



Document Management System User Guide



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INTRODUCTION

This guide is a brief overview of the NC Division of Water Quality's document management system called Laserfiche. This system hosts documents for viewing on a website that you may access with most popular Internet browsers. With the proper credentials, you may log in to the website and view the documents that you've been given permission to view. Though these sites have many features, we will only cover the basics necessary to view and navigate between different documents. This guide is purposely kept brief and simple. There are many additional features not documented they are not necessary to review documents.

REQUIREMENTS:

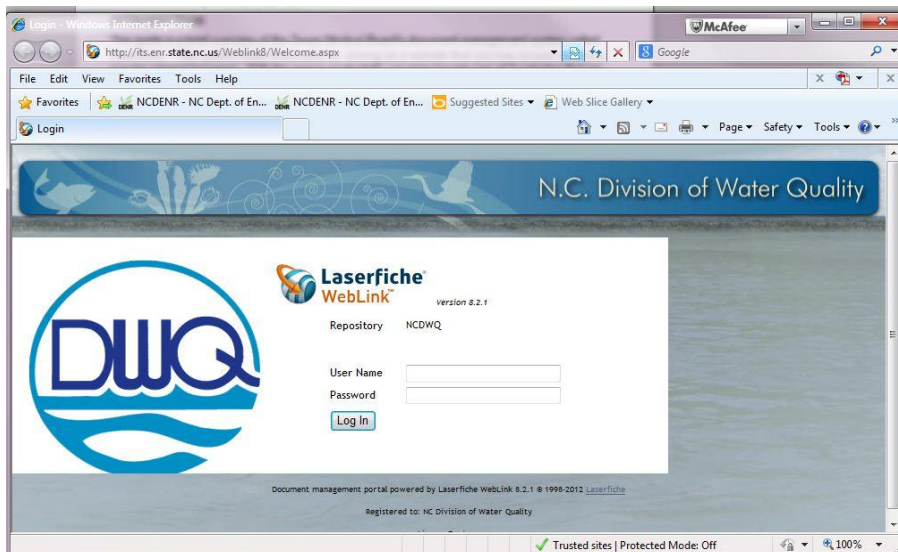
- User Name and Password issued by the NC Division of Water Quality
- Computer with broadband Internet access and an Internet browser.
- Adobe Acrobat Reader installed on your computer.
- Microsoft Office Professional installed on your computer.
- This guide assumes you are using Windows XP SP3 or Windows 7.

RECOMMENDED WEB BROWSER: Internet Explorer 6.0 or higher, or FireFox 2.0 or higher.

DWQ LASERFICHE WEBSITE: <http://its.enr.state.nc.us/Weblink8/Welcome.aspx>

CONNECTING TO THE WEBSITE

Connect to the Internet and type in the URL shown above to reach this web page:



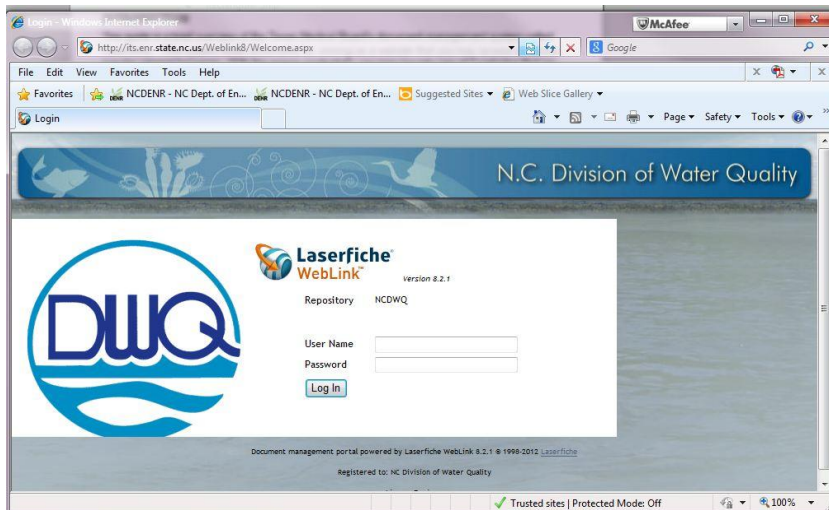
WEBLINK LOG IN

As a consultant in this case, click on **WEBLINK** option to proceed to the log in page.

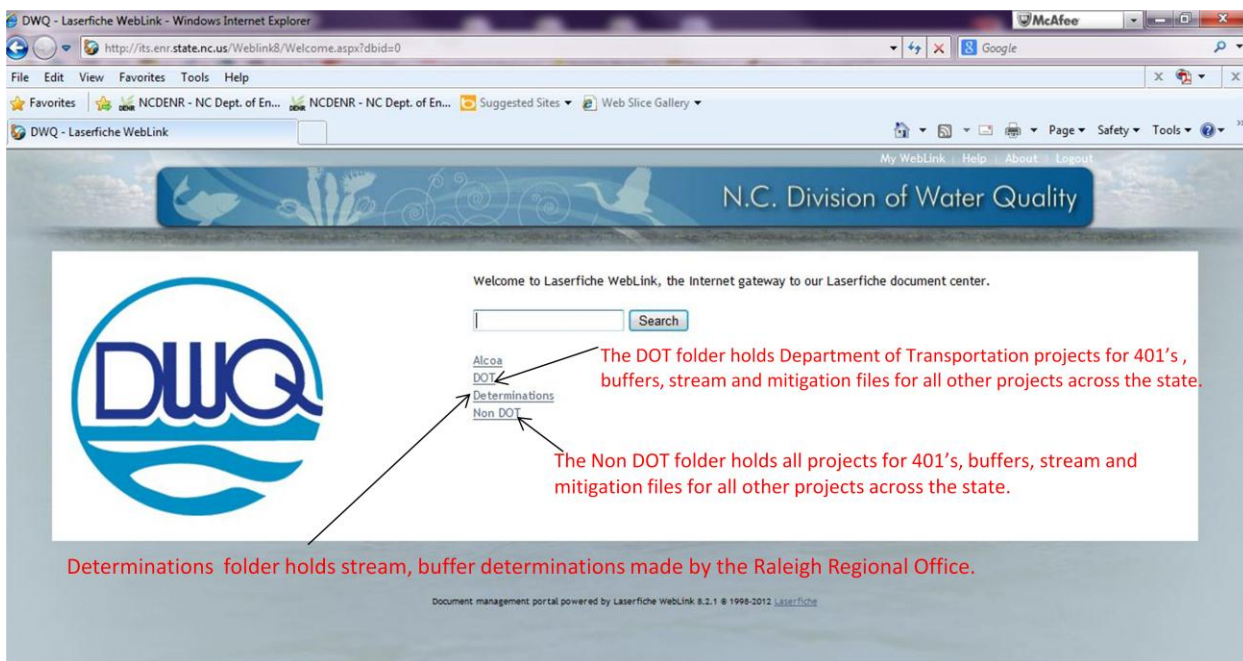
Enter your user name and password give below into the **USER NAME** field and your password into the **PASSWORD** field and click the **LOG IN** button to enter the website.

User Name: 401Guest

Password: password



Below shows you different types of projects stored in the repository.

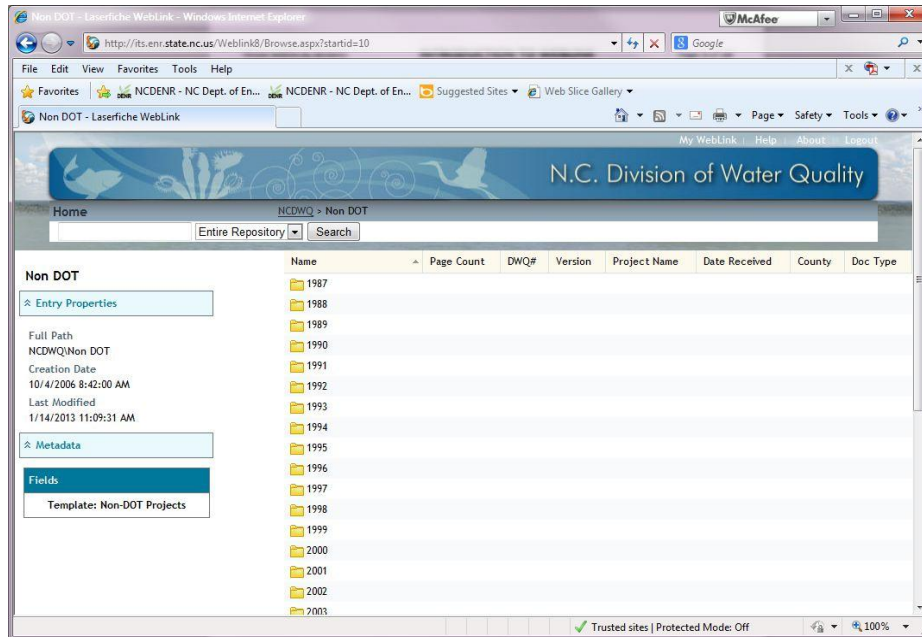


BROWSING

You will be presented with a similar screen below showing you the available folders (right pane) and metadata information about the root folder (left pane). The search field is at the top, and the log out option is at the top right.

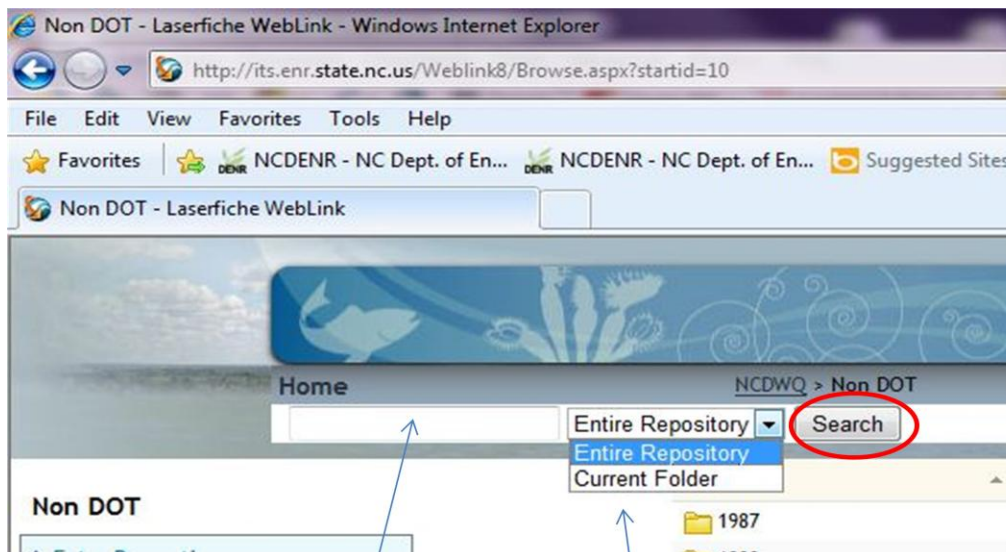
Laserfiche uses a folder system similar to Windows nesting documents inside the folders. You will have to navigate to the documents inside the folders.

To navigate the folders, double-click on a folder in the center of the window to open it and see what's inside it.



SEARCHING

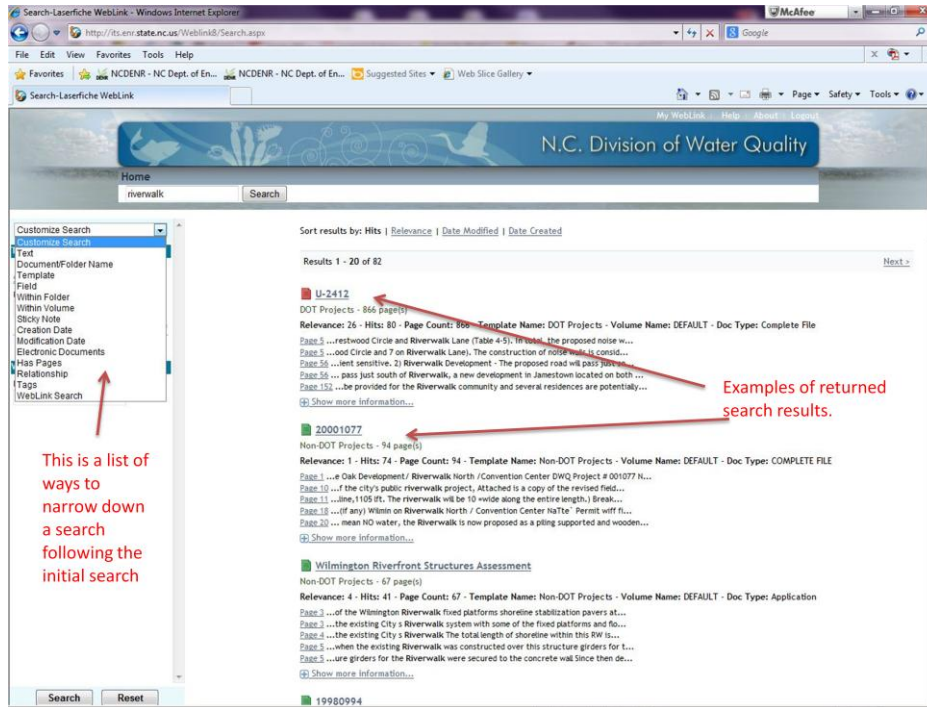
You can also look for documents using the search feature. To search for documents, click on the tab labeled “search” circled in the screen shot. A help file has been created to assist you in using this page. To access the help file click on the link and a separate window will appear.



Type in search request

This allows you to search the entire database or narrow your search to a folder

Search Phrase Matching Phrase: River walk



After you have performed a search, the results will be shown in the center window. The results will include the file name and how many hits it received. Hits are how many times your search criteria were found within the corresponding document. Clicking on the document name will display the document in the document viewing screen.

LASERFICHE FILE FORMATS

The types of files you will find in Laserfiche.

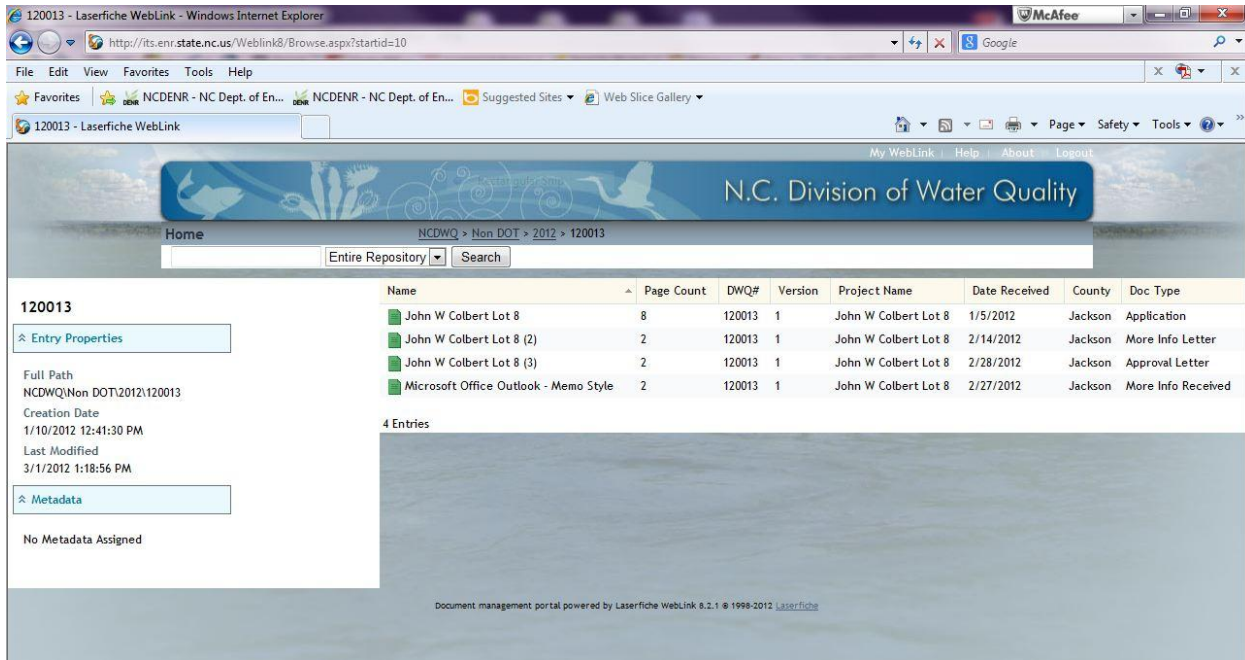
Inside the folder, you may see more folders or documents or nothing if the folder is empty. The documents are electronic files that are in the following format:

- **Laserfiche Documents .TIFF (image)** - a native image format readable on your computer for PC/Mac

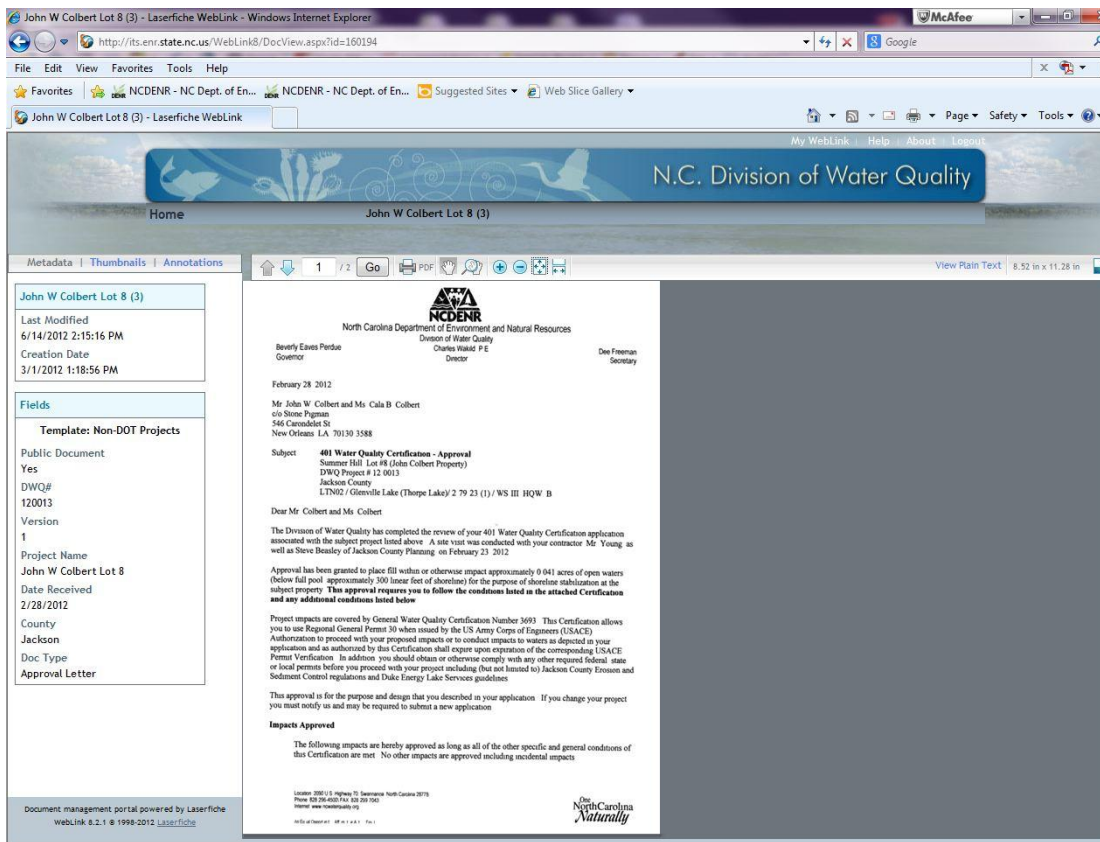
You will need the appropriate programs on your computer to read these documents. Otherwise when you click on the file to open it, your computer won't recognize the file and it won't open.

OPENING DOCUMENTS

Document icons reflect the program that created it. Native Laserfiche TIFF image documents have a generic page icon with no graphic on it. Any other document file is what is called an Electronic File. In that case, an external program created the document, and this program is also required to view that document. When an electronic file is opened within Laserfiche, it will launch the appropriate program on your computer's hard drive to display the document, so it may take a few seconds more to open it than a native Laserfiche document.

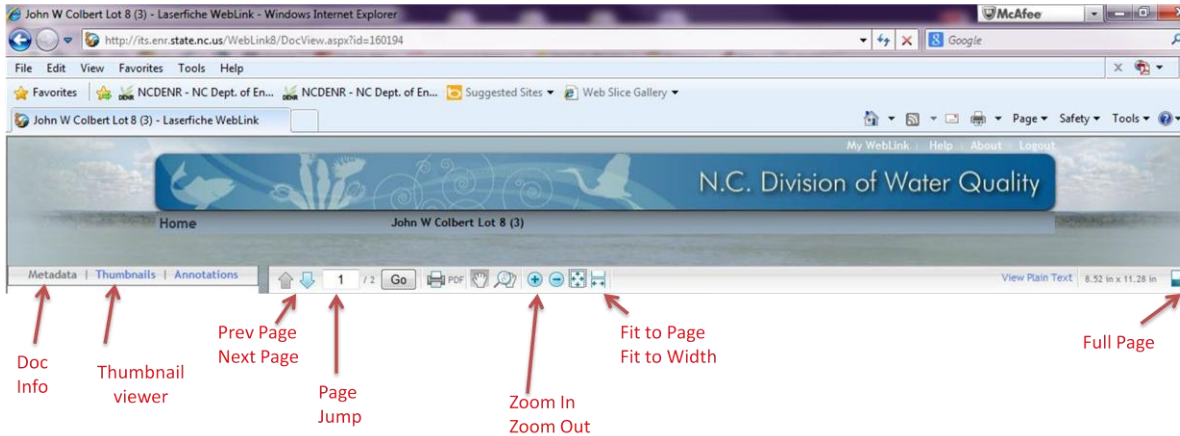


To open a document, double-click on a document icon and you will be presented the appropriate document page.



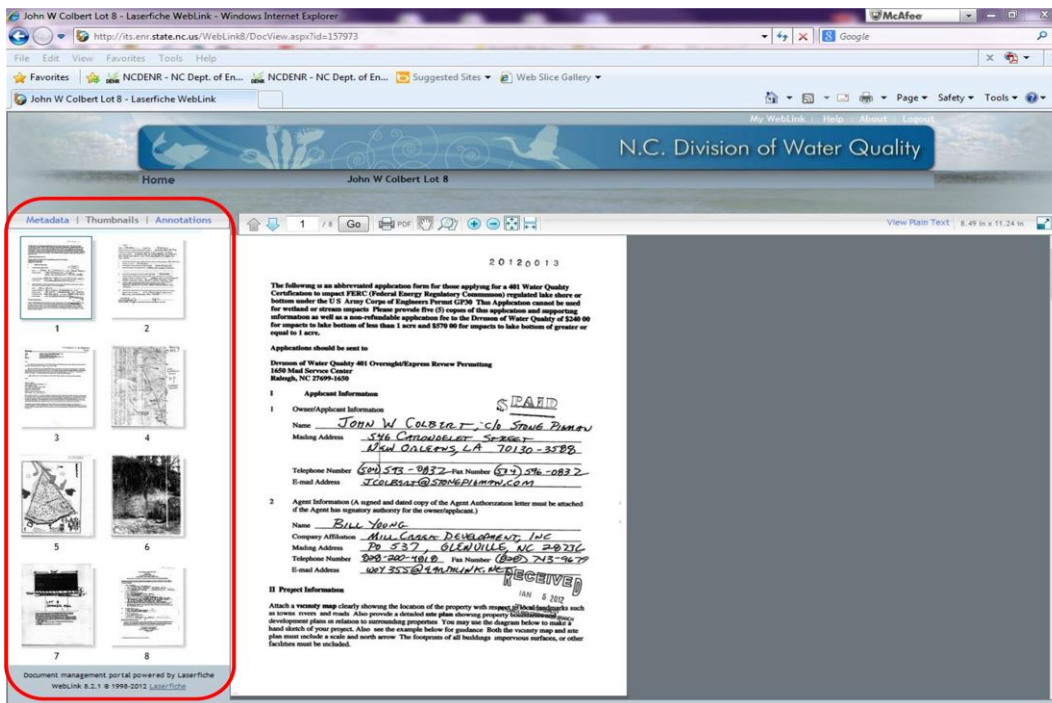
GETTING AROUND

Once again, the meta data information about the document is in the left window pane and the actual document is displayed in the right window pane.

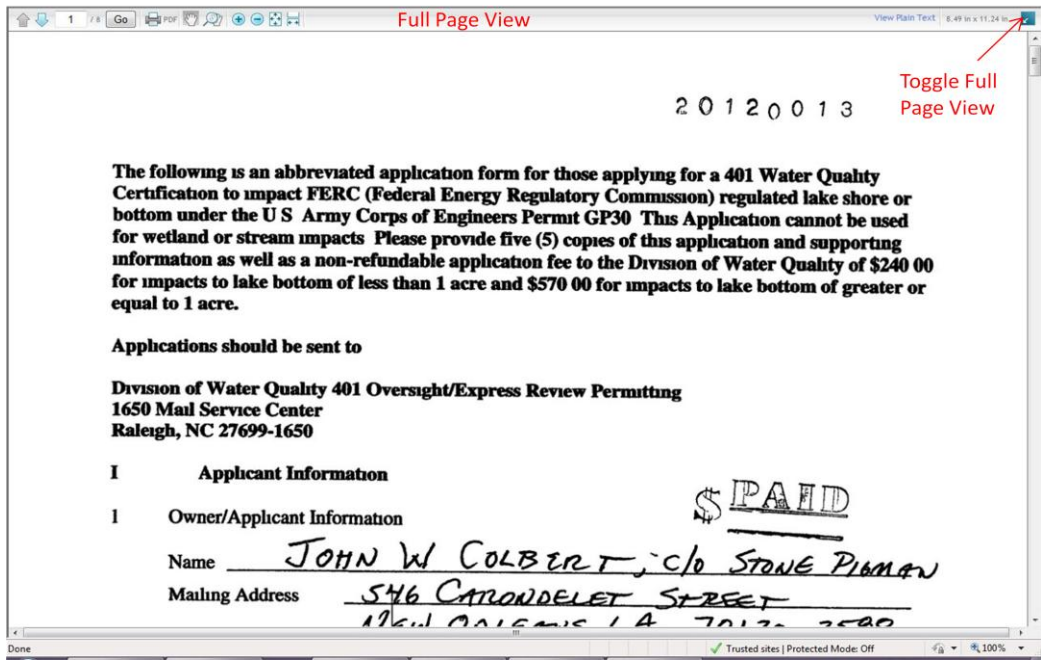


To navigate the page viewer you have the following features to help you read the document.

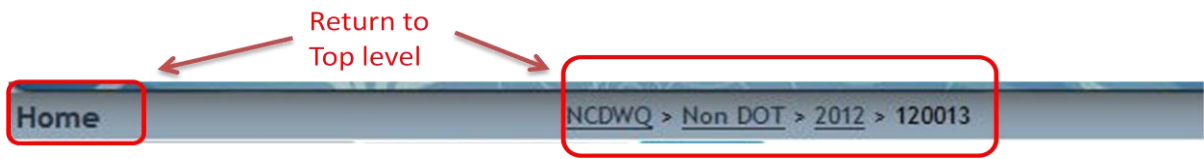
Thumbnail view allows you to navigate pages by clicking on the page icons to jump to different pages.



Full page view option uses the entire window to display the document making it easy to read.



To return to the parent folder and exit the document view, click on the DOCUMENT PATH or BROWSE button.



PRINTING IN WEBLINK

There are 2 ways to print within WebLink.

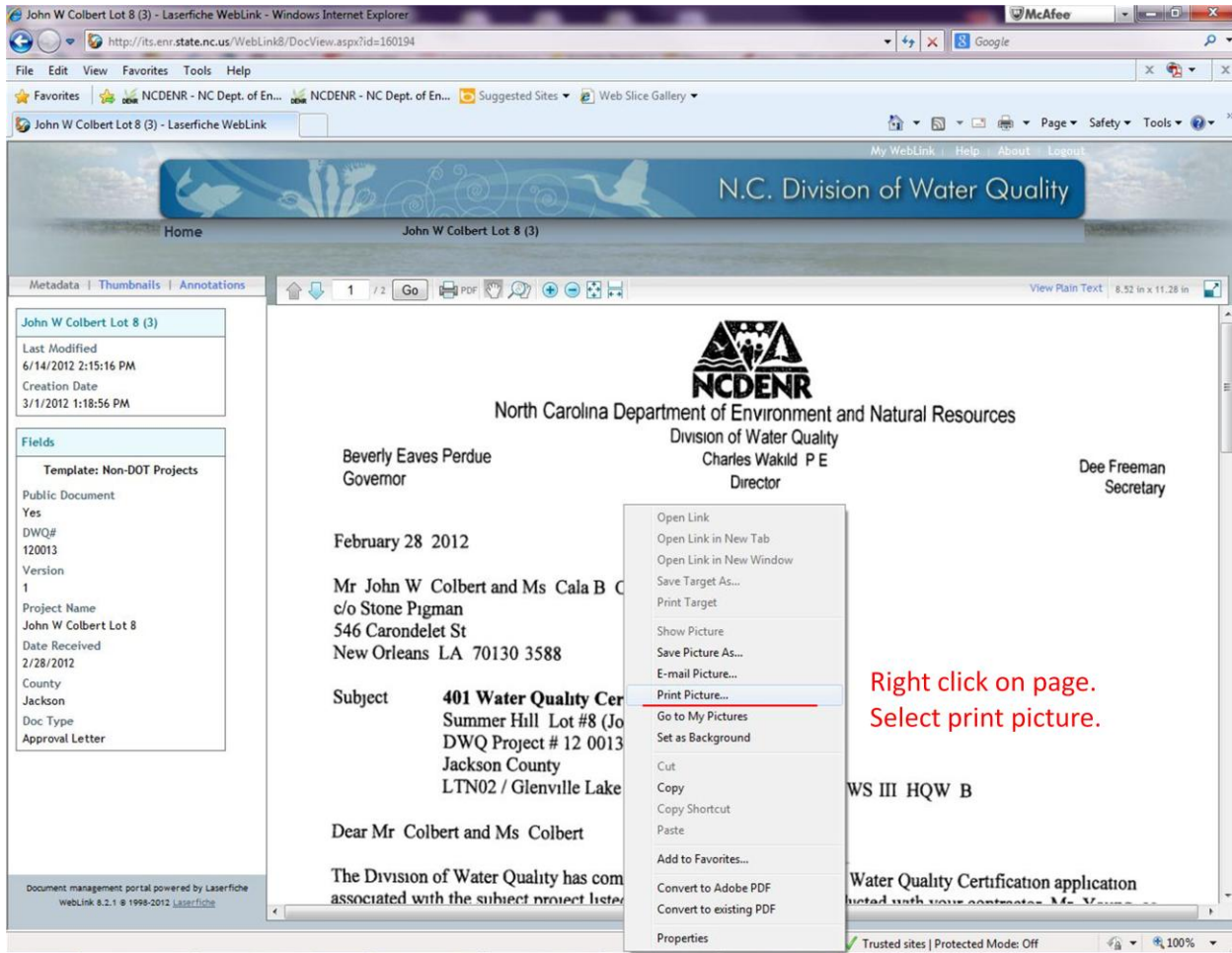
- Single Page Printing
- Download to PDF Printing

SINGLE PAGE PRINTING

Log in to the WebLink website and open the document you wish to print.

Right click on the image and select **PRINT PICTURE** to from the drop down menu.

NOTE: This will only print the page that is currently displayed. To print another page scroll the window down so that the document is in view, then select the **PRINT PICTURE** again.



NOTE: If you don't wish to print single pages, but an entire document, click on the **PRINT AS PDF** icon.

PRINT AS PDF ON WEBLINK

Log in to the Weblink website and open the document you wish to print.

In document view, look for the PDF icon in the menu bar immediately above the document.

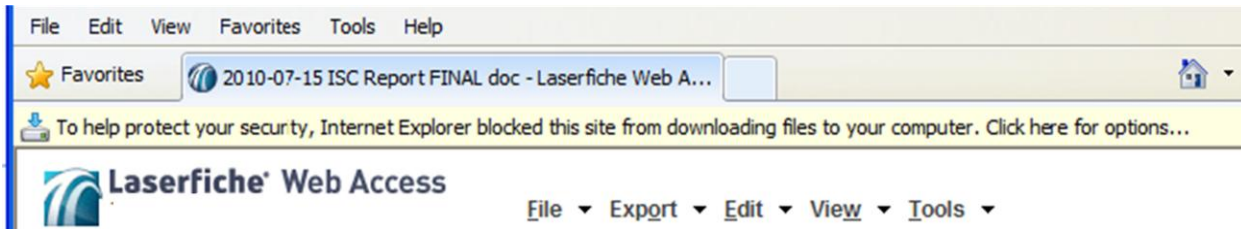


Press the **PDF** button to begin the download process.

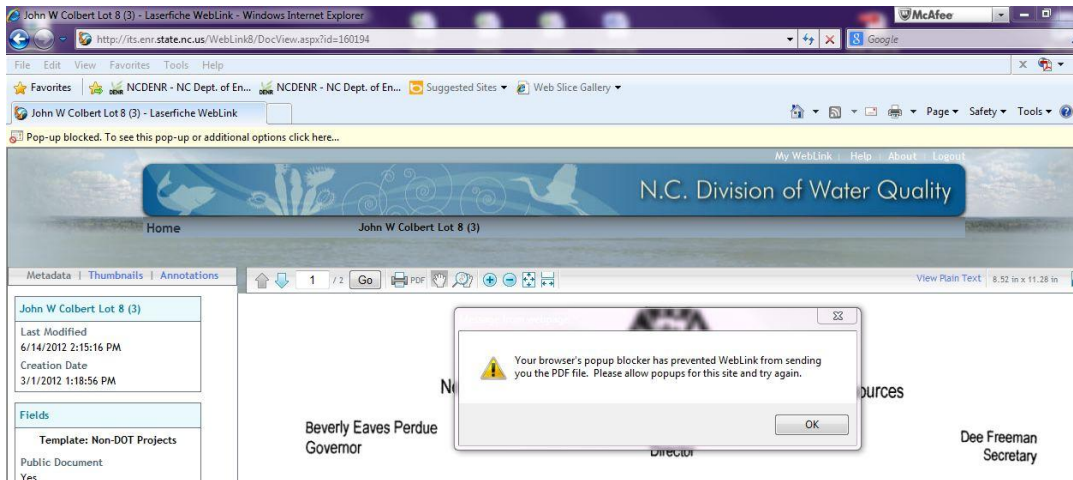
The document will start downloading to your computer as a PDF file.

NOTE: This may trigger your browser's security mechanism. Without your approval, the download will stop here and nothing else will happen.

Internet Explorer's security will show as a yellow banner as below.

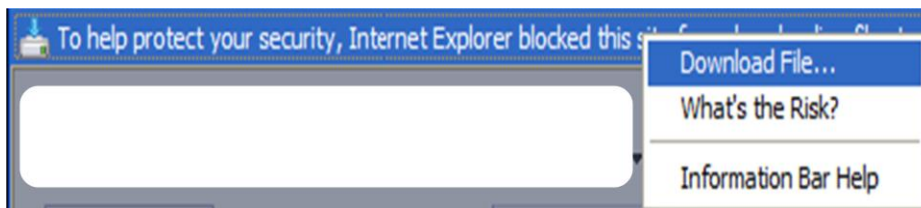


or

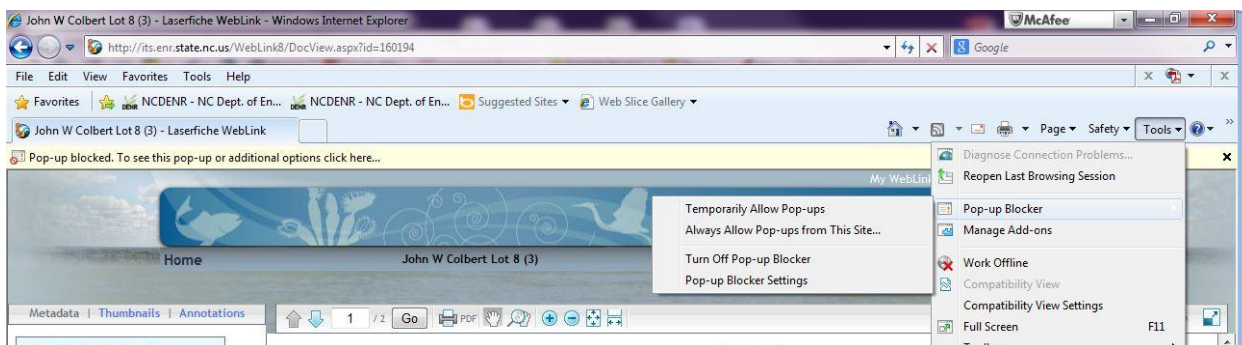


(Our FAQ section shows you how you can later disable it.)

To continue the download, click on the yellow banner and select **DOWNLOAD FILE** or **TEMPORARILY ALLOW POP-UPS**.

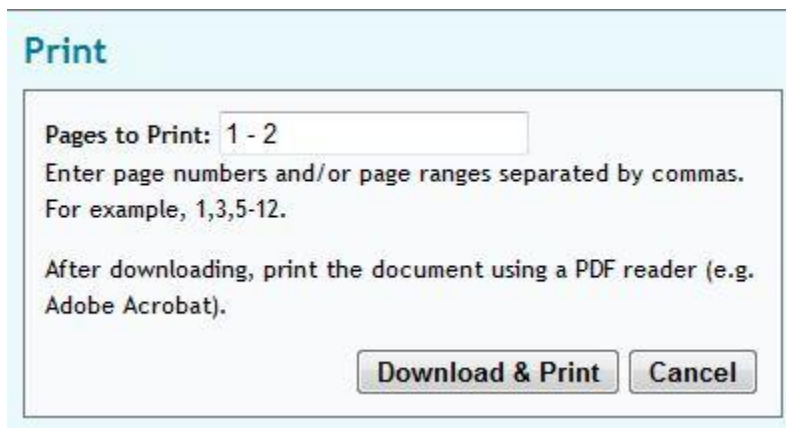


When using Windows 7 you may receive the error below.



Once the download continues, you will see the options to download all the pages or just a range.

Just press the EXPORT button after you set your page option, skip the document security.



The export will continue downloading all the requested pages into an Acrobat file.

This can take several minutes, so please be patient.

Once the download has completed, the document will now open in Adobe Acrobat and you can print any of the pages or save them.

That completes the printing process on WebLink.

BROWSER SECURITY PROMPTS

DOWNLOAD PROMPTS

Opening documents inside the Laserfiche website may cause the browser to prompt you every time you click on an electronic document in Laserfiche. This is a known issue with Microsoft's Internet Explorer and may also occur in other browsers. As the document is opened, it downloads to your computer so that the parent program will open it. Internet Explorer's default security will not allow documents to be downloaded without approval. It will prompt you every time you try to download and item with a yellow action banner across the top of the window stating:

"To help protect your security, IE blocked this site from downloading files to your computer."

Once you click **DOWNLOAD FILE**, the file will be downloaded to your computer, but it will not open without your interaction. You must select **OPEN** to display the document.

TRUSTED SITES PROMPT

If your security setting is set to normal or higher, you will be prompted each time you click on a link for permission to proceed. This security feature can be a major inconvenience if you are reviewing hundreds of documents, unless you add the site to a trusted list, or disable it.

The proper solution is to tell the security feature that this website is "trusted" and to disable all security alerts for this website, but continue to prompt the user for all other non-trusted websites.

ADDING TRUSTED SITES

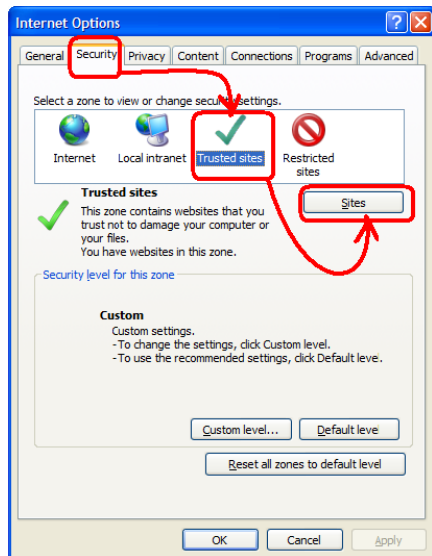
In your Internet Explorer browser window, select the **Tools** menu and then **Internet Options**. Once the **Internet Options** window opens, click the **SECURITY** tab at the top.



Inside the zones box, you will see 4 large icons.

Click the **TRUSTED SITES** icon with the green check mark.

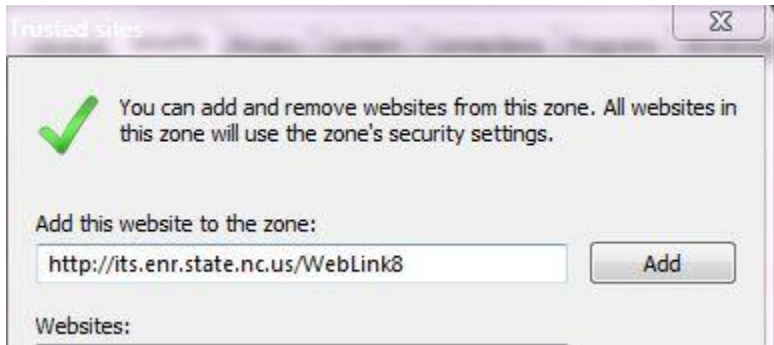
Once that icon is highlighted, press the **SITES** button below it.



Once you have navigated your way to the **TRUSTED SITES** window, you will see a field named: **“Add this website to the zone:”**

In this field type <http://its.enr.state.nc.us/WebLink8/> (the computer may have pre-populated the field for you).

Click the **ADD** button to add it to the known trusted websites field, then click the **CLOSE** button to exit.



Exiting the **TRUSTED SITES** window should place you back at the **INTERNET OPTIONS** window.

CONCLUSION

Hopefully, this guide provides you with enough basic knowledge to navigate the Laserfiche website and to allow you to review and print documents. The more you use the website, the more familiar you will become with the website.

For additional assistance you can contract Beverly Strickland at 919-807-6350 or by email at bev.strickland@ncdenr.gov.