

P-File Imaging Procedures

This document provides directions on how to use ImageNow software for scanning and capturing personnel files (P-File). The first time you use this document please follow along with guidance from DoIT's Imaging team or your division's Human Resources (HR) director or manager.

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Section 1: Imaging Overview & Document Orientation

Campus has the option to utilize ImageNow for personnel file (P-File) imaging to store all personnel files electronically.

Note: Imaging will only be used for required (e.g., appointment letter) and optional (e.g., emergency contact) personnel file imaging at this time. P-file imaging does not include documents related to payroll & benefits, medical, etc.

P-File Imaging Access

- Access to personnel files is granted to HR staff only.
- Requests for access are accepted from HR Directors and HR Managers.
- HR Directors authorize access to their Divisions drawers.
- The Office of Human Resources (OHR) provides oversight related to applicable P-File policies and procedures and authorizes access to the cross-campus view.
- User account requests are fulfilled by Office of Cybersecurity via a dedicated JIRA website (<https://kb.wisc.edu/page.php?id=41763>).

Drawers

Drawers are a primary way of organizing documents in the imaging system.

The standard naming convention for divisional drawers is:

- **"A_OHR_'division acronym'_Pfile_DivSpec"** or
- **"A_OHR_'division acronym'_Pfile_Required"**

For ease of reference in this document we will refer to them by their suffix. Foex example:

- ***_DivSpec,**
- ***_Required)**

Drawer Abbreviation	Drawer Name	Example
This information is viewable by your division’s HR staff. This drawer is for documents that are optional personnel file documents. These documents include things such as resumes, new employee orientation acknowledgment forms, etc.		
*_DivSpec	"A_OHR_'division acronym'_Pfile_DivSpec"	A_OHR_DOIT_Pfile_DivSpec, A_OHR_OVCRGE_Pfile_DivSpec
This information is viewable by your division’s HR staff, OHR staff, and staff from any other opting-in division staff. This drawer is for required personnel file documents such as position descriptions, performance reviews, etc.		
*_Required	"A_OHR_'division acronym'_Pfile_Required"	A_OHR_ENGR_Pfile_Required, A_OHR_PHARM_Pfile_Required

Document Types

- Each drawer has document types specific to its purpose. Refer to the ["ImageNow P-File Document Crosswalk"](#) to identify which document types are in each drawer.
- When scanning and reviewing, assigning the correct document type values is critical for campus consistency and for locating documents in subsequent searches.

Document Metadata (Index Keys / Custom Properties)

Regardless of drawer or type, each document in P-File imaging has the same metadata fields. Metadata fields provide the key to help locate the document after it is placed in the system.

Document Metadata	
Field 1	EMPLID
Field 2	Employee Name
Field 3	Position Number
Field 4	UDDS

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Field 5	Unique Value (system generated)
Custom Properties	A_OHR_Pfile_Job Code: Job Code A_OHR_Pfile_Appt_Title: Appt. Title A_OHR_Pfile_Appt Title Code: Appt. Title Code A_OHR_Pfile_Eff Date: Effective Date Z_CreationDate (required) Z_RetentionDate

Imaging Methods

Both electronic and paper/hardcopy documents can be input into ImageNow. Refer to your division's P-File workflow document for internal process.

- Electronic documents - ImageNow Printer (INP) and Associated Capture Profiles:** ImageNow Printer enables you to get electronic documents (e.g., email, web page, PDF) into ImageNow. Refer to KnowledgeBase document: <https://kb.wisc.edu/ecms/page.php?id=33106>.
- Hardcopy documents - Scanner (SCAN) and Associated Capture Profiles:** Scan paper documents into the Imaging system as electronic documents.

Capture Profiles

A capture profile must be selected when beginning the document capture process. The capture profile determines which drawer the document will be filed in and how it will be linked to index keys/custom properties (manually or through HRS).

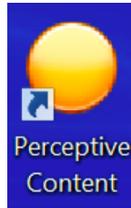
Capture Profile Examples	
SCAN DivSpec LRN Private IE (Version #):	<ul style="list-style-type: none"> Method: ImageNow printer (electronic document) Destination: *_DivSpec Document index key data: HRS Employee Information(ImageNow)
SCAN Required MAN:	<ul style="list-style-type: none"> Method: Scanner (hardcopy document) Destination: *_Required Document index key data: manual data entry

Section 2: Scanner Overview

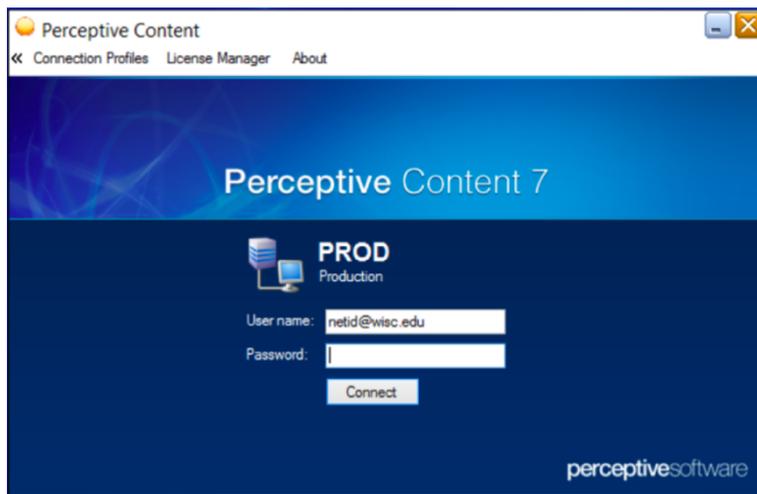
Please refer to your division's scanner manuals for correct operating procedures.

Section 3: Logging In

1. Double-click the **Perceptive Content** icon on the desktop to launch ImageNow.



2. Enter your **User name** (NetID@wisc.edu) and **Password** (NetID password) and then click **Connect**.



3. You will now see the ImageNow toolbar.



Section 4: Scanning and Storing Documents Using Learn Mode Linking

Learn Mode is the most consistent approach available for linking documents because it minimizes data entry and errors by pulling metadata from a standard Human Resource System (HRS) webpage. The Learn Mode requires user access to the Employee Information(ImageNow) HRS Resource. At the time of document capture must be logged into HRS in Internet Explorer as well as the imaging client.

Part A: Learn Mode Linking of a Paper Document

1. Login to the ImageNow client on the workstation with the scanner. (Reference: Section 3, page 5)
2. Login to HRS using the **Private Internet Explorer Shortcut** on your desktop.
3. Navigate to Employee Information(ImageNow). To do this, go to **Workforce Administration > UW External HR Systems > Employee Information(ImageNow)**.



4. Search for the desired employee by **Empl ID**. (You may search by "Employee name" but it will take considerably longer.)

The image shows a search interface with a blue header 'Find an Existing Value'. Below it is a 'Search Criteria' dropdown menu. The search criteria are set to 'Search by: Empl ID' with a dropdown arrow, followed by 'begins with' and an empty text input field. At the bottom, there is a yellow 'Search' button and a blue link for 'Advanced Search'.

5. This returns a list of appointments for the specified "Empl ID." Click the correct **Empl entry with "(blank)" listed in the Job End Date field**. If these conditions

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do not match your results, contact your divisional HR representative.

Empl ID	Empl Rcd Nbr	Name	Position Number	Job Begin Date	Job End Date	Department	Description	Empl
	0		(blank)	02/24/2013	03/08/2015	A961330	STUDENT HELP SH	
	1		(blank)	02/24/2013	08/24/2014	A961310	STUDENT HELP SH	
	2		(blank)	02/24/2013	03/09/2014	A961320	STUDENT HELP SH	
	2		(blank)	01/21/2015	03/08/2015	A961320	STUDENT HELP SH	
	3		(blank)	10/14/2013	03/08/2015	A060350	STUDENT HELP SH	
	3		02111819	03/09/2015	(blank)	A060350	HR ASST	CJ

- You should now see the employee information that will be used in Learn Mode Linking.

Page for ImageNow

Employee Information

Employee Name: [REDACTED]

Employee ID: [REDACTED]

Position Nbr: [REDACTED]

Dept Id: [REDACTED]

Job Code: [REDACTED]

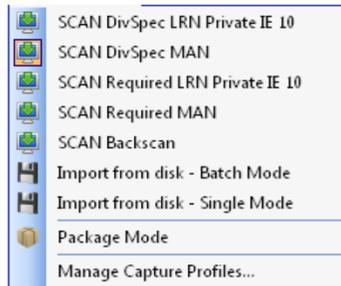
Job Title: [REDACTED]

Empl Class: [REDACTED]

[Return to Search](#) [Previous in List](#) [Next in List](#)

- Keep the Internet Explorer window open. Next, place the hardcopy document to be scanned into the document feeder of your scanner. Be sure to orient the physical document according to your scanner requirements (e.g., face down with the bottom of the document feeding first)
- In this step, you will choose a LRN (Learnmode) capture profile associated with a drawer (DivSpec or Required) appropriate to your document. On the ImageNow toolbar, click the **Capture down arrow** and then select the **capture profile** you want to use (e.g., SCAN DivSpec LRN Private IE (Version #) or SCAN Required LRN Private IE (Version #)).

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9. This will return the **Proposed Keys** dialog, image shown below. Review the information for accuracy.
10. In the **Document Type drop-down**, select the correct **Document Type option** based on the content of your document. Refer to "ImageNow P-File Document Crosswalk" document.

Be sure to review the information for accuracy.

Proposed Keys ✖

Location _____

Drawer

Name:

Document Keys _____

EmpID:

Employee Name:

Position Number:

UDDS:

Unique ID:

Document Type:

Notes:

** All fields are required except "Notes"

Notes should be entered if there is an internal question about the document.

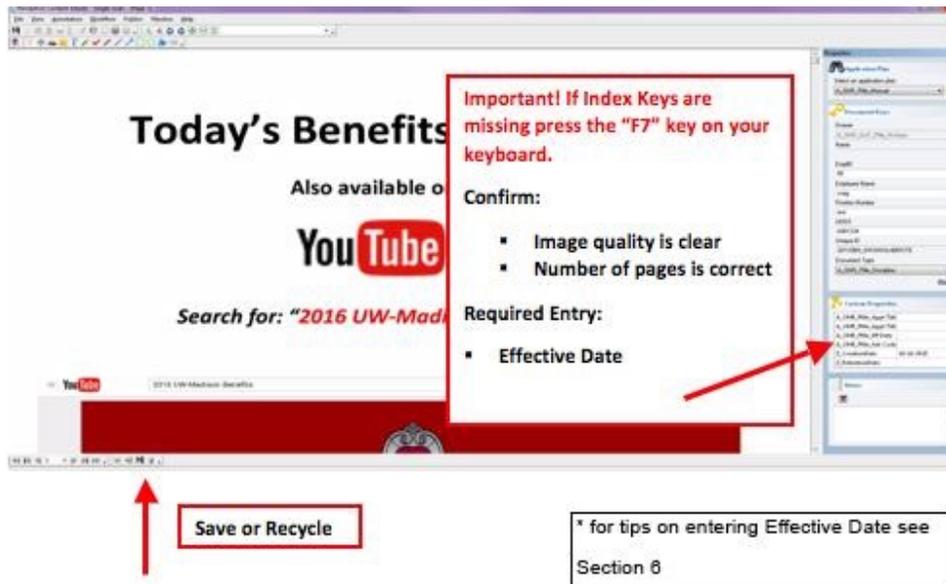
This issue should then be resolved during the QA or Review and the notes then deleted.

To select Document Type: Use the "ImageNow P-File Document Crosswalk"

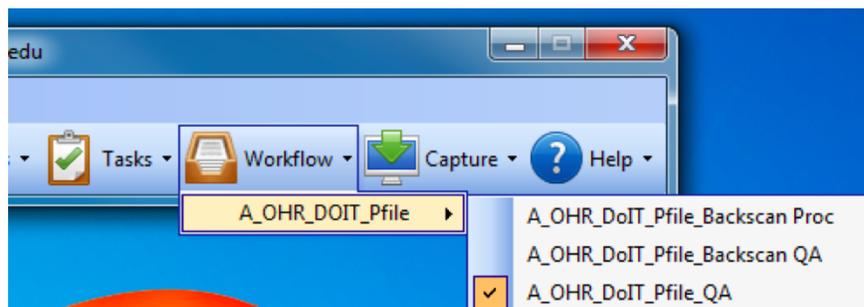
11. Click **Capture**.

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- Next verify the scan and metadata. In **Content Viewer**, verify image quality, Document Type, Index and Custom Property Values. Make any desired changes. The **Recycle** icon can be used to delete blank pages. If you need to rescan, close the **Content Viewer** window and start over.
- Enter the **Effective Date*** of the document (e.g., date of letter) in "**A_OHR_Pfile_EffDate.**" Refer to "ImageNow P-File Document Crosswalk" document for relative effective date.
- Click **Save**. The document is now saved into your division's QA queue.

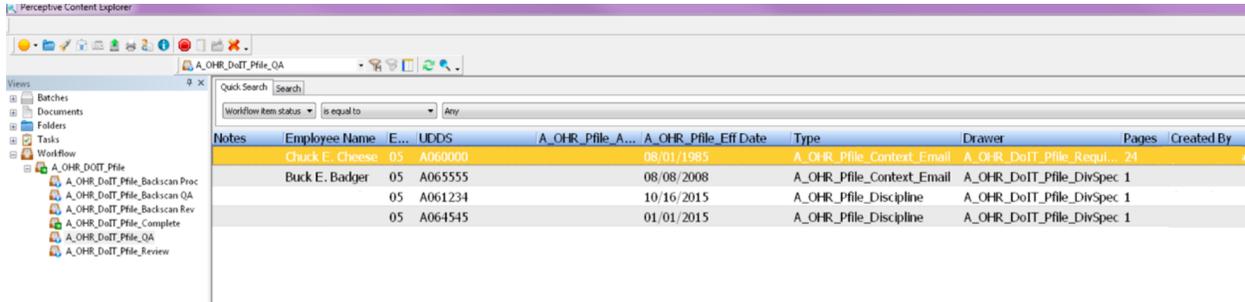


- Next, move the document from the QA Queue to the Review Queue. From the ImageNow toolbar click the **Workflow down arrow** and select your division's **QA Queue**. All your division's HR capture profiles are configured to deposit to this queue. Your menu items may be different than those shown here.



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16. This will open the QA Queue in the ImageNow Content Explorer. Review the **Document Keys** for the documents you have created. Double-click on a document to open it in the Content Viewer.



Notes	Employee Name	E...	UDDS	A_OHR_Pfile_A...	A_OHR_Pfile_Eff Date	Type	Drawer	Pages	Created By
	Chuck E. Cheese	05	A060000		08/01/1985	A_OHR_Pfile_Context_Email	A_OHR_DoIT_Pfile_Requi...	24	
	Buck E. Badger	05	A065555		08/08/2008	A_OHR_Pfile_Context_Email	A_OHR_DoIT_Pfile_DivSpec	1	
		05	A061234		10/16/2015	A_OHR_Pfile_Discipline	A_OHR_DoIT_Pfile_DivSpec	1	
		05	A064545		01/01/2015	A_OHR_Pfile_Discipline	A_OHR_DoIT_Pfile_DivSpec	1	

Important!

QA Review: In this view, the goal is to audit the index keys and ensure the correct information was selected.

Your division may prefer that you only review documents that you created. There may be documents in QA Queue created by other users in your division.

Check all fields for accuracy comparing with document.

Document Type and Effective Date must align with "P-file Scanning Document types" reference.

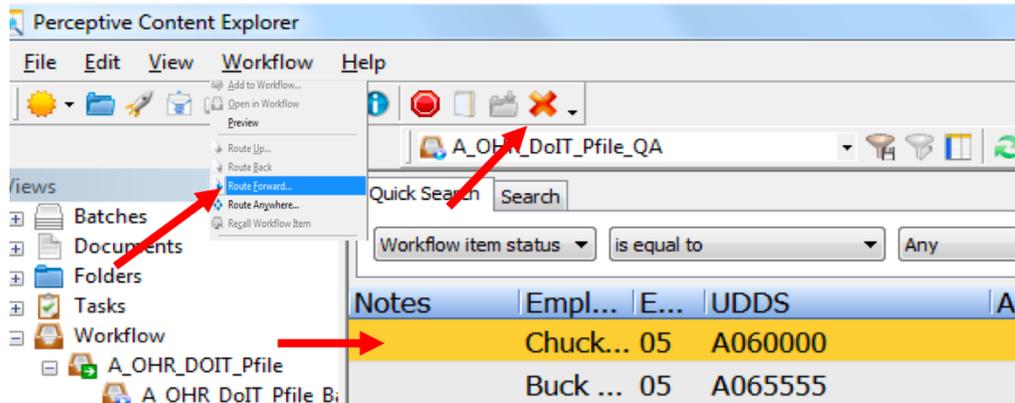
All documents should have your Divisional UDDS prefix (e.g., A34, A07).

17. Route forward if the document passes your QA. To do this, click **Workflow > Route Forward** (or shortcut). You can select multiple documents to route forward by using the **CTRL key**. Note: Once forwarded, an administrator will need to delete a document if there is an error.

18. If you need to correct the document's metadata or delete the document:

- Make corrections: Double-click the document to open in Content Viewer. Change document keys and **Save**. If unable to make corrections, delete.
- Delete document: While in the QA Queue, click the **red X** or navigate to **Edit > Delete**.

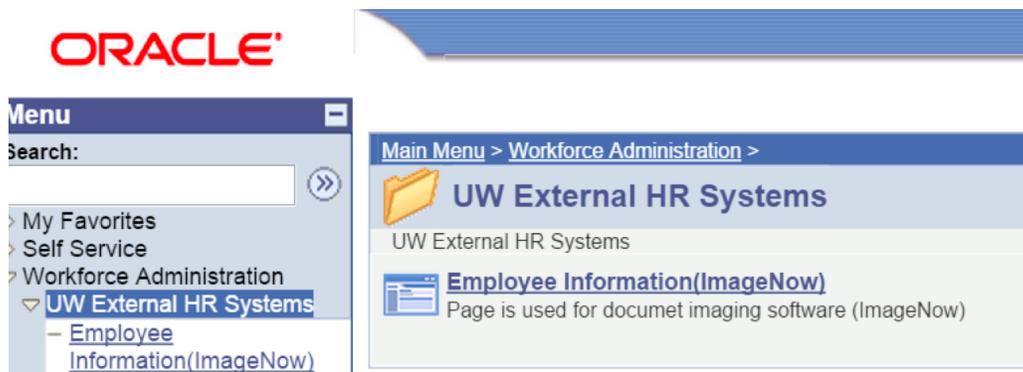
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19. The document will now be in the Review Queue and is considered complete and accurate.

Part B: Learn Mode Linking of an Electronic Document

1. Login to ImageNow on either your personal desktop or the desktop with the scanner. (Reference: Section 3, page 5)
2. Login to HRS using the **Private Internet Explorer Shortcut** on your desktop.
3. Navigate to Employee Information(ImageNow). To do this, go to **Workforce Administration > UW External HR Systems > Employee Information(ImageNow)**.



4. Search for the desired employee by **Empl ID**. (You may search by "Employee name" but it will take considerably longer).

Find an Existing Value

▼ Search Criteria

Search by: begins with

[Advanced Search](#)

- This returns a list of appointments for the specified "Empl ID." Click the correct **Empl entry with "(blank)" listed in the Job End Date field**. If these conditions do not match your results, contact your divisional HR representative.

Empl ID	Empl Rcd Nbr	Name	Position Number	Job Begin Date	Job End Date	Department	Description	Empl
	0		(blank)	02/24/2013	03/08/2015	A961330	STUDENT HELP SH	
	1		(blank)	02/24/2013	08/24/2014	A961310	STUDENT HELP SH	
	2		(blank)	02/24/2013	03/09/2014	A961320	STUDENT HELP SH	
	2		(blank)	01/21/2015	03/08/2015	A961320	STUDENT HELP SH	
	3		(blank)	10/14/2013	03/08/2015	A060350	STUDENT HELP SH	
	3		02111819	03/09/2015	(blank)	A060350	HR ASST	CJ

- You should now see the employee information that will be used in Learn Mode Linking.

Page for ImageNow

Employee Information

Employee Name:

Employee ID:

Position Nbr:

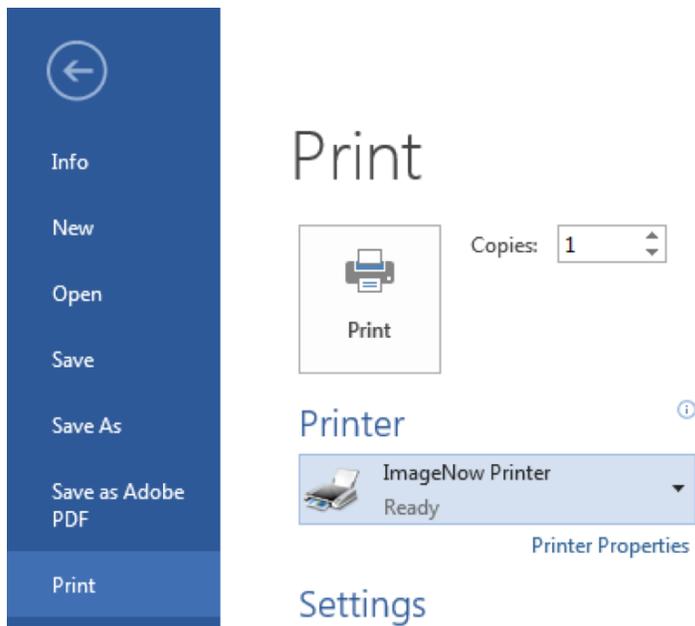
Dept Id:

Job Code:

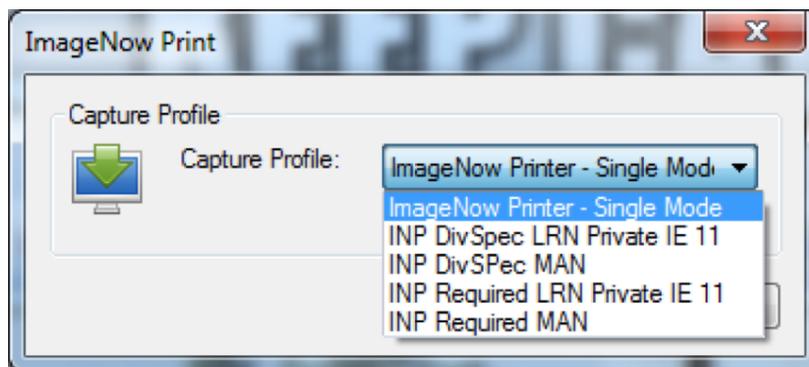
Job Title:

Empl Class:

- Keep the Internet Explorer window open.
- Open the document in the business application that houses the document (e.g., Adobe Acrobat, MS Word, E-mail). In that application, choose **File > Print**.
- Select **ImageNow Printer** and then **Print**.



10. In this step, choose a LRN (Learnmode) capture profile associated with a drawer (DivSpec or Required) appropriate to your document. On the ImageNow toolbar, click the **Capture down arrow** and then select the **capture profile** you want to use (e.g., SCAN DivSpec LRN Private IE (Version #) or SCAN Required LRN Private IE (Version #)).



- 11. Click **OK**.
- 12. This will return the **Proposed Keys** dialog, image shown below. Review the information for accuracy.
- 13. In the **Document Type drop-down**, select the correct **Document Type** option based on the content of your document. Refer to "[ImageNow P-File Document Crosswalk](#)" document.

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Be sure to review the information for accuracy.

Proposed Keys

Location

Drawer

A_OHR_DoIT_Pfile_Required

Name:

Document Keys

EmpID:

Example EmpID

Employee Name:

Example Employee Name

Position Number:

Example Postion Number

UDDS:

Example UDDS

Unique ID:

321Y29Q_01K9332NF001NEH

Document Type:

A_OHR_Pfile_Discipline

Notes:

Capture Cancel

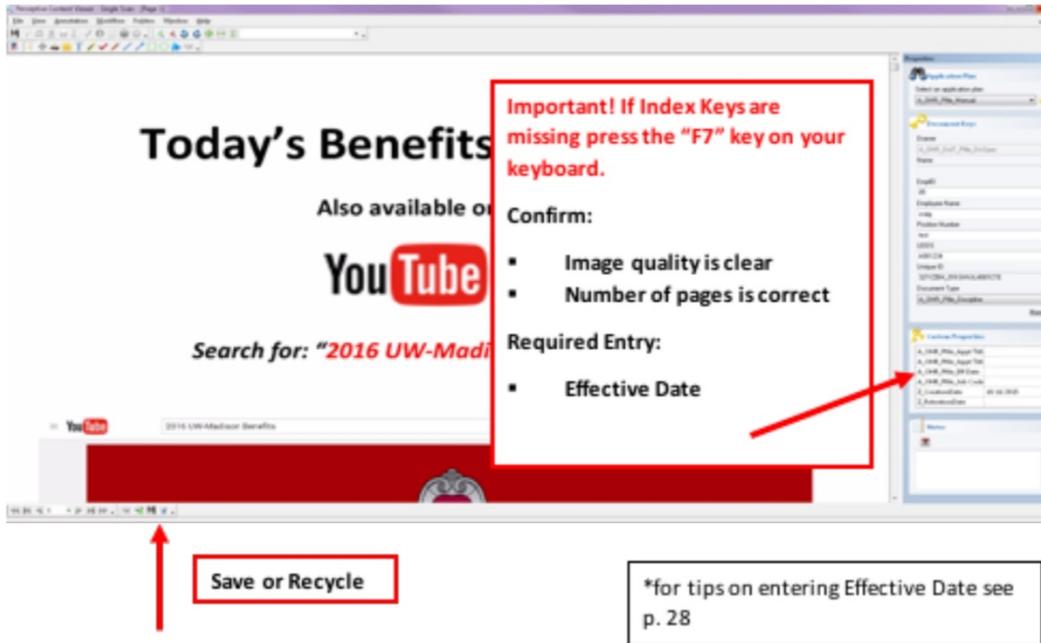
** All fields are required except "Notes"

Notes should be entered if there is an internal question about the document.

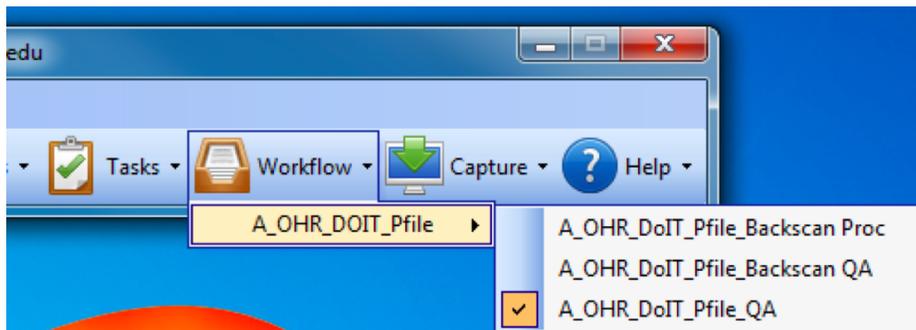
This issue should then be resolved during the QA or Review and the notes then deleted.

To select Document Type: Use the "ImageNow P-File Document Crosswalk"

14. Click **Capture**.
15. Next, verify the scan and metadata. In **Content Viewer**, verify image quality, Document Type, Index and Custom Property Values. Make any desired changes. The **Recycle icon** can be used to delete any blank pages. If you need to rescan, close the **Content Viewer** window and start over.
16. Enter the **Effective Date*** of the document (e.g., date of letter) in "**A_OHR_Pfile_EffDate**." Refer to "ImageNow P-File Document Crosswalk" document for relative effective date.
17. Click **Save**. The document is now saved into your division's QA queue.

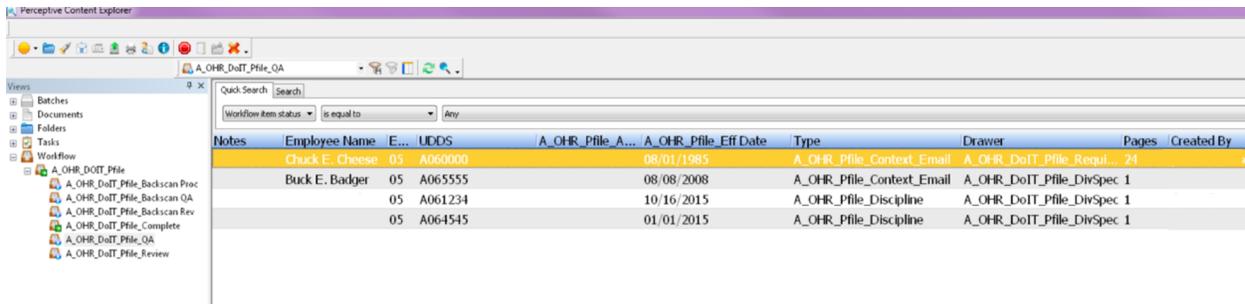


18. Next, move the document from the QA Queue to the Review Queue. From the ImageNow toolbar click the **Workflow down arrow** and select your division's **QA Queue**. All your division's HR capture profiles are configured to deposit to this queue. Your menu items may be different than those shown here.



19. This will open the QA Queue in the ImageNow Content Explorer. Review the **Document Keys** for the documents you have created. Double-click on a document to open it in the Content Viewer.

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The screenshot shows the Perceptive Content Explorer interface. The main window displays a table of document metadata. The table has columns for Notes, Employee Name, E..., UDDS, A_OHR_Pfile_A..., A_OHR_Pfile_Eff Date, Type, Drawer, Pages, and Created By. The first row is highlighted in yellow and shows a document created by Chuck E. Cheese on 08/01/1985. The second row shows a document created by Buck E. Badger on 08/08/2008. The third row shows a document created on 10/16/2015, and the fourth row shows a document created on 01/01/2015.

Notes	Employee Name	E...	UDDS	A_OHR_Pfile_A...	A_OHR_Pfile_Eff Date	Type	Drawer	Pages	Created By
	Chuck E. Cheese	05	A060000		08/01/1985	A_OHR_Pfile_Context_Email	A_OHR_DoIT_Pfile_Requi...	24	
	Buck E. Badger	05	A065555		08/08/2008	A_OHR_Pfile_Context_Email	A_OHR_DoIT_Pfile_DivSpec	1	
		05	A061234		10/16/2015	A_OHR_Pfile_Discipline	A_OHR_DoIT_Pfile_DivSpec	1	
		05	A064545		01/01/2015	A_OHR_Pfile_Discipline	A_OHR_DoIT_Pfile_DivSpec	1	

Important!

QA Review: In this view, the goal is to audit the index keys and ensure the correct information was selected.

Your division may prefer that you only review documents that you created. There may be documents in QA Queue created by other users in your division.

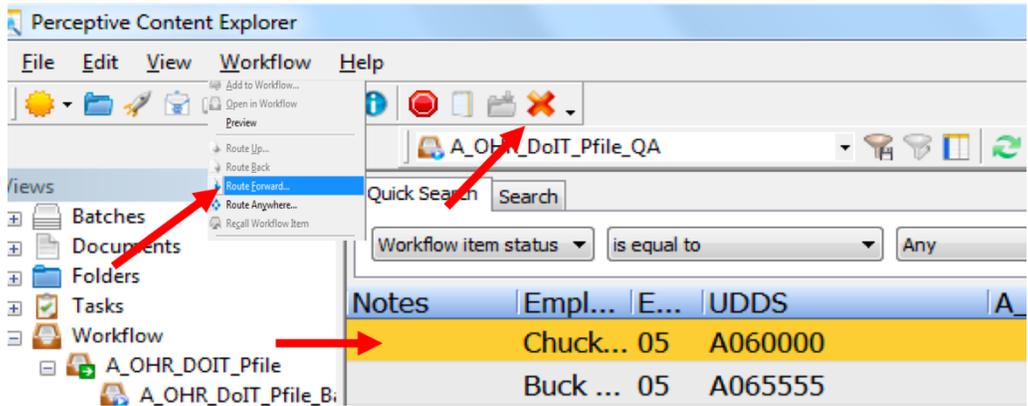
Check all fields for accuracy comparing with document.

Document Type and Effective Date must align with “P-file Scanning Document types” reference.

All documents should have your Divisional UDDS prefix (e.g., A34, A07).

Double click on a document row to open the full view in Content Viewer if needed.

20. Route forward if the document passes your QA. To do this, click **Workflow > Route Forward** (or shortcut). You can select multiple documents to route forward by using the **CTRL key**. Note: Once forwarded, an administrator will need to delete a document if there is an error.
21. To correct the document metadata or delete the document:
 - a. Make corrections: Double-click the document to open in Content Viewer. Change Document Keys and **Save**. If unable to make corrections, delete.
 - b. Delete document: While in the QA Queue, click the **red X** or navigate to **Edit > Delete**.



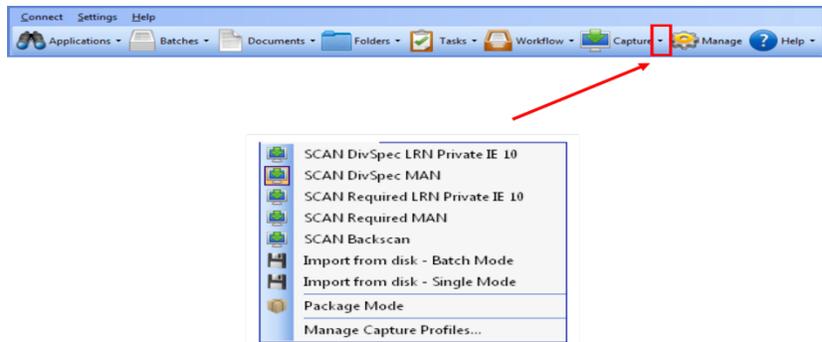
22. The document will now be in the Review Queue and is considered complete and accurate.

Section 5: Manual Linking (Not Recommended)

If Learn Mode is not working you are able to manually link the documents by manually entering the metadata.

Part A: Manual Linking of a Paper Document

1. Login to the ImageNow client on the workstation with the scanner. (Reference: Section 3, page 5)
2. Login to HRS using the **Private Internet Explorer shortcut** on your desktop.
3. On the ImageNow toolbar, click the **Capture down arrow** and then select the **capture profile** you want to use (e.g., SCAN DivSpec MAN or SCAN Required MAN).



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4. In the **Proposed Keys** dialog, manually enter the **Document Keys** and select the appropriate **Document Type**. All fields are required. You may look up this information in Job Data in HRS. (Reference: Section 6, page 20).

Be sure to review the information for accuracy.

Notes should be entered if there is an internal question about the document.

This issue should then be resolved during the QA or Review and the notes then deleted.

Proposed Keys

Location:

Drawer
A_OHR_DoIT_Pfile_Required

Name:

Document Keys:

EmpID:
Example EmpID

Employee Name:
Example Employee Name

Position Number:
Example Position Number

UDDS:
Example UDDS

Unique ID:
321Y29Q_01K9332NF001NEH

Document Type:
A_OHR_Pfile_Discipline

Notes:

Capture Cancel

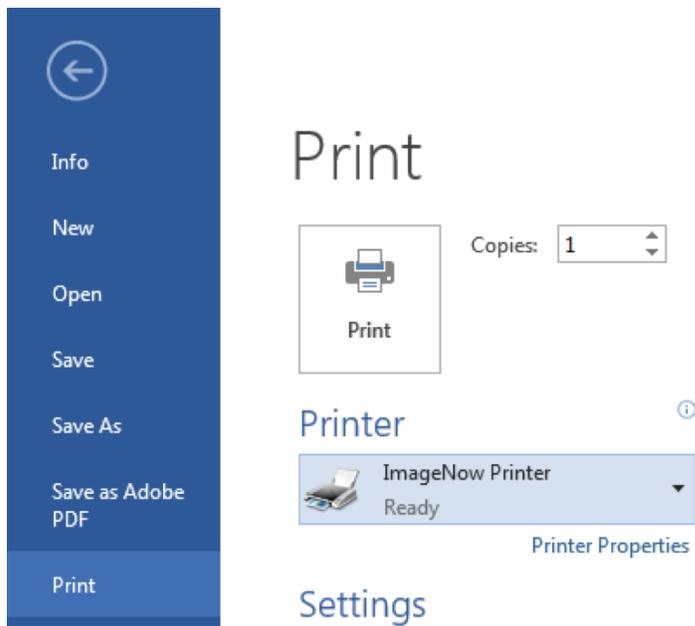
** All fields are required except "Notes"

To select Document Type: Use the "ImageNow P-File Document Crosswalk"

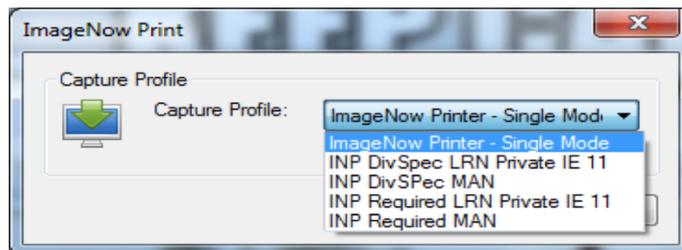
5. When complete, click **Capture**.
6. Then continue to follow the same process from Section 4, Part A, page 6 and refer to the "P-File ImageNow Document Crosswalk."

Part B: Manual Linking of an Electronic Document

1. Login to ImageNow on either your personal desktop or the desktop with the scanner. (Reference: Section 3, page 6)
2. Open the document in the business application that houses the document (e.g., Adobe Acrobat, MS Word, e-Mail). In that application, navigate to **File > Print**.
3. Select **ImageNow Printer** and click **Print**.



4. In this step, choose a capture profile that is appropriate for the document and drawer (e.g., DivSpec or Required). Select the **capture profile** you want to use (e.g., SCAN DivSpec MAN or SCAN Required MAN).



5. Click **OK**.
6. In the **Proposed Keys** dialog, manually enter the **Document Keys** and select the appropriate **Document Type**. All fields are required. You can look up this information in Job Data in HRS. (Reference: Section 6, page 20)

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Be sure to review the information for accuracy.

** All fields are required except "Notes"

Notes should be entered if there is an internal question about the document.

This issue should then be resolved during the QA or Review and the notes then deleted.

To select Document Type: Use the "ImageNow P-File Document Crosswalk"

7. When complete, click **Capture**.
8. Then continue to follow the same process from Section 4, Part B, page 11.

Section 6: LearnMode and Linking Tips

Acceptable Formatting for Effective Dates

Ways you can enter the effective date:	Ways you cannot enter the effective date:
04/08/2016	04082016
4/8/16	4816
04-08-2016	4.8.16
4-8-16	04.08.16

If you need to manually link, use HRS Job Data screen to find values for the Document Keys

The screenshot shows the HRS Job Data screen. On the left is a 'Menu' sidebar with 'Job Data' selected. The main area displays job information for an employee with ID EMP. The 'Work Location' tab is active, showing details like HR Status (Active), Effective Date (04/01/2016), and Position Number (02111819). Other fields include Department (UDDS A060350) and Location (A0155).

Work Location	
HR Status:	Active
Payroll Status:	Active
Effective Date:	04/01/2016
Sequence:	0
Action:	Data Change
Reason:	ICI Deferred St
Last Start Date:	10/14/2013
Termination Date:	
Expected Job End Date:	03/31/2018
Position Number:	02111819
Position Entry:	HR ASST
Regulatory Region:	USA
Company:	UWS
Business Unit:	UWMSN
Department:	UDDS A060350
Location:	A0155

Section 7: Document Search

Search Feature

1. Click **Documents** in the toolbar to begin your search



2. This will open the Documents section in the ImageNow Viewer. Select the **"A_OHR_'division acronym'_Pfile"** view for your division. (Please note this screenshot is from DoIT. Your division acronym will be listed in your system.)

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Quick Search Search

Employee Name starts with craig

A_OHR_Pfile_Eff Date	Employee Name	EmplID
09/16/2015	craig	12345
01/01/2015	craig	05
01/15/2015	craig	05
09/14/2015	craig	12345

Select appropriate document type you are searching for.
 - **A_OHR_'Division Acronym'_Pfile** will allow you to search all documents within your division.

- **A_OHR_CampusView_Pfile** will allow you to search required documents in other divisions (this should only be done for an approved business purpose).

Filter

1. Click on the appropriate **document search filter** in the left column (e.g., Empl ID, Name, UDDS). Enter the **search value** in the dialog pop-up.
2. Click **OK**. Results will be listed and can be sorted by each column.

Search

Employee Name contains <<Prompt: Employee Name contains:>>

A_OHR_Pfile_Eff Date	Employee Name	EmplID
----------------------	---------------	--------

Select a Search Value

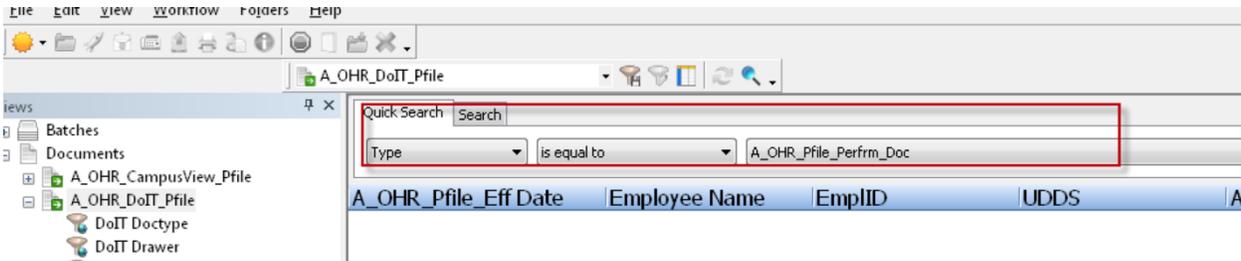
Employee Name contains:

Smith

OK Cancel

Quick Search (Searching by 1 Value)

1. Using the Quick Search Toolbar, define your criteria with the drop-down menus.

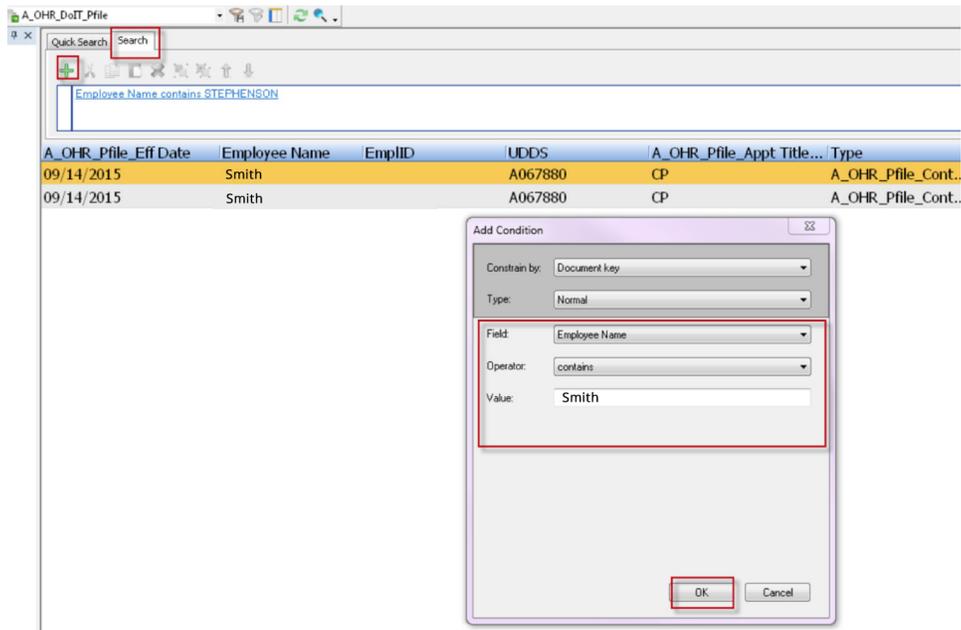


2. Click **Go** in the upper-right section.



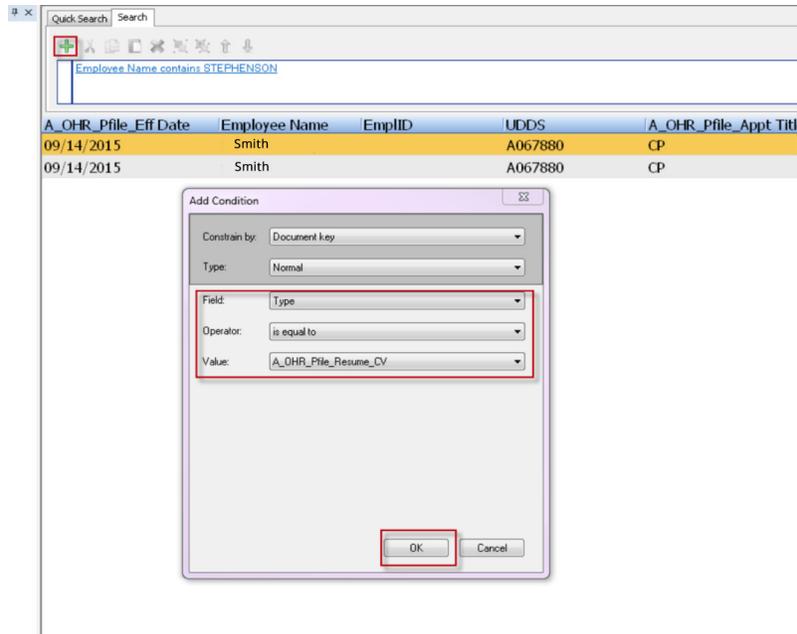
Search (Searching by >1 Value)

1. Click on the **Search tab** and then select the **+ icon** to add search conditions.
2. Click **OK**. Results will be listed and can be sorted by each column.



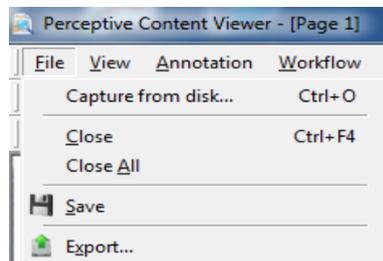
Note: You can enter additional values to narrow your results. The search in the example below will return resume document types for all divisional employees with the name specified.

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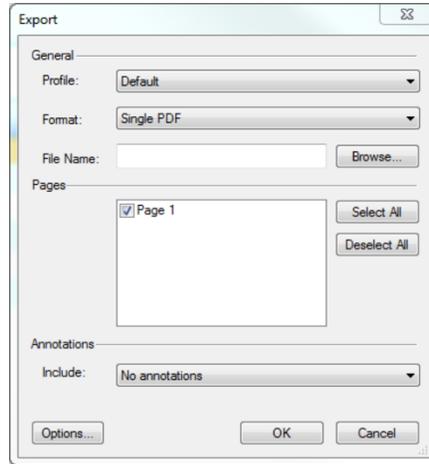


Section 8: Exporting Documents

1. Locate and open the desired document. (Reference: Section 7 starting on page 21)
2. Click **File > Export**.



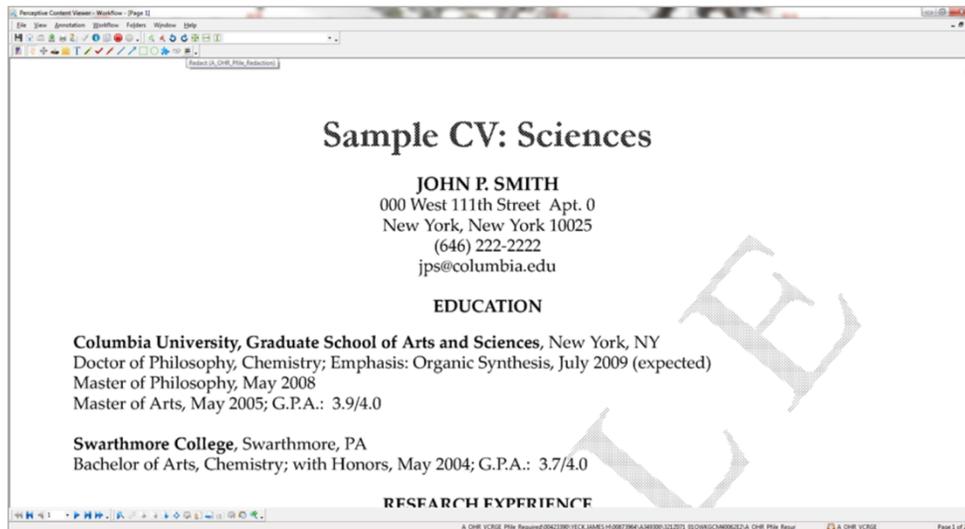
3. When the Export window opens, customize the Profile, Format, Pages and Annotations. The recommended settings are shown below.



4. To name a file, click **Browse** and choose a location on your computer where you would like the PDF to be saved. Enter a name for the file and click **Save**.
5. Click **OK**.
6. Your PDF will be saved to the location you specified.

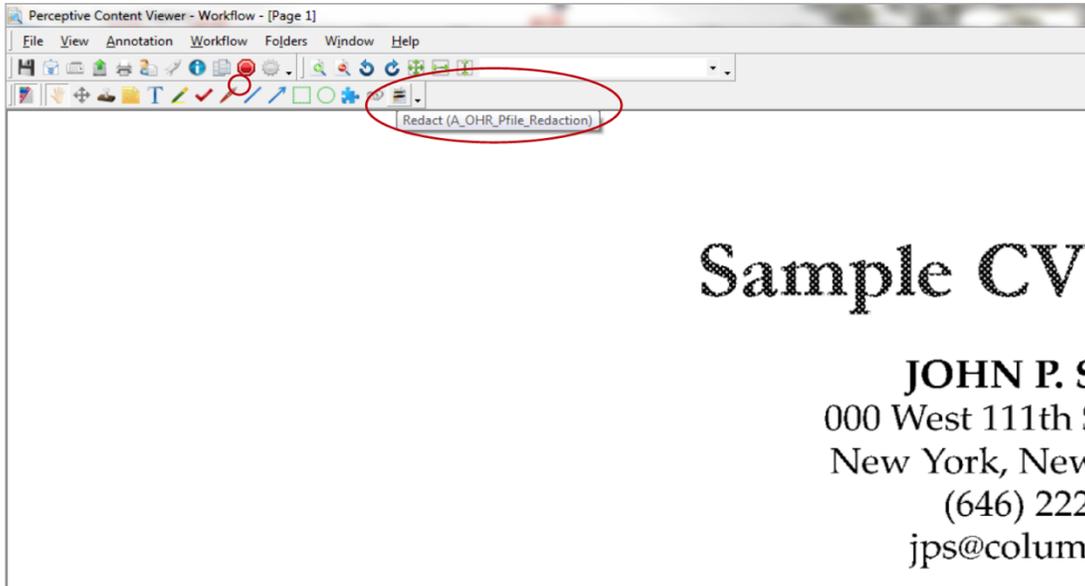
Section 9: Redacting Information on a Document in your QA Workflow

1. Locate and open the document in your QA workflow.

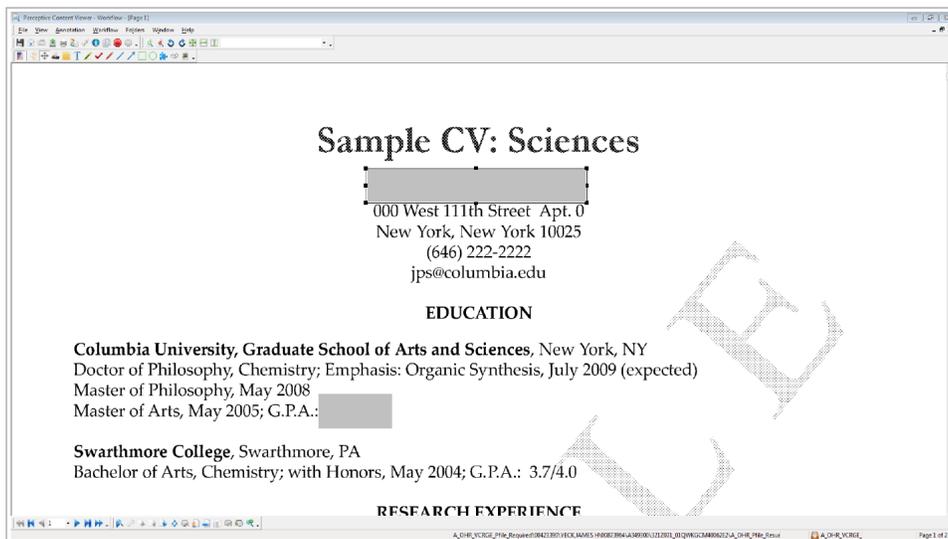


2. Select the **Redact tool** on the ImageNow toolbar.

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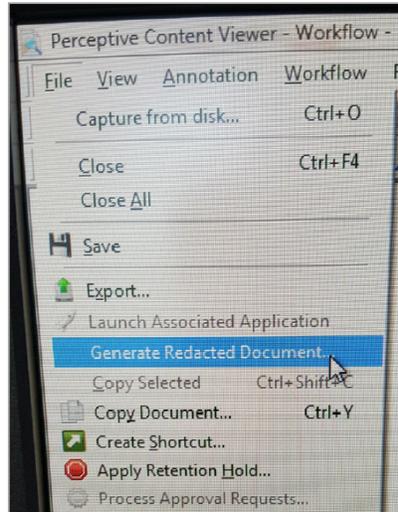


3. Click and drag the **redaction boxes** around the information you wish to remove.

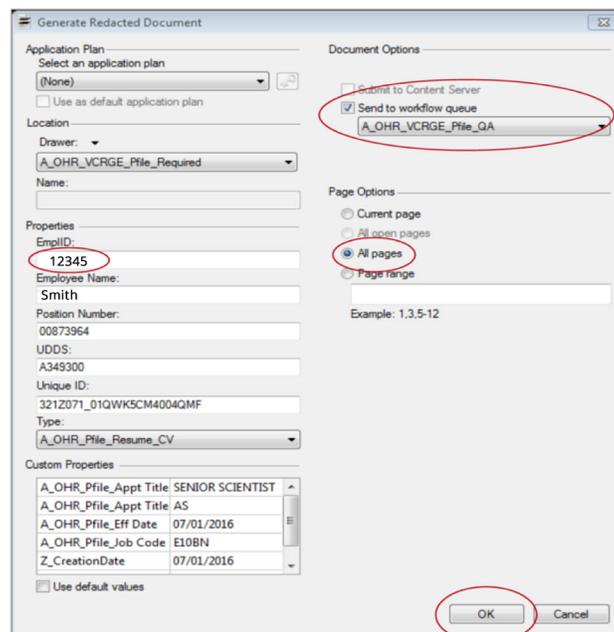


4. Click **File** and select **Generate Redacted Document**.

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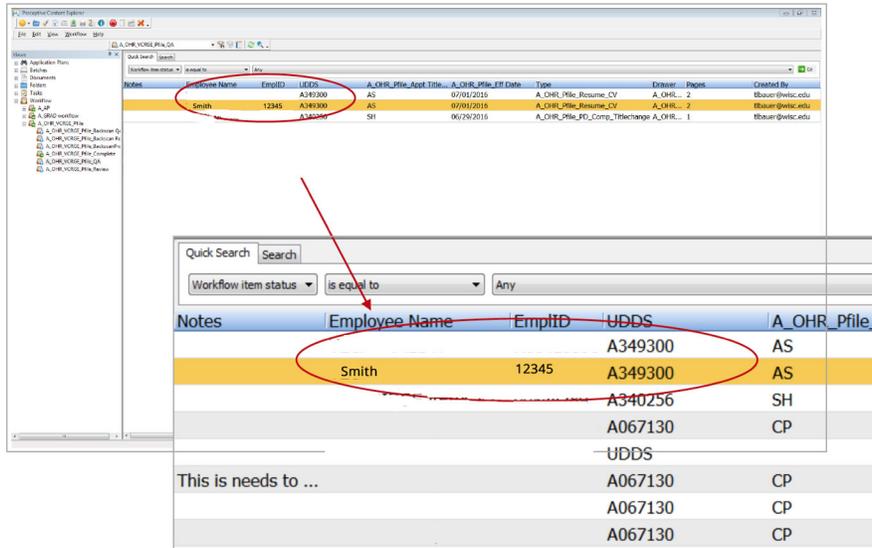


5. To generate the redaction, you must change a few things in the **Generate Redacted Document menu**.
 - a. Add an **"R"** in front of the **EmplID**.
 - b. Check **Send to workflow queue** and select the **QA queue** (e.g., **"A_OHR_'division acronym'_Pfile_QA"**).
 - c. Verify **All Pages** is selected under **Page Options**.
6. Click **OK** to generate the new version of your document.

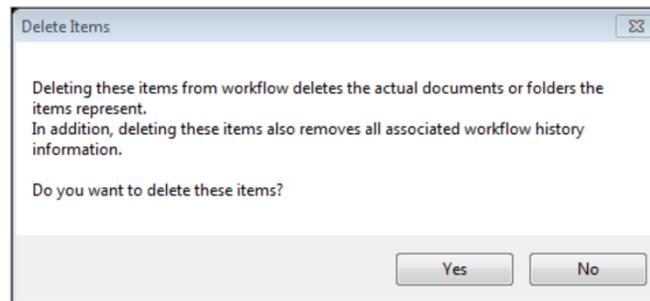


6. Your workflow queue will now contain both the non-redacted and redacted version of the document you updated.

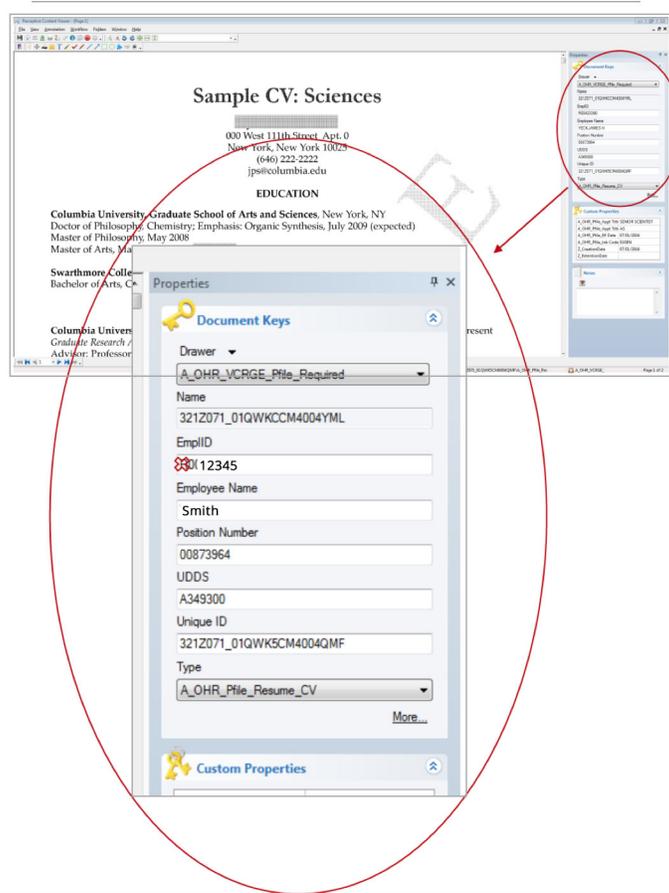
P-File Imaging Procedures | P-File Imaging



7. Open the redacted version to make sure the redactions are correct. (The document with the “R” in front of the EmplID.) If the redactions are accurate, close the document.
8. Delete the original version of the document. (The document without the “R” in front of the EmplID.)
9. Click **Yes** in the **Delete Items** dialog box.



10. Locate and open the redacted document in your QA workflow. (The document with the “R” in front of the EmplID.)
11. Remove the “R” in front of the **EmplID**.
12. Save the edits and route on to the **Review Queue**.



Section 10: Troubleshooting Information

KnowledgeBase Documents

ImageNow Concepts: How it works

- <https://kb.wisc.edu/ecms/page.php?id=33110>

End User Training: Perceptive Content Fundamentals

- <https://kb.wisc.edu/ecms/page.php?id=33111>

Enterprise Content Management Service (ECMS) KnowledgeBase

- <https://kb.wisc.edu/ecms>

How to Get Support for Technical Issues

Scanner or Client Issues

- Contact your Local IT Support (e.g., DoIT DS, AIMS, Internal IT Support).

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ECMS / Imaging Service Issues

- Contact DoIT Helpdesk @ 608-264-4357 or
- E-mail @ imaging-support@lists.wiscnet.net.

Questions regarding internal process

- Contact your Divisional HR Manager.

Workforce Relations P-File Resources

- <http://www.ohr.wisc.edu/workforce/p-file.aspx>