USING ~~DOCUWARE~~DOCUWARE TO MANAGE WORKFORCE SOLUTIONS' FILES

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Version 1.0, 3/9/15

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1-800-735-2989 (TDD) 1-800-735-2988 (voice)

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Introduction

DocuWware is a web-based document management system that allows Workforce Solutions staff to transmit, share, store, and retrieve documents such as financial aid applications, eligibility documents, and tracking paperwork. Using DocuWare allows staff to assist customers in a timely and efficient manner. It also helps staff throughout the system communicate more effectively regarding customer records.

~~manage, track, update, and process the vast number of financial aid applications and tracking paperwork, regardless of format, for customers in a timely and efficient manner. Using Docuware allows all parts of the Workforce Solutions system to connect in an efficient manner.~~

Log onto ~~Docuware~~DocuWare

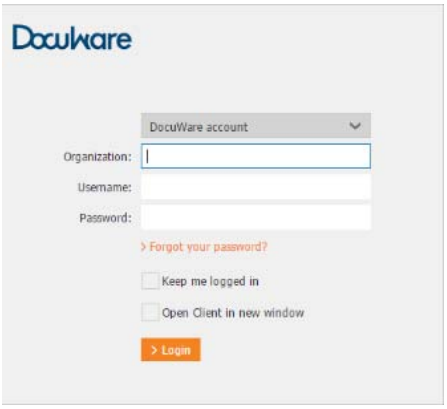
~~Docuware~~DocuWare functions best when using Google Chrome web browsers and will not function in a Linux or Mac browsers.

To log onto the ~~Docuware~~DocuWare system, enter https://~~Docuware~~DocuWare.wrksolutions.com in your web browser address bar. ~~*It's a good idea to save*~~*Save the address on your desktop or as a Ffavorite on your taskbar.*

~~1.~~ Leave Organization blank.

1. ~~Docuware functions best when using Google Chrome web browsers and will not function in a Linux or Mac browsers.~~
2. Enter your Username. *Usernames are not case sensitive.*
3. Enter your password. *Passwords are case sensitive.*~~-~~*.
4. Click Login.

~~*Leave Organization blank.*~~



*As a first time user select '>'Forgot your pPassword?' to change the setup password.

1. Enter your Username.

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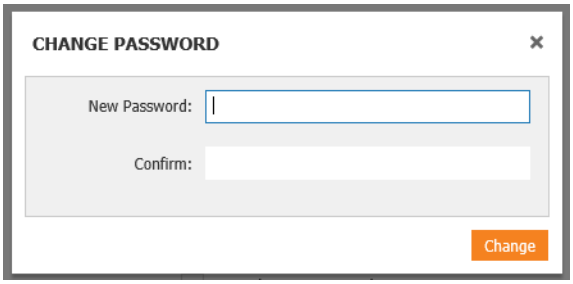
2. Click Send. ~~Docuware~~DocuWare will send an email link to your wrksolutions email address.
3. Click the link. You will be redirected to a Change Password page.



Your password must be at least six characters long and must contain at least one upper case letter, one lower case letter, and one number.

~~You will be reminded every 90 days to change your password.~~

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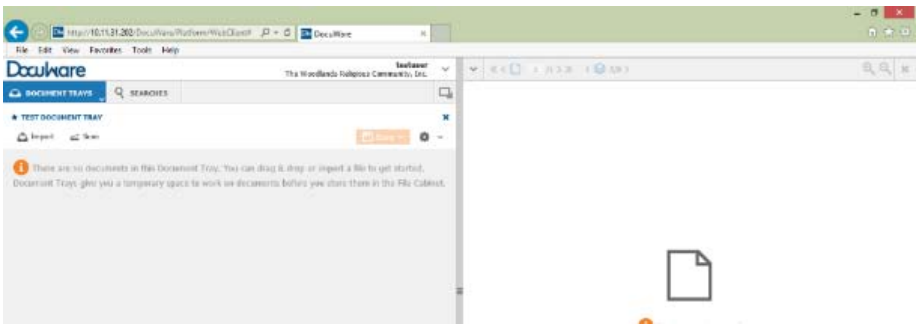

Your ~~Docuware~~DocuWare workspace displays. The workspace is unique based on the permissions assigned to you.

You can duplicate your Dashboard by clicking on the Show Split Pane icon at~~on~~ the top right of ~~your~~ the Dashboard.

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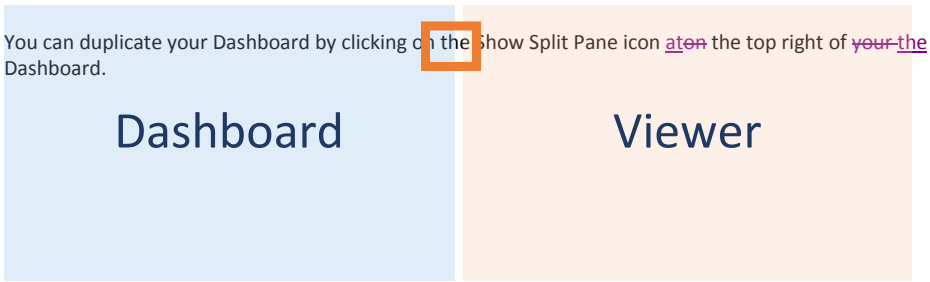
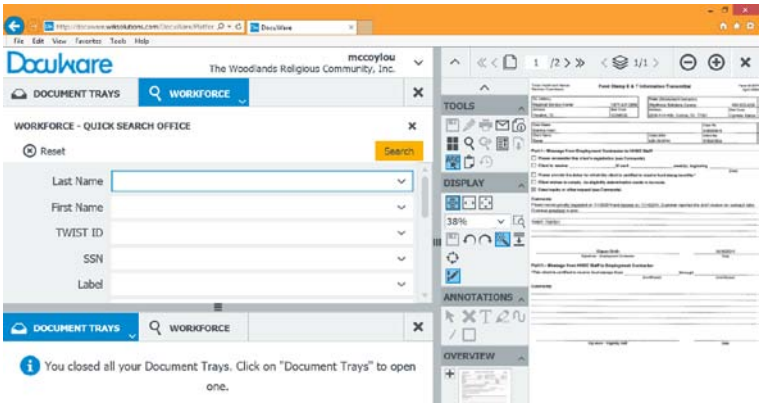
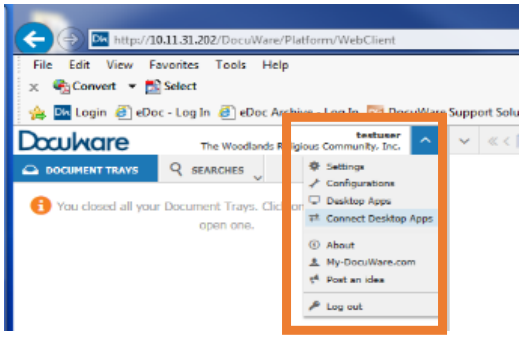




Connect ~~DocuWare~~DocuWare Desktop Applications

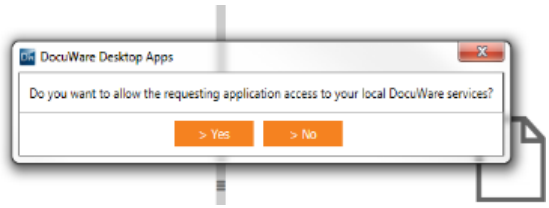
~~Docuware~~DocuWare provides additional applications (apps)~~,~~ for download that allow actions such as dragging documents directly into ~~DocuWare~~DocuWare, using Windows Explorer to manage documents, and importing files directly from network scanners. While the apps are not required to use ~~DocuWare~~DocuWare, they make some tasks easier and more efficient. The apps must be downloaded to your computer by your contractor IT department. The first time you log into ~~DocuWare~~DocuWare after the apps are installed, you must connect to the apps to use them. If you use multiple computers, repeat the process for each computer you use.

1. Click on the arrow to the right of your user name. A dropdown menu displays.

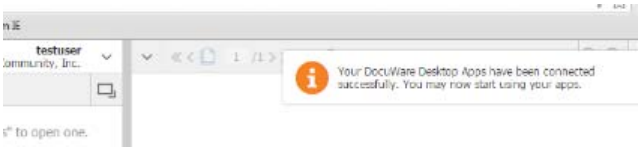


2. Select Connect Desktop Apps from the dropdown menu.

3. A ~~pop up~~pop-up window displays with the message: Do you want to allow the requesting application access to your local ~~DocuWare~~DocuWare services?



4. Select Yes. A pop-up displays acknowledging your successful connection.



Important Note: If you have any problems connecting to the system, connecting to your Desktop Apps, or ideas on ways the system could ~~better work~~work better for you, please contact your ~~contractor~~ IT department.

You are ready to begin using ~~DocuWare~~DocuWare.

Enter Documents into ~~DocuWare~~DocuWare

Documents can be entered into ~~DocuWare~~DocuWare ~~a number of~~several ways. The method you use depends on your preference and the method available for a particular document or user:

- ~~; they can be S~~scan~~ned~~ from your office scanner
- ~~I~~ import~~ed~~ from your computer
- ~~ or~~D ~~d~~rag~~ged~~ from your computer and drop~~ped~~ into the document tray

~~. The method you use depends on your preference and the method available for a particular document or user. To view documents in DocuWare, simply double click on the thumbnail or record line of the document to open it in the viewer. You can also right-click the line and select Open in New Viewer Window to open an additional viewer with the document displayed.~~

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Comment [TS1]: This seems out of place since we're talking about entering documents; not viewing them.

Scan

Scan documents ~~for customers including Financial Aid Applications, additional pages and supporting documents,~~ into ~~Docuware~~DocuWare using the designated scanner in your office. Select the option on the scanner designated to send documents to ~~DocuWare~~DocuWare ~~to scan all documents~~. A financial aid application and all supporting documentation is considered one document. **Note to managers/supervisors:** Select the option designated as Confidential ~~Documents~~ when you scan documents for a ~~a~~ staff or staff~~'s~~ family member ~~applying for Workforce Solutions Financial Aid must be scanned by a manager or supervisor by selecting the option designated as Confidential on the scanner.~~

Documents ~~may~~ can be one page or multiple pages. ~~A financial aid application and all supporting documentation is considered one document.~~ ~~When documents are scanned they are submitted~~The documents go directly into the ~~DocuWare~~DocuWare system in a p~~P~~ortable document format (.pdf) to the ~~DocuWare~~DocuWare Office Document T~~t~~ray designated to the scanner used. Confidential documents are sent to the Confidential office tray, which only managers and supervisors can view. When scanning documents, remember:

- A financial aid application with supporting documentation is considered a stapled packet.
- ~~Always scan documents related to a financial aid application with the application and include a Passport page.~~
- ~~Include a~~ Passport page ~~after every document/packet which requires a different label in Docuware when scanning a number of documents/packets at the same time.~~ When you scan m~~M~~ultiple documents ~~scanned~~ together, ~~Docuware~~DocuWare handles them as one stapled packet unless you insert a~~,~~ ~~without a~~ Passport page ~~separating them, enter the tray~~to separate them. ~~as a stapled packet~~ Therefore, if you are scanning a number of different documents/packets at the same time, include a Passport page after every document/packet that requires a different Label.~~.~~

  Example: When~~if~~ you scan an Orientation packet and a Cash Sub Request at the same time, insert a Passport page after the Orientation packet and before the cash sub request. This triggers ~~DocuWare~~DocuWare to separate them into two separate PDF files.

- A Passport page must be the last page of every financial aid packet scanned.

- Cash Sub requests should always be stored separately from other documents unrelated to the cash sub or check request.
- Managers and Supervisors scan confidential documents as separate documents using the Confidential button on the scanner.

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Comment [TS2]: Should "label" be the first thing discussed?

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Comment [TS3]: You can't talk about Passport Page and Labels without defining them first.

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Comment [TS4]: You can't talk about Passport Page and Labels without defining them first.

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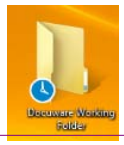
Drag and Drop

Set up

~~Customers submit documents in a variety of ways. DocuWare~~DocuWare ~~is set up to~~can accept files from both a scan and email. If ~~documents are received~~a customer emails you ~~via email as~~ a Word, Excel, or other document attachment, ~~you must first~~first save them to your computer; then drag them into ~~DocuWare~~DocuWare. Documents manipulated in Microsoft OneNote must be converted to PDF format before dragging them into DocuW~~w~~are. To work with documents not scanned into the system, set up a ~~DocuWare~~DocuWare Working Folder on your desk-top to streamline the process.



To s~~S~~et up a new folder on your desktop:

~~1.~~ Right-click on your desktop and select New>Folder

1.

2. Rename the folder~~;~~ *~~Docuware~~DocuWare Working Folder*

~~2.~~

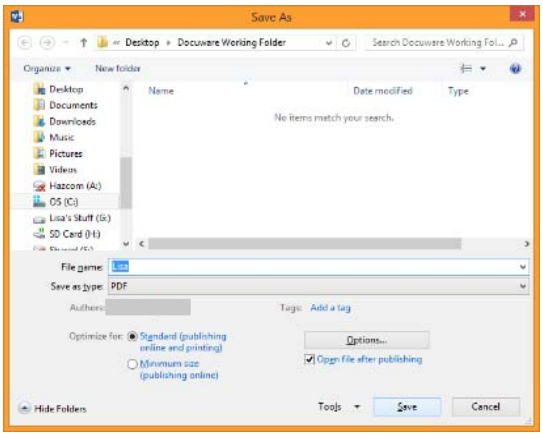
3. ~~Hit~~ Press Enter on your keyboard. Your new folder displays on your computer desktop.

Move files here when you received them so you can convert them to .pdf, when needed, and drag them into ~~DocuWare~~DocuWare.

To c~~C~~onvert Microsoft Office files to Adobe files:

If you do not have Adobe Acrobat Pro on your computer:

1. Save the original document to your ~~DocuWare~~DocuWare Working Folder
2. Open the file to convert and choose Save As from the menu option.
3. Select your ~~DocuWare~~DocuWare Working Folder by double clicking on it.
4. Name the document and select PDF as the Save as File Type.
5. Save.



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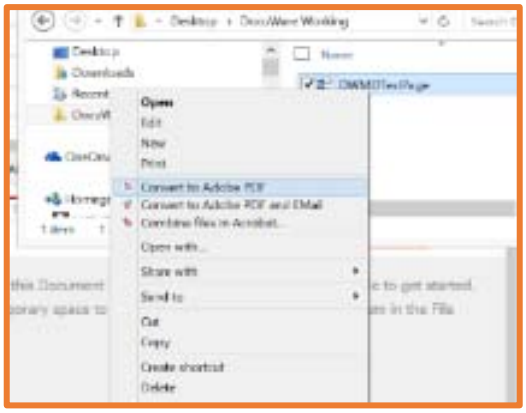
If you have Adobe Acrobat Pro on your computer:

1. Save the original document to your ~~DocuWare~~DocuWare Working Folder
2. Right-click the document and choose Convert to Adobe PDF
3. Select your ~~DocuWare~~DocuWare Working Folder as the Save As location
4. Rename the file, as needed.
5. Save.



When you're ready, a document can be dragged and dropped into the ~~DocuWare~~DocuWare Document Tray. You have access to D~~d~~ocument T~~t~~rays based on your permissions. Career Office staff have access to one shared T~~t~~ray for the office they're in. Career Office Managers and Supervisors have access to two T~~t~~rays ~~for the office -- ;~~ the O~~o~~ffice T~~t~~ray and a Confidential T~~t~~ray. ~~Each~~ Every Customer Tracking Specialist (Tracker) and all Call Center staff has an individual T~~t~~ray called, "My Tray" used to manipulate documents for specific applications and files they are working. There are ~~other~~ also additional T~~t~~rays set up to assist with Call Center and Tracking Unit workflow.

To drag a document into ~~the~~ a ~~DocuWare~~DocuWare T~~t~~r~~t~~ray~~;~~

1. Open ~~DocuWare~~DocuWare.
2. ~~—~~Navigate to the file you want to move to ~~DocuWare~~DocuWare in Windows Explorer.
2.

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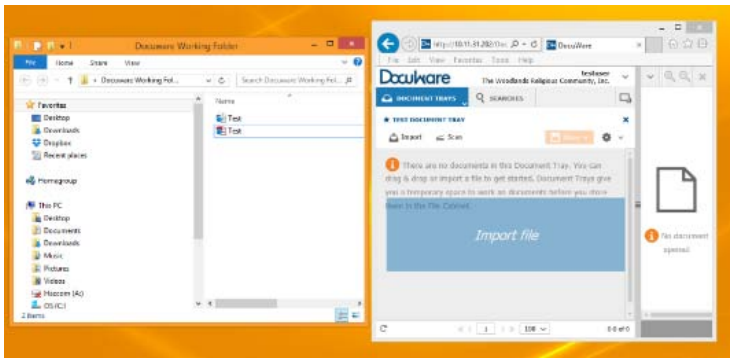

~~3.~~

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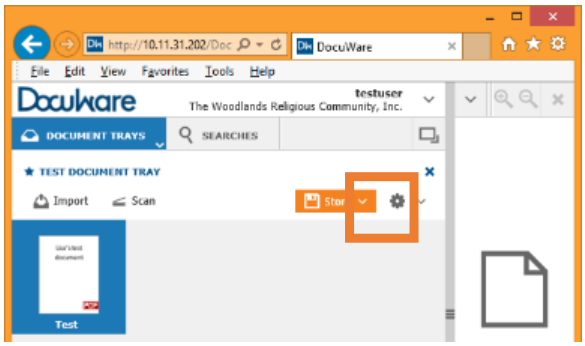
~~4.~~3. Click on the file to import. Remember, the file must be in a standard format -- ~~,~~ .docx, .xls, .pdf, .jpg, .tiff, etc. to drag into ~~Docuware~~DocuWare.)

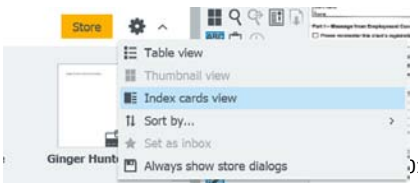
~~5.~~4. While holding your left mouse button, drag the file to the ~~DocuWare~~DocuWare Document Tray you've chosen until you see Import File in the T~~t~~ray.

~~6.~~5. Release your mouse button.

~~7.~~6. ~~Docuware~~DocuWare imports the file and displays it in the Document Tray for your office.



Change the way you view documents in your tray by clicking on the Settings icon. A dropdown with view options displays.

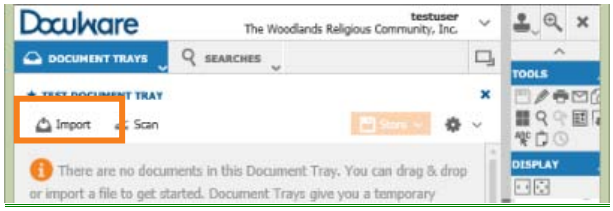


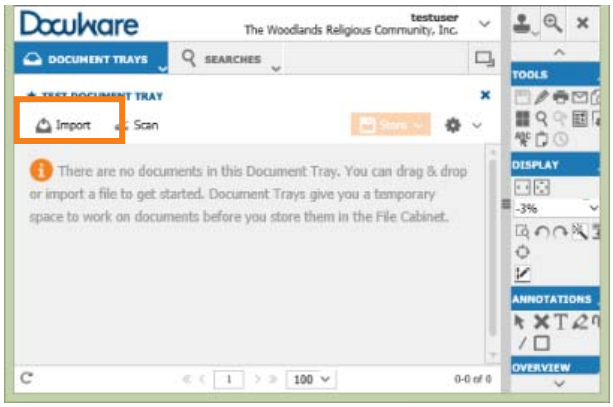
Import files

To ~~You can~~ import files from your computer to ~~DocuWare~~DocuWare while in ~~DocuWare~~DocuWare.

From your ~~DocuWare~~DocuWare home screen:

1. Select the document T~~t~~ray to which you wish to import the file by clicking on the Document Tray dropdown ~~on~~ at the top left of your screen. The Document Tray displays.





2. Click Import on the top left of the screen. Windows Explorer opens.
3. Select the file to upload and click Open, or double click on the document. The document uploads to the system and appears in the document T~~t~~ray.

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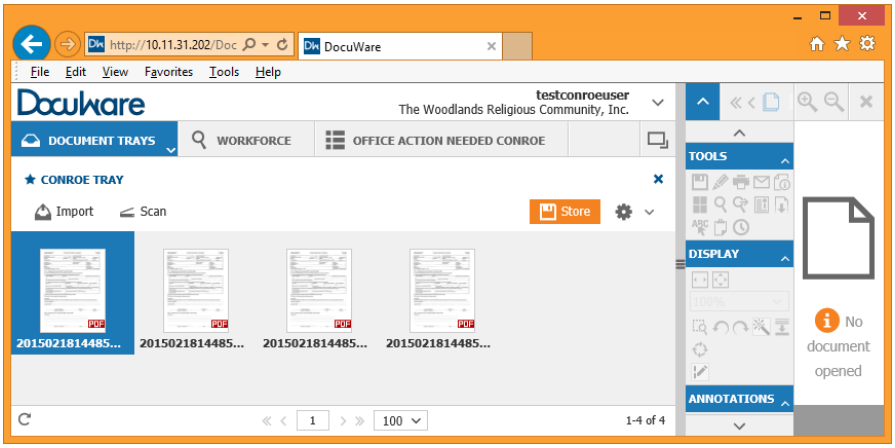

To view documents in DocuWare, simply double click on the thumbnail or record line of the document to open it in the viewer. You can also right-click the line and select Open in New Viewer Window to open an additional viewer with the document displayed.

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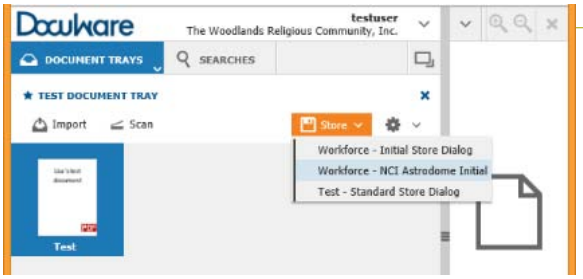
Store Documents

Now that you have documents in ~~Docuware~~DocuWare, you must s~~S~~tore them in the ~~Docuware~~DocuWare File Cabinet with the appropriate identifiers or indexes. These identifiers allow anyone to locate the files in the system and they help organize the workflow for the Career Office, the Call Center, FAPO, and the Tracking Units. Once files are stored they cannot be removed and can only be stamped Deleted by the Call Center or Tracking Unit.

1. With the document highlighted, click on the Store button. A dropdown list displays your storage options. Career Office staff will only see one option in their dropdown -- ?



~~1. Career Office staff only have access to one option.~~

2. Select the appropriate option by clicking on it. The index screen for the File Cabinet displays

~~4.~~

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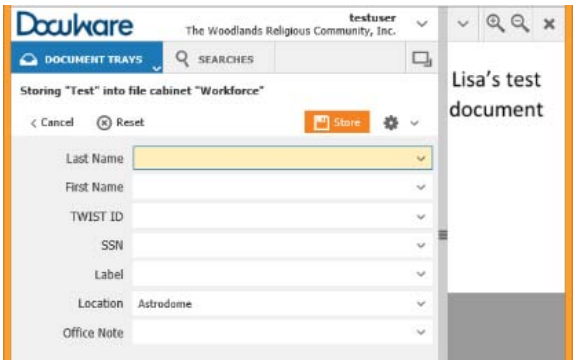
~~The index screen for the File Cabinet displays.~~

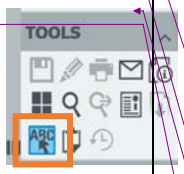


~~5.~~3. Complete all fields.

a. Last Name, First name required
b. TWIST ID: Required field, if appropriate for the customer.
c. SSN: must be entered with no dashes, optional field. Complete if you have it.
d. Label: Required*
e. Location: Auto-populates based on your permissions.
f. *Office Note is optional.*
~~f.~~

~~6.~~4. Click Store. The document saves in the File Cabinet.

~~Use~~ One Click Indexing allows you to complete index fields by clicking on text on the document in the viewer. ~~.~~



1. Before you select Store, open the document in your viewer.
2. Click on the One Click Indexing icon on the tool bar.
3. Move your cursor to the text ~~i~~on the document where you want to populate the field highlighted on the Index.
4. Click. The information populates the field.

Note: Since the SSN field in ~~DocuWare~~DocuWare has only nine characters, a SSN with dashes will not fit the field.

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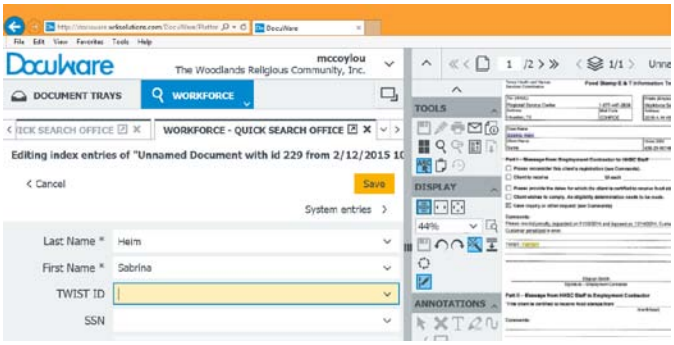

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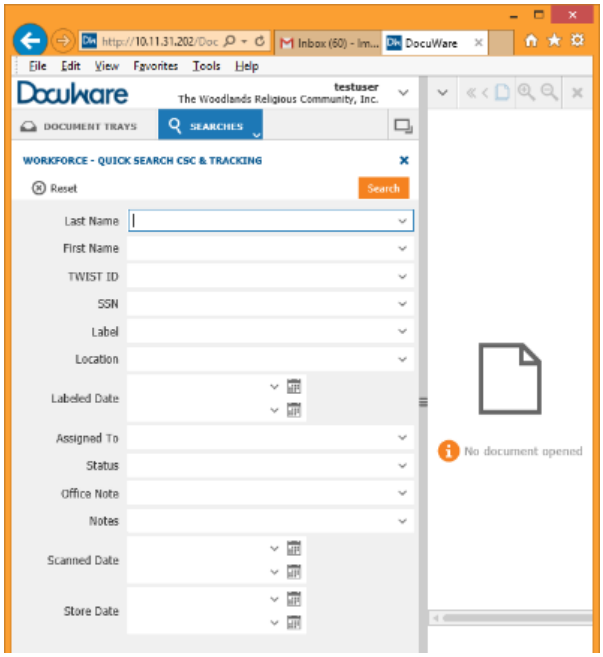
A Note about Labels

The Label assigned alerts Call Center or Tracking staff of the document in the system. If the Llabel is incorrect, the process for approving an application or recording information may be delayed or the document may be missed altogether. Refer to the Appendix for a list of document Llabels and an explanation of when to use each. If you make a mistake before saving, remove the Llabel by clicking on the "X" in the Label field and selecting the correct Llabel. You cannot change a Llabel once it has been stored.

Locate Customer Records

Use the Search tab in ~~DocuWare~~DocuWare to locate customer records. ~~DocuWare~~DocuWare stores records with up to fifty key indexes which allow you to broaden or narrow your search results. There are two methods to search -- Quick Search and Advanced Search. Only staff with certain permissions have access to Advanced Search.

1. Begin your search by clicking on the Searches tab at the top of the screen. The Search screen displays your default search. Click on the Searches dropdown option to choose from the list of



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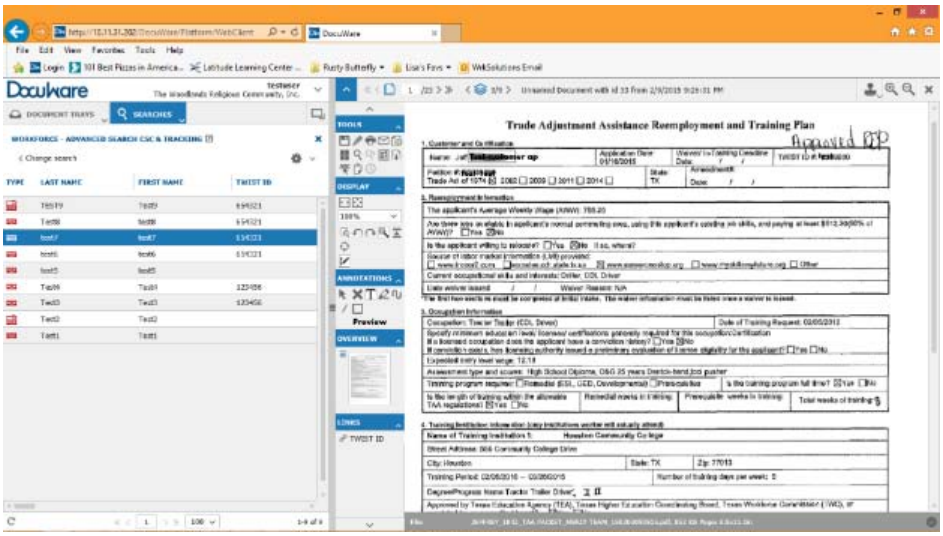
your most recent searches.

Quick Searches are set up for different permissions with specific fields available to search.

2. Enter the search criteria you wish to use. You can search using one or multiple indexes. You can search last name and first name with partial information. Other search criteria must be entered completely and accurately. Use an asterisk (*) to indicate missing characters when using search criteria other than name.

***A Note about Searches**: The wildcard, or asterisk*, can be used to substitute characters in any text index. Use this when you have missing or incomplete information. For example if you only have the last 4 digits of a customer's SSN you can search using the SSN field and *####.*

3. Double click the line to display it in your document viewer on the right side of your screen. You can also right click and choose Open in Viewer. The document displays in the viewer. Use the arrows on the top left of the viewer to scroll through the document pages. Use the scroll slider on the bottom of the search window to scroll through the indexes for the search results.



~~Use the scroll slider on the bottom of the search window to scroll through the indexes for the search results.~~

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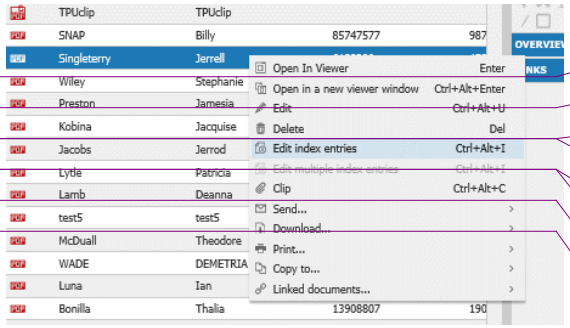
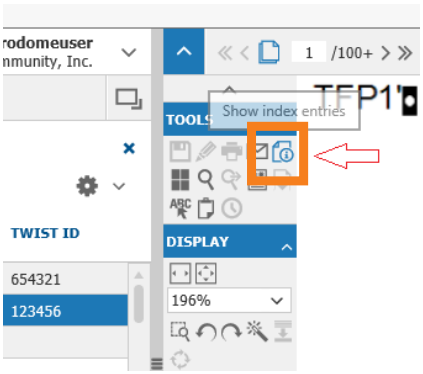
Edit Indexes

You can edit indexes for saved documents in the file cabinet based on your permissions. Most staff can only edit information in these fields: First Name, Last Name, TWIST, Social Security Number, and Office Note.

1. Select the document to change by clicking on the line.
2. Right click your mouse.
3. Select Edit index entries.
4. Make changes to the fields, as necessary.





If you have the document open in your viewer, click on the Tool icon Show Index Entries.

Important Note: If you ~~find a customer has~~discover a customer with multiple TWIST IDs, take the proper steps to have the ~~TWIST~~ records merged ~~in TWIST~~ and notify the Call Center or Tracking Unit of the duplication.

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Add Office Notes to a Ddocument

Use the Office Notes index to communicate with the Call Center or Tracking Unit. You can add Office Notes at any time by editing the index fields. To add Office Notes after a document is saved:

1. Locate the document to which you want to add notes and click on it to highlight or double-click to open in the viewer.
2. Right click and select Edit Index Fields or click on the Edit Index Entries icon in the viewer toolbar.
3. Click the Office Notes field. Add comments.
4. Save.

Office Action Needed List (replaces Pending list)

Lists are created in ~~DocuWare~~DocuWare based on the L~~l~~abels assigned to a document when it's stored or when a stamp is applied to the Passport page. You have access to lists based on your permissions in the system. For example, ~~the only list~~ a Career Office user has access ~~to is~~only to the Office Action Needed list. The Office Action Needed list displays only documents that need some action by the office staff so Call Center staff or Trackers can move it through the workflow.

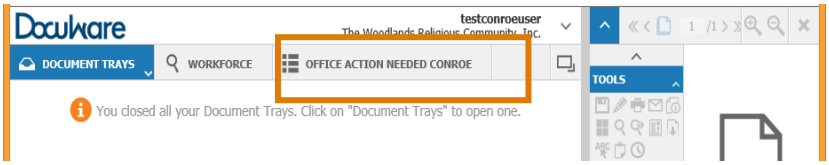
~~This is a list of documents the Call Center or Tracking has determined needs additional action by the Career Office.~~ Documents that need an action are automatically assigned to the office ~~which was responsible for uploading~~that uploaded them ~~it to DocuWare~~. The Office Action Needed list is specific to each office. It should be checked periodically during the day to ensure issues are handled in a timely manner, so the Call Center or Tracking Unit can continue working the document. Other lists are handled in a similar manner by the Call Center teams and Tracking Units based on function. There are over forty defined lists in ~~DocuWare~~DocuWare and an individual list for each Call Center and Tracking Unit staff.

Corrections to a document my require you to scan in a new document, have a document signed and resubmitted, or obtain additional information from the customer. Make the necessary corrections and notify the Call Center by entering Office Notes to the document and TWIST notes, when applicable.

~~-~~To view lists ~~:~~

f~~F~~rom your home screen~~:~~ ~~click on~~

~~a.~~• For Career Office s~~S~~taff, click on~~:~~ the Office Action Needed tab.~~;~~



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- For Call Center or Tracking Unit staff, click on~~:~~ the Lists tab; then s~~.~~ ~~S~~elect Workforce-Office Action Needed CSC from the dropdown.

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~~b.~~

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~~c. The Office Action Needed list displays only documents which need some action by office staff in order for the Center of Tracking Units move it through the workflow.~~

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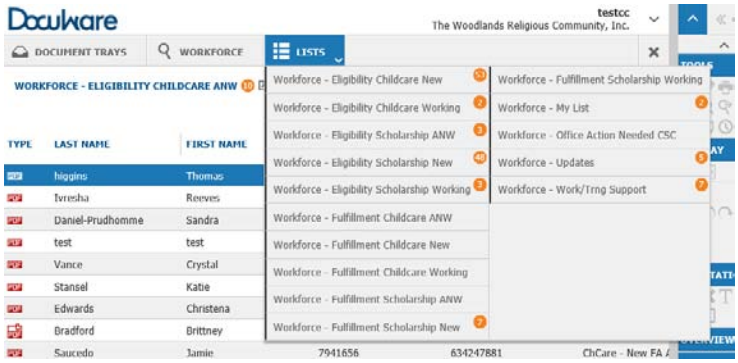

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~~The Office Action Needed list displays only documents which need some action by the office staff in order for the Call Center of Tracking Units to move it through the workflow. Corrections to a document my require you~~

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~~to scan in a new document, have a document signed and resubmit, or obtain additional information from the customer. Make the necessary corrections and notify the Call Center, by entering Office Notes to the document and TWIST notes, when applicable. Other lists are handled in a similar manner by the Call Center teams and Tracking Units based on function. There are over forty defined lists in DocuWare and an individual list for each Call Center and Tracking Unit staff.~~

Working in the Document Tray

The D~~d~~ocument~~s~~ T~~t~~ray is ~~an area~~ where documents land before they are stored in the file cabinet. It is a public area you use to manipulate documents and pages. Anything in a T~~t~~ray is not visible by staff outside of your office or group (Tracking Unit or Call Center). Always clear the T~~t~~ray by storing documents before moving to your next task.

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Combine and Separate Documents

Unstaple and Split

Once documents are in ~~DocuWare~~DocuWare you can manipulate them in a number of ways. Multiple documents scanned together~~,~~ without a Passport page separating them~~,~~ enter the T~~t~~ray as a "stapled" packet. Only ~~Remember, only~~ .pdf files can be manipulated using the Unstaple/Staple function.

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When .pdf documents/packets need to be separated so they can be stored as individual documents, use the staple and unstaple function~~s~~ to separate and put together ~~the pages so they can be stored properly.~~pages.

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1. Right ~~-c~~Click on the document in your T~~t~~ray.
~~1.~~2. Select Unstaple. The pages are separated in the Tray

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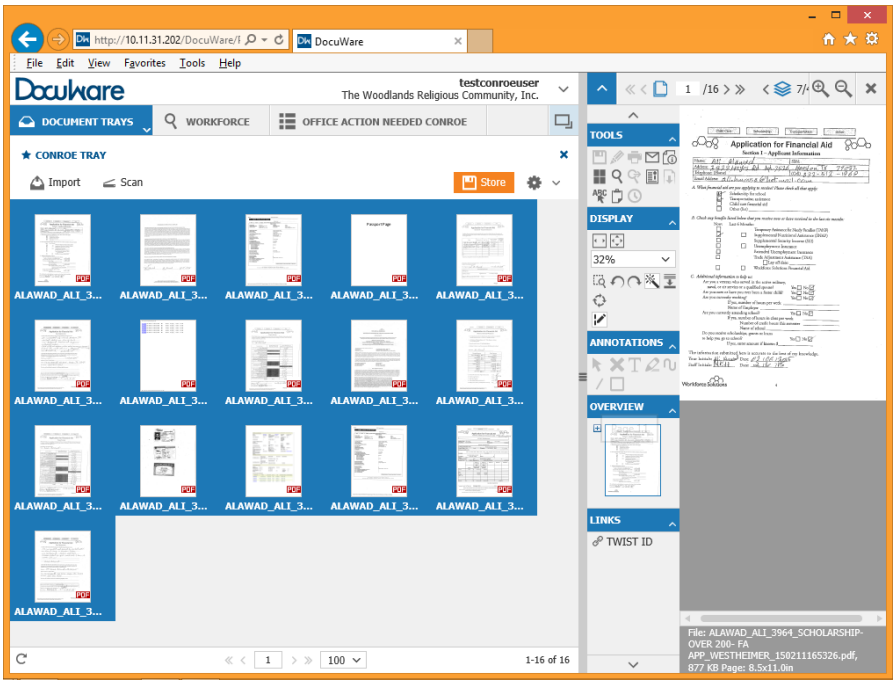

~~2. Select Unstaple. The pages are separated in the tray.~~

~~Remember, only .pdf files can be manipulated using the Unstaple/Staple function.~~

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You can also separate documents using the Split tool. Splitting ~~a~~a document~~s~~ separates it into two sections at the point the split is made. To split a document:

1. Open the document in the viewer.
2. Navigate to the page you want to be the first page of the split.
~~3.~~ Click the Split tool on the top right of the viewer.
~~4.~~3. The document splits and display as two documents in your tray. The second document will have the same name as the first with (2) after it.
4. Store each document with the appropriate indexes.

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Staple

Use the staple function to connect pages of .pdf documents in your T~~t~~ray.

1. Click on the page you would like to appear first in the document.
2. Hold down the CTRL button on your keyboard.
3. Click on subsequent pages in the order they should be in the documents.
4. Release the CTRL button.
5. ~~5.~~ Right click and select Staple.
6. ~~6.~~5. ~~Select Staple.~~ The stapled document appears in your T~~t~~ray.
7. ~~7.~~6. Store the document with the appropriate indexes.

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Glossary of Terms

Area

Areas define the accessibility of documents. For example; confidential documents are stored in the confidential area.

Auto Index

~~DocuWare~~DocuWare automatically puts a document in on a particular index based on criterion selected when it's stored.

Core Document

A ~~l~~label used to ensure certain customer documents, which don't change, are available anytime the customer applies for financial aid. For example~~,~~ ~~:~~ p~~P~~roof of birth ~~,~~or ~~p~~P~~roof of c~~C~~itizenship.

Desktop App~~p~~s

An application installed from ~~DocuWare~~DocuWare that allows additional functionality in ~~DocuWare~~DocuWare such as Drag and Drop documents into the ~~DocuWare~~DocuWare program.

Document Tray

A holding place for Items scanned or imported into ~~Docuware~~DocuWare but not yet stored. A place for Call Center staff or ~~Tracking staff~~Trackers to manipulate documents.

File Cabinet

Logical container of documents. The name of the file cabinet is Workforce.

Function

Primary criterion to determine what happens to the document and who sees it. Functions ~~are~~include:

- ~~-~~Auto-Filed
- ~~-~~Deleted
- ~~-~~Eligibility Childcare
- ~~-~~Eligibility Scholarship
- ~~-~~Fulfillment
- ~~-~~Fulfillment Childcare
- ~~-~~Fulfillment Scholarship
- ~~-~~Office Action Needed
- ~~-~~TAA
- ~~-~~Tracking
- ~~-~~Updates~~.~~

Import

Using the Import button on top of a T~~t~~ray in ~~DocuWare~~DocuWare~~,~~ brings up a windows file explorer window to select a file to import to that T~~t~~ray.

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Import App
Used in the background~~,~~ by an import computer~~,~~ to import PDFs to a T~~t~~ray~~,~~ specified by the import configuration~~,~~ from a scanner (MFP).

Index
An identifying field, i.e. First Name, Last Name, TWIST ID, SSN.

Index fields
Used to identify a document so you can search for it in ~~DocuWare~~DocuWare. There are up to 50 index fields available.

Label

Used to identify and route ~~the document scanned and to route~~ the document scanned ~~it~~ to the appropriate place or team. The Label assigns a document to a specific list. For example; 1817s and 2583s are automatically assigned to the Tracking Unit's list; New Childcare-FA App is automatically assigned to the Call Center team list.

Layers

Layers tell you if there are additional documents clipped to the original document.

Lists

Lists group documents according to specified Functions or Llabels. Lists are defined by the group that will work with the document. There are 46 defined lists in ~~DocuWare~~DocuWare and one 'My List' for every ~~Tracking~~ Tracker and ~~CSC~~ Call Center user.

Paperclip

~~Function available in DocuWare that A~~allows you to clip a document to a document consisting of multiple pages stapled together.

Passport Page

Used to separate documents when scanning them into ~~Docuware~~DocuWare. It is a blank page titled Passport where Call Center and Tracking Unit staff will stamp documents to move them through the workflow.

Search

A function on the ~~DocuWare~~DocuWare home screen. Searches are set up with index criteria based on permissions. Example of set searches are:

- ~~-~~Quick
- ~~-~~Advanced
- ~~-~~Quick CSC/ Track
- ~~-~~Advanced CSC/Tracking
- ~~-~~Admin~~.~~

Split

You can split a stapled document to insert a new page in the location of the split. You can then staple the sections back together. Use split instead of staple when you have a large number of pages in a document.

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Stamp

Stamps are used to identify actions on a document. Stamps include:

- Approve
- Approve-file
- Confidential (Managers Only)
- Delete
- Deny
- File
- Fulfill
- Move
- Office Action Needed
- Re-label
- Work

~~- Approve~~
~~- Approve-File~~
~~- Confidential (Mangers Only)~~
~~- Delete~~
~~- Deny~~
~~- File~~
~~- Fulfill~~
~~- Move~~
~~- Office Action Needed~~
~~- Re-label~~
~~- Work~~

Stamp Approved
The eligibility team has determined the customer as eligible. The Approved stamp moves the document to the list for the fulfillment team to work.

Stamp Approved Filed
The eligibility team has determined the customer as eligible. The Approved Filed stamp moves the document to the Filed list. No fulfillment is needed.

Stamp Confidential
The Confidential stamp puts the document on a list only staff with management permissions can view.

Stamp Delete
A page or file is not needed or a duplicate. This does not delete the file, but removes it from basic searches and from a monitor's view. When the stamp is used, the reason for deleting must be documented. A file or document can be permanently deleted only with approval from management.

Stamp Deny
The eligibility team has determined the customer as not eligible. Staff will be prompted to choose the reason the application is denied.

Stamp File
Indicate~~d~~ an application or document has been worked and can be filed. This stamp is mainly used by the Tracking Units but may be used when an application has been completed but does not need to be fulfilled. ~~Note: If the Fulfill stamp is used File is not.~~

Stamp Fulfill

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When an application has been completed by the fulfilment team, the document is stamped Fulfill to establish a completion of the process. ~~When a document is stamped Fulfill is it filed.~~ Documents stamped Fulfill are filed.

Stamp Move

Overrides the Auto Index by changing a document's Label~~,~~ or function a~~. A~~llowing any open (no completed date) document to move to another List.

Stamp Office Action Needed
Used on documents added to the Action Needed list ~~to send a document to a list~~ for ~~the~~ whichever Career Office ~~who~~ initially uploaded the document. ~~to Docuware that some action is needed on a document.~~ Specific actions needed will be recorded in the 'Notes' field. Response from the office will be typed in the 'Office Note' field on the document and an email notification sent to the Call Center or Tracking Unit. Example: Signature Needed.

Stamp Work
The Work stamp indicates a document is currently being worked.

Staple
A multi-page document is stored in ~~DocuWare~~DocuWare "stapled". Stapled documents can be "unstapled" so additional pages can be added or so pages can be rearranged. The document can then be stapled back together in a specific order by clicking on the pages in the order they should appear.

Wild Card
(*) used for Searching. Fills in beginning or end of a string to tell ~~DocuWare~~DocuWare to search. Ex. To look for a customer using only the last four digits of his/her SSN enter *#### in the SSN index field. The star alerts ~~DocuWare~~DocuWare that characters are missing.

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