

NDSU NORTH DAKOTA
STATE UNIVERSITY

IMAGENOW USER GROUP

June 9, 2017

STUDENT FOCUSED • LAND GRANT • RESEARCH UNIVERSITY

User Group Goals

- **Communicate & Share Ideas with Others**
 - Discuss What Works / Best Practices
 - Discuss Common Problems & Issues
 - Coordinate Efforts between Offices
 - Share Knowledge & Coordinate Training
- **Promote use of Perceptive Content across campus**

Today's Agenda

- Introductions & Office Updates
- Participating Office Review
- News & Notes
- Old Business / New Business
- Available Form Solutions
- Your Questions

Participating Offices

- Admission
- **Advising Resource Center**
- Customer Account Services
- Enrollment Management
- Facilities Management
- Financial Aid & Scholarships
- Graduate School
- Human Resources/Payroll
- Institutional Research
- International Student Services
- IT Services
- One Stop
- Provost
- Registration & Records
- Residence Life
- Teaching & Learning
- TRiO (McNair Programs)

News & Notes

UPGRADE / OUTAGE SCHEDULE:

- Fall 2017 (version 7.2)
 - Option 1: November 14-15 (Tuesday-Wednesday)
 - Option 2: November 15-16 (Wednesday-Thursday)
- Spring 2018 (version 7.3)
 - Option 1: May 1-2 (Tuesday-Wednesday)
 - Option 2: May 2-3 (Wednesday-Thursday)
- Fall 2018 (version 7.x)
 - ~~— Option 1: November 6-7 (Tuesday-Wednesday)~~
 - Option 2: November 14-15 (Wednesday-Thursday)

Old Business

ONLINE TRAINING ASSESSMENT

- Training closed on March 31st
- Accounts of users who did not complete training were locked
- Locked users need to submit ticket via NDUS Help Desk
- Locked users as of July 7th will be deleted

**New users will not be able to take the training until January*

Old Business

IMAGENOW PRINTER NOT RESPONDING

- Still no permanent solution
- New temporary solution
 - Try restarting the “PEERNET Spooler Service 11.0” (demo)
- If all else fails, Uninstall/Re-install client software
- Have users work with Power Users first
- How-to PDF “Installing Capture Profiles” available on X-drive

Reminders

NEW COMPUTERS

- Windows 10 computers need to install a missing Windows component (.NET 3.5) before Perceptive will work
- See “Windows 10 Installation Fix” PDF on X-drive

SCANNER COMPUTERS

- Make sure to remove the scanner token before swapping out older scanner computers
- See instructions in “Scanner Setup” folder on X-drive

New Business

ANNUAL AUDIT SURVEY

- Deadline = June 23 (Friday)
- Questions???

ANNUAL PURGE / DOCUMENT RETENTION

- Retention Manager module is in development
- NDUS will be sending Power Users spreadsheets asking for records retention information for each document type
- Purge queues needed for some Department workflows

Form Solutions

TRANSFORMS

- Auto-fill fields based on secure login
- Use form information to populate index keys & custom properties
- Submit forms directly into designated queue in Perceptive

DOCUSIGN

- Add signatures to forms
- Can do multi-level external workflow via email with non-IN users
- Forms can be printed into Perceptive when completed

Available Resources

NDUS SHAREPOINT SITE

- Expect to see a new version of the NDUS SharePoint site around July 1st
- Change is tied to launch of new ticketing system
- New site will likely be linked from **inside.NDUS.edu** web site

NDSU DOCUMENT IMAGING WEBSITE

- Recently updated

Questions???

