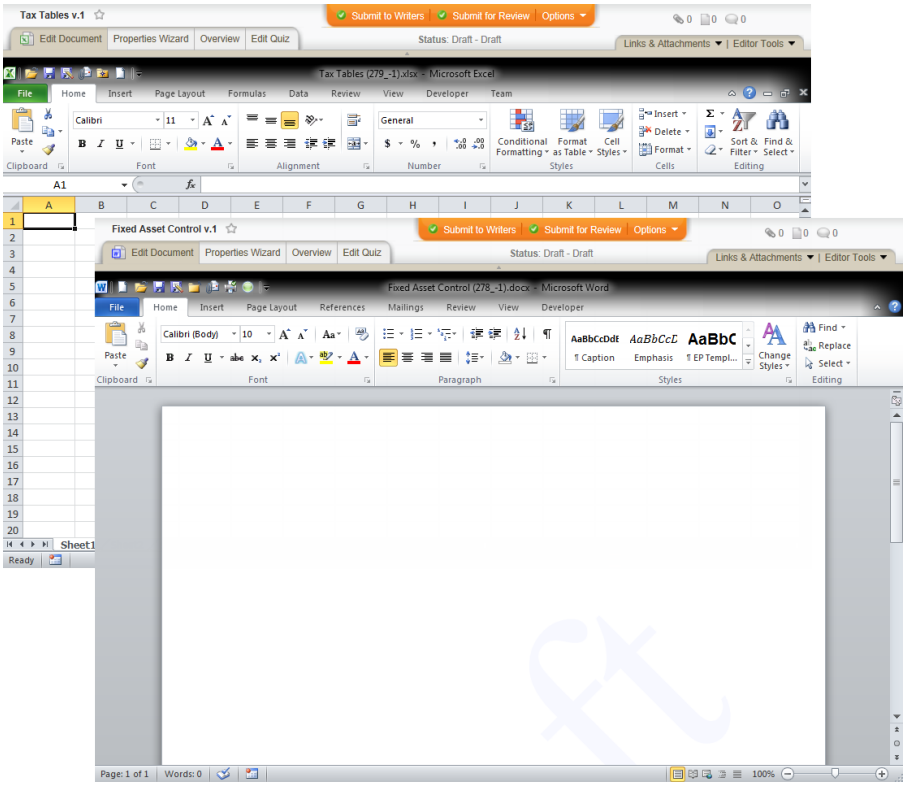
- Adding Content to a Word or Excel Document
- Adding Content to an HTML Document
- Adding Content to a Document with an Upload File Template
- Importing Content

Adding Content to a Word or Excel Document (Windows)

Important: Before you can write or otherwise add content to a Microsoft® Word or 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 Document Properties.

What You Should Know about Using Word or Excel inside of PolicyTech

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



Writing a Word or Excel document within PolicyTech is much the same as writing a document in the Word or Excel application outside of PolicyTech. For example, while using Word or Excel inside of PolicyTech, you will see any customizations you have made to the Quick Access Toolbar and Ribbon while using Word or Excel outside of PolicyTech. Some of the differences you might notice when using Word or Excel 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 or Excel document within PolicyTech. You cannot work with the document until those processes are finished.
- Most, but not all, Word and Excel features are available.
- Up until the document is approved and published, PolicyTech automatically adds a watermark to a Word document 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.

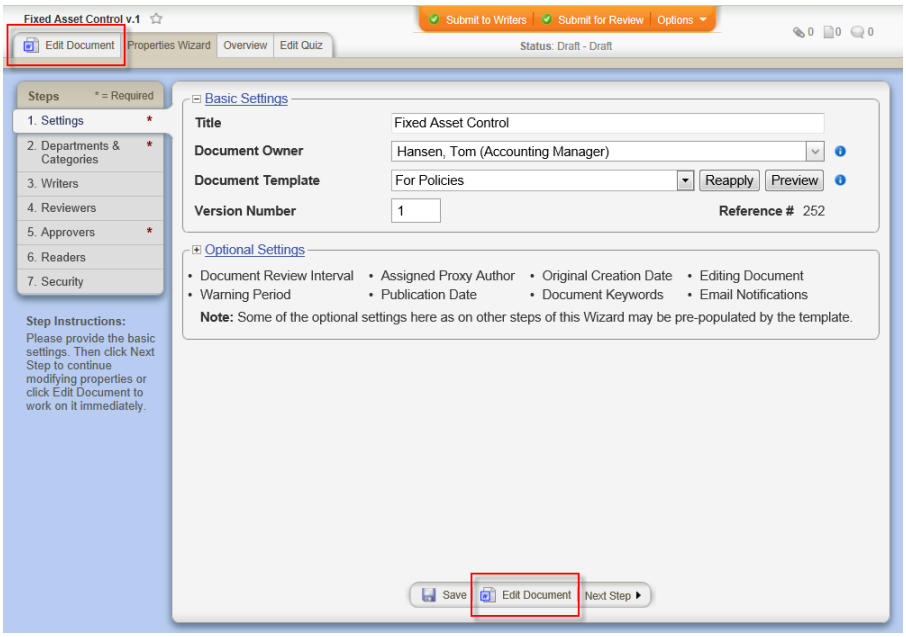
- When you save the Word or Excel document, it is saved to the PolicyTech database rather than as a file on a hard drive. You might also notice that a process runs each time you save the document.

- 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 or Excel 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.

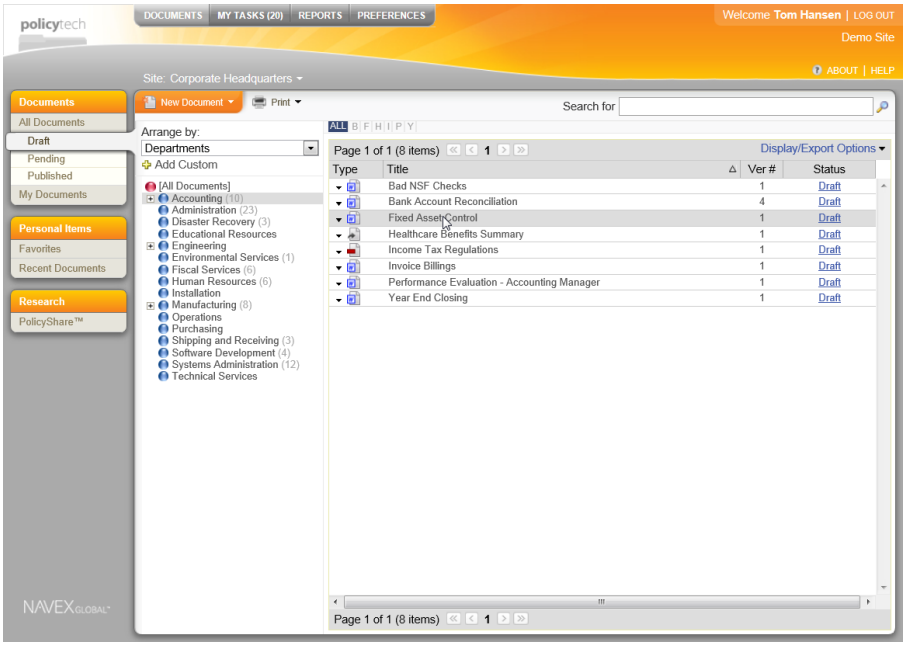
Adding Document Content

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

1. Do one of the following to open the Word or Excel 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.



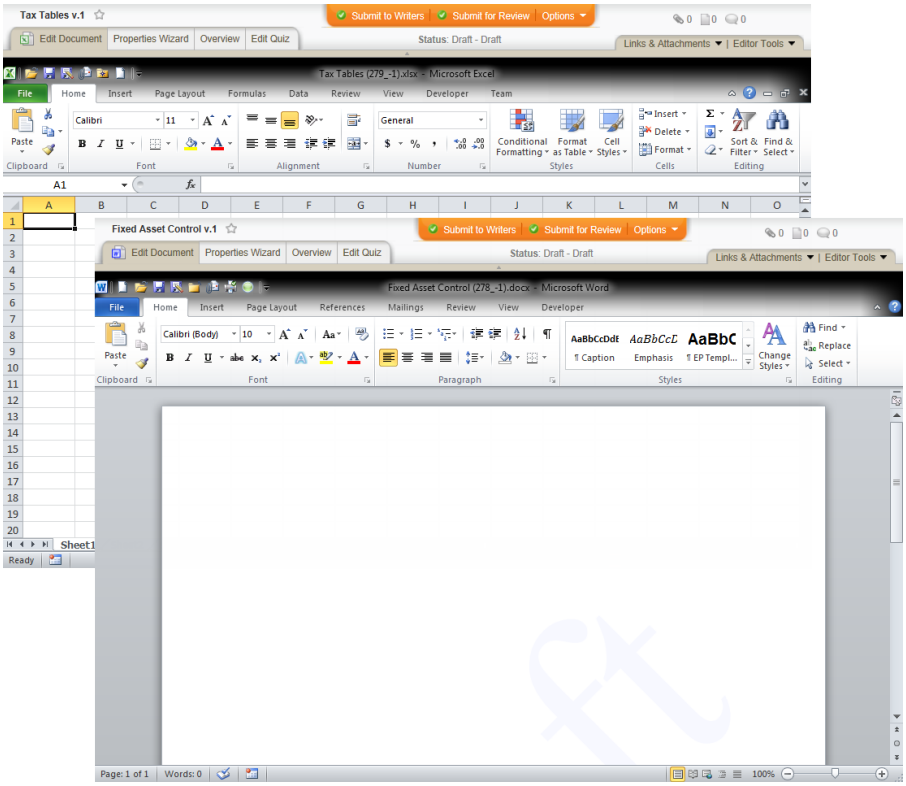
   - If the document is currently closed, click **DOCUMENTS**, and then click **Draft**. Use any of several methods to find and display the document in the document list (see Finding and Opening a Document for details), and then click the document title.



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

Notes:

- The Word or Excel 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. If you see prewritten content, see Working with Template Content.



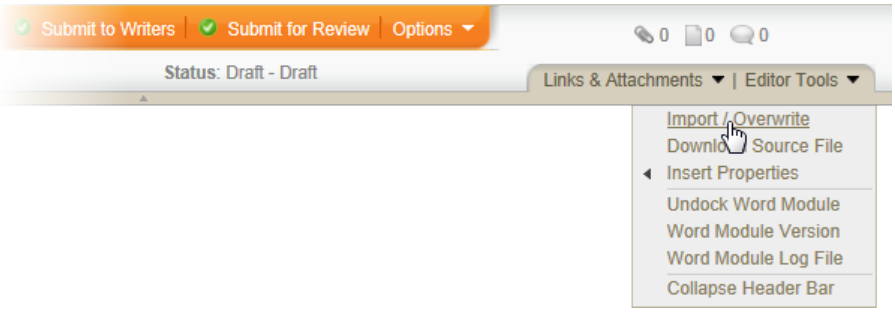
2. Do one of the following to add content to the document:

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

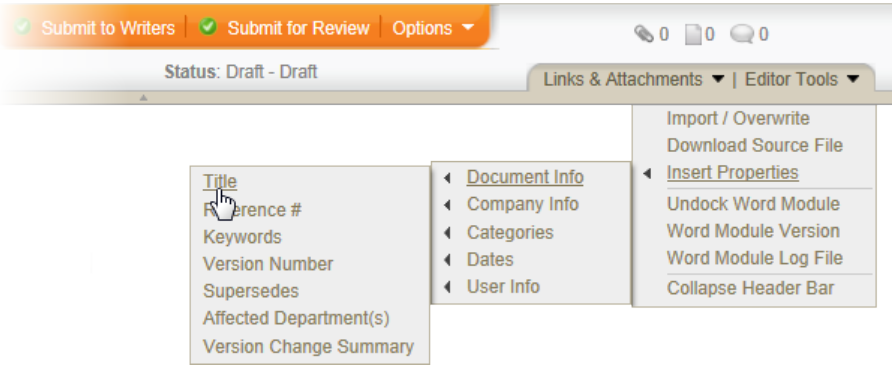
Note: If you would like to see more of the document within the window, click **Editor Tools**, and then click **Collapse Header Bar**. When you are ready to use a feature in the header bar, click **Editor Tools**, and then click **Expand Header Bar**.

   - Click **Editor Tools**, click **Import/Overwrite**, and then follow the prompts to import the content of an existing Word or 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 don't want to overwrite this document's existing content.



3. (Optional) Place your cursor in the document where you want to insert a document property field. Click **Editor 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).
   - Add supplementary materials to the document (see Attaching Files and Adding Reference Links and Working with Document Discussions).
   - Finish assigning document properties (see Assigning Document Properties).
   - Create a questionnaire for marking the document as read (see Creating a Questionnaire).
   - Look at the document overview (see Working with the Document Overview).
   - Submit the document to assigned writers (see Submitting a Document to Writers (for Collaboration)).
   - Submit the document to assigned reviewers (see Submitting a Document for Review).
   - Submit the document to assigned approvers (see Submitting a Document for Approval).

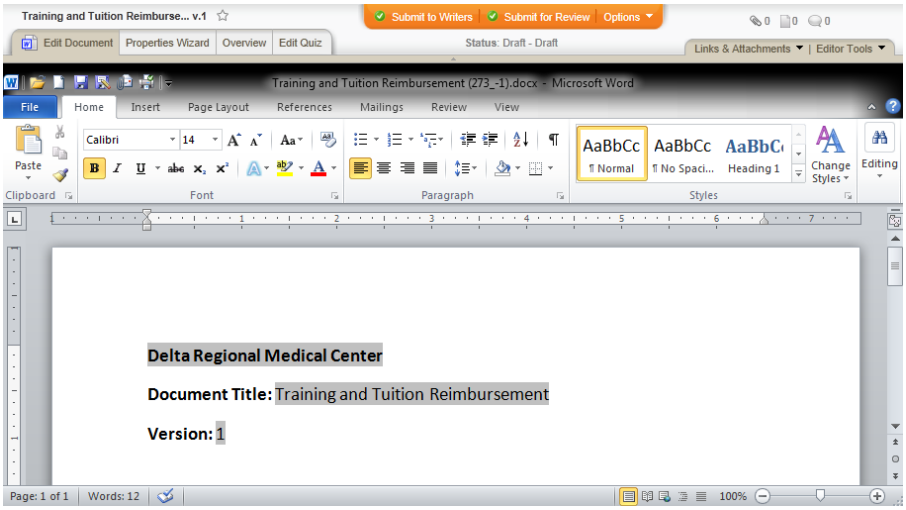
Working with Template Content

The template you selected in the **Properties Wizard** may include document content. If you have any questions about the prewritten content, contact your document control administrator.

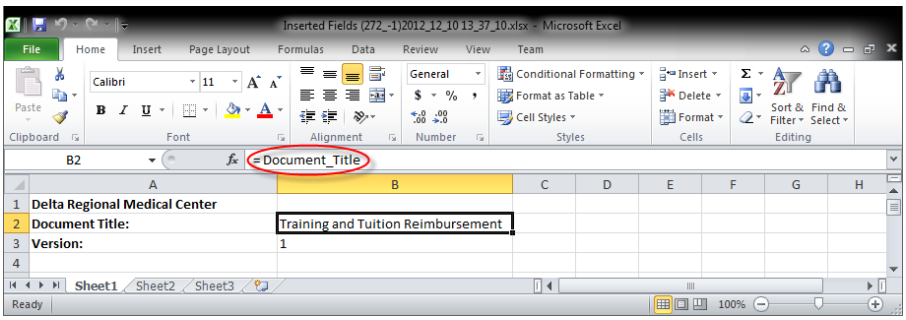
Inserted Document Property Fields

If you're working with a Word or Excel document on a Windows computer, the template content may also include inserted fields that contain document property information from the **Properties Wizard**, such as the document title or a list of reviewers. Be careful not to change the content of a property field as that information is automatically inserted. If you do change field contents, the changes will be lost the next time PolicyTech™ updates that field information.

To see if a Microsoft® Word template's prewritten content contains property fields, you can set the **Field Setting** option in Word to always shade inserted fields, as shown in the screenshot below. See Changing the Field Shading Option in the "Inserting Document Properties" topic for details.



To see if an Excel template's prewritten content contains property fields, select the field, and then look in the **Formula Bar**. A property field contains the following formula: =[field_name], where [field_name] is the name PolicyTech has assigned to this document property (**Document_Title** in the example below).



Note: To add document property fields, see Inserting Document Properties.

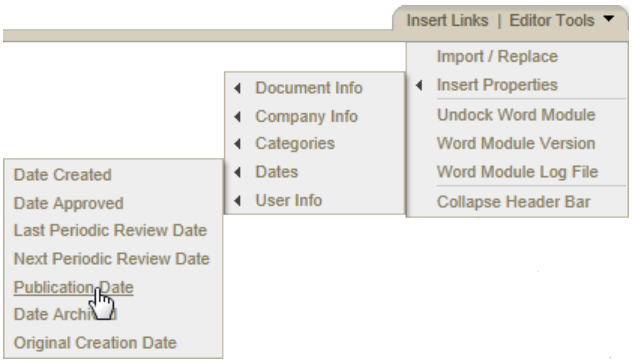
Inserting Document Properties

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

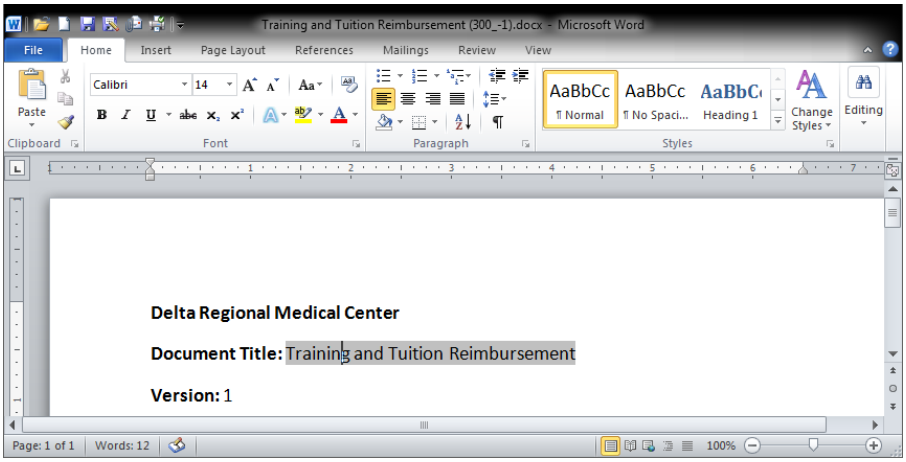
1. In an **Edit Document** window, place the cursor where you want the document property field inserted.
2. Click **Editor Tools**.
3. Click **Insert Properties**, and then navigate to and click the information you want to insert.



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

When you insert a field into a Word document, it looks like normal text, but a field is treated differently than normal text. For example, the document

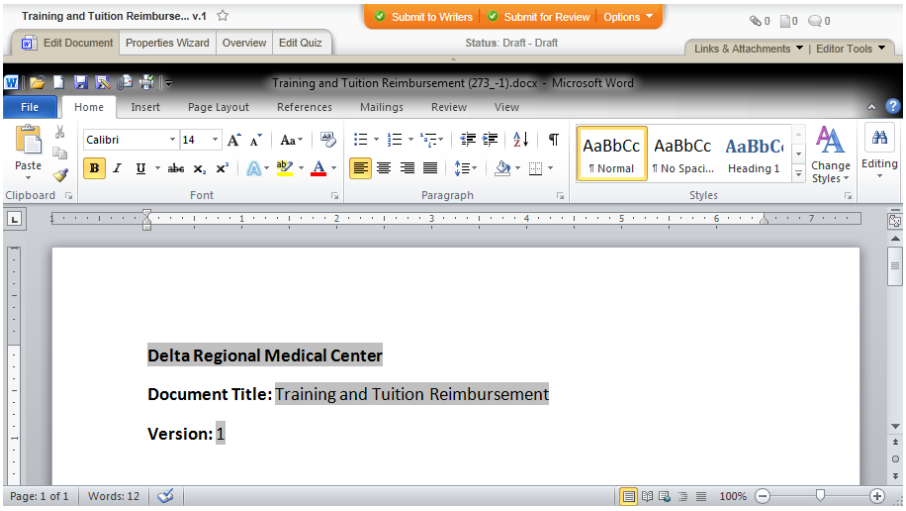
shown below includes the Business Title, Document Title, and Version Number fields in the header. One way to tell that these are fields is to place the cursor within the field text, which shades all of the field text (if the Word setting for **Field shading** is **When selected**). In the document below, the cursor is in the **Document Title** field.



Important: While the text of a property field is editable, we strongly recommend that you not edit field text, as whatever changes you make will be lost the next time the field is updated.

Changing the Field Shading Option

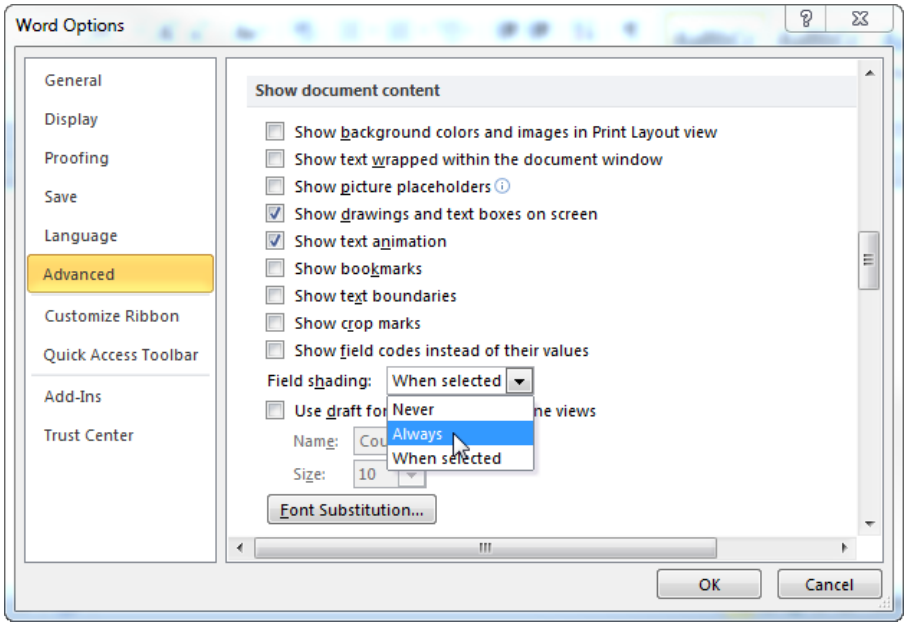
You can change the **Field shading** option in Word so that all inserted fields are always shaded, as shown below.



The way you access the **Field shading** option depends on your version of Word.

In Word 2010:

1. Click **File**, click **Options**, and then click **Advanced**.
2. Scroll down to the "Show document content" area.
3. In the **Field shading** list, click **Always**, and then click **OK**.

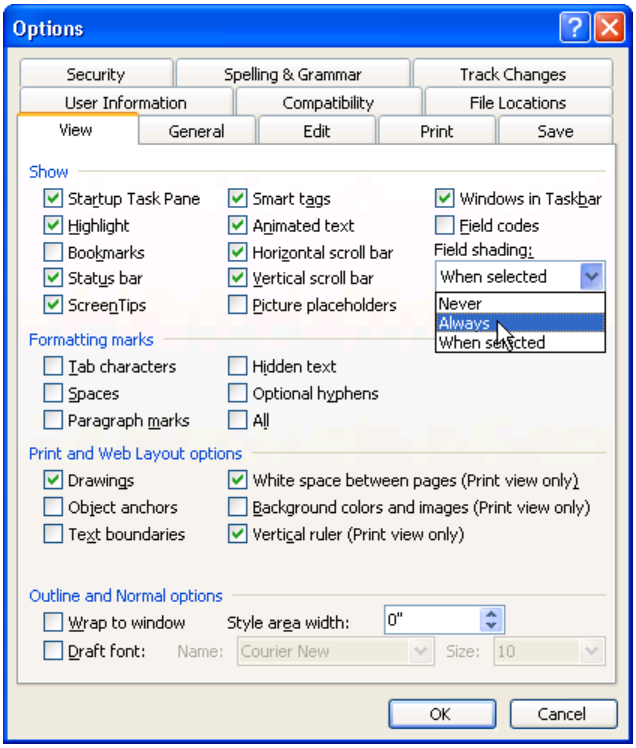


In Word 2007:

1. Click the **Microsoft Office Button**, click **Word Options**, and then click **Advanced**.
2. Scroll down to the **Show document content** area.
3. In the **Field shading** list, click **Always**, and then click **OK** (see screenshot in "Word 2010" section above).

In Word 2003:

1. Click **Tools**, and then click **Options**.
2. Click the **View** tab.
3. In the **Show** area, in the **Field shading** list, click **Always**.



Deleting a Property Field in a Word Document

To delete a property field you've inserted into a Word document, do one of the following:

- Select the entire field, and then press Delete or Backspace.
- Place the cursor immediately before the first letter in the property field 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 property field 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 field instead of before or after the field, pressing Delete or Backspace will delete a character in the field text instead of selecting the field.

Inserting Into an Excel Document

1. In an **Edit Document** window, select the empty cell where you want the document property field inserted.

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

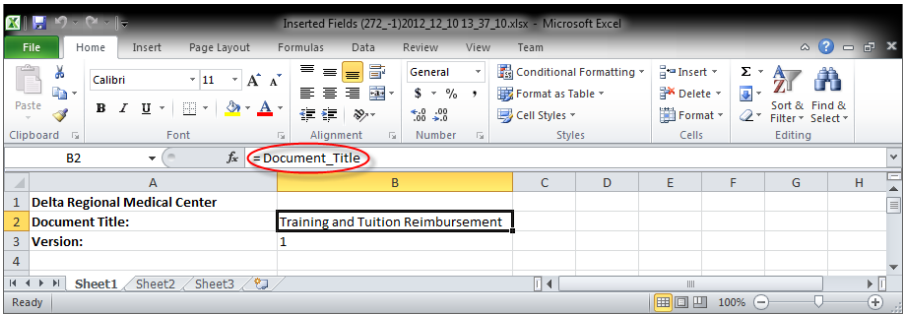
you select is empty and that you are not in edit mode (that the cursor is not active in the **Formula Bar** or inside the cell).

2. Click **Editor Tools**.
3. Click **Insert Properties**, and then navigate to and click the information you want to insert.
4. 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 **Preferences**, 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 (Document_Title 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

You can do the following to insert links in a Word or Excel document. Click an item for detailed instructions.

- Link to an existing PolicyTech™ document
- From within a PolicyTech document, create and link to a new PolicyTech document at the same time
- Link to any web address

Note: Links you insert into a Word or Excel document are also listed in the **Attachments** window. See Attaching Files and Adding Reference Links for details.

Inserting a Link to an Existing Document

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

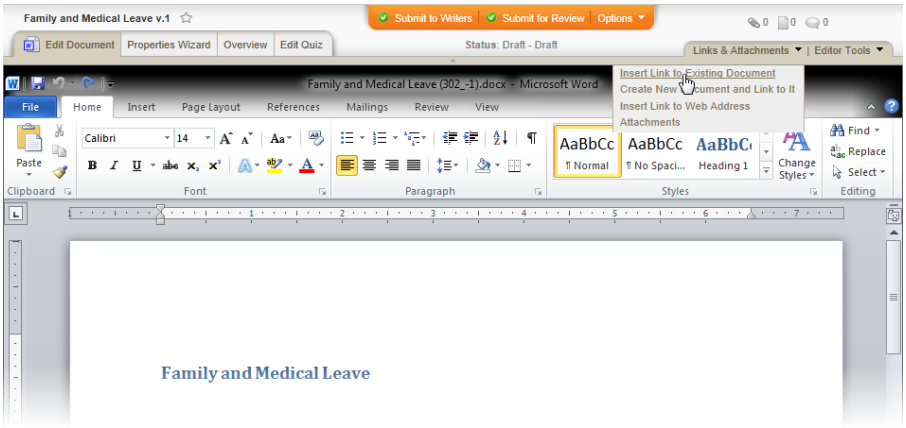
Notes:

- 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 (when you click **Links & Attachments** and then **Attachments**).

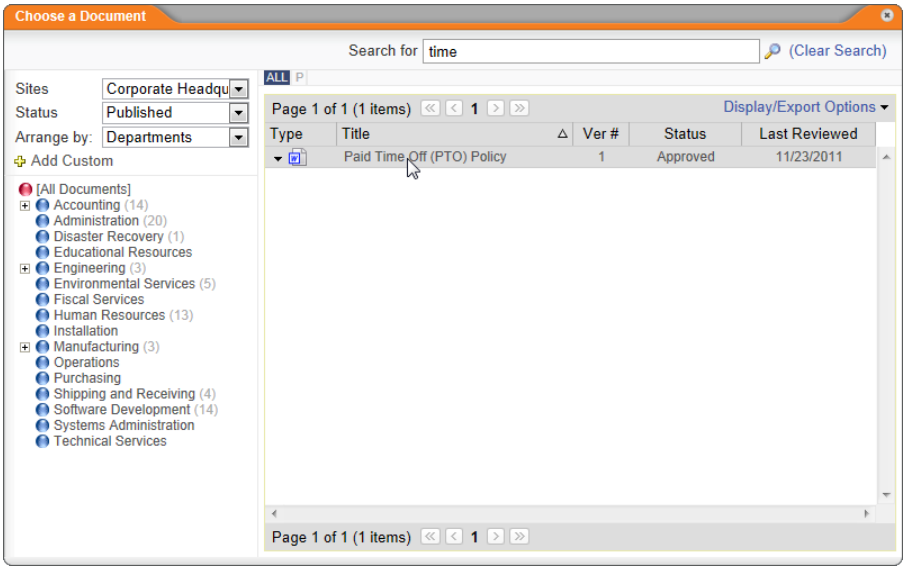
From within a Word Document

Place the cursor where you want the link inserted.

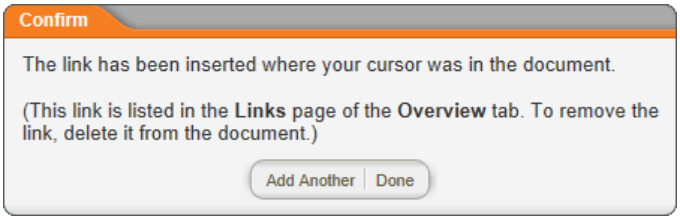
1. Click **Links & Attachments**, and then click Insert **Link to Existing Document**.



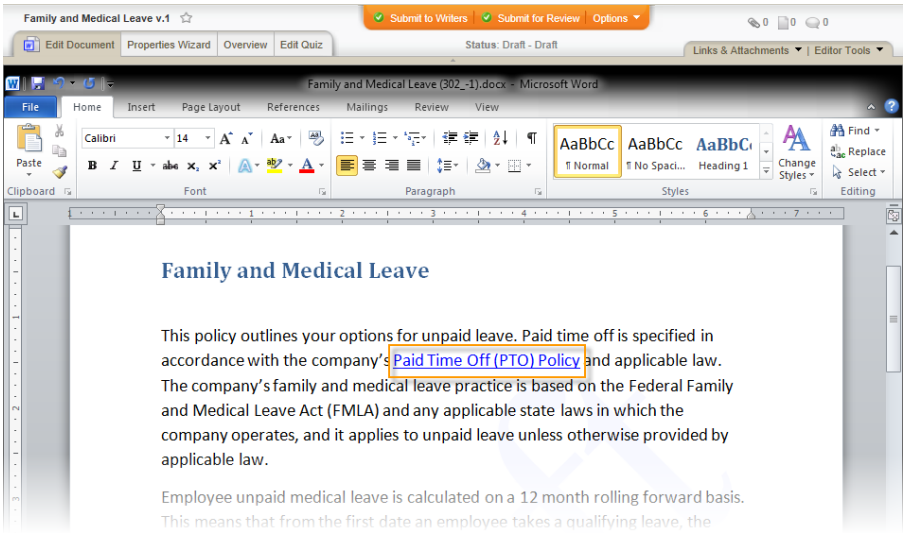
2. In the **Choose a Document** window, find the document you want to link to (see Finding and Opening a Document if you need help), and then click the document title.



3. In the **Confirm** window, do one of the following:
   - Click **Done**.
   - Click **Add Another** to insert another link at the current cursor location, repeat step 3, and then click **Done** when you are finished adding links.



The link or links are inserted into the document.

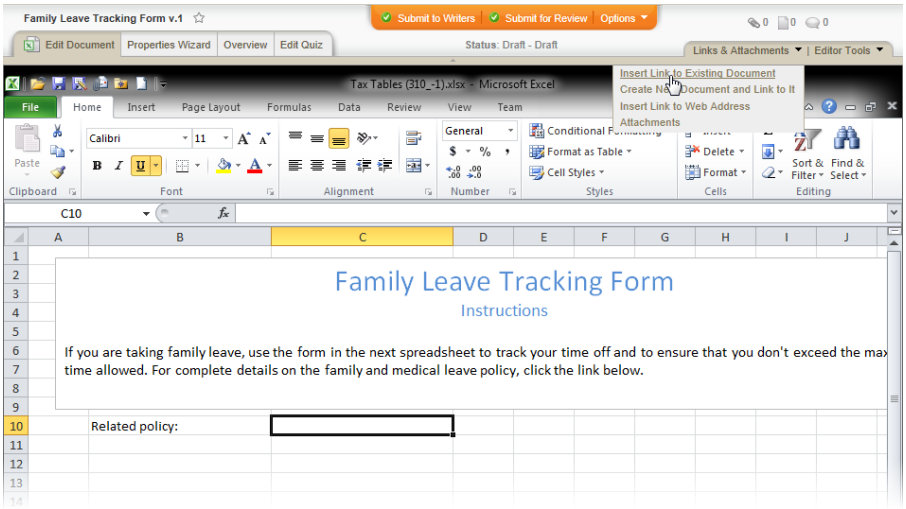


From within an Excel Document

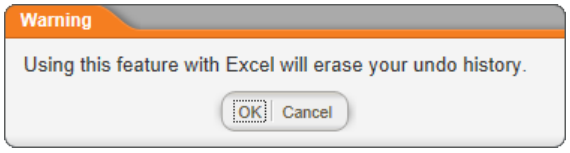
1. Click the cell where you want the link inserted.

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 **Insert Link to Existing Document**.

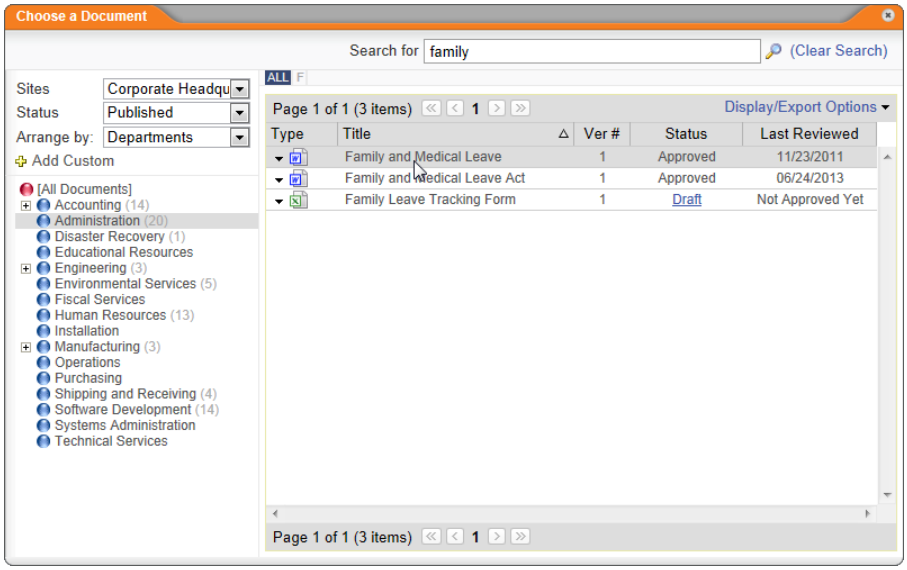


3. If you see the window shown below, do one of the following:
   - Click **OK** to erase the undo history, and then move on to step 4.
   - Click **Cancel**, and then insert the link at a later time.

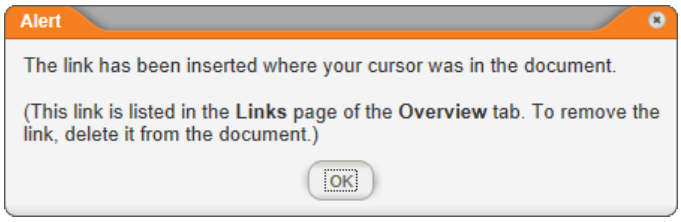


Important: You will see the warning only once during an editing session, but inserting a link always erases the undo history. To avoid erasing information from the undo history that you might need later, we suggest you insert links either as the first or last step of creating an Excel document.

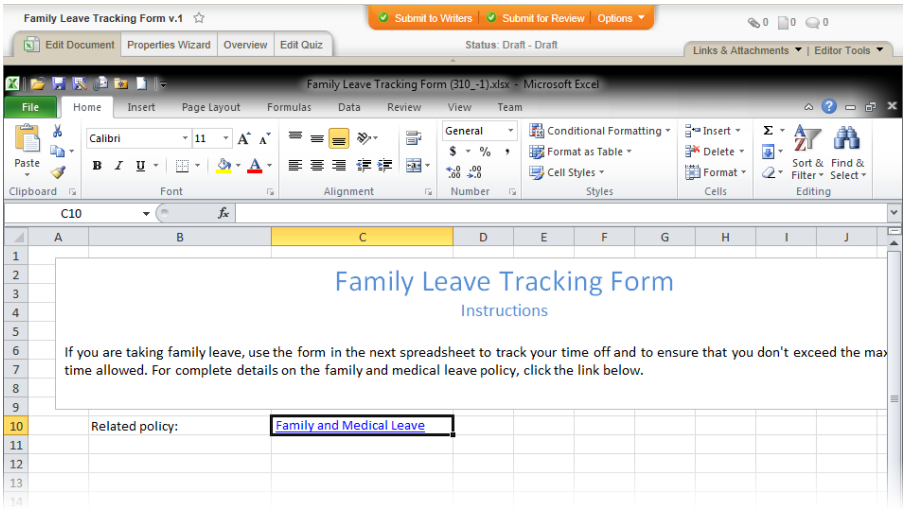
4. In the **Choose a Document** window, find the document you want to link to (see Finding and Opening a Document if you need help), and then click the document title.



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



The link is inserted into the document.



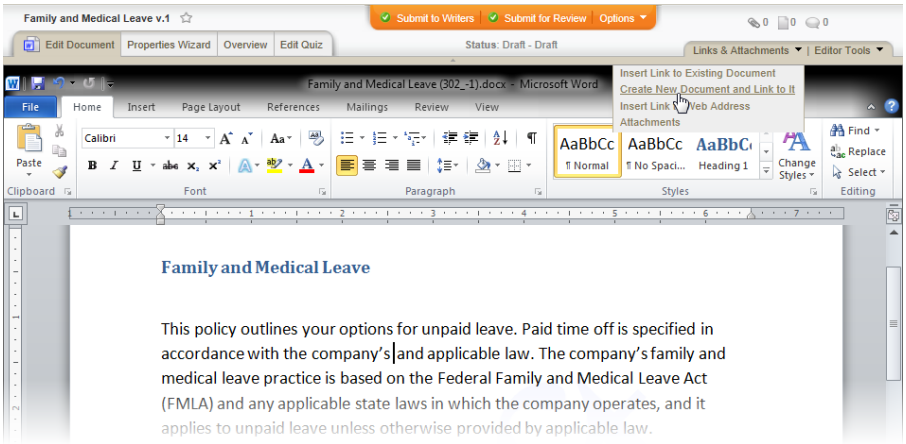
Inserting a Link to a New (Not Yet Created) Document

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

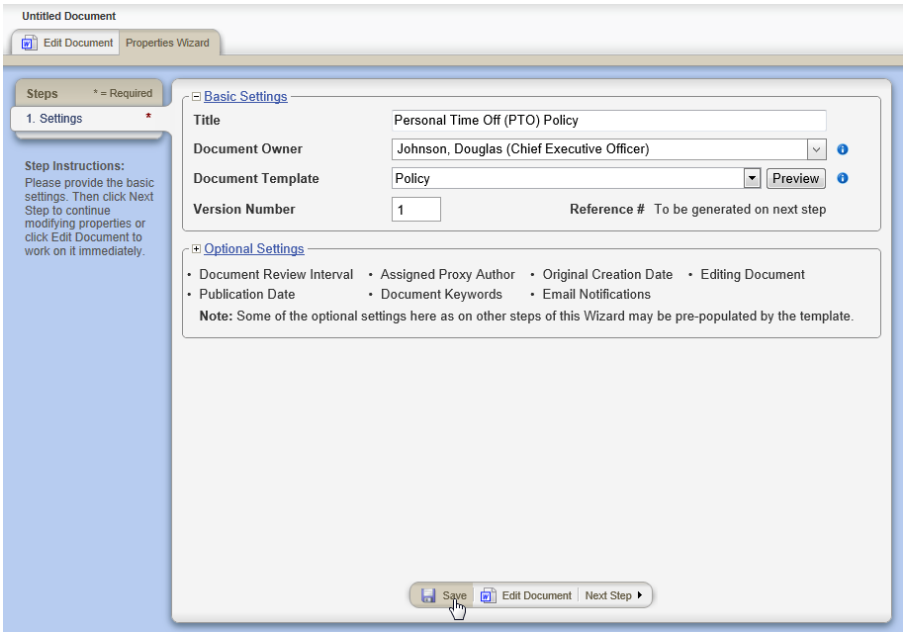
Note: You can remove a PolicyTech™ link from a document just as you would remove a hyperlink you inserted using the **Insert Hyperlink** feature in Word or Excel (see Removing or Deleting a Link).

From within a Word Document

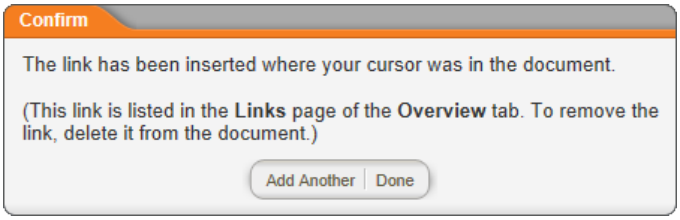
1. Place the cursor where you want the link inserted.
2. Click **Links & Attachments**, and then click **Create New Document and Link to It**.



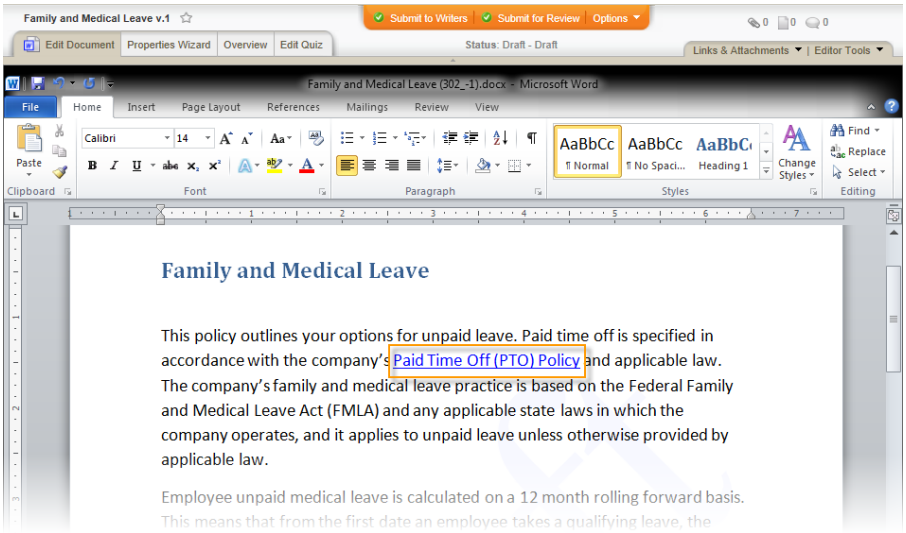
3. A new document opens with step **1. Settings** of the **Properties Wizard** displayed. Type a title, select a template, and then click **Save**.



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.



The link or links are inserted into the document.

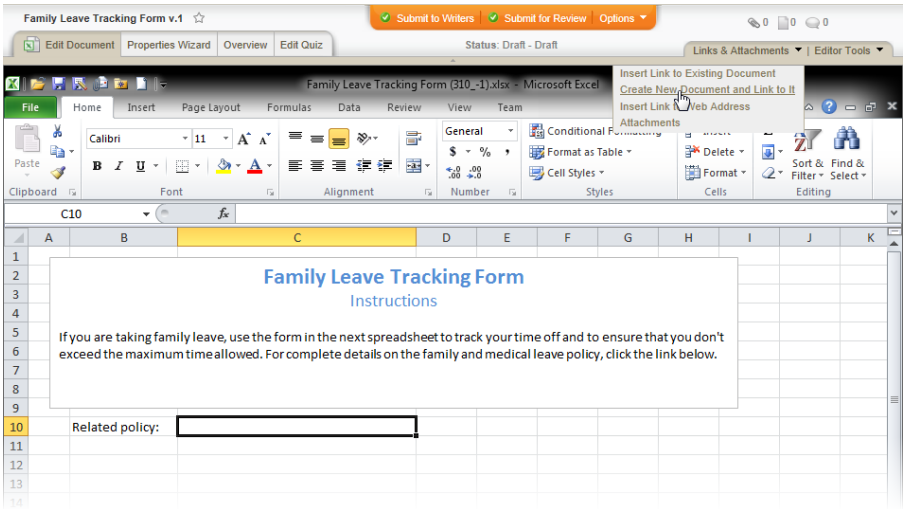


From within an Excel Document

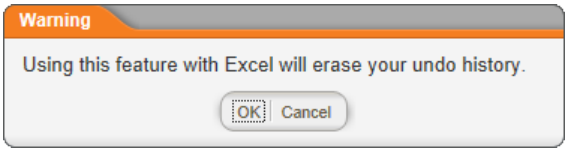
1. Click the cell where you want the link inserted.

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**.

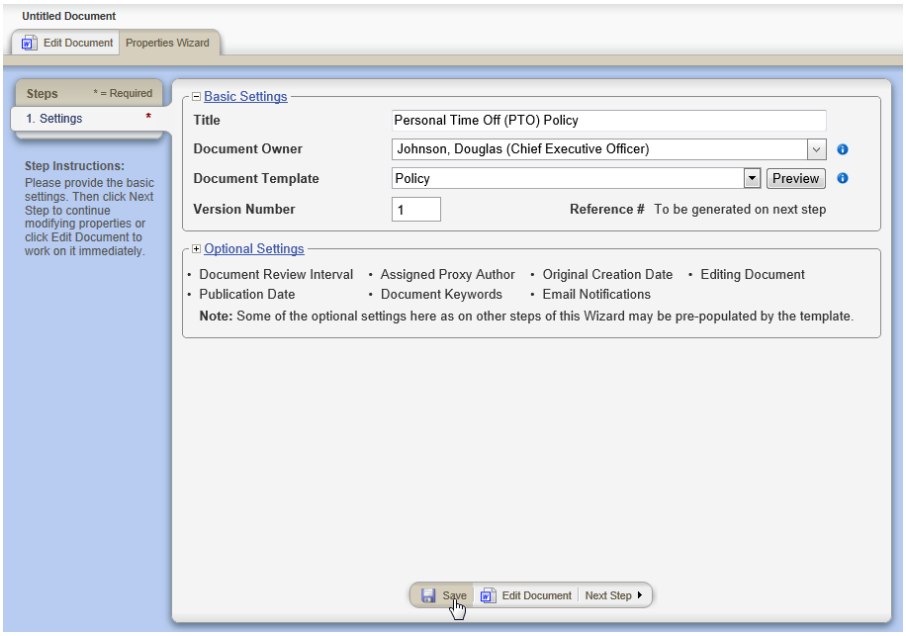


3. If you see the window shown below, do one of the following:
   - Click **OK** to erase the undo history, and then move on to step 4.
   - Click **Cancel**, and then insert the link at a later time.

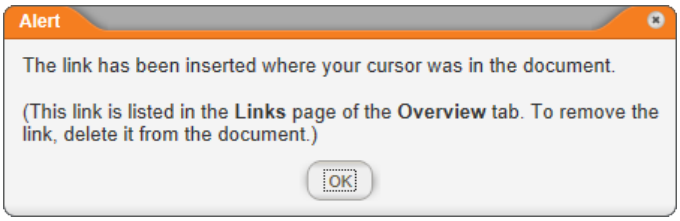


Important: You will see the warning only once during an editing session, but inserting a link always erases the undo history. To avoid erasing information from the undo history that you might need later, we suggest you insert links either as the first or last step of creating an Excel document.

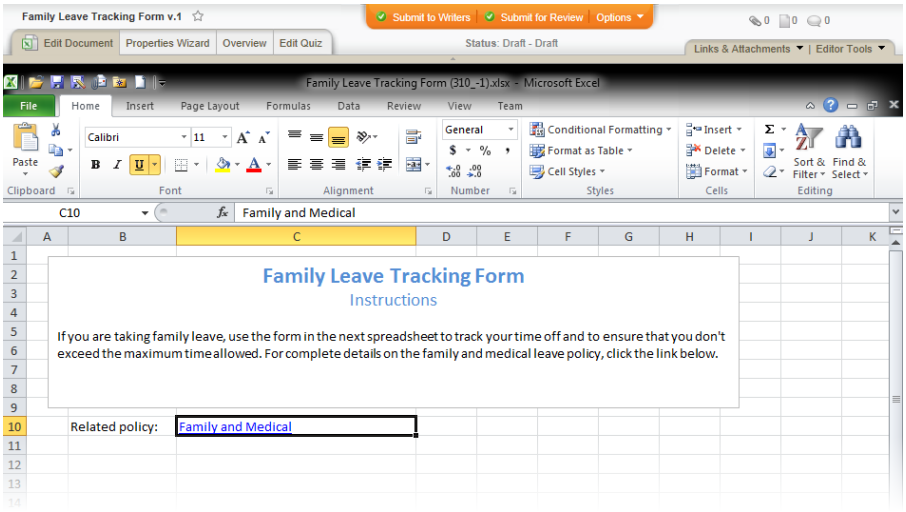
4. A new document opens with step **1. Settings** of the **Properties Wizard** displayed. Type a title, select a template, and then click **Save**.



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

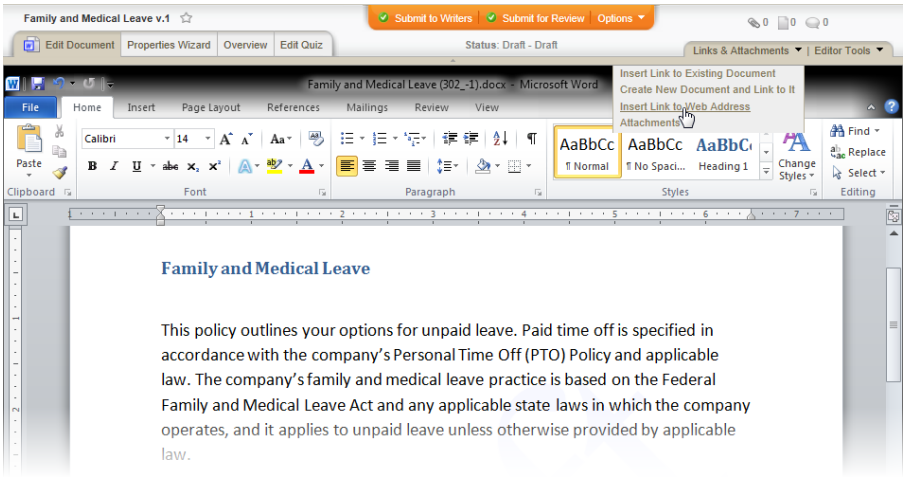
You can insert links to web addresses from within a Word or Excel document.

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).
- You can also use the **Insert Hyperlink** feature in Word and Excel to insert links to web addresses, but those links won't be listed in and manageable from the PolicyTech **Attachments** feature (see Attaching Files and Adding Reference Links for details).

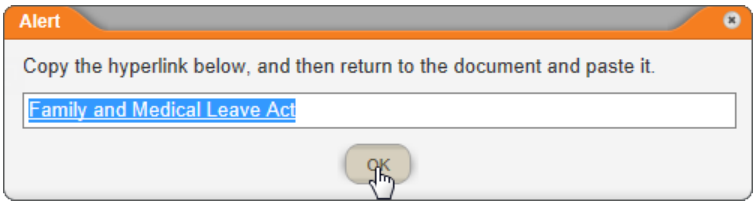
From within a Word Document

1. Place the cursor where you want the link inserted.
2. Click **Links & Attachments**, and then click **Insert Link to Web Address**.

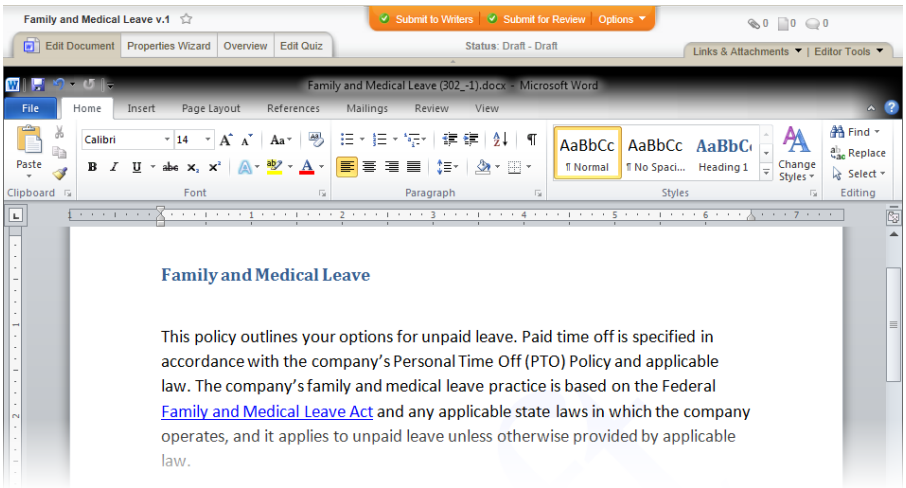


3. In the **Add Web Address** window, type or copy and paste the web address, type the text you want displayed as the link in the document, and then click **Add**.

4. In the **Alert** window, select and copy the new link, and then click **OK**.

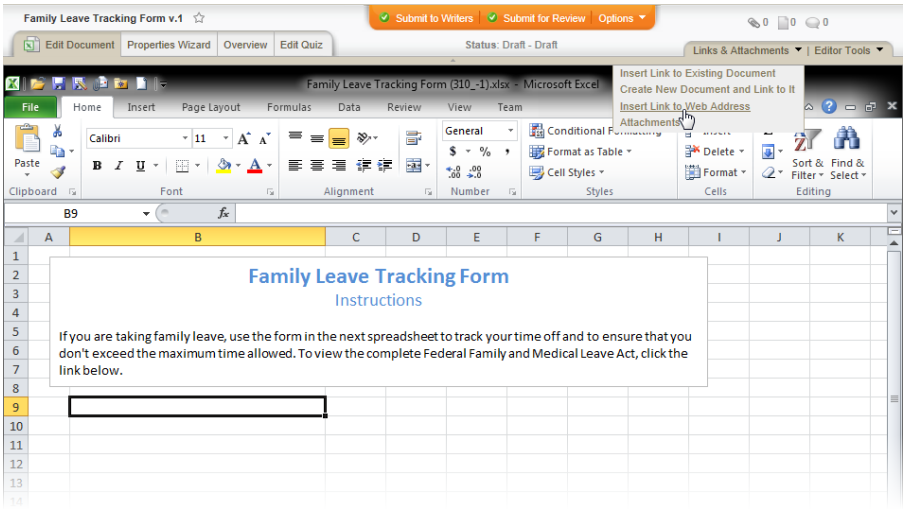


5. Paste the link in the document.



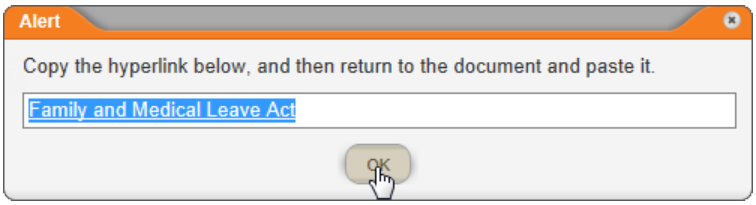
From within an Excel Document

1. Click the cell where you want the link inserted.
2. Click **Links & Attachments**, and then click **Insert Link to Web Address**.



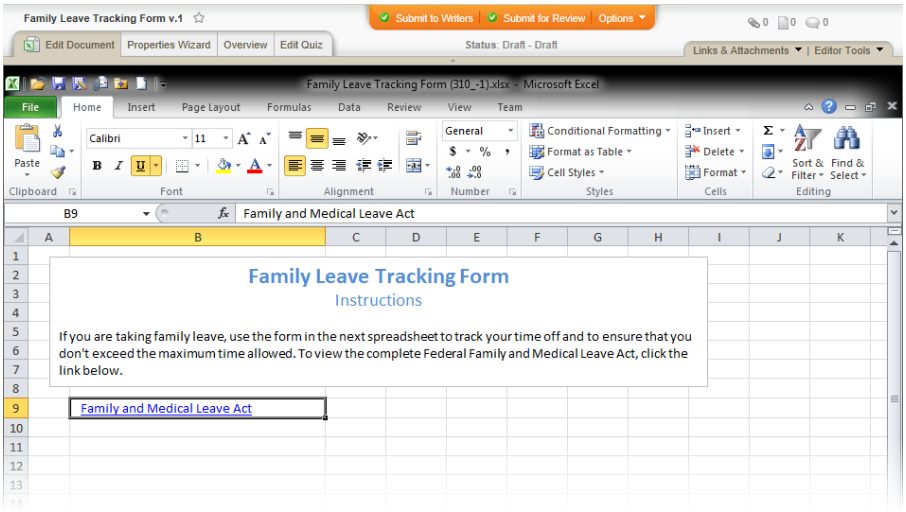
3. In the **Add Web Address** window, type or copy and paste the web address, type the text you want displayed as the link in the document, and then click **Add**.

4. In the **Alert** window, select and copy the new link, and then click **OK**.



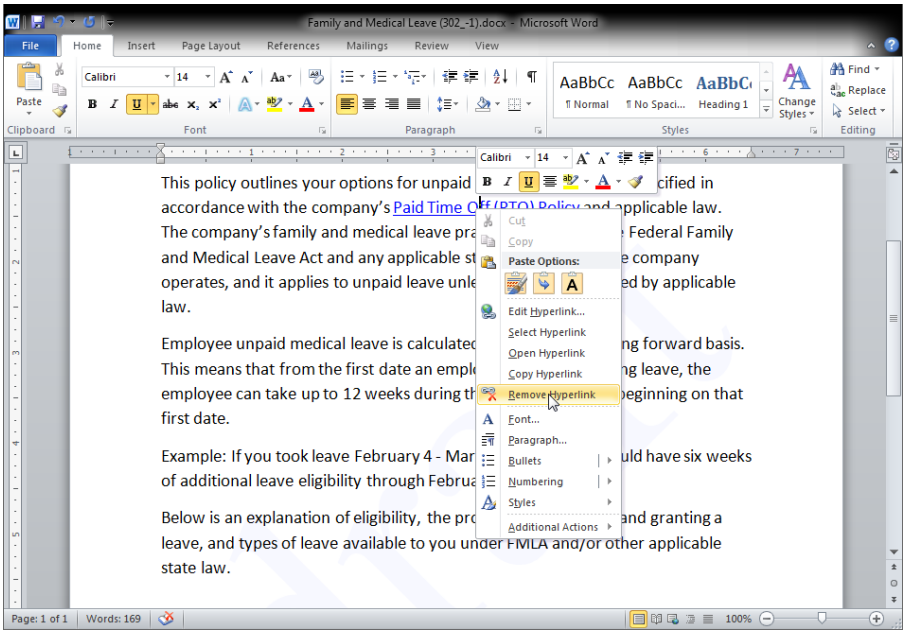
5. Click a cell in the document, and then paste the link.

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).



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 delete 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.

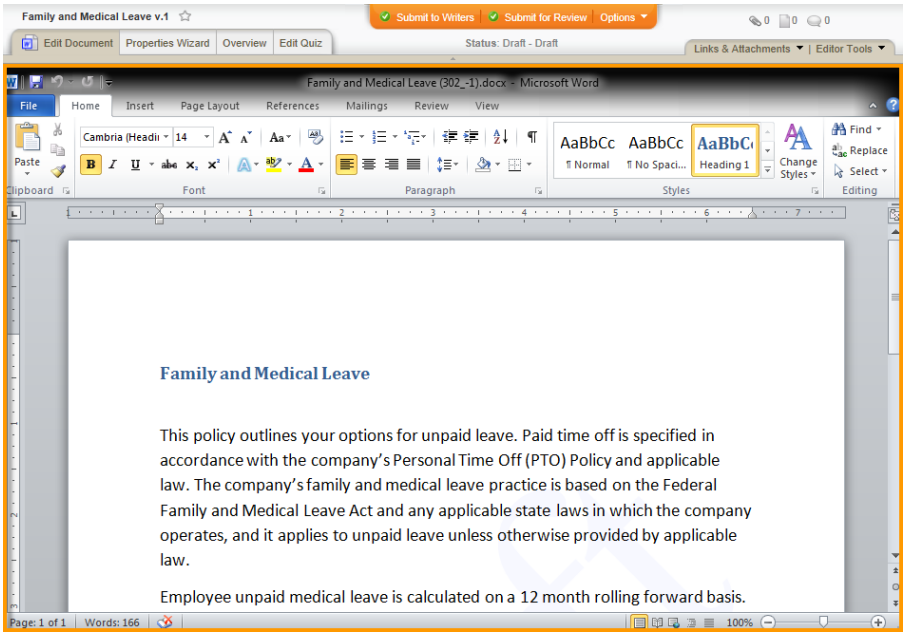
- Place the cursor immediately after the last letter in the link text, press Backspace to select the entire field, and then press Backspace again to delete the field.

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.

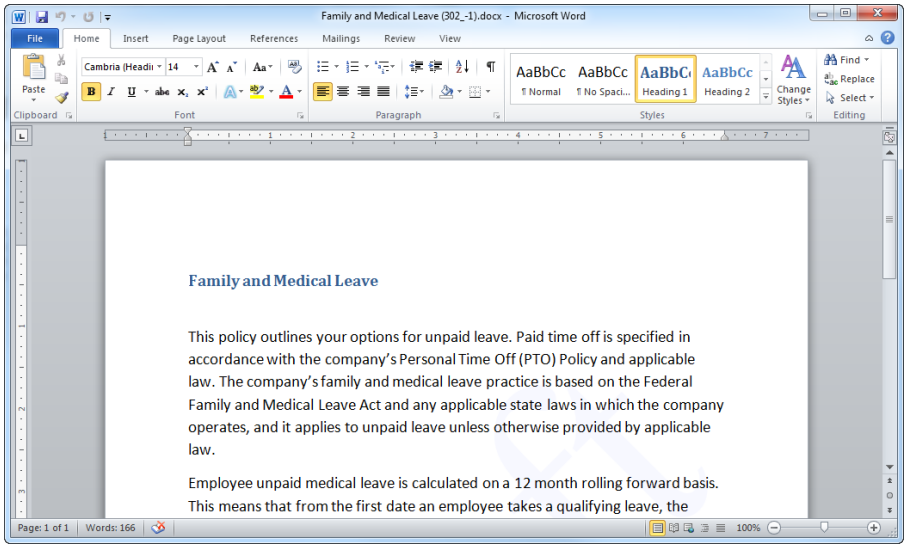
Working with Word or Excel Undocked

While you can edit Microsoft® Word and Excel® documents within PolicyTech™, you can also work on PolicyTech documents with Word or Excel in its normal program window rather than in the embedded, or docked, program in a PolicyTech browser window . 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.

Word docked in a PolicyTech browser window

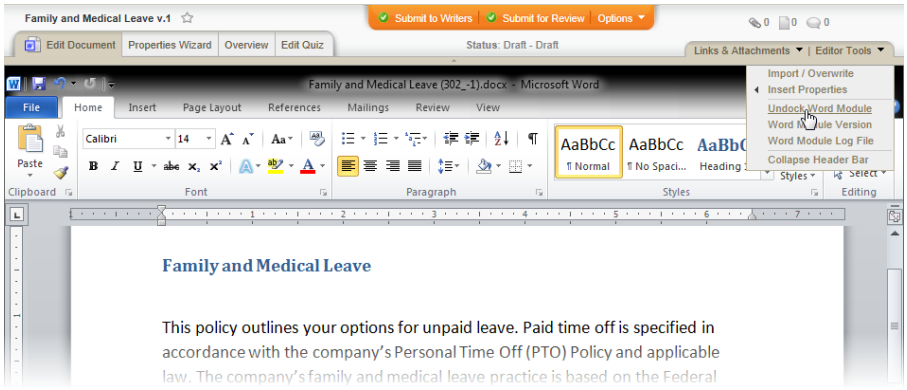


Word undocked, but with the document still controlled by PolicyTech

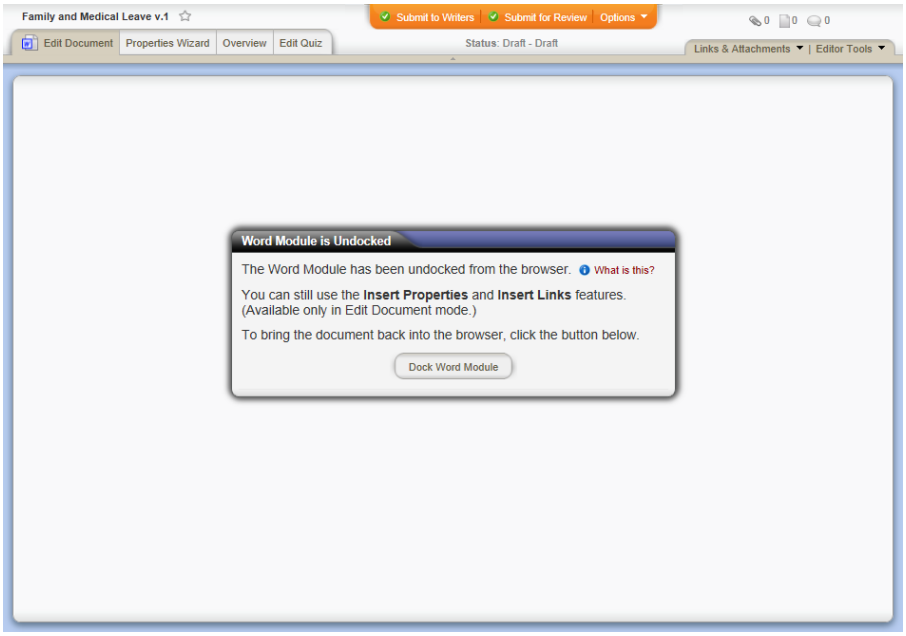


Undocking Word or Excel

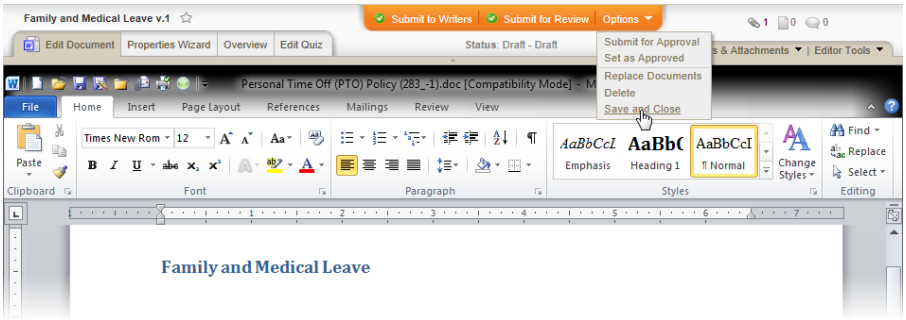
1. With the document open and the **Edit Document** tab selected, click **Editor Tools**, and then click **Undock Word Module**.



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 **Options**, and then click **Save and Close**.



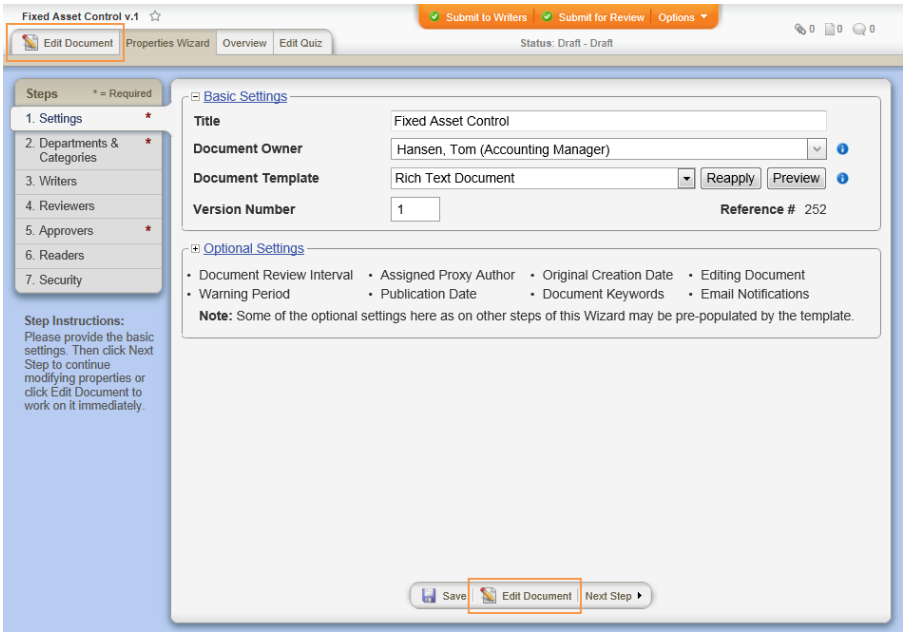
Adding Content to an HTML Document

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 Document Properties.

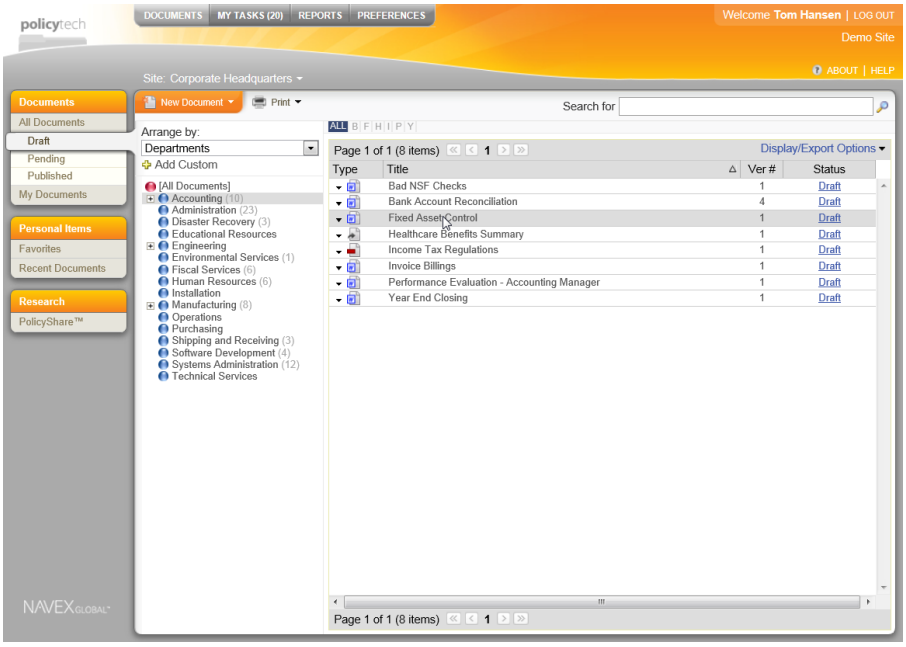
To write an HTML document in PolicyTech™, you must have selected an **HTML Document** template in the **Properties Wizard** (see Step 1: Settings if you need to reselect a template). If there is no **HTML Document** template available in the **Properties Wizard**, contact your document control administrator, 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.

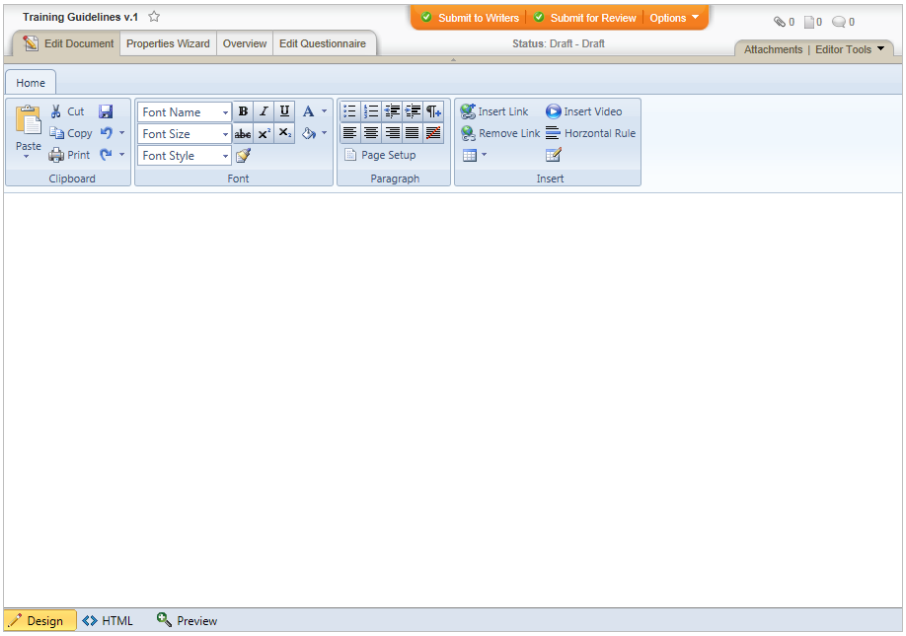


   - If the document is currently closed, click **DOCUMENTS**, and then click **Draft**. Use any of several methods to find and display the document in the document list (see Finding and Opening a Document for details), and then click the document title.



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 **Editor Tools**, and then click **Collapse Header Bar**. When you're ready to use a feature in the header bar, click **Editor Tools**, and then click **Expand Header Bar**.

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

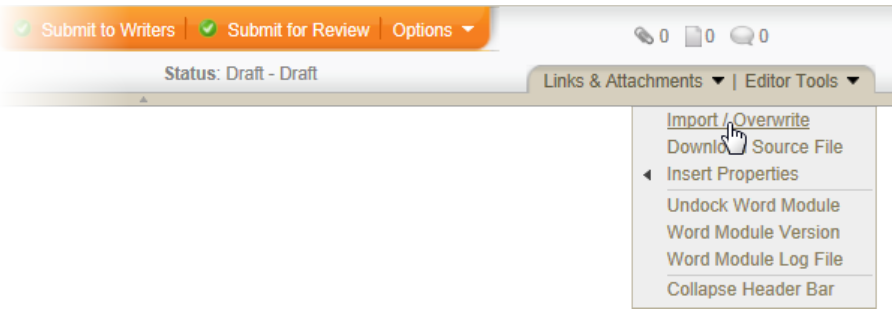
   - Click **Design**, and then use any available features to write, format, and insert content.

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 **Editor 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.



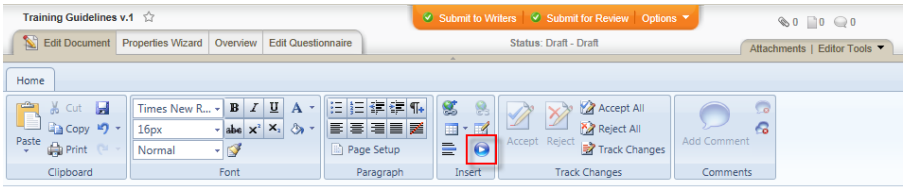
3. When finished adding content, do any of the following:
   - Save and close the document (see Saving and Closing a Draft Document).
   - Add supplementary materials to the document (see Attaching Files and Adding Reference Links and Working with Document Discussions).
   - Finish assigning document properties (see Assigning Document Properties).
   - Create a questionnaire for marking the document as read (see Creating a Questionnaire).
   - Look at the document overview (see Working with the Document Overview).
   - Submit the document to assigned writers (see Submitting a Document to Writers (for Collaboration)).
   - Submit the document to assigned reviewers (see Submitting a Document for Review).
   - Submit the document to assigned approvers (see Submitting a Document for Approval).

Inserting a Video into an HTML Document

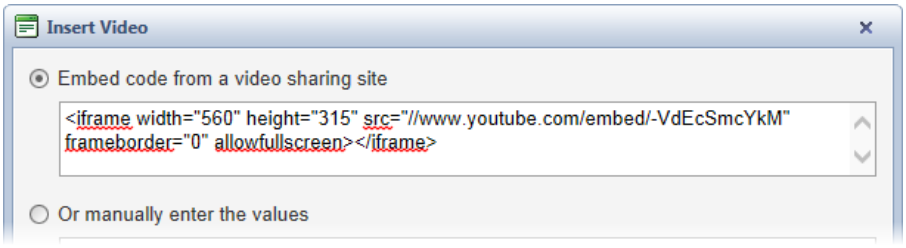
When adding content to a document created with an **HTML Document** template, you can insert a video hosted by a web server or a video-sharing website.

Note: You cannot insert a video file—only an externally hosted video.

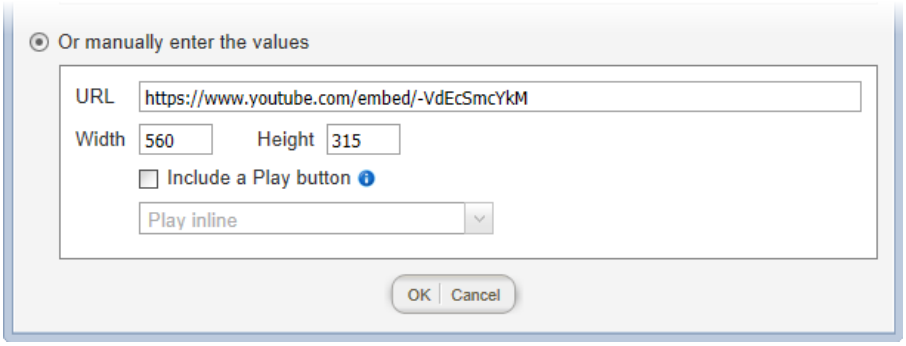
1. In the open document, in the **Design** mode ribbon, click .



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.

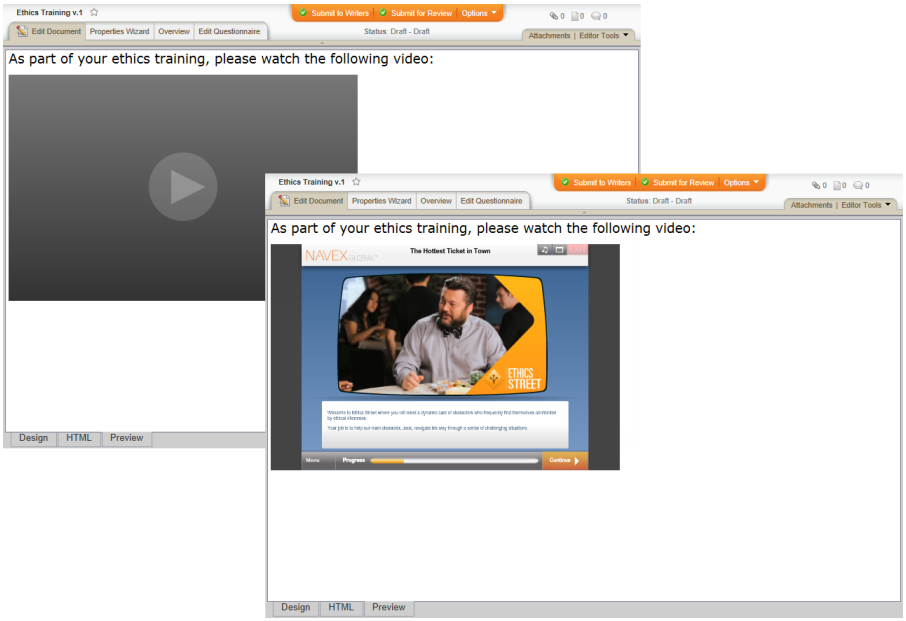


- To format the video frame yourself, click **Or manually enter the values**. In the **URL** box, type or paste the video URL, including the protocol (http:// or https://), and then set the frame size by typing a width and height in pixels.



Some videos include a play button, while other videos start immediately. To prevent such a video from starting immediately, select the **Include a Play button** check box, 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.

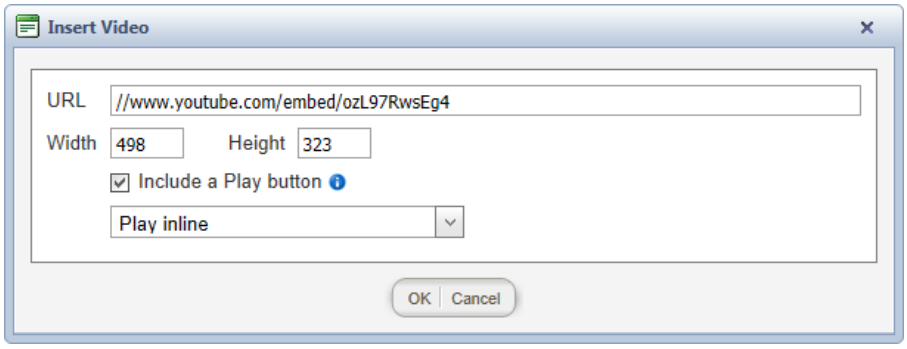
3. Click **OK**.

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

1. To edit an inserted video's URL or settings, click the video to select it, and then click .



2. Make the needed changes, and then click **OK**.

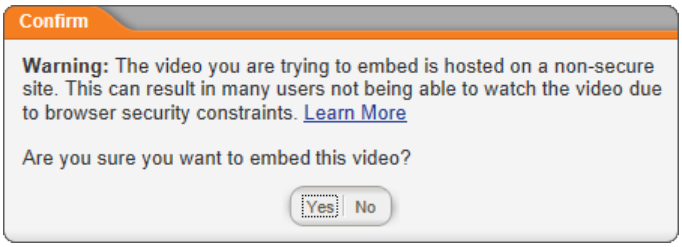
Note: You can also click the **HTML** tab at the bottom of the document window and modify the text in the <iframe> tag.

Deleting an Inserted a Video

Click the video to select it, and then press Delete or 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:

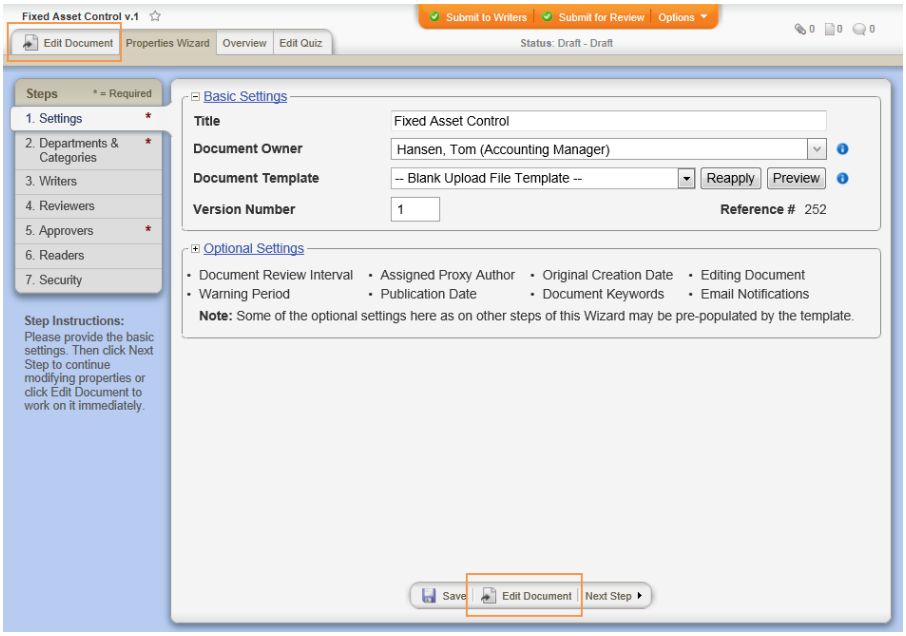
- Consult with your IT specialist before using this option.
- We highly recommend that you *not* use this option. In addition to the security issue, the reader's experience will be undesirable at best. When a reader attempts to view the video, the reader will have to create an exception for accessing 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 reader's browser.

Adding Content to a Document with an Upload File Template (Windows)

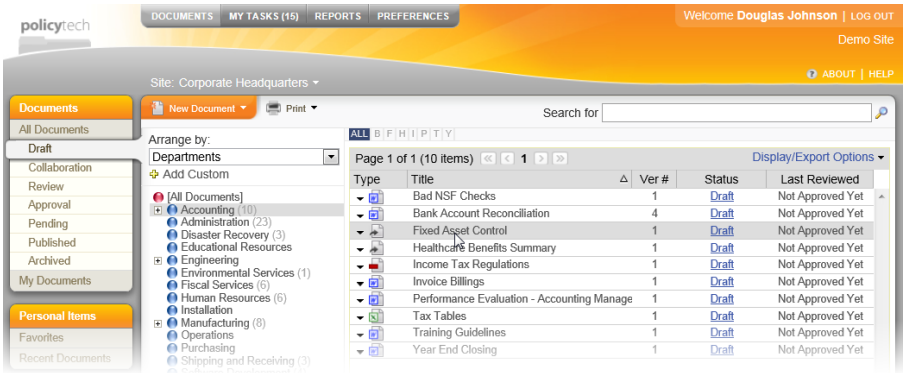
Important: Before you can add content to a document, you must complete at least step **1. Settings** of the **Properties Wizard**. If you have not already done so, complete the instructions under Assigning Document Properties.

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.

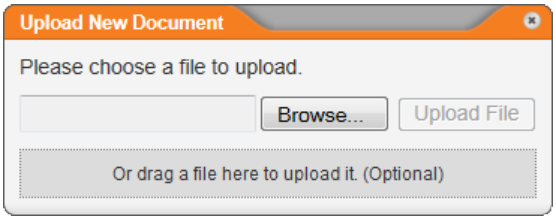


   - If the document is currently closed, click **DOCUMENTS**, and then click **Draft**. Use any of several methods to find and display the document in the document list (see Finding and Opening a Document for details), and then click the document title.



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:

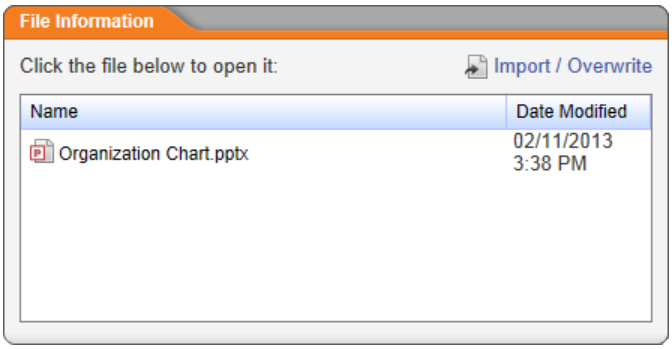
   - If the assigned template contains no uploaded file, a window like the one below is displayed.



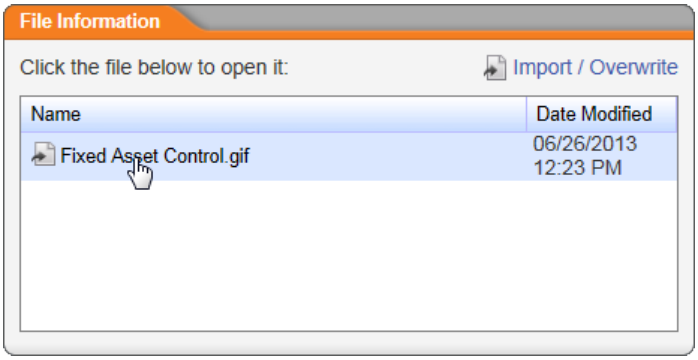
a. Click **Browse**, find and click the file you want to upload, click **Open**, and then click **Upload File**. (Alternatively, you can open Windows Explorer, find the file you want to import, and then click and drag the file onto the box that contains the text **Or drag a file here to upload it. (Optional)**. The file is immediately uploaded.)

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 window like the one below is displayed.



3. To modify the uploaded document's contents, in the **File Information** window, click the file name, 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).
   - Add supplementary materials to the document (see Attaching Files and Adding Reference Links and Working with Document Discussions).
   - Finish assigning document properties (see Assigning Document Properties).
   - Create a questionnaire for marking the document as read (see Creating a Questionnaire).
   - Look at the document overview (see Working with the Document Overview).
   - Submit the document to assigned writers (see Submitting a Document to Writers (Collaboration)).
   - Submit the document to assigned reviewers (see Submitting a Document for Review).
   - Submit the document to assigned approvers (see Submitting a Document for Approval).

Importing Content

You can import any type of file from outside of PolicyTech™ into a PolicyTech document. How a document with imported content is handled thereafter depends on the file type and whether you're using a Windows or Mac computer (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

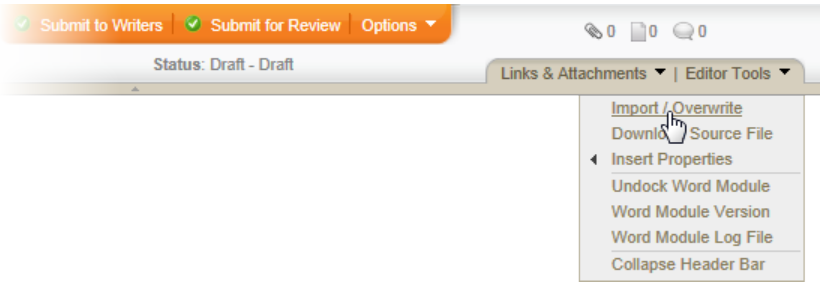
from the **Document History** page in a document's **Overview** tab (see Working with the Document Overview for details). Nonetheless, we recommend using this feature only when the PolicyTech document is empty or if you are certain that its contents can be overwritten without losing important information. 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).

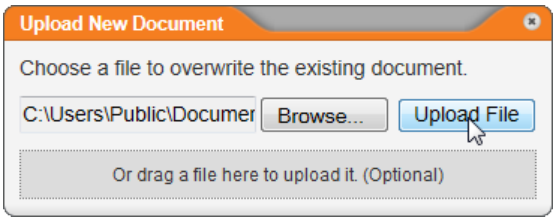
Note: If the document has been assigned an upload file template and the template contains no uploaded file, the **Upload New Document** window is immediately displayed, and you can skip to step 3 below.

2. Click **Editor Tools**, and then click **Import / Overwrite**.

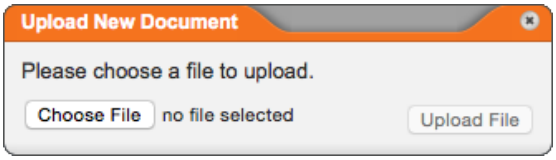


3. Do one of the following:

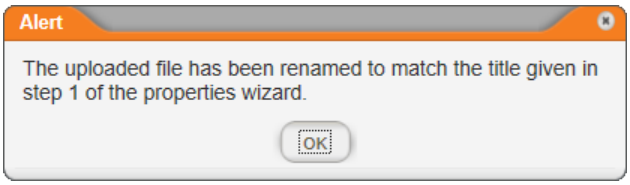
   - (Windows) Click **Browse**, find and click the file you want to upload, click **Open**, and then click **Upload File**. (Alternatively, you can open Windows Explorer, find the file you want to import, and then click and drag the file onto the box that contains the text **Or drag a file here to upload it. (Optional)**. The file is immediately uploaded.)



   - (Mac) Click **Choose File**, find and click the file you want to upload, click **Choose**, and then click **Upload File**



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 and whether you're using a Windows or Mac computer. 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. 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.

Windows	
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.
Mac OS	
Imported File Type	**Launch Behavior***
Word	Opens in Word in a separate window, where saving the file also saves it to the PolicyTech database.
Excel	Opens in Excel in a separate window, where saving the file also saves it to the PolicyTech database.
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‡, it is automatically downloaded. If any changes are made to the 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 document control administrator can contact Client Support for help with enabling additional file types for synced editing.*

Writing a Document (Mac)

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

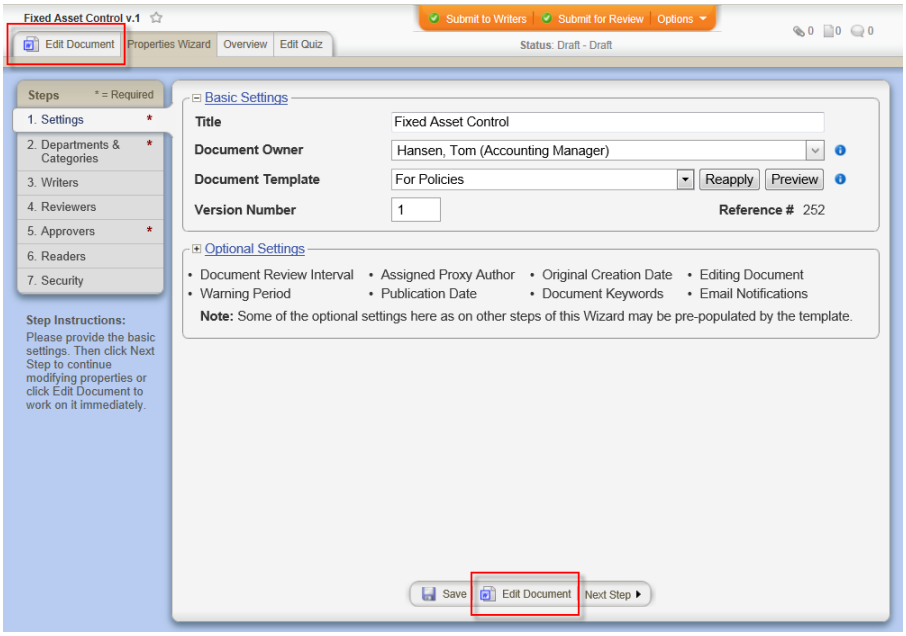
Importing Content

Adding Content to a Word or Excel Document (Mac)

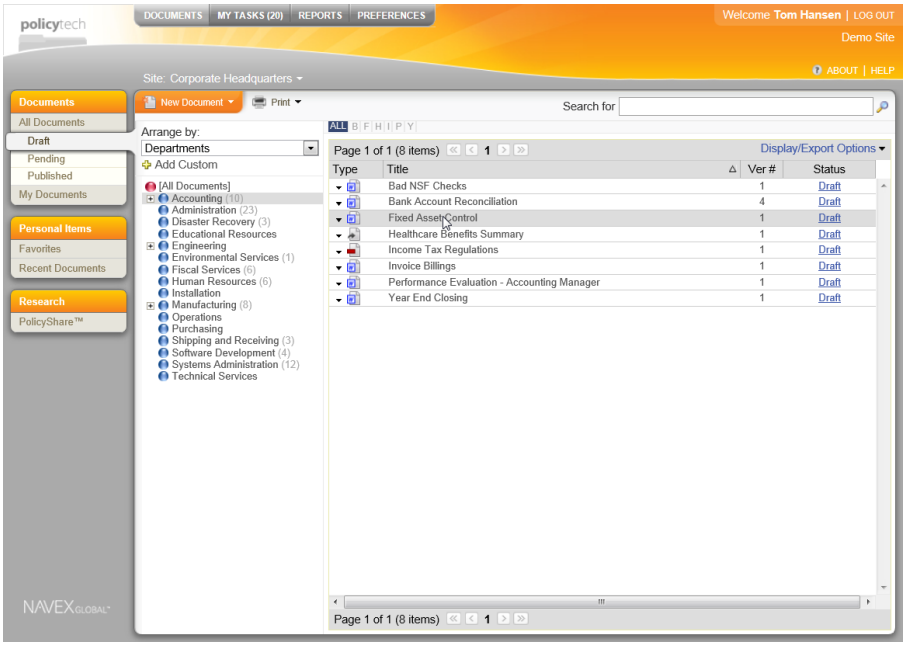
Important: Before you can write or otherwise add content to a Microsoft® Word or Excel® document, you must complete at least step **1. Settings** of the **Properties Wizard**. If you have not already done so, complete the instructions under Assigning Document Properties.

1. Do one of the following to open the **Edit Document** tab of a Word or 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.

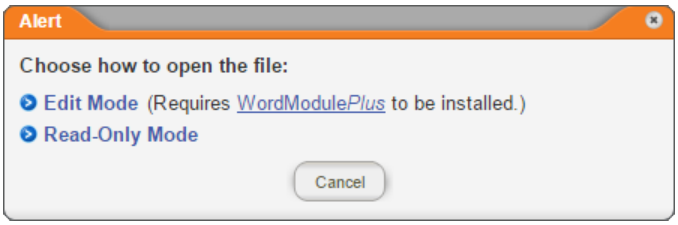


   - If the document is currently closed, click **DOCUMENTS**, and then click **Draft**. Use any of several methods to find and display the document in the document list (see Finding and Opening a Document for details), and then click the document title.



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

   - If you see a prompt like the one below, click **Edit Mode**. If the document opens immediately in a separate browser window, move on to step 4 below. If you see an error message or nothing happens, then WordModule*Plus* has not yet been installed. Go to Installing WordModule*Plus* and complete the instructions there before continuing with these steps.



   - If you see a prompt saying that the file must be saved or uploaded before you can download it, then the template assigned to this document contains no content in its **Edit Document** tab. You must first import a document from outside of PolicyTech before you can edit it in PolicyTech using WordModule*Plus*. Go to Import Document Content and complete the instructions there before continuing with these steps.

Note: The document you import can be empty. It simply needs to be a saved Word or Excel file.

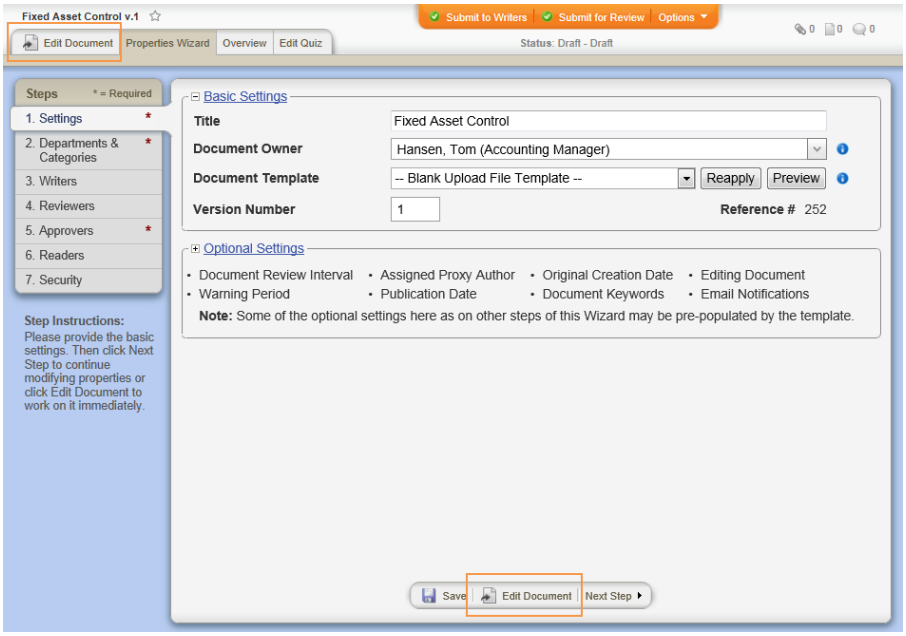
3. Write or modify the document as needed.
4. Save the document, and then close the Word or Excel application window.

5. Back in the PolicyTech document window (the one with the **Edit Document** tab), do any of the following:
   - Close the document window.
   - Add supplementary materials to the document (see Attaching Files and Adding Reference Links and Working with Document Discussions).
   - Finish assigning document properties (see Assigning Document Properties).
   - Create a questionnaire for marking the document as read (see Creating a Questionnaire).
   - Look at the document overview (see Working with the Document Overview).
   - Submit the document to assigned writers (see Submitting a Document to Writers (for Collaboration)).
   - Submit the document to assigned reviewers (see Submitting a Document for Review).
   - Submit the document to assigned approvers (see Submitting a Document for Approval).

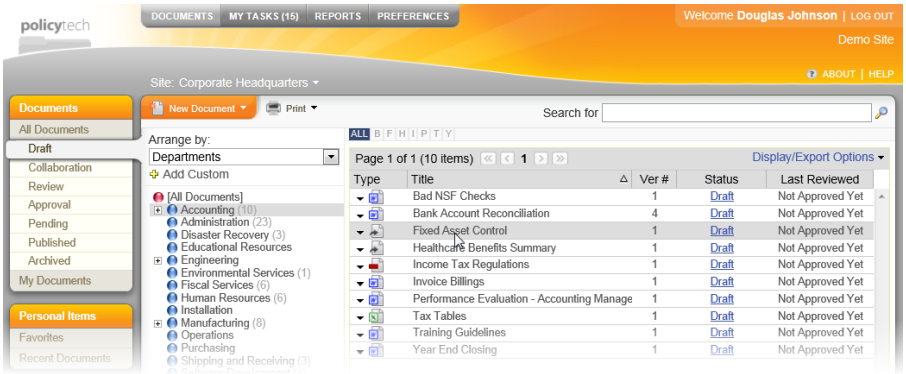
Adding Content to a Document with an Upload File Template (Mac)

Important: Before you can add content to a 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 Document 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.

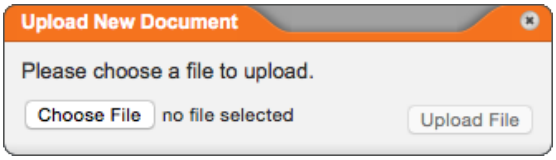


- If the document is currently closed, click **DOCUMENTS**, and then click **Draft**. Use any of several methods to find and display the document in the document list (see Finding and Opening a Document for details), and then click the document title.



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:

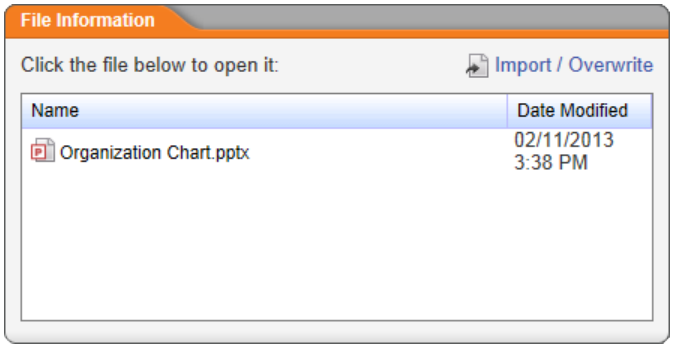
   - If the assigned template contains no uploaded file, a window like the one below is displayed.



a. Click **Choose File**, find and click the file you want to upload, click **Choose**, and then click **Upload File**.

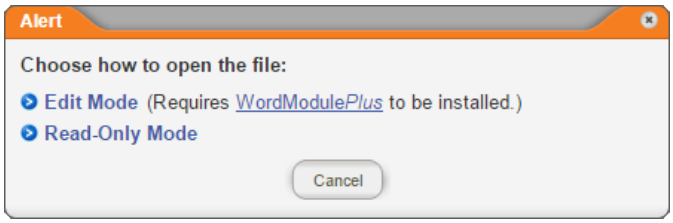
b. An alert appears stating that the uploaded file has been renamed to match the document title you typed in the first step of the **Properties Wizard**. Click **OK**.

- If the assigned template contains an uploaded file (in other words, the document already contains an uploaded file), a window like the one below is displayed.



3. To modify the uploaded document's contents, in the **File Information** window, click the file name, and then do one of the following:

   - If the uploaded file is a supported file type (such as a PowerPoint or Visio file), click **Edit Mode** to open the file 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.



Important If, when you click **Edit Mode**, an error is displayed or nothing happens, then WordModule*Plus* has not yet been installed on your computer. Follow the instructions in Installing WordModule*Plus*, before continuing with these steps.

   - If the uploaded file is not a supported file type, then it is immediately downloaded. In the Dock at the bottom of your screen, click

Downloads, and then click the downloaded file to open it in its default application.

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 **Choose File**, find and click the file you just modified, click **Choose**, and then click **Upload File**.

4. Do any of the following:
   - Close the document window.
   - Add supplementary materials to the document (see Attaching Files and Adding Reference Links and Working with Document Discussions).
   - Finish assigning document properties (see Assigning Document Properties).
   - Create a questionnaire for marking the document as read (see Creating a Questionnaire).
   - Look at the document overview (see Working with the Document Overview).
   - Submit the document to assigned writers (see Submitting a Document to Writers (Collaboration)).
   - Submit the document to assigned reviewers (see Submitting a Document for Review).
   - Submit the document to assigned approvers (see Submitting a Document for Approval).

Attaching Files and Adding Reference Links

From within a document, you can link to other PolicyTech documents and to websites. You can also attach (link to) any type of external file. This feature is useful for referencing additional materials, in addition to the document content, that you want readers to review.

You can also add attachments that can only be seen by those with permission to edit the document (the document owner, assigned proxy authors and writers, and document control 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 readers to review.

Important: PolicyTech does not track whether a reader 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

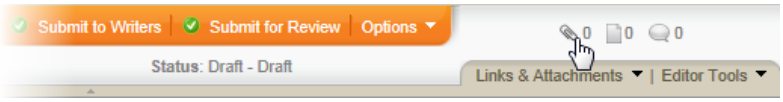
Adding a Link to a Web Address

Attaching an External File

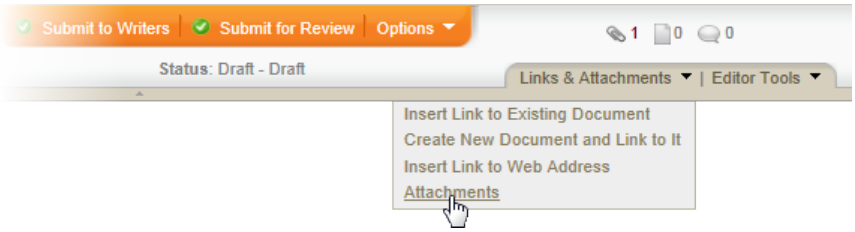
Managing Attachments and Links

Adding a Link to an Existing PolicyTech Document

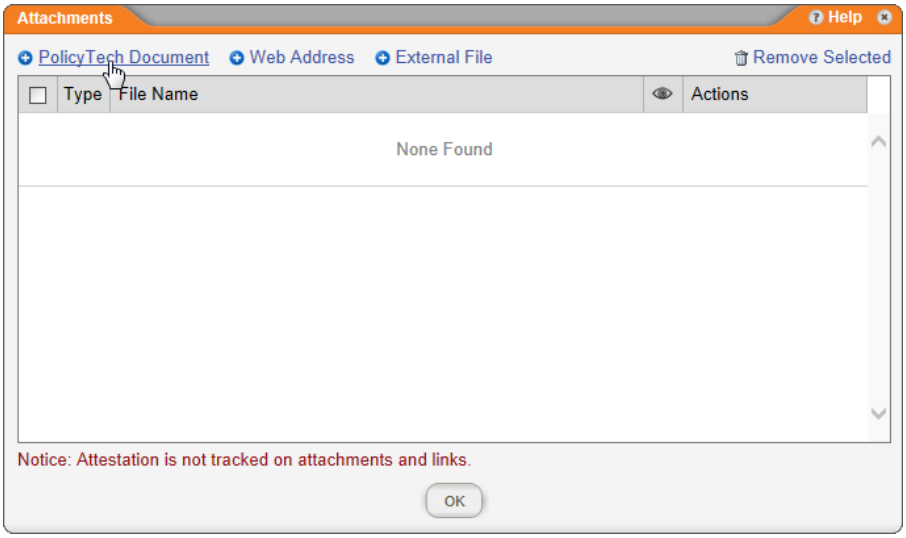
1. To add a reference link to an existing document, do one of the following:
   - Click the attachments (paper clip) icon.



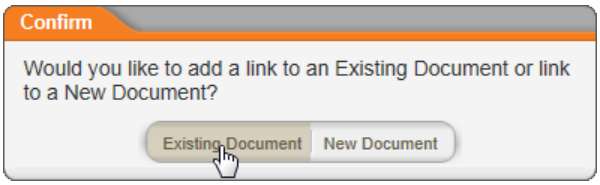
   - Click **Links & Attachments**, and then click **Attachments**.



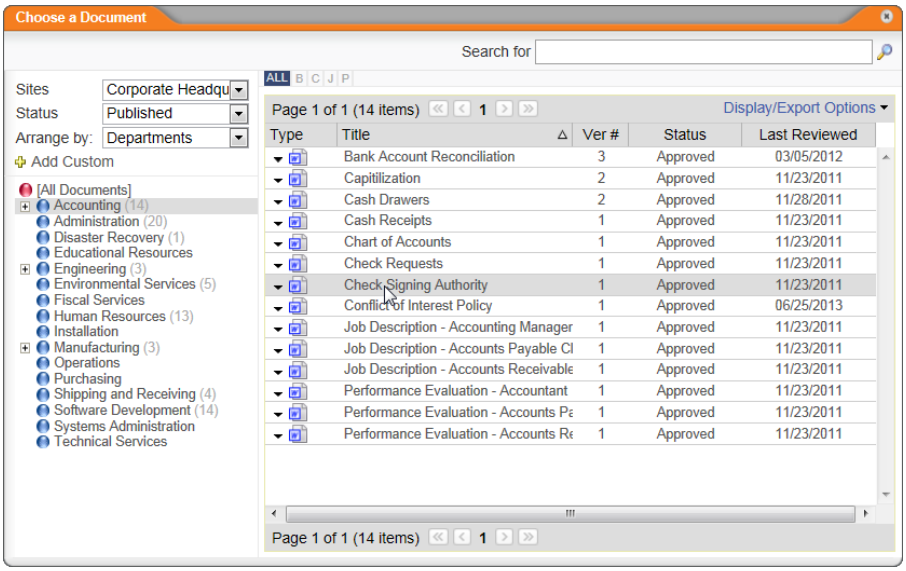
2. In the **Attachments** window, click **PolicyTech Document**.



3. Click **Existing Document**.



4. Using any available method, find the document you want to link to (see Finding and Opening a Document if you need help), and then click the document title.

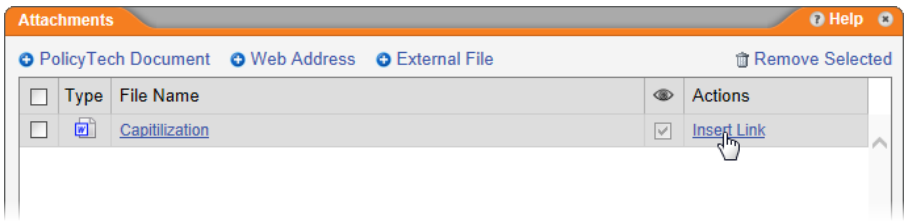


5. Do one of the following:

- Click **Add Another**, and then repeat step 4 above.
- Click **Done**, and then move on to the next step.

6. (Optional) To also insert the link into the document at the current cursor location, click **Insert Link**.

Note: You can come back to the **Attachments** window later to insert the link into the document. See Managing Attachments and Links for details.



Note: The check box in the column for showing or hiding an attachment to readers is disabled for PolicyTech document attachments. These are always available to readers.

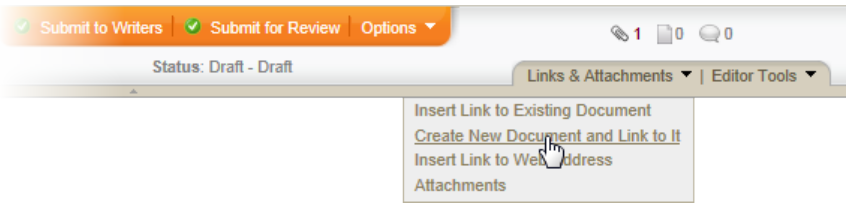
7. Click **OK** to close the **Attachments** window.

Adding a Link to a New (Not Yet Created) PolicyTech Document

To add a link to a PolicyTech™ document that doesn't yet exist and create the document in the process, use one of the following methods.

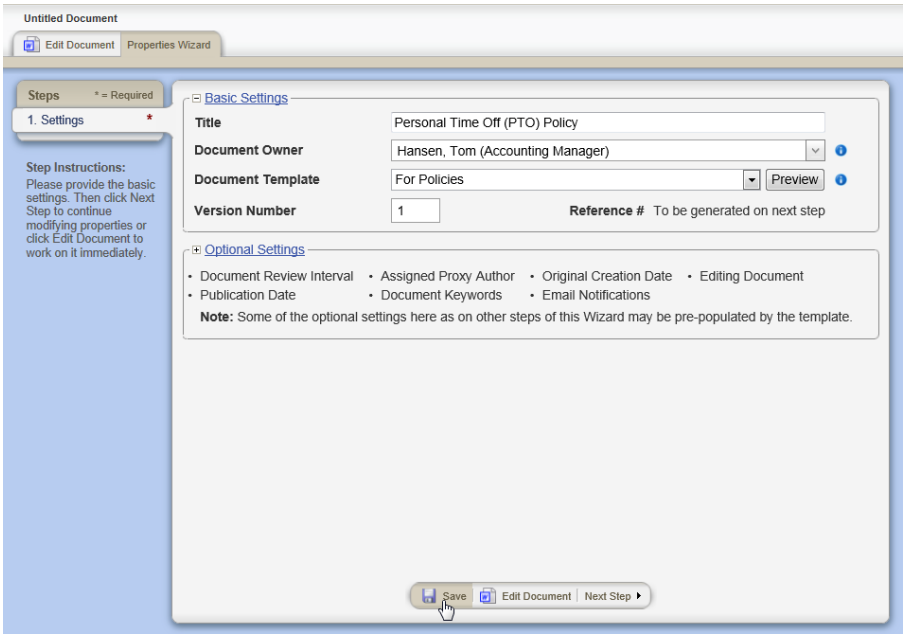
From the Links & Attachments Menu

1. Click **Links & Attachments**, and then click **Create New Document and Link to It**.

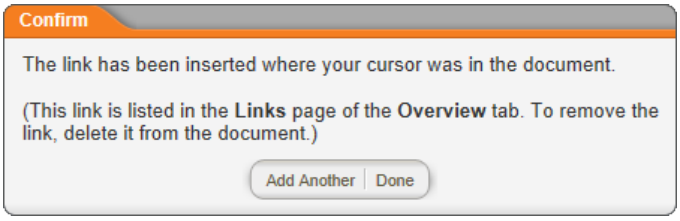


2. A new document opens with step **1. Settings** of the **Properties Wizard** displayed. Type a title, select a template, and then click **Save**.

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.

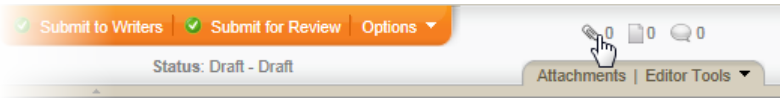


3. The link to the new document is added to the **Attachments** window. To return to the original document and finish the new document later, do one of the following:
   - Minimize the new document window.
   - Click **Options**, and then click **Save and Close**.
4. Do one of the following:
   - Click **Add Another**, and then repeat step 2 above.
   - Click **Done**.

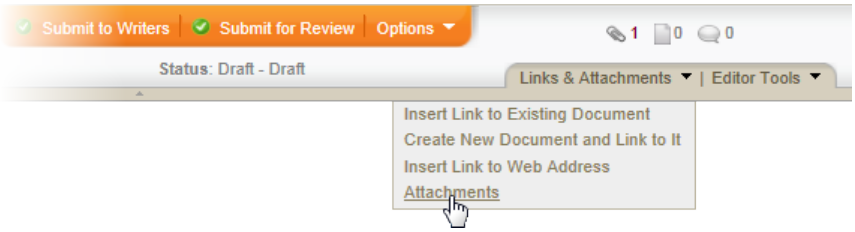


From the Attachments Window

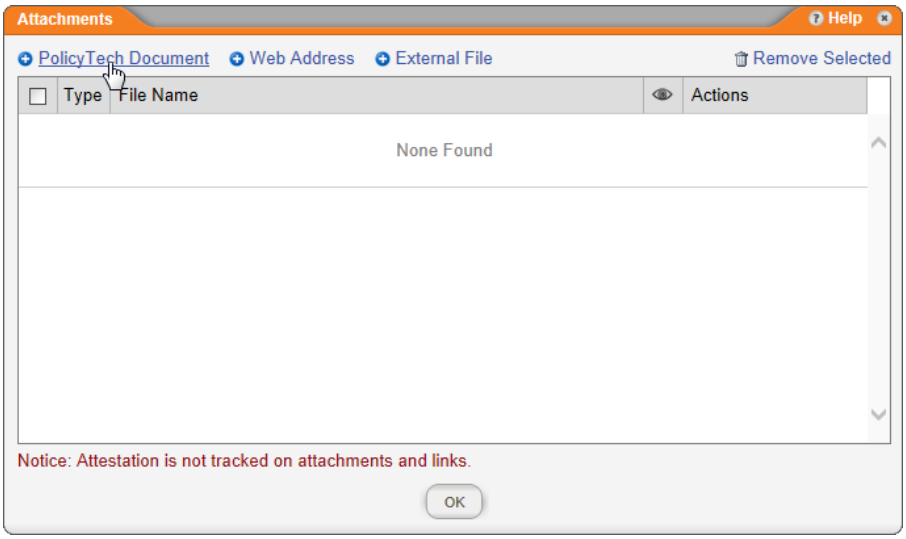
1. To create a new document and add a reference link to it from within the **Attachments** window, do one of the following:
   - Click the attachments (paper clip) icon.



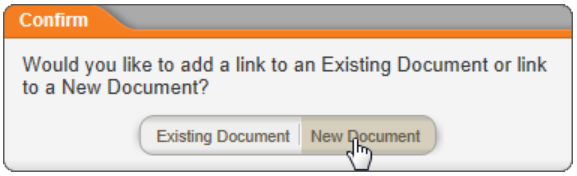
   - Click **Links & Attachments**, and then click **Attachments**.



2. In the **Attachments** window, click **PolicyTech Document**.

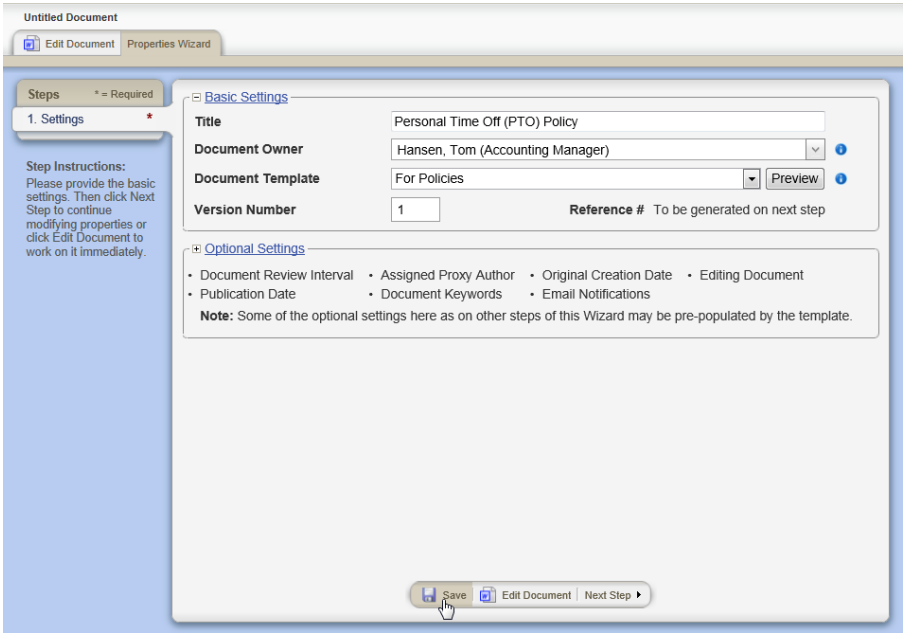


3. Click **New Document**.



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

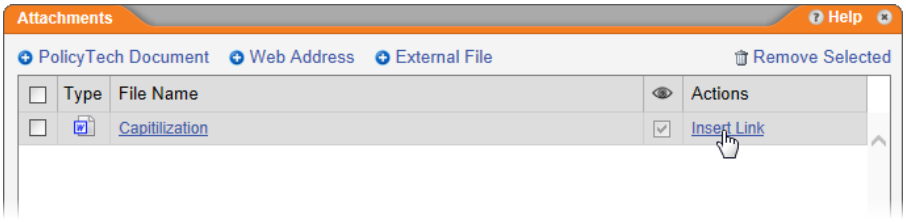
Note: You can finish creating the new document at any time. The steps that follow are for completing the action of adding a link to the original document.



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 **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. (Optional) To also insert the link into the document at the current cursor location, click **Insert Link**.

Note: You can come back to the **Attachments** window at any time to insert the link into the document. See Managing Attachments and Links for details.



Note: The check box in the column for showing or hiding an attachment to readers is disabled for PolicyTech document attachments. These are always available to readers.

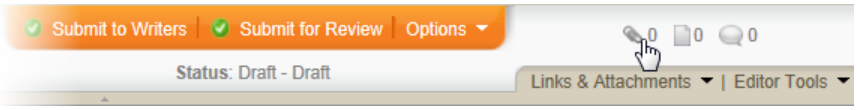
8. Click **OK** to close the **Attachments** window.

Adding a Link to a Web Address

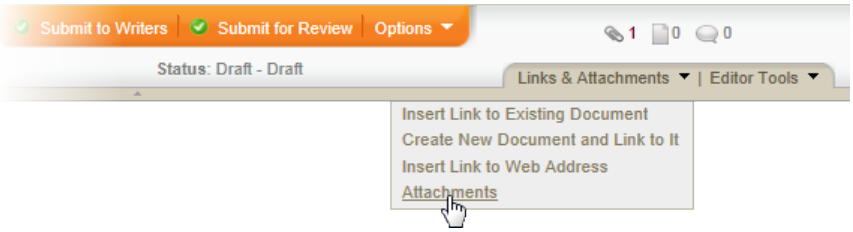
Using the Attachments window, you can add a web address link to any file type without having to insert a link into the document content. A reader can then access the link by opening the Attachments window.

Adding a Web Address Link in the Attachments Window

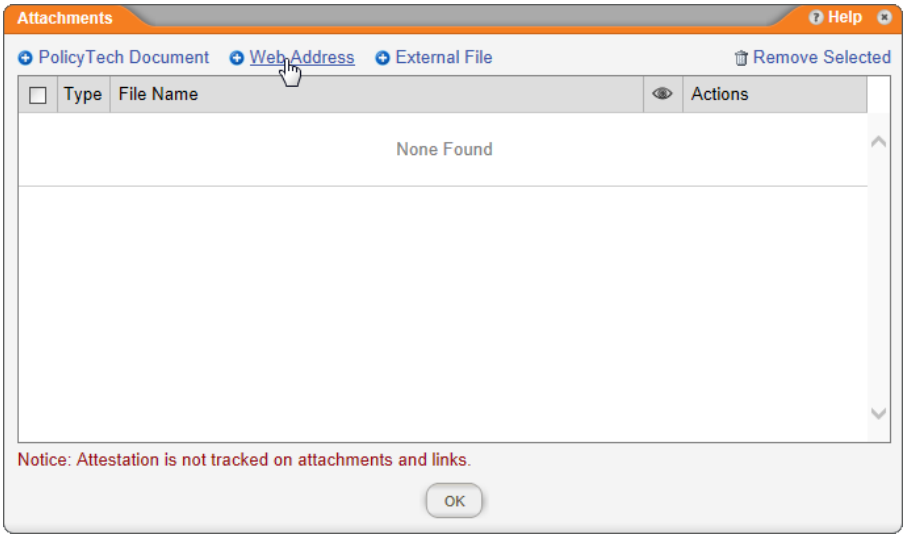
1. Do one of the following:
   - Click the attachments (paper clip) icon.



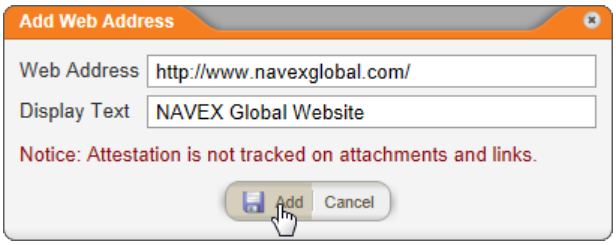
   - Click **Links & Attachments**, and then click **Attachments**.



2. In the **Attachments** window, click **Web Address**.



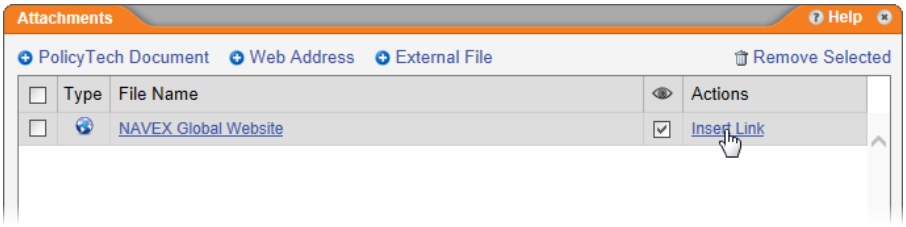
3. In the **Web Address** box, type or copy and paste the web address.
4. In the **Display Text** box, type a descriptive name for the link that will appear in the **Attachments** window.
5. Click **Add**.



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) To also insert the link into the document at the current cursor location, click **Insert Link**.

Note: You can come back to the **Attachments** window later to insert the link into the document. See Managing Attachments and Links for details.



8. (Optional) By default, links added in the **Attachments** window are accessible to readers and they are expected to read the linked material in addition to the main document. To hide a link from readers, click to clear its check box in the column with in the header.

Important: If you also insert this link into the document's body, clearing the show/hide check box does not hide the inserted link.

9. Click **OK** to close the **Attachments** window.

Attaching an External File

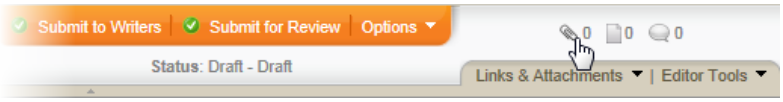
You can attach any type of file to a document in PolicyTech™. However, you may want to create or upload a document into PolicyTech instead of attaching it so that the file can be controlled and tracked. Please consider the following facts about attachments before deciding to attach an external file.

Attachments:

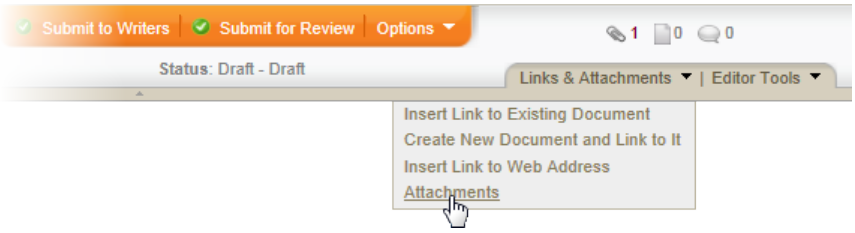
- Attachments are not indexed or searchable.
- Attachments are not controlled independently.
- Attachments cannot be attested to independently (cannot be marked as read, for example).
- Attachments cannot be linked to from within any document.
- Attachments cannot be printed in bulk if they are not Word or Excel files.
- Attachments are only accessible from with 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 reader must have a program installed on his or her computer that is capable of opening that type of file.

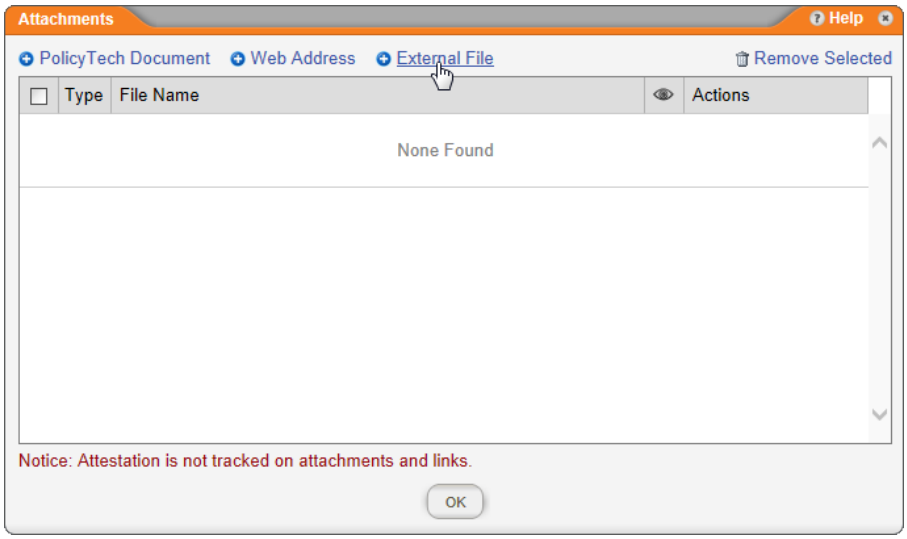
1. To add a link to an external file, do one of the following:
   - Click the attachments (paper clip) icon.



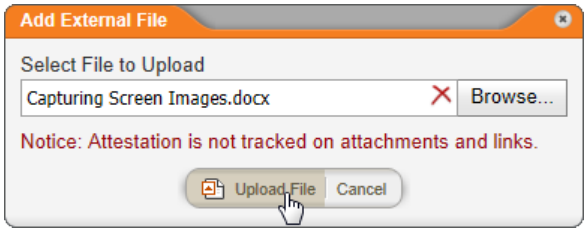
- Click **Links & Attachments**, and then click **Attachments**.



2. In the **Attachments** window, click **External File**.



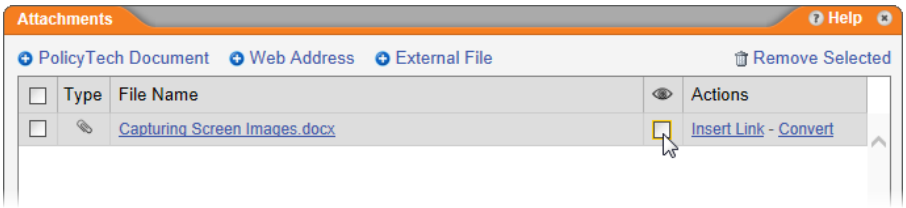
3. Click **Browse**, navigate to and click a file, and then click **Open** to add the file name to the **Select File to Upload** box.
4. Click **Upload File** to create a copy of the file within PolicyTech.



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.

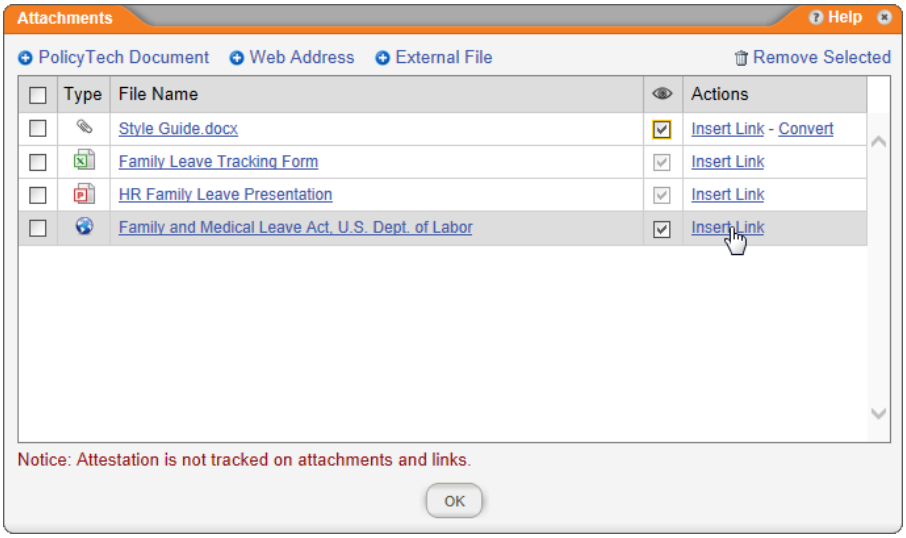
6. (Optional) After attaching (uploading a copy of) the file, you can do any of the following:

   - By default, attached files are accessible to readers and they are expected to read them in addition to the main document. To hide an attachment from readers, click to clear its check box in the column with in the header.



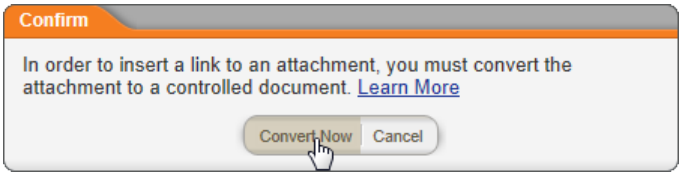
   - Insert a link to the attached file into this document at the current cursor location.

     a. Click **Insert Link**.



Note: You can come back to the **Attachments** window later to insert the link into the document. See Managing Attachments and Links for details.

     b. 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.

c. A new window opens with the **Properties Wizard** displayed. Set up the document as you would with any new document (see Assigning Document Properties for help), and then save and close it.

Note: The attachment is not actually converted until you save it.

- Convert the uploaded file into a PolicyTech document, thus making it a revisable and trackable document.

  a. Click **Convert**, and then click **Convert Now**.

  b. A new window opens with the **Properties Wizard** displayed. Set up the document as you would with any new document (see Assigning Document Properties for help), and then save and close it.

Note: The attachment is not actually converted until you save it.

7. Click **OK** to close the **Attachments** window.

Managing Attachments and Links

In the **Attachments** window, you can do the following:

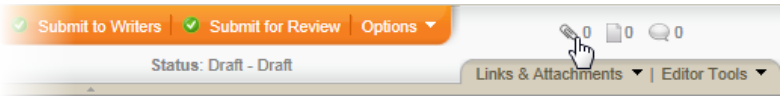
- Add attachments and reference links (see Attaching Files and Adding Reference Links)
- Edit an attachment or reference link (see Editing an Attachment or Link)
- Delete an attachment or reference link (see Removing an Attachment or Link)
- Show or hide the attachment or reference link for readers (see 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)

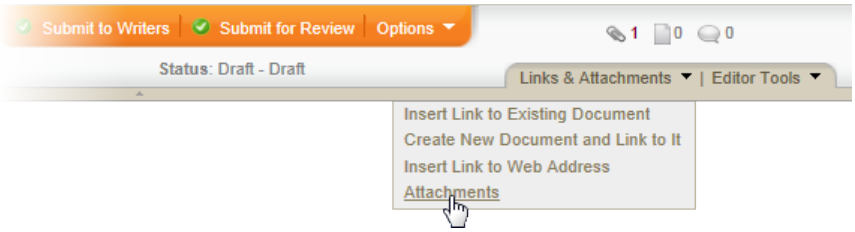
Inserting a Link

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.

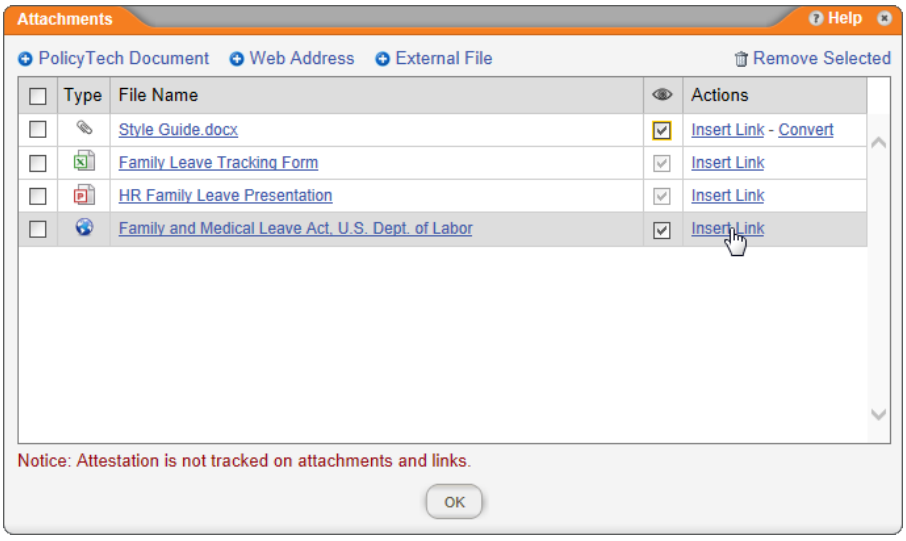
1. In an open document with **Edit Document** selected, place the cursor where you want to insert a link from the **Attachments** window.
2. Do one of the following:
   - Click the attachments (paper clip) icon.



   - Click **Links & Attachments**, and then click **Attachments**.

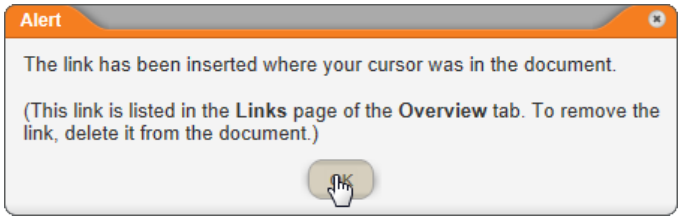


3. In the **Attachments** window, click **Insert Link** for the attachment or link you want to insert into the document.

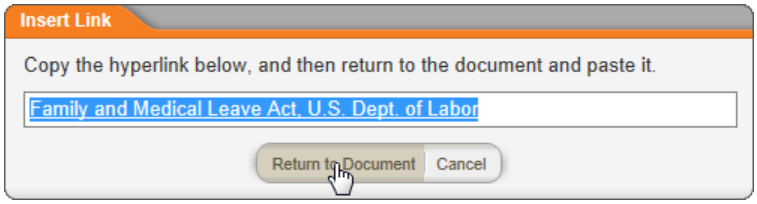


4. What you see next depends on the type of link you're inserting.

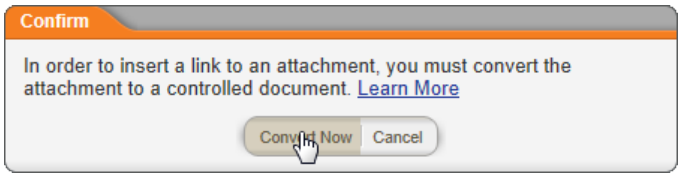
- **PolicyTech Document:** An alert is displayed saying that the link has been inserted into the document. Click **OK**.



- **Web Address:** In the **Insert Link** window, select and copy the link, click **Return to Document**, and then paste the link.

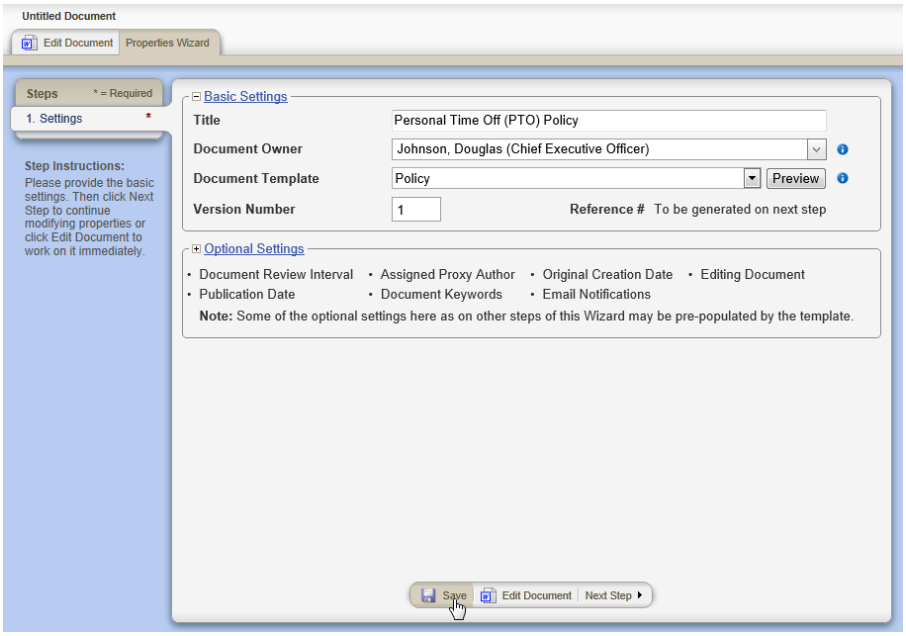


- **External File:** Before you can insert a link to an external file attachment, you must convert the attachment into a PolicyTech document. Click **Convert Now**.

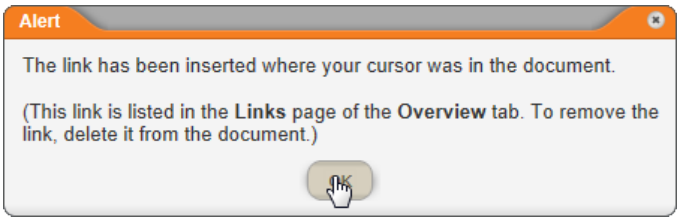


A new document opens with step **1. Settings** of the **Properties Wizard** displayed and the attachment's file name as the title, which you can change. Select a template, and then click **Save**.

Note: Unless the external file is a Word, Excel, or HTML document, select an **Upload File** template.



5. 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 **Options**, and then click **Save and Close**.
6. An alert is displayed saying that the link has been inserted into the document. Click **OK**.



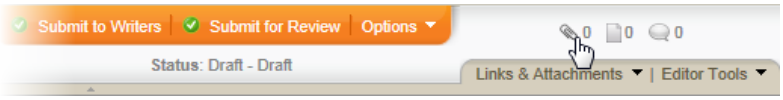
7. Click **OK** to close the **Attachments** window.

Editing an Attachment or Link

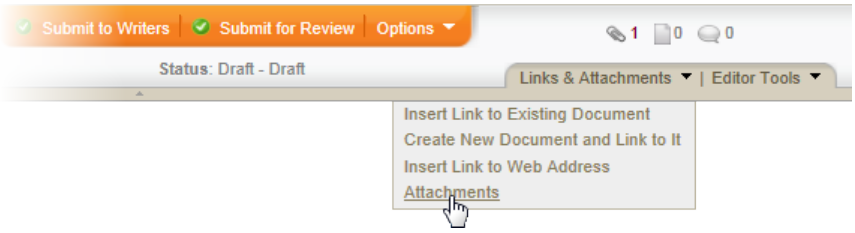
You cannot change the file or web address of an existing attachment or link. If one needs to be changed, remove it and then create a new one. See Removing an Attachment or Link and Attaching Files and Adding Reference Links.

Removing an Attachment or Link

1. In an open document, do one of the following:
   - Click the attachments (paper clip) icon.

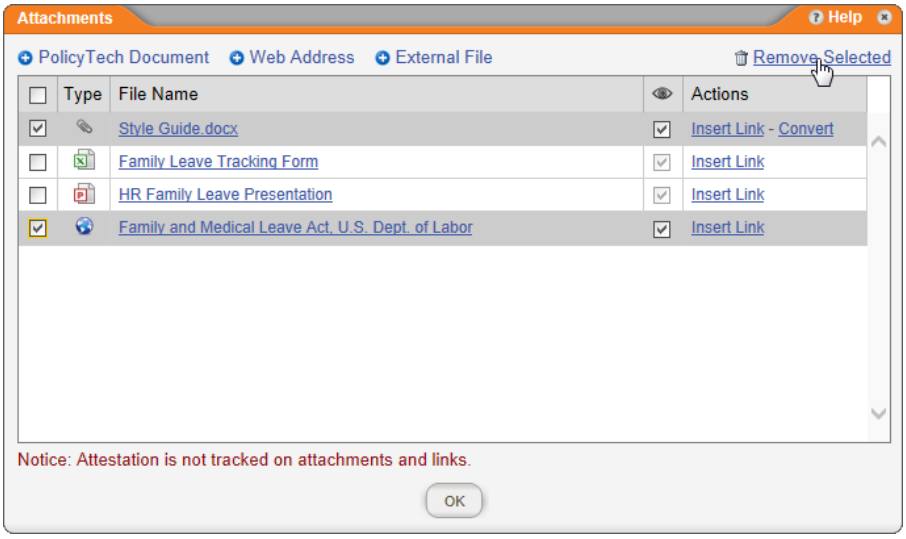


- Click **Links & Attachments**, and then click **Attachments**.

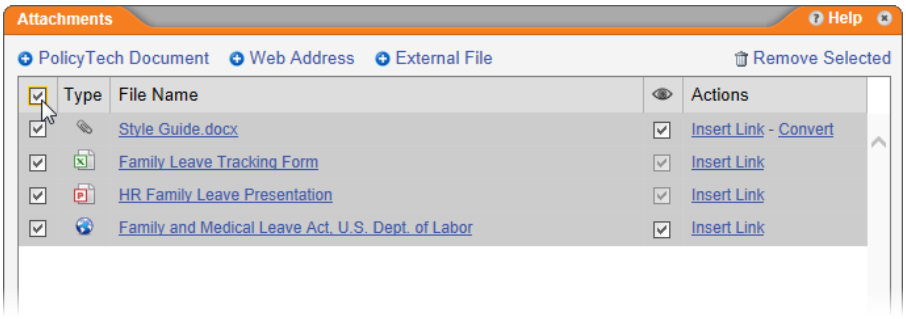


2. Do one of the following:

   - Select the check boxes for the attachments or reference links you want to remove, and then click **Remove Selected**.



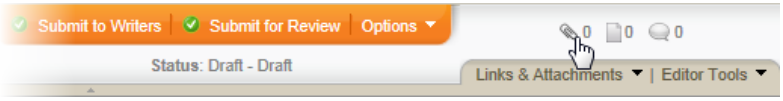
   - To delete all attachments and links, select the check box in the column header, and then click **Remove Selected**.



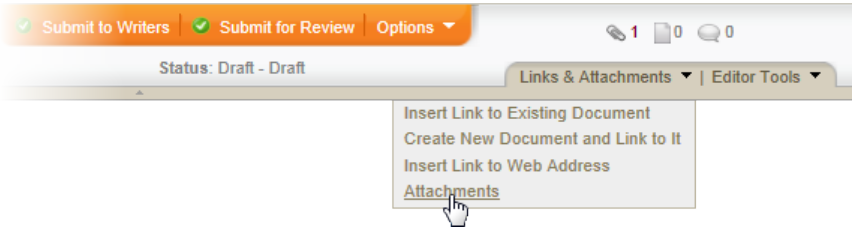
Hiding Attachments and Links

By default, attached files are accessible to readers 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 readers but leave it visible to those with permission to edit the document (the document owner, an assigned proxy author or writer, or a document control administrator). This retains the reference without requiring readers to read the referenced material.

1. In an open document, do one of the following
   - Click the attachments (paper clip) icon.

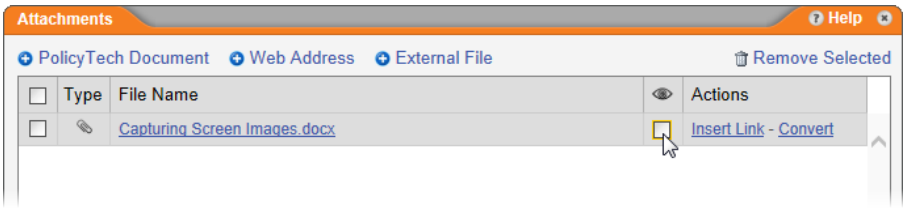


   - Click **Links & Attachments**, and then click **Attachments**.



2. In the **Attachments** window, in the column with in the header, select the check box of each external file attachment or web address link that you want to hide.

Note: Links to other PolicyTech documents cannot be hidden. They are always accessible to readers.



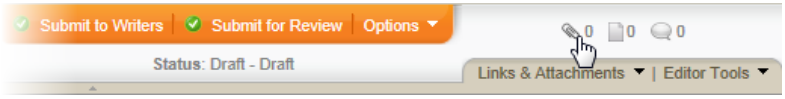
3. Click **OK** to close the **Attachments** window.

Converting an Attachment

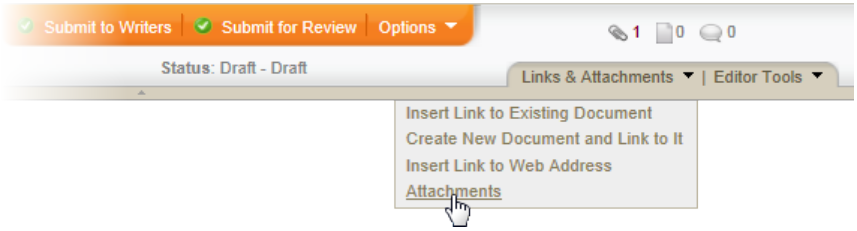
When you attach an external file, PolicyTech™ only uploads a copy of that file into the PolicyTech database. You cannot be sure that a user has read an attachment, because attachments are not tracked. If you want to control and track an external file, you will first need to convert it into a PolicyTech 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).

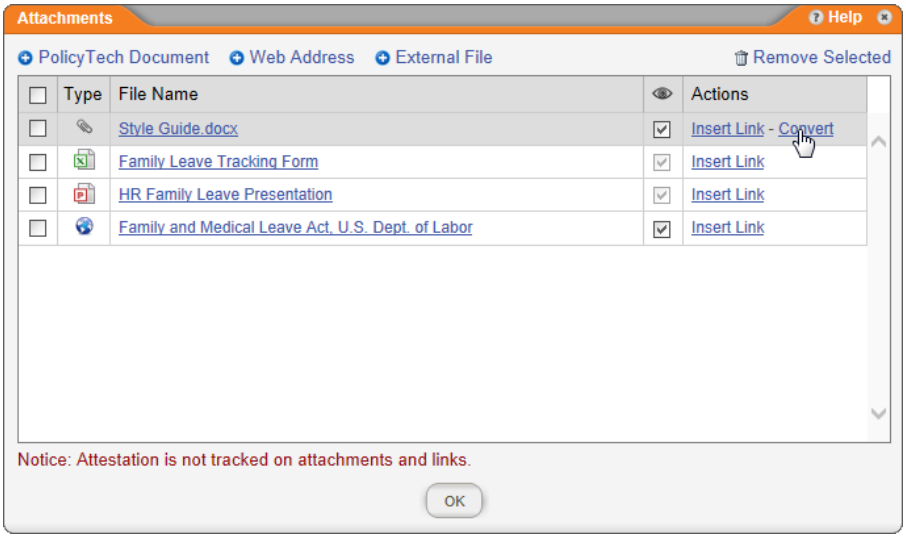
1. In an open document, do one of the following:
   - Click the attachments (paper clip) icon.



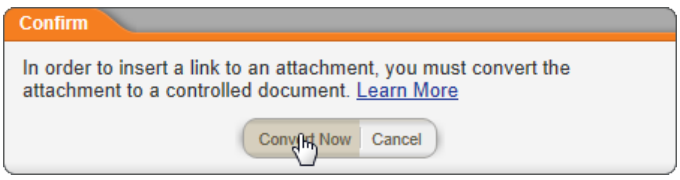
   - Click **Links & Attachments**, and then click **Attachments**.



2. In the **Attachments** window, in the **Actions** column, click **Convert** for the external file you want to convert.

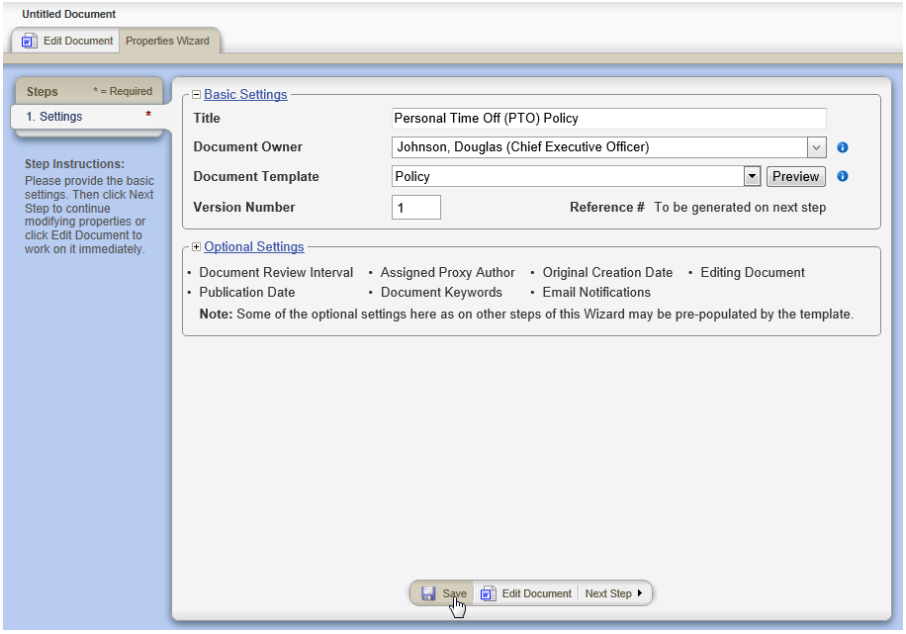


3. In the **Confirm** window, click **Convert Now**.



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 and Working with Draft Documents), and then save and close it.
6. Back in the **Attachments** window of the original document, click **OK**. The **Convert** option for the converted document is no longer available.
7. Click **OK** to close the **Attachments** window.

Creating a Questionnaire

When you create a document, you can include a questionnaire to test readers' understanding of the document. Assigned readers will then be required to take the questionnaire in order to mark the document as read.

Use the links below to find instructions on creating, editing, and disabling questionnaires.

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.

Planning a Questionnaire

Adding Questions and Answers

Questionnaire Settings

Changing a Questionnaire

Disabling and Reactivating a Questionnaire

Planning a Questionnaire

Depending on the length and complexity of a questionnaire, you may want to plan it on paper before creating it in a document. The following sections give an overview of what you should consider as you plan a questionnaire.

1. Define Learning Objectives

Decide what you want users to have learned from reading the document. For example, if the document is about your company's family and medical leave policy, you might include the following as learning objectives.

Be able to:

- Name the different types of leaves.
- Give at least three reasons why leave may be taken.
- Describe what happens to your pay and benefits when you take leave.
- State the maximum number of weeks per year that a leave can last.
- Describe the process for requesting a leave.

2. Write Questions

Each learning objective can be tested with one or more questions. Go through each of your learning objectives and decide what and how many questions are needed to adequately test whether the learning objective has been met. If you come up with multiple questions for different objectives, consider grouping each set of questions under a stated learning objective that is visible to the questionnaire taker.

You also need to decide what type of questions to use. You can create multiple-choice, true-or-false, and open-ended questions. Open-ended questions allow for survey-type questions for soliciting feedback, such as opinions or preferences, or for questions for which no single answer is correct.

You can also choose which question a reader will see next based on how the reader answers the current question. For example, a questionnaire for a conflict of interest policy might ask if the user had ever accepted a gift from a vendor. If the reader answers no, the questionnaire could move on to the next top-level question. If the reader answers yes, the questionnaire could go to a survey

question where the reader could describe the gift before moving on to the next top-level question.

Write down your questions and make a note as to what type of question each should be. Leave room below each question to write the correct and incorrect answers.

3. Write Answers

True or false questions always have only two answers, while multiple choice questions can have any number of answers to select from. Open-ended questions have no prewritten answers; rather, the user sees a text box to answer the question essay style. If your questionnaire will branch depending on the answers selected, map out all the possible paths a reader could follow when taking the questionnaire.

Write down answers below each question.

4. Decide on a Passing Percentage

Decide how many of the questionnaire questions a reader must answer correctly in order to pass the questionnaire and mark the document as read. You will need to express the passing score as a percentage in the questionnaire settings. (To calculate the passing percentage, divide the minimum number of questions that must be correct by the total number of questions. For example, if a questionnaire contains 5 questions, and you decide that readers can only get one of those questions wrong and still pass the questionnaire, divide 4 by 5 (4/5), which equals 0.8, or 80 percent.)

5. Decide whether to Include Optional Information

When creating the questionnaire, you can, but don't have to, include introductory text and include feedback on the answered questions when the reader finishes taking the questionnaire. If you decide to include feedback, you must also decide whether to provide it for all questions or only those that were incorrectly answered. You can also choose whether to include all possible answers, readers' responses, and the correct answers with the feedback.

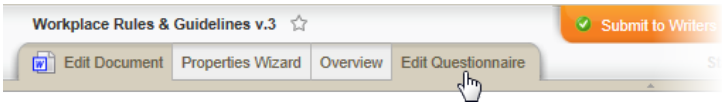
Once you have planned your questionnaire, move on to Adding Questions and Answers.

Adding Questions and Answers

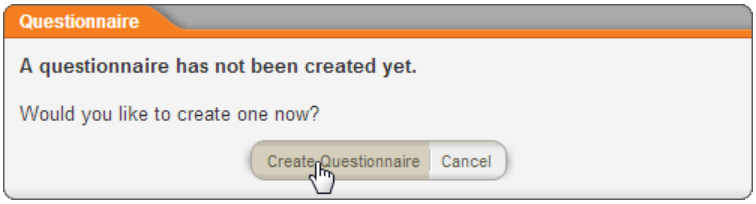
Important: If you have not already done so, consider planning the questionnaire content before starting to add questions and answers. See Planning a Questionnaire for details.

To create a new questionnaire and start adding questions and answers,

1. Open the draft document you want to add a questionnaire to.
2. Click the **Edit Questionnaire** tab.

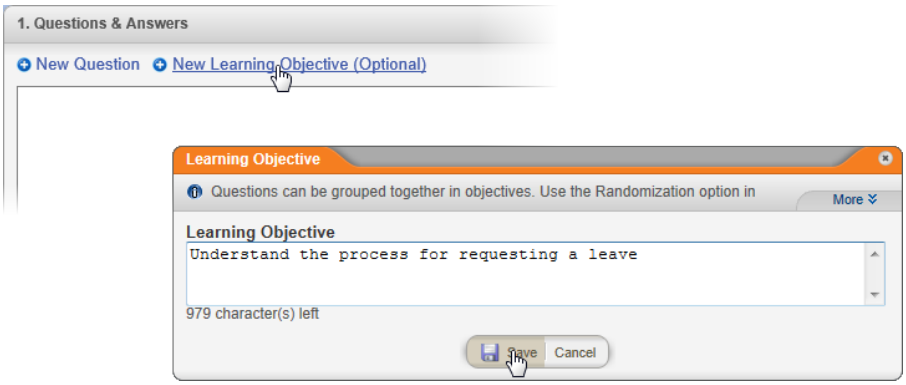


3. If a questionnaire has not yet been created for this document, click **Create Questionnaire**.

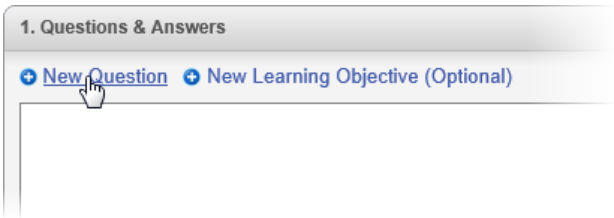


4. (Optional) If you want to include a learning objective as a heading for the first group of questions, click **New Learning Objective**, type the objective, and then click **Save**.

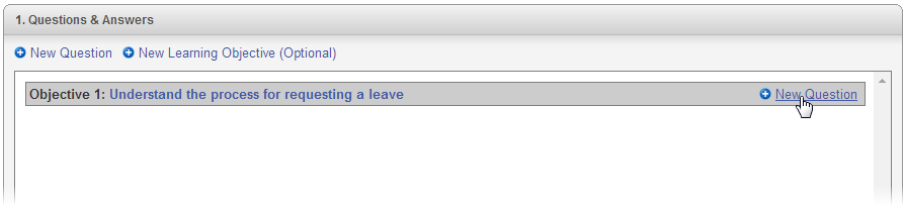
Note: If you don't add a learning objective, a default objective called **General Questions** is added for you.



5. To add a question, do one of the following:
   - Click **New Question** near the upper left corner of the **1. Questions & Answers** window.



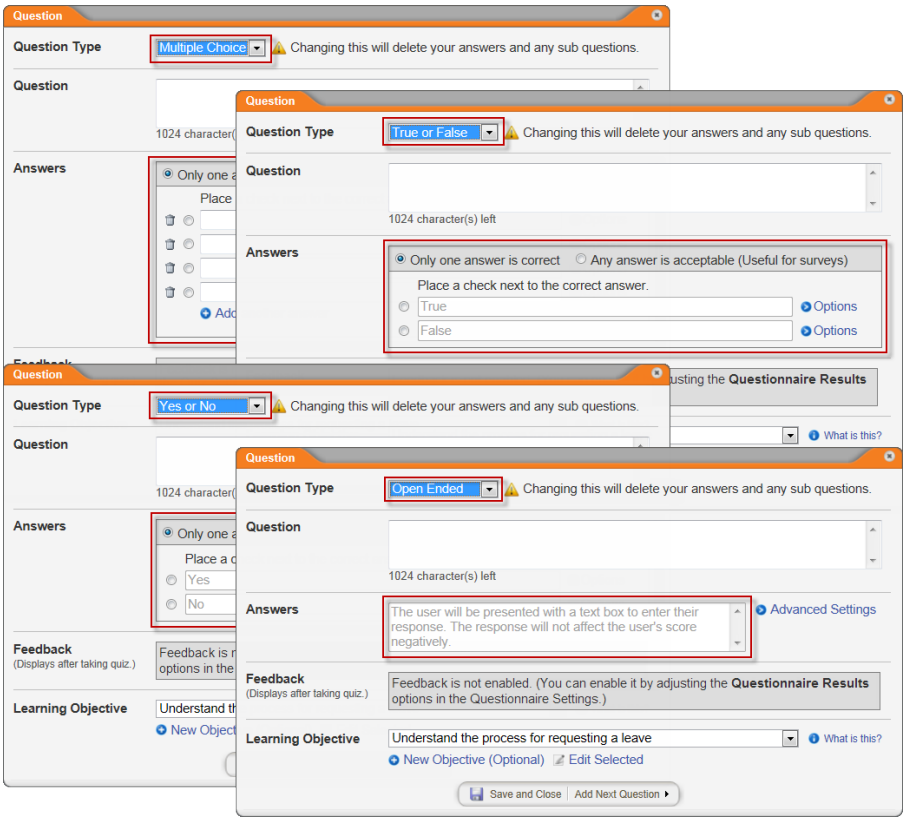
   - Click **New Question** in the learning objective header.



Important: When you have only one learning objective, clicking either **New Question** option does the same thing. However, if you have multiple objectives, clicking **New Question** in the upper left corner adds a question to the first learning objective, while clicking **New Question** in a learning objective header adds the question to that learning objective.

6. Click the **Question Type** box, and then click an 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.

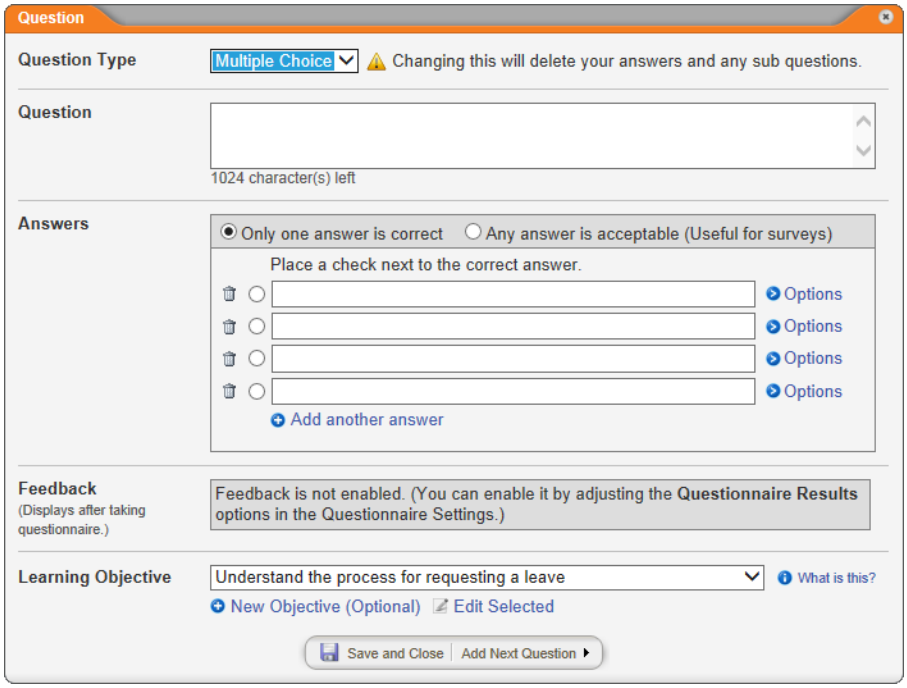


7. If you selected **Open Ended** as the question type, move on to the next step. If you selected **Multiple Choice**, **True or False**, or **Yes or No**, then, in the header of the **Answers** area, do one of the following:

- If you're creating a test-type question, select **Only one answer is correct**.
- If you're creating a survey-type question, select **Any answer is acceptable**.

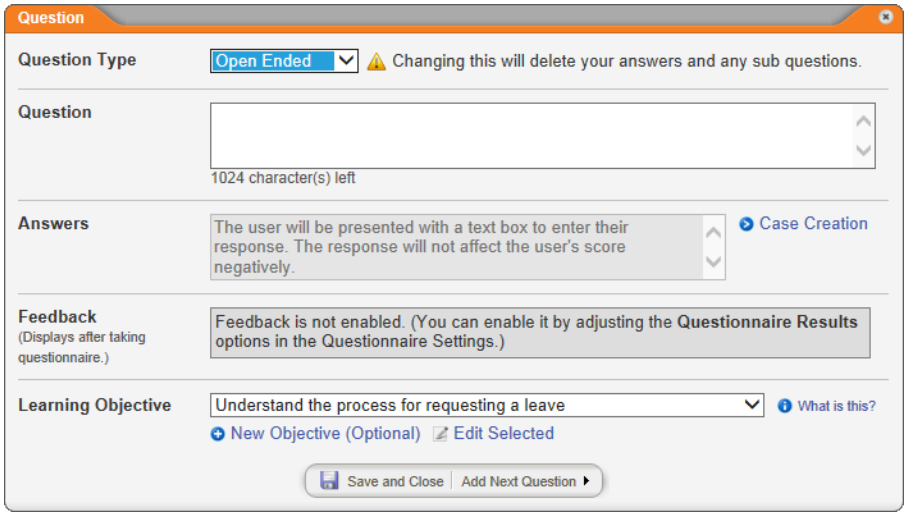
8. Do one of the following:
   - If you selected **Multiple Choice**, **True or False**, or **Yes or No** type answers—one correct answer and one or more distracters (incorrect answers)—click the correct answer. If you selected **Multiple Choice** and want to include more than four possible answers, click **Add another answer**.

Notes:
- The answers will appear in the questionnaire in the same order that you enter them here.
- To delete an answer, click the trash icon (🗑) next to it.



- If you selected **Open Ended**, you don't need to provide any answers, because the questionnaire taker will see a blank text box and provide an essay-type answer. Move on to the next step.

Note: An open-ended question is not included when calculating a reader's questionnaire score.



9. (Optional) At this point, you can set up several actions for PolicyTech™ to take based on which answer a questionnaire taker 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 with an optional web link
- Flag an exception that can be viewed in a report
- Create a case (only if Case Management Integration has been enabled)

10. (Optional) In Questionnaire Settings (see Questionnaire Settings) you can choose to show all questions or only incorrectly answered questions along with quiz results (score). Only if one of these two options is selected will the Feedback box be activated. The feedback can be anything you feel would be useful for the quiz taker, such as an explanation of the concept the question is about.

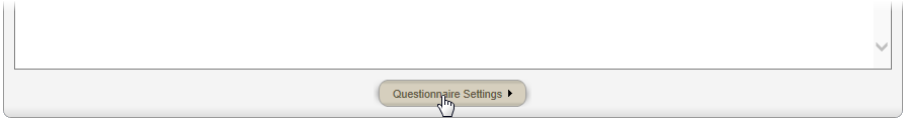
    If you want to add feedback text, you can do either of the following:

    - To activate the **Feedback** box now, click **Save and Close**, click **Questionnaire Settings**, and then, in the **Questionnaire Results** area, click either **Show all questions** or **Show incorrectly answered questions**. Then, to return to the question you were working on, click **Questions & Answers**, and then click **Edit Question**.
    - To add feedback text later, complete the remaining steps below, including configuring the questionnaire settings. Then, after selecting **Show all questions** or **Show incorrectly answered questions** in **Questionnaire Settings**, return to the **Questions & Answers** page

and edit each question to add feedback text (see Changing a Questionnaire for help).

Note: You cannot include feedback for an open-ended question.

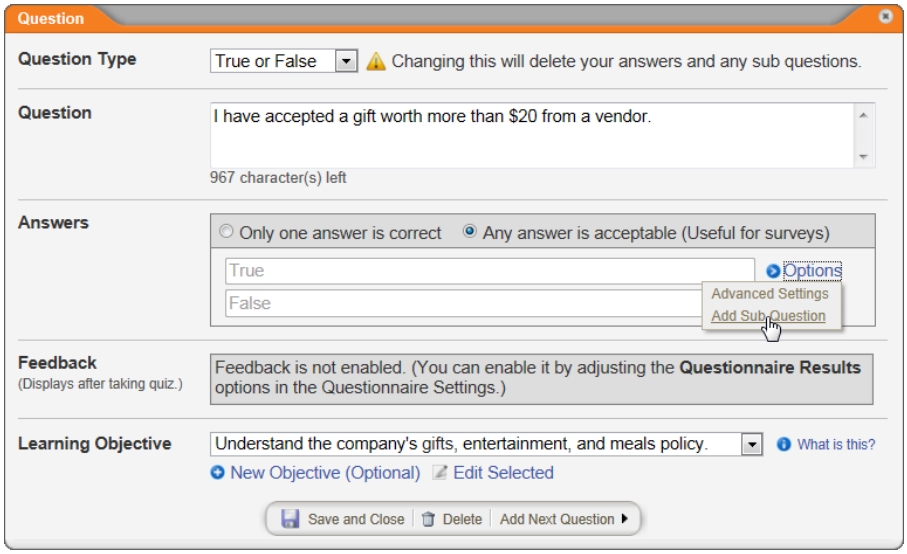
11. (Optional) In the **Learning Objective** area, do one of the following:
    - To create a new objective and assign the current question to that objective, click **New Objective (Optional)**, type an objective, and then click **Save**.
    - To keep the question in the currently selected objective and edit the objective text, click **Edit Selected**, make changes, and then click **Save**.
    - If you've already defined two or more learning objectives and want to assign the current question to a different learning objective, click the **Learning Objective** box, and then click an objective.
12. To create additional questions and, optionally, learning objectives, repeat steps 5 through 11 as many times as necessary.
13. Click **Questionnaire Settings**, and then go to Questionnaire Settings below for detailed instructions.



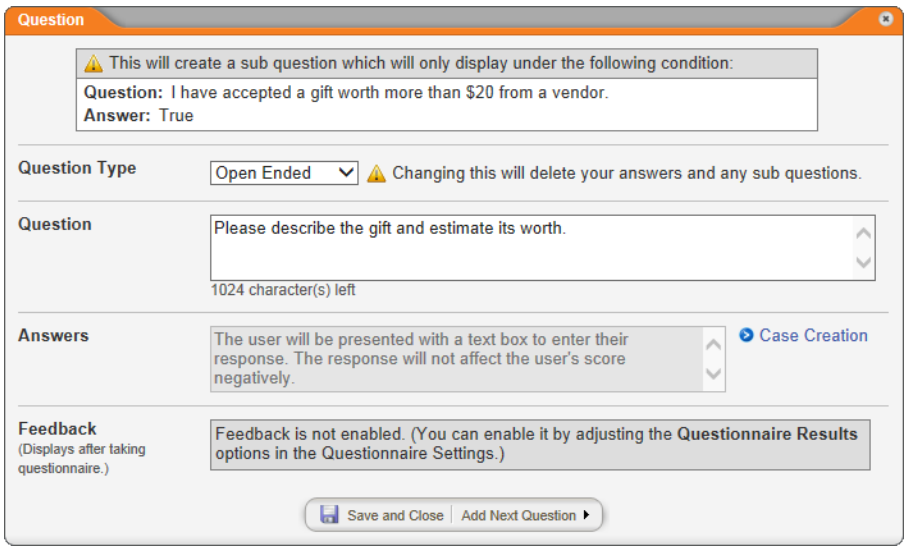
14. Click **Save**.

Creating a Subquestion

1. To the right of an answer you've typed, click **Options**, and then click **Add Sub Question**.



A new **Question** window appears with the display condition at the top. In the example below, this open-ended subquestion will only display if the reader answers *True* to the question, "I have accepted a gift worth more than $20 from a vendor." The reader is asked to describe the gift and its worth.

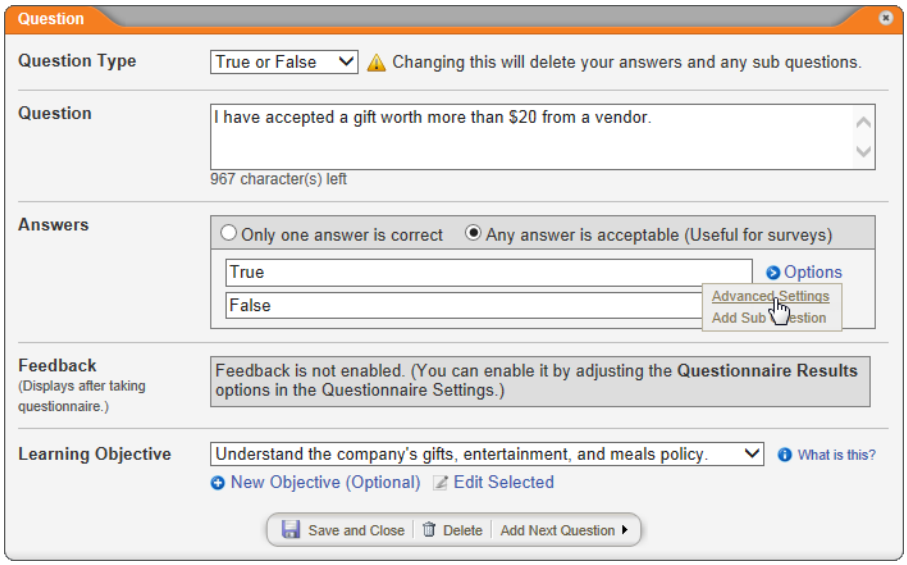


2. Define the subquestion the same as you would a top-level question. You can add any number of question sublevels.
3. (Optional) To add another subquestion under the same answer, click **Add Next Question**, and then repeat step 2.
4. Click **Save and Close**.

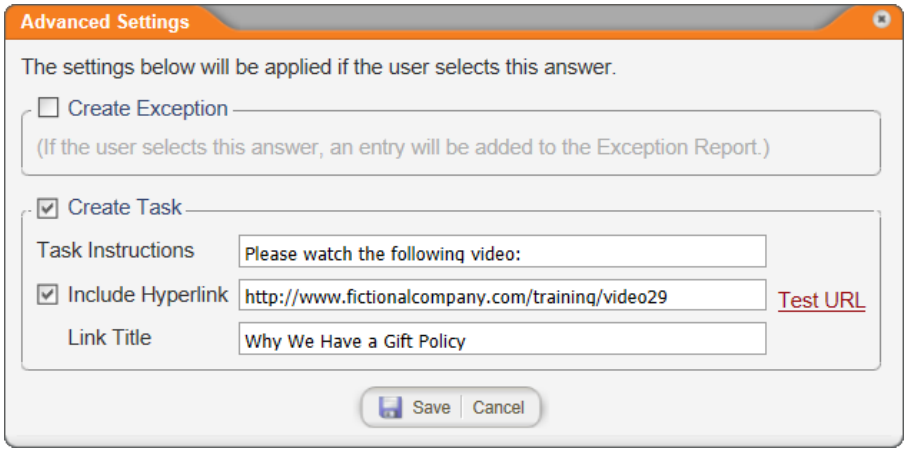
Adding a Follow-on Task

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 the **Create Task** check box, and then type the task instructions.



3. (Optional) If completing the task includes accessing a website or web page, select the **Include Hyperlink** check box, 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://).

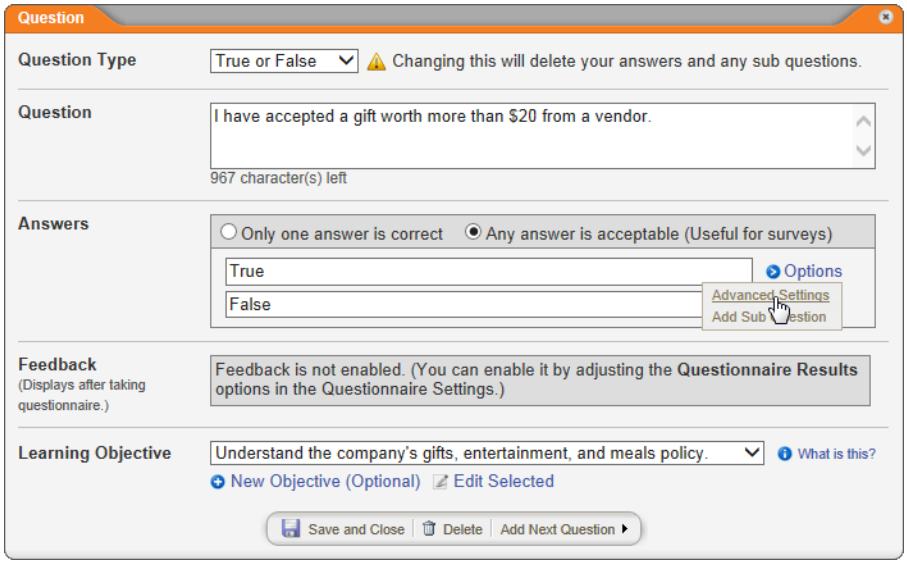
4. Click **Save**.

Setting an Exception Trigger

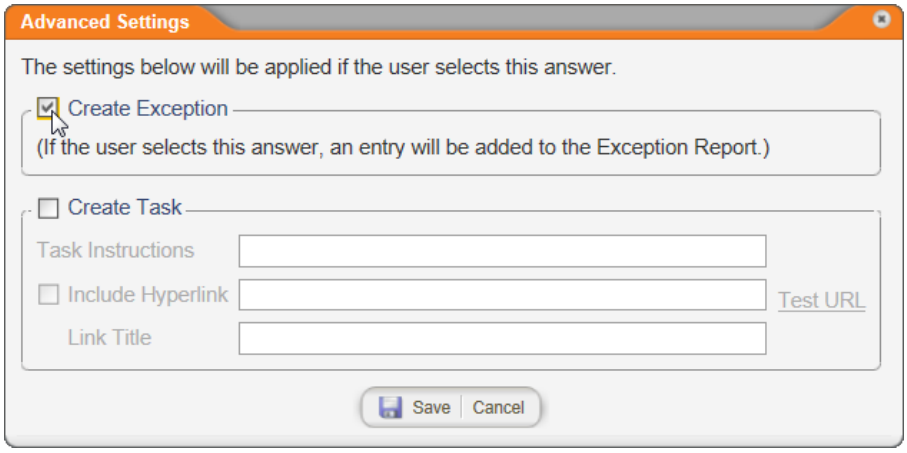
By setting an exception for an answer, you can run a report that shows who selects that answer (see "Report: Exceptions by Document" in the Reports Supplement for details on generating the report).

Note: This feature is not available for open-ended questions.

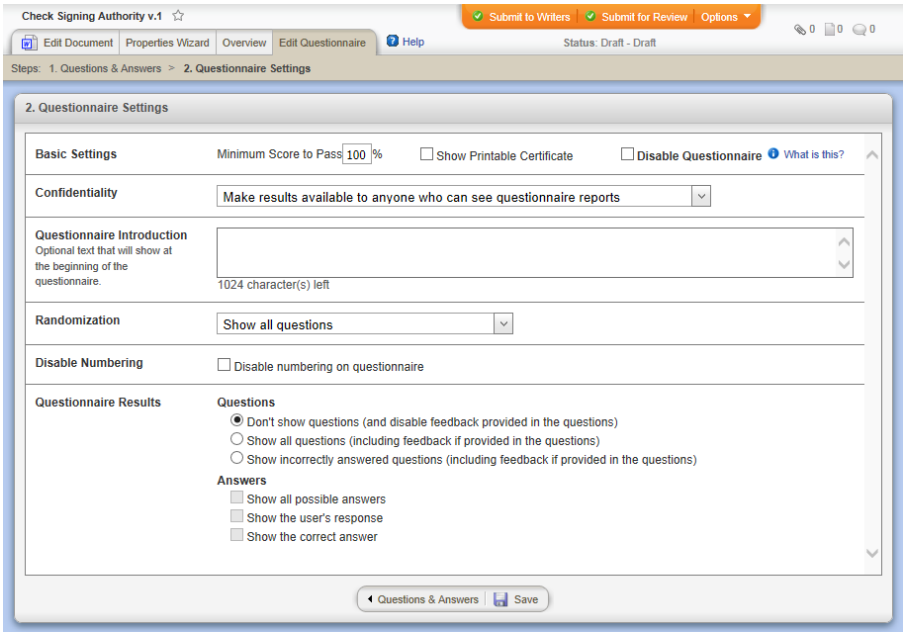
1. To the right of an answer you've typed, click **Options**, and then click **Advanced Settings**.



2. Select the **Create Exception** check box, and then click **Save**.



Questionnaire Settings



Basic Settings

Minimum Score to Pass. Type the percentage of questions readers must answer correctly in order to pass the questionnaire. The default setting is **100**.

Show Printable Certificate. Select this option to give readers the ability to print out a certificate once they pass the questionnaire.

Disable Questionnaire. Select this option if, after creating a questionnaire, you decide not to require it for marking a document as read.

Confidentiality

To restrict access to these reports, for **Confidentiality**, click **Restrict results to DCAs and the Document Owner**.

Questionnaire Introduction

(Optional) In the **Questionnaire Introduction** box, type text that you want to appear at the top of the questionnaire. The text will be preceded by the text "Read This First."

Randomization

By default, all questions you add under a learning objective are included in the questionnaire. If you want PolicyTech™ to randomly select one question from each learning objective and include only that question in the questionnaire, for **Randomization**, click **Show one random question per objective**.

Note: You might want to select this option if readers must take the same questionnaire more than once, as they are most likely to see different questions each time they take it.

Disable Numbering

If you want the question numbers hidden when users take this questionnaire, select the **Disable numbering on questionnaire** check box.

Notes:

- The **Disable Numbering** check box is automatically selected and disabled if, for **Randomization**, you select **Show one random question per objective**.
- This option hides numbers in the published questionnaire only. Numbers are still shown when editing questions and answers.

Questionnaire Results

Questions. To show questions when a reader fails a questionnaire, 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 questionnaire, 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.)

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 a reader fails the questionnaire, select one or more of the following:

- **Show all possible answers.** Lists all of a question's answers.
- **Show the user's response.** Shows the answer the reader selected and marks it with ✓ if the answer was correct or with ✗ if it was incorrect.
- **Show the correct answer.** Displays the correct answer preceded by ✓.

Changing a Questionnaire

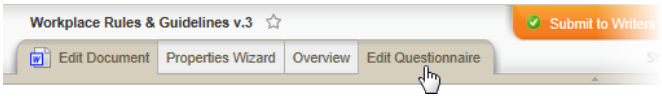
As a document owner, you can change a questionnaire's content and settings at any time until the document is approved.

Changing Questionnaire Content

1. Open the document, which must be in one of the following statuses: draft, collaboration, review, or approval.

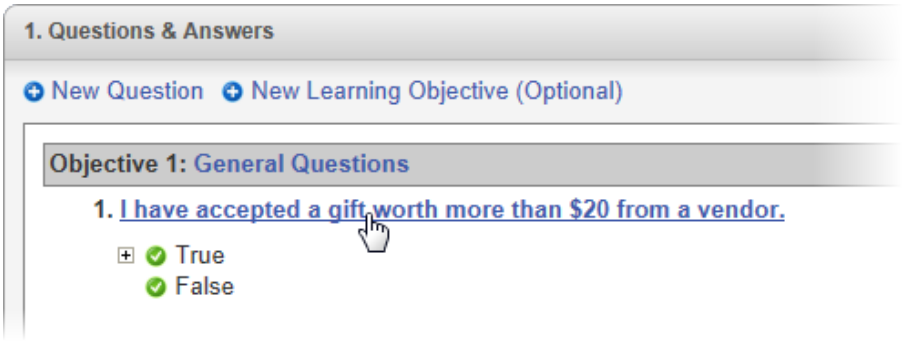
Note: If you need to change the questionnaire content in an approved document, either create a new version of the document or ask a document control administrator to change the questionnaire for you.

2. Click the **Edit Questionnaire** tab.



3. In the **1. Questions and Answers** window, do any of the following:
   - Add a learning objective, question, answer, or subquestion (see Adding Questions and Answers if you need help).
   - To change any setting for a specific question or learning objective, click its text to open the **Question** or **Learning Objective** window, make the desired changes (see Adding Questions and Answers for descriptions of each setting), and then click **Save and Close** or **Save**.

Notes:
- To edit a subquestion, click ⊞ before the parent answer to show the question, and then click the question text.
- To delete an answer from a question or subquestion, in the **Question** window, click 🗑 for that answer.



   - To delete a learning objective, question, or subquestion, click its text, click **Delete**, and then click **Yes** to confirm.

Important: Deleting a learning objective also deletes all questions currently assigned to that objective. Deleting a question also deletes its answers and any subquestions attached to those answers.

Helpful Answer Shortcuts

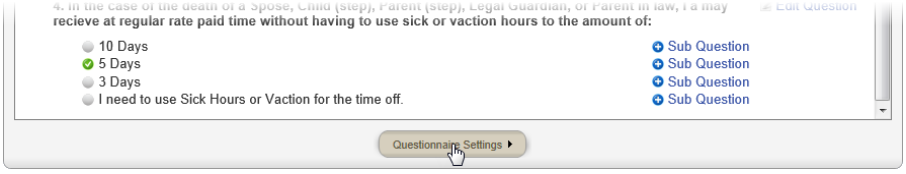
⊕	Add a subquestion to this answer
⚠	Open **Advanced** Settings for this answer
💼 or 💼	Open the **Case Creation** window for this answer (available only when Case Management Integration is set up and enabled)

Changing Questionnaire Settings

1. Open the document, which must be in one of the following statuses: draft, collaboration, review, or approval.

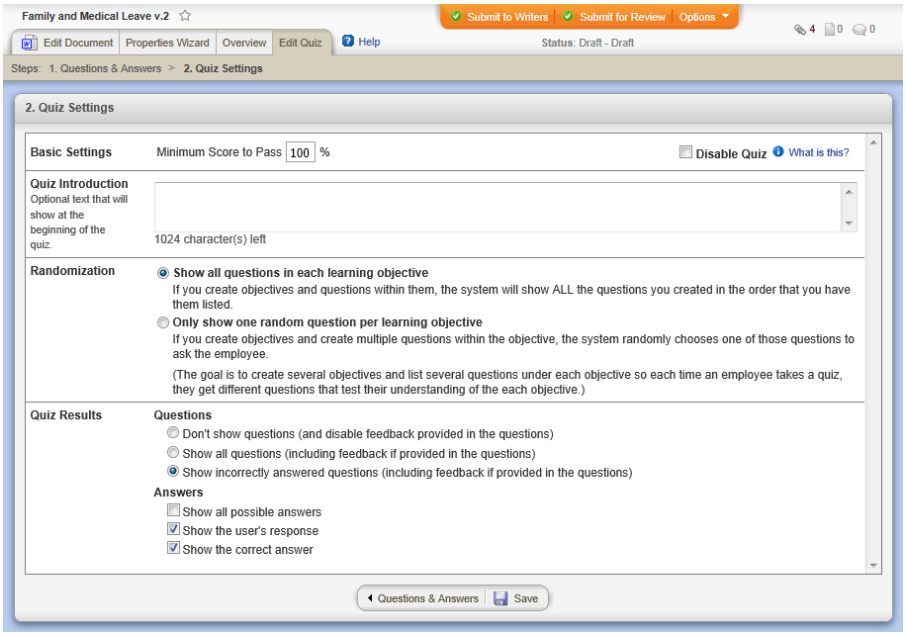
Note: If you need to change the questionnaire settings in an approved document, either create a new version of the document or ask a document control administrator to change the questionnaire for you.

2. Click the **Edit Questionnaire** tab, and then, in the **1. Questions and Answers** window, click **Questionnaire Settings**.



3. Make changes, and then click **Save**.

Note: For details on the **Disable Questionnaire** feature, see Disabling and Reactivating a Questionnaire.



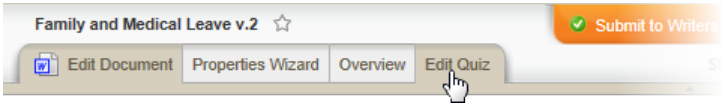
Disabling and Reactivating a Questionnaire

By default, a questionnaire is automatically activated as soon as the document containing the questionnaire is approved. As a document owner, you can disable a questionnaire anytime before a document is approved. Then, when

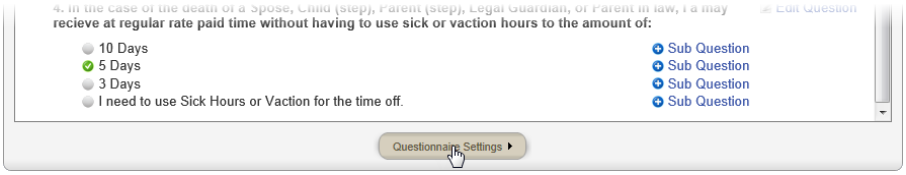
the document is approved, readers will not have to take the questionnaire in order to mark the document as read.

Note: If you need to disable a questionnaire in an approved document, either create a new version of the document or ask a document control administrator to disable the questionnaire for you.

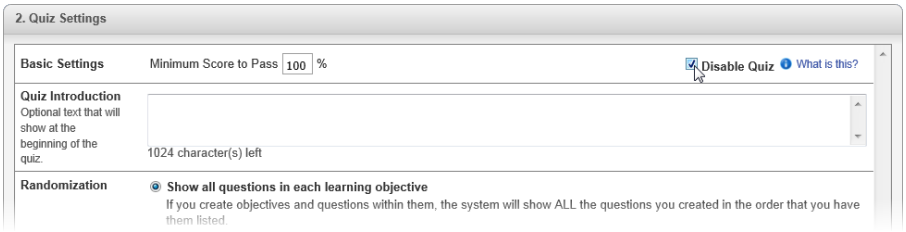
1. Open the document, which must be in one of the following statuses: draft, collaboration, review, or approval.
2. Click the **Edit Questionnaire** tab.



3. In the **1. Questions and Answers** window, click **Questionnaire Settings**.



4. In the **2. Questionnaire Settings** window, select the **Disable Questionnaire** check box.



5. Click **Save**, and then close the document.

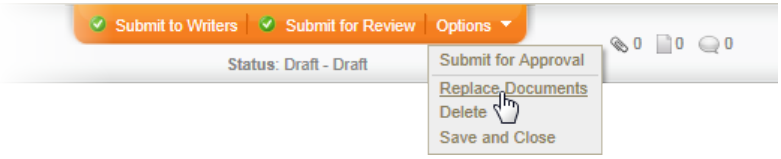
To reactivate the questionnaire, repeat the steps above, but click to clear the **Disable Questionnaire** check box in step 4.

Designating a Document to Be Replaced

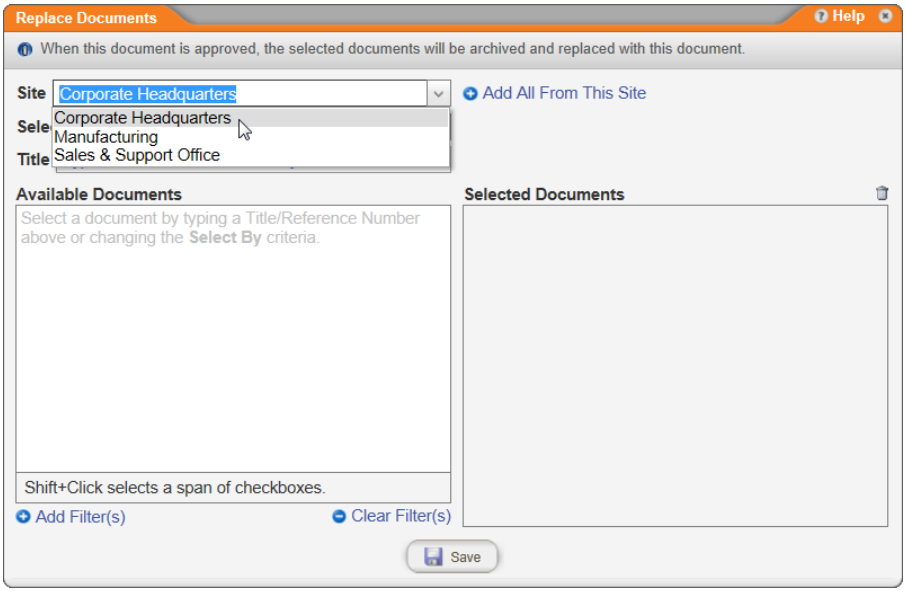
Important: This option is not intended for creating a new version of an existing document—it is for replacing one or more existing documents with an entirely new and different document. If you need to create a new version of an existing document, see Doing a Periodic Review and Creating a New Version.

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.

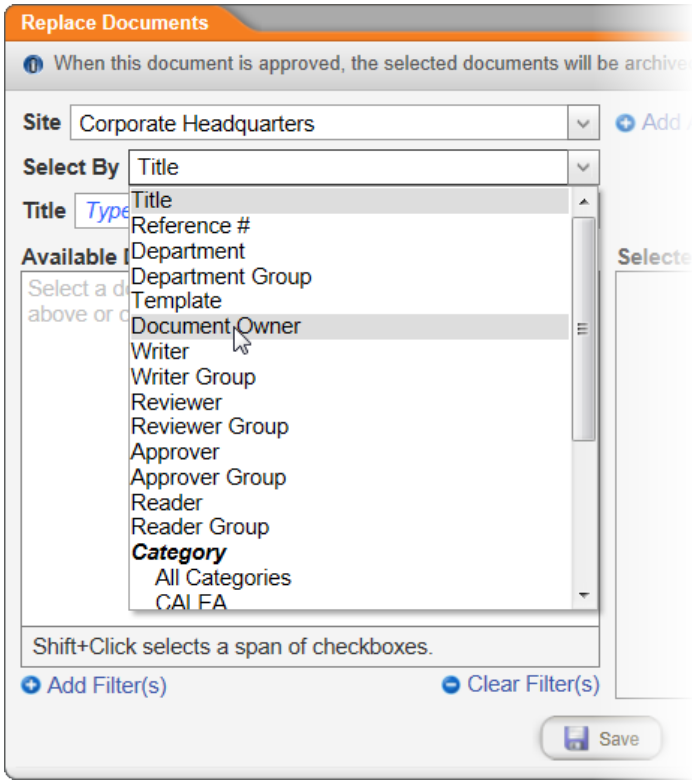
1. Start creating or open the document that will replace one or more other documents.
2. Click **Options**, and then click **Replace Documents**.



3. In the **Site** list, click a site containing at least one of the documents you want to replace.

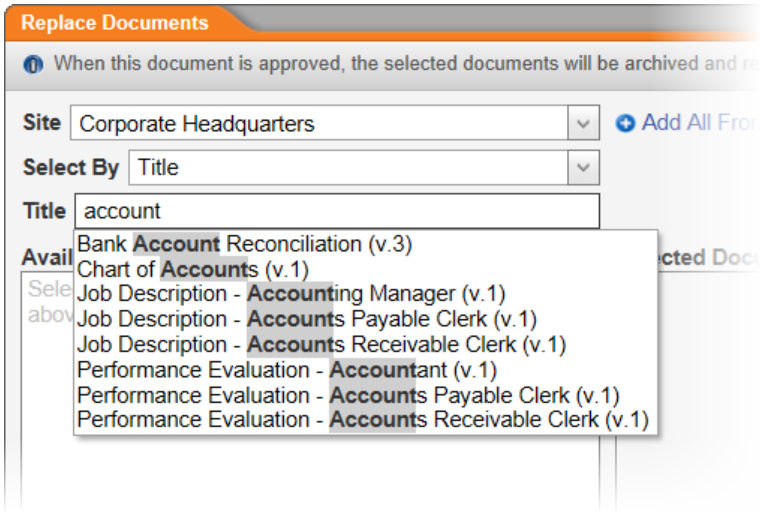


4. In the **Select By** list, click the way you want to find the documents to be replaced.

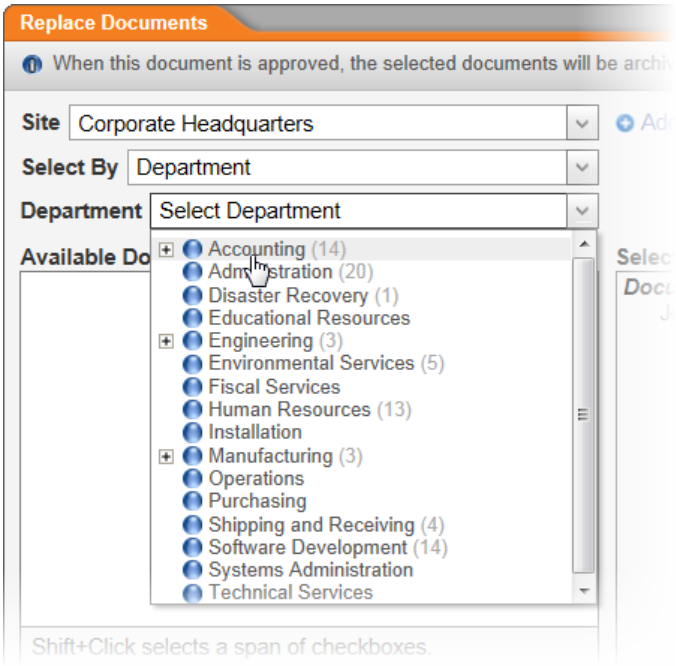


5. The list below the **Select By** list changes, depending on the **Select By** option you choose. Do one of the following:

   - 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.



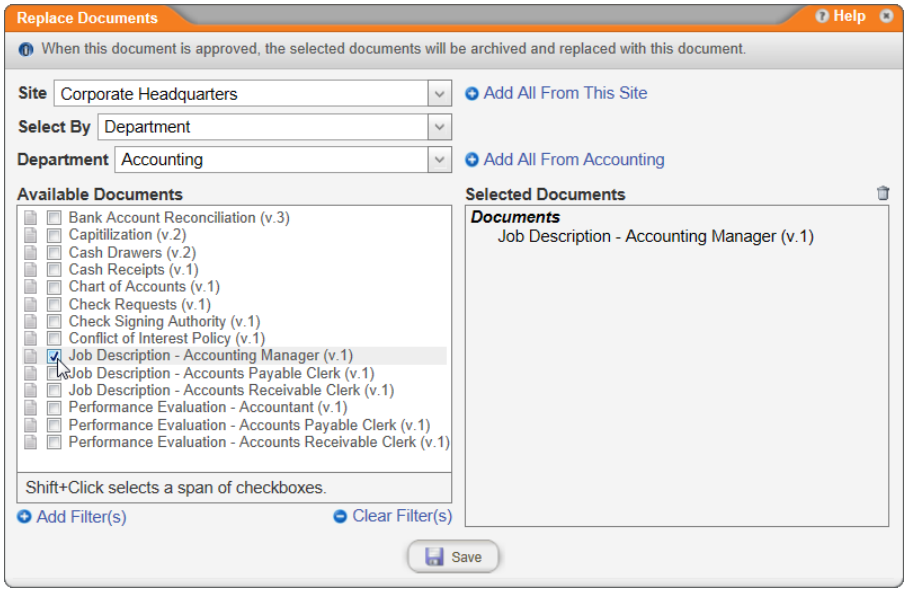
- If the **Select By** setting is any other option, in the list below **Select By**, find and click an item. For example, if you chose **Department** for **Select By**, in the **Department** list you would click a department.



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 Adding Simple Filters to a Document List or Adding an Advanced Filter to a Document List for details.
- To remove a document from the **Selected Documents** box, double-click the document title, or click it and then click .

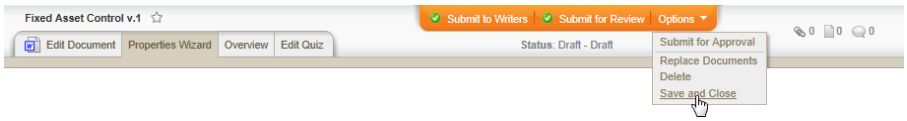


6. Once you have the document or documents you want to replace listed in the **Selected Documents** box, click **Save**.

Saving and Closing a Draft Document

To save and close a draft document, do one of the following:

- If you are ready to submit the document for review, see Submitting a Document for Review for detailed instructions.
- If you are collaborating with one or more other writers to complete the document, see Submitting a Document to Writers (Collaboration).
- If you are not finished with the document and want to save and close it without submitting it, click **Options** and then click **Save and Close**. You can then open the draft document at a later time to continue working with it.



Note: We also recommend that you periodically save a document while working on it. Click CTRL+S (or click **File**, and then click **Save**) to save the document without submitting or closing it.

Saving a Copy of a Document to Disk

If you need to save a copy of a document to disk,

1. In an open document, click **File**, and then click **Save As**.
2. Navigate to where you want the file saved, type a file name, and then click **Save**.

Important: PolicyTech™ does not track a file you save to disk and can no longer impose security restrictions on that file.

Editing a Draft Document

You can freely make changes to a document's properties and contents for as long as it remains in draft status.

Notes:

- Documents submitted to writers that are still in the collaboration status are considered draft documents and are completely editable by document owners.
- For instructions on editing a document 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.
- As the document owner, you can make changes to the document even after submitting it for review. See Editing Document Content for details.

To edit a draft document, find it in the draft or collaboration status, and then open it (see Finding a Document in a Specific Status if you need help). You can then add or change any of the following:

- Document content (see Writing a Document (Windows) or Writing a Document (Mac))
- Document properties (see Assigning Document Properties)
- File attachments and web address links (see Attaching Files and Adding Reference Links)
- Questionnaire (see Creating a Questionnaire)
- Documents to be replaced (see Designating a Document to Be Replaced)

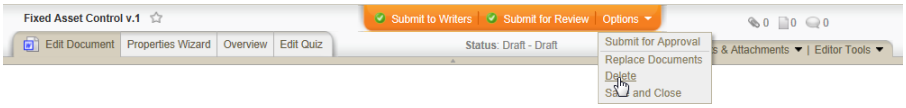
Be sure to save your changes.

Deleting a Draft Document

Important: You can only delete a document while it is in draft or collaboration status. To delete a document currently in review or approval, send it back to draft (see Sending a Document Back to Draft), and then follow the instructions below to delete it.

To delete a draft document,

1. Find and open the document in the draft or collaboration status (see Finding and Opening a Document if you need help).
2. Click **Options**, click **Delete**, and then click **Yes** to confirm.



Note: Deleted documents are placed in the **Recycle Bin**. If you ever need to restore a deleted document, contact your document control administrator.

Submitting a Document to Writers, Reviewers, or Approvers

Where a newly created draft document should go next depends on the assignments made in the document's **Properties Wizard**. Because assigning an approver is required, the document 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 to assigned approvers.

Go to the section below for what you need to do next with the draft document.

Submitting a Document to Writers (for Collaboration)

Submitting a Document for Review

Submitting a Document for Approval

Submitting a Document to Writers (for Collaboration)

If you, as a document owner or proxy author, assigned one or more writers to a document and are ready for them to work on it, your next step is to submit the document to writers. While a document is assigned to writers it is in the collaboration status.

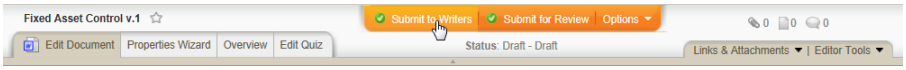
Note: If you did not assign writers, move on to Submitting a Document for Review or Submitting a Document for Approval.

As each assigned writer indicates that he or she has finished writing, you receive a notification email. When all assigned writers have indicated that they are finished writing the document, PolicyTech returns the document to draft status and notifies you that the document is ready to submit to review.

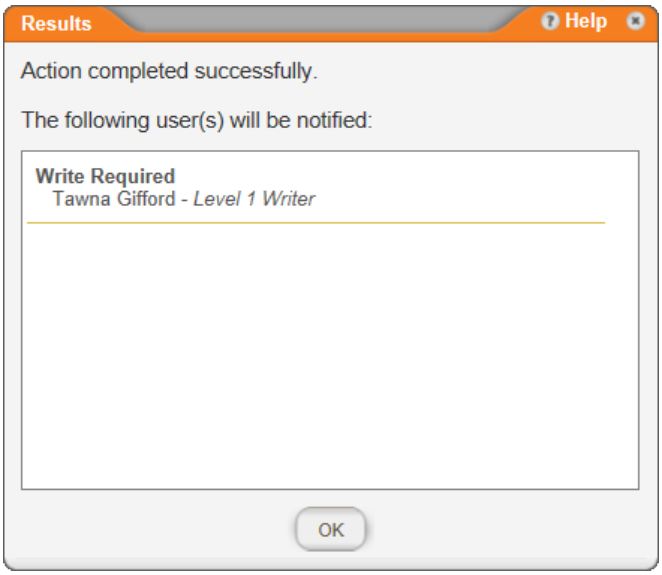
You can also check writer status from the document's **Overview** page (see Working with the Document Overview for details). To access the document while it is in collaboration status, see Finding a Document in a Specific Status.

Note: Because assigning writers is not a required **Properties Wizard** step, if the assigned template contains no required writers, you can skip any assigned writers and submit the document directly to review or approval if needed.

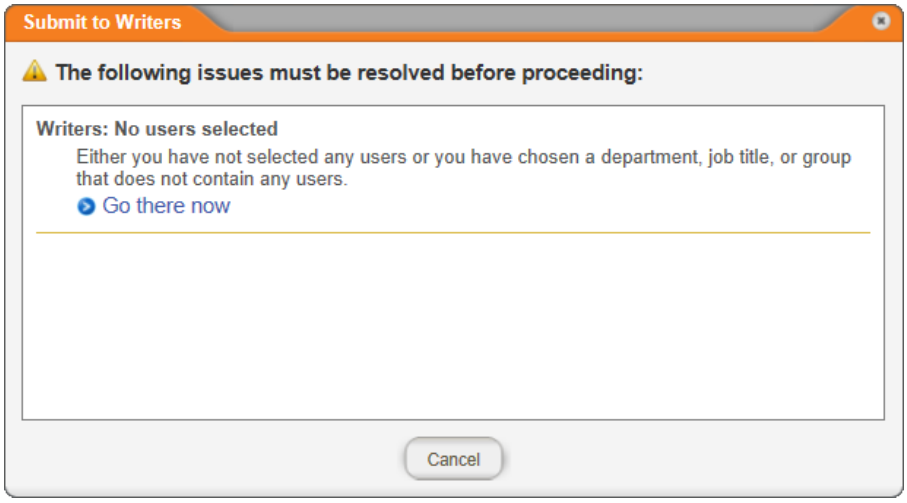
1. Find and open the document (see Finding and Opening a Document if you need help).
2. Click **Submit to Writers**.



3. In the **Results** window, click **OK**. The document is automatically closed for you.



Note: If no writers have been assigned to the document, 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 for Review

It is time to submit the document to 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.
- The document has been assigned to one or more reviewers in the **Properties Wizard**.

Important: Only the document owner or a document control administrator can submit a document for review. If you wrote the document as a proxy author and are finished, see Requesting a Document Review (Proxy Author).

Once you submit a document for review, each assigned reviewer has the option to accept, revise, or decline the document in its current state. As each reviewer acts on the document, you receive a notification email. When all reviewers have finished, you receive another email notification, and the document is sent to one of two places. If one or more reviewers revise or decline the document, it is sent back to draft status. If all reviewers accept the document, it is automatically submitted for approval.

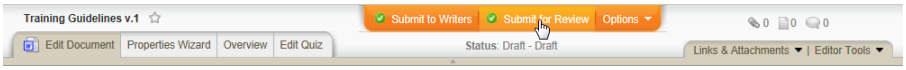
You can also check reviewer status from the document's **Overview** page (see Working with the Document Overview for details). To access the document while it is in review status, see Finding a Document in a Specific Status.

Note: Depending on your organization's policies and the type of document, you may not need to assign and submit the document 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, you can skip any assigned reviewers and submit the document directly to approval if needed.

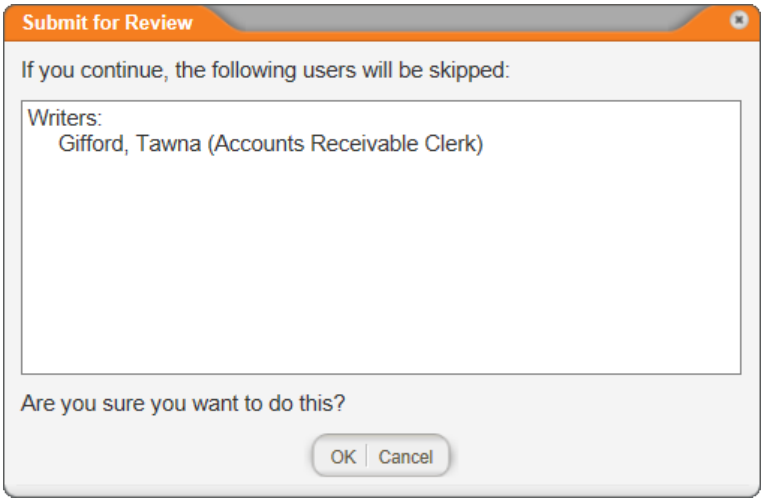
To submit a document for review,

1. Find and open the document in the draft or collaboration status (see Finding and Opening a Document if you need help).
2. Do one of the following:
   - If the document is currently in draft status, click **Submit for Review**.
   - If the document is currently in collaboration status, click **Options**, and then click **Submit for Review**.

Important: As the document owner, you can make changes to the document even after submitting it for review. See Editing Document Content for details.

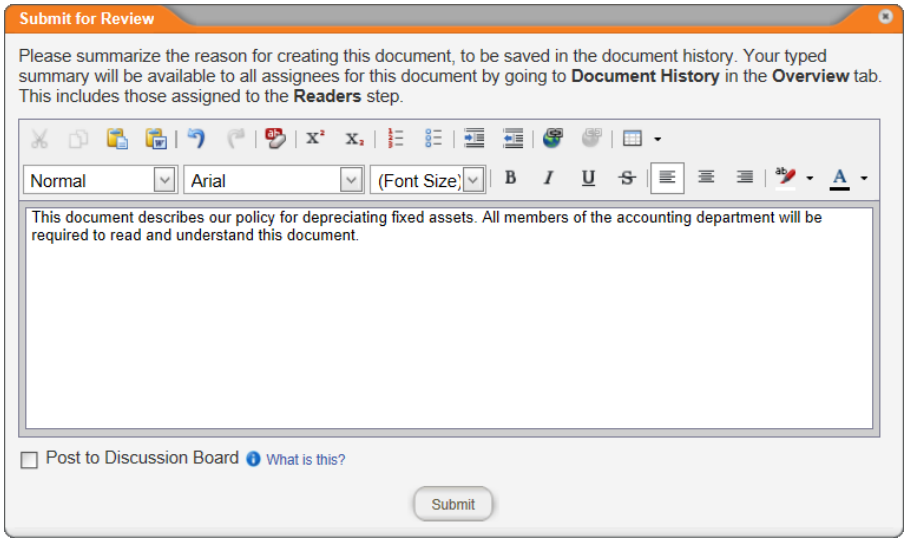


3. (Optional) If the document has any assigned writers who have not finished yet, a window similar to the following is displayed. To skip any unfinished writers and submit the document for review, click **OK**.

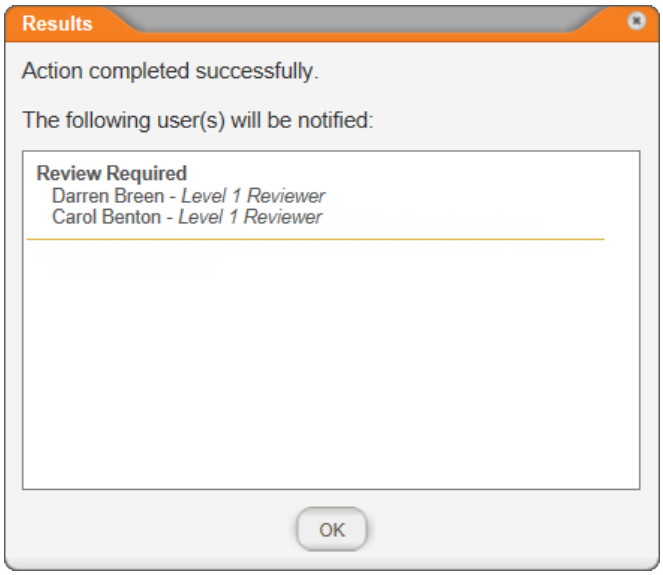


4. (Optional) In the **Submit for Review** window, delete the default text—"New Document" or "New Version"—and then type the purpose of the new document or a summary of changes for the new version of the document. All assigned reviewers, approvers, and readers will be able to see your comments.

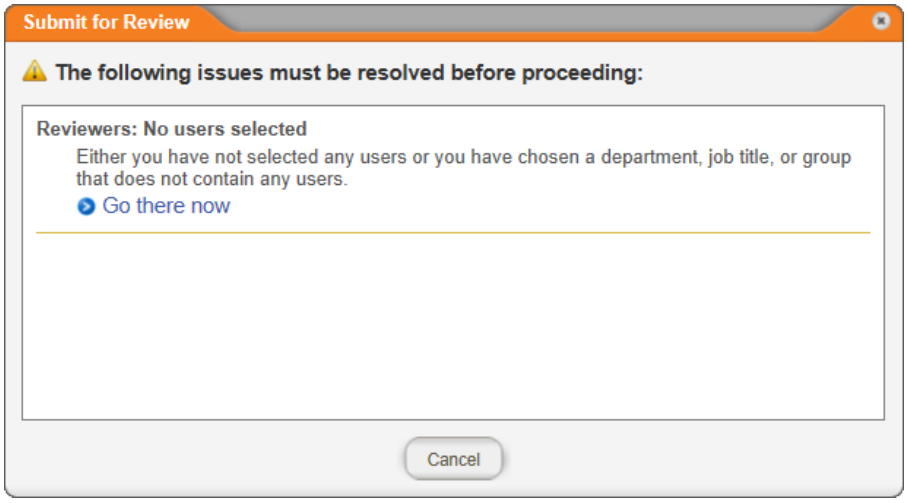
Note: If necessary, you, as the document owner, or a document control administrator can make changes to this change summary. See "Editing a Change Summary" in the Administrator's Guide for details.



5. (Optional) To add what you wrote to this document's discussion board, click **Post to Discussion Board** (see Working with Document Discussions for details).
6. Click **Submit**.
7. In the **Results** window, click **OK**. The document is automatically closed for you.



Note: If no reviewers have been assigned to the document, 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.

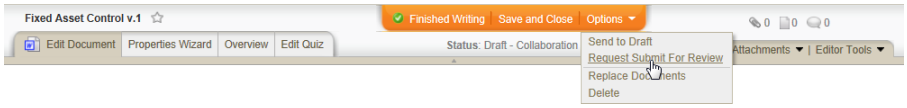


Requesting a Document Review (Proxy Author)

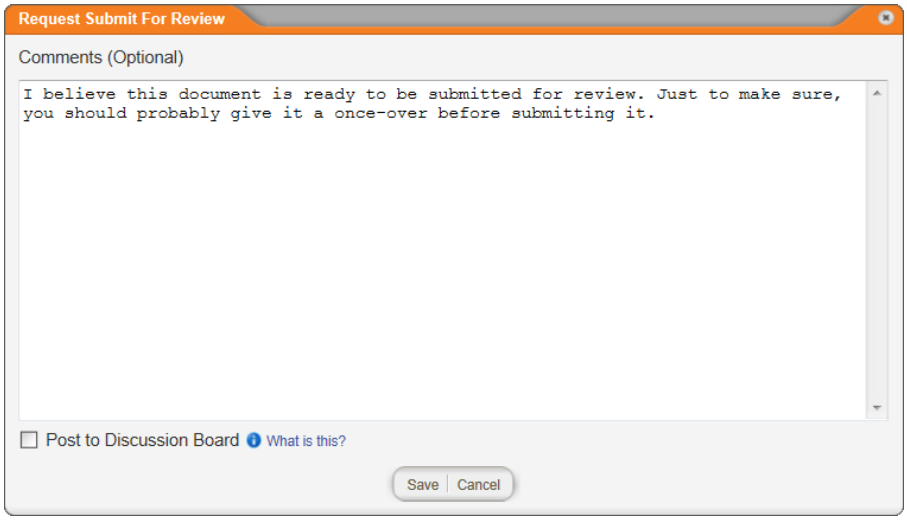
If you are a proxy author and have finished writing a document, you can send a request to the document owner to submit the document for review.

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 "Step 1: Settings," step 4).

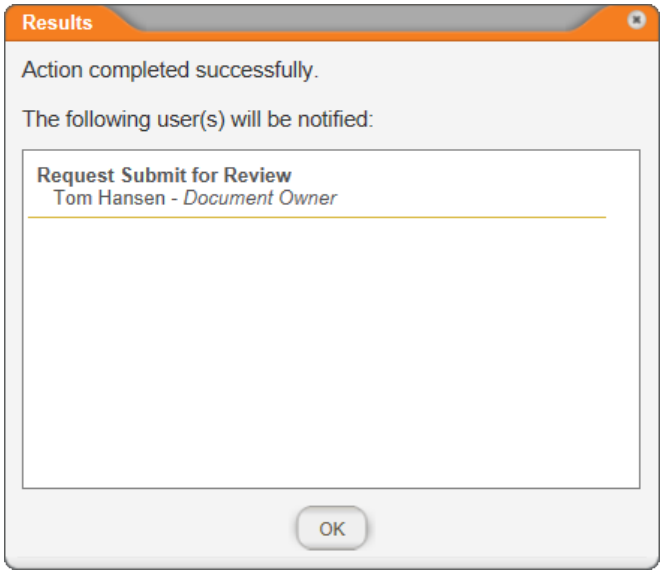
1. Find and open the document (see Finding and Opening a Document if you need help).
2. Click **Options**, and then click **Request Submit for Review**.



3. (Optional) In the **Comments** box, type any comments you want to include.



4. (Optional) To add what you wrote to this document's discussion board, click **Post to Discussion Board** (see Working with Document Discussions for details).
5. Click **Save**.
6. In the **Results** window, click **OK**. The document is automatically closed for you.



Submitting a Document for Approval

Important: If you submitted a document for review, you don't need to submit it to approval. The document will automatically be submitted to approval once all reviewers accept it.

If a document's template contains no required reviewers, you can submit a draft document directly to approval, skipping the review step. You must assign at least one approver before submitting a document for approval.

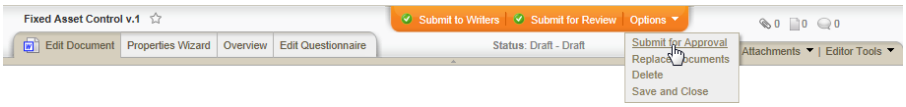
Note: Only the document owner or a document control administrator can submit a draft document for approval.

Once you submit a document for approval, each assigned approver has the option to accept, revise, or decline the document in its current state. As each approver acts on the document, you receive a notification email. When all approvers have finished, you receive another email notification, and the document is sent to one of two places. If one or more approvers revise or decline the document, it is sent back to draft status. If all approvers accept the document, it is automatically published (unless the document has been assigned a publication date sometime in the future, in which case the document is moved to pending status until that date).

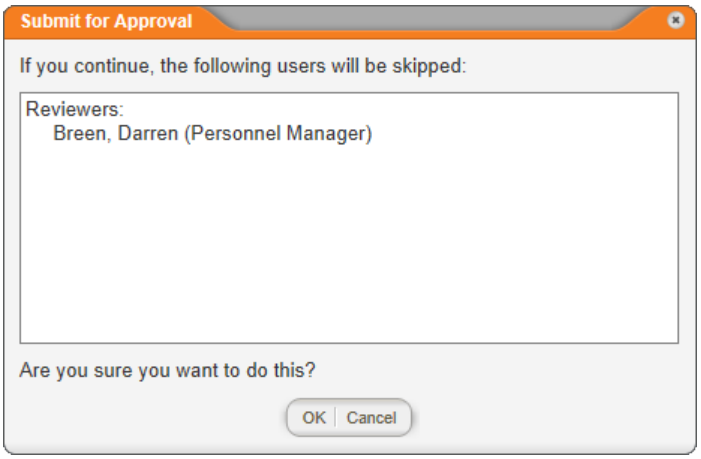
You can also check approver status from the document's **Overview** page (see Working with the Document Overview for details). To access the document while it is in approval status, see Finding a Document in a Specific Status.

To submit a document for approval,

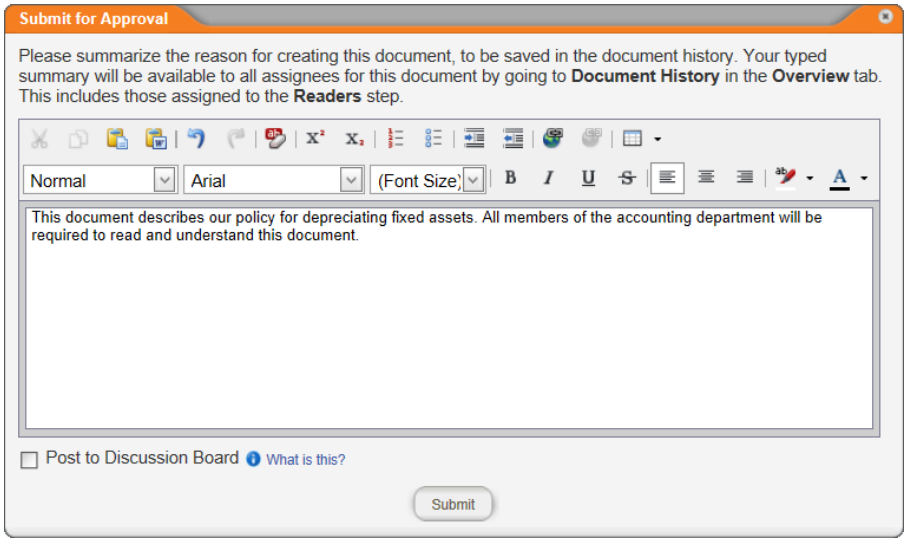
1. Find and open the document in the draft, collaboration, or review status (see Finding and Opening a Document for help).
2. Click **Options**, and then click **Submit for Approval**.



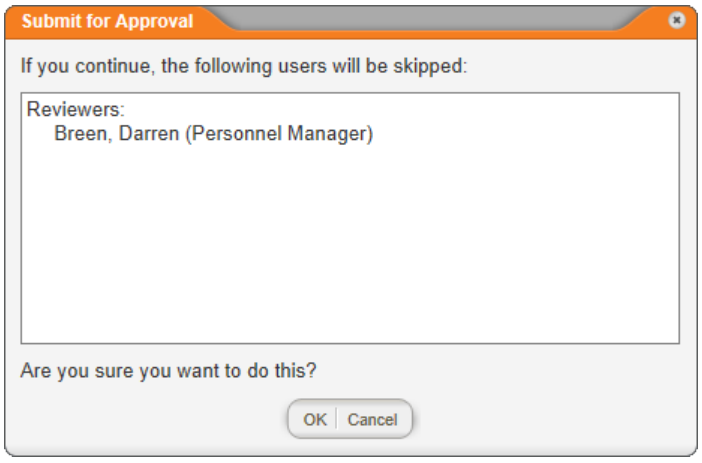
3. (Optional) If the document has any assigned reviewers who have not finished yet, a window similar to the following is displayed. To skip any unfinished writers and submit the document for review, click **OK**.



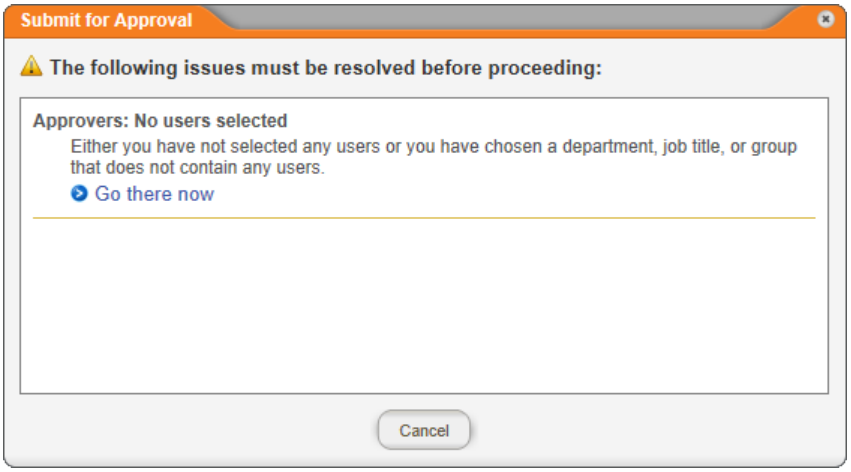
4. (Optional) In the **Submit for Approval** window, delete the default text—"New Document" or "New Version"—and then type the purpose of the new document or a summary of changes for the new version of the document. All assigned reviewers, approvers, and readers will be able to see your comments.



5. (Optional) To add what you wrote to this document's discussion board, click **Post to Discussion Board** (see Working with Document Discussions for details).
6. Click **Submit**.
7. In the **Results** window, click **OK**. The document is automatically closed for you.



Note: If no approvers have been assigned to the document, 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 in Review and Approval

As a document owner, you can do any of the following with a document you own while it is in the review or approval status:

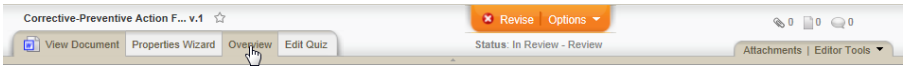
- Find and open a document (see Finding and Opening a Document)
- Check the status of assigned writers, reviewers, or approvers (see Checking Writer, Reviewer, and Approver Status)
- Make changes to document properties (see Making Changes to Document Properties)
- Edit document content (see Editing Document Content)
- Send the document back to draft (see Sending a Document Back to Draft)
- Check the document's discussion board (see Working with Document Discussions)
- Force a Document from Review to Approval (see Forcing a Document from Review to Approval)

Checking Writer, Reviewer, and Approver Status

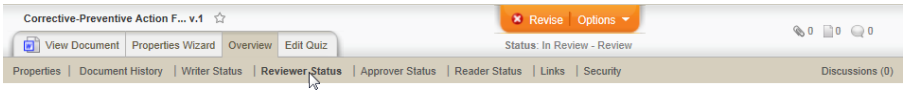
As a document owner, once you have submitted a document for writing, review, or approval, you can check that document's status at any time from within the document's Overview page.

Important: You can also check writer, reviewer, and approver status by generating various **Tasks by Document** and **Tasks by User** reports.

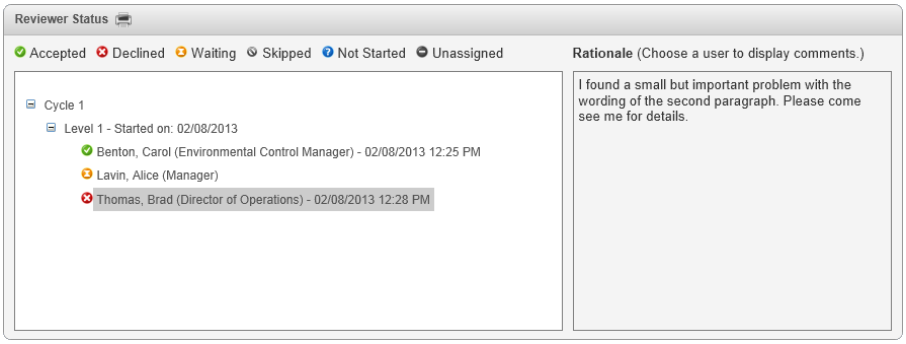
1. Find and open the document (see Finding a Document You Are Assigned to Own, Proxy Author, Write, Review, Approve, or Read if you need help).
2. Click **Overview**.



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 assignee'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.

Status Descriptions

The assigned writer has finished writing the document, or the assigned reviewer or approver has accepted the document as is.

The assigned reviewer or approver has either revised or declined the document.

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 a reviewer in the **Reviewer Status** window if the document is currently in the review workflow status and the user has not finished reviewing the document.

The assigned writer, reviewer, or approver did not complete his or her task before the document was moved to another workflow status. For example, while a document is in collaboration status, the document owner clicks **Submit for Review** before one of the writers clicks **Finished Writing**. The document 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 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 review and all reviewers have received their task notifications, the document owner edits the document's **Properties Wizard** and removes one of the assigned reviewers. That user is now marked as unassigned.

Making Changes to Document Properties

A document owner, a document control administrator (DCA), and a proxy author can all make changes to an assigned document after it leaves the draft workflow status. A document owner or DCA can make changes to a document's properties in the following nondraft statuses:

- Collaboration
- Review
- Approval
- Pending
- Published

An assigned proxy author can make document property changes in the following nondraft statuses:

- Collaboration
- Review
- Approval

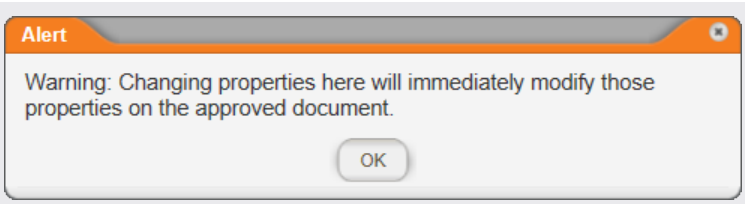
However, the following document properties cannot be changed for documents in certain statuses. If you need to change one of these properties, you will have to return the document to draft status (see Sending a Document Back to Draft) or create a new version (see Doing a Periodic Review and Creating a New Version).

- Template: can only be changed in the draft and collaboration statuses
- Approvers: cannot be changed after a document is approved and moved to pending or published status
- Publication Date: Cannot be changed once a document is moved to published status

To change a document's properties after it has been moved out of draft status,

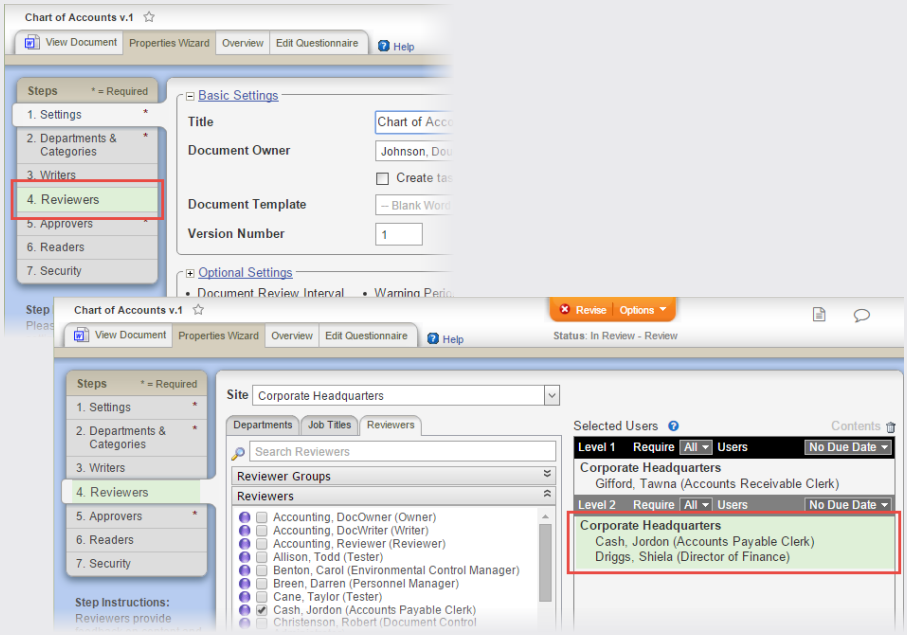
1. Find and open the document (see Finding and Opening a Document or Finding a Document You Are Assigned to Own, Proxy Author, Write, Review, Approve, or Read for help).
2. Click **Properties Wizard**.

Note: If you are working on a document in the pending or published status, you will see the following alert. Click **OK** to continue.



3. Click a **Properties Wizard** step, and then make the desired changes.

Note: The step matching the status the document is currently in is highlighted in green. If the document is currently in the writing, review, or approval, the currently active level is also highlighted in green.



4. Click **Save**.

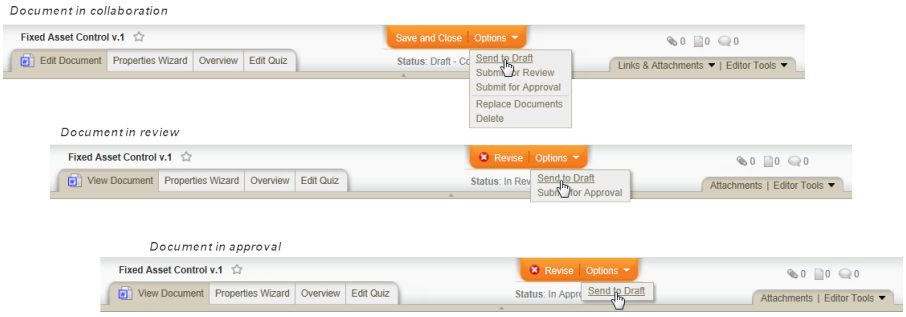
Important: If you close the document without clicking **Save** first, your changes will be lost.

5. Close the document.

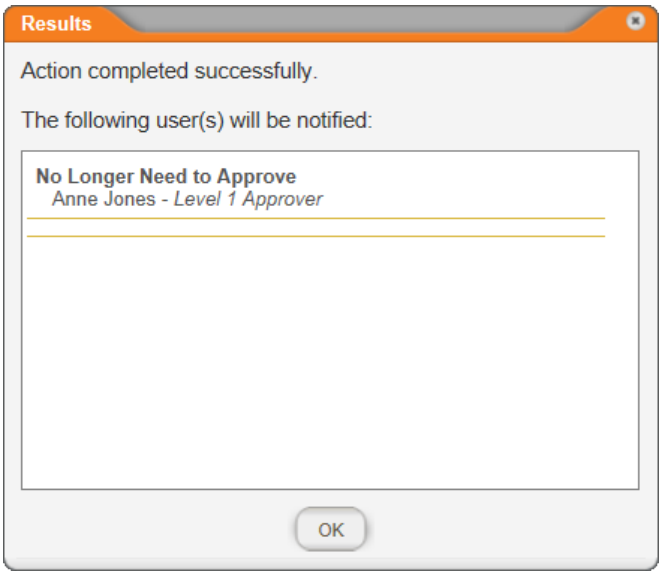
Sending a Document Back to Draft

A document owner can send a document in the collaboration, review, or approval status back to draft status.

1. Find and open the document (see Finding a Document You Are Assigned to Own, Proxy Author, Write, Review, Approve, or Read for help).
2. Click **Options**, and then click **Send to Draft**.



3. In the **Results** window, click **OK**.

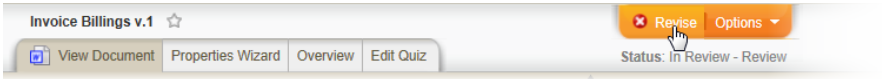


The document is moved to draft status and remains open. Any writers (collaboration status), reviewers (review status), or approvers (approval status) in the current status who had not completed their assigned tasks are notified that their tasks no longer need to be completed.

Editing Document Content

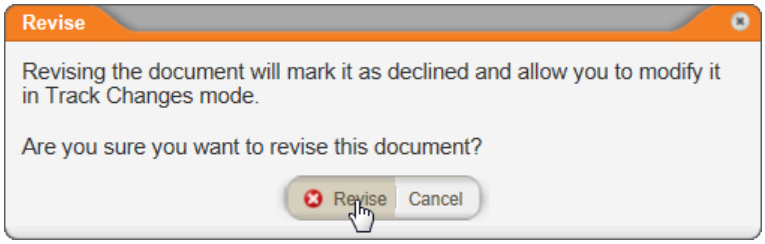
If you are the owner of a document, you can make changes to that document while it is in the review or approval status.

1. Find and open the document (see Finding a Document You Are Assigned to Own, Proxy Author, Write, Review, Approve, or Read for help).
2. At the top of the document window, click **Revise**, and then click **Revise** again to confirm.



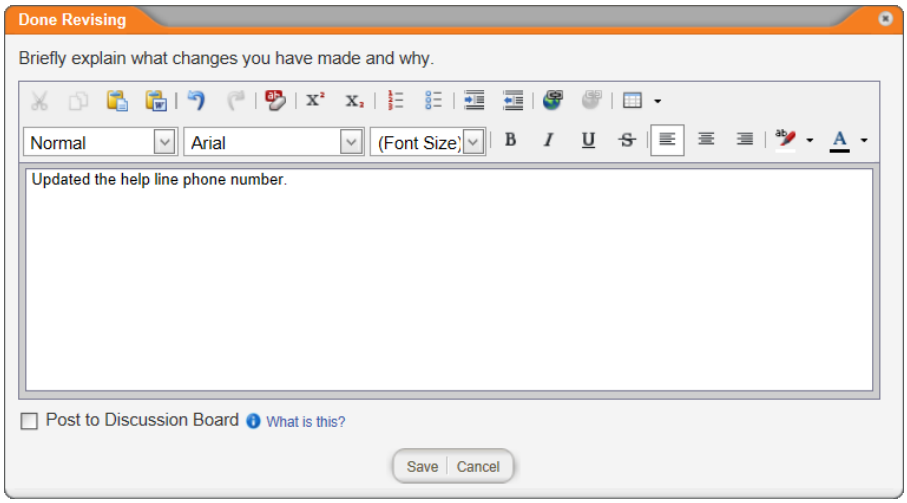
3. An alert is displayed informing you that the revised document will be declined and sent back draft, just as if a reviewer or approver had revised the document. Also, any changes you make will be tracked.

   Click **Revise** to continue.



4. Make your changes, and then click **Done Revising**.

5. (Required) 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 Document Discussions for details on selecting recipients and making the discussion private.

7. Click **Save**, and then click **OK**.

Important: When the last assigned reviewer 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

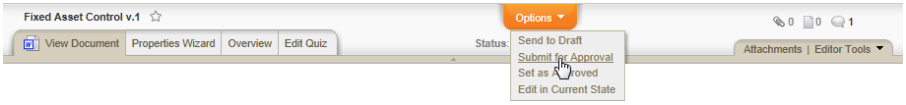
Document) and then resubmit the document for review or submit it directly to approval.

Forcing a Document from Review to Approval

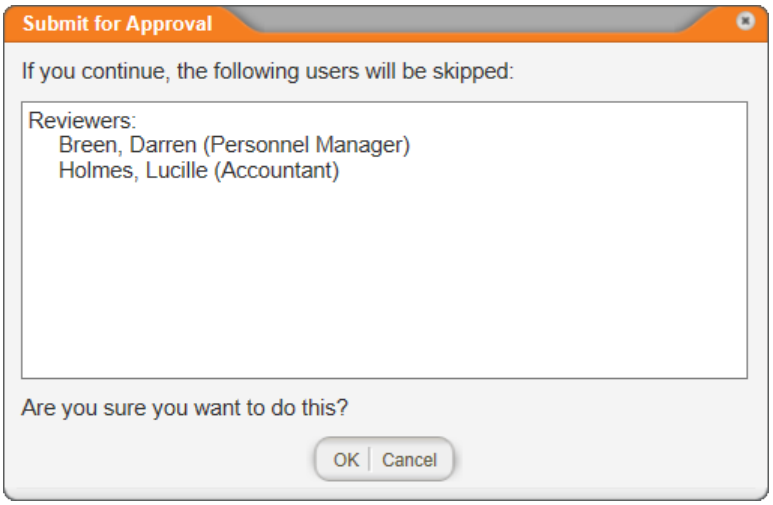
When necessary, as a document owner or document control administrator you can move a document currently in the review status to the approval status, skipping any reviewers who have not yet completed their review tasks.

Important: If you are not a document control administrator, you cannot force a document from review to approval if the document's template contains required reviewers.

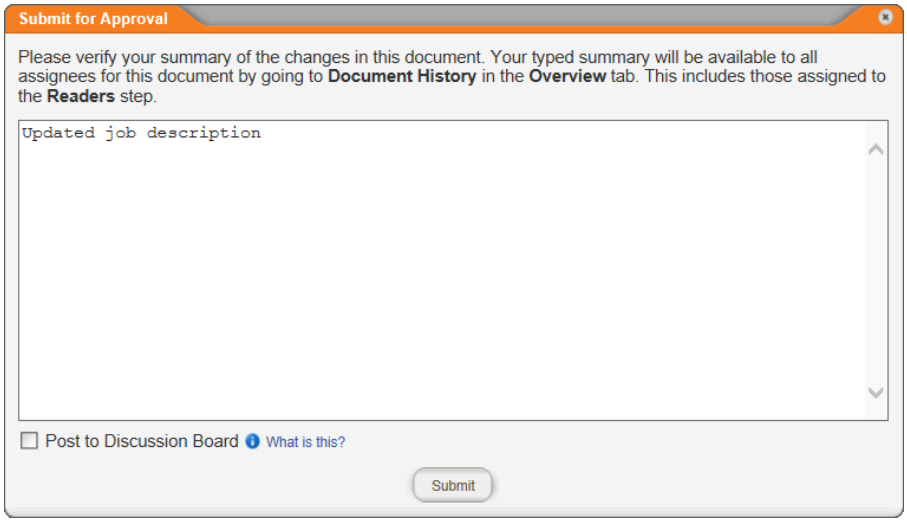
1. Find and open the document currently in review that you need to move on to approval (see Finding a Document in a Specific Status).
2. Click **Options**, and then click **Submit for Approval**.



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 was submitted for review are displayed. 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, and assigned approvers receive new tasks.

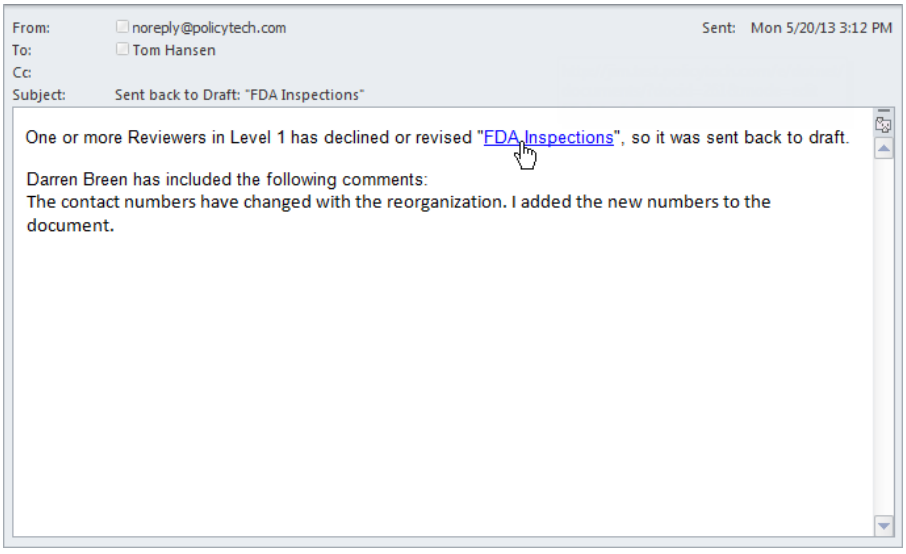
Working with a Revised or Declined Document

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

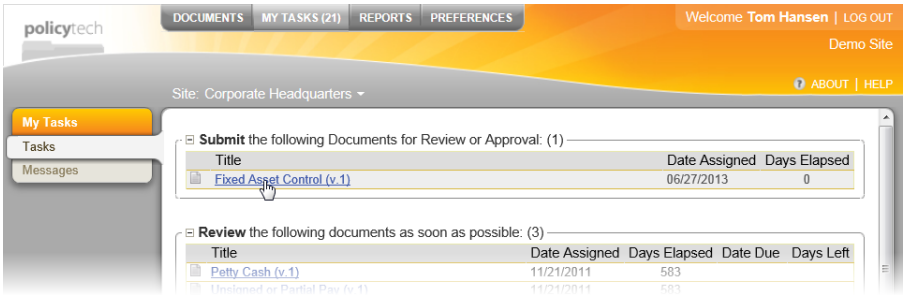
- If the document was accepted by all of the assigned reviewers or approvers, it is automatically moved to the next status (approval, pending, or published) and the appropriate assignees are notified. In this case, you, as the document owner, do not need to do anything. You receive e-mail notification that the document has been moved on.
- If the document 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 for review.

Note: As individual reviewers or approvers revise or decline the document, you receive email messages with any comments from the reviewers or approvers. Only after the last reviewer or approver has taken action is the document automatically placed back in draft.

1. To edit the document 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 link.



   - Click **MY TASKS**, and then, in the Submit area, click the document title.



2. What you do next depends on whether the document was revised or declined and what type of document 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 below 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 you're editing was declined and none of the reviewers or approvers revised it, refer to the comments entered when the document 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 document overview (see Working with the Document Overview for details).

3. When you've finished making the necessary changes, resubmit the document to review or approval.

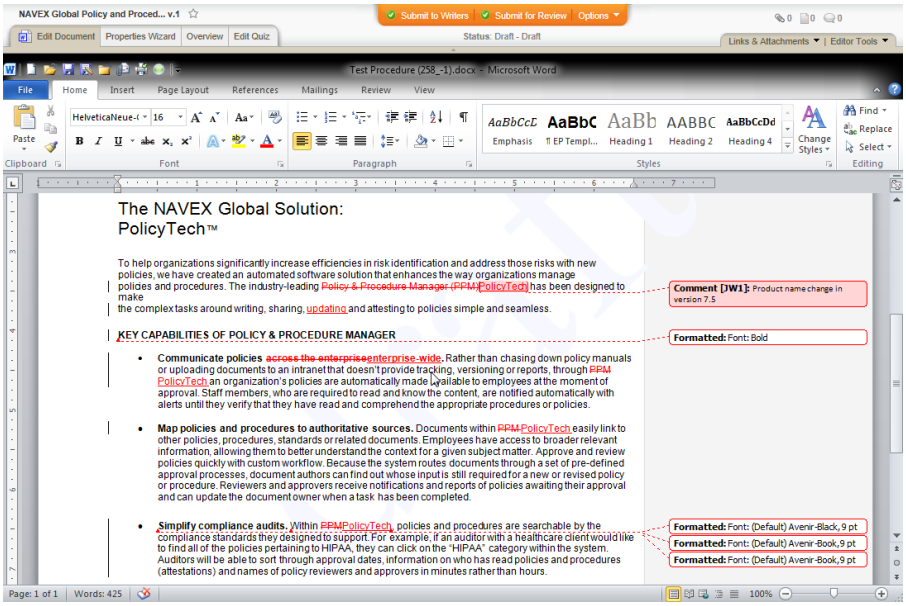
Working with Tracked Changes in a Word Document

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 looks 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.

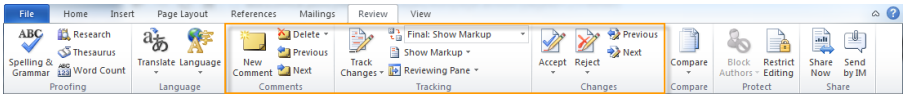


Track Changes and Comment Options

The location and appearance of the **Track Changes** and **Comments** options vary depending on the version of Word you're using.

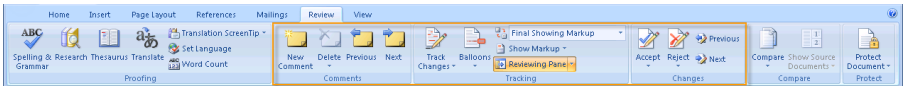
Word 2010

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

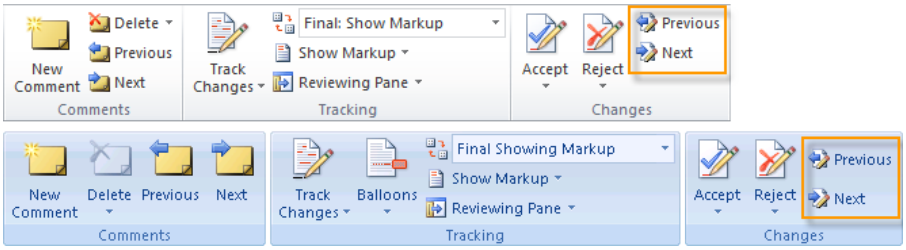
Using the **Track Changes** and **Comments** options, you can do any of the following:

> **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

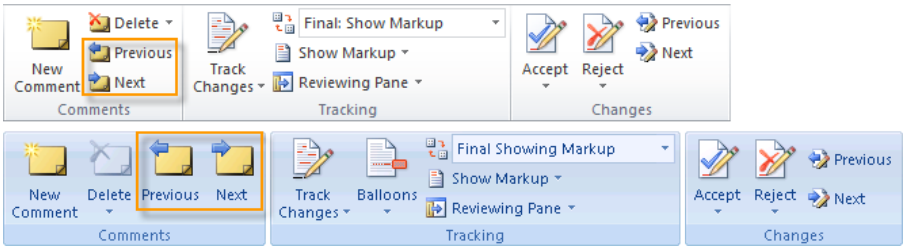
After finding marked-up text, hover the cursor over the change to see who made it.

On the **Review** tab, in the **Changes** group, click **Next** or **Previous**.



Find Comments in the Text

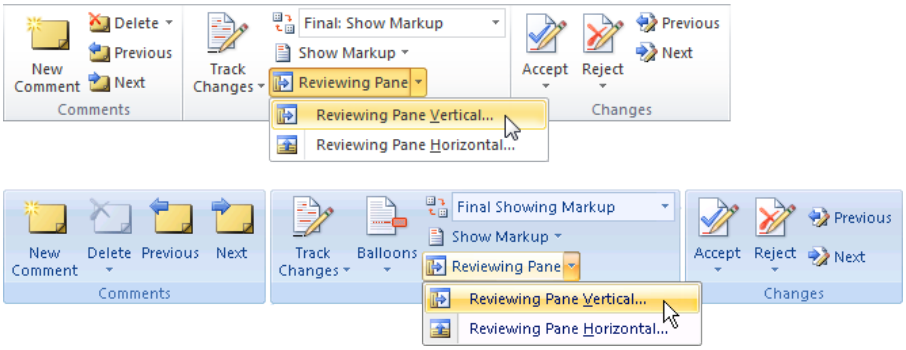
On the **Review** tab, in the **Comments** group, click **Next** or **Previous**.



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.

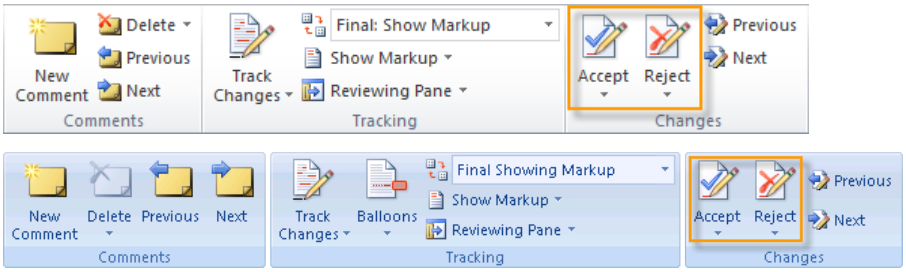
On the **Review** tab, in the **Tracking** group, click the arrow next to **Reviewing Pane**, and then click **Reviewing Pane Vertical** or **Reviewing Pane Horizontal**.



Accept or Reject a Change

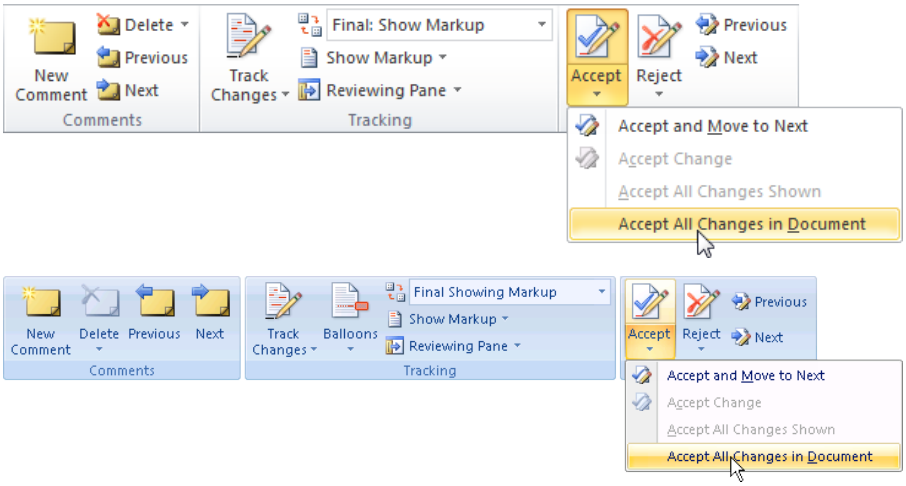
Accepting a change removes the markup and leaves the normal text. Rejecting a change deletes the marked-up text.

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**.



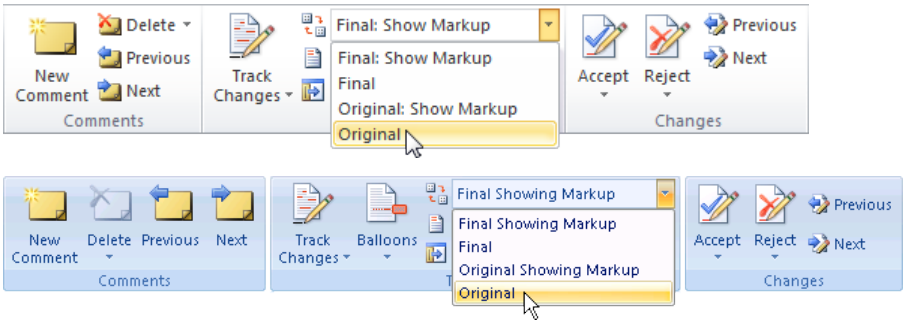
Accept or Reject All Changes at Once

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

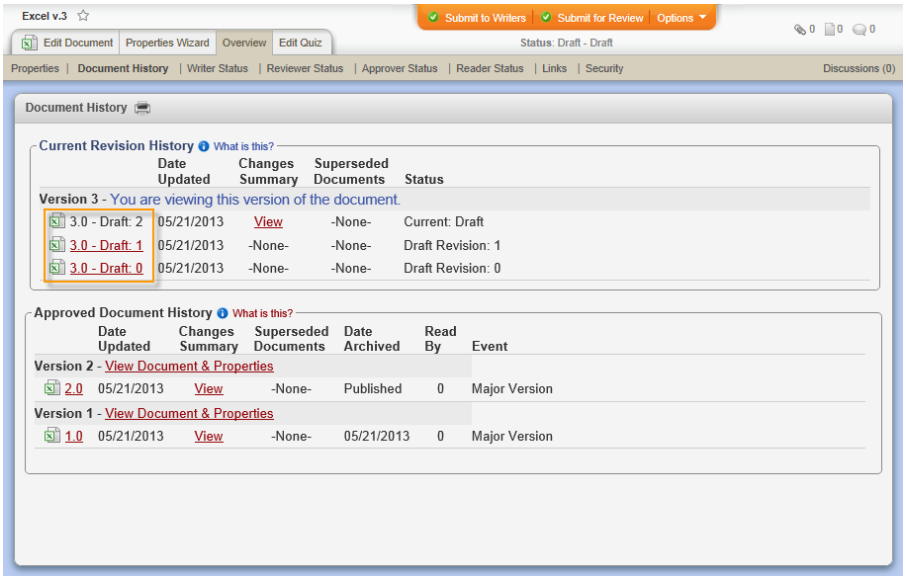
Because the **Track Changes** feature in Excel® is not activated (it doesn't work in the same way as **Track Changes** in Microsoft® Word), you will need to compare draft versions in order to find changes made by a reviewer or approver.

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 **Document 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 Document Template

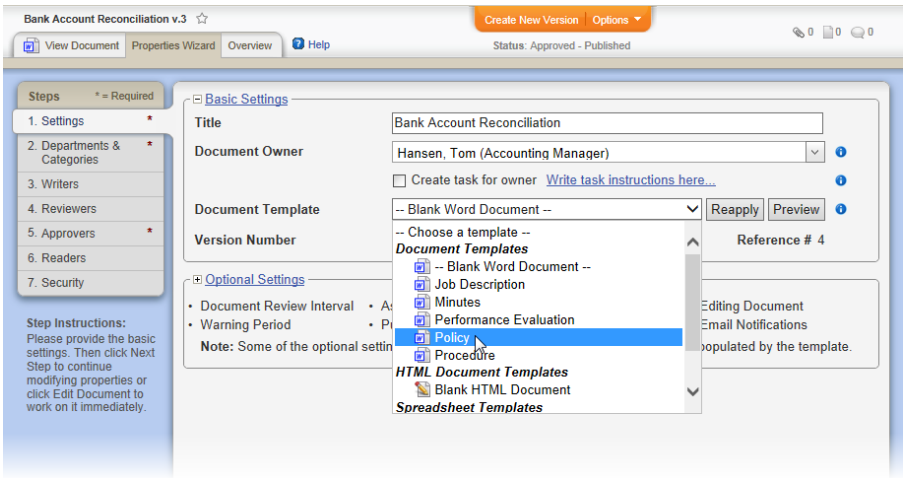
If you are a document owner, proxy author, or document control administrator, you can change or reapply a document's template assignment while the document is in draft or collaboration status. You select which of the following template parts you want changed or reapplied:

- Properties
- Document contents (body)
- Headers
- Footers

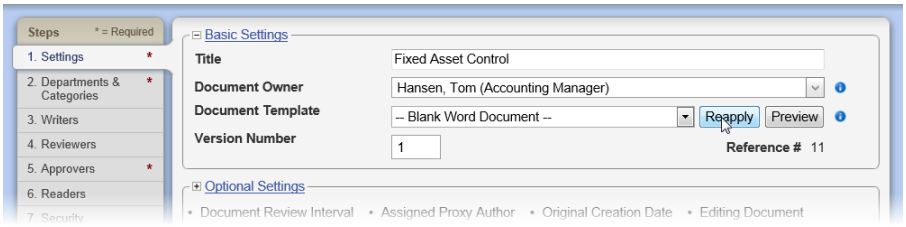
Note: A document control administrator (DCA) can change or reapply a template's properties (not contents, headers, or footers) to documents in pending or published status or to multiple documents at once using **Bulk Editor**.

1. Open a document (see Finding and Opening a Document if you need help).
2. Click **Properties Wizard**.

3. Do one of the following:
   - Select a different template.

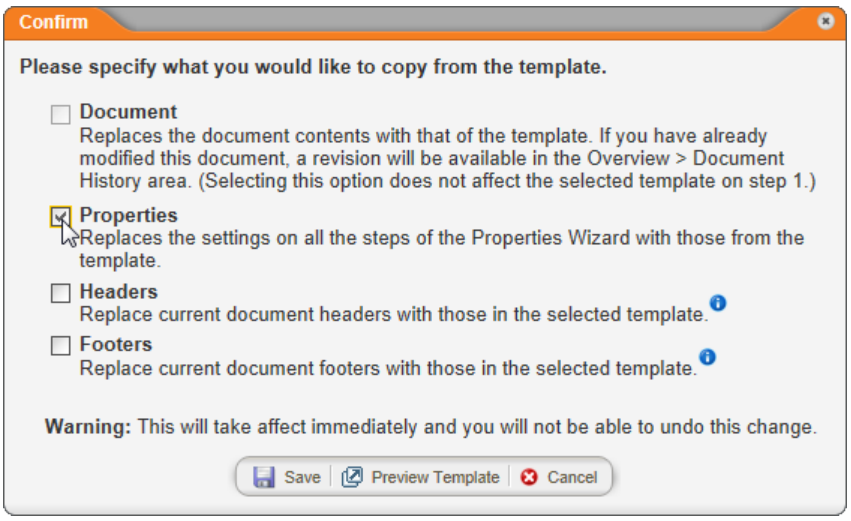


   - To the right of the **Document Template** box, click **Reapply**.



4. 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.



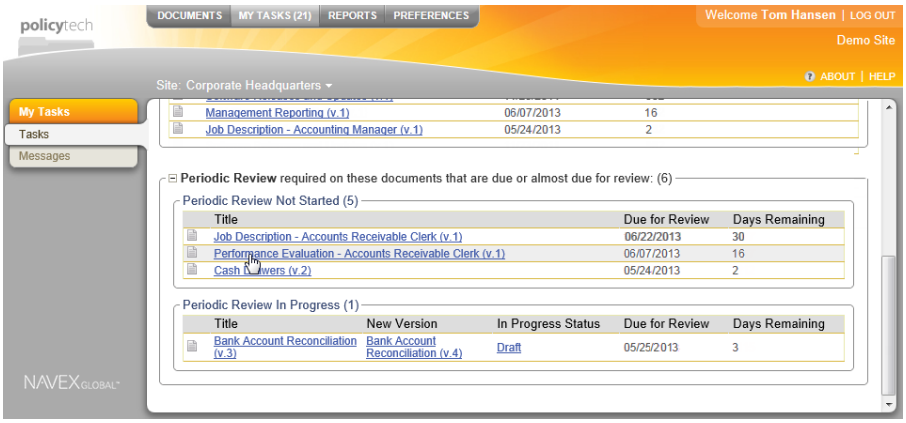
5. (Optional) To see the template's document contents and properties, click **Preview Template** to open the previewer in a separate window. Click **View Document** to see contents; click **Overview** to see properties. When you're finished, close the preview window.
6. In the **Confirm** window, click **Save**, and then close the document.

Doing a Periodic Review and Creating a New Version

When you, as a document owner, create a document, you have the opportunity to indicate how often you want to be reminded to review the document and see if it needs updating (see Step 1: Settings). 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 link.

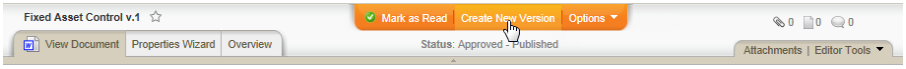
   - Click **MY TASKS**, and then, in the **Periodic Review** area, click the document title.



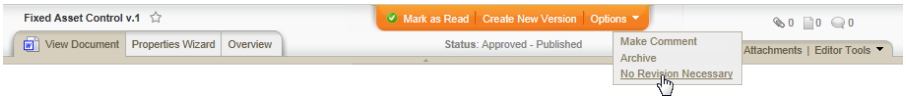
   - Find and open the document using the **I Own** option under **My Documents** (see Finding a Document You Are Assigned to Own, Proxy Author, Write, Review, Approve, or Read for details.)

2. Review the document, and then take one of the following actions:

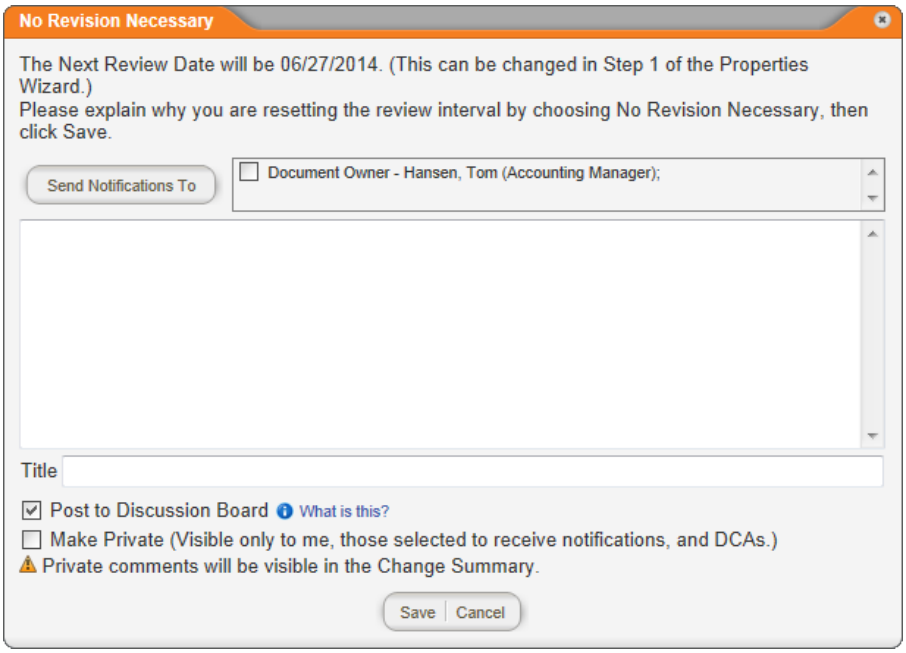
   - If the document needs to be revised, click **Create New Version** to make a copy of the approved document and place it in draft status. Make updates, and then move the new version of the document through the review and approval process as you normally would. Once the new version is approved, the previously approved version is archived.



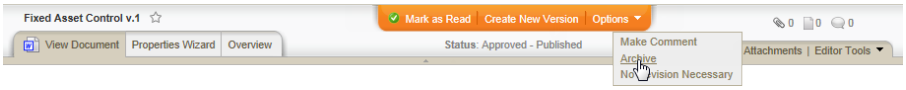
   - If the document does not need to be revised, click **Options**, and then click **No Revision Necessary**.



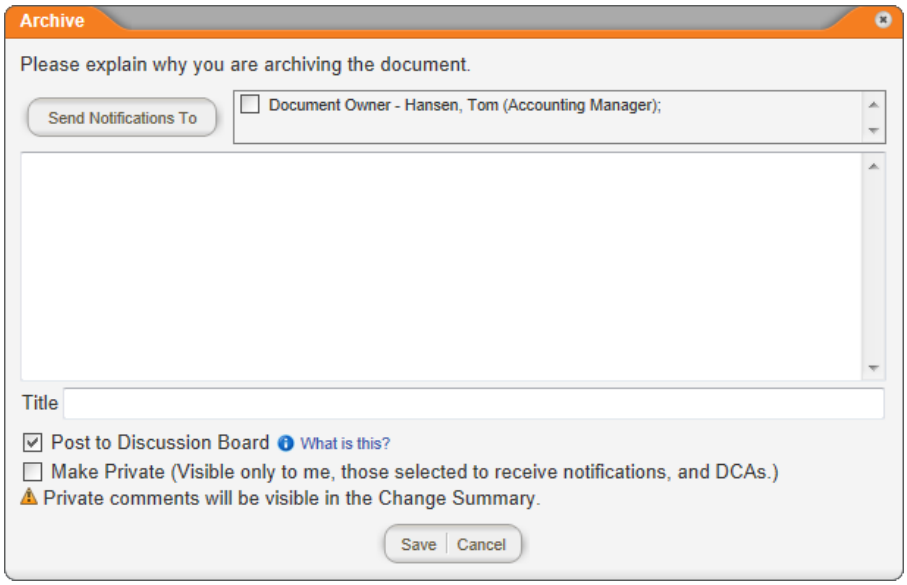
     A discussion window appears for you to explain why you are resetting the review interval without making changes. Complete the discussion form (see Working with Document Discussions for details), click **Save**, and then click **OK**.



   - If the document is obsolete (needs no revision and will no longer be used), click **Options**, and then click **Archive**.



A discussion window appears for you to explain why you are archiving the document. Complete the discussion form (see Working with Document Discussions for details), click **Save**, and then click **OK**.

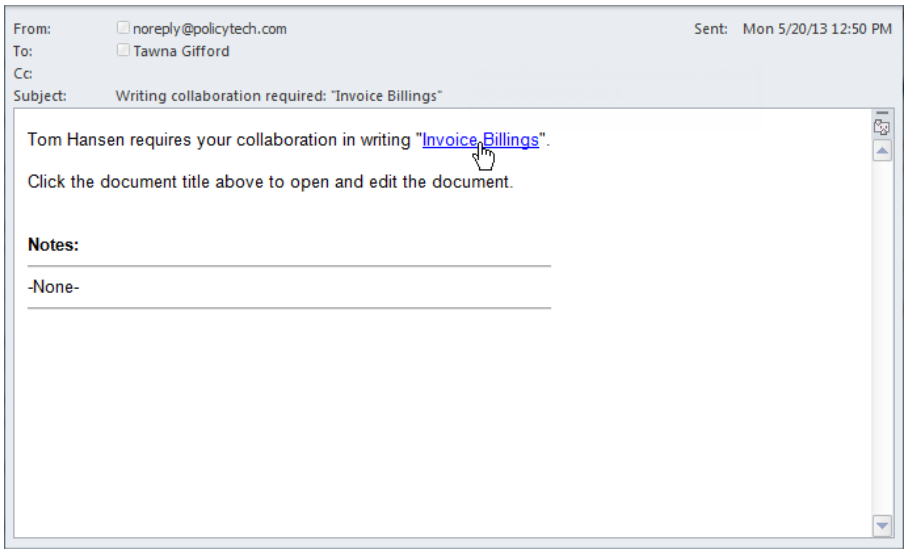


Collaborating on (Helping to Write) a Document (for assigned writers)

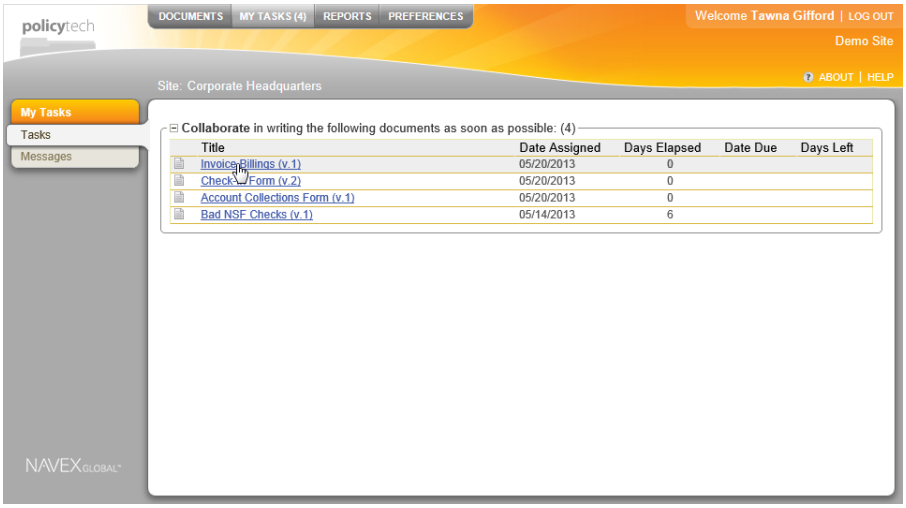
If you've been assigned the writer role, a document owner can assign you to help write a document. The document owner may assign you to write all of the document or only parts of it. Or, the document owner may also just want you to edit the document to check for subject matter accuracy or grammatical correctness.

When a document owner assigns you as a document's writer and then submits the document to you, you receive an email notification with the subject, 'Writing collaboration required: "[*document title*]."' The task is also added to **My Tasks**.

1. Do one of the following to open a document you've been assigned to write:
   - Open the task notification email, and then click the document link.



   - Click **MY TASKS**, and then, in the **Collaborate** area, click the document title.



2. Write the document, or your portion of the document, using any available Microsoft® Word or Excel® features and any PolicyTech™ features. See the following topics for detailed instructions:

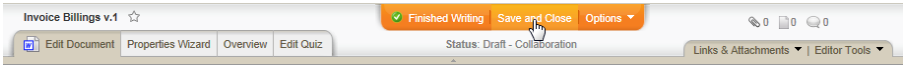
Writing a Document (Windows)

Writing a Document (Mac)

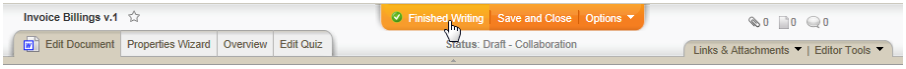
Attaching Files and Adding Reference Links

3. When you're finished working on an assigned document, do one of the following:

   - If you're not finished writing the document and plan to come back to it later, click **Save and Close**.

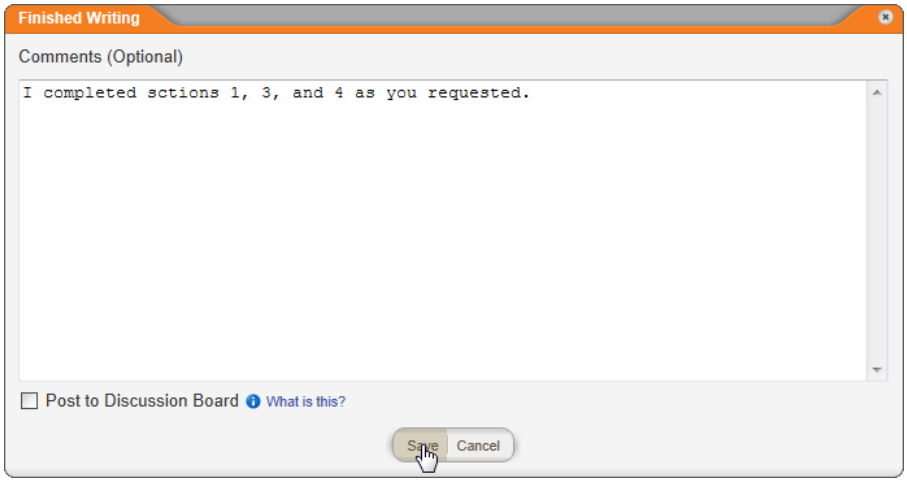


   - If you're finished with your writing assignment, click **Finished Writing**.

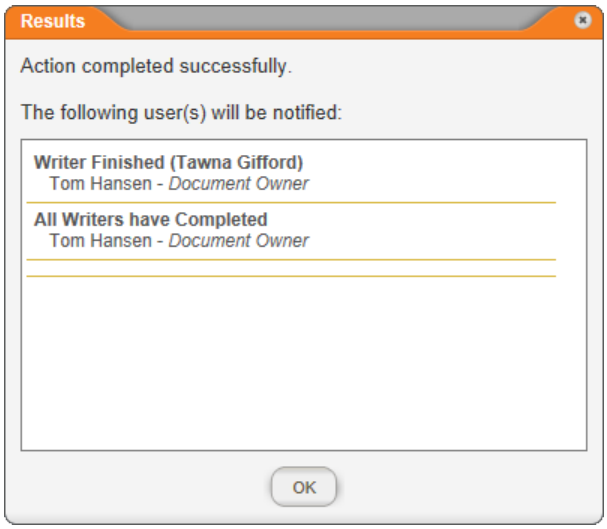


     (Optional) Then, in the **Finished Writing** window, type comments for the document owner, and then click **Save**.

Note: To add what you wrote to this document's discussion board where all assignees can see it, click **Post to Discussion Board** (see Working with Document Discussions for details).



In the **Results** window, click **OK**. The document is automatically closed for you.



Reviewing and Approving a Document

The instructions in the topics below apply only if you have been assigned as a document reviewer or approver. If a document owner assigns you as a reviewer or approver or you assigned yourself, (as the document owner) as a reviewer when creating a new document, you will be notified by e-mail and in **MY TASKS** (see Working with My Tasks for details) when that document is submitted for review or is moved to the approval stage.

Reviewing a Document

Approving a Document

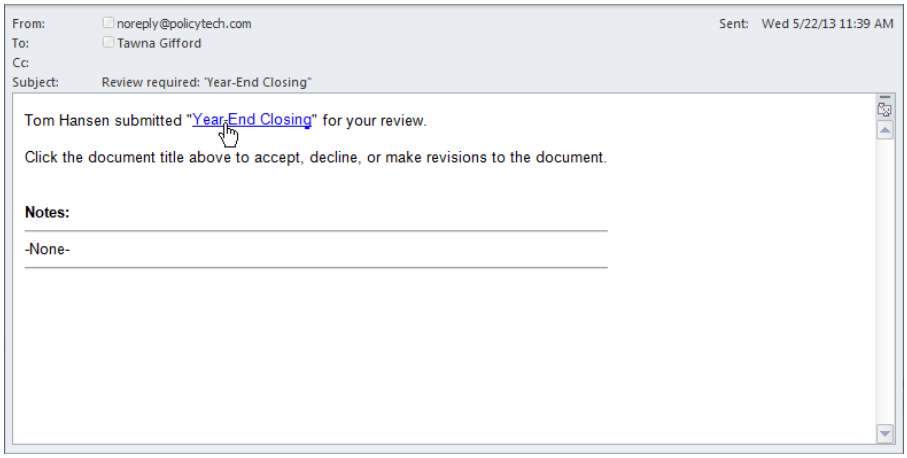
Reviewing a Questionnaire

Reviewing a Document

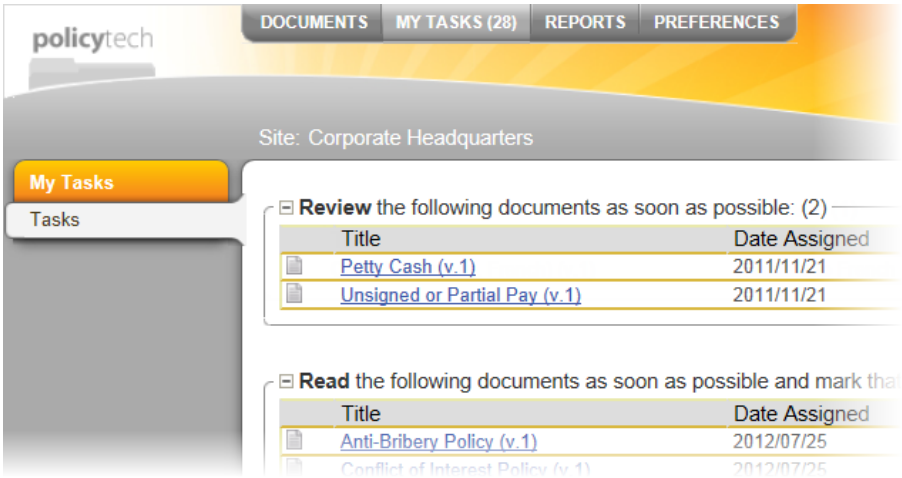
If you have been assigned the reviewer role in PolicyTech, a document owner can assign you to review a document. Then, when that document is submitted to review, you receive a task assignment notification in the form of an email (if you are set up to receive emails from PolicyTech), and a task is added to your **My Tasks** list.

1. To open a document you've been assigned to review, do one of the following:

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

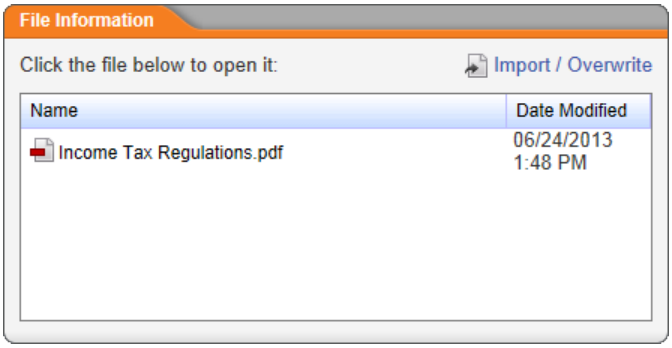


   - Click **MY TASKS**, and then, in the **Review** area, click the document title.

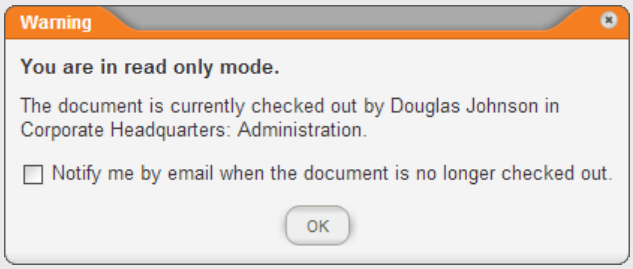


- Find and open the document using the **I Review** option under **My Documents** (see Finding a Document You Are Assigned to Own, Proxy Author, Write, Review, Approve, or Read for details.)

2. (Conditional) If, when you open the document, you see a window like the one below, follow the instructions in Opening a Document from the File Information Window, and then resume with the next step in these instructions.



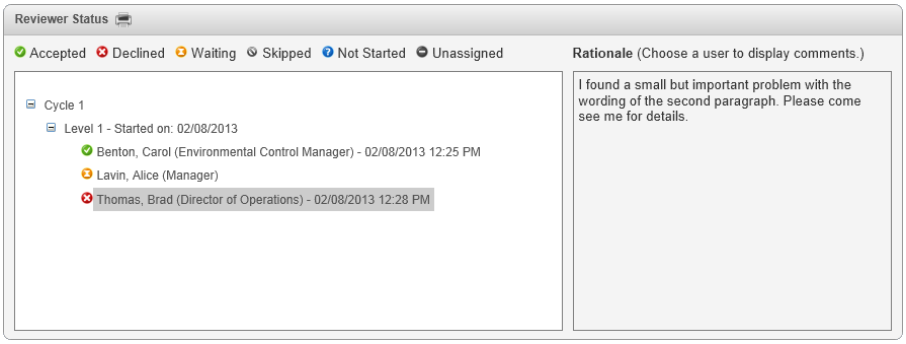
Note: If you see an alert like the one below, it means that another user (another reviewer or a document control administrator) is working on the document in edit mode. If, after reviewing the document, you need to revise it, you will not be able to do so until the other user finishes and closes the 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 the following: attachments, notes, discussions, change summary (see Reviewing Supplementary Materials for details).
4. Read the document carefully and completely.

Note: If you're using a Windows computer and the document you're reviewing is a Word or HTML document, then 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 and their reasons for doing so, go to the **Reviewer Status** page of the **Overview** (see Working with the Document Overview for details).



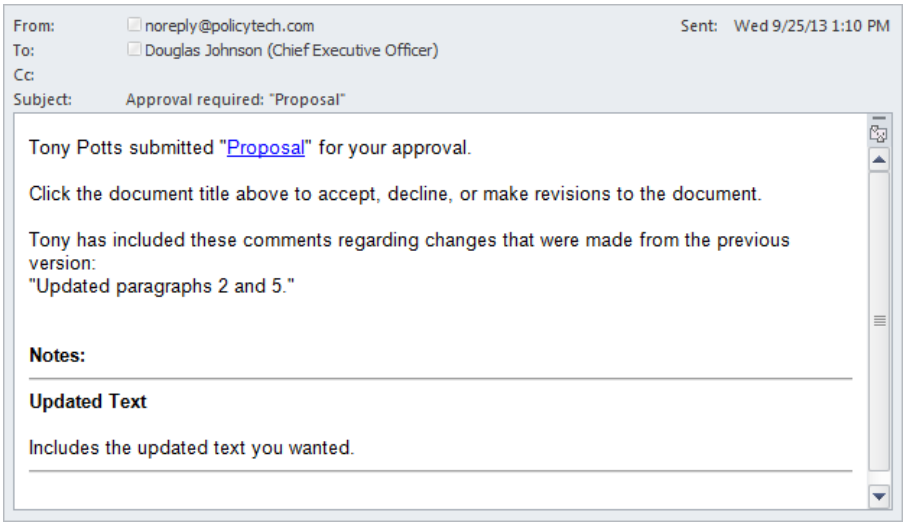
6. Accept, revise, or decline the document. Go to a section listed below for further instructions.
   - Accepting a Document
   - Revising a Word or Excel Document (Windows)
   - Revising an HTML Document
   - Revising an Uploaded Document (Windows)
   - Revising a Document (Mac)
   - Declining a Document

Approving a Document

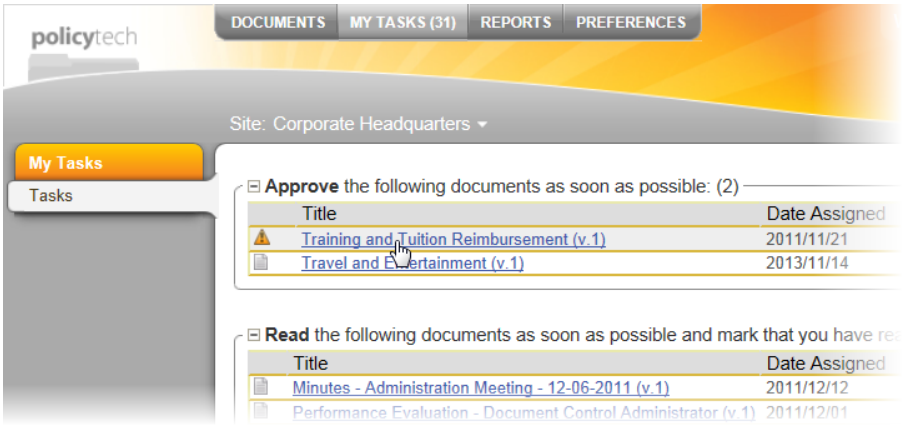
If you have been assigned the approver role in PolicyTech™, a document owner can assign you to approve a document. Then, when that document is submitted or automatically moved to approval, you receive a task assignment notification in the form of an email (if you are set up to receive emails from PolicyTech), 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 approval tasks at once. See Approving Multiple Documents at Once for details.

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

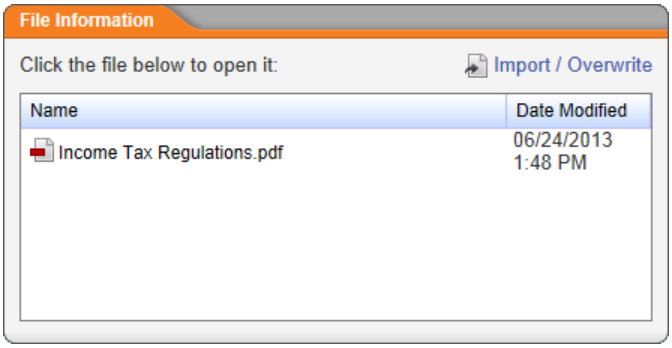


   - Click **MY TASKS**, and then, in the **Approve** area, click the document title.

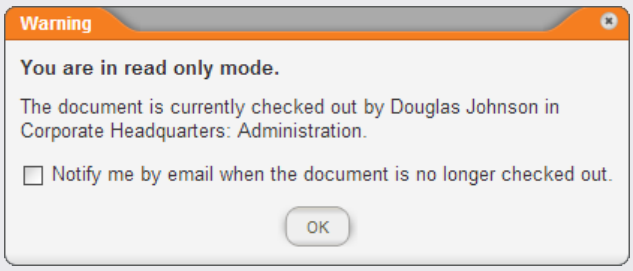


- Find and open the document using the **I Approve** option under **My Documents** (see Finding a Document You Are Assigned to Own, Proxy Author, Write, Review, Approve, or Read for details.)

2. (Conditional) If, when you open the document, you see a window like the one below, follow the instructions in Opening a Document from the File Information Window, and then resume with the next step in these instructions.



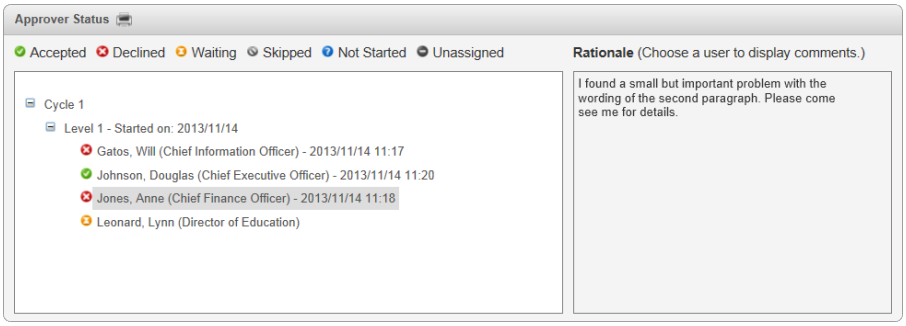
Note: If you see an alert like the one below, it means that another user (another approver or a document control administrator) is working on the document in edit mode. If, after reviewing the document, you need to revise it, you will not be able to do so until the other user finishes and closes the 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 the following: attachments, notes, discussions, change summary (see Reviewing Supplementary Materials for details).
4. Read the document carefully and completely.

Note: If you're using a Windows computer and the document you're approving is a Word or HTML document, then 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 and their reasons for doing so, go to the **Approver Status** page of the **Overview** (see Working with the Document Overview for details).



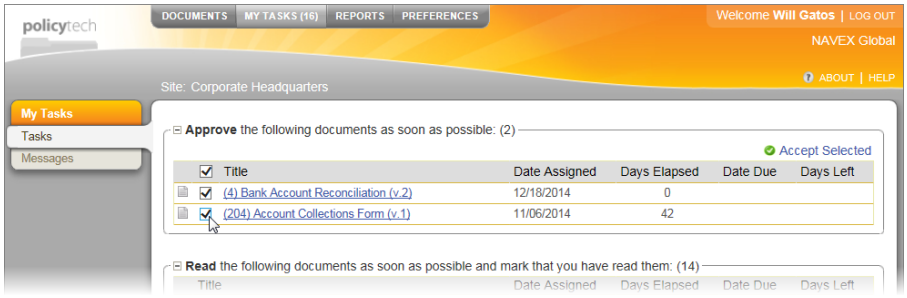
6. Accept, revise, or decline the document. Go to a section listed below for further instructions.
   - Accepting a Document
   - Revising a Word or Excel Document (Windows)
   - Revising an HTML Document
   - Revising an Uploaded Document (Windows)
   - Revising a Document (Mac)
   - Declining a Document

Approving Multiple Documents at Once

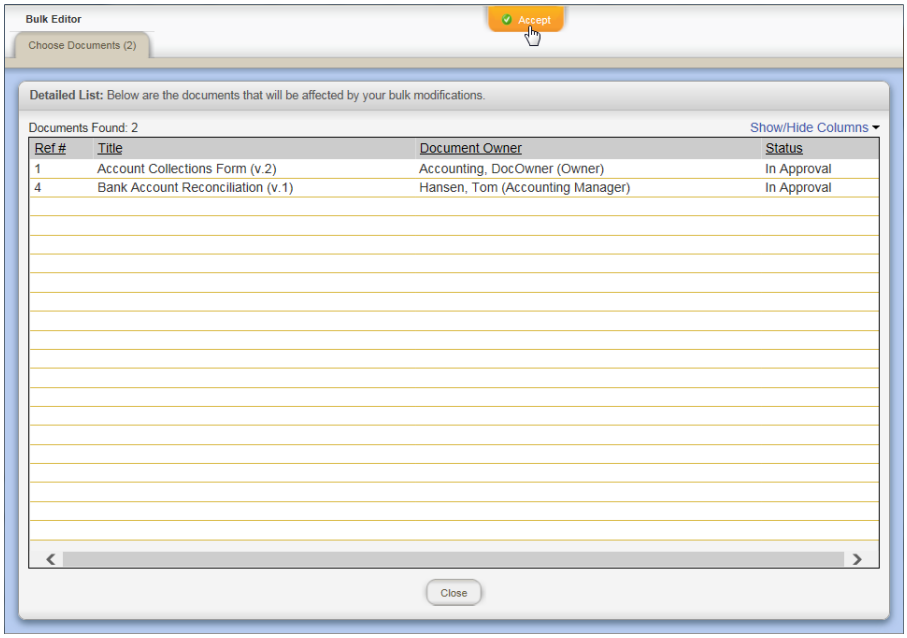
The ability to approve multiple documents at once is available only to those assigned the "Completes Approval Assignments in Bulk" role.

1. Click **MY TASKS**.
2. In the **Approve** area, select the check boxes of the documents you want to approve.

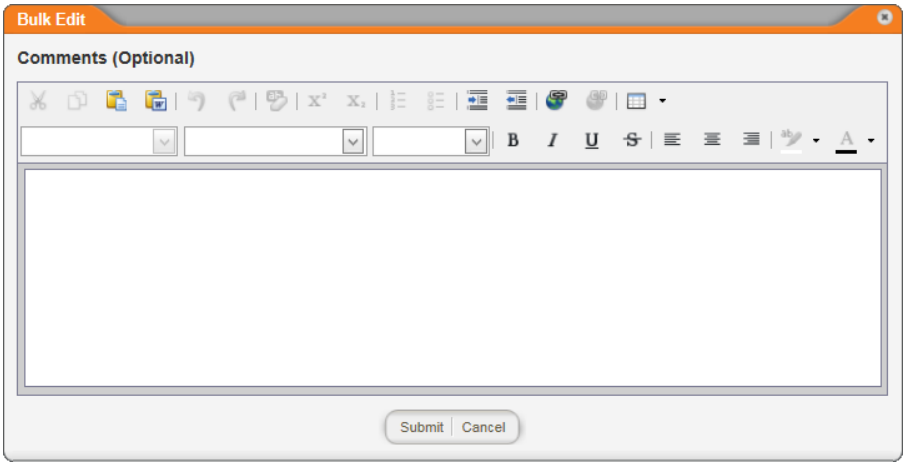
Note: If you don't see check boxes before document titles in the **Approve** area, then you haven't been assigned the Completes Approval Assignments in Bulk role.



3. Click **Accept Selected**, and then click **Accept**.



4. (Optional) Type comments about your approval of the documents.

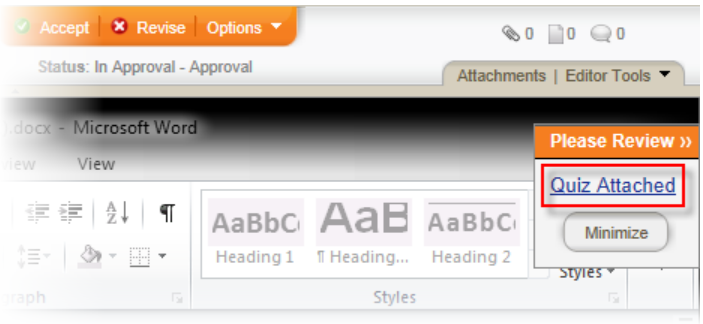


5. Click **Submit**, and then click **OK**.

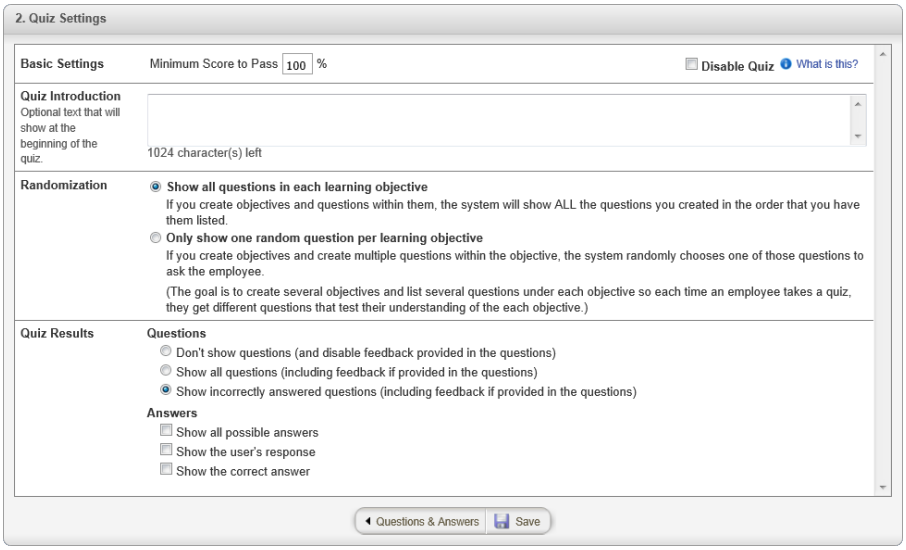
Reviewing a Questionnaire

A reviewer or approver can review a questionnaire that is attached to a document that he is required to review or approve.

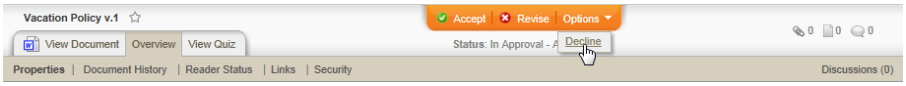
1. Open a document that you are required to review or approve.
2. You will be prompted that there is a questionnaire attached to the document.



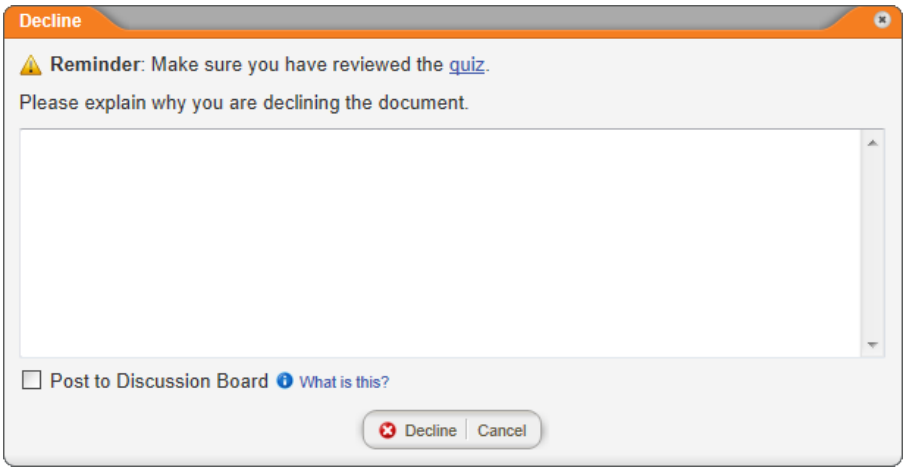
3. Click the **Questionnaire** link to go directly to the questionnaire, to review it.
4. Review the learning objectives, questions and answers.
5. Click the **Questionnaire Settings** button at the bottom of the page.
6. Review the questionnaire settings.



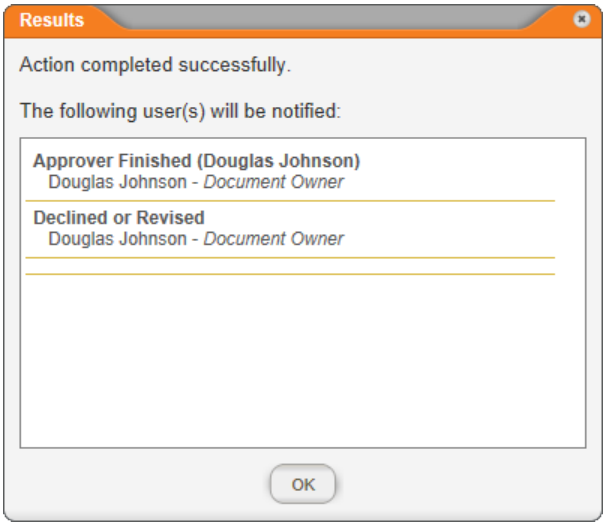
7. If you do not accept the questionnaire, at the top of the page click the **Options** sub-tab, and then click **Decline**.



8. Click **Make Comment** and explain why the questionnaire has a problem that caused you to decline the document.

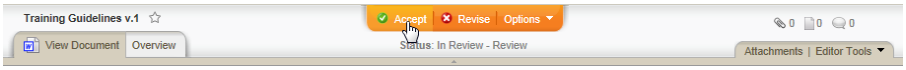


9. Click the **Decline** button to display the **Results** box. Click **OK** to close the box and close the document.

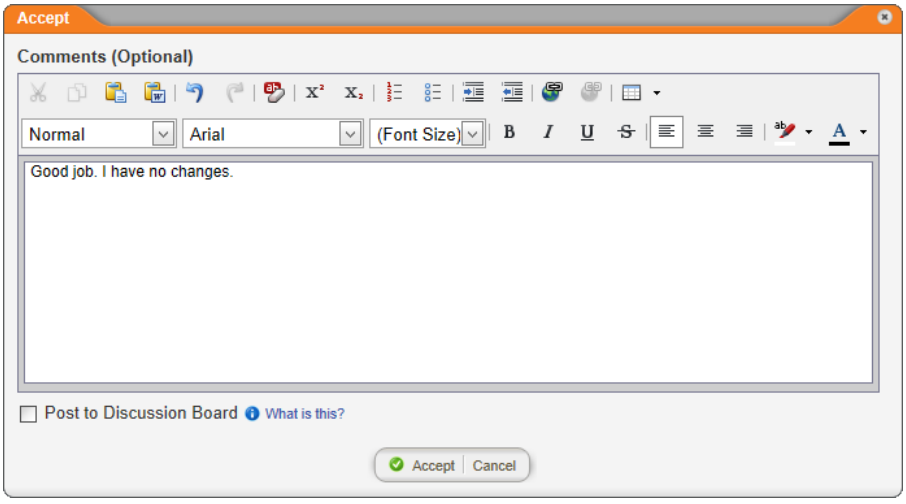


Accepting a Document

1. With a document open that you've been assigned to review or approve, click **Accept**.

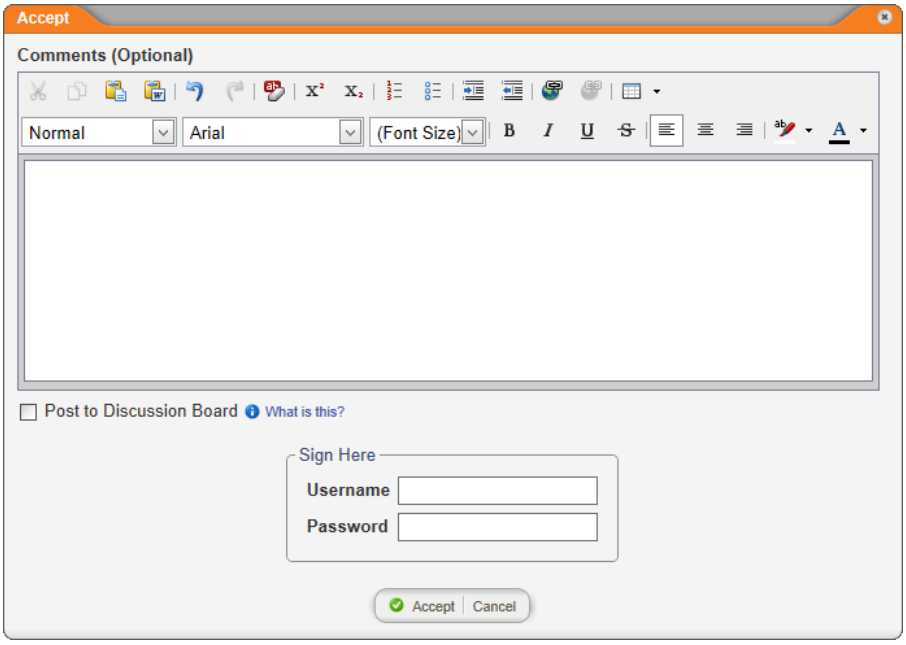


2. (Optional) Type comments about your review of the document.



3. (Optional) To add what you wrote to this document's discussion board, click **Post to Discussion Board** (see Working with Document 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.

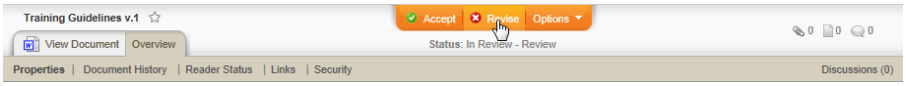
- If your window looks like the following, type your user name and password, click **Accept**, and then click **OK** twice.



Revising a Word or Excel Document (Windows)

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 Document 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.

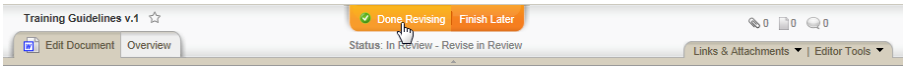


2. The document is reloaded in edit mode. If this is a Word document, **Track Changes** is turned on automatically. Use any available PolicyTech and Word or Excel features to revise the document.

Notes:

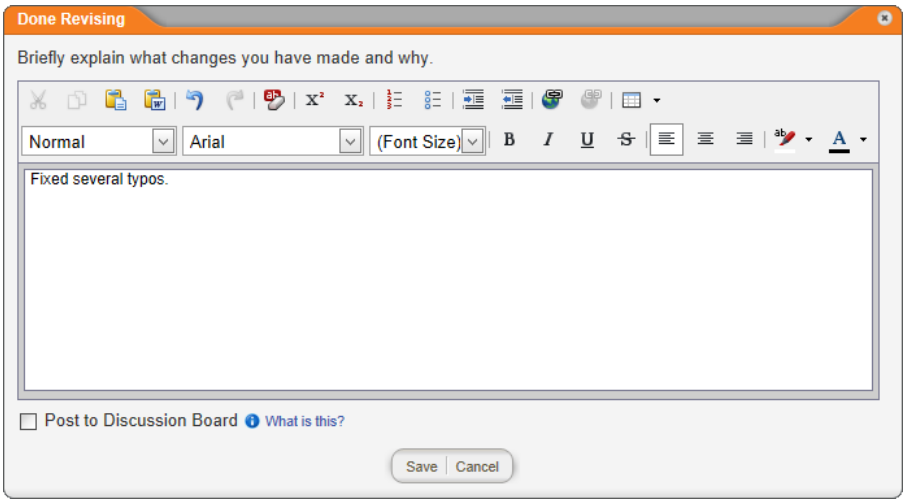
- You cannot turn off **Track Changes** while revising a Word document in review or approval.
- If you're revising an Excel document, consider adding comments to or highlighting any cells you change so the document owner can quickly see your revisions without having to compare draft versions.

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. Type a brief explanation or description of your revisions.

Important: You can't move on until you type an explanation.



     c. (Optional) To add what you wrote to this document's discussion board, select the **Post to Discussion Board** check box (see Working with Document Discussions for details).

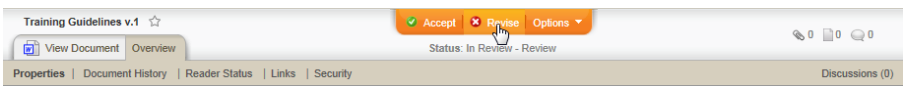
     d. Click **Save**, and then click **OK**.

   - If you're not finished with revisions but need to close the document for now, click **Finish Later**.

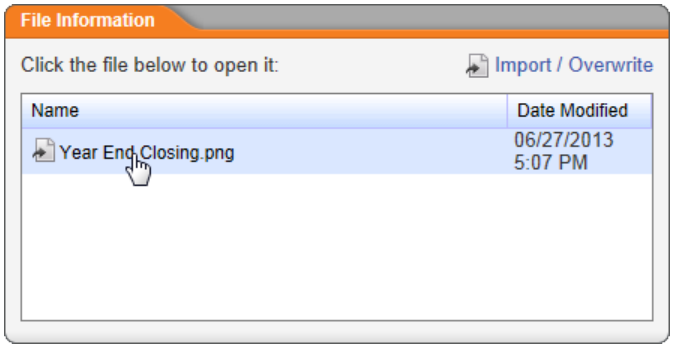
Revising an Uploaded Document (Windows)

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 Document 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.

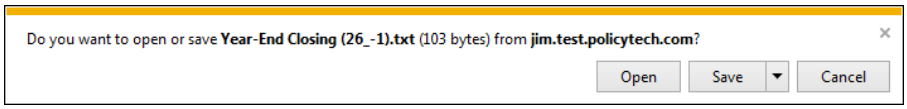


2. In the **File Information** window, click the name of the uploaded file.

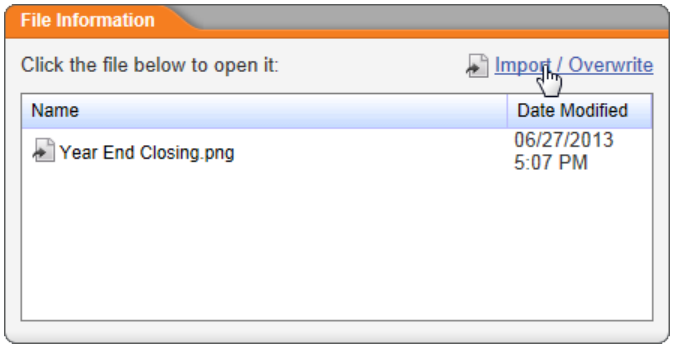


3. You should now see a prompt with options to open or save the file. Click **Open**.

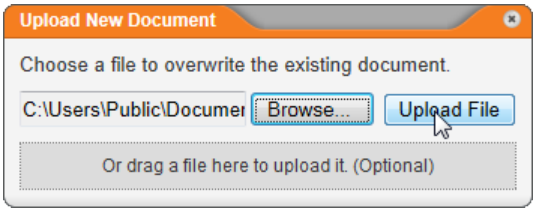
Note: Your system prompt may look different than the one below, depending on which operating system and version your computer is using.



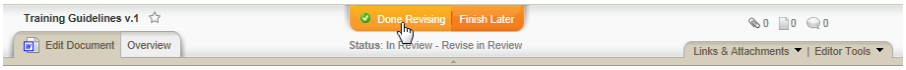
4. The file opens in whichever program is associated with that file type in your Windows or Mac settings. Make your revisions, and then save the file to disk.
5. Back in the **File Information** window, click **Import / Overwrite**.



6. Click **Browse**, find and select the revised file you saved to disk, and then click **Open** to add the file name to the **Upload New Document** window.
7. Click **Upload File**, and then click **OK**.

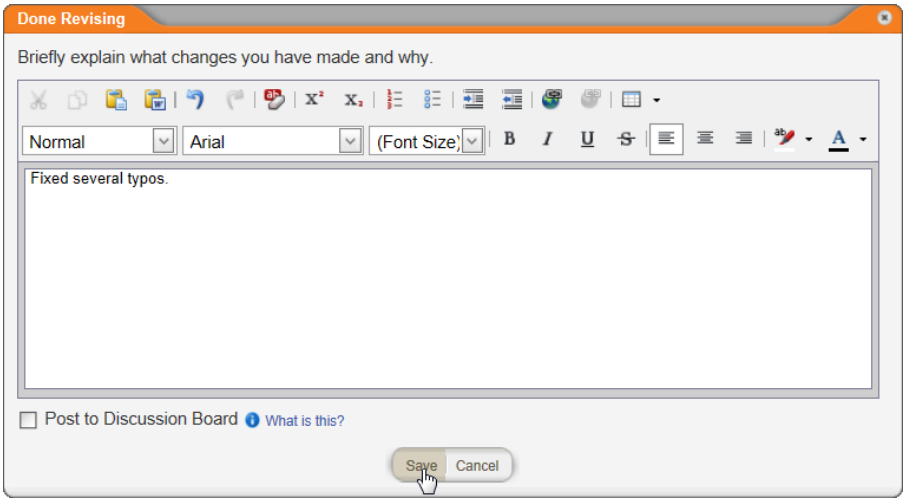


8. Click **Done Revising**.



9. Type an explanation of the changes you made.

Important: You can't move on until you type an explanation.



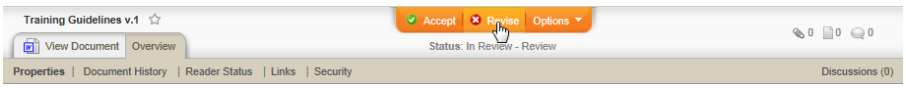
10. (Optional) To add what you wrote to this document's discussion board, select the **Post to Discussion Board** check box (see Working with Document Discussions for details).

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 Document 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.

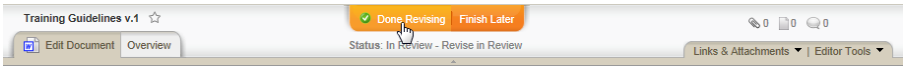


2. The document is reloaded in edit mode with **Track Changes** turned on. Use any available PolicyTech and HTML editor features to revise the document.

Notes:

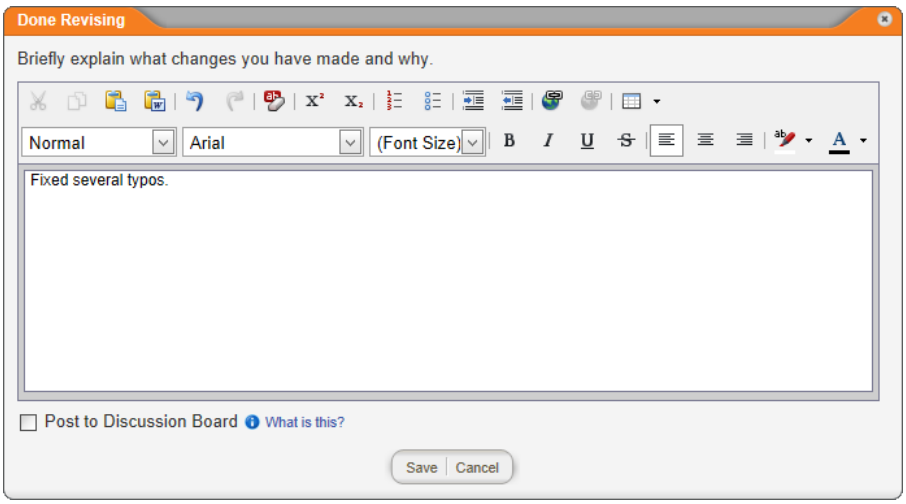
- To add a comment, you must select some text first.
- You cannot turn off **Track Changes** while revising an HTML document in review or approval.

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. Type a brief explanation or description of your revisions.

Important: You can't move on until you type an explanation.



     c. (Optional) To add what you wrote to this document's discussion board, select the **Post to Discussion Board** check box (see Working with Document Discussions for details).

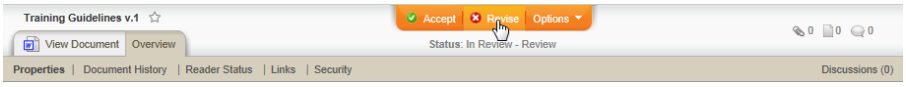
     d. Click **Save**, and then click **OK**.

   - If you're not finished with revisions but need to close the document for now, click **Finish Later**.

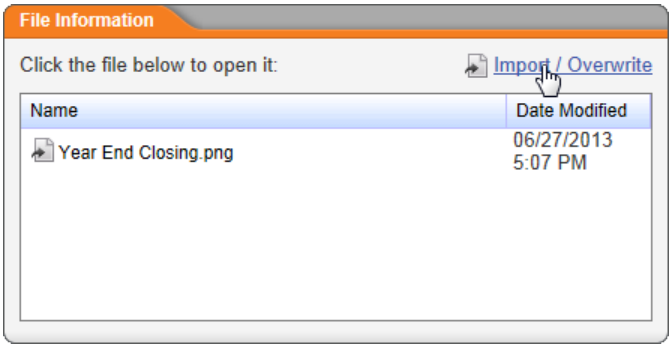
Revising a Document (Mac)

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 Document Discussion) to avoid unnecessary process delays.

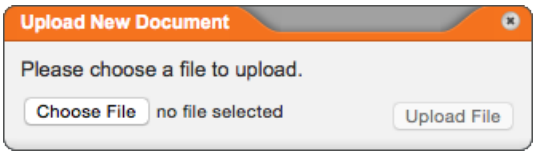
1. With the document open that you've been assigned to review or approve, click **Revise**, and then click **Revise** again to confirm.



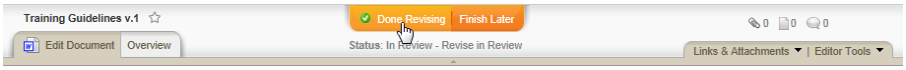
2. (Conditional) If you have not already opened the document, follow the instructions in Opening a Document from the File Information Window, and then resume with the next step in these instructions.
3. Make your revisions, and then save the file to disk.
4. Back in the **File Information** window, click **Import / Overwrite**.



6. Click **Choose File**, find and click the file you want to upload, click **Choose**, click **Upload File**, and then click **OK**.

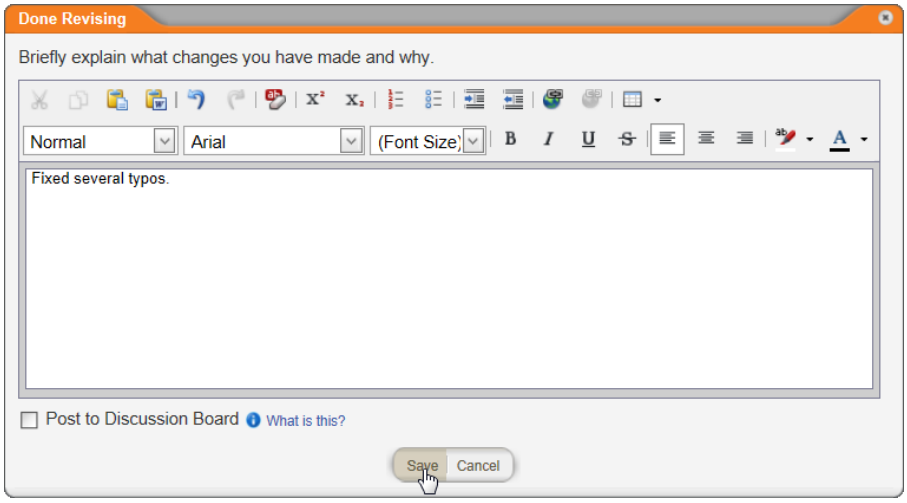


8. Click **Done Revising**.



9. Type an explanation of the changes you made.

Important: You can't move on until you type an explanation.

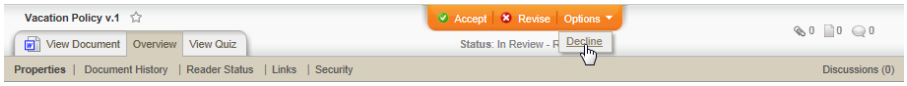


10. (Optional) To add what you wrote to this document's discussion board, select the **Post to Discussion Board** check box (see Working with Document Discussions for details).
11. Click **Save**, and then click **OK**.

Declining a Document

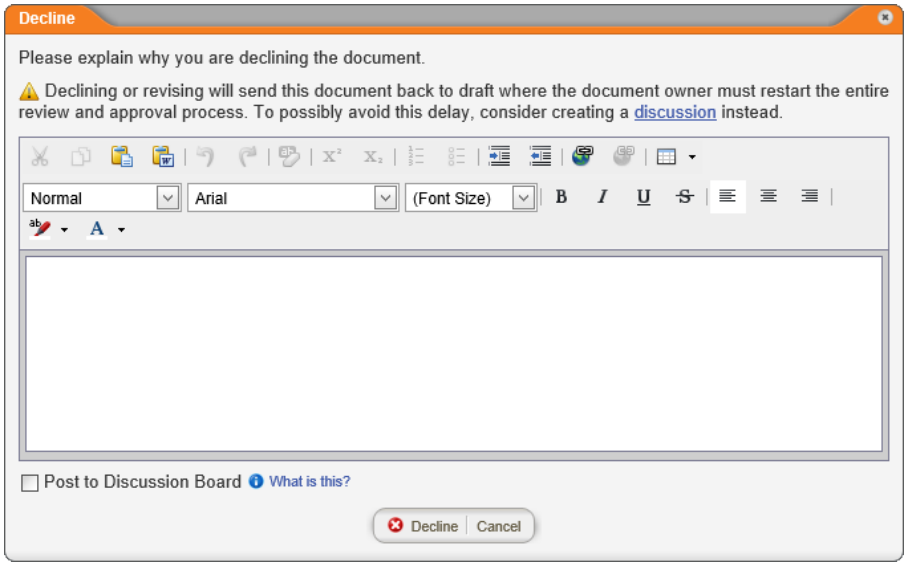
Important: Declining a document sends it back to draft status where the document owner must restart the review and approval process. You may want to consider starting a discussion thread first (see Starting a Document Discussion) to avoid unnecessary process delays.

1. With the document open that you've been assigned to review or approve, click **Options**, and then click **Decline**.



2. In the **Decline** window, type an explanation of why you're declining the document.

Important: You can't move on until you type an explanation.



3. (Optional) To add what you wrote to this document's discussion board, click **Post to Discussion Board** (see Working with Document Discussions for details).
4. Click **Decline**, and then click **OK**.

Working with Notification Emails

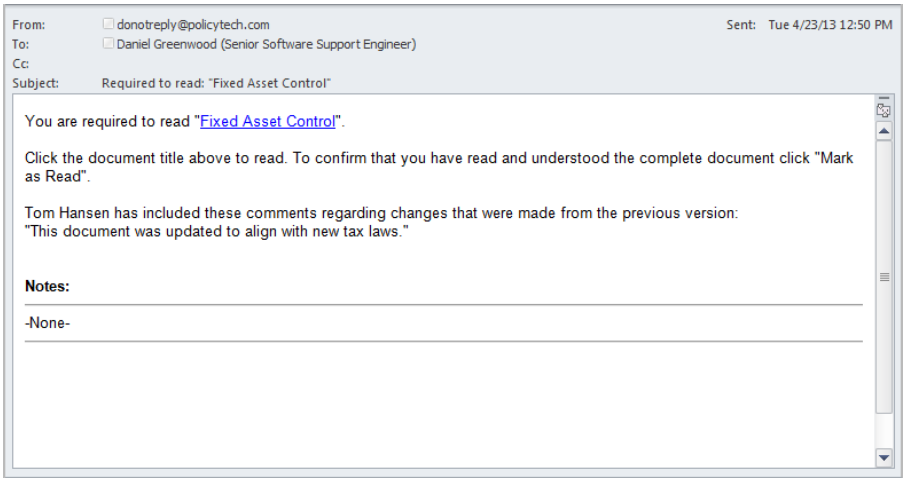
If you are assigned any task for a document, you will receive a notification email when it is time to perform that task. You will also receive notifications if one of your tasks includes a due date and the task becomes overdue. See Notification Lists below for descriptions of the notifications you could receive.

Important: You will receive notification emails only if the document control 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 Messages Inbox under **My Tasks**. See Using the Messages Inbox for details.

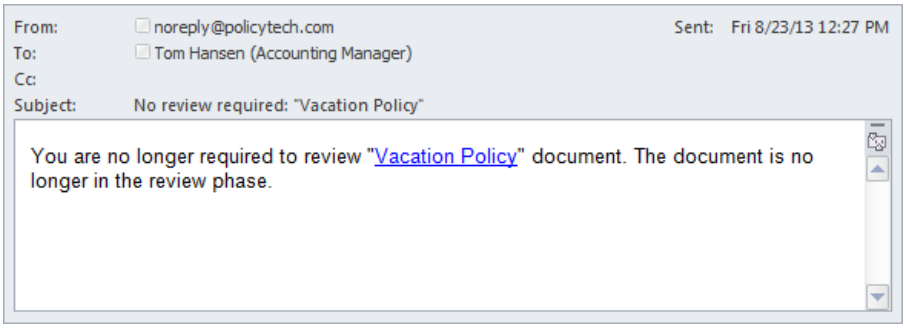
If you receive a notification email, do the following:

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 you need to perform the task on, as shown in the sample email below.



    - Provides you with information about a task assignment or document you own.



2. To open a referenced document, click the document 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 document role might receive and links to topics that explain how to act on those notifications.

Note: Each document has an email notification level setting that controls whether certain types of emails will be sent (see Email Notification Levels for details). The actions described in the "Sent When..." columns of the tables below will cause notification emails to be sent only if those notification types are allowed under the current notification level setting.

For All Roles

Notification Subject	Sent When...	Help Topic Link
PolicyTech Tasks Summary	A document control administrator (DCA) has configured PolicyTech to send out task summaries to all assignees on a set frequency. The task summary in the email matches the task list displayed after clicking **MY TASKS**.	Working with My Tasks
[discussion title]: "[document title]"	A user creates or replies to a discussion and includes you as a recipient.	Working with Document Discussions

Notification Subject	Sent When...	Help Topic Link
No revision necessary: "[document title]"	A document that is due for periodic review has been marked "No Revision Necessary" by a document owner or DCA, and you were included as a notification recipient at the time the document was marked.	*Not applicable. Contact the person named in the notification with questions or concerns.*

For Readers

Notification Subject	Sent When...	Help Topic Link
Required to read: "[document title]"	A document that users are assigned to read is approved and published.	Reading a Required Document
No longer required to read: "[document title]"	An approved, required document is archived before all readers have clicked **Mark as Read**.	*Not applicable. No action required.*

For Writers

Notification Subject	Sent When...	Help Topic Link
Writing collaboration required: [document title]	A document owner or document control administrator assigns a writer to a document.	Collaborating on (Helping to Write) a Document (for assigned writers)
No collaboration required: "[document title]"	An authorized user moves a document in collaboration status to a different status before all writers have clicked **Finished Writing**. Also sent when an authorized user removes a writing assignment from a document.	*Not applicable. No action required.*

For Reviewers

Notification Subject	Sent When...	Help Topic Link
Review required: "[document title]"	A document with assigned reviewers enters the review status.	Reviewing a Document
No review required: "[document title]"	An authorized user moves a document in review status to a different status before all reviewers have completed their assignments. Also sent when an authorized user removes a review assignment from a document.	*Not applicable. No action required.*

For Approvers

Notification Subject	Sent When...	Help Topic Link
Approval required: "[document title]"	A document enters the approval status.	Approving a Document
No approval required: "[document title]"	An authorized user moves a document in approval status to a different status before all approvers have completed their assignments. Also sent when an authorized user removes an approval assignment from a document.	*Not applicable. No action required.*

For Document Owners

Notification Subject	Sent When...	Help Topic Link
You have been assigned to own new documents	A document control administrator assigns a document to a user with the document owner role.	Creating and Working with Draft Documents, Working with Documents in Review and Approval, Working

Notification Subject	Sent When...	Help Topic Link
		with a Revised or Declined Document
[writer's name] finished writing: "[document title]"	An assigned writer clicks **Finished Writing**.	*Not applicable. No action required unless there is only one assigned writer, in which case the "Writer(s) completed" message is also sent.*
Writer(s) completed: "[document title]"	The last assigned writer clicks **Finished Writing**, which usually means the document is ready to be submitted for review.	Submitting a Document for Review
Submit for review needed: "[document title]"	A proxy author requests that a document owner submit a document for review.	Submitting a Document for Review
[reviewer's name] reviewed: "[document title]"	An assigned reviewer accepts, revises, or declines a document.	*Not applicable. No action required unless there is only one assigned reviewer and that reviewer revises or declines the document, in which case the "Sent back to Draft" message is also sent.*
Level [integer] review complete: "[document title]"	The last reviewer of a review level accepted, revised, or declined a document.	*Not applicable. No action required unless the review level just completed was the last and one or more reviewers revised or declined the document, in which case the "Sent back to Draft" message is also sent.*
Sent to approval: "[document title]"	The last reviewer accepts the document after all other reviewers	*Not applicable. No action required.*

Notification Subject	Sent When...	Help Topic Link
	(if any) have accepted the document.	
Sent back to Draft: "[document title]"	Someone other than a document's owner (a document control administrator or another user with the document owner role) sends the document back to draft status from the collaboration (writing), review, or approval status.	Creating and Working with Draft Documents
[approver's name] reviewed: "[document title]"	An assigned approver accepts, revises, or declines a document.	*No action required unless there is only one assigned approver and that approver revises or declines the document, in which case the "Sent back to Draft" message is also sent.*
Level [integer] approval complete: "[document title]"	The last approver of an approval level accepted, revised, or declined a document.	*Not applicable. No action required unless the approval level just completed was the last and one or more approvers revised or declined the document, in which case the "Sent back to Draft" message is also sent.*
Approved: "[document title]"	The last approver accepts the document after all other approvers (if any) have accepted the document.	*Not applicable. No action required.*
Document Owner Escalations	An assigned writing, review, approval, or reading task becomes overdue.	*Not applicable. Contact the assignees named in the notification with questions or concerns.*
Your "[document title]"	The current date is the	Doing a Periodic Review

Notification Subject	Sent When...	Help Topic Link
document expires on [periodic review due date].	first day within a document's assigned warning period for a periodic review.	and Creating a New Version
Your "[document title]" document expires on [periodic review due date].	The current date is the first day within a document's assigned warning period for a periodic review.	Doing a Periodic Review and Creating a New Version
Link update needed: "[document title]"	An inserted link to another PolicyTech document becomes out of date, such as when a new version of the linked document is approved and published, or when it is deleted or replaced.	Updating Document Links
Approved version modified: "[document title]"	A document control administrator used the **Edit in Current State** feature to make changes to an approved document.	*Not applicable. Contact the document control administrator named in the notification with questions or concerns.*
Document replacement intent: "[document title]"	A document owner or document control administrator has created a document and set it to replace one or more other documents with a different owner.	*Not applicable. Contact the document owner or document control administrator named in the notification with questions or concerns.*
Set as Approved: "[document title]"	A document control administrator sets a document in the draft, collaboration, review, or approval status as approved, thus skipping any assigned writers, reviewers, and approvers who have net yet acted on the document.	*Not applicable. Contact the document control administrator named in the notification with questions or concerns.*

For Proxy Authors

Notification Subject	Sent When...	Help Topic Link
You have been assigned to proxy new documents	A document owner or document control administrator assigns a user to a document as a proxy author.	Creating and Working with Draft Documents, Requesting a Document Review (Proxy Author)

For Managers

Notification Subject	Sent When...	Help Topic Link
Document Owner Escalations	An assigned writing, review, approval, or reading task becomes overdue.	*Not applicable. Contact the assignees named in the notification with questions or concerns.*

For Document Control Administrators

Notification Subject	Sent When...	Help Topic Link
The document owner [document owner's name] has been deactivated or changed positions.	A document control administrator deletes a document owner or removes the document owner role assignment for a user with currently owned, active documents.	"Reassigning Document Owners" in the Administrator's Guide

Updating Document Links

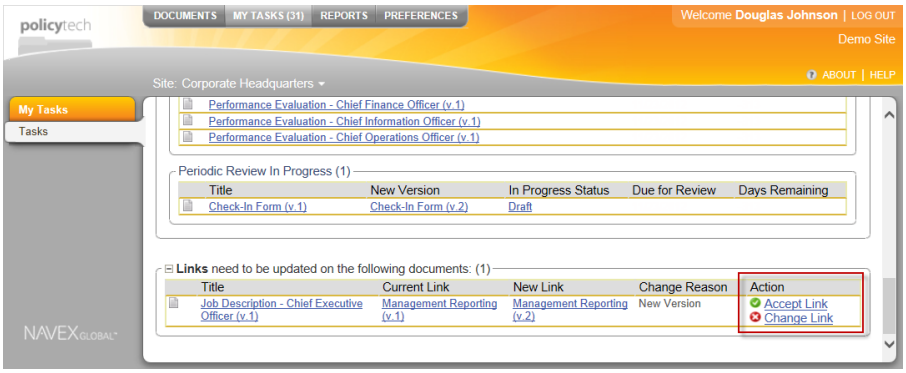
When a document in PolicyTech™ is changed in any of the following ways and that document is linked to from one or more other documents, the owners of those other documents containing the links are notified that the links need to be updated.

- A new version of the linked document is published.
- The linked document is deleted or archived.

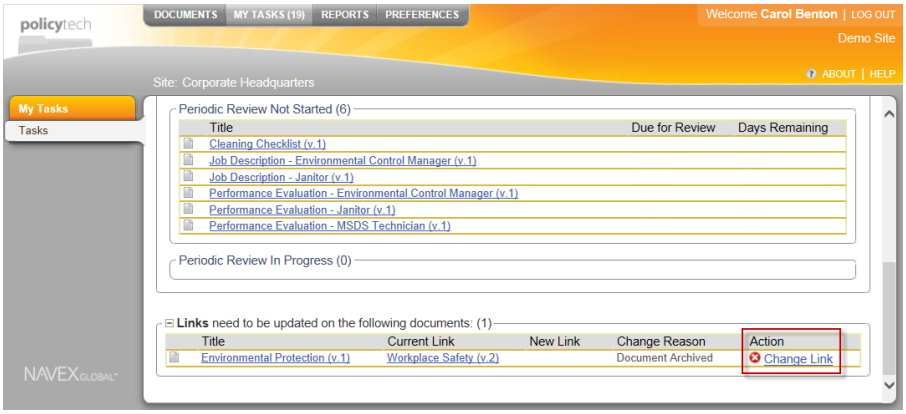
If you're a document owner with links that need updating, a notification is posted to the **MY TASKS** page (see Working with My Tasks). It is also sent via your organization's email system if a document control administrator has set up PolicyTech™ to use that functionality (see Working with Notification Emails). Otherwise, it is also sent the **Messages Inbox** (see Using the Messages Inbox). 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 go to the **Links** section. 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.



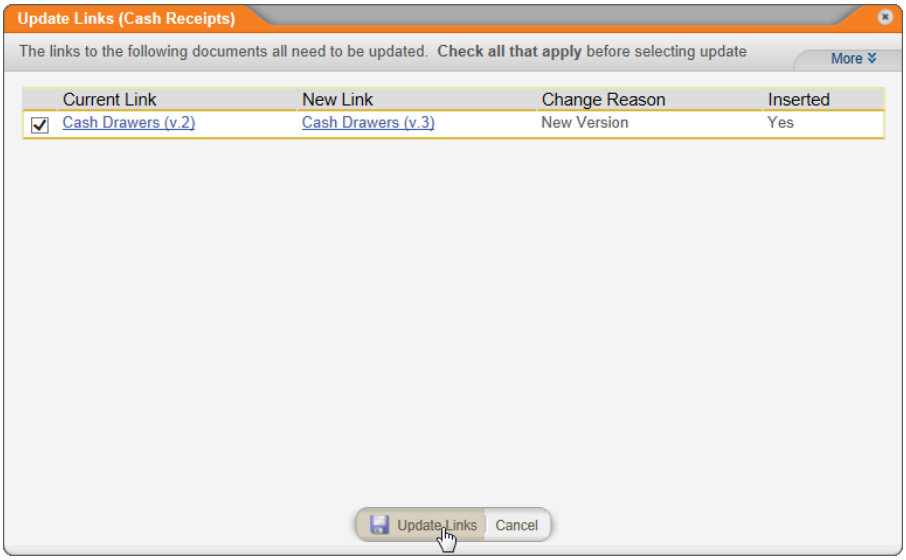
If the linked document was deleted or archived without being replaced, the task will look similar to the following.



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 deleted or archived without being replaced, your only option for completing the task is to manually take care of the now invalid link (**Change Link**).

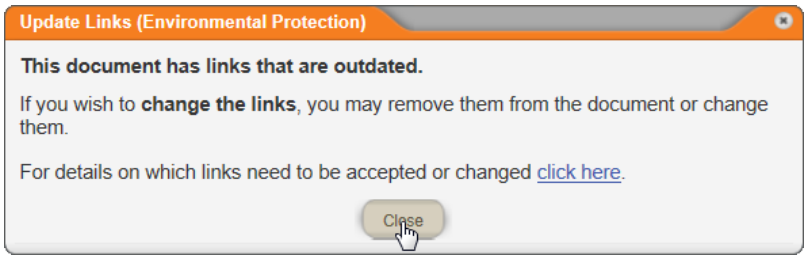
   In the **Action** column, take one of the following actions:

   - Click **Accept Link**, and then, in the **Update Links** window, click **Update Links**.



   - Click **Change Link** to open the document, and then, in the **Update Links** pop-up, click **Close**. Find the link in the document and then either delete the link and any text referring to it or replace it with a link to a different PolicyTech document. Replacing a link is best accomplished by deleting the link and then inserting a new one (see Inserting a Link to an Existing Document for details).

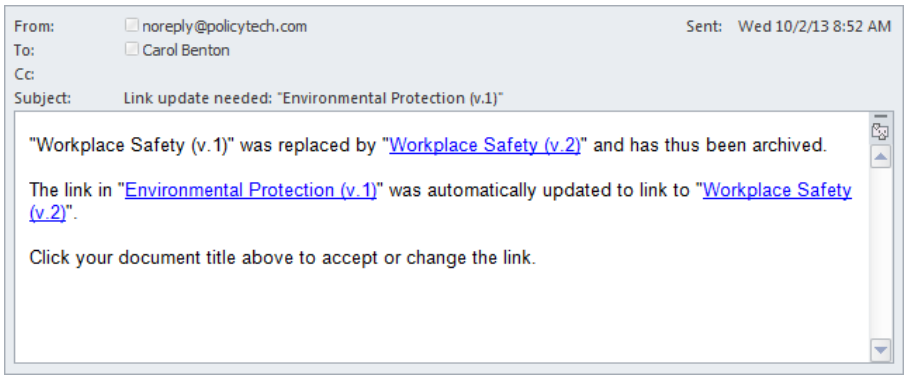
Note: It may take a few seconds for the **Update Links** pop-up to appear.



3. Close the document.

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.

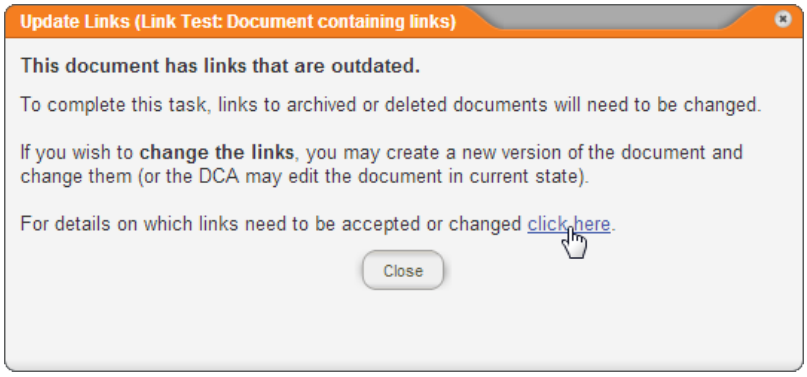


   If the linked document was deleted or archived without being replaced, you will see a notification similar to the following.

2. Click the title of the document containing the automatically updated or invalid link.

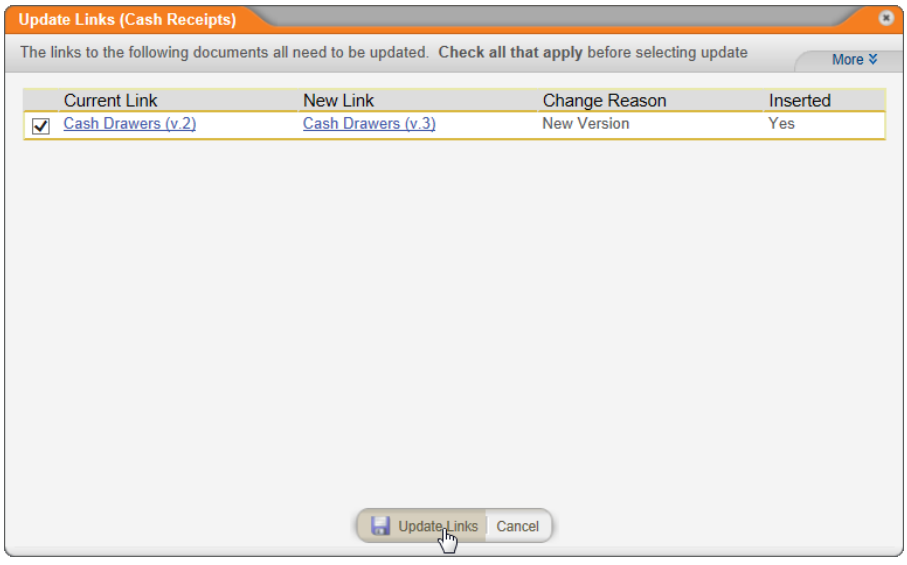
3. In the **Update Links** pop-up, click **click here**.

Note: It may take a few seconds for the **Update Links** pop-up to appear.



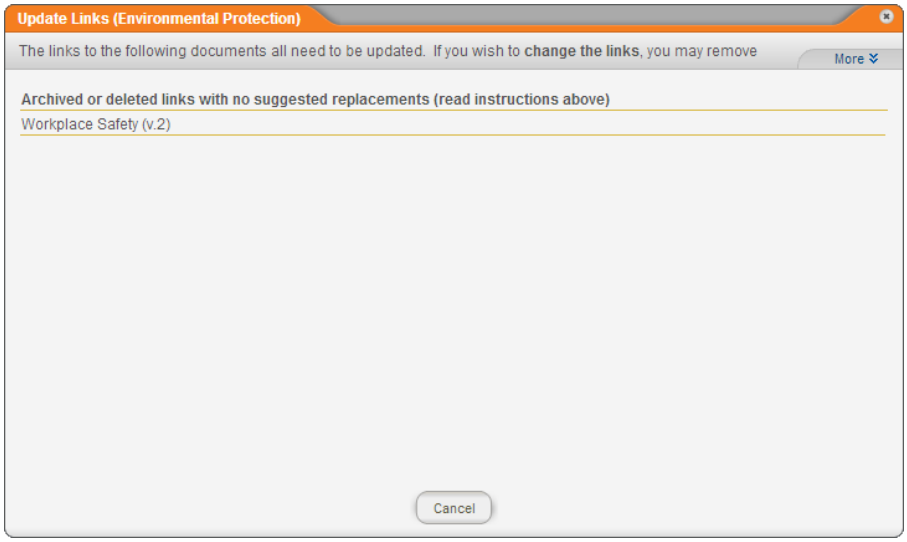
4. Do one of the following, depending on whether the linked document was replaced or not.

   - 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 deleted or 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. Click **Cancel**, find the link in the document, and then either delete the link and any text referring to it or replace it with a link to a different PolicyTech document. Replacing an invalid link is best

accomplished by deleting the link and then inserting a new one (see Inserting a Link to an Existing Document for details).



5. Close the document.

Working with Document Discussions

The **Discussion Board** provides an area in each document where all those who work on it or have permission to access it can make comments and carry on a discussion about that document 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 Document Discussion

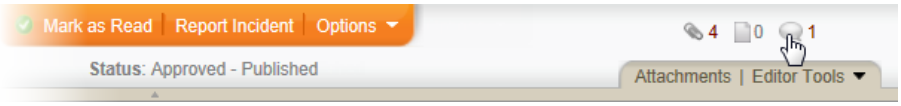
Viewing and Replying to a Document Discussion

Who Sees Document Discussions?

Starting a Document Discussion

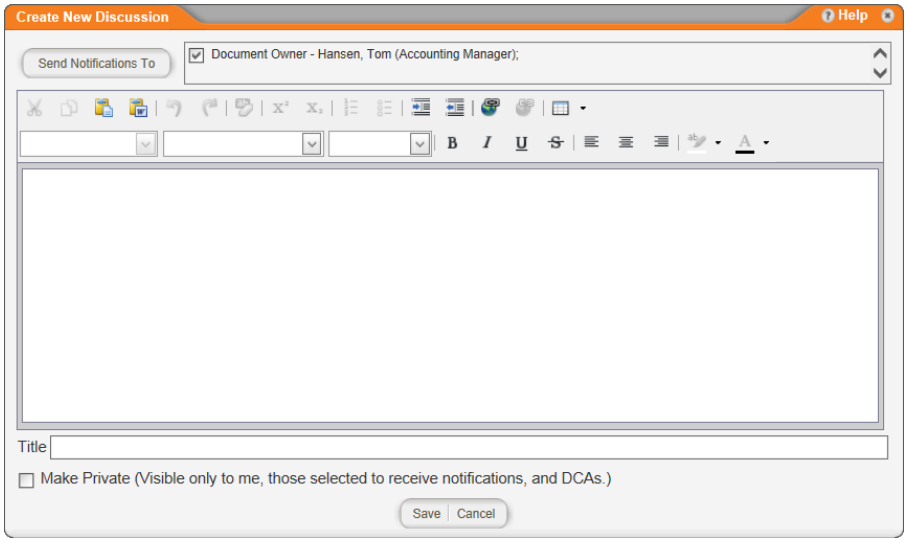
To start a discussion,

1. In an open document, click the discussion (speech balloon) icon in the upper right corner.



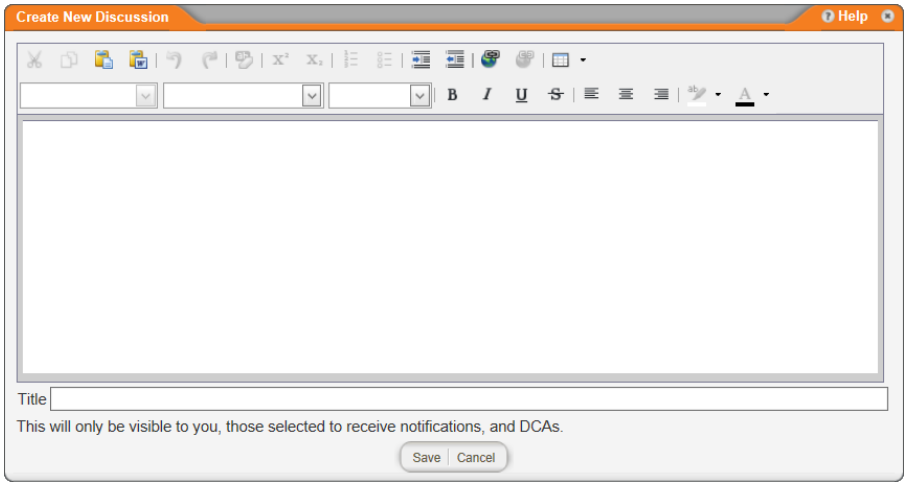
2. Click **Create New Discussion**.

   The appearance of the **Create New Discussion** window depends on your assigned role and the document's workflow status. If you are the document owner, an assigned proxy author, or a document control 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 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 a document control administrator, and the document 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 document control administrators. If you see this window, you can skip to step 6.

Note: The ability for readers to send public messages in the pending, published, or archived status is controlled by a document setup preference which the document control administrator can change.



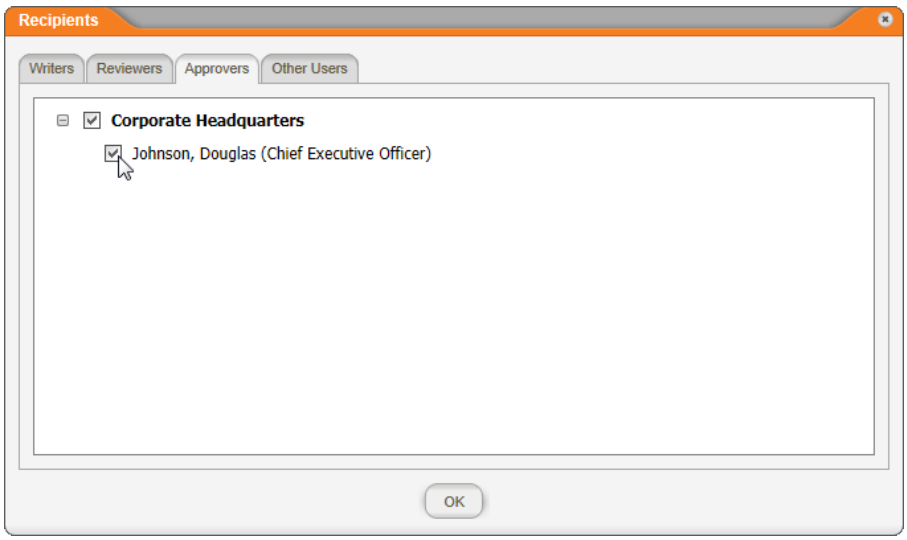
3. (Optional) If you want to send notifications to make certain users aware of the new conversation, click **Send Notifications To**, and then click **Writers**, **Reviewers**, **Approvers**, or **Other Users**.

Note: Selecting a user does not change that user's permission to access the document in any way. If the added participant can already access the document by virtue of an assigned role or permission, that user will be able to open the document and see the new discussion. If the user cannot currently access the document, the user still receives an email notification with the discussion's original text and a link to the document, but clicking the link goes to an "access to resource denied" message.

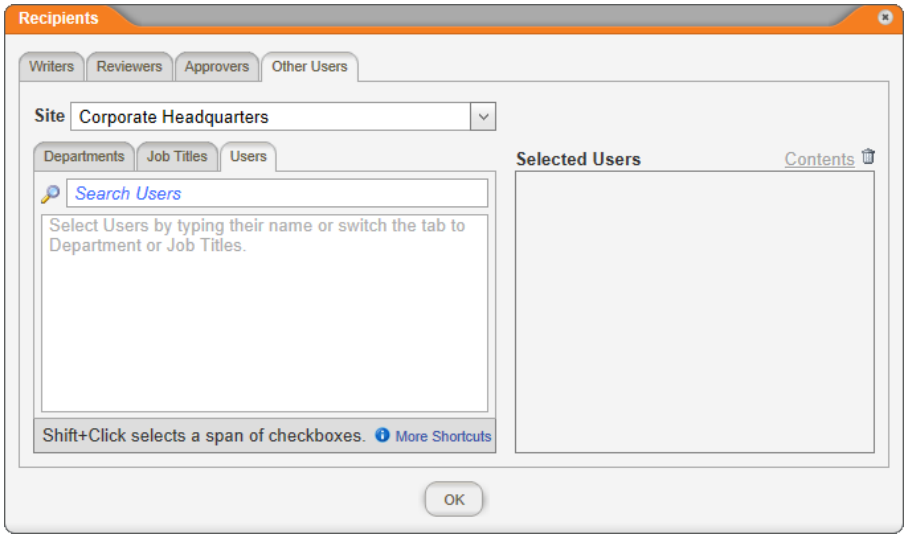
4. Do one of the following:

   - If you selected **Writers**, **Reviewers**, or **Approvers**, select the check boxes for the users you want to notify, and then click **OK**.

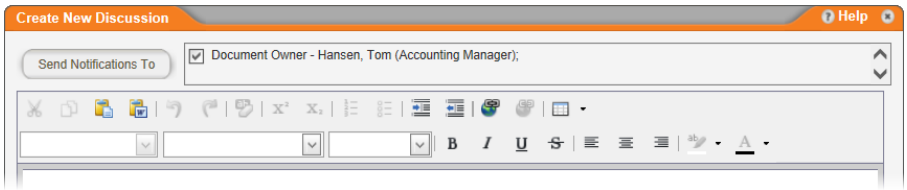
Note: If no users appear in the **Writers**, **Reviewers**, or **Approvers** tab, then no one has been assigned that role for this document.



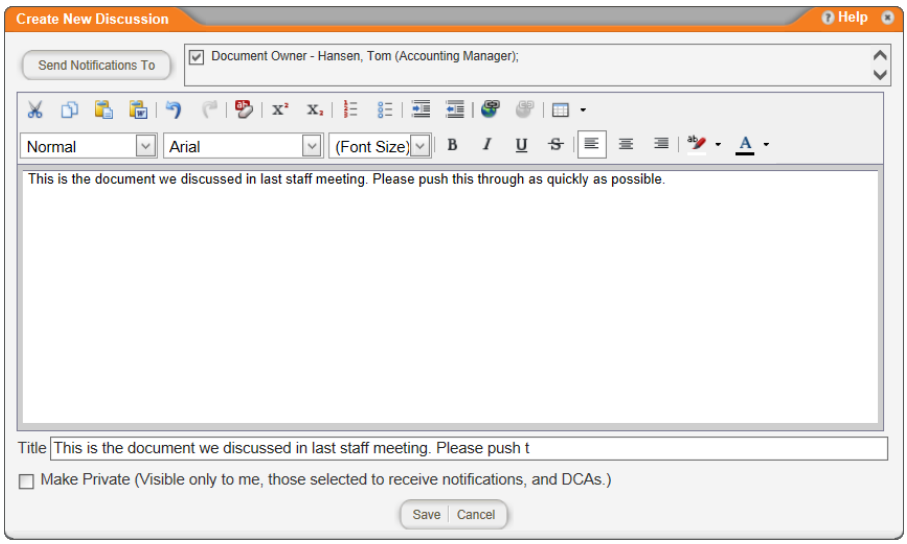
   - If you selected **Other Users**, find users by department, by job title, or by searching for a user's name. Select the users you want to notify, and then click **OK**.



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.

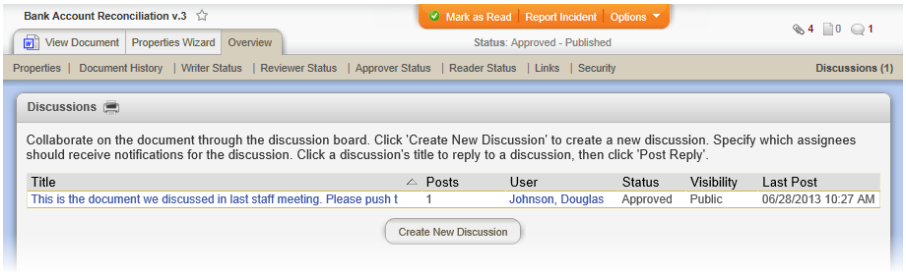


6. Type a message.



7. (Optional) Notice that the first 70 characters of the message are copied into the **Title** box. You can change the title text.

8. (Optional) By default, the new discussion will be accessible to anyone who can access the document. To restrict who can see the message to only those you select as recipients, the document owner, assigned proxy authors, and document control administrators, click **Make Private**. (See Who Sees Document Discussions below for details.)
9. Click **Save**.



Viewing and Replying to a Discussion

You can view a discussion in an email notification or from within a document.

Viewing a Discussion in an Email Notification

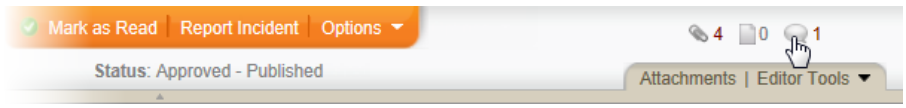
If you are set up to receive email notifications within PolicyTech™, you will receive an email whenever someone includes you as a recipient when creating or replying to a discussion. The email includes the discussion text and a link to the document containing the discussion.

To reply to the discussion, click the document link, and then follow the steps under "Viewing a Discussion in a Document" below, starting with step 2.

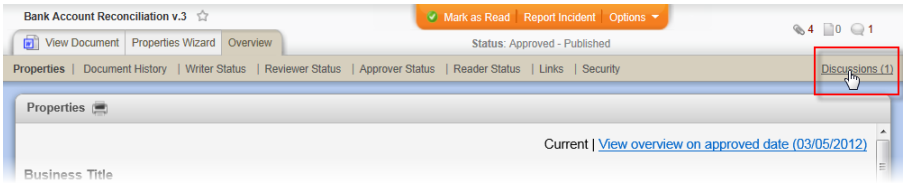
Note: If you are not set up to receive email, click **MY TASKS**, click **Messages**, and then click **Inbox** to view discussion notifications.

Viewing a Discussion in a Document

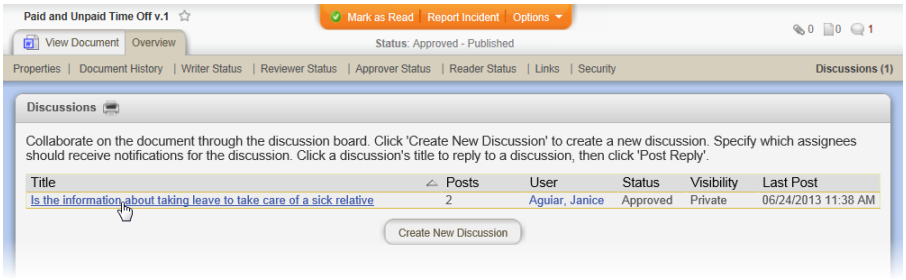
1. Open the document containing the discussion.
2. Do one of the following:
   - Click the discussion (speech balloon) icon in the upper right corner.



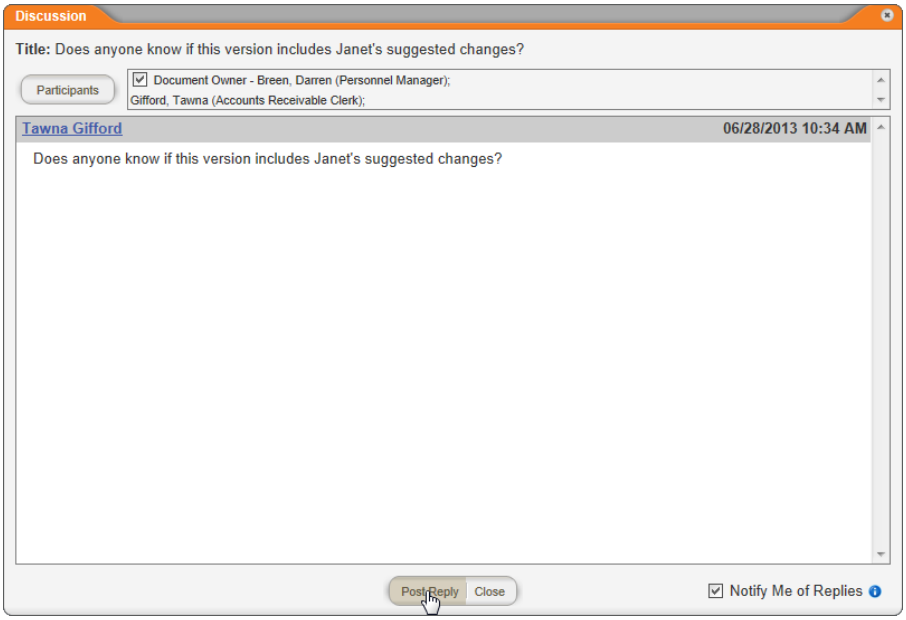
   - Click **Overview**, and then click **Discussions**.



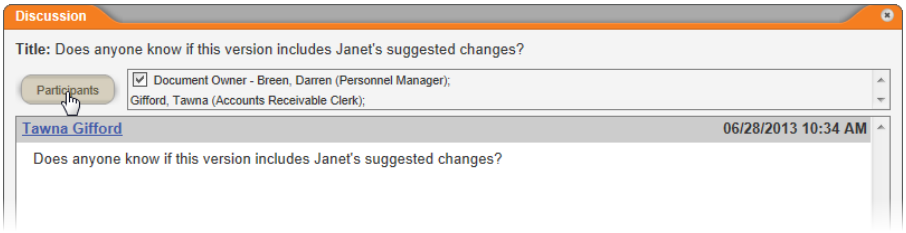
3. Click the discussion title.



4. If you want to respond to the discussion, click **Post Reply**.

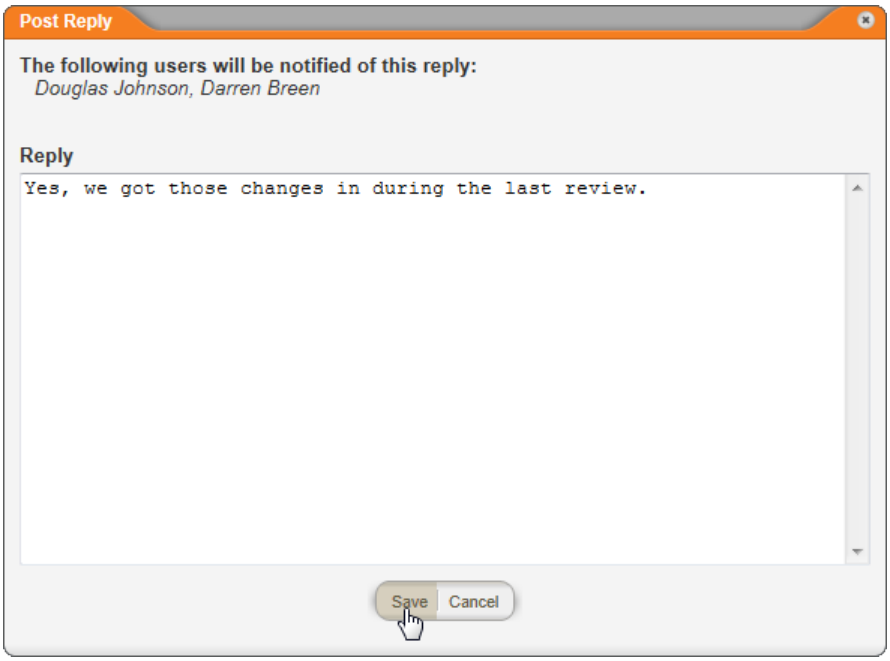


5. (Optional) If you are the discussion creator or a document control administrator, you will see the **Participants** button and list. To add or remove a participant, click **Participants**, click a tab, select from the available participants, and then click **Save**.



6. 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. Which users are allowed to view and participate in a discussion depends on several factors, including the document's current status and users' ability to access the document by virtue of their assigned roles and permissions.

All Discussions

For any particular document, those with the following roles have access to and complete control over all of that document's discussions:

- Any document control administrator assigned to the site containing the document

- The document's owner
- A proxy author assigned to the document

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 in any way. If the added participant can already access the document by virtue of an assigned role or permission, that user will be able to open the document and see the new discussion. If the user cannot currently access the document, the user still receives an email notification with the discussion's original text and a link to the document, 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 (draft, collaboration, review, etc.)
- Change a discussion's security level from private to public and from public to private
- Delete any discussion

Public Discussions for Documents 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 discussions in the earlier statuses also depends on whether or not they are assigned a task to write, review, or approve the document.

Note: For details on what assigned document owners and proxy authors can do with discussions, see All Discussions above.

A document's assigned writers, reviewers, and approvers can do the following with that document'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 in any way. If the added participant can already access the document by virtue of an assigned role or permission, that user will be able to open the document and see the new discussion. If the user cannot currently access the document, the user still receives an email notification with the

discussion's original text and a link to the document, but clicking the link goes to an "access to resource denied" message.

- View and participate in all public discussions created in the assigned document 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 they are not assigned to while the document is in any accessible status:

- Create new discussions that only a document control 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 reviewer role can see all unrestricted documents (those assigned the **All Users** security level) while they are in the review status. This includes unrestricted documents the user is not assigned to review. In an unrestricted document, an unassigned reviewer can create a new discussion that automatically includes only the assigned document owner, any assigned proxy author's, and any document control administrator with access to that document.

Public Discussions for Documents in the Pending and Published Statuses

After a document is approved, writers, reviewers, and approvers assigned to that document 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 approved documents, see All Discussions above.

The following users can see a document's discussions created in the pending and draft statuses but cannot see those created in the collaboration, review, and approval statuses, unless they were added as a participant in one or more of those discussions:

- Writers, reviewers, and approvers who are not assigned to the document
- All readers, including those assigned to the document

Private Discussions

When a document discussion is marked private, only those explicitly selected as recipients, a document control administrator, 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 a document control 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 document control administrators with administrative permission for the document's site.

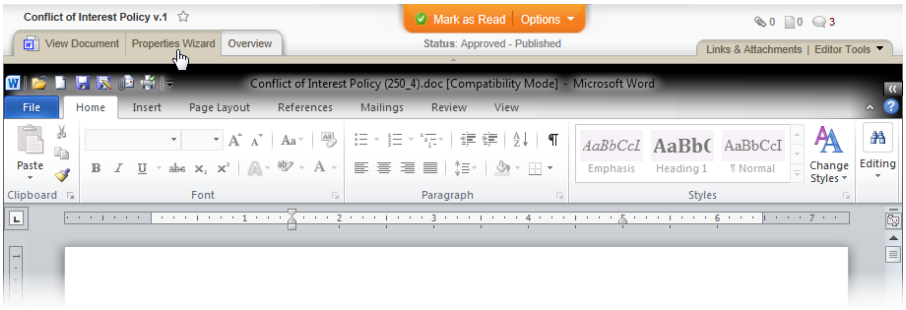
It is important to understand that email notification for a discussion has nothing to do with whether the recipient has access to the document containing the discussion. If a user without the role or permission necessary to access a document is included as a discussion recipient and receives an email notification, that user can open the email and see the text from the discussion, but clicking the document link will result in a message saying that access to the requested document is denied.

Managing Department Reader Assignments

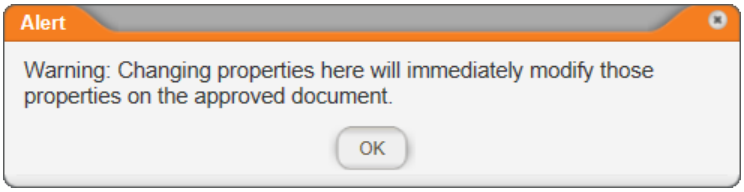
If you have been assigned the manager role for one or more departments, you can view and change reader assignments for the documents and readers within those departments.

Use the **Properties Wizard** to assign and unassign required readers for a document. If you assign a user who was not previously assigned, a reading task will be sent to the user. If you unassign a user who was previously assigned, that user's reading task for the document will be deleted.

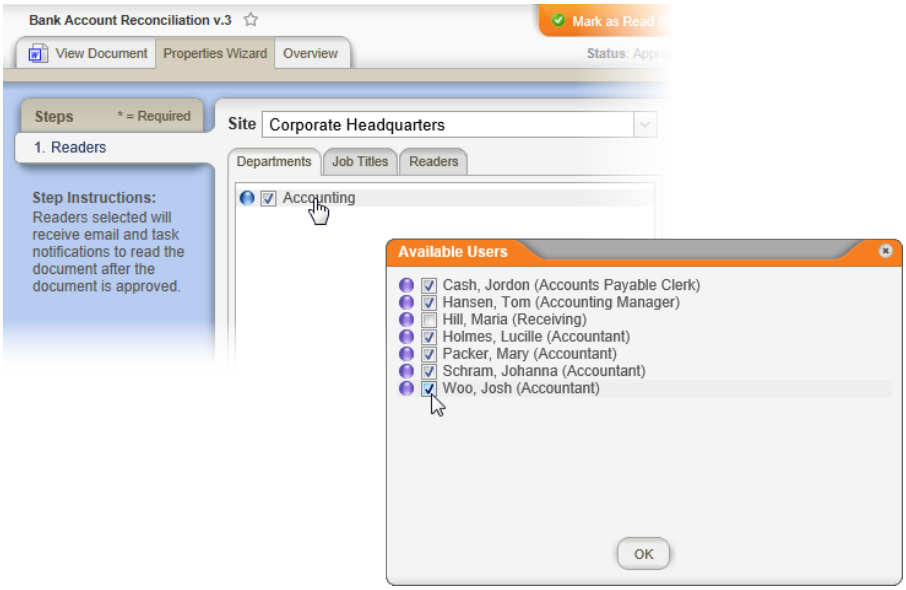
1. Open a published document assigned to your department.
2. Click **Properties Wizard**.



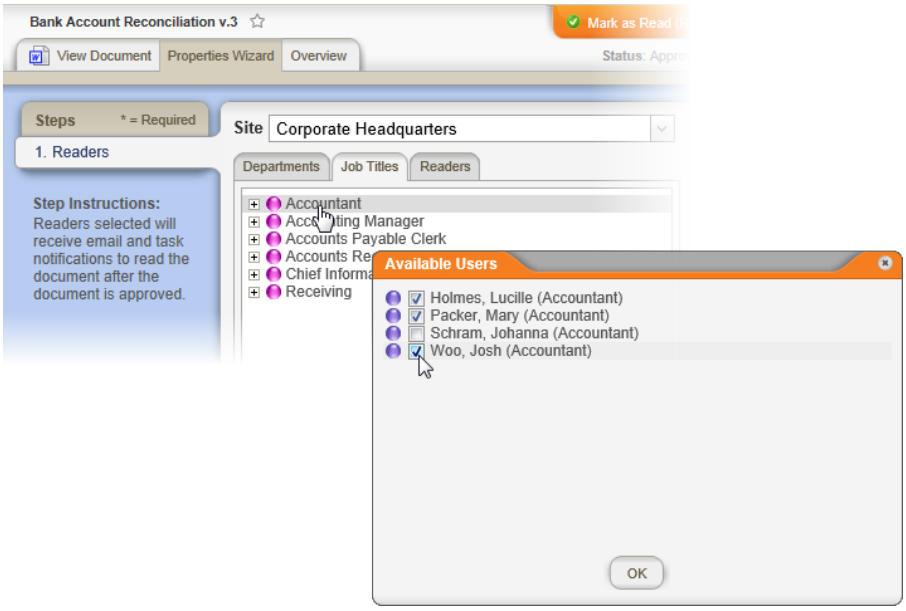
3. An alert appears warning you that the changes you make will take immediate effect on the document. Click **OK**.



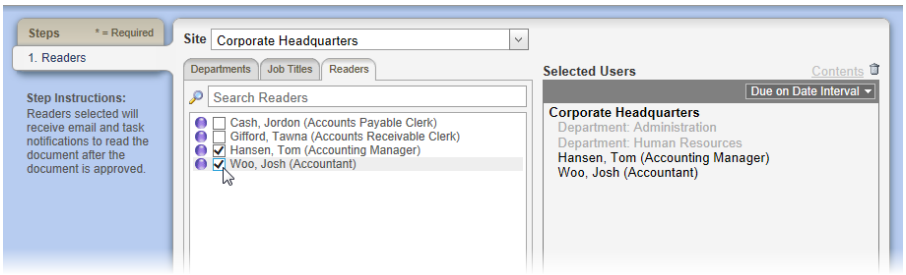
4. The currently selected required readers for this document (if any) are listed in the **Selected Users** box. To make changes to the required readers, do one of the following:
   - In the **Departments** tab (displayed by default), click your department, select or click to clear check boxes, and then click **OK**.



- Click **Job Titles**, and then click a job title. Select or click to clear check boxes, and then click **OK**.



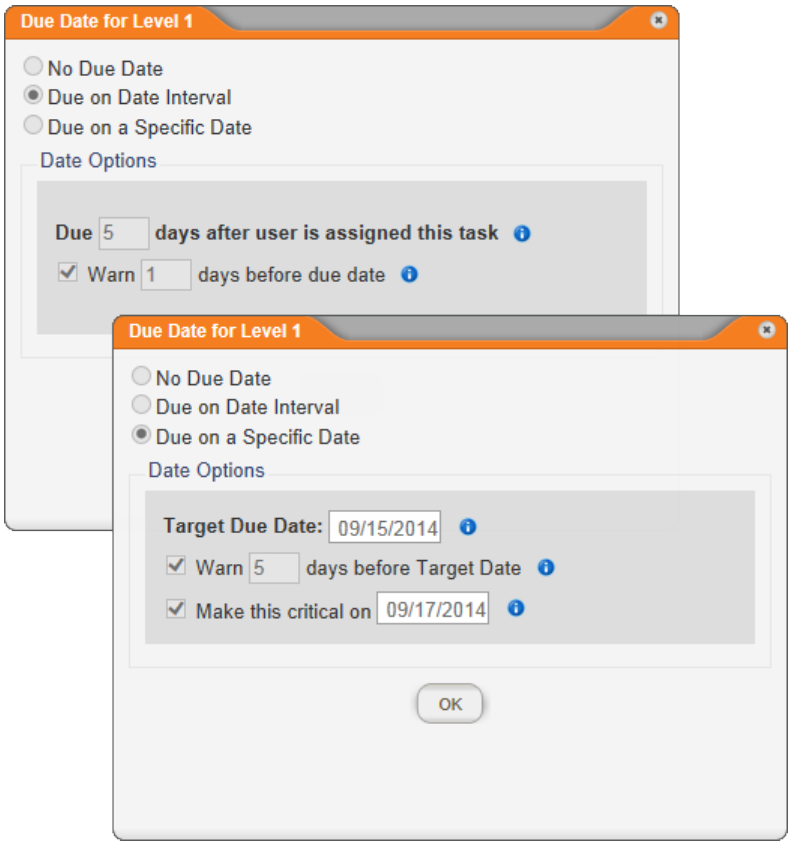
- Click **Readers**, and then select or click to clear check boxes.



5. (Optional) In the header at the top of the **Selected Users** list, or in each level header if there are multiple levels, you can see if a due date has been set for reading this document. The three possible due date settings are **No Due Date**, **Due on Date Interval**, and **Due on a Specific Date**. Click **Due on Date Interval** or **Due on a Specific Date** to see the setting details, and then click **OK** when finished.

Notes:

- While you can view due date details, you cannot change them.
- For an explanation of the due date settings, see Setting a Due Date for a Reading Task.

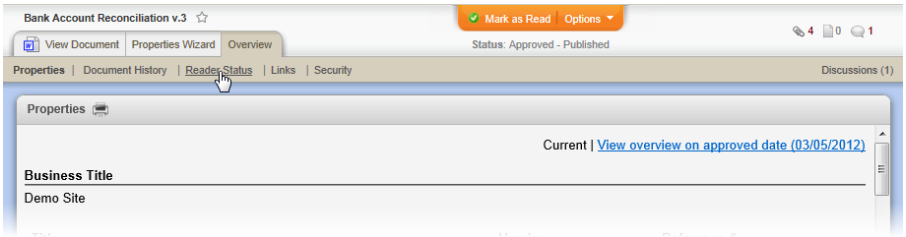


6. Click **Save**, and then close the document.

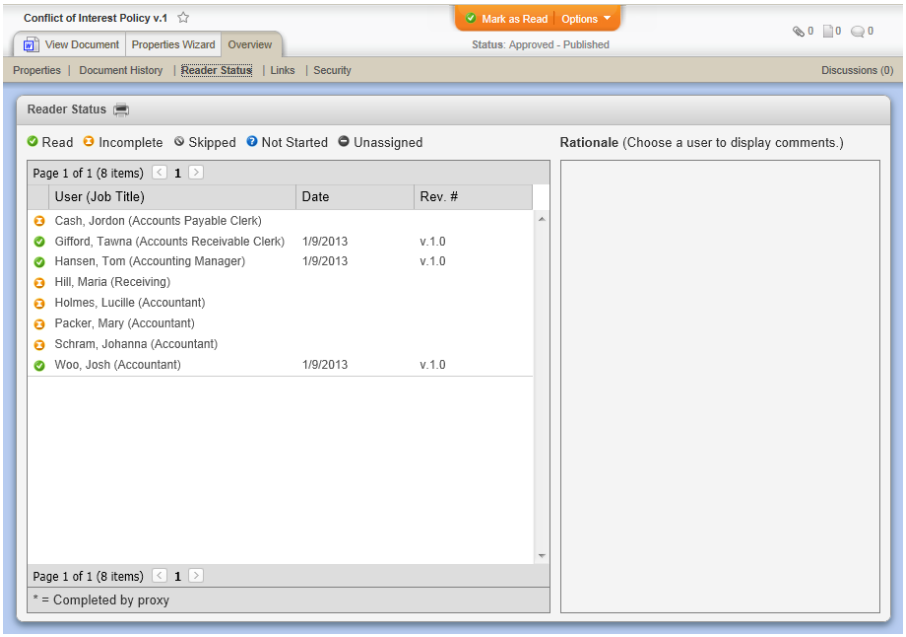
Viewing the Status of Reader Tasks

To see which users have and have not completed their required reading tasks,

1. Open a published document assigned to your department.
2. Click **Overview**, and then click **Reader Status**.



The **Reader Status** window will look similar to the one below, with a list of required readers with icons before their names indicating whether or not they have read the document.



3. When finished checking reader status, close the document.

Generating Reports

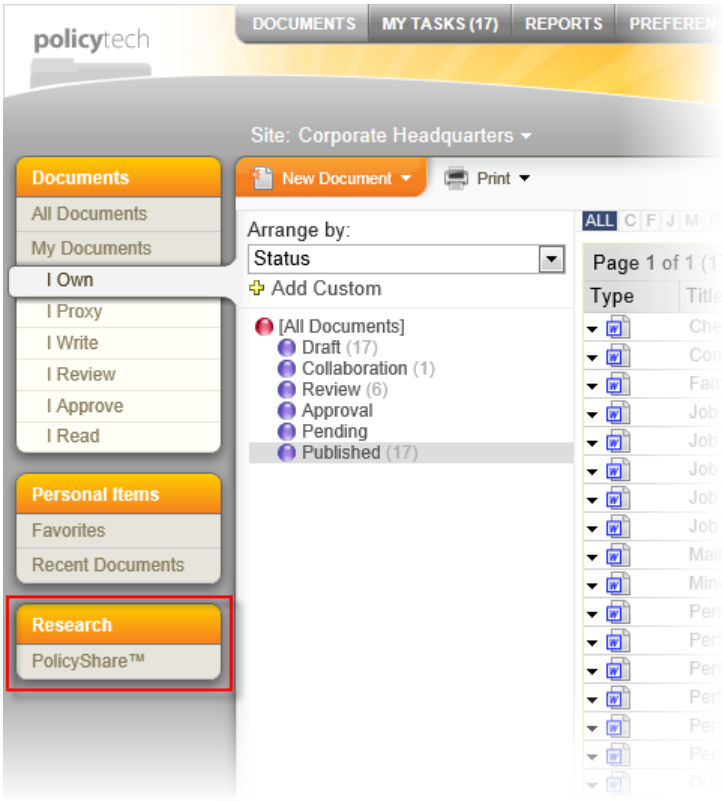
PolicyTech™ includes many reports that let you check the status of and statistics about documents and users. There are three main types of reports—personal, management, and administrative. You can find report descriptions and instructions on how to use each report in the Reports Supplement.

Document Research

In the **DOCUMENTS** window directly below the **Personal** Items menu is the **Research** menu, which gives you access to the PolicyShare™ service.

Notes:

- The **PolicyShare** option is available only if you've been assigned as a document owner or document control administrator (DCA).
- This feature is enabled by default, but your DCA may have disabled it.

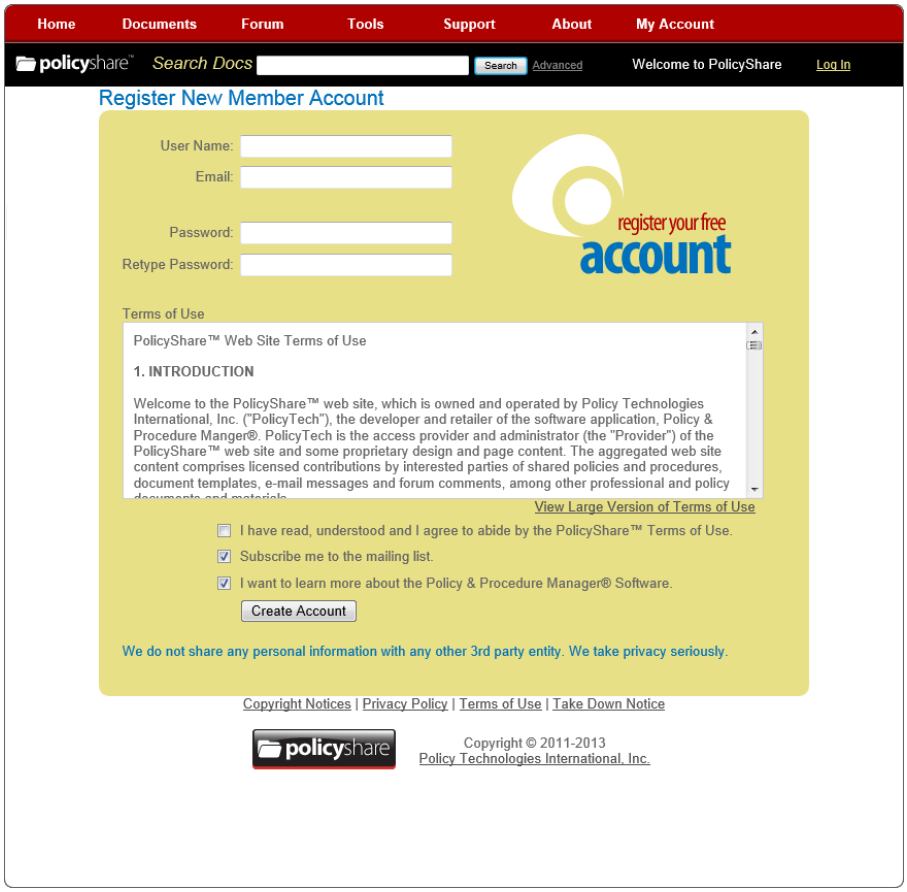


PolicyShare is a location where anyone can find or share policies and procedures. Many organizations have already uploaded hundreds of documents, greatly easing the new policy and procedure writing process. PolicyShare also serves as a forum to discuss and get answers to policy and procedure management issues.

1. In the **Research** menu, click **PolicyShare™**.

2. To learn more about what PolicyShare has to offer, click a blue button.
3. To start using PolicyShare, click **Log In**, and then click **Create New Account**.

4. In the **Register New Member Account** form, type a user name, your email address, and a password (twice).



5. After reading the terms of use, select **I have read, understood and I agree to abide by the PoicyShare™ Terms of Use**, and then click **Create Account**.
6. Check your email periodically for an email address verification message. When you receive it, click **Verify Email Address**. You will see a message telling you that your email address has been verified.
7. Click **Log In**, type your user name (or email address) and your password, and then click **Login**.

Using Optional Advanced Features

The following features are available only if they've been enabled. If in doubt, contact your document control administrator.

Working with the Public Viewer

Using Case Management Integration Features

Changing Reader Task Status as Proxy

Using Third-Party Contact Features

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

Reading a Document in the Public Viewer

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 Case Management or IntegriLink.

As a Case Manager

As a Reader

As a Questionnaire Creator

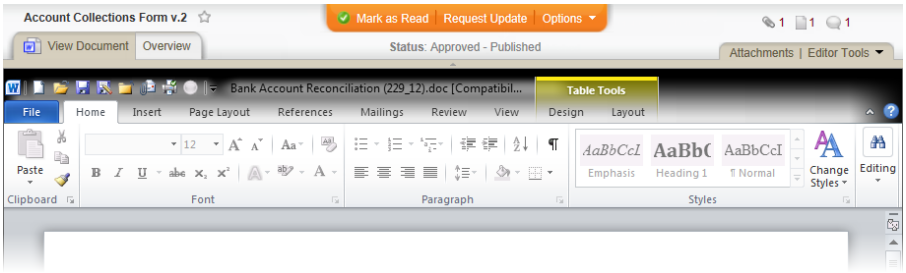
Using Case Management Integration as a Case Manager

Important: This feature is available only if your organization has integrated PolicyTech™ with EthicsPoint Case Management or IntegriLink.

If the PolicyTech™ document control administrator has assigned you the case manager permission, you have the ability to request that any published document you have access to be updated.

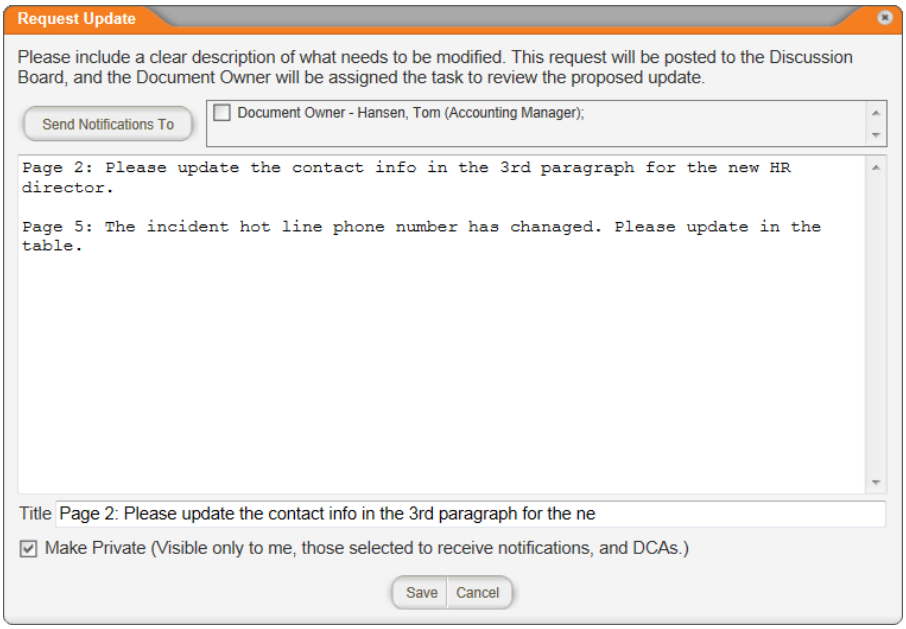
To request that a document be updated,

1. Open the published document.
2. Click **Request Update**.



3. In the **Request Update** window, type a description of what needs to be modified. Notice that the first 70 characters you your description are automatically added to the **Title** box.

Note: An update request is posted as a discussion in the document. For additional information about discussions, see Working with Document Discussions.



4. (Optional) In the **Title** box, replace the default text with a title.
5. (Optional) When you save this request, the document owner will be assigned a task in **MY TASKS** that includes the request update description. If you'd also like to send the document owner an email notification, select the document owner in the **Send Notifications To** box.
6. (Optional) To send the notification email to other users assigned to this document, or to any PolicyTech user, click **Send Notifications To**, click the **Writers**, **Reviewers**, **Approvers**, or **Other Users** tab, and then do one of the following:

- If you selected the **Writers**, **Reviewers**, or **Approvers** tab and users are displayed, select one or more users.
- If you selected the **Other Users** tab, find and select users by searching for them or by department or job title.

  Once you've selected all the recipients you want to include, click **OK**.

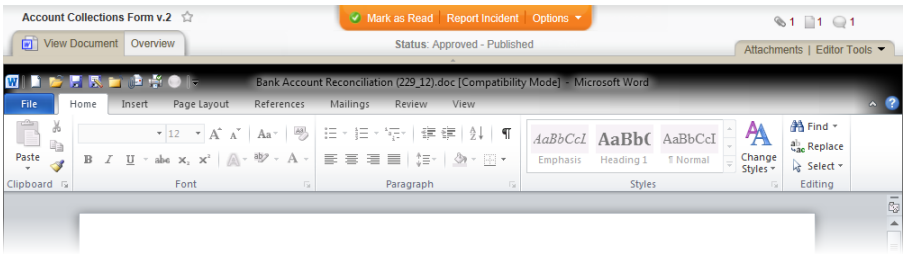
7. (Optional) By default, your request is seen only by the document owner and any users you select. If you want all users who have access to this document to see the update request, deselect the **Make Private** option.
8. Click **Save**.

Using Case Management Integration as a Reader

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 document you're reading. 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.



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.

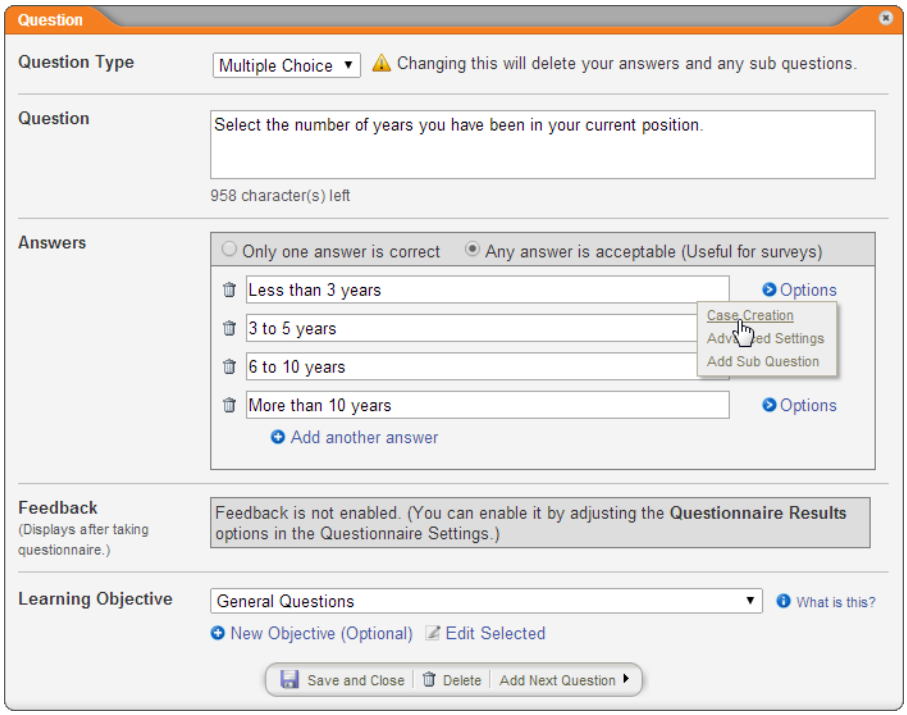
When you, as a document owner, add a questionnaire to a document, you have the option of having PolicyTech create a case in EthicsPoint Case Management or IntegriLink each time a reader selects a specific answer or types an answer to an open-ended question. You can tie a single answer or multiple answers to a single case.

1. In a questionnaire, start to add or edit a question (see Adding Questions and Answers or Changing a Questionnaire for detailed instructions).

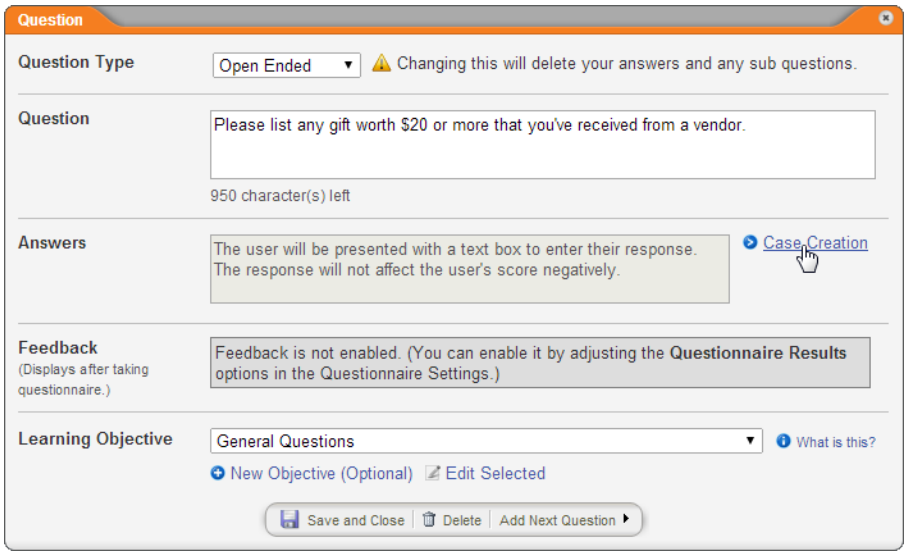
Important: You must have provided at least the minimum amount of information (question text, answer text, and answer type, for example) for the type of question you've selected before you can enable case creation.

2. Do one of the following:

   - If this is a multiple choice, true/false, or yes/no question, to the right of an answer click **Options**, and then click **Case Creation**.



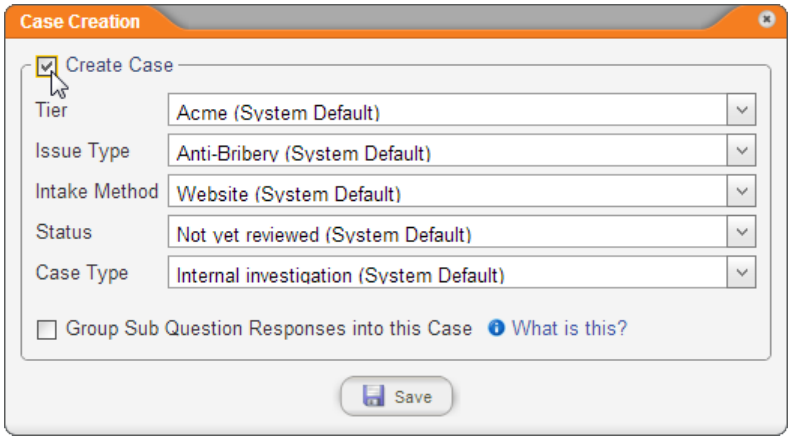
   - If this is an open-ended question, click **Case Creation**.



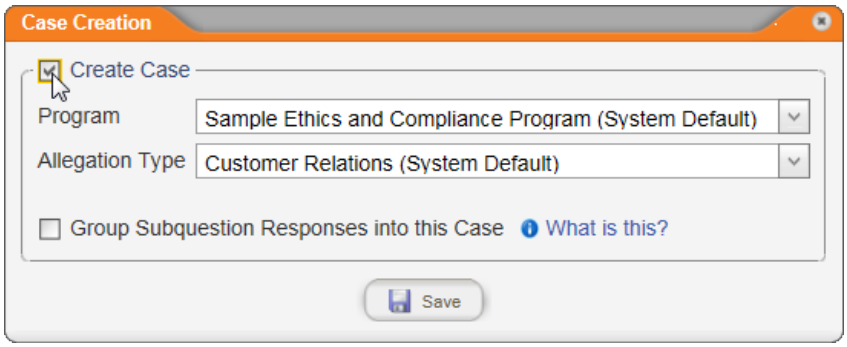
3. Select the **Create Case** check box, and then click **Yes** to confirm.

Note: If the **Create Case** option is not activated, contact your document control 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 the **Group Sub Question Responses into this Case** check box (see Grouping Subquestion Responses below for details on how this option works).
6. Click **Save**.

Note: When you save a question, a briefcase icon ( ) appears to the right of each answer with case creation enabled. If subquestion grouping is also enabled, a two-briefcase icon ( ) appears. You can click either icon to reopen the **Case Creation** window for that answer.

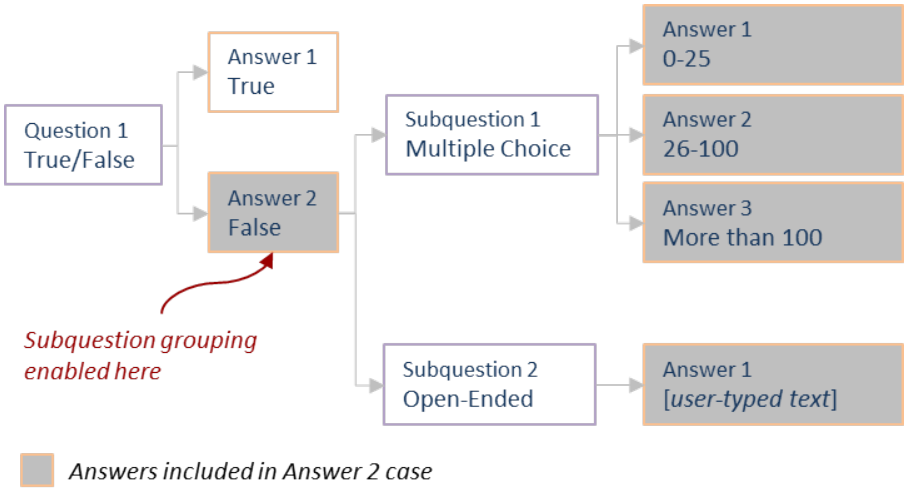
7. (Optional) Add a note to the question text indicating that answering this question will create a case.

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.

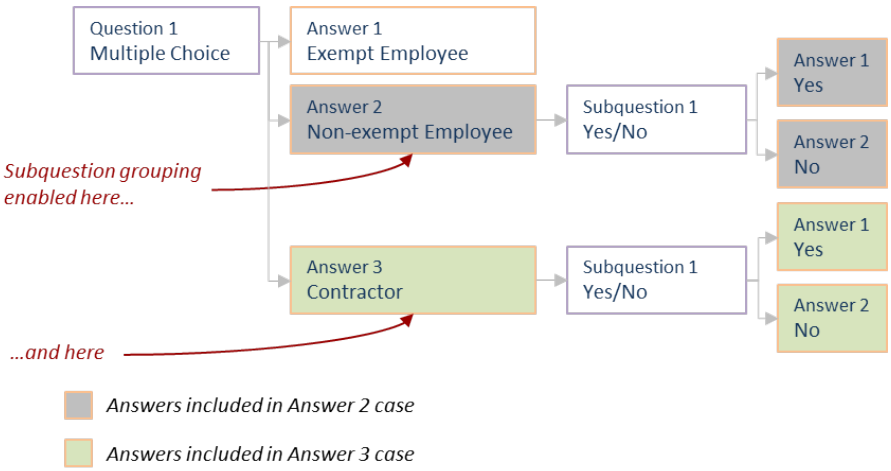
Scenario 1

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 the **Group Subquestion Responses into this Case** check box.



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 the **Group Subquestion Responses into this Case** check box. 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 Reader Task Status

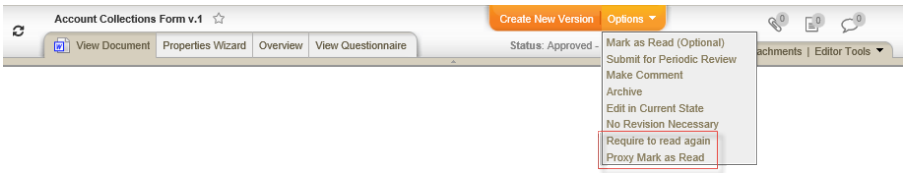
A document owner, manager, or document control administrator can do either of the following:

- Assign readers who have already completed their reading tasks to read the document again
- Acting as a reader's proxy, mark that reader's task complete (as if the reader had clicked **Mark as Read**)

Note: 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 a document control administrator, and so this option may not be currently available in your PolicyTech® system.

1. Open a published document assigned to your department.
2. Click **Options**, and then do either of the following:

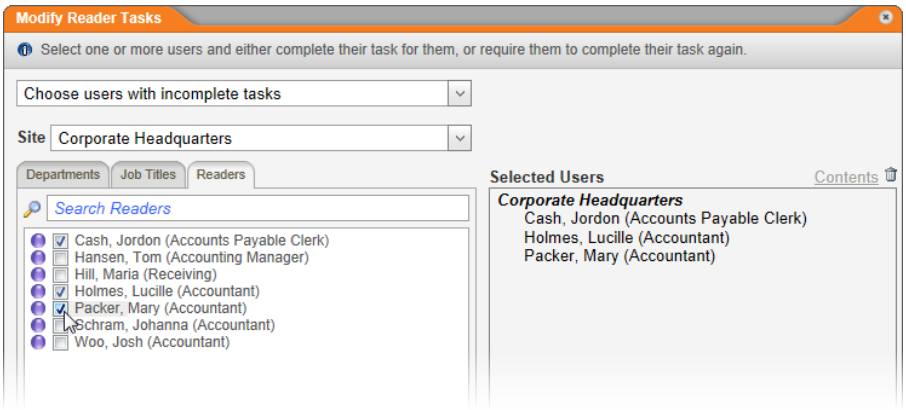
- Click **Require to Read Again**.
- Click **Proxy Mark as Read**.



3. In the **Site** list, click a site containing one or more readers whose assignments you want to modify.
4. Do one or more of the following to select users:

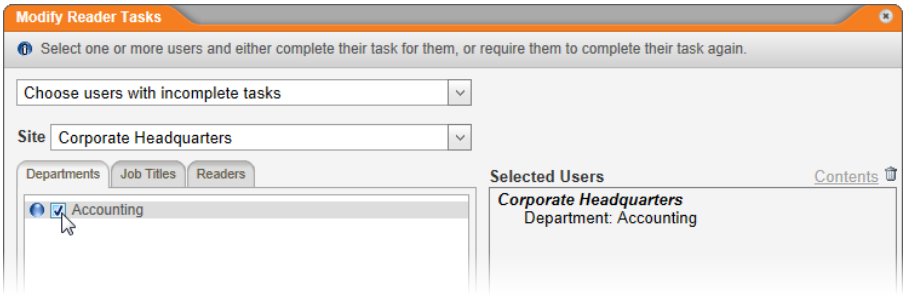
Note: You only see departments, job titles, and readers that you are assigned to manage.

- With the **Readers** tab selected, select individual readers.



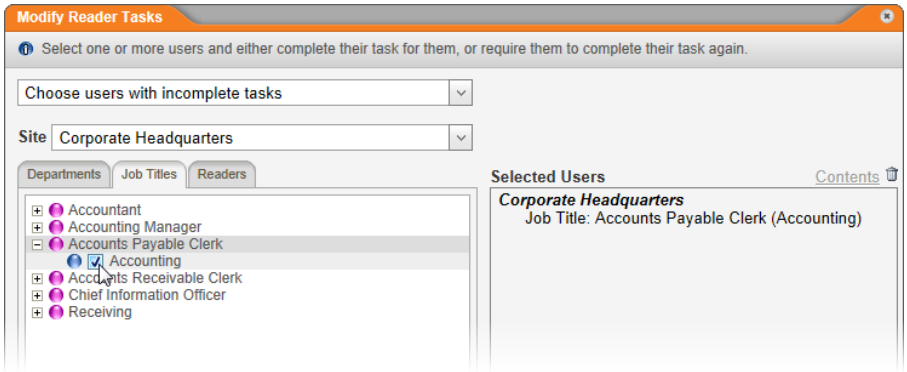
- Click the **Departments** tab, and then select a department to select all readers in that department.

Note: You can also click the department name and then select individual users from that department.

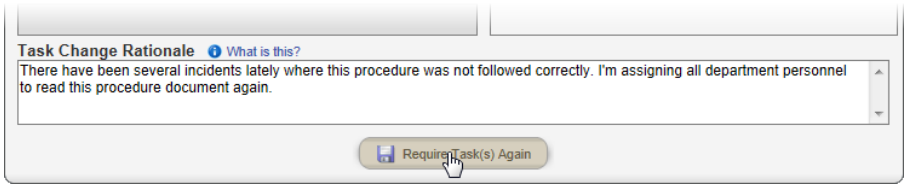


- Click the **Job Titles** tab, click ⊞ before a job title, and then select a department to select all readers in that department who are assigned that job title.

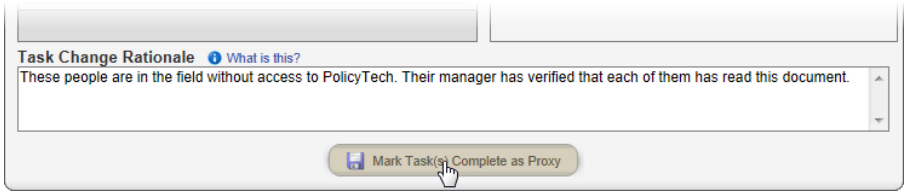
Note: You can also click the job title or department name and then select individual users.



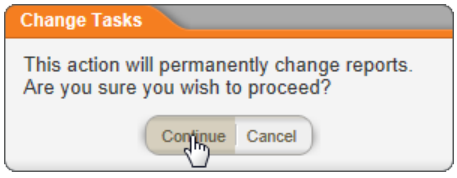
5. (Optional) In the **Task Change Rationale** box, type the reason why you're changing the reader tasks for the selected users.
6. Do one of the following:
   - If you selected **Require to Read Again** in step 2 above, click **Require Task(s) again**.



   - If you selected **Proxy Mark as Read** in step 2 above, click **Mark Task (s) Complete as Proxy**.



7. In the **Change Tasks** alert window, click **Continue**.



8. Close the document.

Using Third-Party Contact Features

See "Using Third-Party Contact Features" in the Third-Party Contacts 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
  - Title
  - Reference #
  - Keywords
  - Version Number
  - Supersedes
  - Affected Department(s)
  - Version Change Summary
- Company Info
  - Business Title
  - Logo
  - Site Name
- Categories
  - Category Titles
  - [Assigned Category]
    - Category Name
    - Values (by comma) and Values (by hard return)
    - Descriptions and Value: Description
  - Affected Department(s)
- Dates
  - Date Created
  - Date Approved
  - Last Periodic Review Date
  - Next Periodic Review Date
  - Publication Date
  - Original Creation Date
  - Date Last Modified
- User Info
  - Common User Info Properties
  - Document Creator and Document Owner
  - Writers, Reviewers, Approvers, and Readers
  - Actual Approvers
  - Security

Document Info Fields

Title

Reference #

Keywords

Version Number

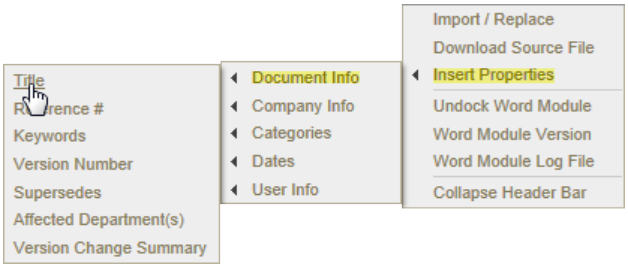
Supersedes

Affected Department(s)

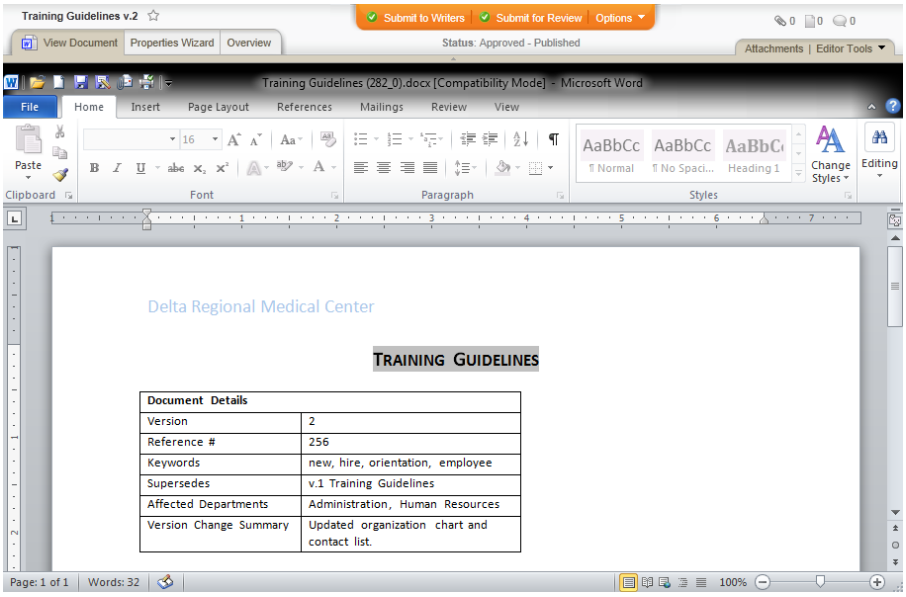
Version Change Summary

Title

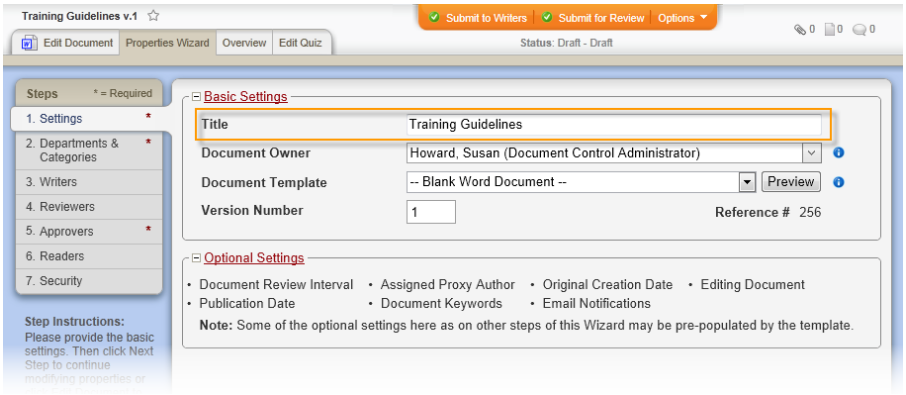
Location on **Insert Properties** menu:



Example of an inserted title:



Source: The document creator enters a title while creating a document. (**Properties Wizard** > **1. Settings** > **Basic Settings** > **Title**)



When it changes: The document owner or document control administrator can change the title anytime in any active document.

Where to view: The title you insert will be the same as the title displayed in the document overview. (**Overview** > **Properties**)

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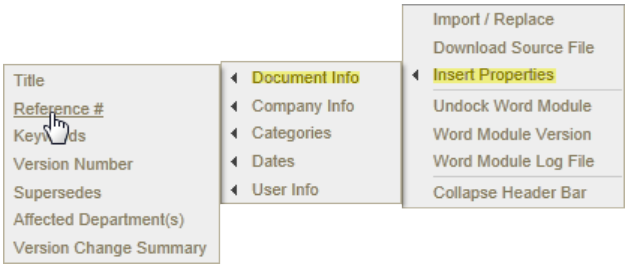
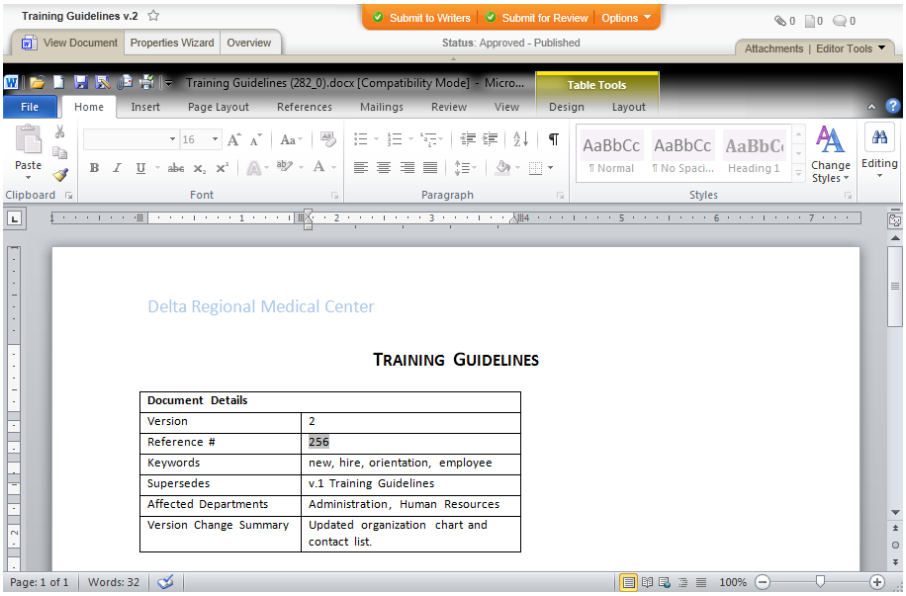
Reference

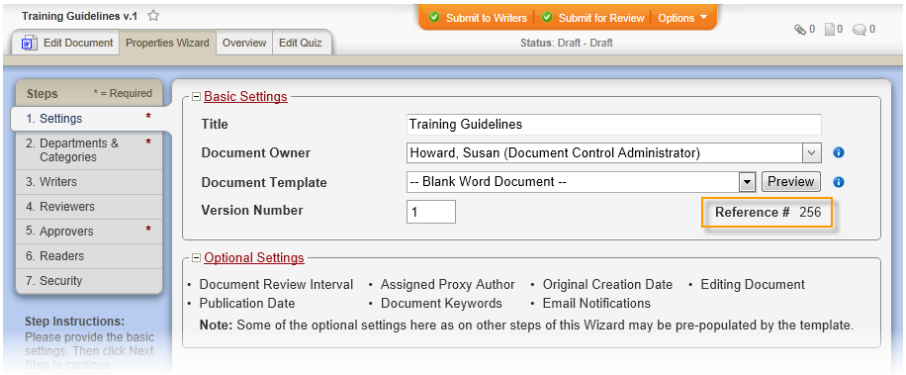
Location on **Insert Properties** menu:



Example of an inserted reference number:



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**)

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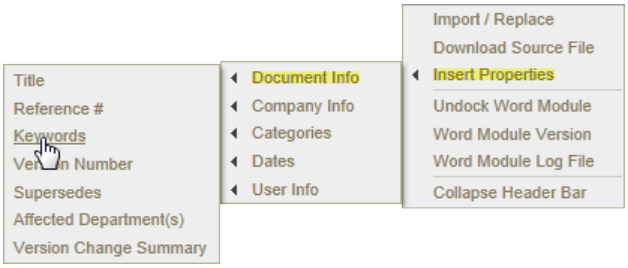
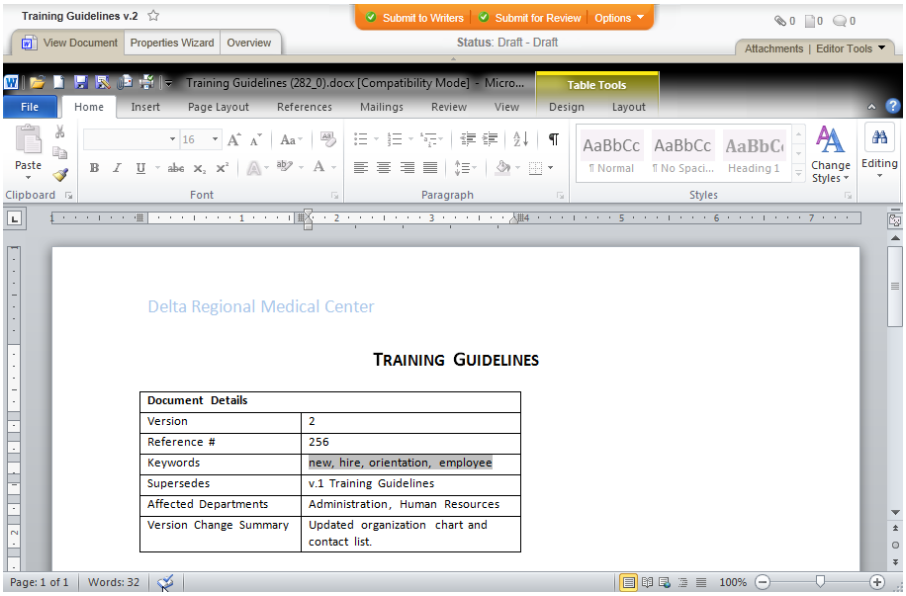
Keywords

Location on **Insert Properties** menu:

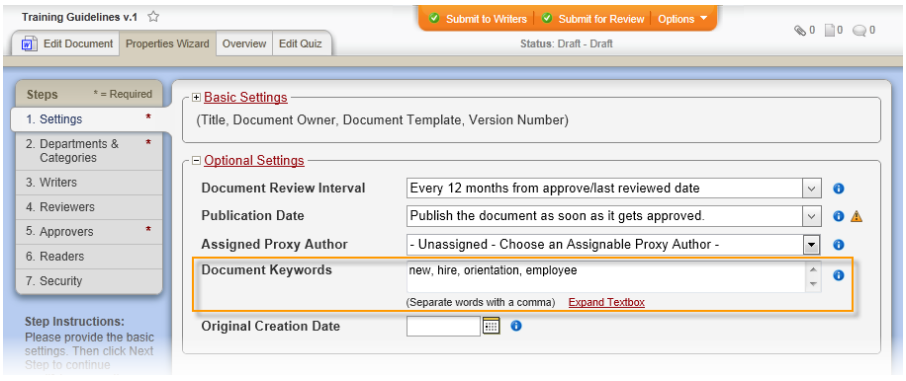


Example of an inserted keyword list:

Note: Adding keywords to a document is optional. If no keywords are added, the inserted field contains "Not Set."

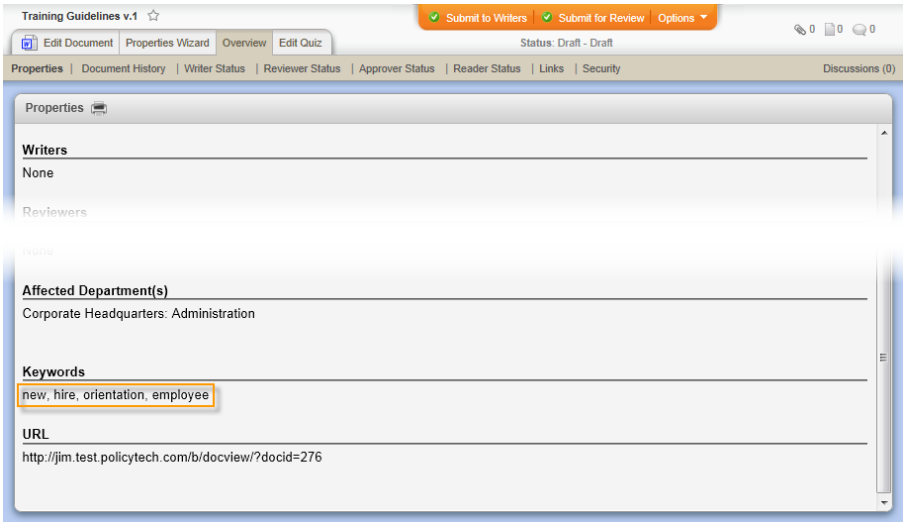


Source: The document creator enters keywords while creating a document. (**Properties Wizard** > **1. Settings** > **Optional Settings** > **Document Keywords**)



When it changes: The document creator or document control administrator can change the keywords anytime in any active document.

Where to view: The keywords you insert will be the same as those displayed in the document overview (**Overview** > **Properties**).



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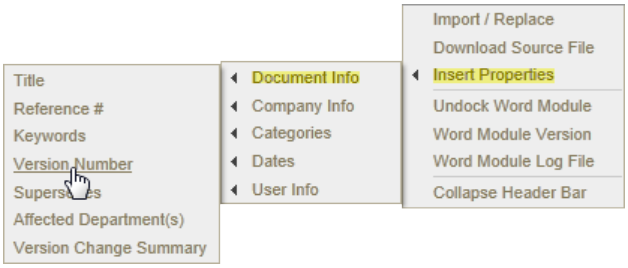
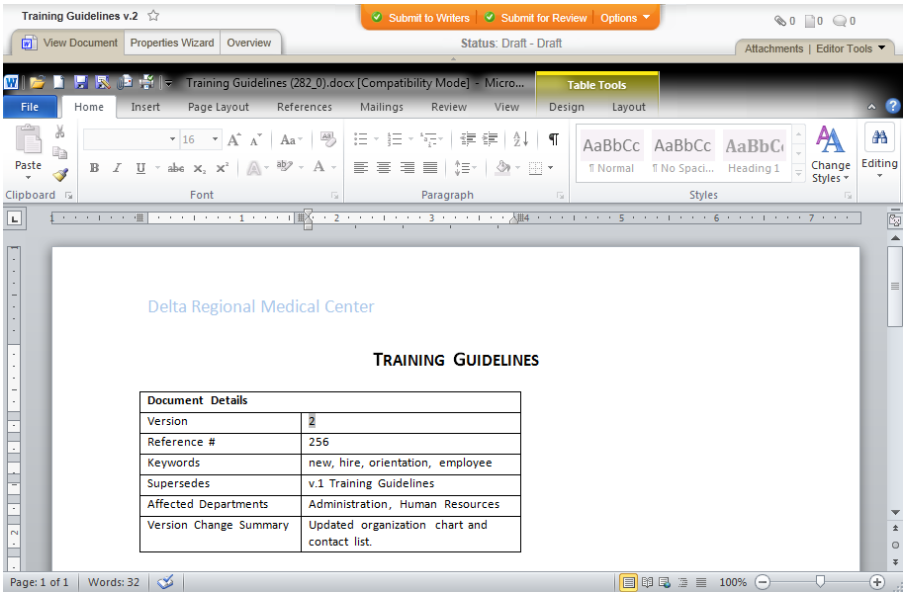
Version Number

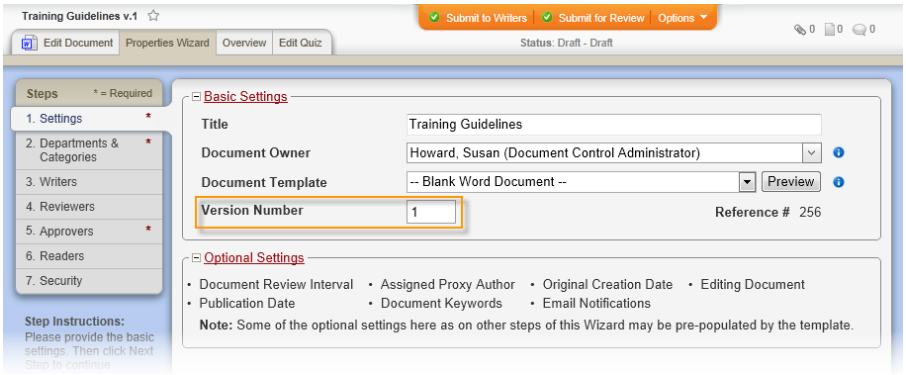
Location on **Insert Properties** menu:



Example of an inserted version number:



Source: PolicyTech™ auto-generates the version number. The document creator can enter a different version number when the document is first created (first version). (**Properties Wizard** > **1. Settings** > **Basic Settings** > **Version Number**)



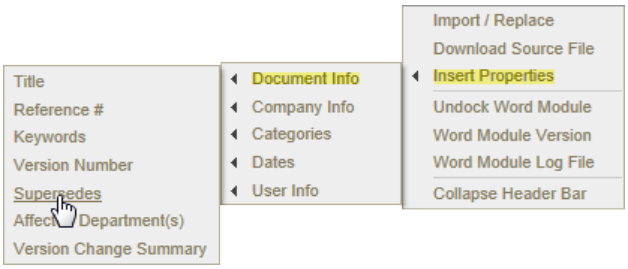
When it changes: The document creator can change the version number only when creating the document and only while it is in draft status.

Where to view: The version number you insert will be the same as the one displayed in the document overview. (**Overview** > **Properties**)

TABLE OF CONTENTS FOR DOCUMENT PROPERTY DETAILS

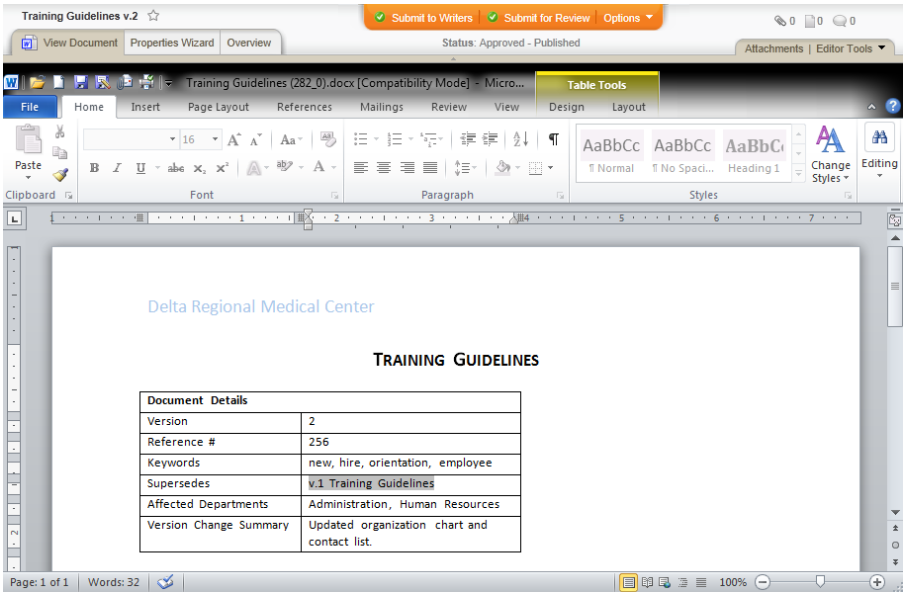
Supersedes

Location on **Insert Properties** menu:

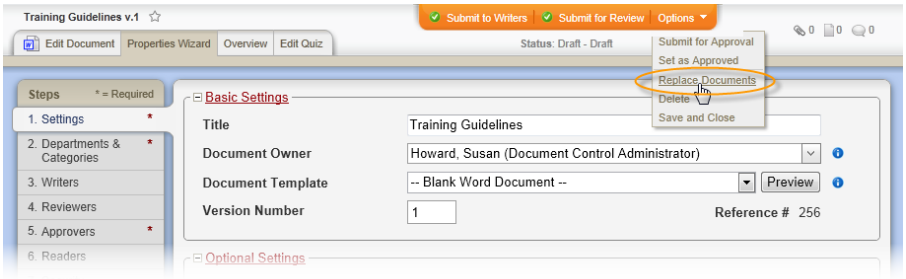


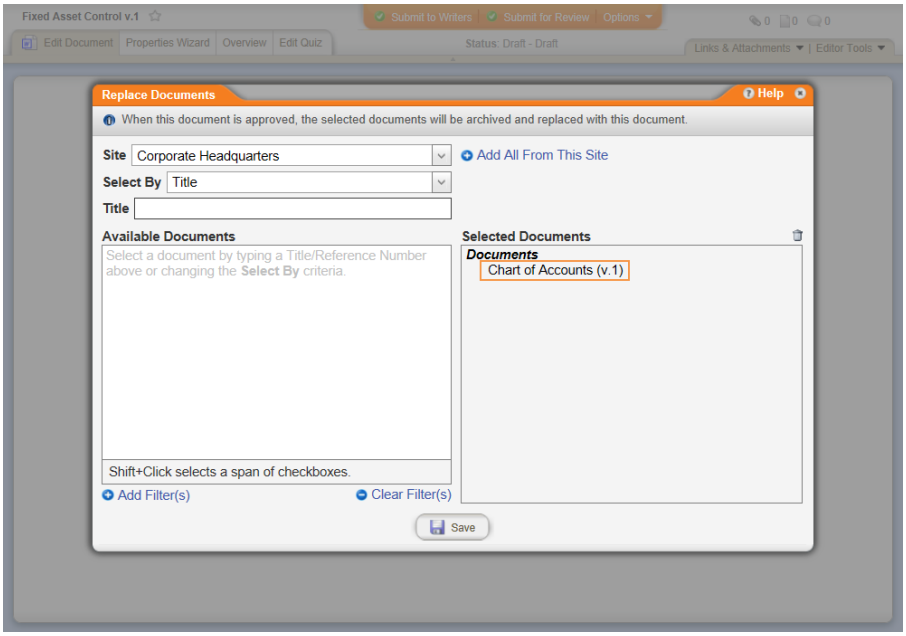
Example of an inserted list of superseded documents:

Note: Selecting documents to replace is optional. If no documents are selected, the inserted field contains "Not Set."



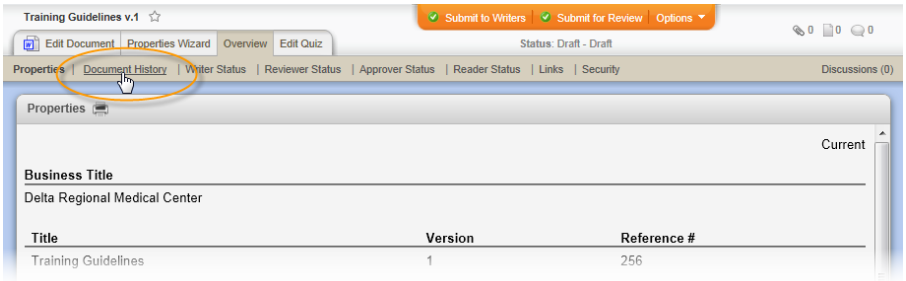
Source: When the document owner creates a new version of a document, the previous version is automatically superseded. The document owner can also select other documents to supersede. (**Options** > **Replace Documents**)

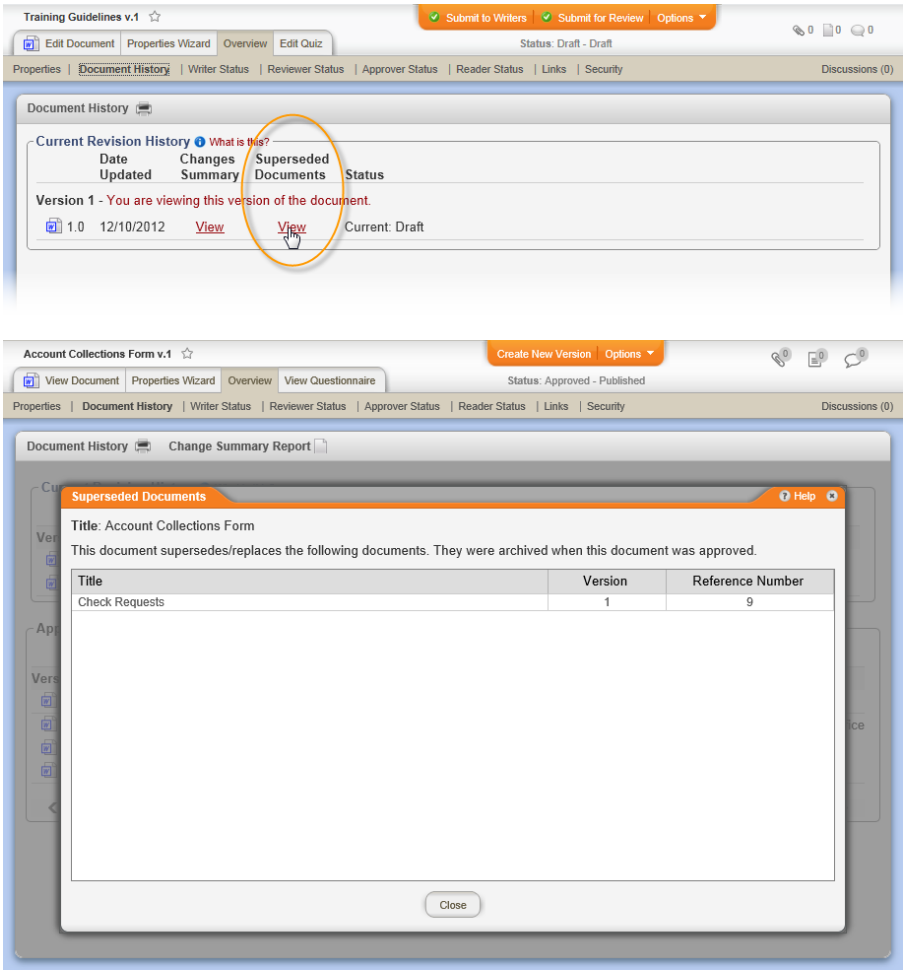




When it changes: A superseded previous version cannot be removed from the **Superseded** property. A document owner or document control administrator can change other superseded documents only while the document is in draft or collaboration status.

Where to view: The list of superseded documents you insert will be the same as the one displayed in the document overview. (**Overview** > **Document History** > **View** (in **Superseded Documents** column))





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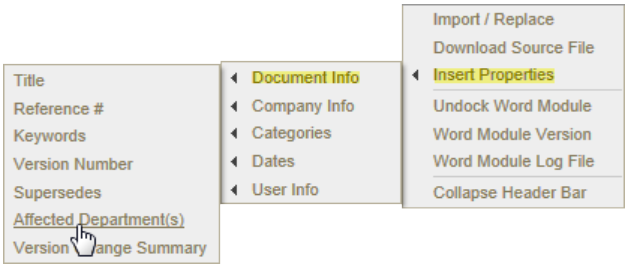
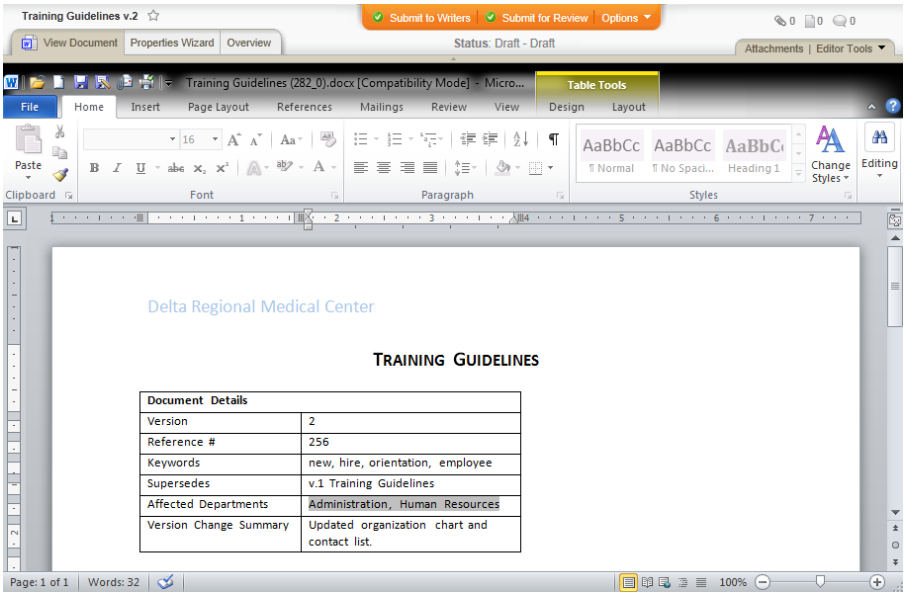
Affected Department(s)

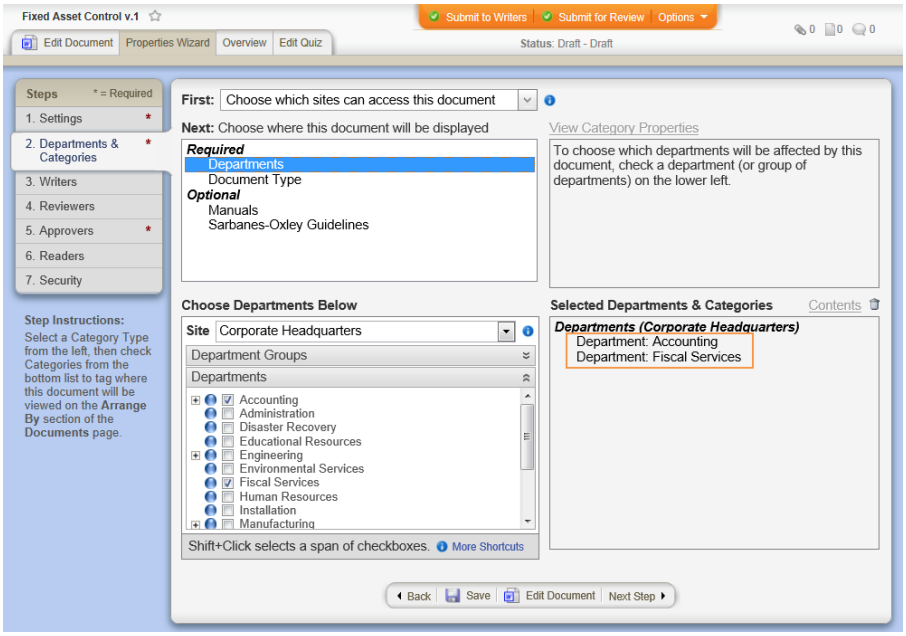
Location on **Insert Properties** menu:



Example of an inserted list of affected departments:

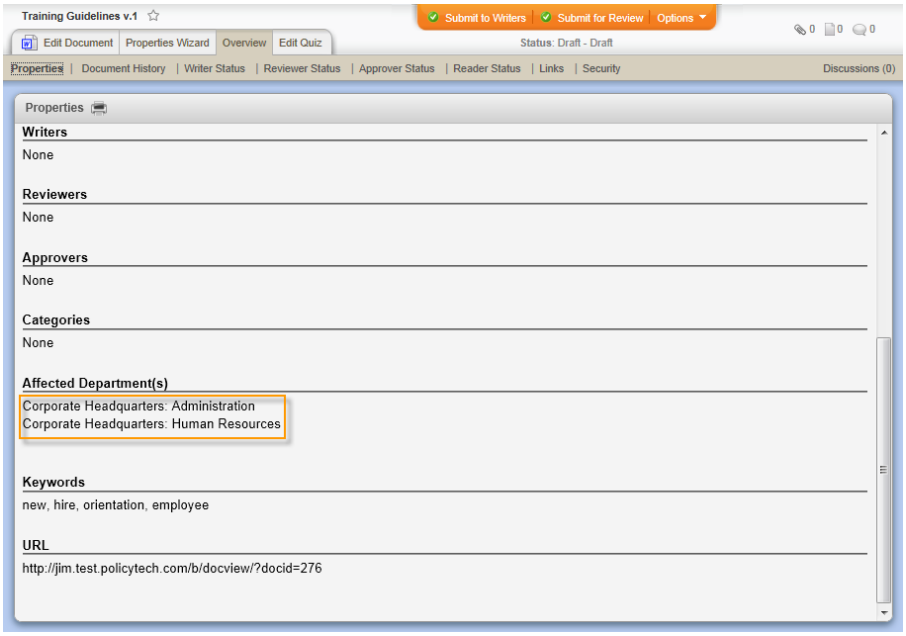


Source: When creating a document, the document creator selects which departments will have access to the document. (**Properties Wizard** > **2. Departments & Categories** > **Departments**)



When it changes: The document owner or document control 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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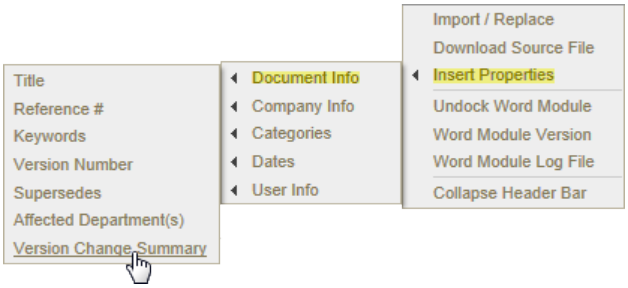
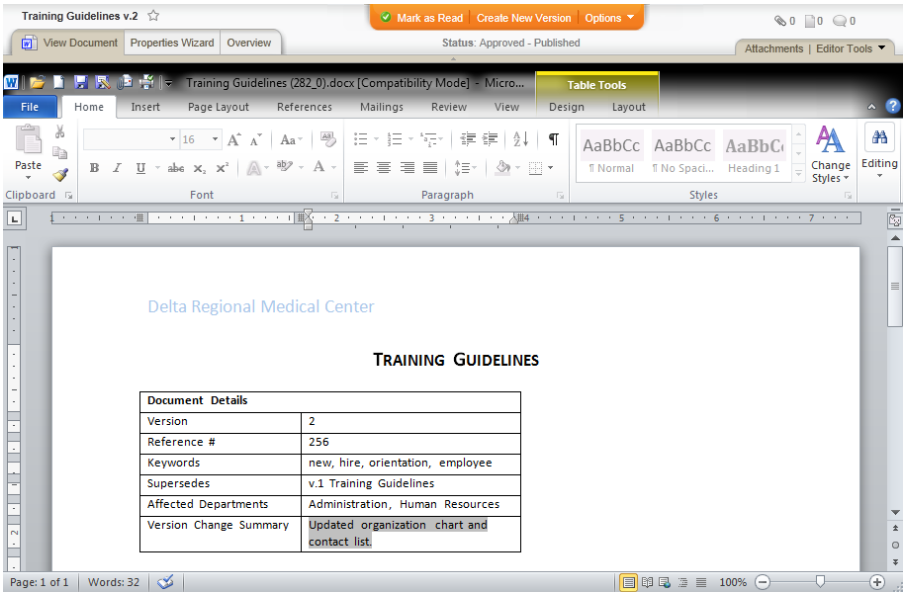
Version Change Summary

Location on **Insert Properties** menu:

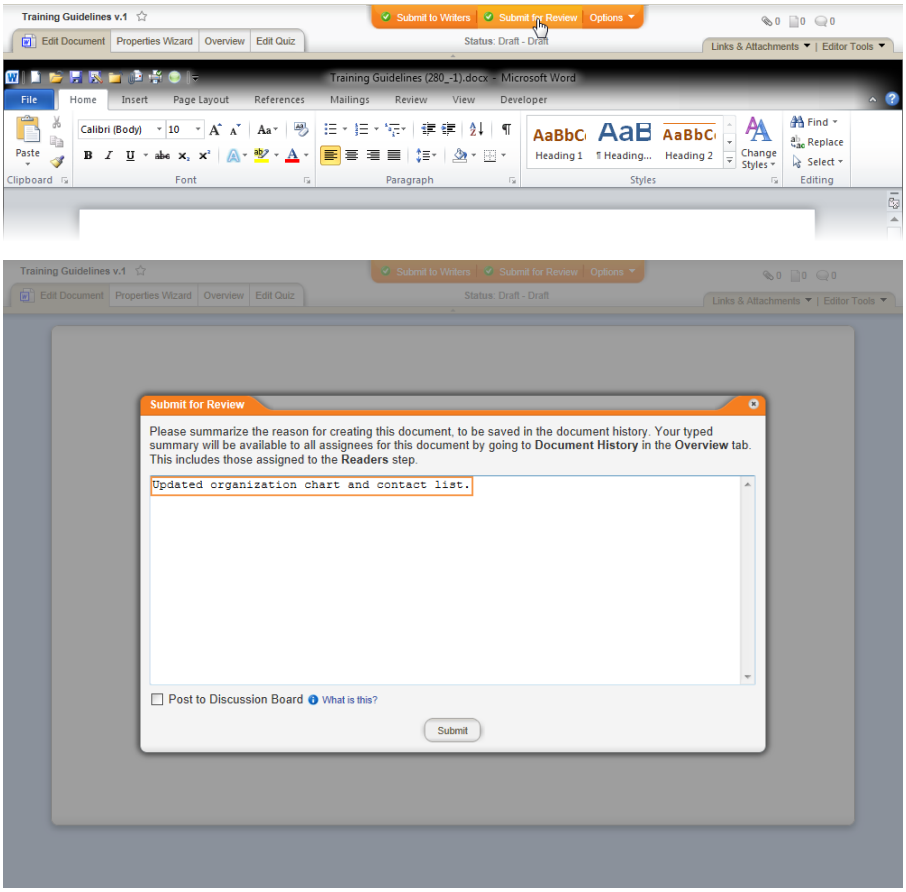


Example of an inserted version change summary:

Note: The document creator must 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."

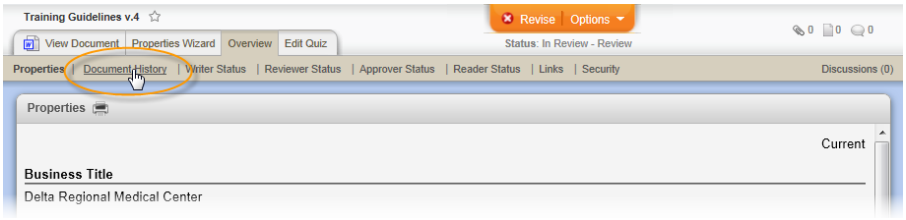


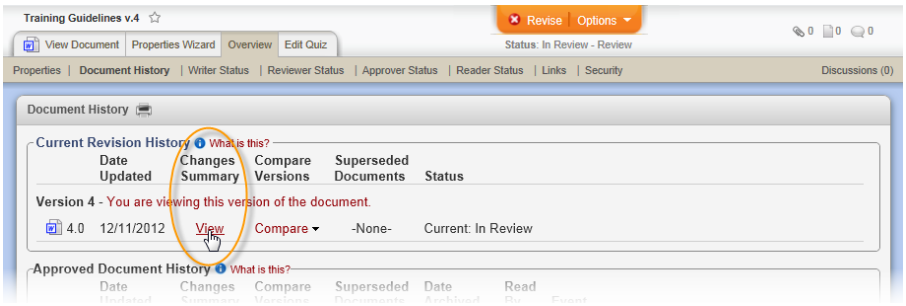
Source: When a document owner creates a new version of a document and then submits it for review or approval, he or she has a chance to specify the changes made in the new version. If the document owner does not specify changes, the text "New Version" appears by default. (**Properties Wizard** > **2. Departments & Categories** > **Departments**)

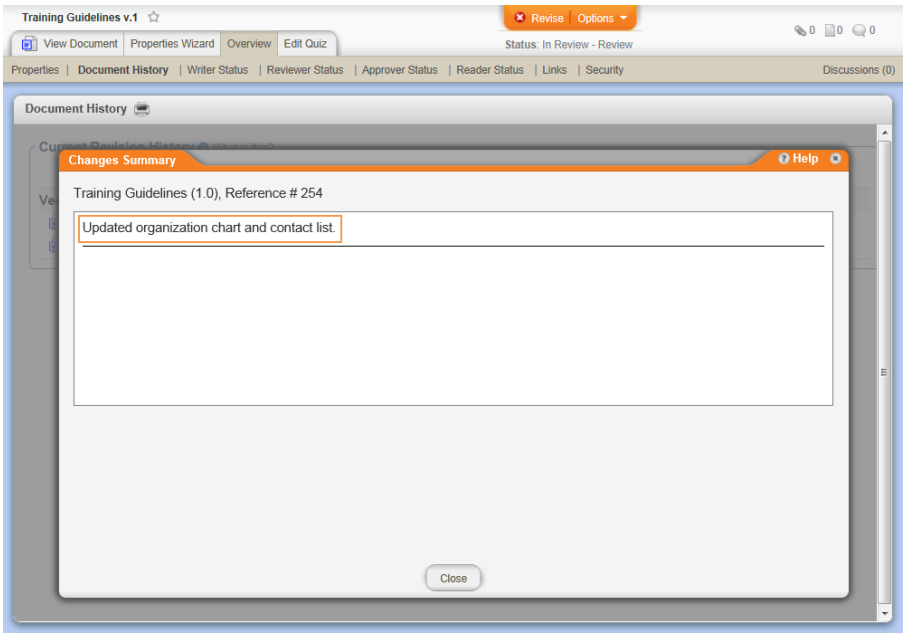


When it changes: The document owner or document control administrator can change the version change summary only if the document is sent back to draft and then resubmitted to review or approval.

Where to view: The version change summary you insert will be the same as the one displayed in the document overview. (**Overview** > **Document History** > **View** (in Changes Summary column))







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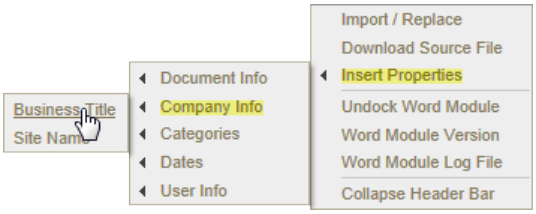
Company Info Fields

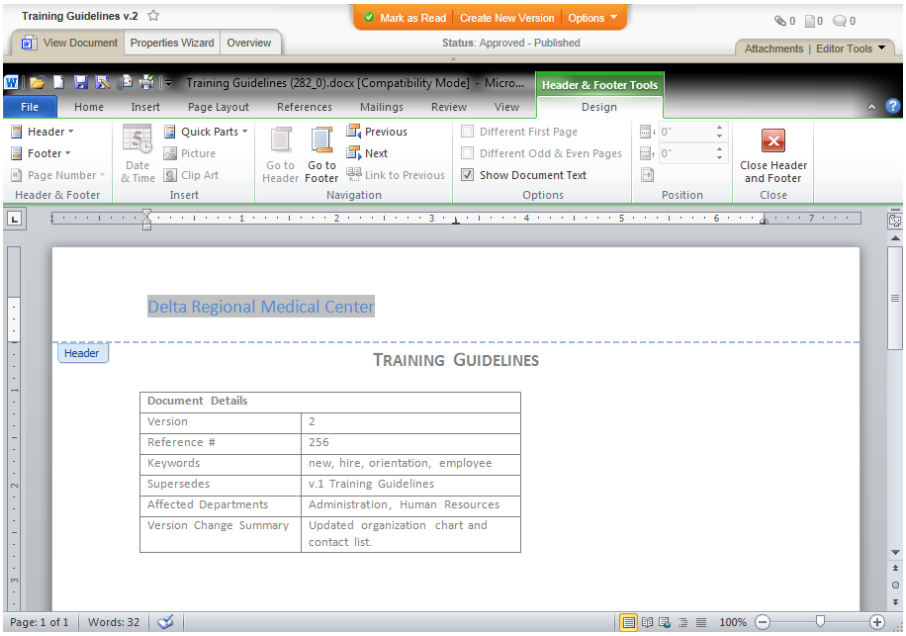
Business Title

Location on **Insert Properties** menu:

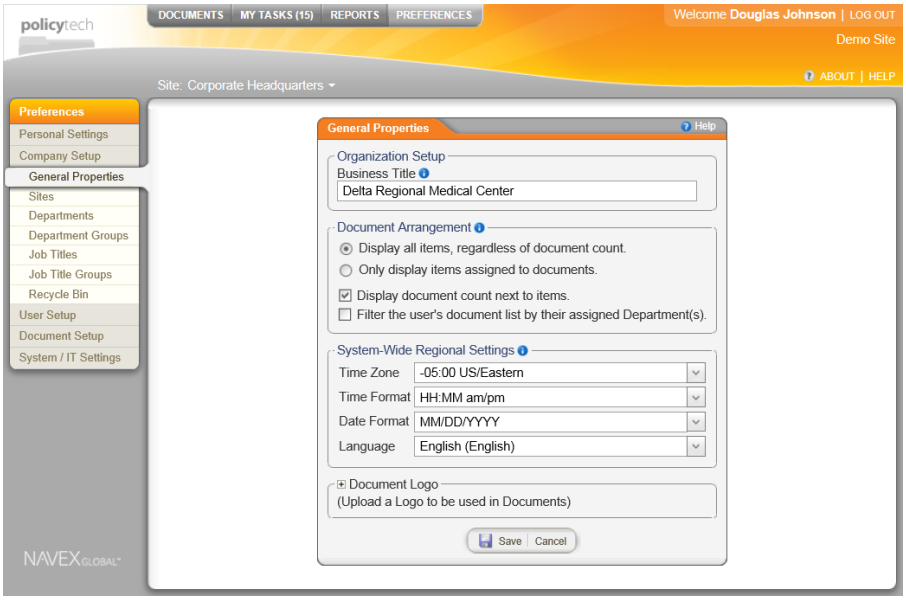


Example of an inserted business title:

Note: When setting up PolicyTech™, entering a business title is optional. If no business title is entered, the inserted field contains "Not Set."

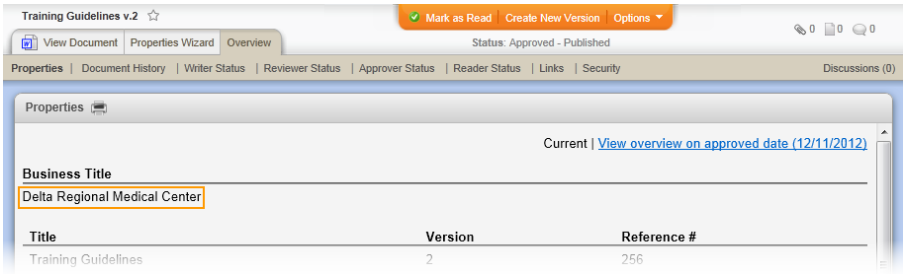


Source: The document control administrator enters a business title while setting up PolicyTech. (**PREFERENCES** > **Company Setup** > **General Properties** > **Business Title**)



When it changes: The document control 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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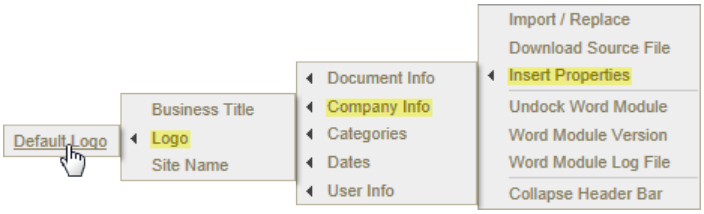
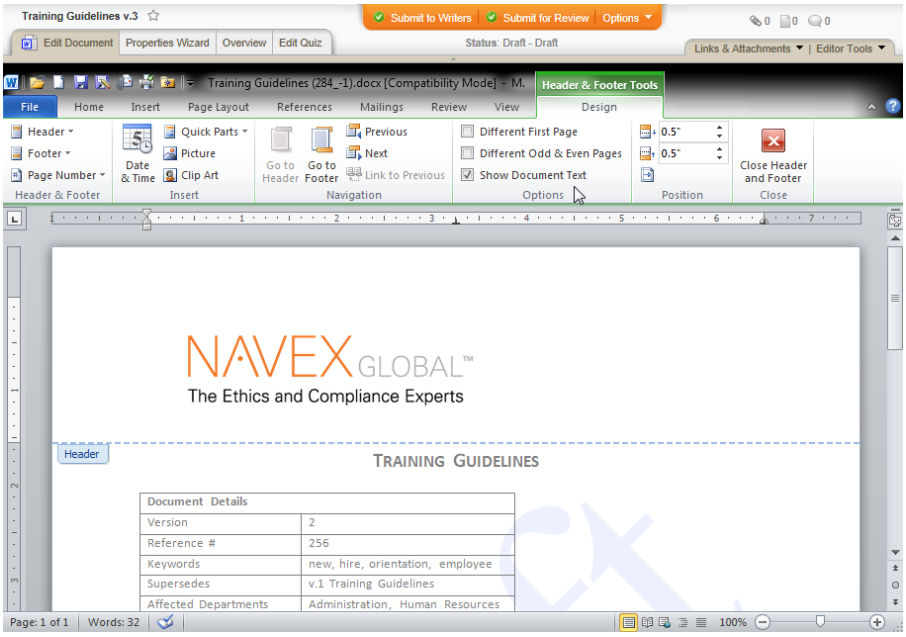
Logo

The **Logo** option appears only if a logo graphic file has been uploaded in the **Company Setup** preferences or when creating the current site. See your document control administrator if the **Logo** option is not available and you would like to be able to insert your company logo into documents.

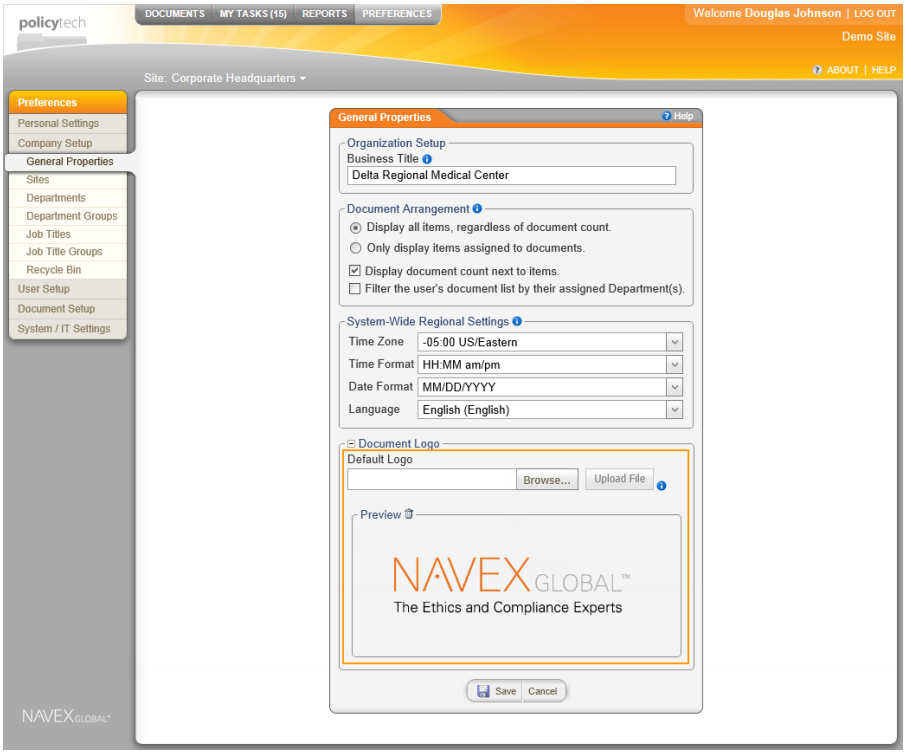
Location on **Insert Properties** menu:



Example of an inserted logo:



Source: The document control administrator may upload a company logo graphic file while setting up PolicyTech™. (**PREFERENCES** > **Company Setup** > **General Properties** > **Document Logo**)



When it changes: The document control administrator upload a different logo graphic or delete the current one anytime.

Where to view: Unless you have been assigned the document control administrator role, the only way to view the currently uploaded logo is to insert it into a document.

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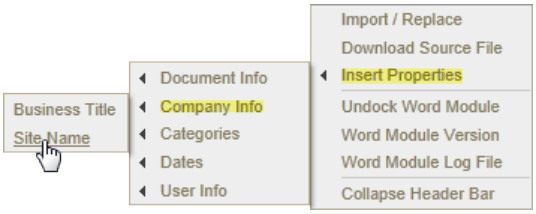
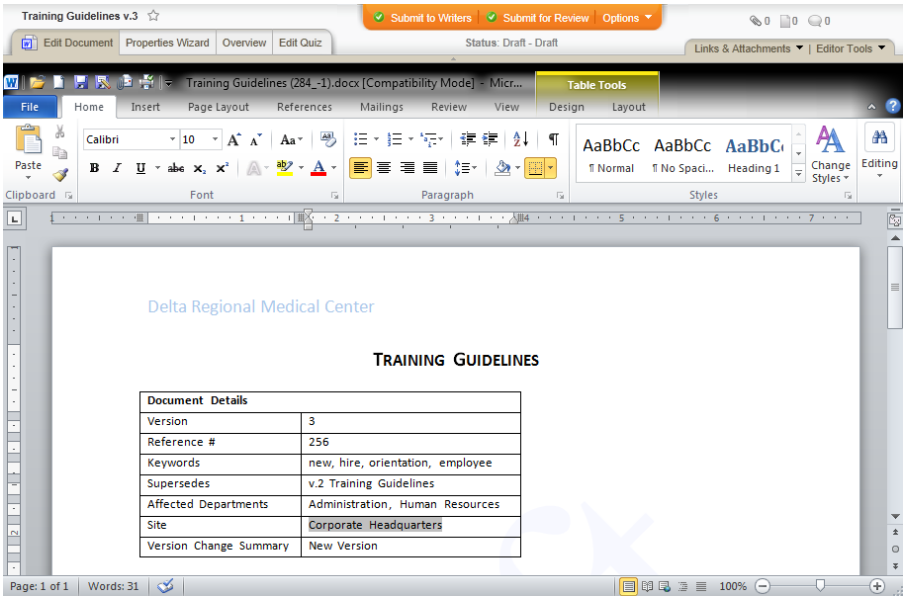
Site Name

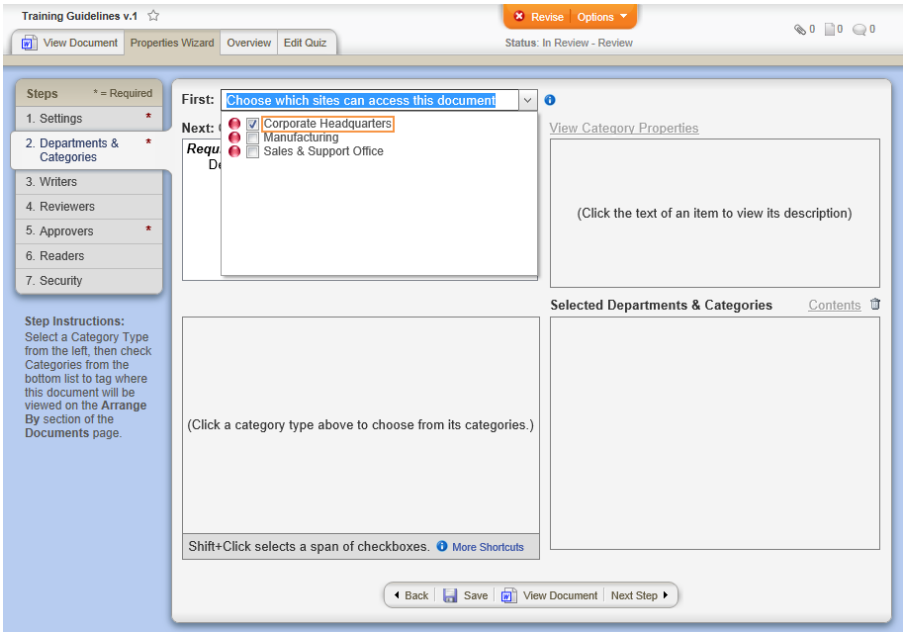
Location on **Insert Properties** menu:



Example of an inserted site name:

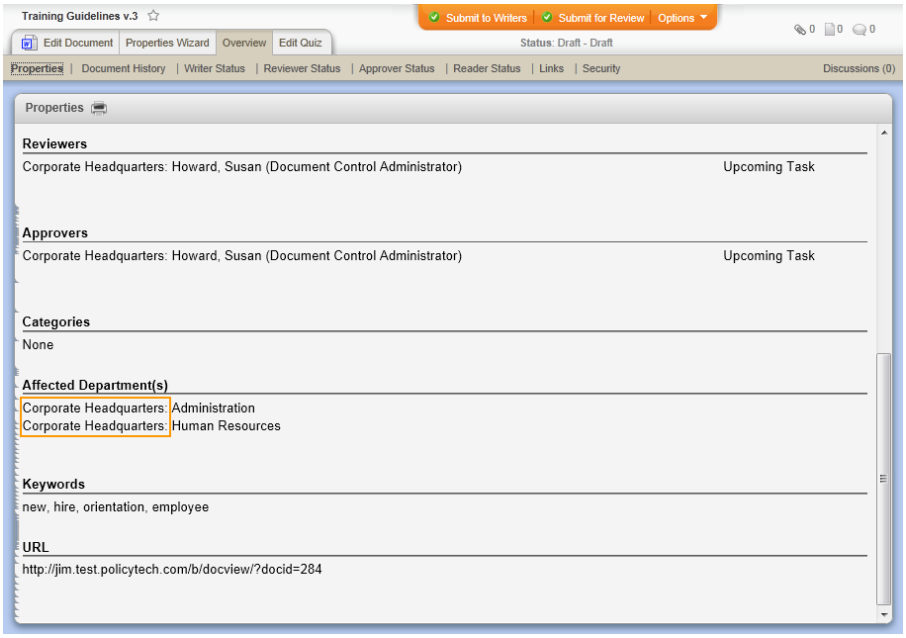


Source: While creating a document, the document creator selects the sites where the document will be accessible. (**Properties Wizard** > **2. Departments & Categories** > **First: Choose which sites can access this document**).



When it changes: The document owner or document control administrator can change the site assignments anytime for any active document.

Where to view: The site name list you insert will be the same as the one displayed in the document overview. (**Overview** > **Properties**)



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Category Fields

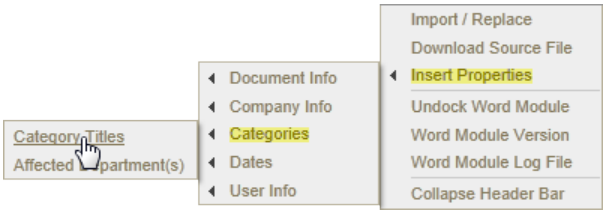
Category Titles

Assigned Category
Category Name
Values (by comma) and Values (by hard return)
Descriptions and Value: Description
Affected Departments

Category Titles

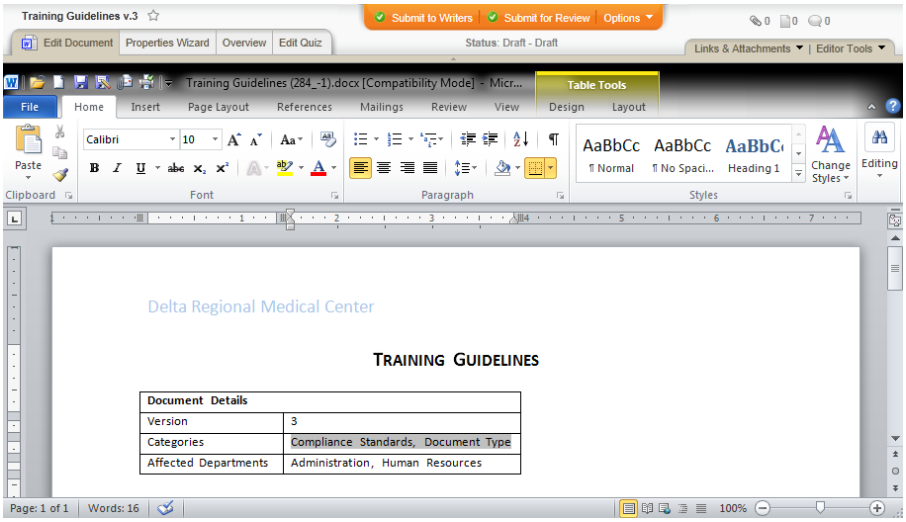
Note: This option inserts a list of all top-level categories a document is assigned to. To insert a single category name, see Category Name below.

Location on **Insert Properties** menu:

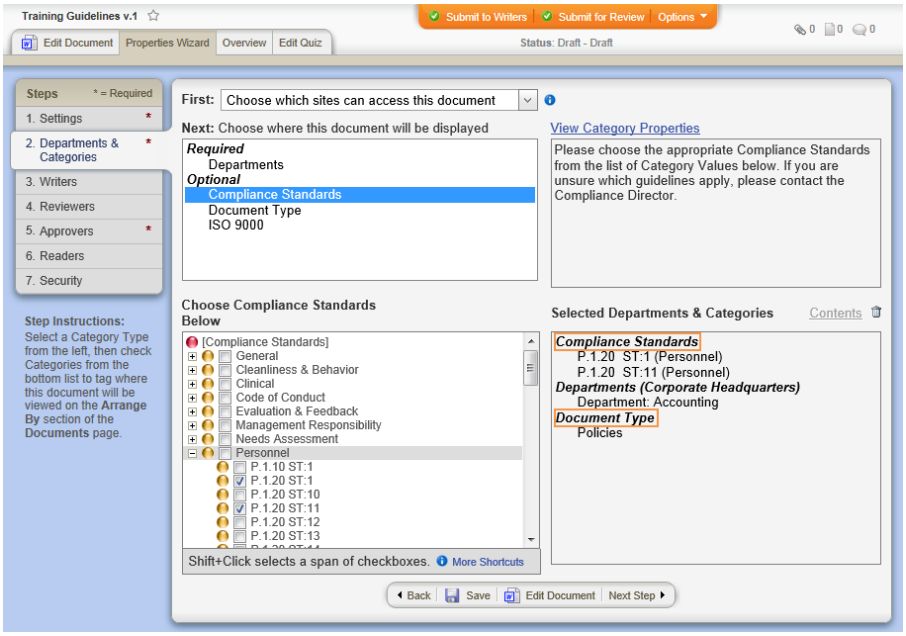


Example of an inserted list of category titles:

Note: Assigning a document to categories is optional. If no categories are selected, the inserted field contains "Not Set."

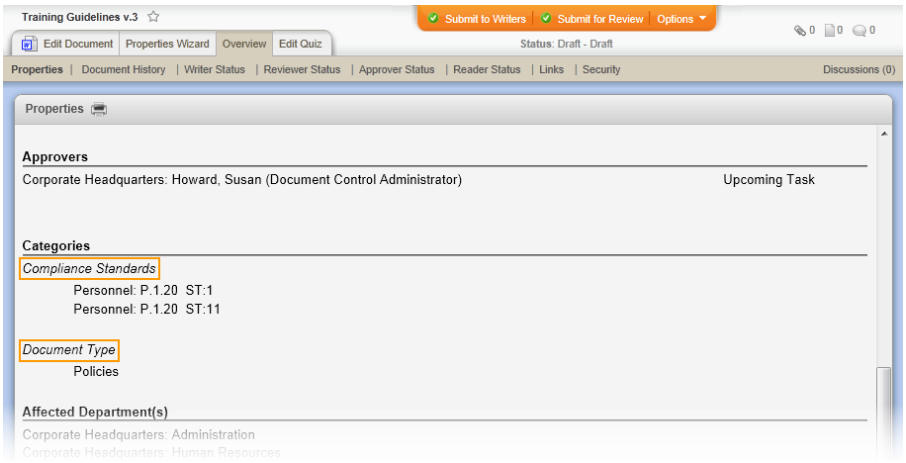


Source: While creating a document, the document creator can assign a document to categories. (**Properties Wizard** > **2. Departments & Categories** > **[*category name*]**)



When it changes: The document owner or document control administrator can change the category assignments anytime in any active 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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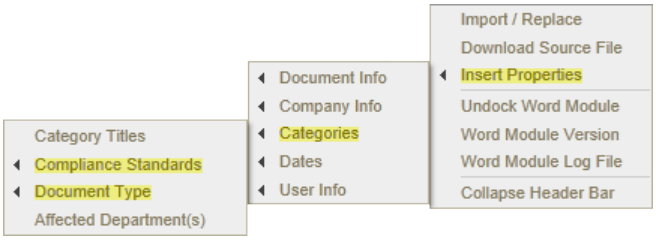
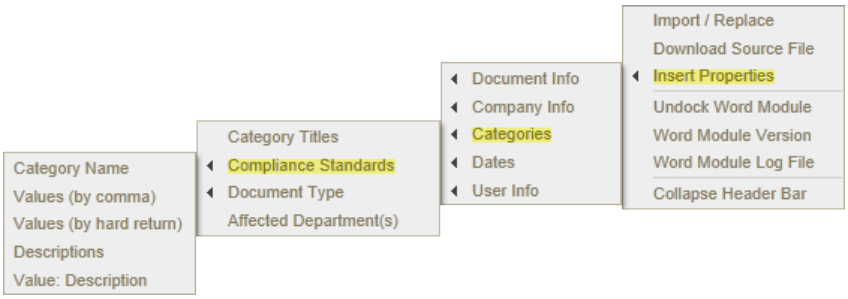
[*Assigned Category*]

Location on **Insert Properties** menu: When a document creator assigns a category to a document, that category name appears on the **Categories** submenu of **Insert Properties**. The image below shows a **Categories** submenu of a document assigned to the **Compliance Standards** and **Document Type** categories.



Each assigned category option on the **Categories** menu is also a submenu. Each assigned category submenu is the same as the one shown for the **Compliance Standards** category below.



The assigned category submenu options are explained below.

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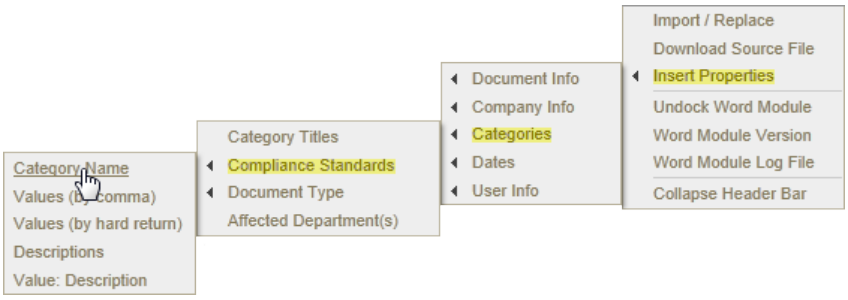
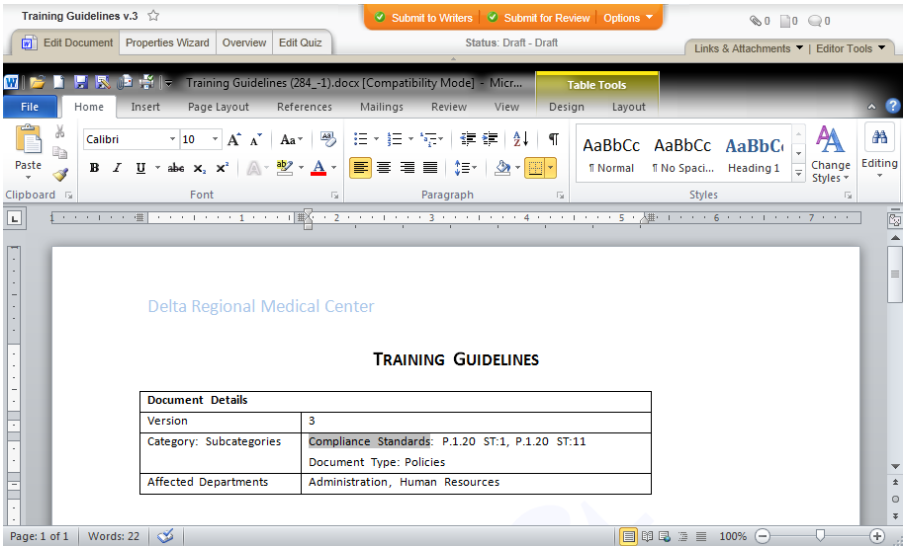
Category Name

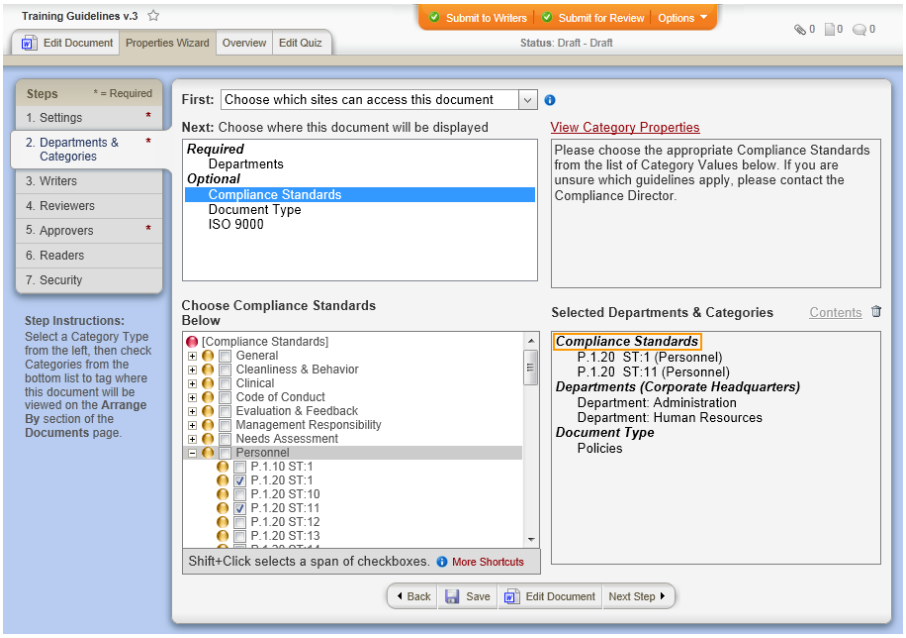
Location on **Insert Properties** menu: The image below shows the **Category Name** option on the assigned category submenu called **Compliance Standards**. The categories defined for any given company and the categories assigned to any given document will vary, so the category names you see will most likely be different than the ones in the image below.



Example of an inserted category name:

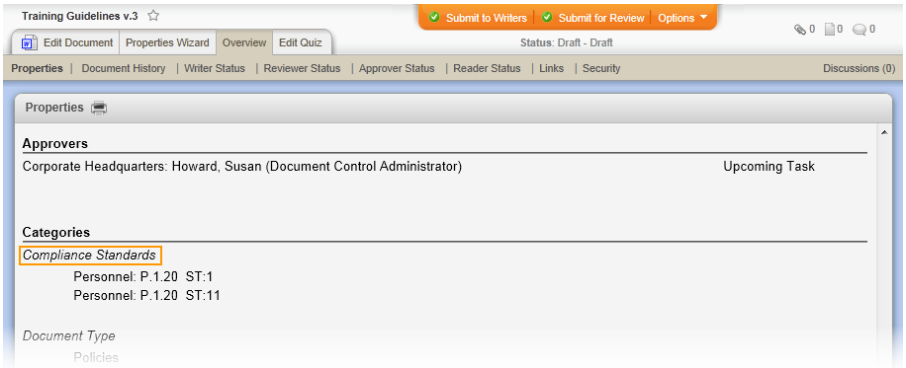


Source: The document creator assigns categories to a document while creating it. (**Properties Wizard** > **2. Departments & Categories** > **[*category name*]**)



When it changes: The document owner or document control administrator can change category assignments anytime in any active 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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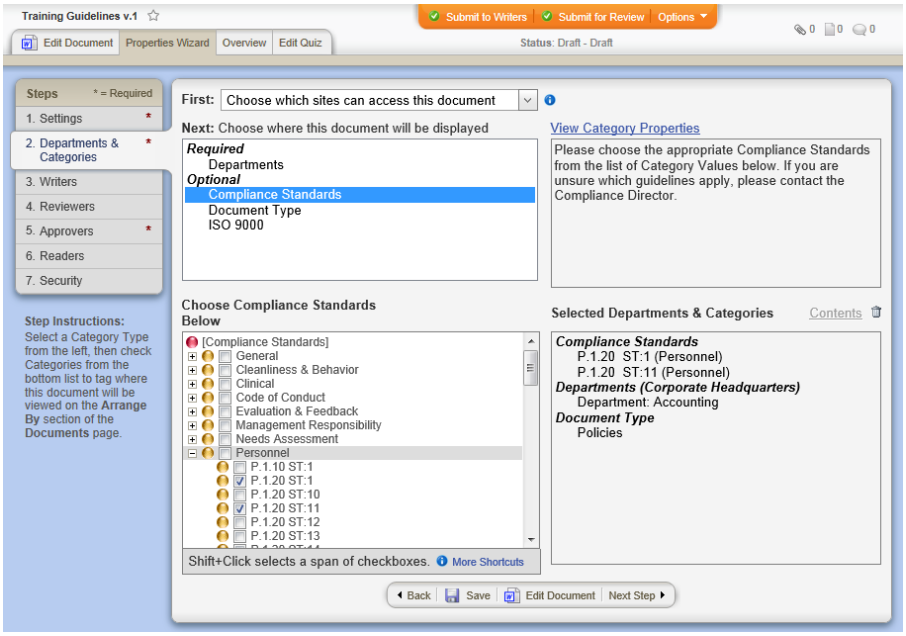
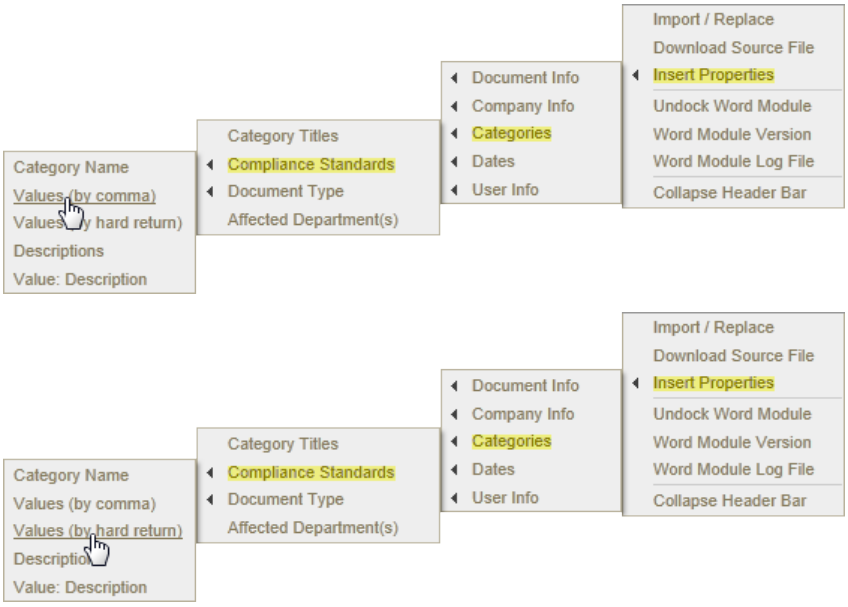
Values (by comma) and Values (by hard return)

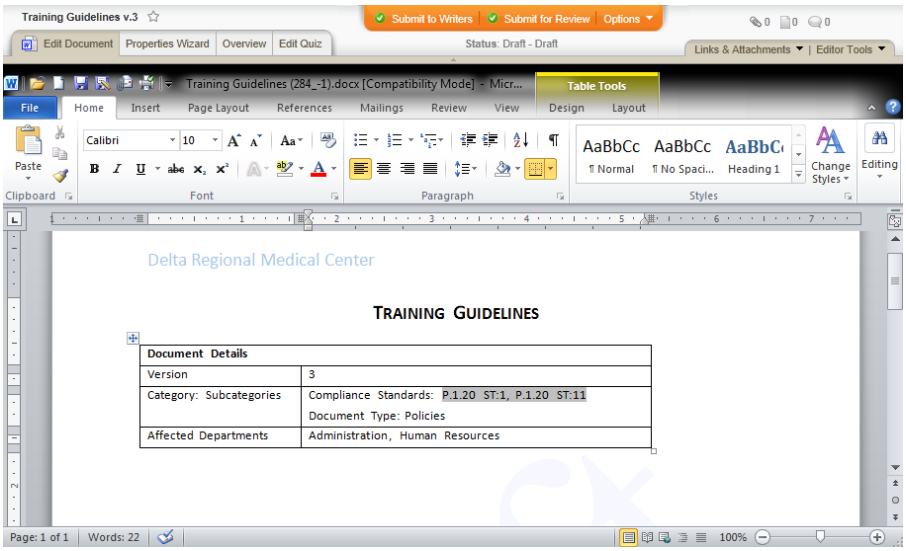
A value is the lowest-level assignable subcategory in a category hierarchy. In the image below, **Compliance Standards** is the top-level parent category, **Personnel** is a next-level subcategory, and **P.1.10 ST:1** is a lowest-level subcategory, or value.



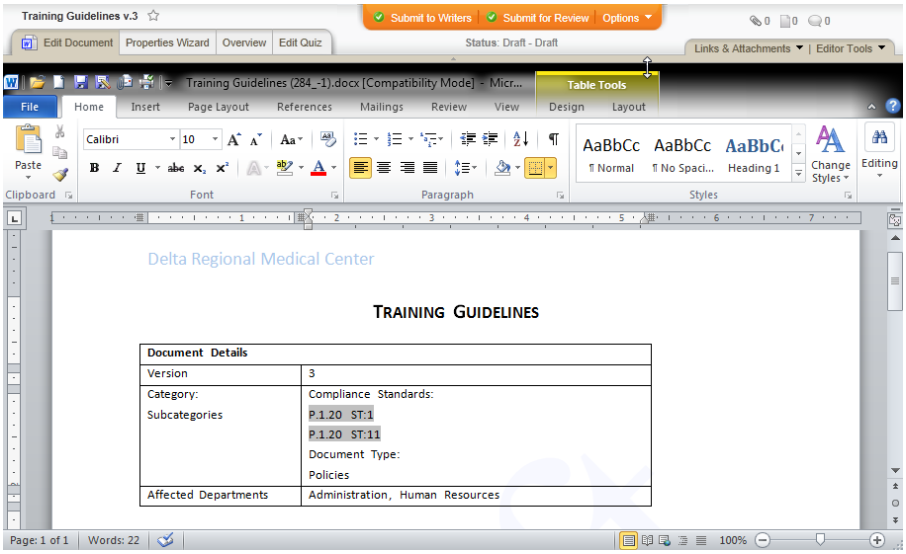
Locations on **Insert Properties** menu:



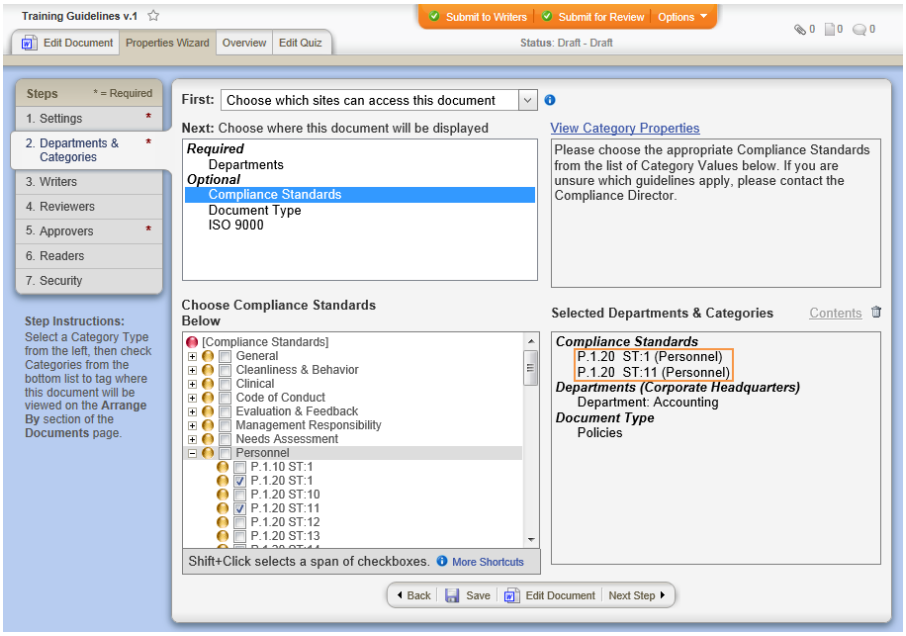
Example of an inserted list of subcategory (value) names, separated by commas:



Example of an inserted list of subcategory (value) names, separated by hard returns:

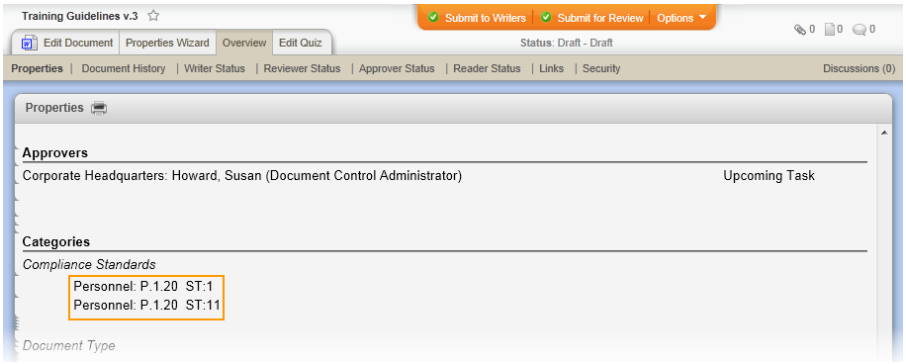


Source: The document creator assigns categories to a document while creating it. (**Properties Wizard** > **2. Departments & Categories** > **[*category name*]**)



When it changes: The document owner or document control administrator can change the category assignments anytime in any active 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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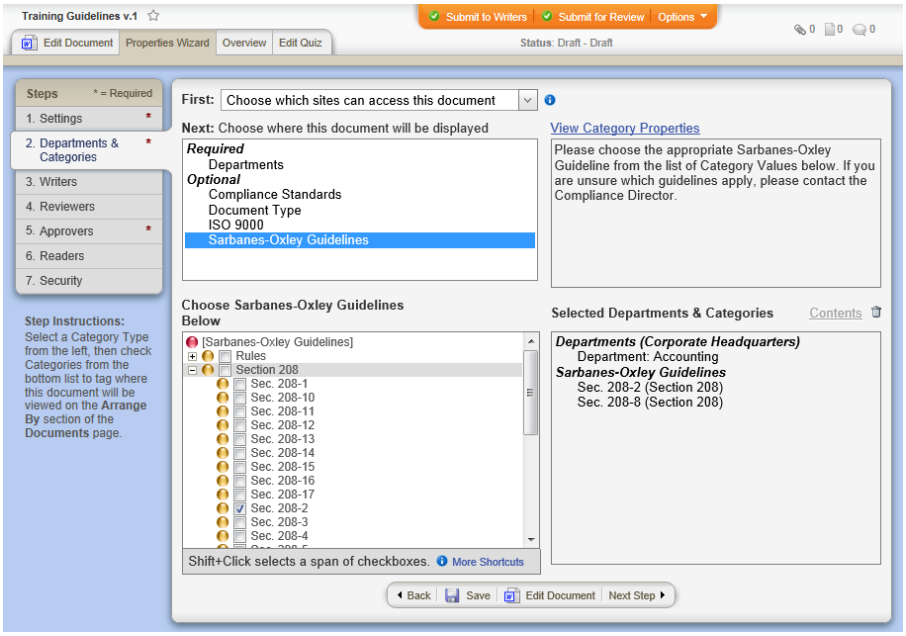
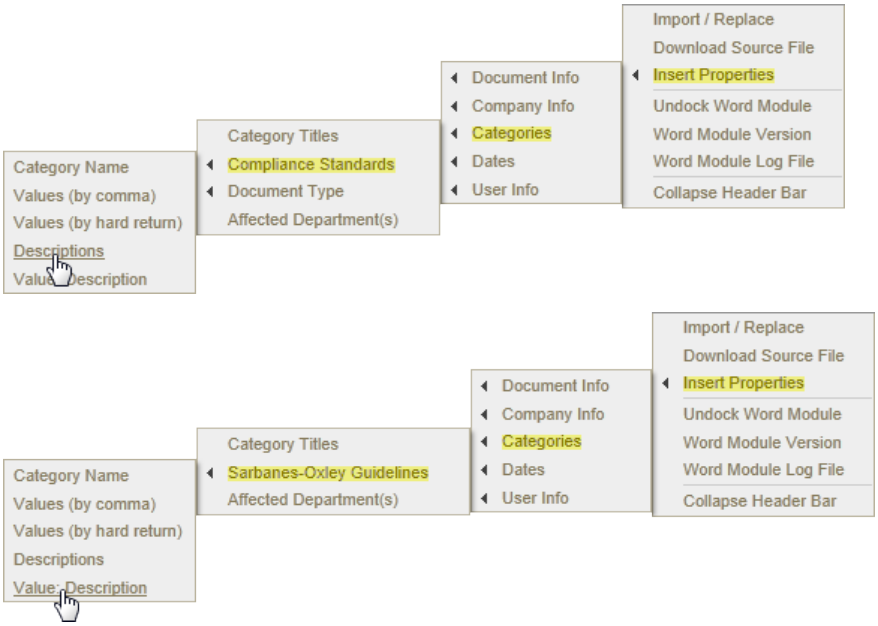
Descriptions and Value: Description

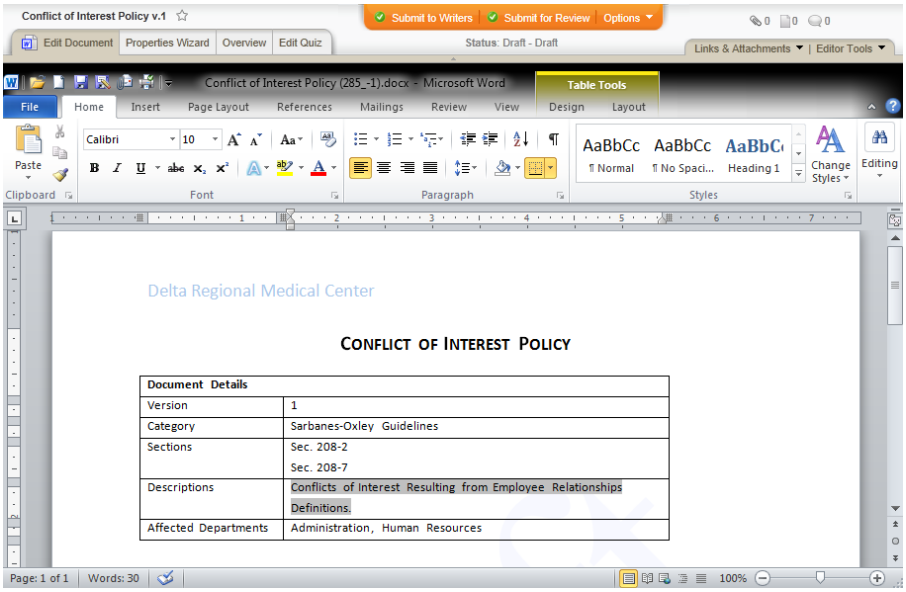
A value is the lowest-level assignable subcategory in a category hierarchy. In the image below, **Sarbanes-Oxley Guidelines** is the top-level parent category, **Section 208** is a next-level subcategory, and **Sec. 208-2** is a lowest-level subcategory, or value. A description can be entered for each category and subcategory.



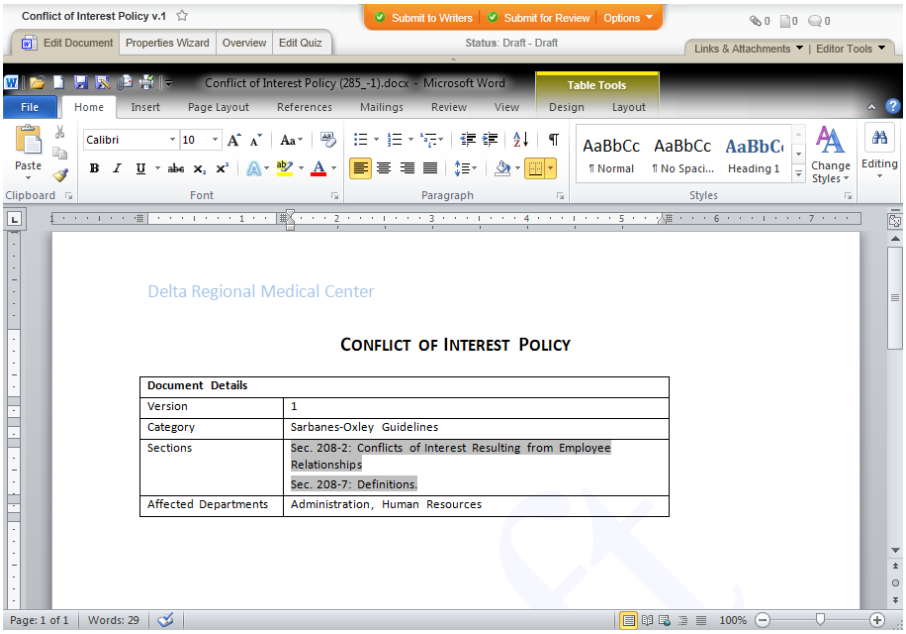
Locations on **Insert Properties** menu:



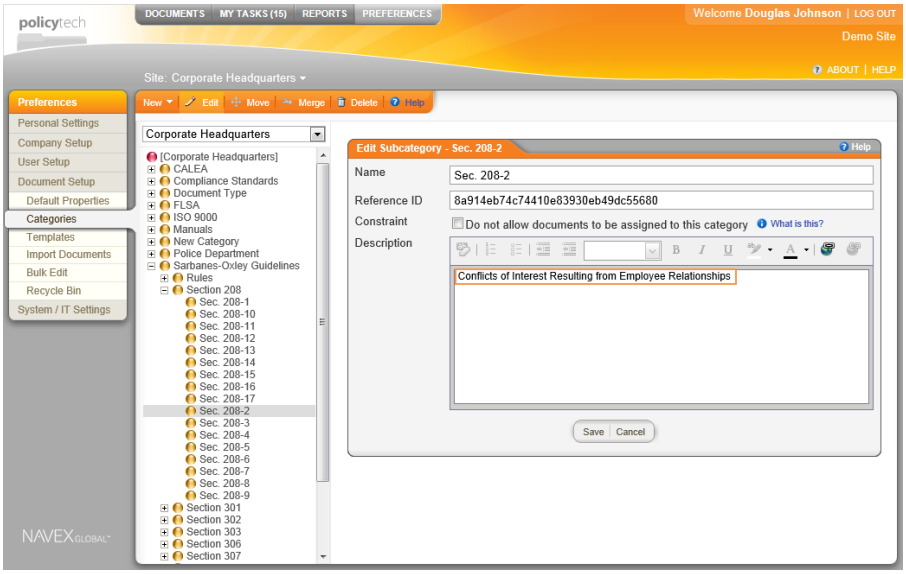
Example of inserted lists of descriptions (**Descriptions** option):



Example of inserted list of descriptions, including value names (**Value: Description** option):

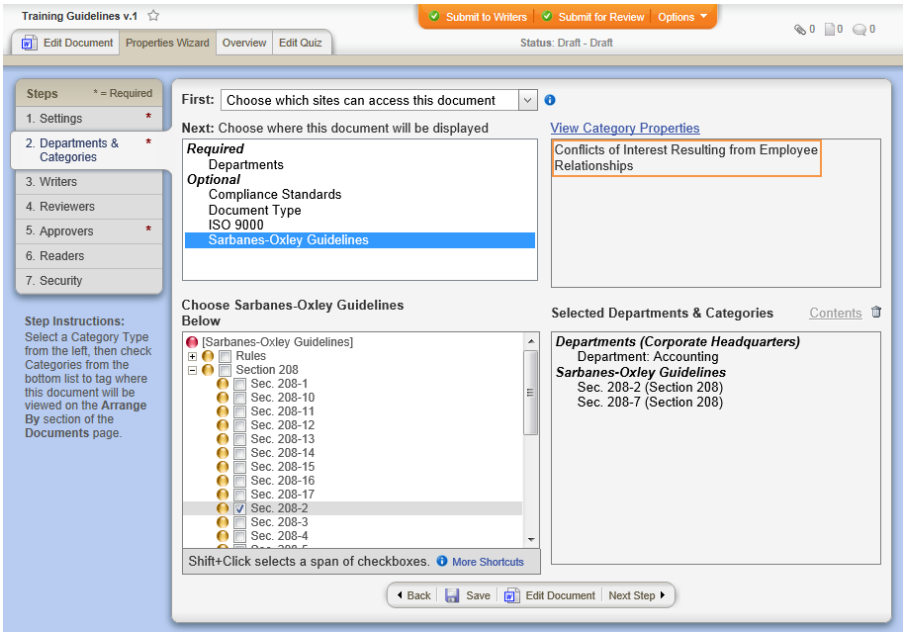


Source: A document control administrator can enter descriptions while creating categories. (**PREFERENCES** > **Document Setup** > **Categories** > **New** > **Description**)



When it changes: The document control 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** > **2. Departments & Categories** > **[*category name*]**)



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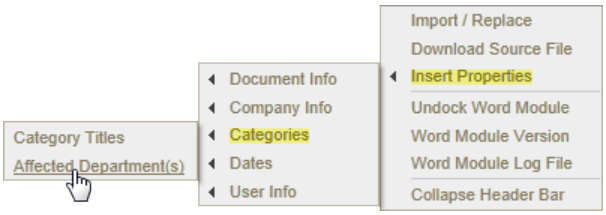
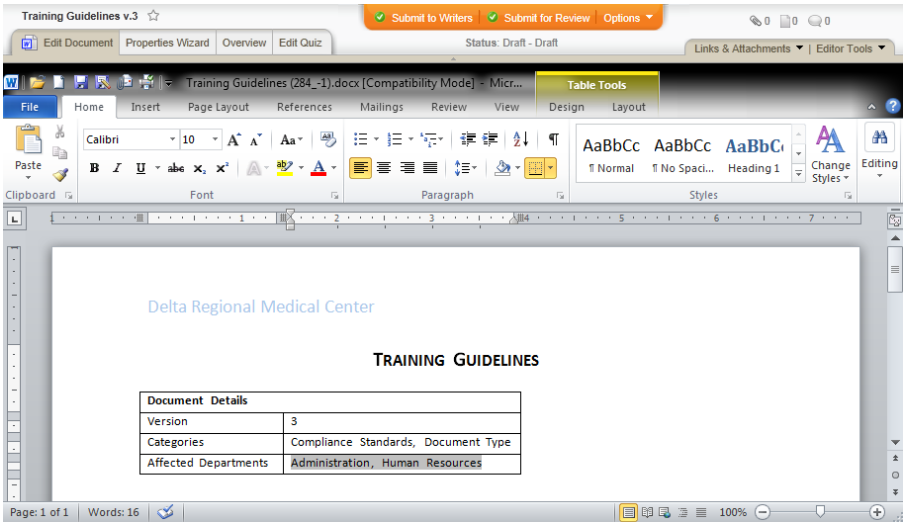
Affected Department(s)

Note: Inserting affected departments from the **Categories** submenu is the same as inserting them from the **Document Info** submenu.

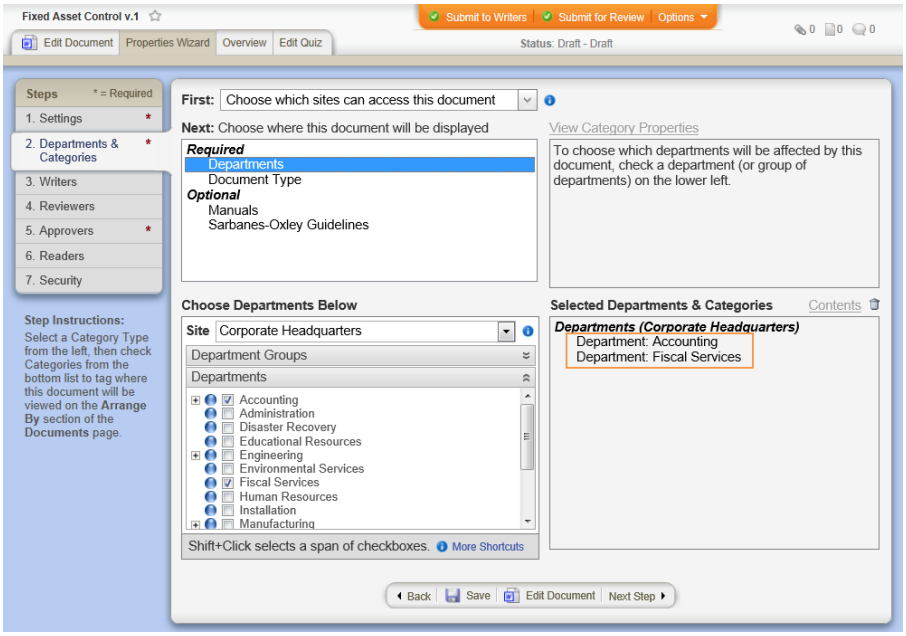
Location on **Insert Properties** menu:



Example of an inserted list of affected departments:



Source: When creating a document, the document creator selects which departments will have access to the document. (**Properties Wizard** > **2. Departments & Categories** > **Departments**)



When it changes: The document owner or document control 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**)

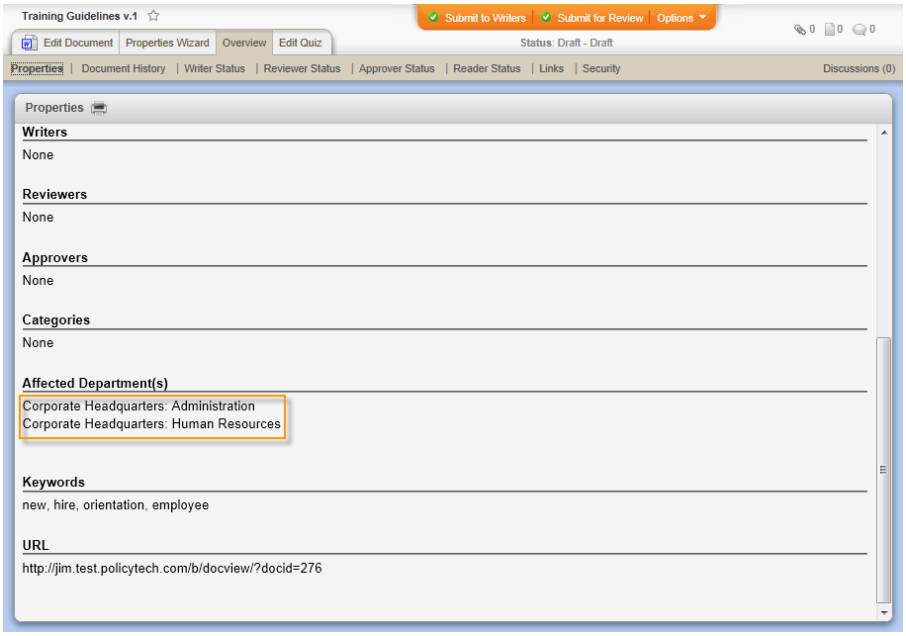


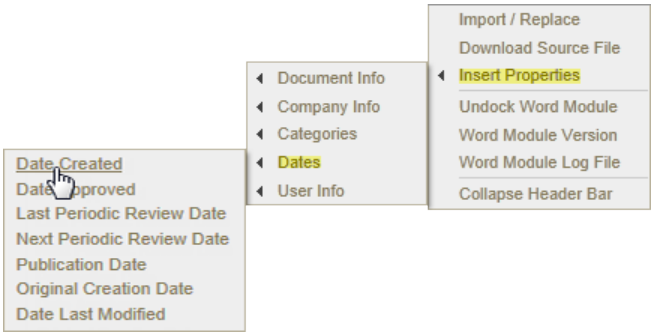
TABLE OF CONTENTS FOR DOCUMENT PROPERTY DETAILS

Date Fields

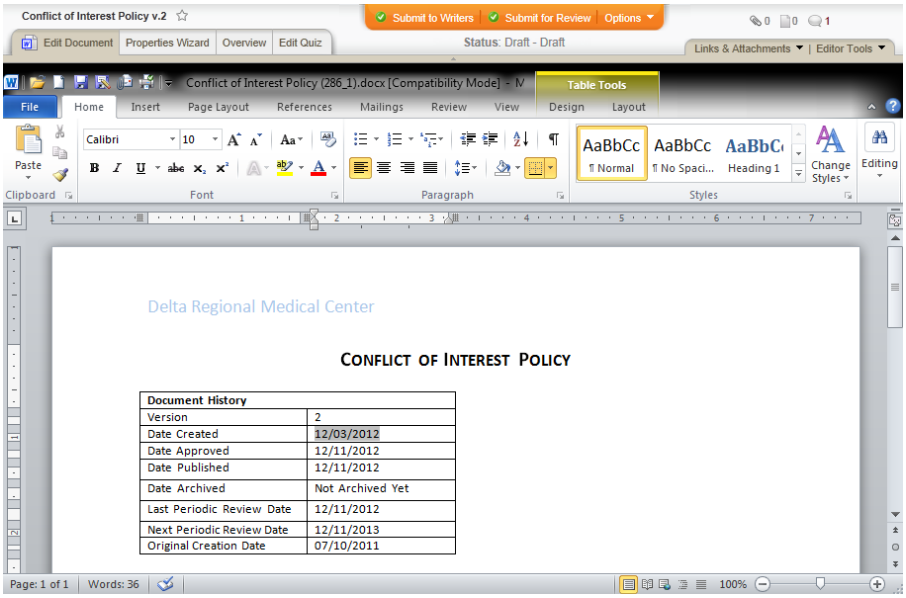
Note: The format of inserted dates is controlled by the **Date Format** setting in **General Properties** in **Company Setup** (**PREFERENCES** > **General Properties** > **Date Format**) and in the **Regional Settings** of a site in **Company Setup** (**PREFERENCES** > **Company Setup** > **Sites** > **New Site** or **[site name]** > **Date Format**).

Date Created

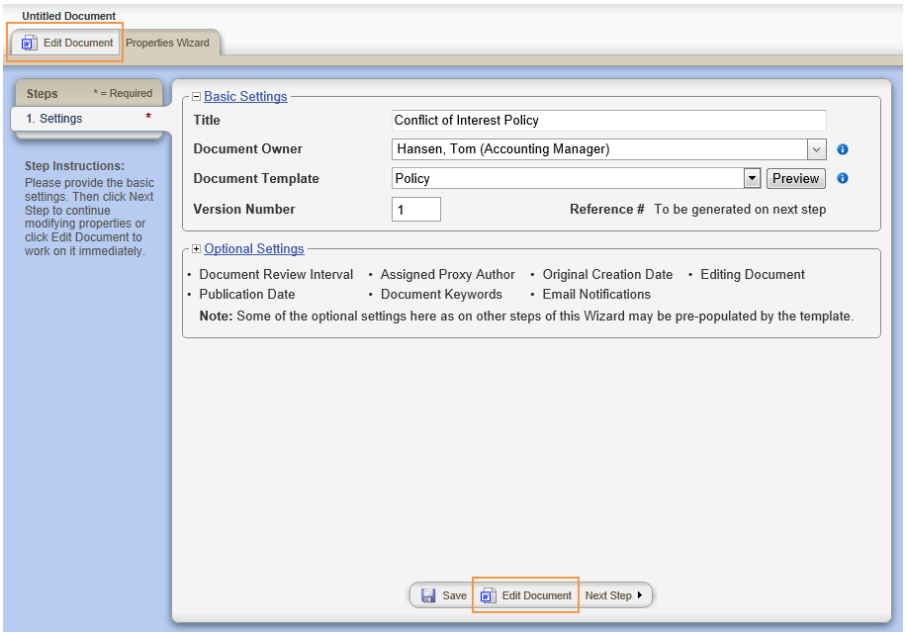
Location on **Insert Properties** menu:



Example of an inserted creation date:

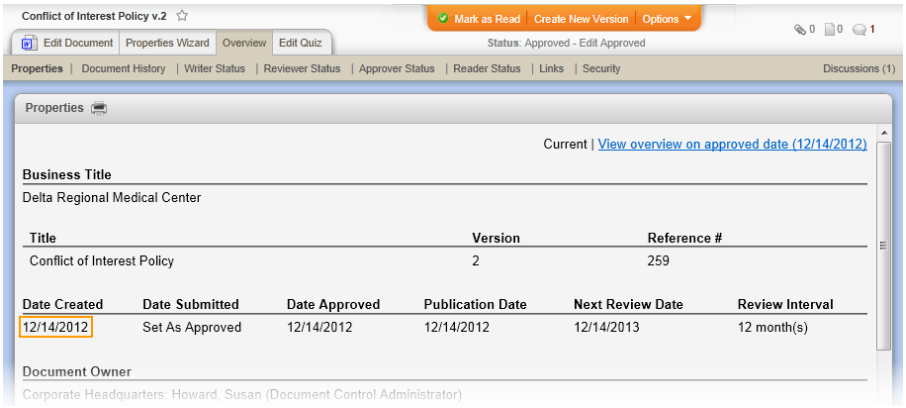


Source: A document's creation date is set the first time a draft document is saved, which typically happens the first time the document creator clicks **Save**, **Next Step**, or **Edit Document** in the **Properties Wizard**. The creation date is specific to a document version and a new date is set 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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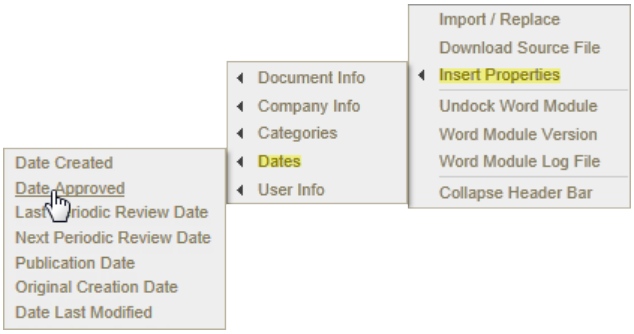
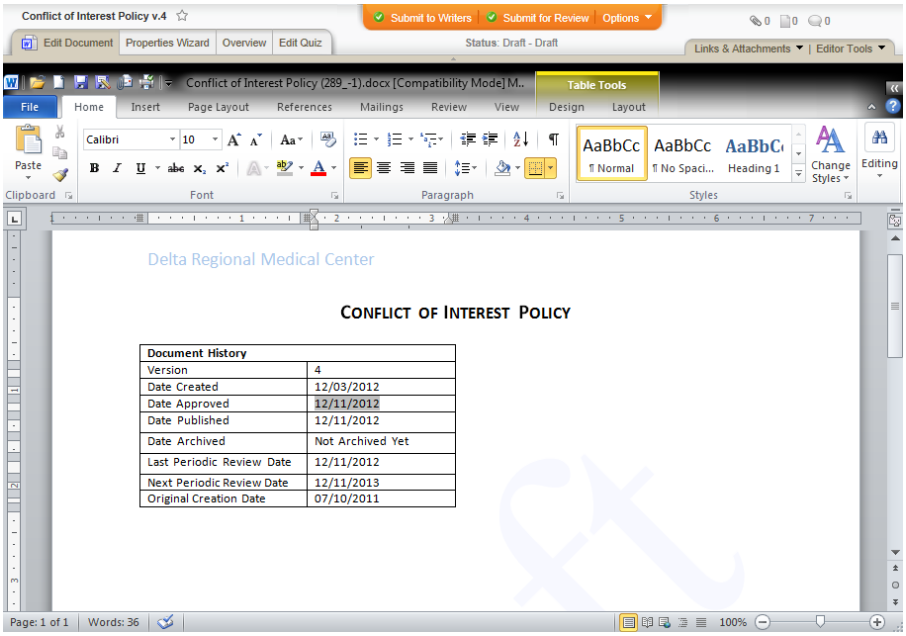
Date Approved

Location on **Insert Properties** menu:

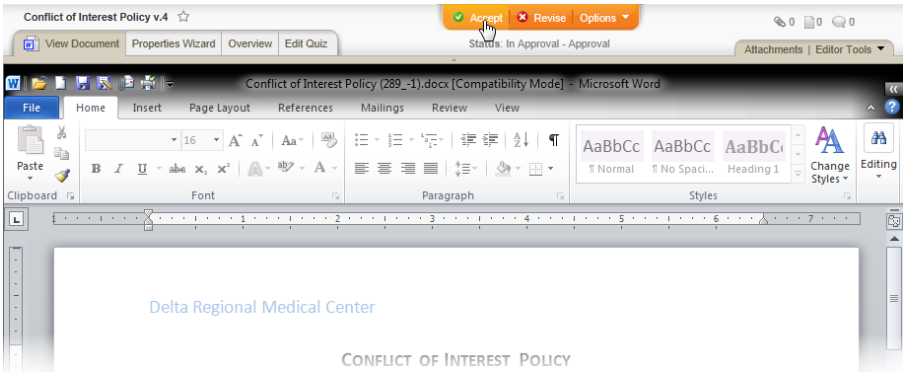


Example of an inserted approval date:

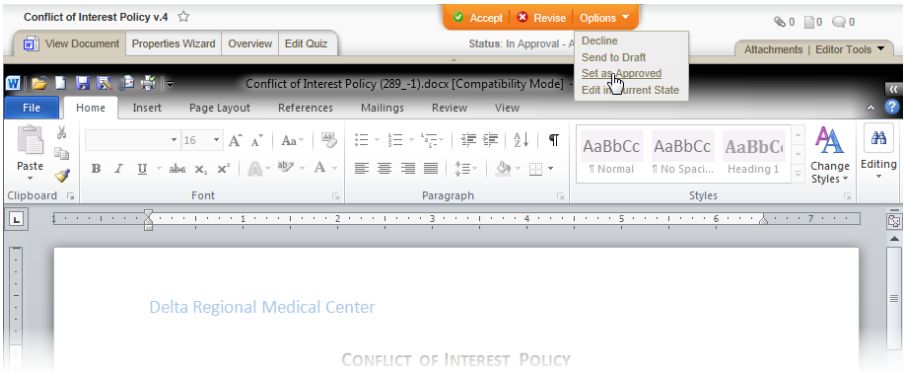
Note: Until a document is approved, this field contains "Not Approved Yet."



Source: A document's approval date is set when the last assigned approver accepts the document after all other approvers have accepted it. Each version of a document has its own approval date.

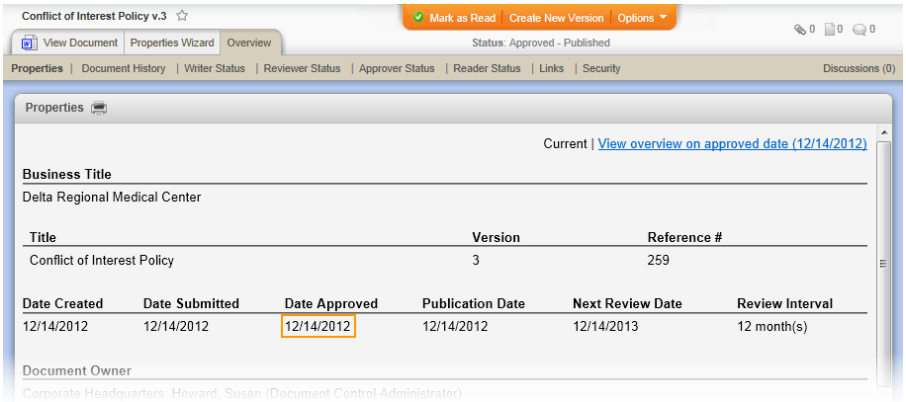


The approval date will also be set if the document owner or document control administrator sets the document as approved.



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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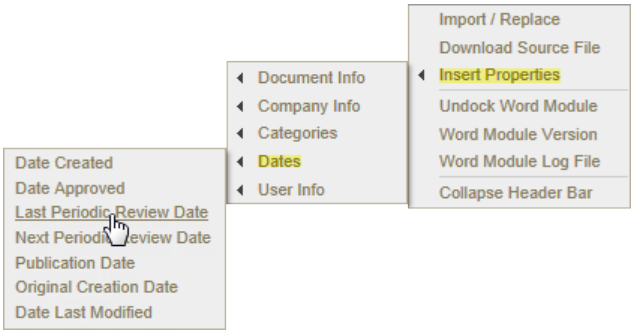
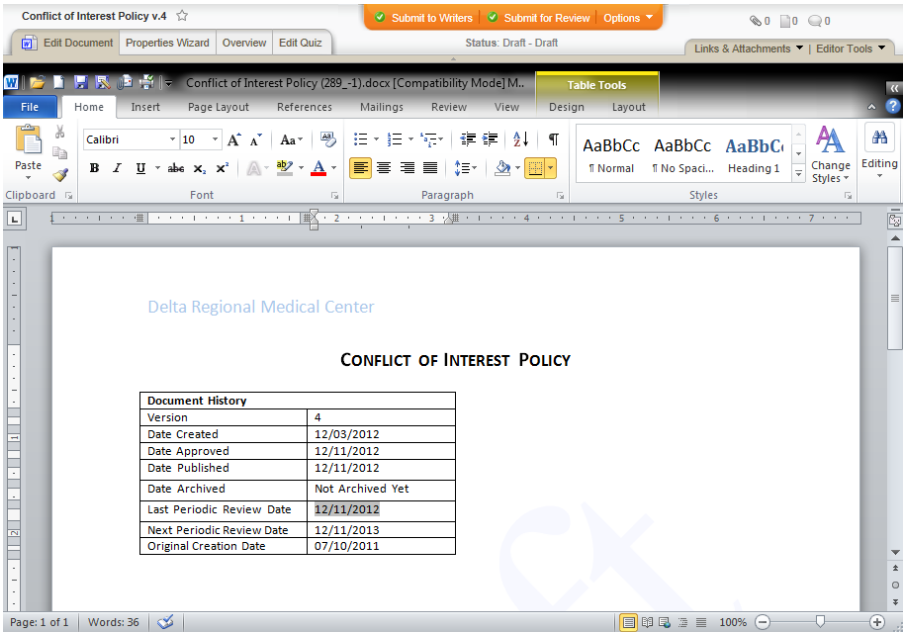
Last Periodic Review Date

Location on **Insert Properties** menu:



Example of an inserted date when the document was last reviewed:

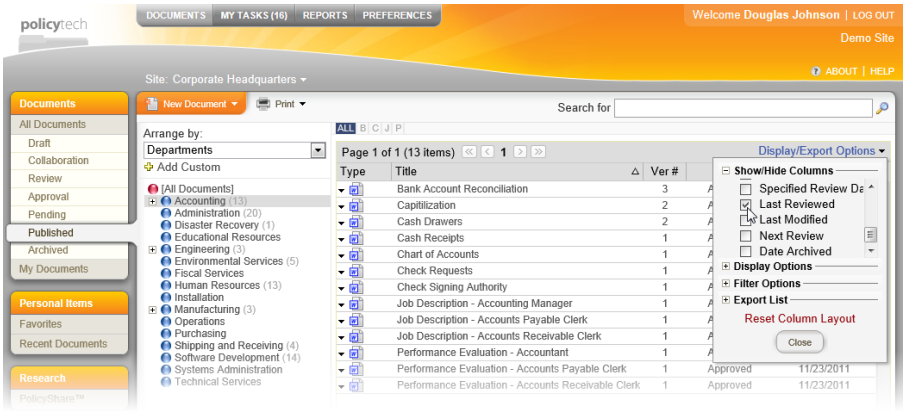
Note: Because the last periodic review date is not set until a document is approved, this field contains "Not Approved Yet" before the document is approved. Also, assigning a periodic review date is optional. If one is not assigned, the inserted field contains "No Review Date."

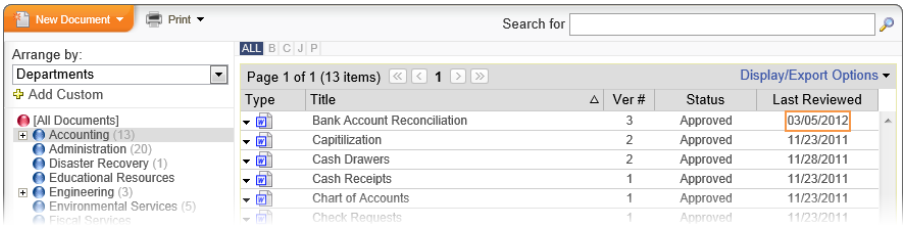


Source: A document's last periodic review date is set when a document is approved, which means that the last periodic review date is typically the same as the approval date (see Source under "Date Approved" above).

When it changes: The last periodic review date of a published document is reset only if the document owner or document control administrator change the review interval in the **Properties Wizard** (**Properties Wizard** > **1. Settings** > **Optional Settings** > **Document Review Interval**) or by selecting **No Revision Necessary** (**Options** > **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 list with the optional **Last Reviewed** column activated. (**DOCUMENTS** > **Published or Pending** > **[*any Arrange by item that displays a document list*]** > **Display/Export Options** > **Show/Hide Columns** > **Last Reviewed** > **Close**)





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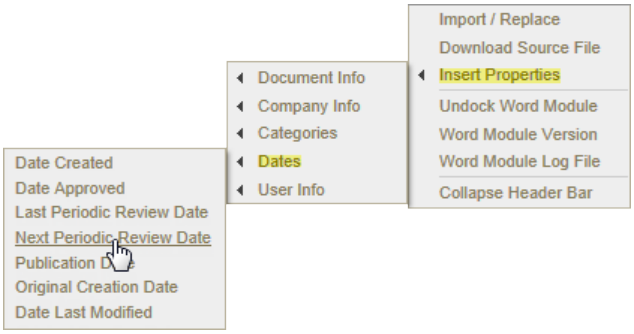
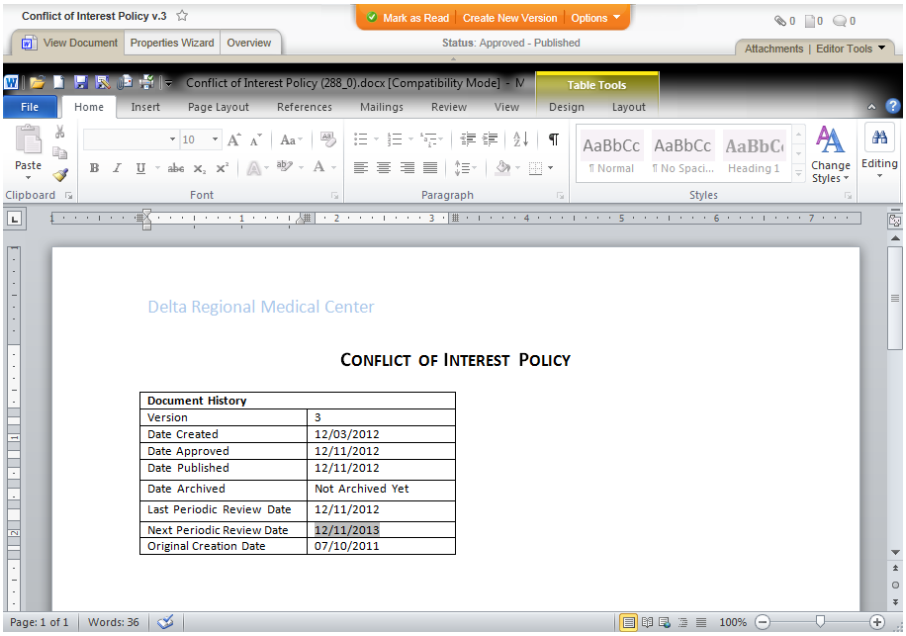
Next Periodic Review Date

Location on **Insert Properties** menu:



Example of an inserted date when the document will next be reviewed:

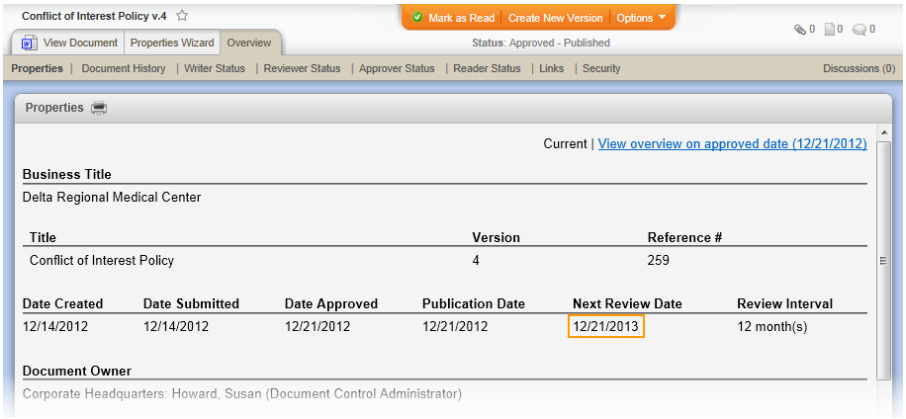
Note: Because the next periodic review date is not set until a document is approved, this field contains "Not Approved Yet" before the document is approved. Also, assigning a periodic review date is optional. If one is not assigned, the inserted field contains "No Review Date."



Source: By default, a new document is set to be reviewed one year from the approval date. The document creator 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 document control administrator change the review interval in the **Properties Wizard** (**Properties Wizard** > **1. Settings** > **Optional Settings** > **Document Review Interval**) or by selecting **No Revision Necessary** (**Options** > **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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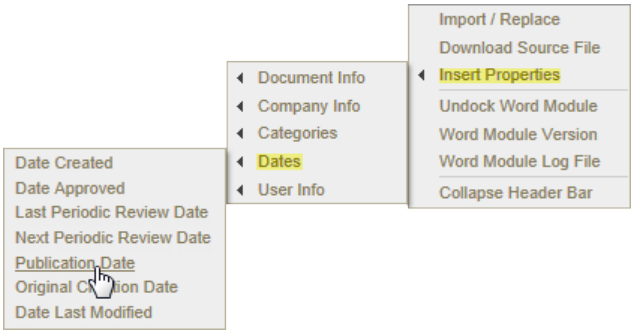
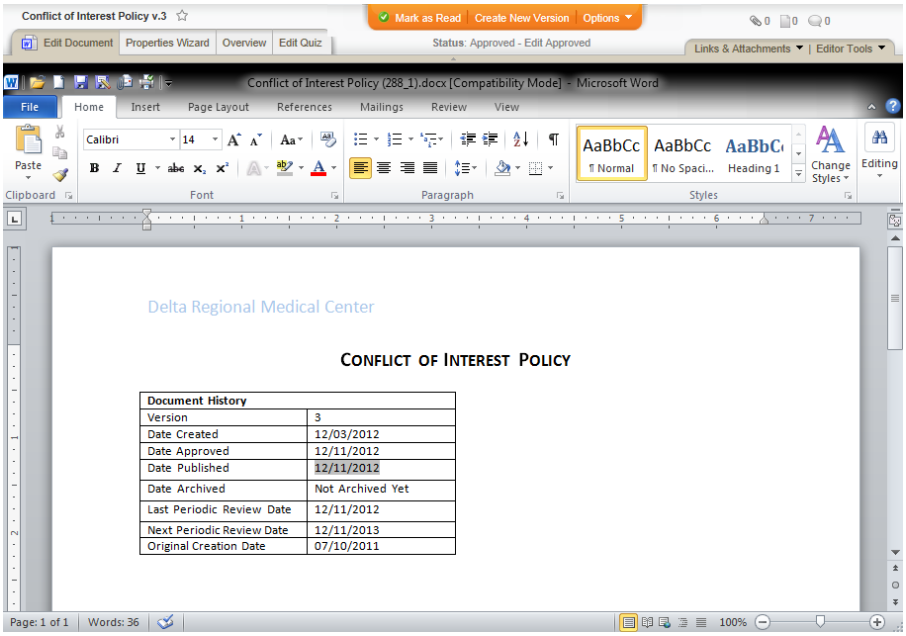
Publication Date

Location on **Insert Properties** menu:



Example of an inserted publication date:

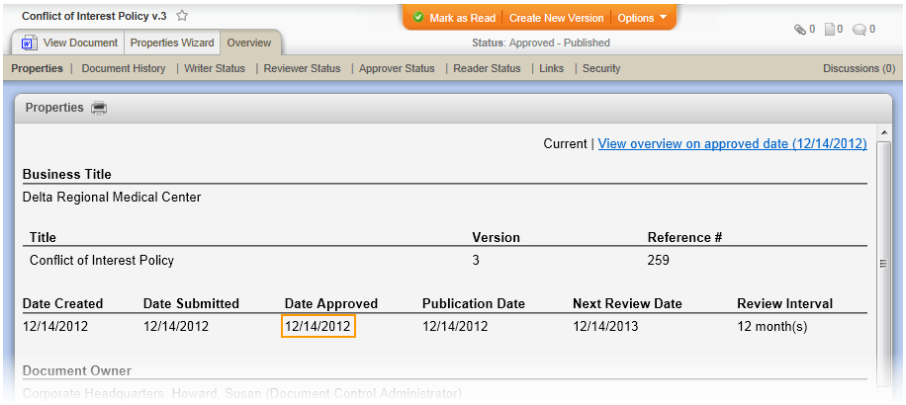
Note: Until a document is published, the inserted field contains "Not Approved Yet."



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 creator can set a specific publication date. If the publication date is later than the approval date, the document remains in pending state 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**)



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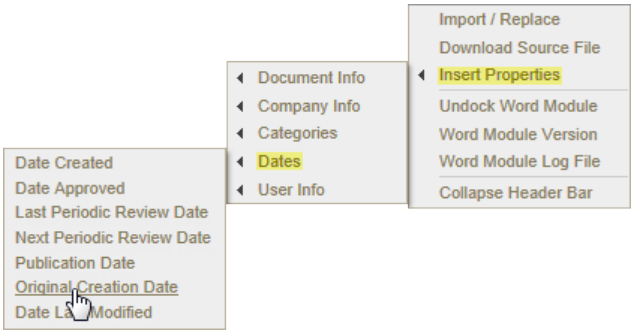
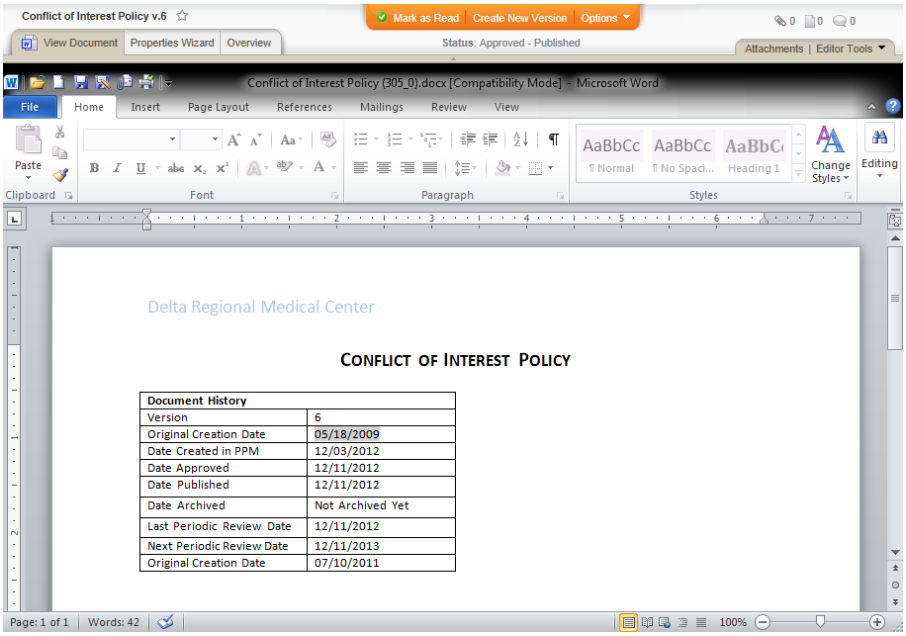
Original Creation Date

Location on **Insert Properties** menu:

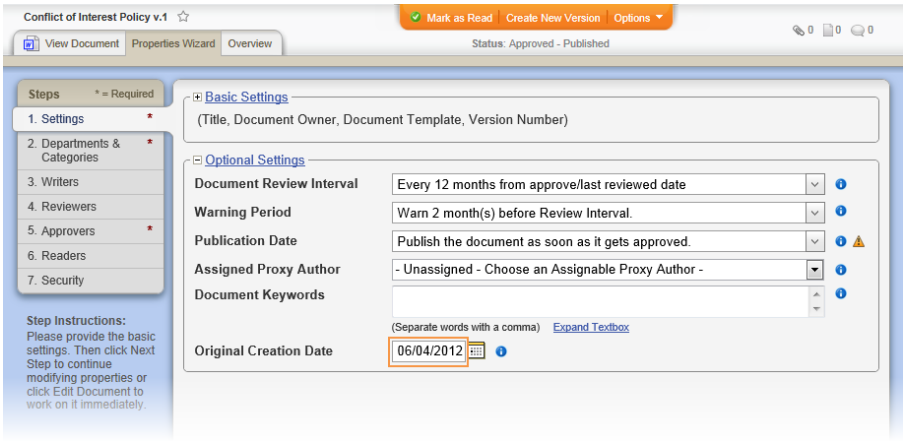


Example of an inserted original creation date:

Note: Entering an original creation date is optional. If no date is entered, this inserted field contains "No Date Set."

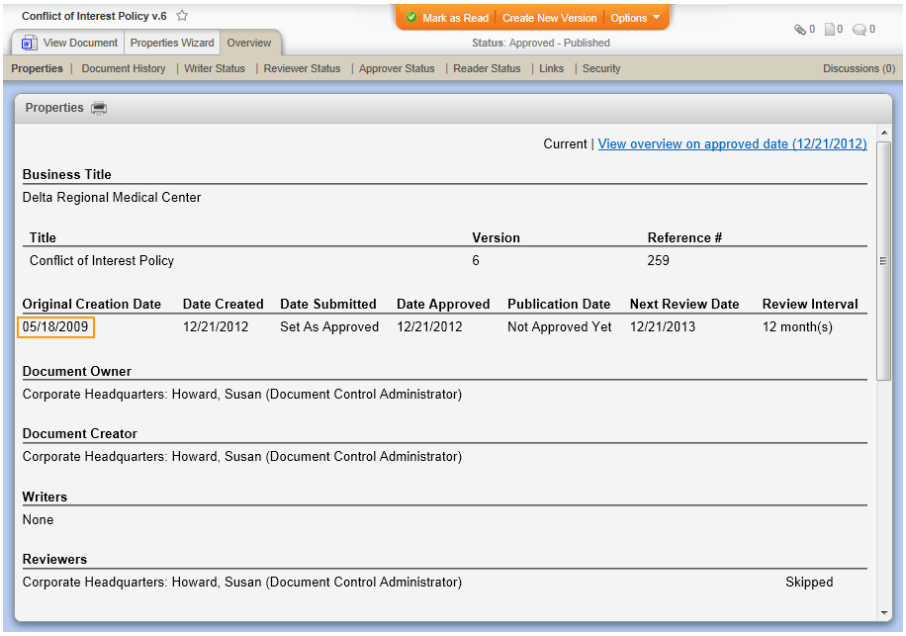


Source: **Original Creation Date** is an optional setting in the **Properties Wizard** and is useful for adding information to imported documents. The creation date for an imported document is set on the day it is imported, while the document was most likely created outside of the PolicyTech™ setting at an earlier date. After the document has been imported, the document owner or document control administrator can indicate when the document was originally created. (**Properties Wizard** > **1. Settings** > **Optional Settings** > **Original Creation Date**)



When it changes: The document owner or document control administrator can change the original creation date anytime in any active 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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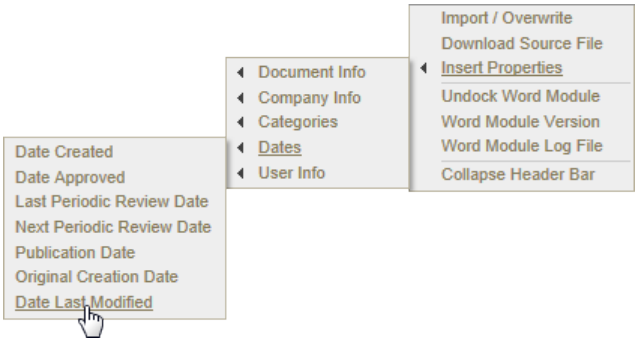
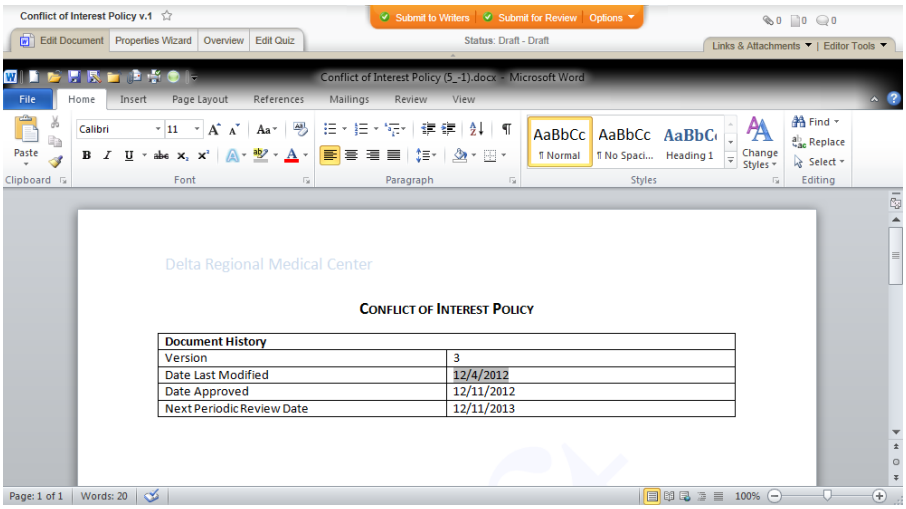
Date Last Modified

Location on **Insert Properties** menu:



Example of an inserted last modified date:

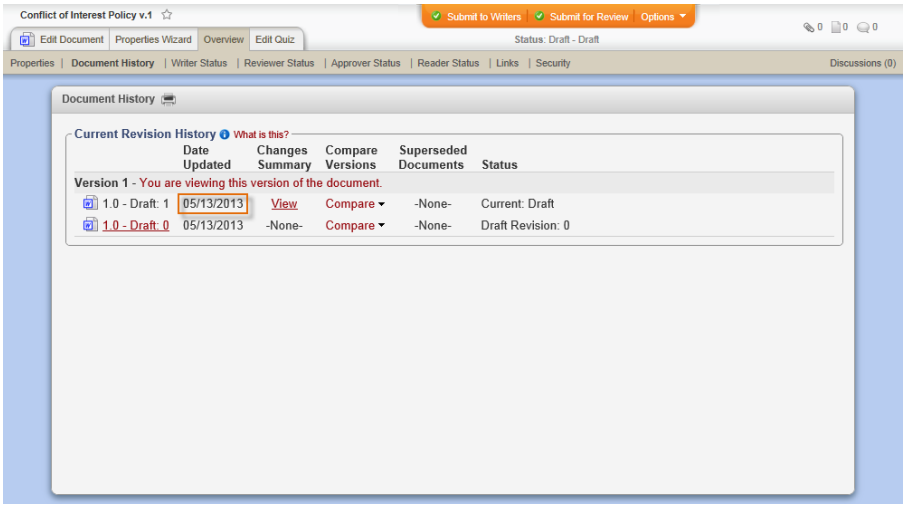


Source: This date is captured whenever a document's contents are changed.

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.
- A document control 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 version in the document history.



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User Info Fields

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	Document Control Administrator
Name & Title	Howard, Susan (Document Control Administrator)
Department	Administration

When inserting writer, reviewer, approver, reader, 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.

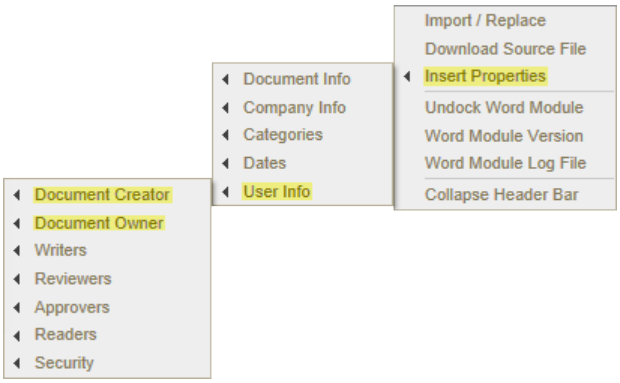
Property	Example
Group Names Only	Managers, Officers

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)

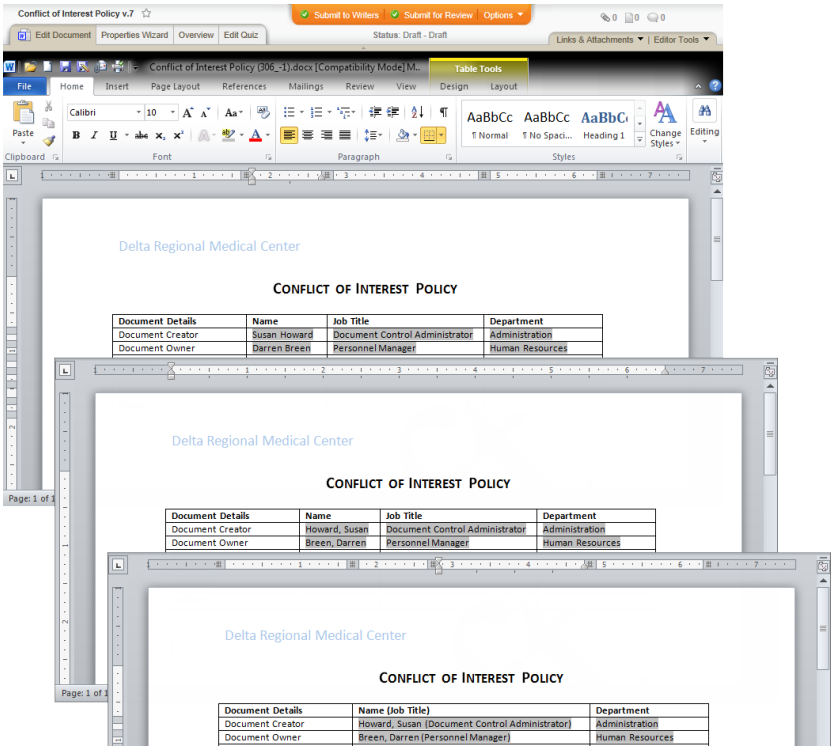
TABLE OF CONTENTS FOR DOCUMENT PROPERTY DETAILS

Document Creator and Document Owner

Locations on **Insert Properties** menu:

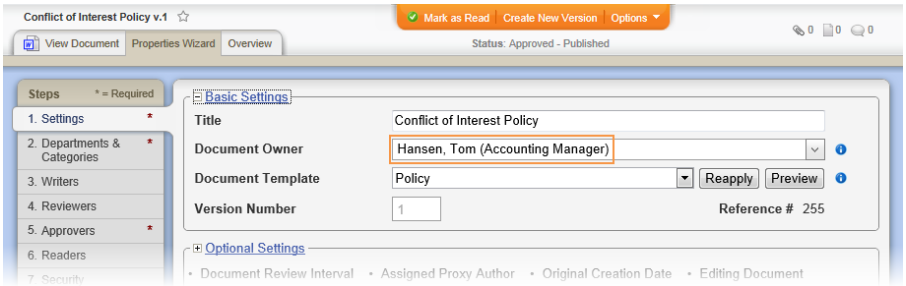


Examples of inserted document owner and creator properties:



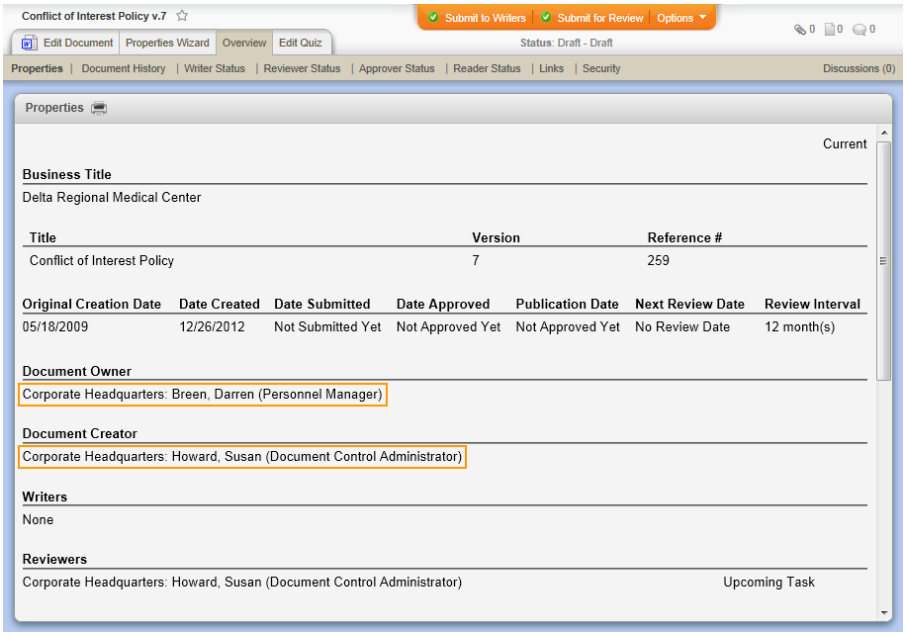
Source: The document creator is the person logged into PolicyTech™ when the document is created.

By default the document owner is the same as the document creator, but the creator can assign another user with the document owner role or document control administrator permission as the document owner. (**Properties Wizard** > **1. Settings** > **Basic Settings** > **Document Owner**)



When it changes: The document owner or document control administrator can change the document owner assignment anytime in any active document.

Where to view: The document creator or owner name you insert will be the same as the one displayed in the document overview. (**Overview** > **Properties**)



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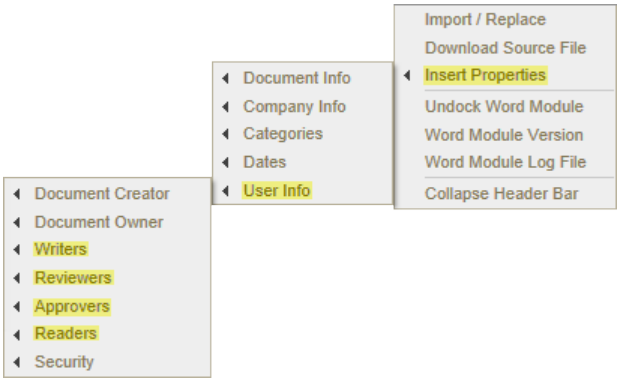
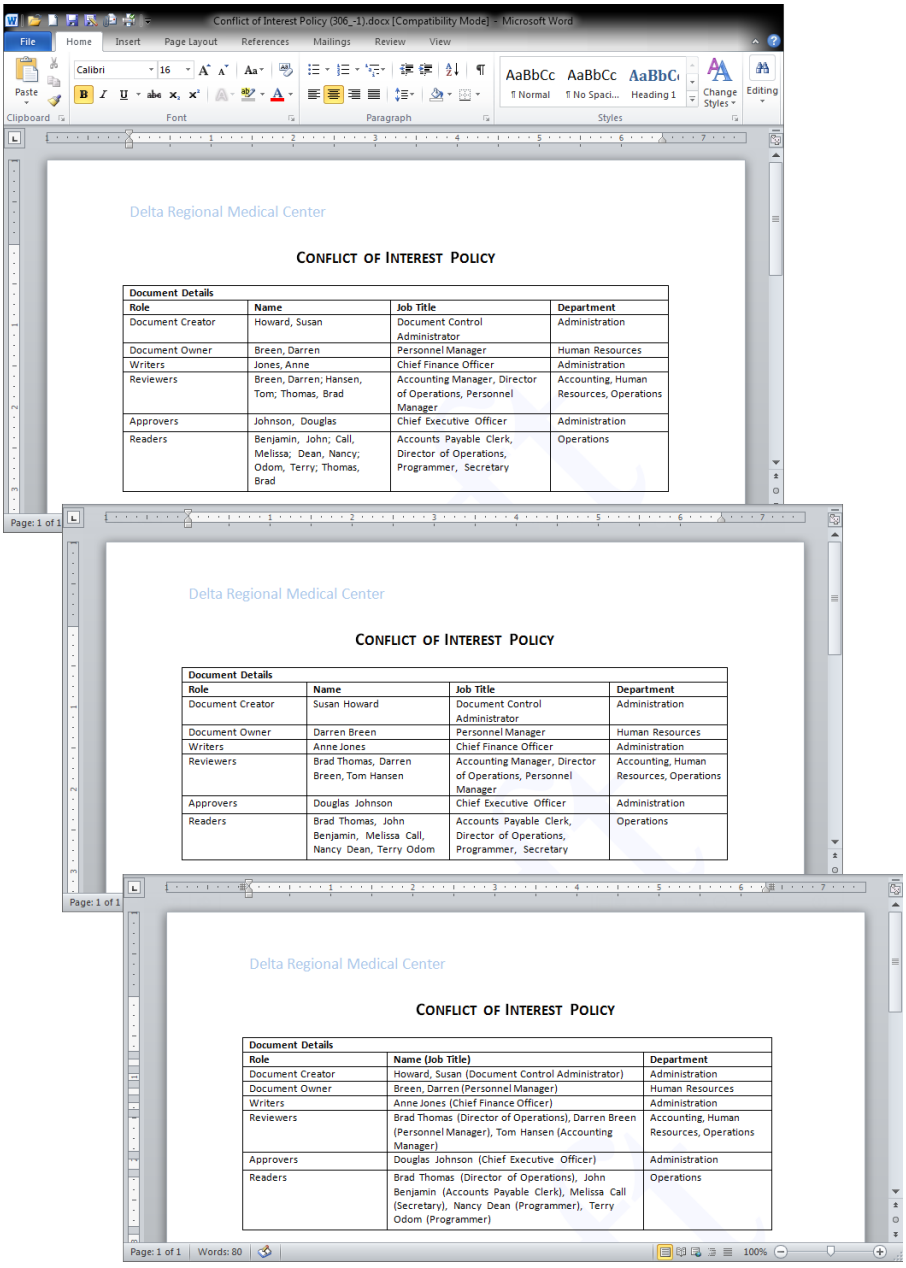
Writers, Reviewers, Approvers, and Readers

Locations on **Insert Properties** menu:

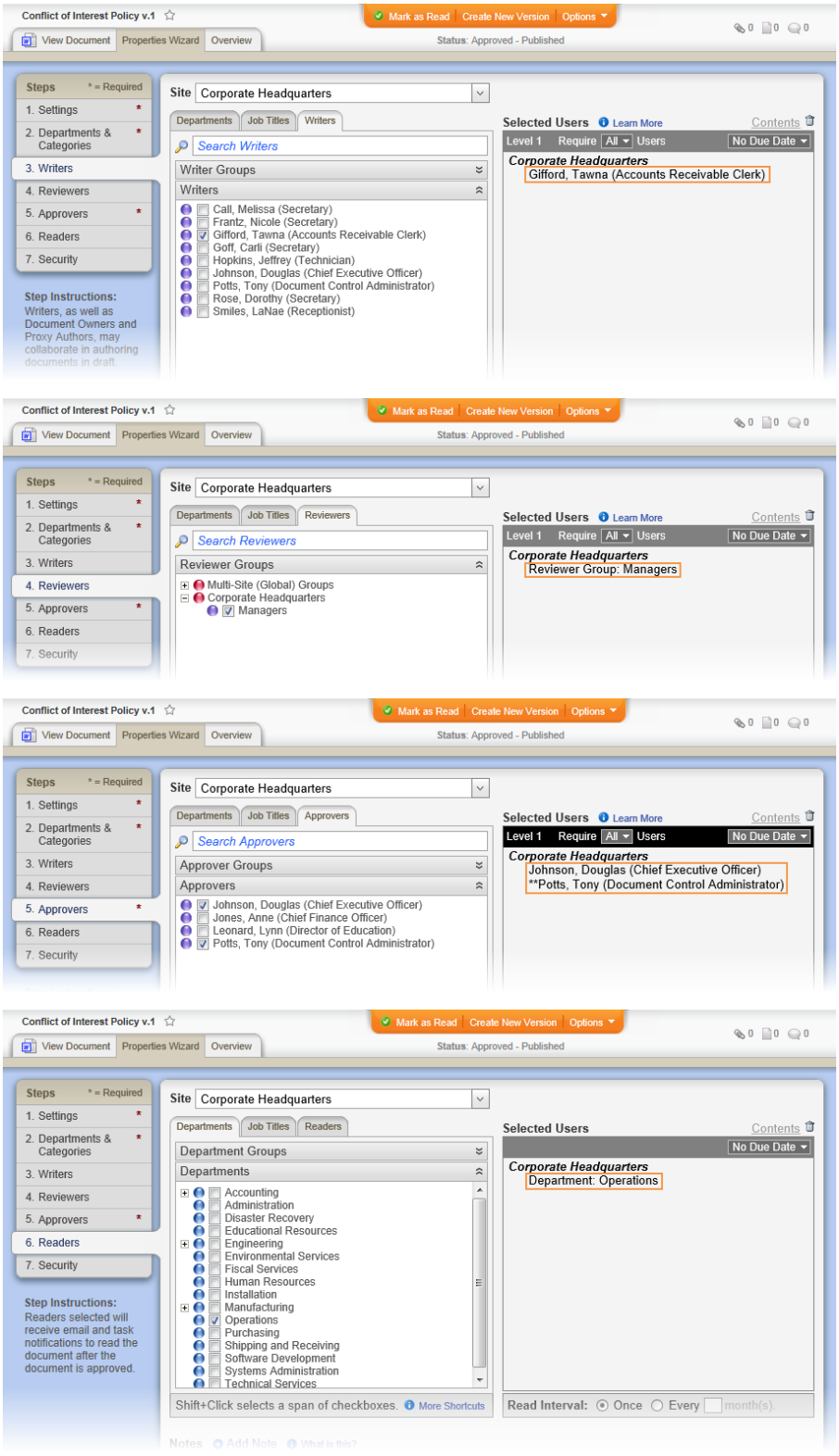


Examples of inserted writer, reviewer, approver, and reader properties:

Note: Only approvers are required for a document. If a document has no writers, reviewers, or readers assigned, an inserted field for one of these roles contains "Not Assigned."

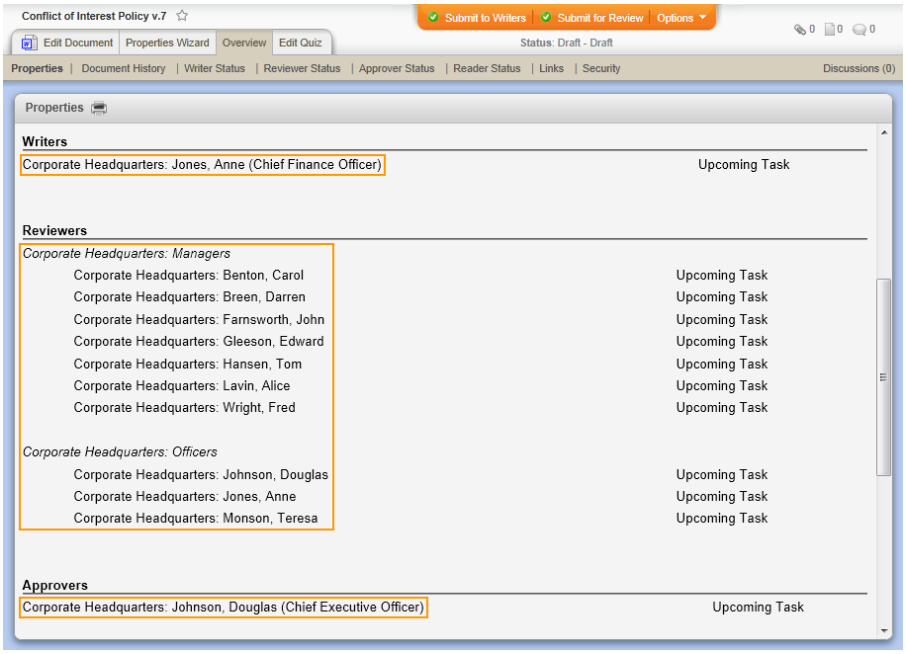


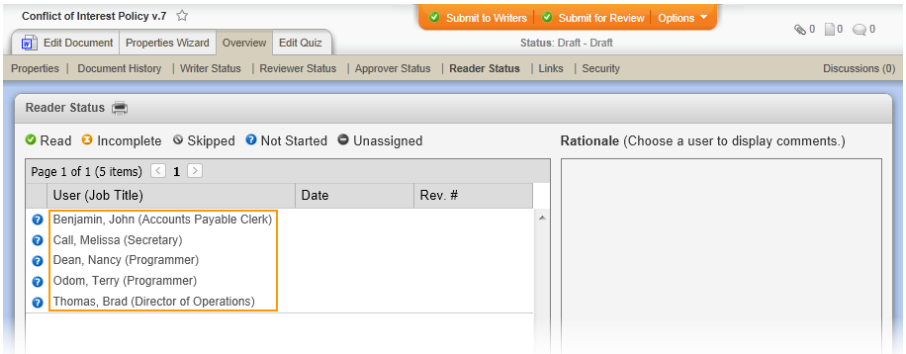
Source: The document creator assigns writers, reviewers, approvers, and readers while creating a document.



When it changes: The document owner or document control administrator can change the writer, reviewer, approver, and reader assignments anytime in any active document.

Where to view: The document writer, reviewer, approver, and reader names you insert will be the same as the one displayed in the document overview. The writers, reviewers, and approvers are displayed on the **Properties** page (**Overview** > **Properties**) and the corresponding status pages (**Overview** > **Writer Status**, **Overview** > **Reviewer Status**, and **Overview** > **Approver Status**), while the readers are only displayed on the **Reader Status** page (**Overview** > **Reader Status**).





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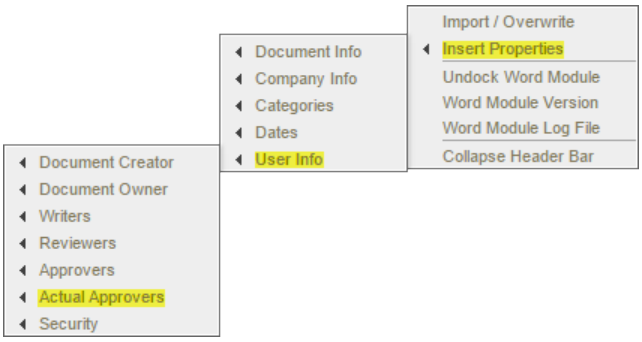
Actual Approvers

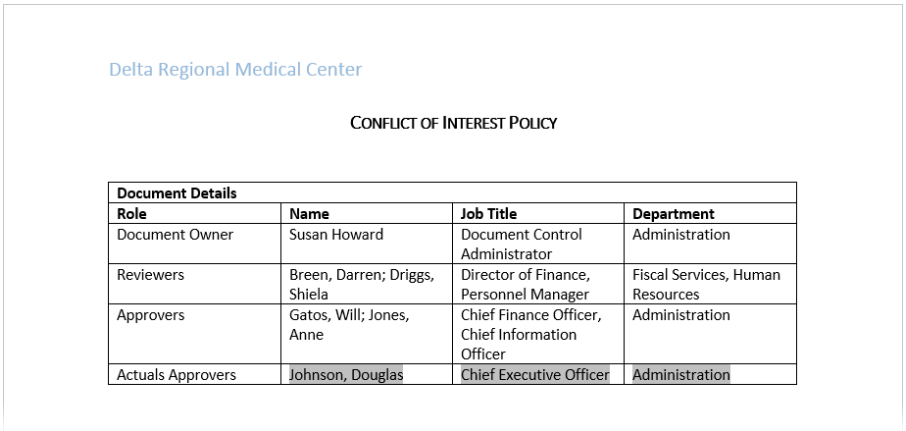
The actual approvers of a document may be different than the assigned approvers. For example, if a document control administrator (DCA) sets a document as approved before any approvers complete their approval tasks, only the DCA's name will be inserted as the actual approver. For another example, if 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.

Location on **Insert Properties** menu:



Example of inserted actual approvers properties:



Delta Regional Medical Center

CONFLICT OF INTEREST POLICY

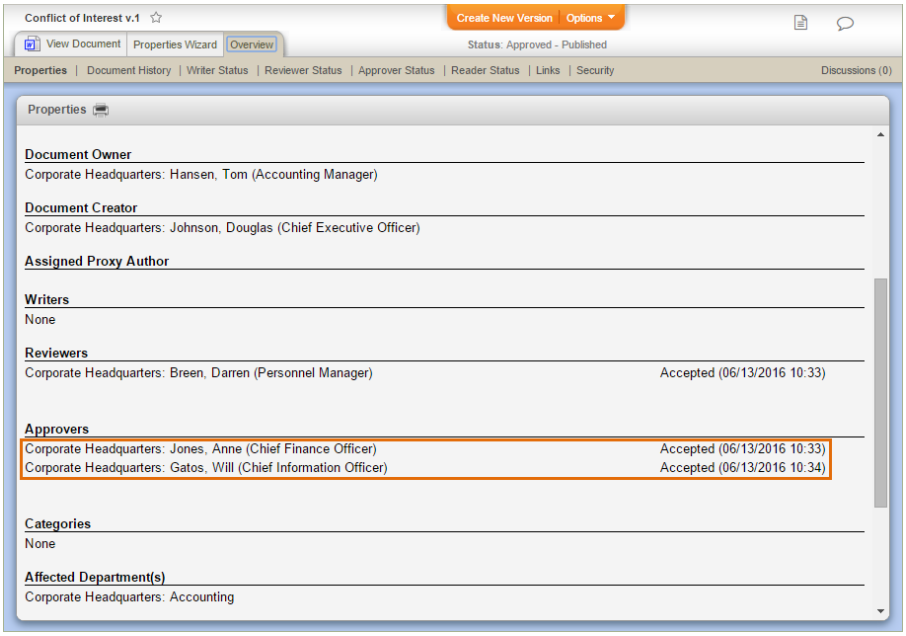
Document Details			
Role	**Name**	**Job Title**	**Department**
Document Owner	Susan Howard	Document Control Administrator	Administration
Reviewers	Breen, Darren; Driggs, Shiela	Director of Finance, Personnel Manager	Fiscal Services, Human Resources
Approvers	Gatos, Will; Jones, Anne	Chief Finance Officer, Chief Information Officer	Administration
Actuals Approvers	Johnson, Douglas	Chief Executive Officer	Administration

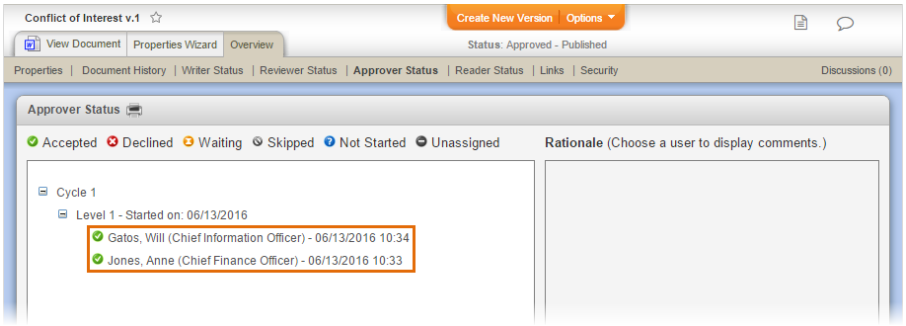
Source: Actual approvers are either approvers assigned to the document, a document control administrator, or a document owner who has been assigned the **Approves Own Documents** role.

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 postapproval statuses (pending, approved, and archived).

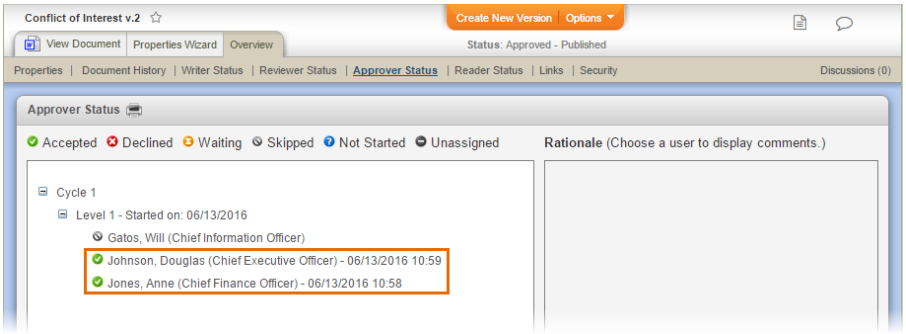
If the document was approved by one or more assigned approvers, the actual approvers will be the same as or a subset of (in the case where less than the total assigned approvers are required) those listed in the **Properties** page (**Overview** > **Properties**) and **Approver Status** page (**Overview** > **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.



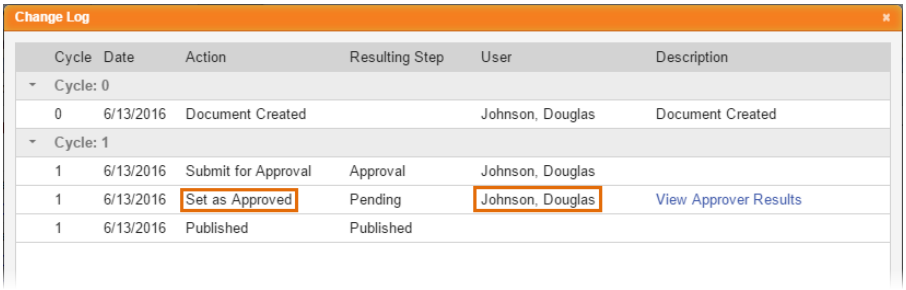


If the document was set as approved by either a DCA or a document owner with the **Approves Own Documents** role, the actual approvers will be a combination of assigned approvers who have already accepted the document, if any, and the DCA or document owner who set it as approved. A complete list of actual approvers is shown in the **Approver Status** page.

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 see which of the listed approvers set the document as approved in the **Change Log** (**Overview** > **Document History** > **Change Log**).



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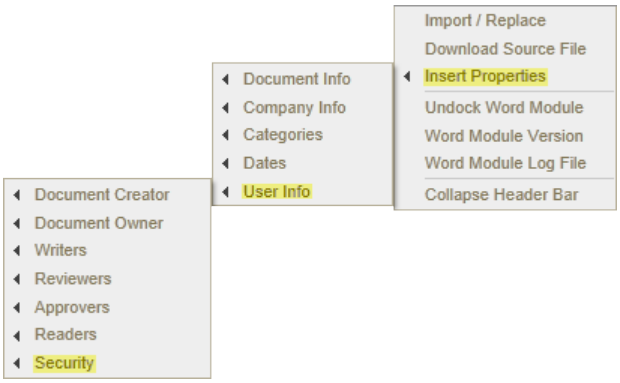
Security

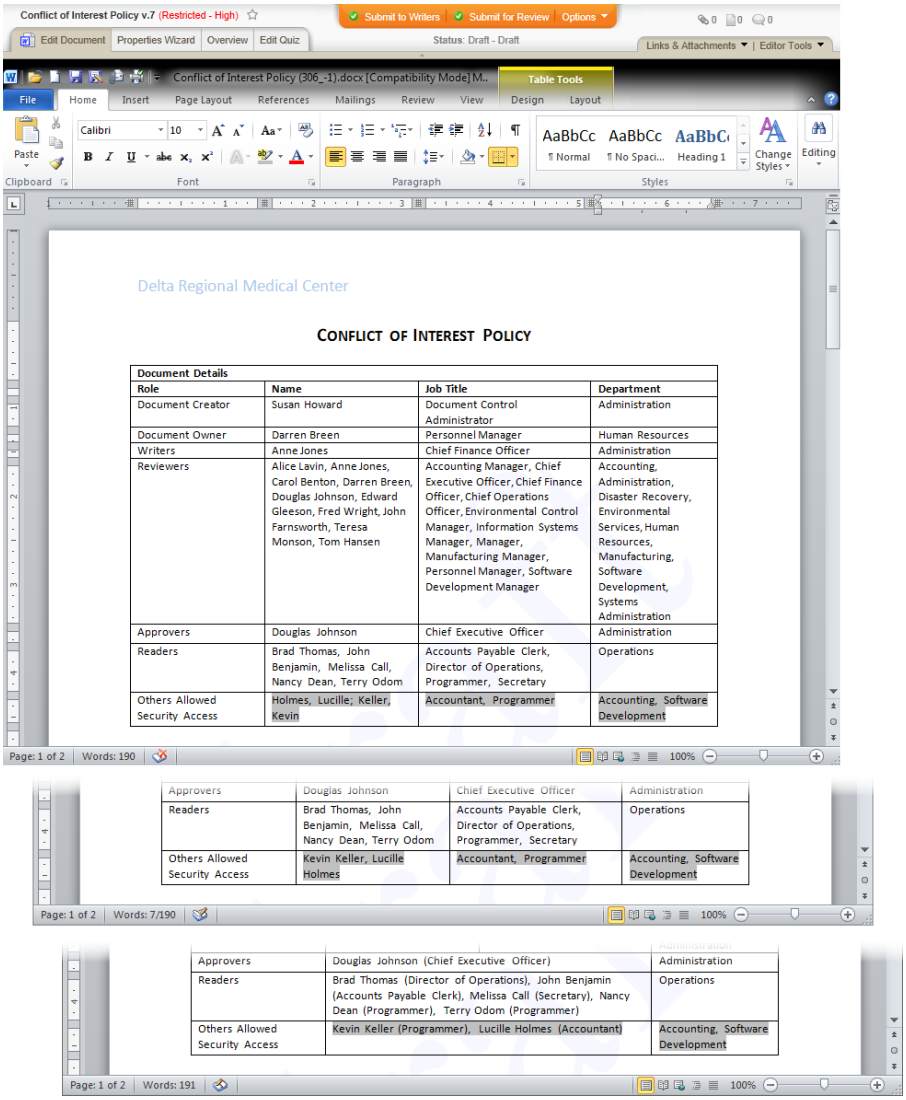
The **Security** option applies only when a document is set to **Restricted - High** or **Restricted - Severe**. With one of these security options selected for a document, only certain users are able to view the document in its various workflow stages (see Step 7: Security in the "Assigning Document 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:



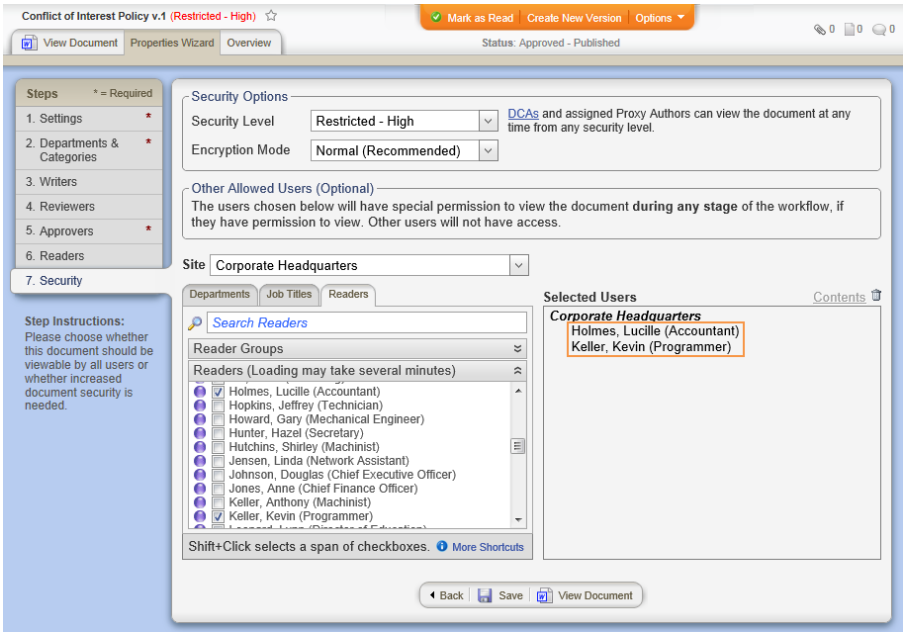
Example of inserted security properties:

Note: Assigning additional users restricted security permissions is optional. If no additional users are assigned, the inserted field contains "Not Assigned."



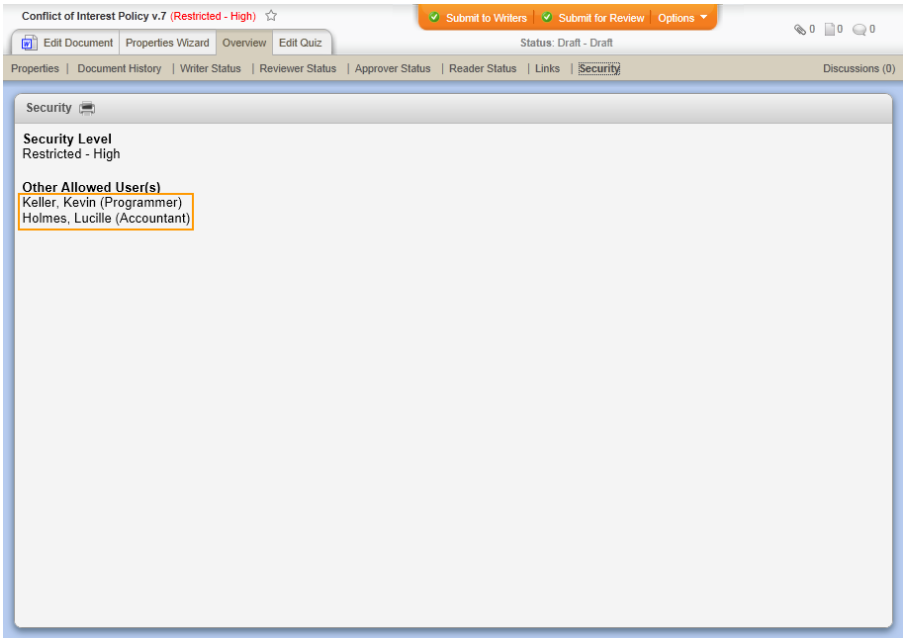
Document Details			
Role	**Name**	**Job Title**	**Department**
Document Creator	Susan Howard	Document Control Administrator	Administration
Document Owner	Darren Breen	Personnel Manager	Human Resources
Writers	Anne Jones	Chief Finance Officer	Administration
Reviewers	Alice Lavin, Anne Jones, Carol Benton, Darren Breen, Douglas Johnson, Edward Gleeson, Fred Wright, John Farnsworth, Teresa Monson, Tom Hansen	Accounting Manager, Chief Executive Officer, Chief Finance Officer, Chief Operations Officer, Environmental Control Manager, Information Systems Manager, Manager, Manufacturing Manager, Personnel Manager, Software Development Manager	Accounting, Administration, Disaster Recovery, Environmental Services, Human Resources, Manufacturing, Software Development, Systems Administration
Approvers	Douglas Johnson	Chief Executive Officer	Administration
Readers	Brad Thomas, John Benjamin, Melissa Call, Nancy Dean, Terry Odom	Accounts Payable Clerk, Director of Operations, Programmer, Secretary	Operations
Others Allowed Security Access	Holmes, Lucille; Keller, Kevin	Accountant, Programmer	Accounting, Software Development

Source: The document creator assigns additional users permissions within the current restricted security level.



When it changes: The document owner or document control administrator can change security level assignments anytime in any active 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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