

University of Minnesota Enterprise Financial System

ImageNow FAQs

Updated 10-7-08

1. How do I get access to ImageNow?
Solution: If you are a financial user and have access to FSUMPRD, you are automatically granted access to view documents in ImageNow. If you perform cluster duties such as Voucher/Journal Preparer, you will be granted additional access to see documents in the cluster imaging workflow queue.
2. What is my ImageNow password?
Solution: Your ImageNow password is neither the internet password nor MKey. You should have received the password either via campus mail or contacted by Data Security by phone. Call 1-HELP if you have not received the password/misplaced it.
3. ImageNow: I can only see Help icon OR
WebNow: I get an error message when I log in to WebNow saying "Your user account does not have search privilege or access to any workflow queues. Please contact your ImageNow administrator for these privileges."
Solution: Your account was created but has not been granted the proper access in ImageNow. If you just received your ImageNow password, please try again in a couple of days. There is a script that grants user the proper access in ImageNow based on their PeopleSoft role.
4. What is WebNow? Do I need WebNow or ImageNow?
Solution: WebNow is simply a web interface of ImageNow. It doesn't require any software installation on the user machine. Departmental users/inquiry users and approvers are recommended to use WebNow. Voucher and Journal Preparers are required to have ImageNow client installed on their desktop.
5. How do I login to WebNow?
Solution: <https://imagenow.umn.edu/webnow/>. Browsers compatible with WebNow are Internet Explorer, Firefox, and Safari. Be sure to bookmark the site so you can return to it easily.
6. When I try to login to WebNow, I get a message "Hey, it worked.
The SSL/TLS-aware Apache web server was successfully installed on this website."
Solution: Incorrect URL was printed on the letter that Data Security sent along with your password. Please see section "How do I login to WebNow"
7. I get a "No Internet Explorer page match found" when I tried to link.
Solution: Make sure you're using IE with PeopleSoft. Version 6 and 7 are compatible with ImageNow.
8. I get an "Error in get keys. Couldn't find a template to match the data screen" message when I tried to link even though I use Internet Explorer.
Solution: Linking through multiple tabs should work in ImageNow. If this happens, open the Voucher page on a new browser window and try to link again.
9. How do I delete a document in ImageNow?
 - A. If document has been linked and routed to completion.
Solution: Users cannot delete document. Contact Leslie Koidahl (koida001@umn.edu) at Disbursement Services to request document to be deleted from ImageNow.
 - B. If document is in workflow
Solution: Route the document forward then choose F AP Voucher Delete or F GL Journal Delete.

10. How can I find user guides or training on ImageNow?

Solution: Please visit <http://www.finsys.umn.edu/imaging/imagingoptions.html#training> to download user guides and view online tutorials.

11. When I try to search, I can only see the option to search by "Drawer, Folder, Tab, F3, F4, F5" OR my headings say "Drawer, Folder, Tab, F3, F4, F5" - what do those mean?

Solution: These are the default names used to identify document keys in ImageNow. Users are recommended to change this default setting so they can easily identify search criteria and result.

ImageNow:

- 1) Open ImageNow Explorer > File > Options > Column Headings
- 2) Choose an applet from drop down menu then click Apply.

Note: User can also choose the Default Applet. If this option is chosen, the correct Applet must be chosen prior to doing a search in ImageNow.

WebNow:

- 1) Go to Options > General tab then choose your Applet

12. How do I fix the document keys if I linked it to the wrong voucher?

Solution: Voucher Specialists have the privilege to modify the keys in ImageNow.

- 1) Search the document to be fixed.
- 2) When you open the document, keys are modifiable so you can modify the Voucher ID. (If Properties tab is not shown, press F7)
- 3) Click File > Save or click on the Save icon (floppy disk icon).

13. Can I make a copy of a Voucher supporting document and link it to a different voucher?

Solution: Yes you can, voucher supporting document can be copied and linked to another voucher.

- 1) Search the document to be copied.
- 2) File > Copy Document
- 3) Update the document keys or select F AP Voucher dropdown menu to link it to a new voucher. (Be sure to have Voucher entry page open in PS).
- 4) Update Voucher Origin key, if the Origin ID has changed.
- 5) Update the Document Type to UMN01 or UMNIS.
- 6) Click OK

14. I see a document in my queue that says "Sent back. Invalid Drawer - Relink". What does this mean and how do I fix this?

Solution: Document that was not linked to a voucher but yet routed to completion will be returned back to the queue. To fix this, please re-link document with the associated voucher and route forward to completion.

15. I cannot open a document because it says that someone is working on it. Message: "The workflow item you selected is currently being processed by another user. Would you like to view the item in the preview mode?" I am positive that no one is working on this document. What do I do?

Solution: Check at the 'Last Event By' column to see who last worked on in. That user should be able to unlock the document by going to Workflow > Mark Item as Idle.

16. I accidentally routed a document to the F AP Voucher Delete queue. Can I retrieve it?

Solution: Yes you can. Please contact your ImageNow cluster support person or send an email to OIA-IMAGING@LISTS.UMN.EDU. Deleted documents are kept for 30 days before being destroyed.