

Document Imaging &

Management System

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Using this Manual

This guide contains instructions for all ES Imaging functions, including *searching, marking up* and *scanning* an image(s). Before using ES Imaging, review the following section, *"ES Imaging Anatomy and Features",* to help with navigation and keyboard shortcuts.

Designates a section

Designates a sub-section

ES Imaging Terms

Used for terms and notes which are specific to ES Imaging.

Quick Tips and Shortcuts

Used for alternate methods to perform the designated function.

ES Imaging Anatomy and Features

General Structure

ES Imaging uses a familiar tree structure and dual panels to provide an intuitive user interface and experience. Tabs and buttons are used to easily navigate from page to page.



Dual Adjustable Panels

Screen real estate is maximized by using side by side panels. This provides simultaneous viewing of the folder tree and images. Panel width can be adjusted to accommodate specific viewing needs. Both the left and right panel has multiple tabs to view various information and/or functions. Users may not be able to see all tabs depending upon the security setting.



Context-Specific Functions

When highlighting folders or files within the tree structure, the available functions are listed when right clicking. An alternative for Mac users, is to click on the ES icon in the lower left corner and select "Context" to access these functions. Alternatively, see the *"Keyboard Shortcuts"* section to determine function shortcuts. The functions that can be viewed are controlled by the *system administrator*.



Multiple Item Selection

To select consecutive items: Hold "Shift" and click on required items. To select non-consecutive items: Hold "Ctrl" and click on required items.



When selecting multiple items, the right portion of the screen will contain multiple tabs which are named with the selected items. This allows toggling back and forth from item to item. If changes are made to one of the items, a message is displayed prompting for saving or cancelling the changes.

Keyboard Shortcuts

Several functions have built-in keyboard shortcuts to eliminate extra keystrokes.



Keyboard Equivalents to Mouse

Both functions and navigation within ES Imaging are accessible using the keyboard instead of the mouse. The keyboard up, down, left, right arrows and tab key are used as follows:

- Pressing the keyboard up and down arrow keys navigates from one folder/file/image to another within the tree structure.
- Pressing the right arrow key on the tree structure expands the selected folder.
- Pressing the left arrow key on the tree structure collapses the selected folder.
- Pressing the tab key moves the focus from one area and/or button within ES Imaging. Use the keyboard spacebar to fire the highlighted buttons or focus the highlighted tab.

Logging In/Out



Resetting a Password









Other Settings/Options

Thumbnail Settings



ES Imaging Software Version



Left Navigation Tabs

One or more of the following tabs will be shown within ES Imaging, dependent upon the settings assigned by the *system administrator*. The main left navigation tabs are "*Search*", "*Capture*", "*Index*", "*Administer*" and "*Report*".

Search			
Search tab	ES Imaging Client Search Capture Index Administer Report Search Capture Index Administer Report Browse Workflow Search Results Client Participation Development Development	Browse, Workflow and Se Results tabs (explained in sections)	earch n later
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For more information about the Administer and/or Report tabs, see the Administration Guide.

Right Navigation Tabs

One or more of the following tabs will be shown within ES Imaging, dependent upon the settings assigned by the *system administrator*. The main right navigation tabs are **"Viewer"**, **"Properties"** and **"Security"**.

Viewer ES Imaging Client Viewer tab + Search Capture Viewer Properties Security es_imaging_feature_list.... Everlast Software, LLC 📄 📋 🎪 - 🌍 🏠 - 🖓 I - 2 / 7 💿 🖲 81.6% - 🔜 🚱 Find Elient Participation > Development 盾 Everlast Software, LLC Capture Queue Feature List ▶ 🗐 In Progress 66 Office Documents **Table of Contents** V Products Tes Imaging ▶ 🧰 Defects Search/Browse Features **v** Documentation Architecture Index Features..... ▶ 🧰 Obsolete Capture Features..... ▶ Cther Image Markup Features V System ▶ 🎁 - Admin Guide Security Features..... 🔻 🛅 - ES Imaging Feature List Workflow Features..... es_imaging_feature_list.docx es_imaging_feature_list.pdf Event/Trigger Features..... Imaging Concepts Other Features Fight - Introducing ES Imaging



Properties	
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Viewer Properties Properties tab	Only designated
- Quick Start Gui	users are able to
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Last Update Time 2012-04-22 10:12:55.023	
Folder Type Documentation	
Parent System	
Keywords	
Date	
Document Descrip Quick Start Guide	
View and change	
System Keywords	
Capture Queue properties of	
highlighted item(s)	
Security	



Browsing for Images/Files

When browsing after importing or capturing files, it is important to refresh the tree, to observe the latest changes. This can be accomplished by right clicking a folder and selecting "*Refresh*" (or use the shortcut, '*Ctrl* + R').



Viewing Workflow Items

Depending on the business needs of an organization, workflow queues might be established for those involved with reviewing and approving certain documents/files. The workflow queues can be thought of as an electronic "inbox". Keywords will be associated to workflow items (by the *system administrator*) to manage reviews and approvals. Once an action is taken (such as a status change) within a workflow queue, the item will be automatically sent to the next person for review/approval (the workflow sequence is established by the *system administrator*). For exceptions to the review/approval process sequence, see "Move Workflow Item".



When a folder is indexed into ES Imaging and subsequently sent through a workflow queue, a shortcut symbol is displayed prior to the name (shown below).

Other items that are considered supporting documentation can be imported during the workflow process. However, it is important to note that *if these documents are imported into the workflow item, they will not be retained permanently*. When the workflow item is completed, the supporting document will disappear as it is considered a temporary document.



Searching for Images/Files/Folders

Using Quick Search

Capture Index Administer Report

last Software, LLC Capture Queue

Client Participation

Use the *quick search*, when a **portion of the image**, file or folder name is known. Only exact matches of the entered text will be returned, however it can be a portion of the file or folder name. In other words, if "imaging" is entered in the below example, the "ES Imaging Market pamphlet" folder will be returned, along with any other files/folders containing the string "imaging".

"Search New Tab" allows for toggling between search results

To search on *keywords* (attached during indexing) associated to an image, file or folder, see the "Advanced Search Basics" and "Using Advanced Search" sections.

- Enter word or phrase to search on
- Press either the magnifying glass icon (places results in search results tab) or the magnifying glass/folder icon (places results in a newly created tab which is useful to view multiple results simultaneously)

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- Image, file or folder names that meet the search criteria will be placed in the Search Results tab which is renamed after the search criteria
- Expand the folder until needed image is displayed within the viewer tab (right panel)

Search	Capture Index Administer Report
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	ES Imaging Marketing Pamplet
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v	ES Imaging
	▼ 🚞 Documentation
	v 🔤 System
	Imaging Feature List
	Imaging Concepts
	▶ 🗐 - Introducing ES Imaging

Advanced Search

Advanced Search Basics

The *advanced search* feature provides searching for criteria within all files or folders. The advanced search allows for multiple complex search criteria as well as allowing the search to be saved (see the *"Saving a Custom Search"* and *"Accessing a Custom Search"* sections). Additionally, multiple search results can be viewed simultaneously by using the *"Search New Tab"* button.

The following criteria can be used for searching:

- keywords (metadata assigned to a folder during indexing)
- text within documents that have full-text search setting (see "Capturing Document Images into ES Imaging" and "Full-Text Search" sections)
- text within notes on an image (see "Typing Notes" and "Searching Posted Note Content" sections)
- *system keywords* (for instance, "capture queue", "create date/time", "checked out by", "parent name", "encrypted").

When using the advanced search, an *object type*, *field*, *operator and value* are all needed to perform the search. Additionally, when multiple criteria are needed a *conjunction* is needed as well. In order to better understand the advanced search, the below shows the criteria in sentence form:

Search all folders (object type) where status (field) is = (operator) to pending (value) or (conjunction) status (field) is = (operator) to created (value).

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Object Type – whether to search within a file or folder

• system administrator can select from more than files or folders

Field – what conditions or criteria is used for the search

- keywords used to index folders (documents)
- *system keywords*, such as:
 - "text" (locate text in documents that have been through OCR processing)
 - "encrypted" (locate files that have/haven't been encrypted)
 - "create date/time" (to search for a file/folder name created on/before/after the date provided)
 - "parent" (locate files/folders within a specific parent's folder, used in combination with other criteria)
 - "hierarchy parent" (locate files/folders within a specific parent's folder, regardless of how many levels deep, used in combination with other criteria)

Operator – how to evaluate the field being searched

- "=", "not =", "like", "not like", "begins with", "ends with", ">", "<"
 - "=" or "not =" (use only when a match of the entire contents should be evaluated)
 - "like" or "not like" (searches for any *field/attribute* value that contains/doesn't contain the supplied search value)
 - o "begins with" (searches for any field/attribute value that starts with the supplied value)
 - o "ends with" (searches for any field/attribute value that ends with the supplied value)
 - ">", "<" (evaluates whether *field/attribute* is either greater or less than the supplied value)
- Always use "like" when *field/attribute* is "text" (OCR)
- "like" or "not like" recommended for most searches
- ">", "<" should be used for dates and integer fields/attributes, unless exact match is needed

Value – what is the field/attribute being evaluated/compared against

- enter the string that is being searched for (for example, enter "smith", "01/01/10", "urgent")
- system tags, such as %empty% (blank content), %date% (current date) see system administrator for a comprehensive list of system tags

Conjunction – needed if searching is based on more than one evaluation

- "And" (both conditions must be true to return the object in the search results)
- "Or" (either condition must be true to return the object in the search results)
- An unlimited number of evaluations can be added for precise searching



Full-Text Search

In order for entire contents of an image to be searched, the *system administrator* must establish the folder with OCR Queue set to "true" when an image is captured and indexed (see "Capturing **Document Images into ES Imaging**" section). If images are consistently clear, the full-text search will enable accurate searching across all documents that have been through OCR processing.



Searching Posted Note Content

Sometimes images require a "posted note" to communicate or comment on a file/image. ES Imaging provides a feature to search for a specific word within all "posted notes".



Special Advanced Search Techniques

There may be instances where folders need to be searched for a specific name or word. Use the "Parent Name" and "Hierarchy Parent Name" to accomplish this search. When selecting the "Parent Name" this returns children directly within the parent selected. If the "Hierarchy Parent Name" is selected it returns all subordinate children, whether within the first level or a lower level (another alternative, is the browse to the parent folder, right click and select "Search Inside", which will lock in the parent folder within the search – see "Searching Inside").



To locate encrypted files, the following search should be used either alone (to search across entire domain) or in combination with additional search criteria (such as a parent) to limit the results.



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Searching Inside







Search Shortcuts

Saving a Shortcut to a Saved Search

A shortcut for a saved advanced search can be created and placed on the desktop or any local or network accessible storage device. This enables you a direct link to the search results. See "Changing or Cloning a Saved Custom Search" (existing search) or "Using Advanced Search" (new search).

ES Imaging Guides
Object Type: FILE V Field: Name V
Operator: like value: es Conjunction:
While setting up a new or editing an existing Advanced Search, select "Save Shortcut"
Search Search New Tab Cancel Save Search Provide a descriptive name for the search: ES Imaging Guides Adjust the descriptive name as needed and select "Save" Save Cancel Cancel Cancel

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Shortcut 1.83 KB	Adobe Reader XI Shortcut		
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Success The search shortcut was successfully saved. OK			
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Viewing Images/Files

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Scrolling the Images

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Adjusting View Panel Size

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Viewing Notes Posted on Images/Files



Viewing Files within the External Viewer

Some files are proprietary and can only be viewed within certain software. ES Imaging provides for opening these files in an external window (outside of ES Imaging) to accommodate this need. This feature works inconsistently based upon the browser used (Internet Explorer, Chrome, Firefox, etc). For best results, use this feature from the ES Imaging Air application (client version) instead of the browser-based version.



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Marking Up Images/Files

Using Image Markup Tools

All *image markup* tools are available within the *viewer panel* by using two different options. Simply right click on the image and the markup tools are shown. There is also a *"Context Menu"* icon which provides a right-click alternative for Mac users.



To retain Image Markups, the image markups must be saved before navigating elsewhere.



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Highlighting Information

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Notes

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Overlays

Adding a Text Overlay

A text overlay can be used to add textual content to a file/image. This addition can also be saved as a permanent part of the image/file, by using the **"Save Flattened Image"** function.

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	Note changes will be lost if "Save Markups" is not selected.
Accessing Document	nu or right click on t "Text Overlay" n of the image where
LINGX June 1, 2012 the text is to be plac corner of text area) Type the text to be a and click "OK"	ed (upper left
 If adjustments needed and alter the x and y Select "Save Markup Menu (or by right cliption) 	ed, click on the text coordinates os" from the Context cking on the image)
X: 555 Y: 203 Ok Cancel	



Option 2 (using copy/paste with an image from within ES Imaging)



Viewer Proper

Using Special Effect Tools

Search Index Administer Report

- Click on Context Menu or right click on image and select "Fan" or "Blotter"
- Left click in the area to begin the special effect
- Continue to depress the left mouse button, while dragging the cursor to the complete the effect
- Select "Save Markups" from the Context Menu (or by right clicking on the image)

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Clearing Markups







Saving a Flattened Image

In order to make image markups a permanent part of the image, the "**Save Flattened Image**" function must be used. When exporting an image outside of ES Imaging, these markups can be viewed after using this function. Please note that all image markups except "Posted Note" can be flattened into an image.



Image/File Management





Cutting/Pasting









Importing Directly





Exporting

To save a file/image to either a local or network location with the folder hierarchy within ES Imaging, the *"Export"* function can be used. If the folder hierarchy is not needed, see *"Save As"*.



Save As

To save a file/image to either a local or network location *without the folder hierarchy* within ES Imaging, the *"Save As"* function can be used. See *"Export"* if the folder hierarchy is necessary.





Save Shortcut

To create a direct link to a file or image from a local (for instance, the desktop) or network location, the "Save Shortcut" function can be used.



Moving Workflow Items

From time to time, an item in the workflow will not follow the normal process established by the *system administrator*. For instance, an extra review/approval step is required due to an unusual circumstance. In order to provide for this exception, the *"Move Workflow Item"* can be utilized to send the item to a pre-defined workflow queue that is outside of the normal approval sequence. This can be used in conjunction with *"Assign Check Out"*, if needed.



Check In/Out

Check Out

This feature can be used to ensure others do not edit properties while changes are in process, which prevents changes being inadvertently overlaid. However, the check out still allows others to view the file/folder (if authorized).





Check In



Checked Out By	



Assign Check Out

With appropriate permissions, a file/folder can be checked out to another user. This might be useful if the file/folder was checked out, but not currently available (for instance, employee is out sick or on vacation).



Document History (Audit Trail)

Enable History

This option provides an audit trail of changes made to the keywords which is specifically helpful during workflow approvals. Additionally, property changes to a folder are also tracked with this feature. By setting the *"Enable History"* option, changes made to keywords can be viewed within the *"View History"* option (shown below).







Disable History



Encryption of Files/Images

Encrypting

The only way to protect confidential information under every circumstance is the *"Encrypt"* feature. This feature allows the user to assign a password to an image(s). Use extreme caution when assigning and entering the password, since the image is not retrievable if the password is forgotten. *Please note that only files can be encrypted and this feature will not work for folders.*

Encryption can also be done when scanning into ES Imaging to ensure an extra level of security (see "Scanning Documents").



An image that has been encrypted cannot be viewed without entering the appropriate password. *However, if the same password is used for encrypted images, the password only needs to be provided one time per ES Imaging session.* Providing a password to view an image is temporary and is different from the "Decrypt" function, which permanently removes encryption.

Decrypting

Decrypting an image **permanently** removes the password protection of the image. It is basically an "undo" of encryption and a password will no longer be required to view the image.



Versioning

Creating New Version (via Launch with External Viewer)

When images and files require updates, sometimes it is necessary to retain the previous state of the image/file. The *"Create New Version"* provides this functionality. There are two methods to create a new version of an image/image as shown below.

The **First** Method to Create a New Version (updating a file via ES Imaging *"Launch With External Viewer"*)



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Create a New Version (via Importing Existing File from network location)

The **Second** Method to Create a New Version (updating a file via ES Imaging *"Importing Existing File from Network Location"*)



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Replacing Selected Version (via Launch with External Viewer)

If it is not necessary to retain the previous state of the document/image, this feature can be used. Just like "Creating a New Version", there are two methods to creating a new version of a document/image as previously shown. The process is the similar for replacing a new version of a file as shown below.

The **First** Method to Replacing a Selected Version (updating a file via ES Imaging *"Launch With External Viewer"*)


Replacing a Selected Version (via Importing Existing File from network location)

The **Second** Method to Replacing a Selected Version (updating a file via ES Imaging *"Importing Existing File from network location"*).



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Deleting a Previous Version



Viewing Properties



Download with Web Browser

This function can be used for a variety of purposes, dependent upon the browser's ability to support various file types. One use might be to locate the sound file, right click and select "*Download with Web Browser*".

Stream Launch with External Viewer

The "Stream Launch with External Viewer" function can be used to play sound or video files, such as .mp3 or .wmv files (a media player with streaming capabilities must be installed on the client machine to utilize this function). The sound or video file begins playing before the file is fully downloaded (preventing a delay in response). Simply, locate the sound or video file, right click and select "Stream Launch with External Viewer". See "Download with Web Browser" for a possible alternative method.

Refreshing



Scanning and Importing

Capturing Document Images into ES Imaging

ES Imaging software supports a variety of ways to load document images that require indexing. Capturing a document can be achieved with three different methods;

- 1) Scanning an image (see "Scanning Documents")
- 2) Mass import (see "Automatic Import of Electronic Files")
- Individual document import (see "Importing Electronic Files" and "Enhanced Importing Electronic Files")

Some document images require the ability to search on every word within the image. This functionality is known as full-text searching. The administrator will set this functionality (with OCR queue set to true) when creating the folder. Upon scanning/indexing any document or importing pdf documents, images that are indexed or placed within a folder set appropriately by the administrator, will automatically have the entire contents searchable (see *"Full-Text Search"*).

The following sections describe the necessary steps to accomplish all of the above methods.

Scanning Documents

Search Capture Index Administer Report	Viewer Properties Security
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Enhanced Importing Electronic Files using the ES Image Capture Application

(Windows operating system only - Not available for Mac and Linux users)















Removing Documents/Files from Capture Queue



Indexing

Using Keywords to Index Documents

In order to fully utilize the ES Imaging search features, *keywords* must be associated to documents. This provides for searching for a document with a variety of search criteria. The *system administrator* establishes the *keywords* necessary for each type of document based on the business needs. The *keywords* needed are determined by the *document folder type* selected.

Some document folders are established by the *system administrator* with Optical Character Recognition (OCR), which allows full-text searching (see *"Full-Text Search"*). However, if the image quality is poor (such as handwritten documents) or a non-typical font is used, it is crucial to ensure that key text within the image is searchable. The contents of the "text" area can be corrected as needed (see *"Correcting OCR Document Text"*).

ES Imaging has built in efficiencies for indexing, such as:

- Searching/recalling previous document *keyword values*, so that these are not repeatedly entered
- Sharing keywords across several folder hierarchies (set up by the system administrator)
- Drop down lists of previously entered *keyword values* are also available during indexing
- Multiple documents (batch indexing) can be indexed all at once

The following sections describe the necessary steps to index a document(s).



Existing Document Folder/Index

To eliminate redundant entry of *keywords* during indexing, ES Imaging allows for selecting a previous index (within the same folder path) and automatically extracts the associated *keywords*. This not only saves time, but it increases the accuracy of *keyword* values. Please see "*Existing Document Folder/Index (within alternate folder path)*" which covers another scenario.





Existing Document Folder/Index (within alternate folder path)

When the folder does not already exist for the selected index, but it does exist elsewhere, the ability to share keywords is available (if the *system administrator* has enabled this feature). This might be the case when there are clients located within several paths, for instance, Accounts Payable and a Clients folder. A keyword associated to a client might be the work phone. In order to maintain this in one place and prevent updating these keywords, the shared keywords should be used.



The following steps show how to ensure both "Organization" and "Work Phone" (as well as any other associated keywords) can be shared when indexing.

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	down list
	Click the Magnifying Glass icon
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	Click "Save" to complete indexing
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Organization-> ATT	ATT folders
Work Phone-> 999-482-7712	Click "Save" to complete indexing
	• The document can now be searched (see
· · · · · · · · · · · · · · · · · · ·	"Using Advanced Search" section) using
	these keywords
	`

New Document Folder/Index

If the previous steps yield no results, then the *keywords* will need to be entered. Once entered and saved, this search criteria will be available for reuse by following the steps in *"Existing Document Folder/Index"*.



Batch Indexing

Another feature appropriate to reduce redundant entry of *keywords* during indexing is the **"Batch Indexing**" function. This saves time and increases the accuracy of *keyword* values for images/files with the same index values (or for a multi-page image).

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Correcting OCR Document Text

In order to rely on full-text searching, there are times when scanned text needs to be corrected. The below identifies how to do so.





Capturing Screen Shots and Printed Documents

Storing and Indexing Screen Shots and Printed Documents

Certain business needs might benefit from storing screen shots or report images within ES Imaging. For instance, for Help Desk functions, the development of a knowledge base is extremely helpful to document support issues and resolutions. Screen shots can be captured and documented with keywords. Just like *scanned* or *imported* documents, these images can be *indexed* with *keywords* for searching at a later time.

For reports that are currently generated from other software products, it might be helpful to retain an image of the report to later easily recall using ES Imaging search functionality.

The following section describes the necessary steps to capture screen shots or route reports into an ES Imaging *capture queue* and *document folder type*. It requires the ES Image Printer Driver Clipboard Monitor to be installed.







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Pag

Routing Printed Document





