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User Manual

NovaCore Pty Ltd
51 Ajana Drive
Marbelup
WA 6330

Tel +61 (0)8 6102 1340
Web www.novacore.com.au
E-Mail info@novacore.com.au

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1 Introduction

NovaCore is a professional, enterprise class system that makes compliance and document management easy. NovaCore has a wide variety of features including but not limited to the ability to instantly generate reports for audits and to show continuous improvement; create your own compliance frameworks; create, edit, revise and publish documents that automatically update their revision details; distribute approved and current documents via a web document portal; publish approved and current documents to a web site or a file server; perform intuitive searches and much more.

The unique Traffic Light System ensures that documents remain up to date, alerting users when documents need to be actioned. With NovaCore, managing security easy too with options that ensure that the right people have access to or action the right documents in the right way.

NovaCore enables you to manage documents and compliance more efficiently, saving time, reducing stress and keeping your organisation compliant.

Using the Manual

The manual is interactive and has links to other detail chapters. These links are clickable but if you choose to print this manual, the little 4 symbol showing a page number can be used to refer to the linked page.

A regularly updated version of this manual is also available online at support.novacore.com.au

1.1 Logging In

When you open NovaCore the Login window will open up. From this window you can do several things:

- Log in to NovaCore
- Set up Remote Support
- See how many NovaCore licences your company has, how many of those licences are in use at the time of logging in and who is using them.

Username and Password

When you first log into NovaCore, use the default user name and password:

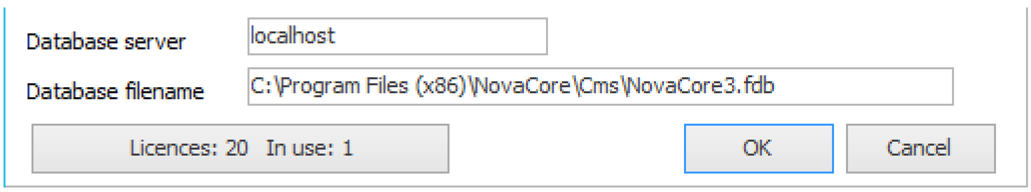
- Username: RTOADM
- Password: MANAGER (note that this must be UPPER CASE)

To change the password once you have logged in to NovaCore go to Change Password under the Tools/Config tab of the Ribbon Menu.7

Connection Profile

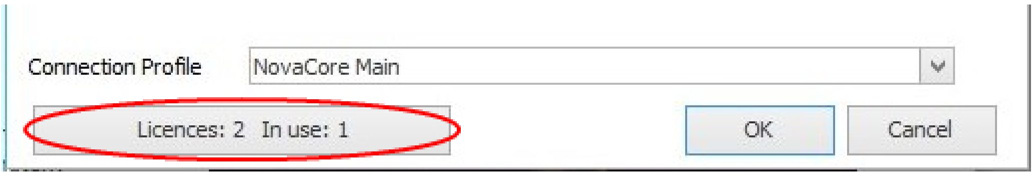
The Connection Profile defines the connection settings to the database. These are usually configured automatically during setup. In a multi-server environment you can use the drop-down arrow to select which installation to connect to.

If, due to network restrictions or firewalls, the Connection Profile cannot be found NovaCore will use the settings that are the most likely to match the connection profile settings. Instead of the Connection Profile you will see the Database server and filename. This should not affect login and you can login as usual. However if the settings are not correct or have changed check with your IT staff what to enter in these fields to successfully login.



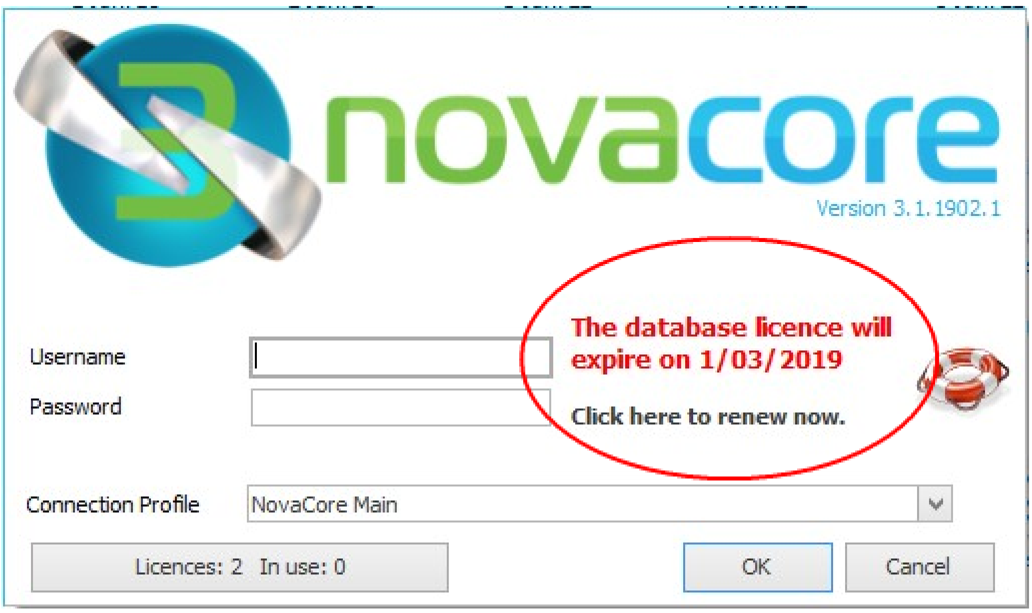
Licences

The Licence button shows how many NovaCore licences your company has and how many of them are in use at the time of logging in. Select the Licence button to see who in your company is using NovaCore.



Sometimes the Licence button may read INVALID. If this is the case, you will not be able to log in to NovaCore and must contact your NovaCore administrator.

If your licence will expire within the next week, there will be a warning on the login screen as in the example below. Select Click here to renew now to renew the licence.



Remote Support

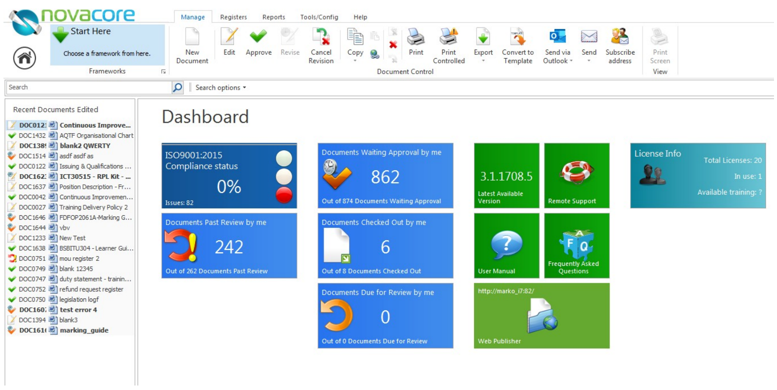
The lifebelt icon is for remote support.

The remote support feature enables a member of the NovaCore team to see your screen during a support call. Select the remote support icon and type in the Session ID number that the NovaCore team member gives you.

1.2 Understanding Screen Layout

When you log in to NovaCore you will see your Dashboard filling most of the screen and the main menu or Ribbon Menu along the top of your screen.

Dashboard



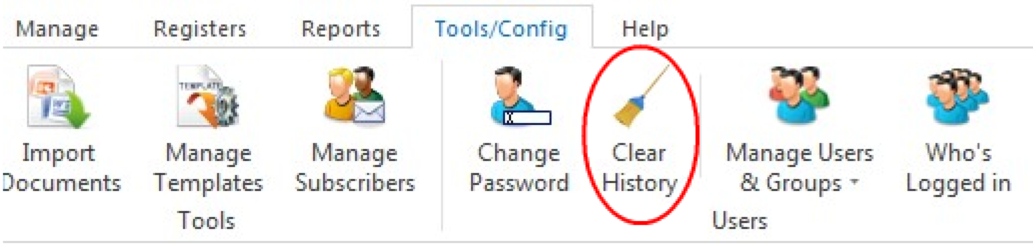
In your NovaCore Dashboard you will see different coloured tiles:

- Dark Blue Tile - shows your compliance status.
- Light Blue Tiles - show what is happening with your documents.
- Green Tiles - support related tiles.

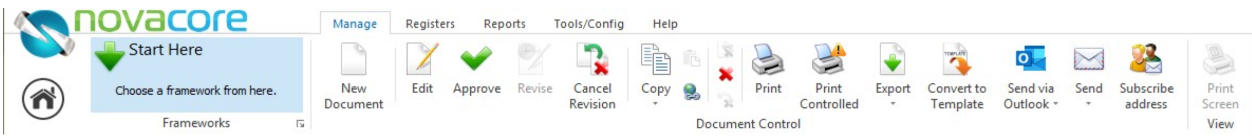
Clicking on any tile will take you to more detailed information, related screens or action lists.

Editing History

When you log in, a list of the documents you most recently actioned are displayed to the left of your Dashboard. To clear this list, select Clear History under Tools/Config on the Ribbon Menu.



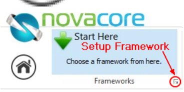
Ribbon Menu



(Close-up image of what the Ribbon Menu looks like when you log in)

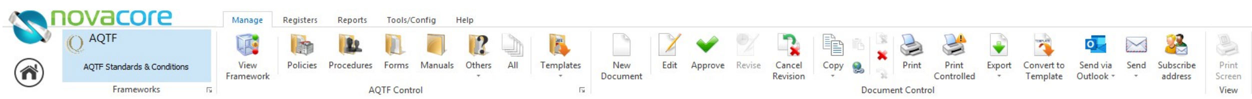
The Ribbon Menu is grouped by the tabs along the top of the menu. The available buttons under the Manage tab of the Ribbon Menu will change depending on context (i.e. whether you are in the DMS [68] or a Framework). The Manage tab displays a menu of all of the options for managing documents.

Home Button - the left-most button on the Ribbon Menu. By clicking this button you will return to the Dashboard from any other screen.



Framework Selection Button - Hover your mouse over 'Start Here' to reveal the drop-down menu that displays all of your frameworks. Once you have selected a framework, all the functions in the program will respond relative to the framework you have selected. Click the Setup Frameworks button on the bottom right-hand corner of the Framework Selection Button to edit or create frameworks [58].

After selecting a framework, the Manage tab will change to look like this:



Status Bar

The Status Bar along the bottom of you screen displays your current version of NovaCore in the left hand corner e.g. 

.

The right hand corner displays the user name you are logged in as e.g. 

.

Tip

When you hover your mouse over buttons, icons and documents in NovaCore, a helpful hint will be shown on the status bar along the bottom of your screen next to your version number.

Ok/Cancel Buttons

In NovaCore, whenever something can be created or changed such as User Permissions or Application settings, the buttons in the image below will be shown to the left of the panel where the work is being done.

The tick is an **Ok/Save** button.

The cross is a **Cancel** button.

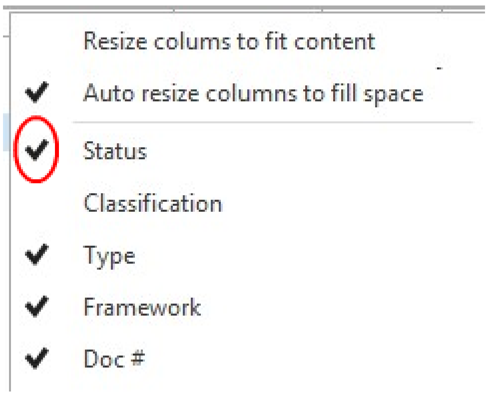
Remember to click the Ok button after making any changes that you want to save and you can cancel the changes by clicking the cancel button.

Document / File Lists

Throughout NovaCore, documents/files are displayed in lists. Document lists can all include a lot of information such as revision number, date and frequency and document name, number, notes, etc. These lists are customisable and most customisations you make, such as visibility, size and position of columns are remembered as part of your login profile.
Following are some customisation possibilities:

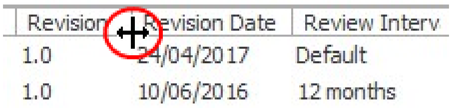
1. **Choosing Columns**

   You can show or hide columns of information on most document lists by right clicking on a list column heading and selecting or deselecting any of the available columns.

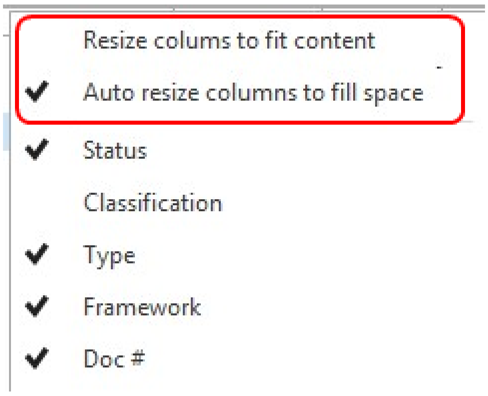


2. **Resizing Columns**

Columns can be resized by positioning your cursor between column headings and dragging.

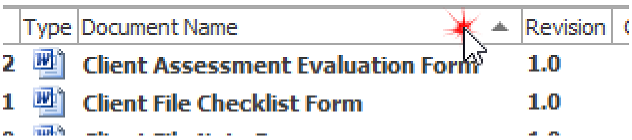


Columns can also be set to automatically resize to fit their content or to automatically resize themselves to fit within the available screen width. Right click on the column header and select one of the options as shown in the image below.



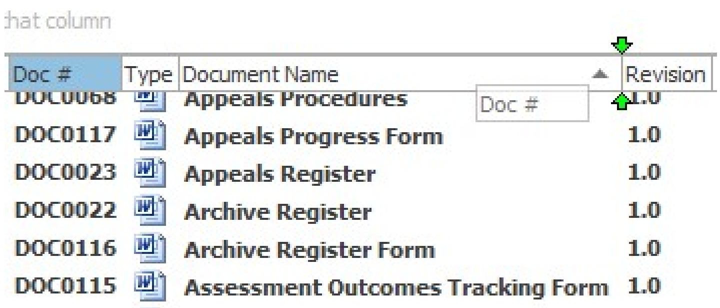
3. **Sorting Columns**

Left clicking on a column heading will sort it alphabetically. Clicking it again will reverse the sort order. The sort order is displayed by the small up or down arrow on the right hand side of the sorted column.



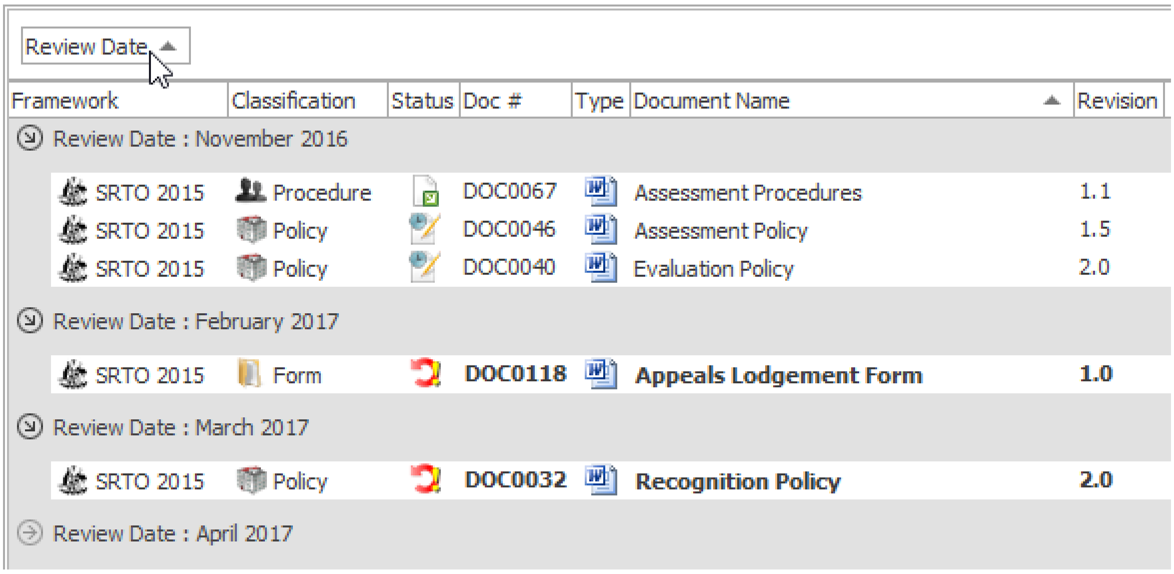
4. **Arranging Columns**

You can rearrange the column positions by simply dragging a column header and dropping it in the position of the double green arrow as you move your mouse over the column edges.



5. **Grouping Columns**

You can group your documents by information type by dragging a column header to the Group Bar. For example grouping documents by the month on which their review date falls due simply drag the header of the Review Date column to the Group Bar, which is the space just above the document list as shown in the image.

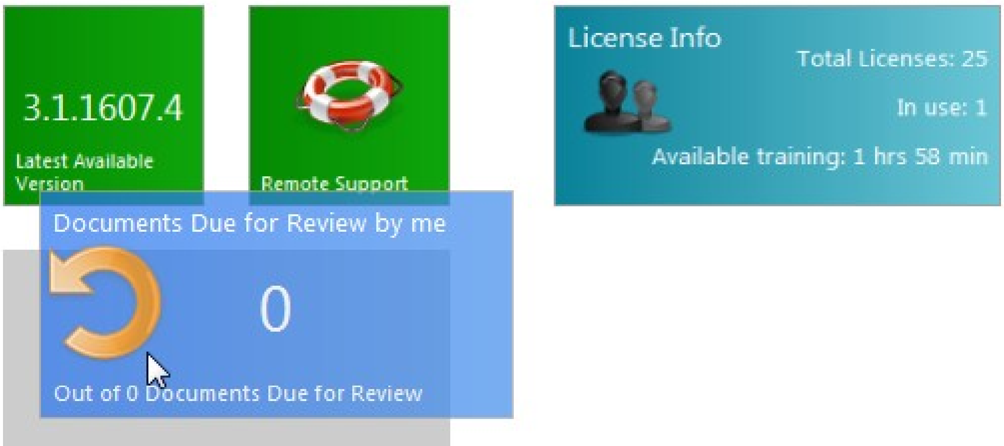


Customisation

In NovaCore, screen layout is fully customisable and any changes you make to screen layout are automatically saved to your user profile. If you log out of NovaCore and log back in again as the same user, even if it is from a different computer, your customisations will remain the same.

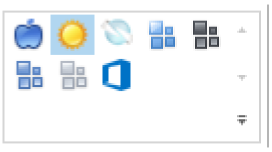
Dashboard Tiles

Tiles can be rearranged by simply grabbing them with your mouse and dropping them in a new position.



Look and Feel

To change the look and feel of the application click on the Tools/Config tab of the Ribbon Menu. On the right-hand end of the Tools/Config menu you will see the Skin Library:



By clicking on the icons inside this Skin Library you can change the style of the application.

Resizing

Most elements or panels can be resized or repositioned within NovaCore. Wherever you see the Resize Bar the panel to which it is aligned can be resized by dragging the bar. Selecting the bar collapses the panel to its minimum or expands it back to its previous size.

Resize Bar

1.3 Quick Start Guide

This guide will show you the most common steps organisations take when initially setting up the NovaCore Compliance and Document Management System.

Step 1. – Logging In

Log in to you NovaCore or NovaCloud system using the credentials provided to you by NovaCore or your organisation's document controller. If you have not received a login please contact your system administrator or a member of the NovaCore help-desk staff.

Step 2. – Creating Users and Assigning Permissions

Once logged in, set up all the users who will have access to your system. These can include full content-controller type users and read-only users who access select documents through the read-only document portal. Learn how to assign permissions and create users under Manage Users & Groups[101] . It is best to then distribute the usernames and passwords to the relevant staff so they can aid you in the importing and document controlling process if need be. If you are a NovaCloud user, you will have to contact the NovaCore support team to create more content-controller users, also known as management users, for your cloud system but you will have the ability to create read-only users if you have read-only user licenses enabled.

Step 3. – Creating a Template

Creating a template is a great place to start after users are created. Navigate to the "Tools/Config" tab and then choose "Template Manager". Once you have created your template, it can be applied to all documents that you choose to import into the system, giving all your documents the same style and same version control information. See the chapter on Templates[38] to learn more about how to do this.

Step 4. – Importing Documents

Once your template is created, import your documents to the Document Management System (DMS) or Compliance Management System (CMS) frameworks. See Import External Documents[32] to learn how to do that. During the import process, you can apply your template to all the MS Word documents that you have imported and place them in their relevant classifications in the CMS or in their relevant folders in the DMS.

Step 5 – Editing Documents

When the documents have been imported, it is best practice to open each document and make sure that the formatting of the document is correct as applying the template may cause the documents' formatting to shift slightly and you may need to correct it. This is due to documents having many variables including different margins and line spacing options. It is also helpful to double-check the content of each document to make sure it is correct and no further edits are needed. A detailed overview on how to edit documents is available in Editing Documents[17]. Only when a document is complete should it be approved. A document can be saved multiple times before it is approved but only the completed document should be approved by the relevant document approver and therefore when you are finished editing a document select "Save as Complete" instead of just "Save" or "Approve". In doing so the relevant document approver will be notified via email that the document is ready and awaiting their approval.

Step 6. – Linking Documents to Frameworks

Once all documents are edited and you are happy that the content is correct, you can start linking documents to their relevant framework standards. Documents do not have to be approved in order for you to link them to a standard but the traffic light will not reflect a “Green” light until the document is approved. You can learn more about linking documents to standards and how the Traffic Light System works go to Framework Traffic Light System[51].

Step 7. – Familiarising Yourself with NovaCore

Once you have established the basics, take a tour of NovaCore by selecting each of the tabs at the top and viewing the vast amount of options and features that are available. Different views, features and tools can be applied to make your document controlling experience much easier. This includes detailed reporting in both the CMS and DMS frameworks. Familiarising yourself with the training videos available at youtube.com/novacoresystems and reading the in depth user’s manual will assist you in seeing all the features that NovaCore has to offer when it comes to document control and compliance management. Press F1 to access this help manual at any time while using the NovaCore software.

Step 8. – Setting up the Document Management System (DMS ONLY)

Not all organisations use the Document Management System (DMS) but if you have the DMS installed, the next step is to create a detailed folder structure and then import all of your documentation into the DMS that you deem to be relevant. The DMS is a repository for storing all of the documents within your organisation whether they are compliance related or not. Its purpose is to make it easy to manage and control documents such as training materials, assessments, finance materials, archives etc. You can learn more about how to use and setup the DMS under the DMS[68] topic.

Step 9. – Generating Reports

Taking full advantage of all the reports is a must when you have your CMS and DMS populated with various documents. Reporting on frameworks, folder structures, document history and revision history is very important. Learn more about reporting under Reports[94].

Final Step – Referring Back and FAQ

When using NovaCore it may take time to uncover all the things it can do for you in regards to compliance management and document control. It is best to constantly refer back to the user manual for updates and tips on using different parts of the system and to watch the training series on YouTube. One of the most valuable help tools offered is the NovaCore FAQ where you can submit questions that will be answered by our help-desk staff and then added to the FAQ for future reference. You can also navigate your way through some of the questions most commonly asked by our clients and get answers quickly and efficiently. To learn more head to faq.novacore.com.au Lastly, remember to press F1 to view detailed context sensitive help at any time.

2 Working with Documents

2.1 Document Controlling

Document controlling is exactly the same in each of the different frameworks as well as in the Document Management System 68 (DMS).

To view the documents linked to a specific framework:

1. Select a framework using the Framework Selection Button 7 .
2. Select one of the Classifications 27 displayed on the Ribbon Menu 7 to bring up the documents you want to work with.Your documents will be displayed with status symbols 27 and information such as their revision number 27 and review date. 27

> **Tip**
>
> You can rearrange the information columns by dragging and dropping them with your mouse. You can also group your documents by information type by dragging the header of that column to the space just above the document list.

Document Options

Right click on a document to gain quick access to the possible actions available for the document. The possible actions are as follows:

View - Open the document in read-only mode. This replaces the Edit option if the document is approved.

Edit - Make changes to the document. This is only available for non-approved documents. (See Editing Documents 17.)

Copy - Copy the document and paste it into a DMS folder. **Note**: This does not duplicate the document but creates a link to it. See Copying Documents 80 to learn more.

Copy Hyperlink - Copy a link to the document so that you can share it internally via email or a web browser. **Note**: This feature is limited to how the Document Portal has been installed and configured and is only for approved documents that have been published publicly. (See Publishing 30)

Print - Print a document with a watermark. (See Printing 37 for more information.)

Print Controlled - The document will be printed as it is displayed on your screen.

Revise - Revise a document that has been approved. (See Revising Documents 19.)

Approve - Approve a document.

Export - Export a document in its original format or as a PDF.

Convert to Template - Convert a document into a template that can be applied to other documents. (See Templates[43] for more information.)

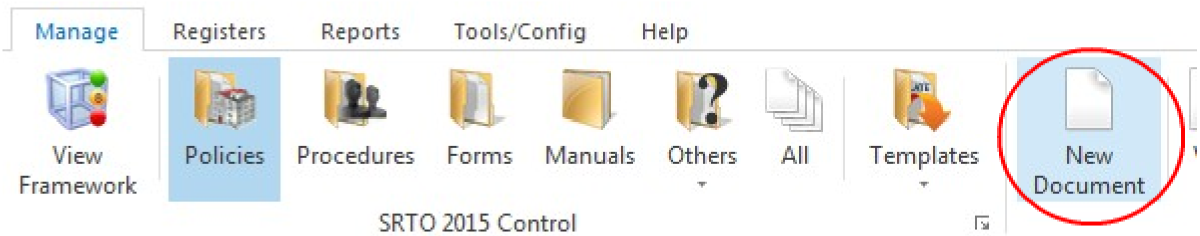
Delete - Delete a document. Once a document has been deleted it can be undeleted.

Undelete - Recover a document if you delete it by accident. (See Document List Viewing Options[47] to show deleted documents)

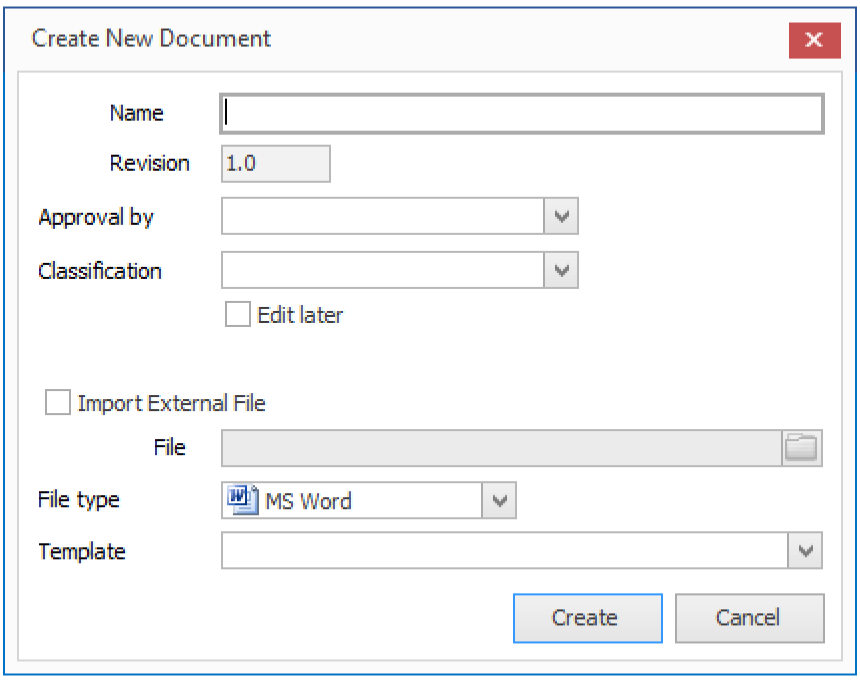
2.2 Creating Documents

To create a new document:

1. Select New Document on the Ribbon Menu under the Manage tab:



2. In the Create New Document pop-up window give your new document a name, set an approver and set a classification[27] for your document.



Note

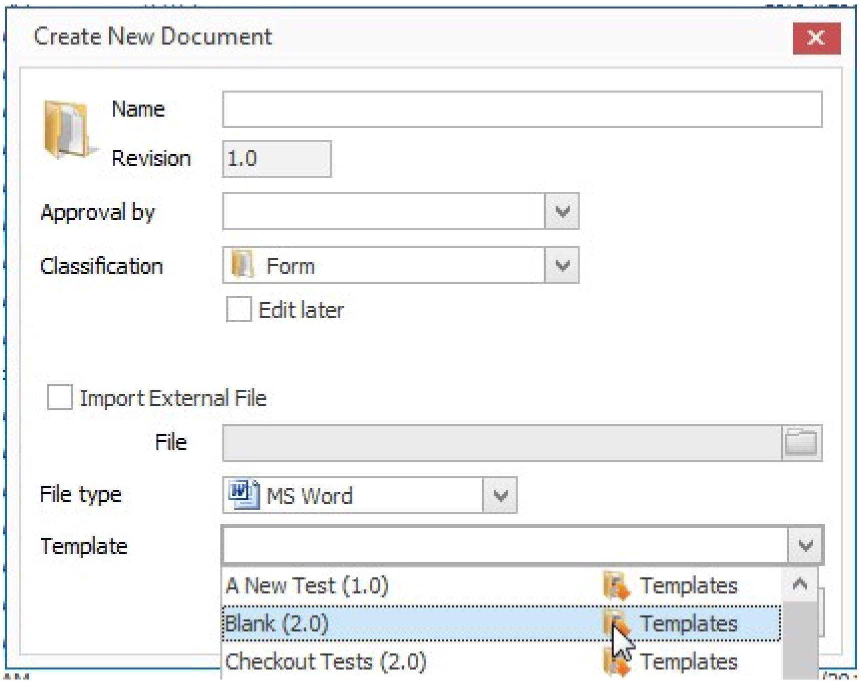
The Revision number is automatically defined by the system and cannot be manually changed unless Importing an External[32] document and only if the Allow changing the revision of individual documents when importing[115] option is enabled.

3. Select Edit later to allow the revision to be initiated while saving the document to edit it later.The document will be created with the 'Waiting to be Edited' status.

4. The Import External File field provides a way to revise documents such as PDF or image files that are not editable within NovaCore but are edited using external applications. In addition to this you may have a requirement to revise a document by someone external to your organisation who sends you an updated version of the document.

5. Select a file type. If you do not, an MS Word document will be created automatically.

6. Once you have selected a file type the Template drop-down will show all available templates of the same type. When selecting a Template for new documents the template is used not only for the header and footer definitions but if the template has content it will be used as the basis or starting point for the new document. (See Templates 38 for detail on creating templates).

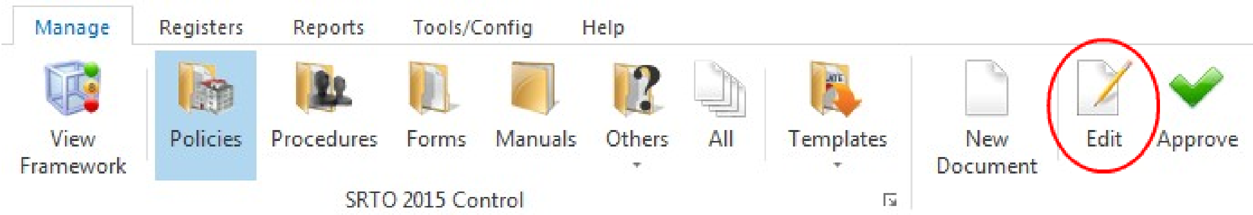


7. When you have filled in the fields click Create. Unless you selected Edit later your new document will open in the relevant Office application based on the chosen file type. For more information on editing your document inside the application see Editing Documents 17.

2.3 Editing Documents

If it is in an editable state (i.e. Newly imported, Waiting to be edited, Being edited or Waiting approval) and you have edit permissions there are 3 ways to open a document for editing:

1. Right click on the document and select Edit or
2. Double-click the document or
3. Select the document and click on the Edit button under the manage tab of the Ribbon Menu.



Word, Excel, PowerPoint or Publisher documents will open in the relevant Office application. Note that PDF files cannot be edited.

Note

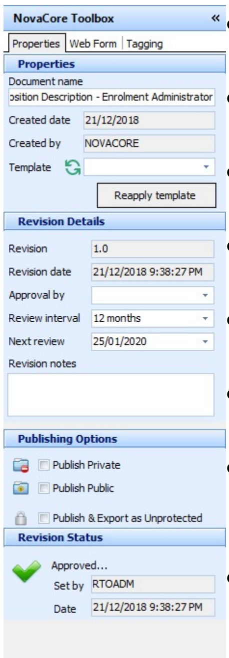
Documents can only be edited if their status[27] is Newly Imported, Waiting to be Edited, Being Edited or Waiting Approval. If a document cannot be edited it can be Revised[19].

When the selected document opens, the NovaCore Toolbox as well as other buttons are embedded in the Office application and the Office menus.

The NovaCore Toolbox

The NovaCore Toolbox is a feature embedded in MS Office applications that enables you to apply and edit NovaCore specific information in your document. It has three pages that can be accessed by the tabs located along the top section of the toolbox. The three pages are Properties, Web Form and Tagging.

Properties



- Document Name - View and/or change the name of the document
- Created date - The date when the document was created
- Created by - Who the document was created by
- Template - Apply a template[38] by choosing one from the drop down list.
- Revision - The document's revision number
- Revision date - Last revision date
- Approval by - Set who the document should be approved by. (See Workflow[49] .)
- Review interval - Choose how regularly the document should be reviewed. By default this is twelve months.
- Next review - Set the document's next review date. By default this is set to twelve months from the date of creating/editing/revising the document.

- Revision notes - Add revision notes. This is very helpful for when you want to look back on the document and see what changes you made and why.

- Publishing options - Go to Publishing[30] for an explanation of this section of the toolbox.

- Revision Status - This shows the status of the document.

- Set by - The person actioning the document

- Date - The document's Revision Date.

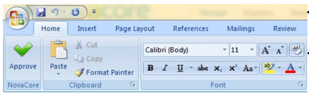
Web Form

Go to Web Forms[89] for information on using the Web Form page of the toolbox.

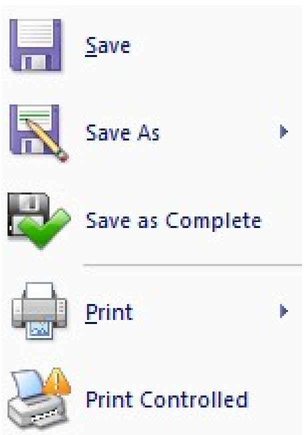
Tagging

Enter keywords on this page which will be used in cataloguing the document for searches.

Other Buttons Integrated into Microsoft Office

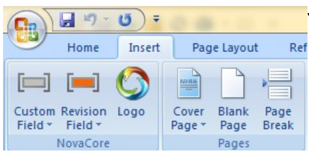


The document can be approved straight from the application by clicking on the green tick in the top left-hand corner.



You have the option to Save or Save as Complete. Save as Complete sets the status of the document as Waiting Approval.

The Print and Print Controlled options work the same way as they do in NovaCore. (see Document Controlling[15] for more detail)



You can also insert NovaCore Custom Fields[119], Revision Fields[121] or your logo under the Office insert tab. (also see Using Custom Fields[22])

2.4 Revising Documents

Tip

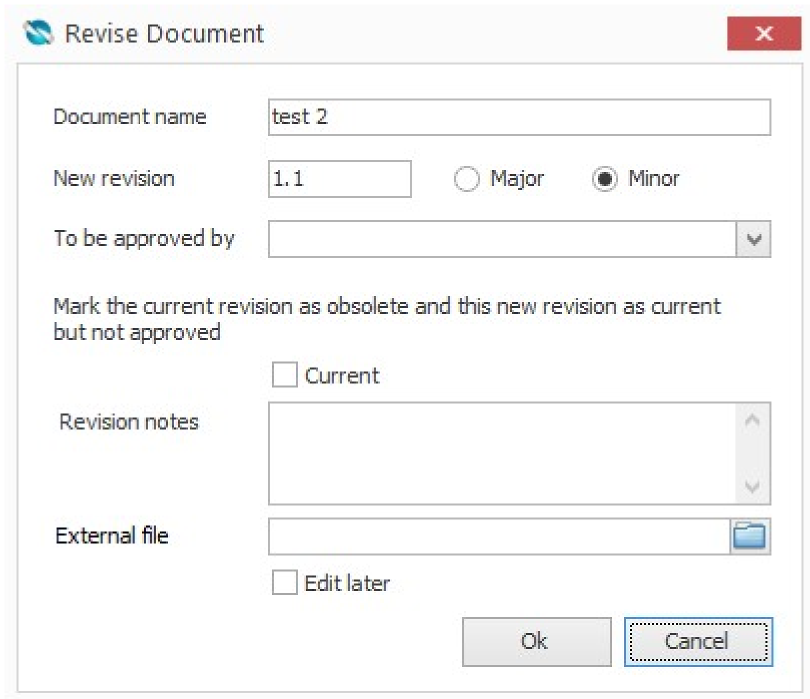
If a document does not need to be revised but is approaching or has past its revision date, it is best practice to revise it anyway and to note in the revision notes that the document was reviewed and did not require any changes.. This way you will have evidence of continuous improvement that you can show to auditors.

How to Revise a Document

If a document has been approved, the edit option will not be available. The only way to change an approved document is to revise it.To revise a document:

1. Right click on the document and choose Revise or select the document and click the Revise button on the Ribbon Menu under the Manage tab:

2. On selecting the Revise button, the Revise Document form will open up:



The Revise Document form allows you to choose various revision parameters including the document name, add revision notes

Revision Number

The Revise Document allows you to define the revision as a Major or Minor revision. If it is a major revision the new revision number counts up to the next whole number and if it is a minor revision the revision number decimal position will increment.

Approval by

You can also set who you'd like to approve the document, we call this the 'Document Approver'. If you do not specify this NovaCore will automatically use the system wide Default Approver (see Global Settings[116]).

Every time a document is created, edited or revised, an email alert will be sent to the Approver.

Current

Enable this option to mark the current revision as obsolete and the new revision as current but not approved. Note that this is *not* the normal practice and should only be used if you want to force an approved document out of circulation immediately until this new revision is approved.

Revision Notes

You can add revision notes at this point but these notes can also be added or edited within the NovaCore Toolbox when editing the document. Revision notes are always useful especially as they can be reported on and provide a simple way of providing evidence of continuous improvement for audits.

Revising a Document Using an External File

The external file selection field provides a way to revise documents such as PDF or image files that are not editable within NovaCore but are edited using external applications. In addition to this you may have a requirement to revise a document by someone external to your organisation who sends you an updated version of the document.

Select the folder icon. Choose your file and click Ok.

Revising a Document Inside an Application

Once you have adjusted the revision options click the Ok button. The document will open and you will be able to edit it. (See editing documents[17] for more) Once you have edited and saved the document it can be approved.

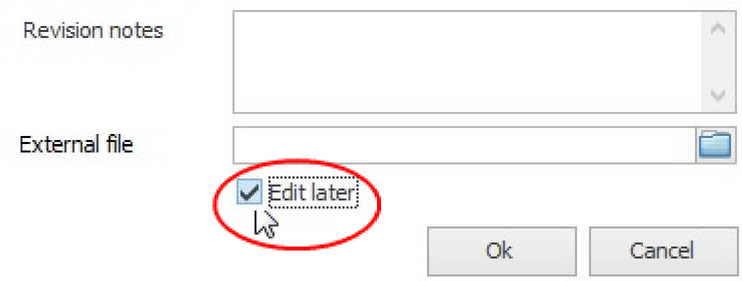
Reverting to a Previous Revision

If you need to revert the content of a newly revised document to match the content of a previous version of the document without actually deleting the revision, you can Revert the document to a previous version.

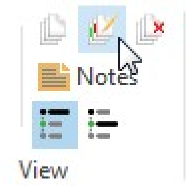
Note

The steps below must be done from the document lists under Policies, Procedures, Manuals etc. and NOT from the Traffic Light System as the TLS only shows the latest approved version of a document.

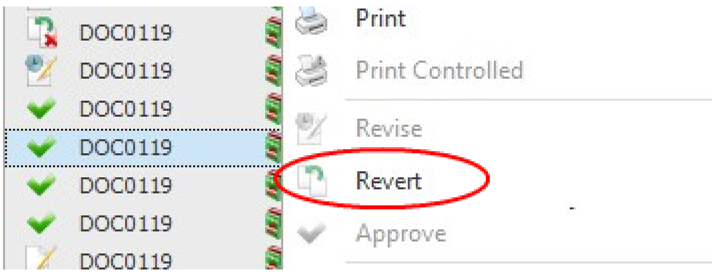
Documents that have been approved cannot be reverted to previous revisions. To revert an approved document to a previous revision revise the document and select the option to Edit later and click OK.



This changes the current status of the document to Waiting to be Edited. Make sure that the document is selected and click on the revision history icon as shown in the image below:



The previous revisions of the document will be shown below the document. Right click on the revision you want to revert to and select Revert.



Cancelling a Revision

A revision can be cancelled or undone if the revision has not been approved. Right click on the revised document and select Cancel Revision. The document will revert to its previous approved version.

2.5 Using Custom Fields

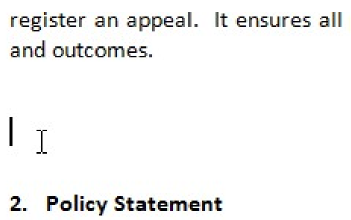
Custom fields are a powerful feature enabling you not only to insert a particular detail into your documents but changing that detail (custom field value) from within NovaCore automatically updates all the documents that use your custom field throughout the system.

Inserting Custom Fields

Once a field has been created you can insert it into your documents. To create/edit custom fields go to Application Options[114] > Custom Fields[119]

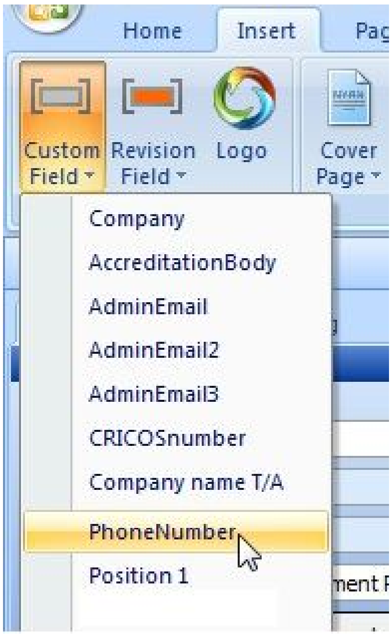
To insert a custom field into a document:

1. Place your cursor where you want your custom field to be inserted as in the example below.

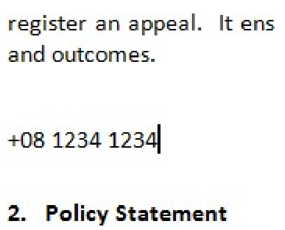


2. Go to the Insert tab. Click on Custom Field and the field names of all your custom fields will be shown in the drop down list.

3. Select the field you want to insert.



4. Once the field is selected the value of the field will appear in the document:



Note

Do not try to manually change the value of a revision field in your document, e.g. the revision number, as this will be overwritten by NovaCore. The same applies to custom fields and the logo. If you want to replace these and keep them independent of both the system and other documents then delete the field first and then replace it with new text or an image respectively.

Inserting a Logo Field

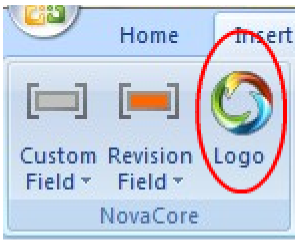
The Logo field is a form of custom field. Logos inserted as fields can be updated by simply changing the logo in Application Options > Organisation114. This will change the logo in all documents throughout the system that have the logo field inserted into them.

Note

Logo fields can only be inserted into MS Word documents.

To insert a logo field:

1. Position your cursor where you want the logo to be.
2. Go to Insert
3. Select Logo:



4. The logo specified under Organisation114 will be inserted into the document. If a logo has not been specified a field like the one in the image below will be inserted instead. As soon as a logo is specified in Organisation this field will update automatically.

Tip

Insert logos into the document header if you want the logo to appear on every page of the document.

> **Note**
>
> For logos that are inserted into documents it is best to use an image that is not more than 100kb in size otherwise the logo will inflate the size of the file.

2.6 Using Revision Fields

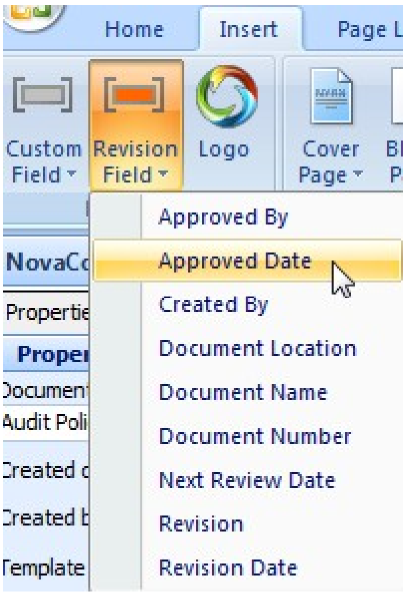
Revision fields are similar to custom fields[22] except that their content is managed and changed by NovaCore and is related to the document and its state and properties. Examples of revision fields are approval date and next review date. The information in theses fields will be updated automatically. To customise the format of revision fields go to Application Options[114] > Revision Fields[25].

To insert a revision field into a document:

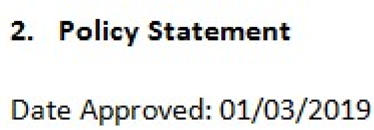
1. Place your cursor where you want your revision field to be inserted as in the example below.

2. Go to the Insert tab. Click on Revision Field and the field names of all your revision fields will be shown in the drop down list.

3. Select the field you want to insert.



4. Once the field is selected the value of the field will appear in the document:

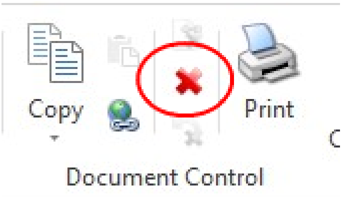


Note

Do not try to manually change the value of a revision field in your document, e.g. the revision number, as this will be overwritten by NovaCore. The same applies to custom fields and the logo. If you want to replace these and keep them independent of both the system and other documents then delete the field first and then replace it with the new text or image respectively.

2.7 Deleting Documents

To delete a document, right click on the document and select Delete or select the document and select Delete under the Manage tab of the Ribbon Menu.

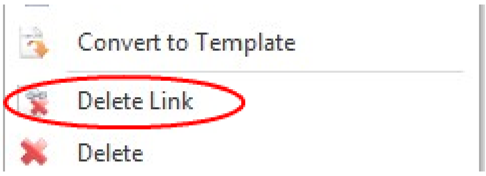


Deleting Document Links

In the DMS you can delete a document's link to a specific folder.

1. Select a DMS Folder and select a document in that folder.

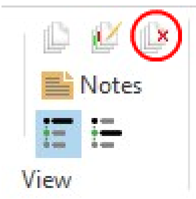
2. Right click on the document and select Delete Link.



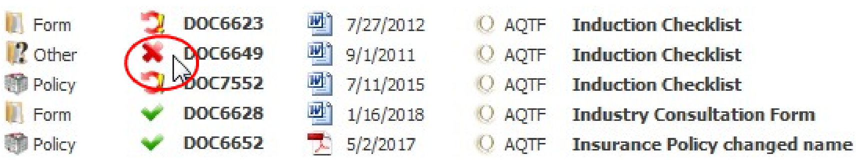
Recovering Deleted Documents

To recover previously deleted documents:

1. Select the Deleted Documents icon under the Manage tab of the Ribbon Menu.



Deleted documents will now show in the list of documents with a deleted status symbol.



2. To recover a document right click on the document and select Undelete.

3. To permanently delete a document, delete it again.

2.8 Document Properties

Status

Every document in NovaCore has a status which is identifiable by the status symbol. Hovering your mouse cursor over a status symbol will display a hint describing its meaning. The following list explains all available status symbols:

Approved - An approved document *cannot* be edited and it will be protected when opened. You can view, print, export and revise an approved document.

Checked Out - The document has been checked out by a NovaCore user.

Editing - The document is in the process of being edited[16].

Newly Imported - The document has just been imported[32] into NovaCore.

Edit Pending - A document with this symbol is waiting to be edited.

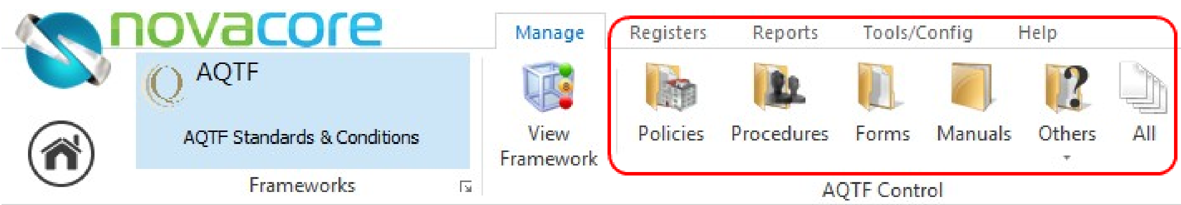
Needs Review - The document is due for its review.

Waiting Approval - The document needs to be approved.

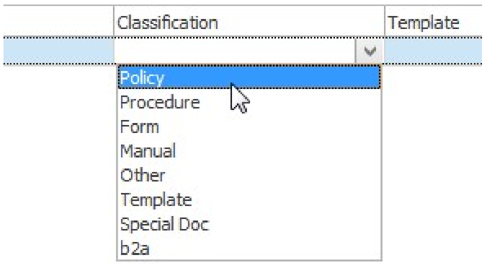
Past Review - The document is past its review date. Documents with this symbol will have a red light in the Traffic Light System.[51]

Classification

Classification enables NovaCore to to organise your documents. To see the classifications in NovaCore select a framework using the Framework Selection Button[7] . The various classifications will be displayed on the Ribbon Menu as shown below:



To classify a document select the classification when creating[16] or importing[32] it. If you do not classify it and it belongs to a framework, NovaCore will place the document under **Others > Unclassified.** The image below is of a document being classified on import.



To access the document after it has been imported go to the **Manage** tab of the **Ribbon Menu** and select the classification. For example, if you set the classification of your document to 'Policy' click on the Policies button to access your document. To learn how to create classifications see Document Classifications[124].

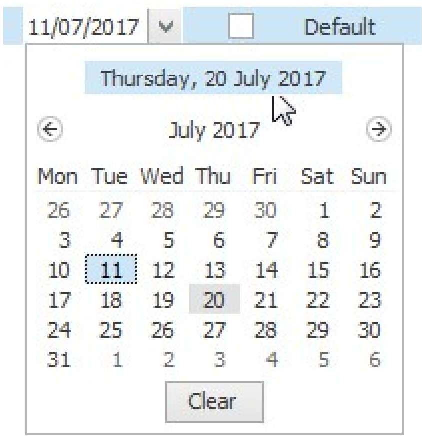
Review Date

By default NovaCore sets a document's **Review Date** to 12 months after its approval.

To change a document's review date

1. Go to a document list that indexes the document as explained in Document Controlling[15].

2. In the Review Date column select the date you want to change. You can either type the new date in or select the drop down arrow beside the date to view a mini calendar and select the desired date.



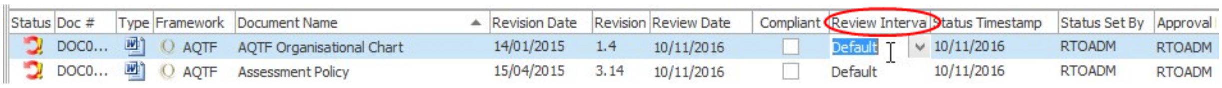
You can also change the review date in the NovaCore Toolbox while Editing[17] or Revising[19] a document.

Review Interval

The **Review Interval** is the number of months that elapse between a document's revision and its next review date. In NovaCore the review interval is 12 months by default. This means that every time a document is approved, the next review date will automatically be set to a date 12 months after the approval date. (To change the default review interval see Global Settings[115].)

To change a particular document's review interval:

1. Go to a document list that indexes the document as explained in Document Controlling[15]. Select the review interval that you want to change.



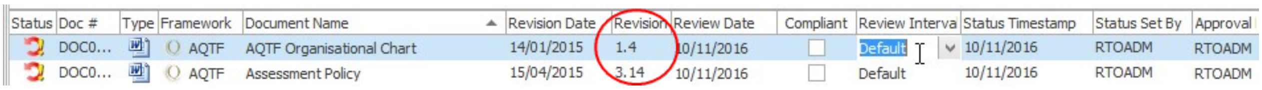
Status	Doc #	Type	Framework	Document Name	Revision Date	Revision	Review Date	Compliant	Review Interva	Status Timestamp	Status Set By	Approval
	DOC0...		AQTF	AQTF Organisational Chart	14/01/2015	1.4	10/11/2016		Default	10/11/2016	RTOADM	RTOADM
	DOC0...		AQTF	Assessment Policy	15/04/2015	3.14	10/11/2016		Default	10/11/2016	RTOADM	RTOADM

2. Type in a review interval or click on the drop down arrow and select on of the review interval options.

3. When you have selected the new review interval, you will be prompted to specify whether you want the review date (see section above) to be reset based on the new interval. If you select Yes then the review date will change immediately and if you select No the review date will be calculated after the document is next approved.

Revision Number

The Revision Number of a document changes every time a document is revised. It shows how many times the document has been revised and whether the revision is Major or Minor. To learn more about revising documents click here[19].

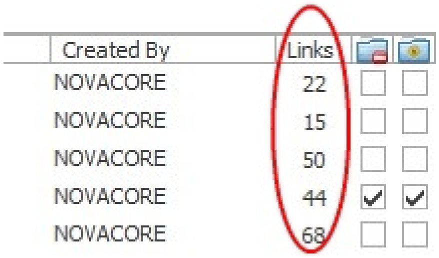


Status	Doc #	Type	Framework	Document Name	Revision Date	Revision	Review Date	Compliant	Review Interva	Status Timestamp	Status Set By	Approval
	DOC0...		AQTF	AQTF Organisational Chart	14/01/2015	1.4	10/11/2016		Default	10/11/2016	RTOADM	RTOADM
	DOC0...		AQTF	Assessment Policy	15/04/2015	3.14	10/11/2016		Default	10/11/2016	RTOADM	RTOADM

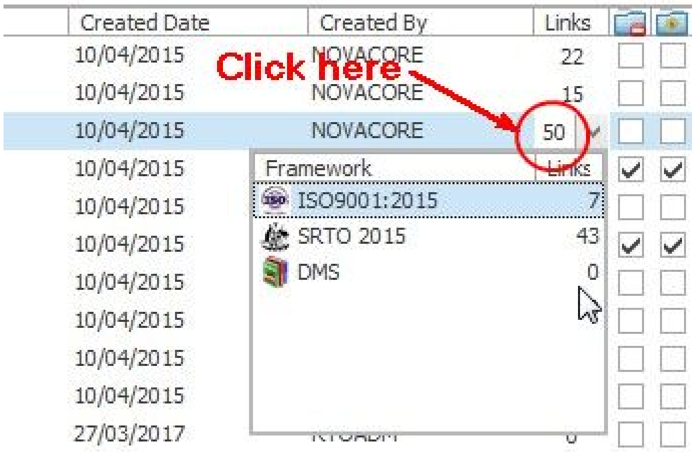
Links

Documents are linked to standards of a framework to monitor compliance. A document can be linked to one or more framework items/standards in multiple frameworks. To see how to link documents to framework items/standards in a framework go to Using the Traffic Light System[54]. Documents can also be linked to DMS folders.

The number of times a document has been linked is shown in the Link column in all document lists within NovaCore:



Select the number to see a breakdown of the number of links and which frameworks the document is linked to:



For information on linking documents see Copying Documents 80 and Using the Traffic Light System 54.

2.9 Publishing

In NovaCore, documents can be published privately or publicly or without protection. Private refers to the fact that the document is password protected or is stored in a protected location. Public means that the document can be accessed without a username or password. Published documents are usually published as read-only documents but if you require a document to be editable when published, select Unprotected.

When you enable a document to be published, the settings that you have set in the DMS or Framework will be applied to the document.

This is the icon for private publishing: 

This is the icon for public publishing: 

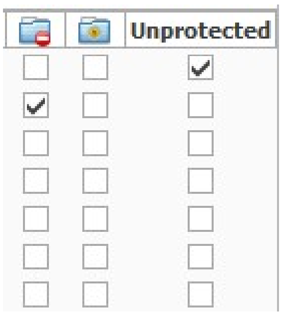
For more information on configuring the publishing settings for

- a Framework, see Framework Specific Publishing Settings[132] of the .
- a DMS Library or Folder, see DMS Publishing[82]

How to Publish a Document

There are two ways of flagging a document to be published:

1. Go to a document list that indexes your document[15] and find the columns indicated in the image below. By default these columns are on the far right of the document list. Enable Private, Public and/or Unprotected publishing for individual documents by ticking the relevant boxes.



> **Tip**
>
> If the Publishing column is not visible, right click on one of the column headers and make sure that Publish as Private and Publish as Public are enabled. (See Understanding Screen Layout[9] .)

2. If you intend to publish the document once it has been approved, you can set this in the NovaCore Toolbox while editing[17]. Select Publish Private, Publish Public and/or Publish & Export as Unprotected. If the document is a form that uses Word form fields, you do not have to publish it as unprotected because form fields will be editable even in a protected state.

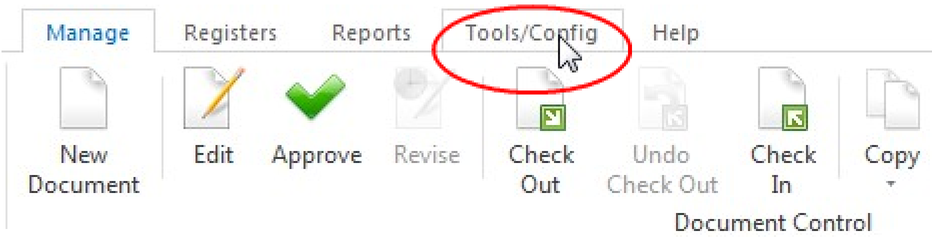
2.10 Import External Documents

When importing documents into NovaCore you can bring them into a framework or into the DMS.

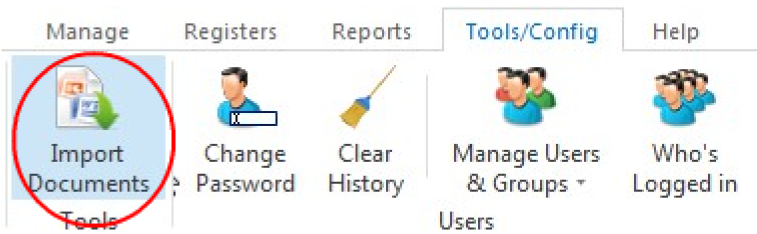
Importing External Documents via the Wizard into a Framework

1. Use the Framework Selection Button 7 to select a framework.

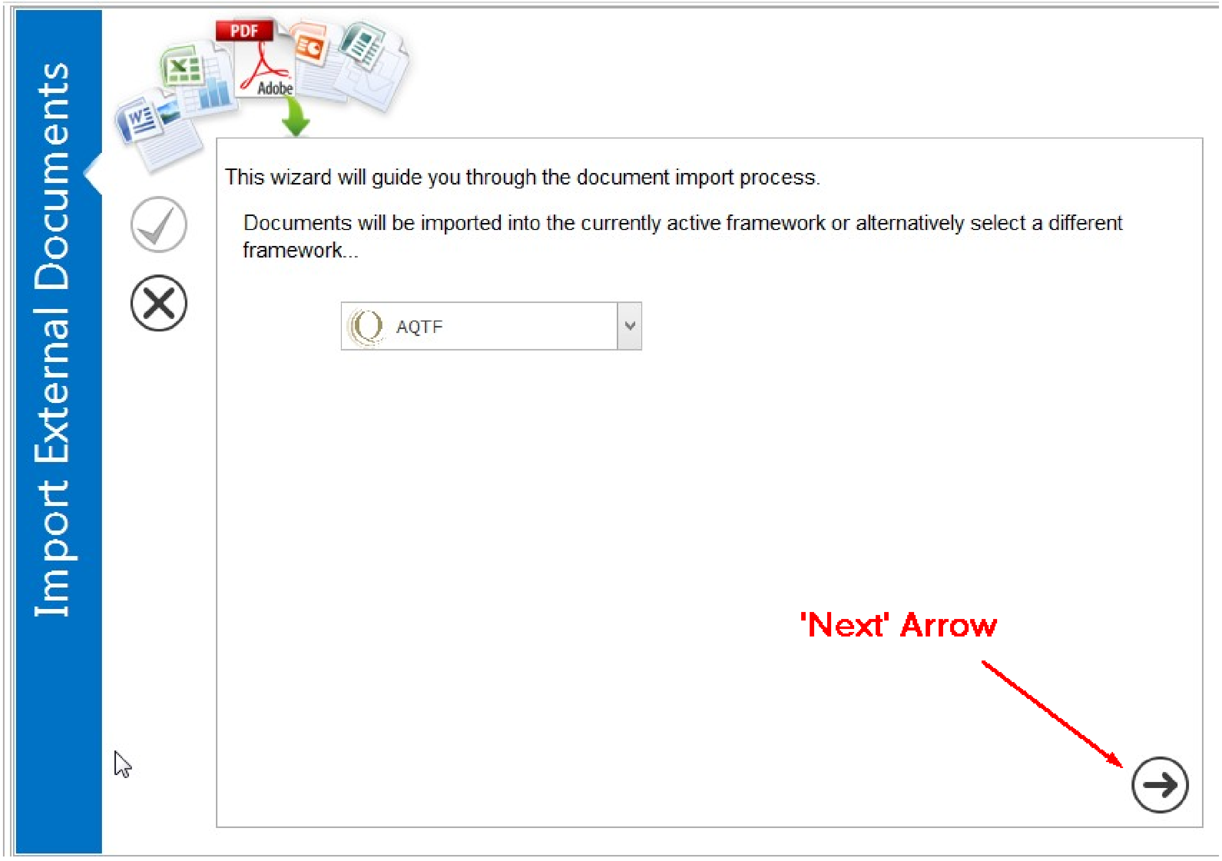
2. Click Tools/Config:



3. Then select Import Documents:



4. In the Import External Documents wizard, you will be prompted to assign your document to a framework or the DMS. By default NovaCore will select the framework that is currently active. Make your selection and click the 'Next' Arrow.

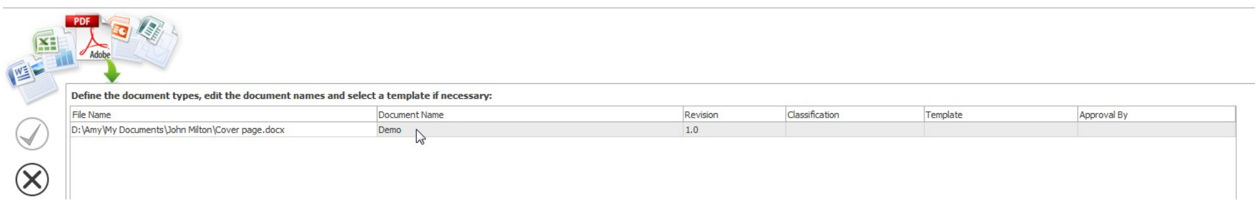


5. A dialogue box will automatically open so that you can select the document you want to import. You can import more than one file by holding down your shift or control keys or you can add files one by one by clicking the Add Files button on the right hand side of your screen. Select the 'Next' Arrow to continue.

6. On the next screen (see below) you will be able to rename the document, change the revision number, select a classification (see Document Properties[27]), assign a template[38] if necessary and assign an approver for the document. (See Workflow[49] for more information.)

Note

It is possible to bulk apply templates during the import process. See Applying Templates in Bulk[45]
.



Tip

When making the changes described above do not click on the heading of a column but on the information below the heading.

7. Once you have made all the necessary changes click the 'Next' Arrow and you will see that on the last screen it will become a Finish symbol. Click this to save your newly imported document. Look for your document in the folder you classified and you will see it there with a 'Newly Imported' symbol.

Importing Documents into the Document Management System (DMS)

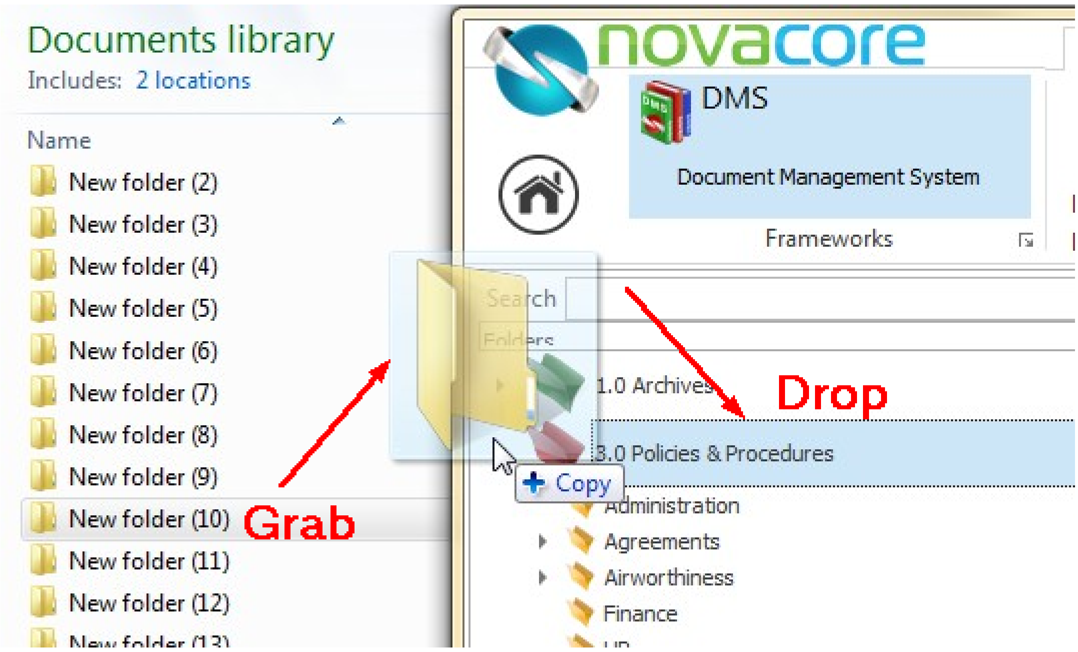
You can import documents into the Document Management System (DMS) 68 in the same way as you import documents into frameworks (see above).

OR

You can import documents or folders by dragging and dropping as explained below:

1. Resize NovaCore and arrange your screen so that you can see NovaCore and your document/folder location at the same time.

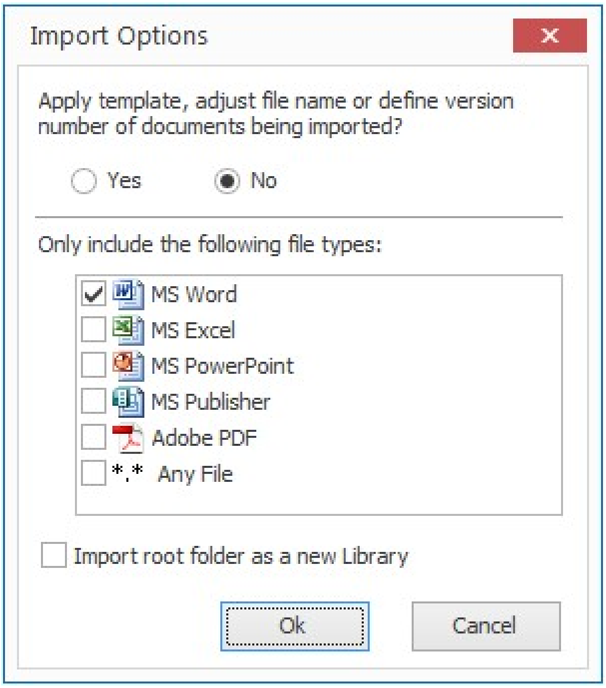
2. Simply grab the document/folder and drag it into a folder in the DMS.



Note

You can import an entire folder structure (folder with all subfolders) this way and the DMS will preserve your folder structure!

3. When you import multiple documents at once or an entire folder this dialogue box will open up:



Select Yes if you want to apply templates, adjust the file name, classify or define the version number of documents being imported. Select No if you want the documents to be imported as they are.

If you are importing a folder that contains multiple file types, you can specify which types to import. This is helpful if your folder contains many different file types and you only want, for example, to import Word documents. Any file type can be imported but only Word, Excel, PowerPoint, Publisher and PDF files can be filtered. To include any or all files tick 'Any File'.

If you are importing a folder, you will also have the option to import the root folder as a new DMS Library folder. Note that you will not have this option if you import files only or folders and files together.

4. When you have specified the import options, select OK. NovaCore will then take you through the Import External Documents Wizard explained in the section above.

2.11 Exporting Documents

NovaCore allows you to export documents to locations outside of the system. This enables non-NovaCore users to access the documents.

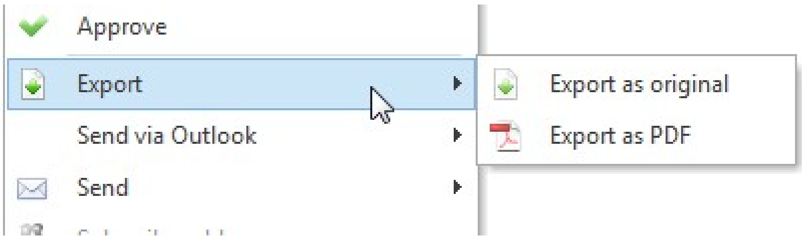
> **Note**
>
> All exported documents will be unprotected which means that they will be editable. However, if a document has not been approved it will be exported with the relevant watermark.

Exporting Documents from NovaCore

To export a document:

1. Right click on a document in NovaCore and select Export or use the Export button on the Ribbon Menu under Manage.

2. Choose whether to export the document in its original format or as a PDF.



3. In the window that opens up, select a location for the file and save it.

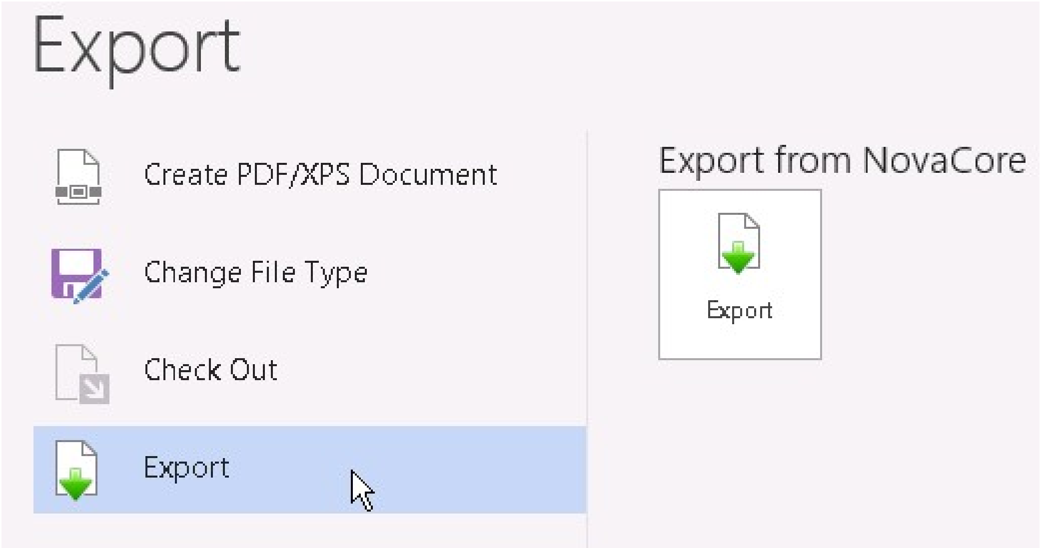
Exporting Documents from MS Word

Documents can also be exported from MS Word.

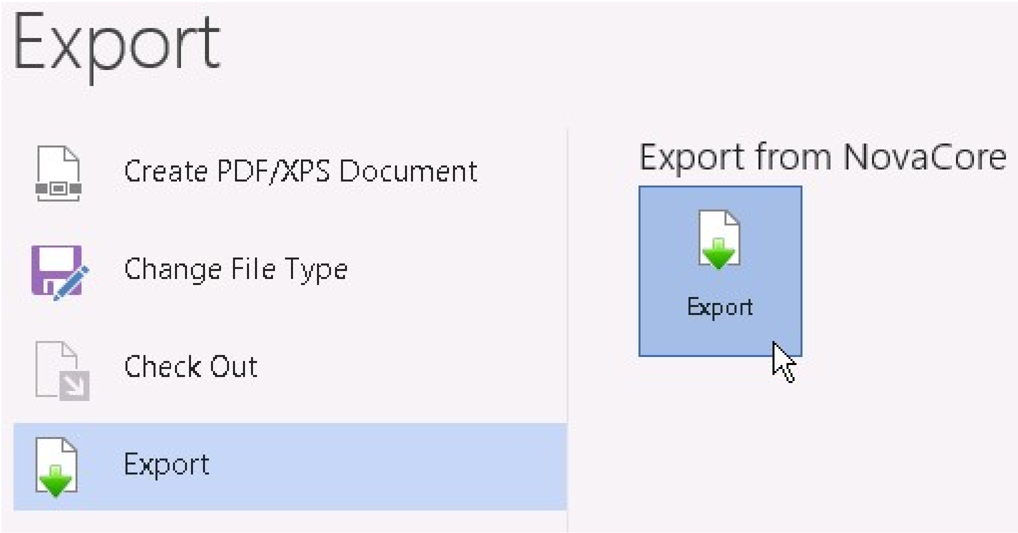
1. In Word, go to File.

2. Select Export.

3. Select Export under Export.



4. Select the Export button under Export from NovaCore.



2.12 Printing Documents

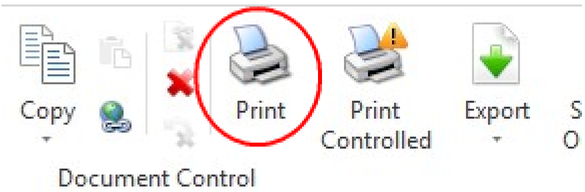
In NovaCore there are two different options for printing a document: Print and Print Controlled.

Print

When the Print option is used to print a document, the document will be printed with a watermark . The watermark depends on the document status as follows:

- Approved - the 'UNCONTROLLED' watermark will be used. In a strict, quality system, distributed documents should be tracked. To facilitate this, users require the Print Controlled permission (see User Permissions 106) to print a document without the watermark via the Print Controlled command, otherwise a user who is not a document controller could print and distribute documents that ought to be controlled.
  When viewing a previous approved revision the 'SUPERSEDED' watermark will be used.
- Being Edited - the 'DRAFT' watermark will be used.
- Waiting Approval - the 'NOT APPROVED' watermark will be used.
- Past Review - 'OUT OF DATE' watermark will be used.
- Deleted - the 'DELETED' watermark will be used.

To print a document from NovaCore, right click on a document and select Print or use the Print button on the Ribbon Menu under Manage.

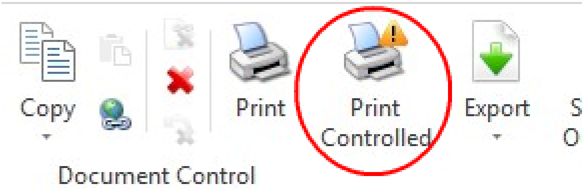


To print a document from MS Word, print it as you would print any other document.

Print Controlled

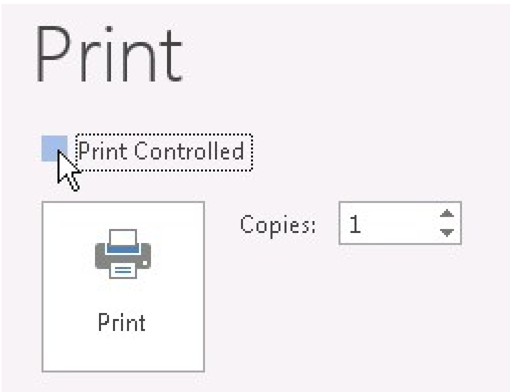
The Print Controlled option allows users to print a document without a watermark. Note that only users with the Print Controlled permission will be able to use this option.

To print a controlled document from NovaCore, right click on a document and select Print Controlled or use the Print Controlle button on the Ribbon Menu under Manage.



To print a controlled document from MS Word:

1. Open a Word document from NovaCore.
2. Go to File.
3. Select Print.
4. Enable the Print Controlled option.



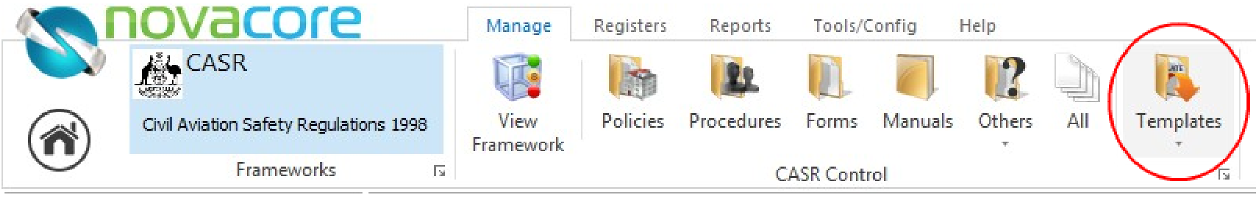
2.13 Using Templates

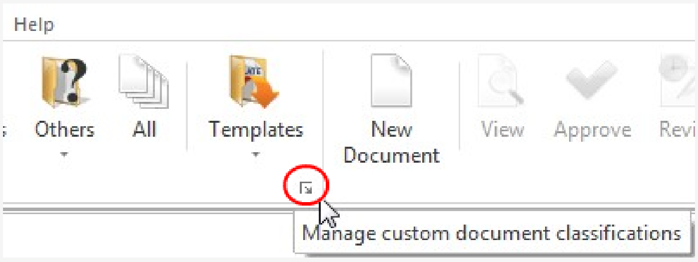
Templates can be used in two different ways:

- For conformity (so that all your documents look similar). This applies to MS Word and PowerPoint documents but not Excel. In Word this means uniform page size, header and footer content, as well as document styles. In PowerPoint the master slides of a presentation are updated from the template to create uniformity.
- As the basis or starting point of a document (for documents that are created regularly like Minutes of Meeting forms). This applies to MS Word, PowerPoint and Excel documents.

Templates can be accessed in two different ways:

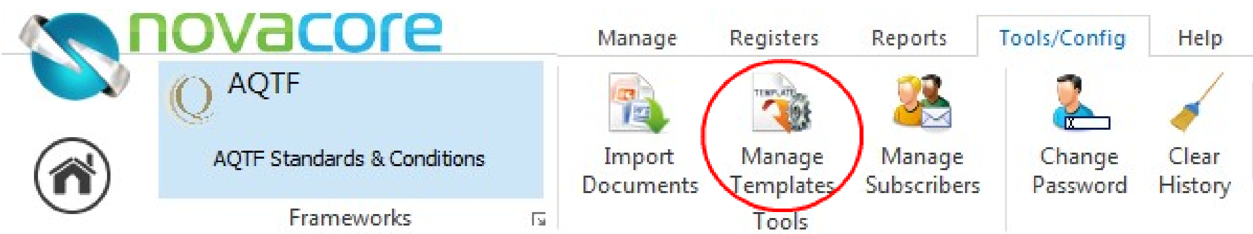
Select a framework using the Framework Selection Button 7 . The Templates button will show on the Ribbon Menu. Selecting the top half of this button will show your selected framework's templates:



> **Note**
>
> You can select the arrow button on the bottom right corner of Templates to manage custom document classifications.
>
> 
>

OR

Go to Tools/Config and select the Manage Templates button:



Creating Templates

There are three different types of templates:

- Global Templates[39] - Templates that can be applied to documents throughout your NovaCore system regardless of the document's framework.
- Framework Specific Templates[40] - Templates that can only be applied to specific frameworks.
- DMS Folder Specific Templates[43] - Templates that can only be used within their containing folder.

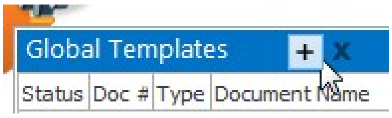
Note that existing documents can be converted into templates (See Converting Documents to Templates[43] below).

Creating Global Templates

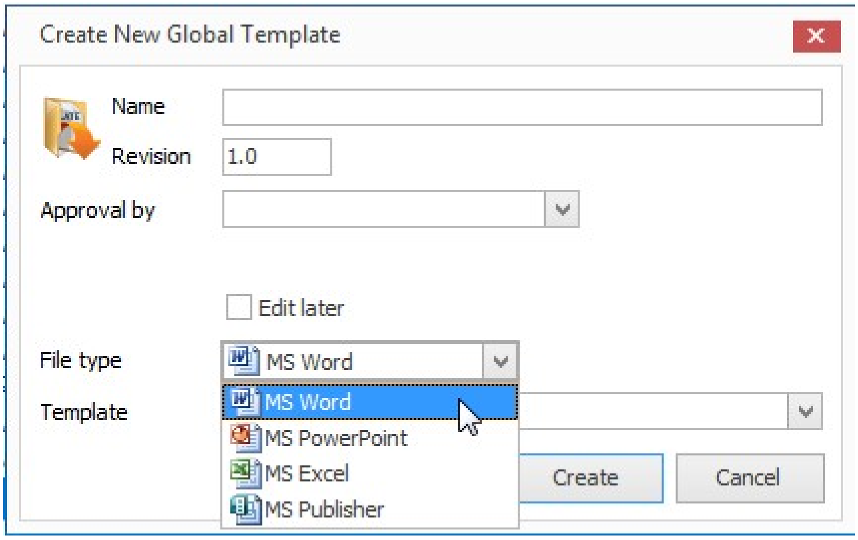
To create a Global Template:

1. Go to Tools/Config then Manage Templates. The Manage Templates has two sections. The top section is for Global Templates and the bottom section is for Framework Specific Templates.

2. Select the plus button in the Global Templates section as show below.



3. A dialogue box will open up so that you can name your new template, change the revision number if you need to, set an approver, apply a template and select a file type.



Note

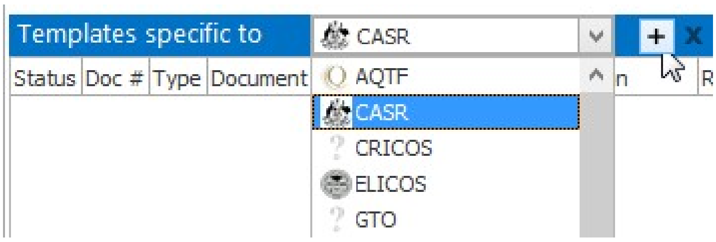
A template can only be applied to documents that have the same format as the template.

4. Once you have filled in the fields, click Create.Your template will open up in an application relevant to the the file type you specify. When your new template opens in the application there will be extra NovaCore features inside the application as explained in Editing Documents 17.

Creating Framework Specific Templates

To create a Framework Specific Templates:

1. Specify a framework in the 'Templates specific to' section using the drop down list as shown below.



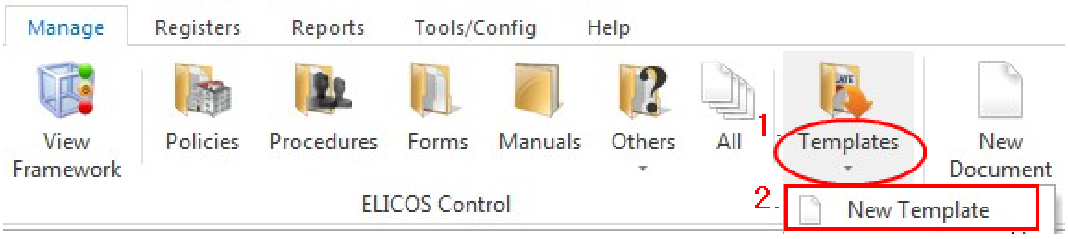
2. Select the plus button.

3. Follow steps 2 - 3 of Creating Global Templates (see above 39). Your template will only appear in the framework you specify.

OR

1. Go into a framework.

2. Go to Templates under the Manage tab. Select the bottom section of Templates and select New Template.



Example

The following is an example of how you could make a Word template. Note that you do not have to follow all these steps exactly.

- Double click the header of the document and insert you company logo:

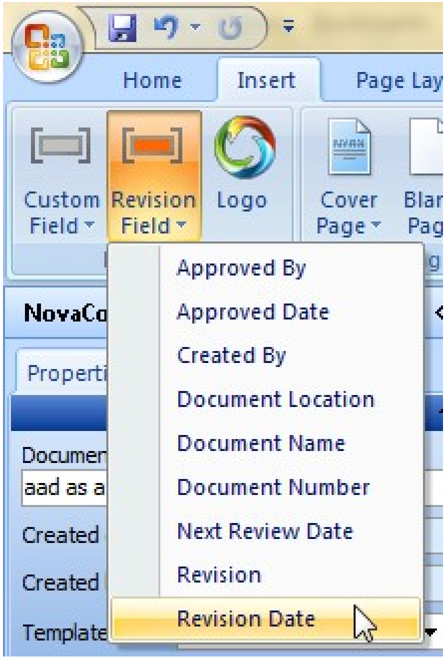
The header will become the header of all the documents you apply the template to.

- In the footer of your document you can put revision information. The ability to insert revision fields is one of the features that makes document controlling so easy with NovaCore. In the image below the editor has placed "Revision Date" in the footer.

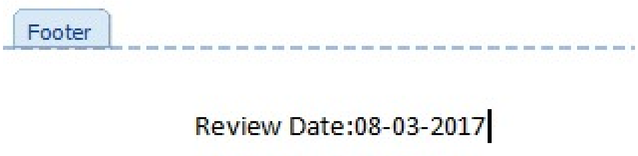
Instead of manually typing in the date go to the Insert tab.

Once you have clicked the Insert tab you will see that you have the option to insert NovaCore Fields. Click Revision Field to reveal a drop-down list.

You will see that there are several different revision fields. For the purpose of this demonstration we select Revision Date:



After the desired field is selected it will appear next to your cursor in the document:



Note

It is recommended that NovaCore revision fields be inserted rather than manually typing in the information. Revision field content updates automatically with document details such as dates, revision number, location, name, etc.

- Below is an example of a complete template footer:

- Once you have created your template you can Save it or Save as Complete.

- Approve your template in NovaCore and it will be ready to use!

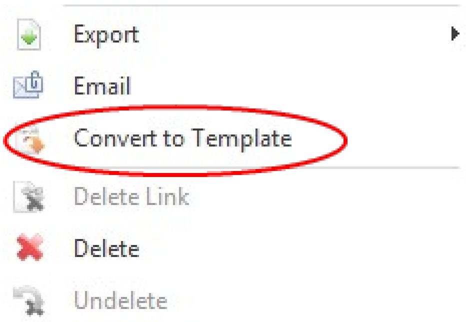
Converting Document to Template

If an existing document is to be used as the basis or starting point for new documents then convert the document into a template for later use in Creating Documents[16].

To do this:

1. Right click the document in any document list within NovaCore.

2. Select Convert to Template.



3. a) If you have Template Management permissions (see User Permissions[106]) and the document resides in a DMS folder you will be asked to choose between limiting the template to its containing folder or making it global. Limiting it to the folder means that you can create new documents based on this template only if they too reside in this folder. If not prompted then you do not have Template Management permissions and the template will be limited to the folder.

   b) If the document resides in a framework and you have Template Management permissions then you will be prompted whether to make the template global or to limit it to documents belonging to the framework. If you do not have Template Management permissions then you cannot convert a framework document to a template.

Note

A template can only be used, or its header and footer applied, once it has been approved.

Applying Templates

There are two different ways of applying templates

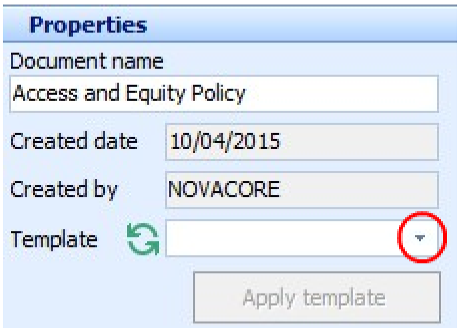
- Applying templates when creating/editing/revising documents [44]
- Applying templates on import [45]

Apply Templates When Creating/Editing/Revising Documents

A template can be applied during the document creation process (see Creating Documents [16]) or from the NovaCore Toolbox when Creating/Editing/Revising Documents [17]

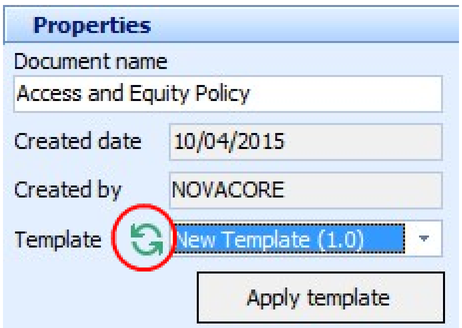
To apply a template from the NovaCore toolbox:

1. Select the drop down arrow in the Template field and select a template:



If a template does not show up in the drop down list it is because of one of three things:

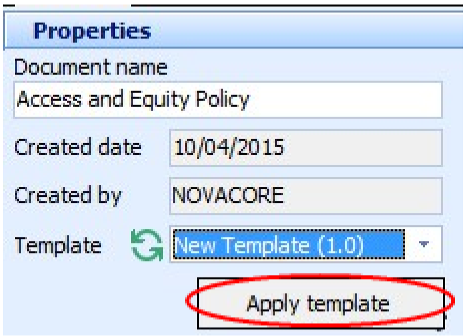
a. You need to click on the Refresh button as shown below.



b. The template is specific to a different framework to the one your document is in.

c. The template has not been approved. A template can only be applied when it is approved.

2. Once you have selected your template click Apply Template. Note that if a template has already been applied you will need to Reapply Template (see below).



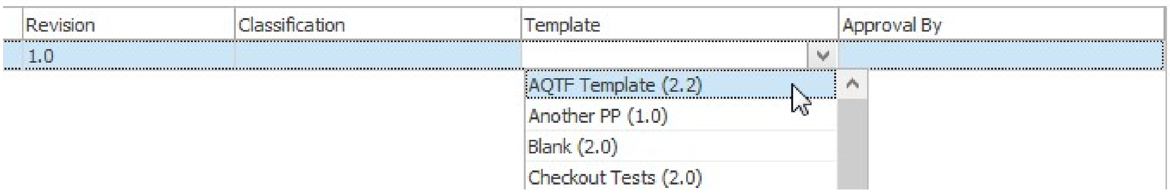
When your template is applied, all the information in the header and footer of your document will be automatically updated.

Note

If you create a template without using custom/revision fields[22], the header and footer information will not update automatically.

Applying Templates to Individual Documents on Import

The process of importing a document is explained in Importing External Documents[32]. During the process you will come to a screen where you can edit your document information. This is where you apply a template. Click below the heading of the Template column to reveal a drop down list.



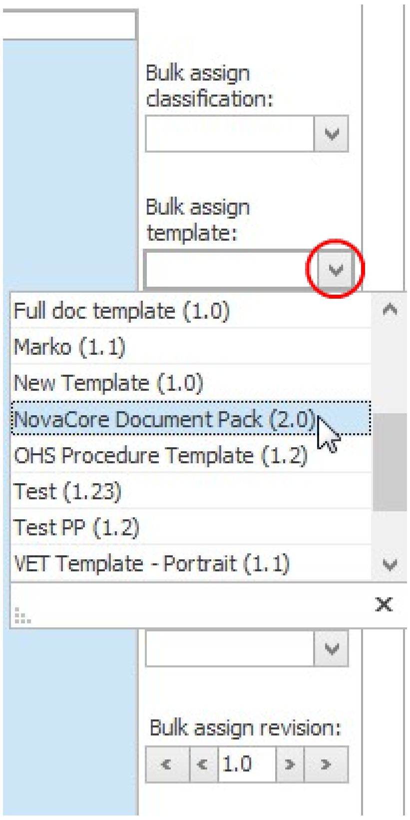
Select the template and continue with the import process by clicking the Next Arrow. Once the document is imported, right click on it and select edit. The document will open up in the relevant application and you will see that it has the template you specified.

Applying Templates in Bulk

NovaCore also allows you to bulk apply templates during the import process. To do this:

1. When you reach the screen during the import process where you can edit your document information, select two or more documents.

2. When you select two or more documents, a bulk assign options menu will automatically open on the right hand side of the screen. Select the drop down arrow of the Bulk assign template option and select a template.



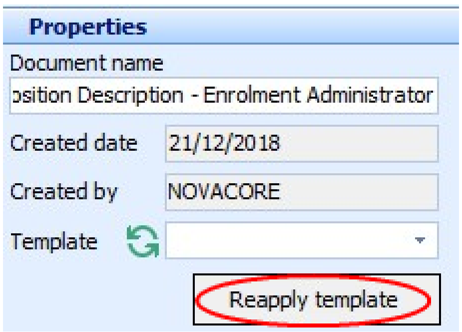
The template will be applied to all files that match the template's file format. For example, if the template is a Word document, it will only be applied to Word documents. If you want to apply different templates to different files on the same import, simply select the other templates you wish to apply and they will be applied to the relevant files. For example, if you select all of your documents and some are Word documents and others are PowerPoint documents, select the Word template to apply it to all of the Word files and then select the PowerPoint template to apply it to all of the PowerPoint files.

3. Once you have assigned the templates, continue with the import process by selecting the Next Arrow.

Reapplying Templates

To change a document's template:

1. Revise[16] the document and select Reapply Template in the NovaCore toolbox[16].



2. When you click Reapply Template a dialogue box like this will open up:

Specify which parts of the template you want to apply to your document and click Apply.

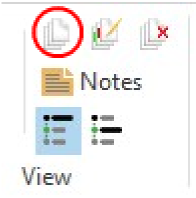
2.14 Document List Viewing Options

Document and Revision History

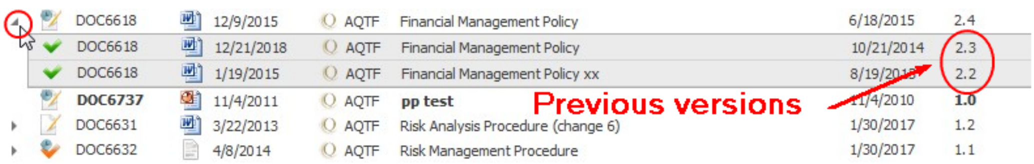
Older versions of revised documents will automatically be archived.

To view archived revisions that were approved:

1. Click on the Revision History icon under Manage.

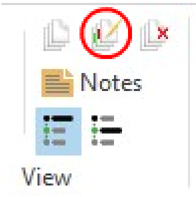


2. A small arrow will appear to the left of documents that have archived revisions. Click on this arrow to view the older revision.



To view the entire history of a document:

1. Select the Document History icon under Manage.

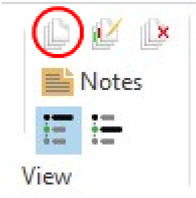


2. A drop down arrow will appear to the left of documents that have archived history. Select this arrow to view document history.

> **Note**
>
> All archived revisions will be watermarked as 'Superseded' when viewing or printing them. You cannot edit, revise or publish archived revisions of documents but you can revert a current document to a previous revision[21].

Revision Notes

To view document revision notes, select revision notes. (See Revising Documents[19] for more information on revision notes.)

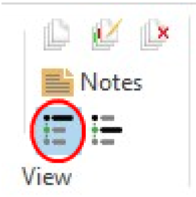


Latest and Current Documents

In NovaCore, you can select whether latest or current documents are displayed in document lists.

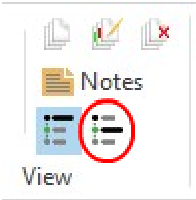
Latest Documents

A Latest Document is the latest revision of a document. The revision may not necessarily have been approved.
To display the latest documents, select the latest documents icon under the Manage tab as shown below:



Current Documents

A Current Document is, by default, the most recently approved version of a document and if linked to a framework clause is used in the compliance check. However when revising a document it can be marked as Current thus forcing the new, not yet approved revision to be the one against which compliance checks are performed. (See Revising Documents[19] for more detail)
To only view current documents, select the current documents icon under the Manage tab as shown below:

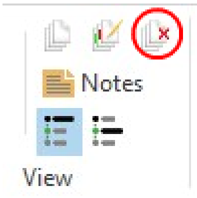


Deleted Documents

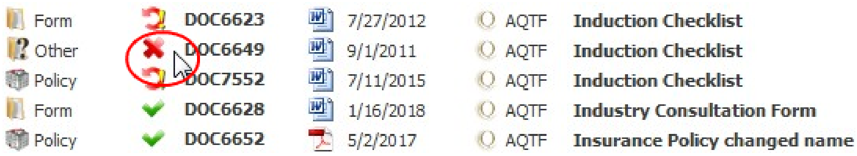
It is possible to view or recover previously deleted documents.

To view deleted documents:

1. Click on Deleted Documents icon under the Manage tab of the Ribbon Menu.



Deleted documents will now show in the list of documents with a deleted status symbol.



2. To recover a document right click on the document and select Undelete.

2.15 Workflow

Document Approvers

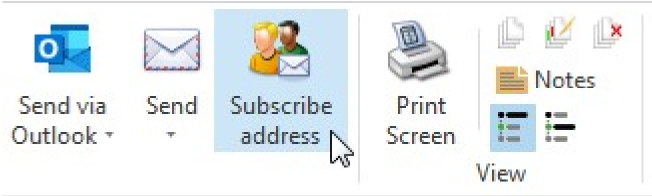
Document Approvers are users who have been assigned the responsibility of approving documents. Documents approvers can be assigned to individual documents when a document is imported, created, edited or revised. Default document approvers can be assigned to entire frameworks under Framework Settings in Application Options. (See Framework Settings[118].) Default documents approvers can also be set for all of the documents in the system under Global Settings in Application Options. (See Global Settings[115].) By default the NovaCore Administrator is set as the document approver. When the document approver for a specific document is unassigned, the default framework approver will be used; if that is unassigned, the default global approver will be used; if that is unassigned the RTOADM (NovaCore Administrator) user will be used.

Subscribing Users to Documents

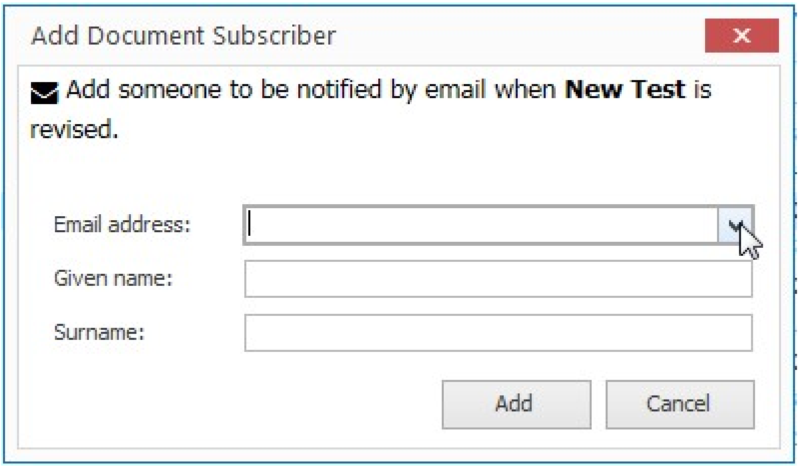
In NovaCore you can subscribe a user to a specific document. This means that when a document is actioned, the user receives an email alert that tells them when and how the document has been actioned.

To subscribe a user to a document:

1. Right click a document and select Subscribe Address or select a document and select the Subscribe Address button on the Ribbon Menu under Manage.



2. In the window that opens up select an email address from the drop down list or type in a new address. Fill in the user's name and surname and select Add. (See Manage Subscribers 111 for information on viewing and editing subscribers.)



3 Framework Traffic Light System

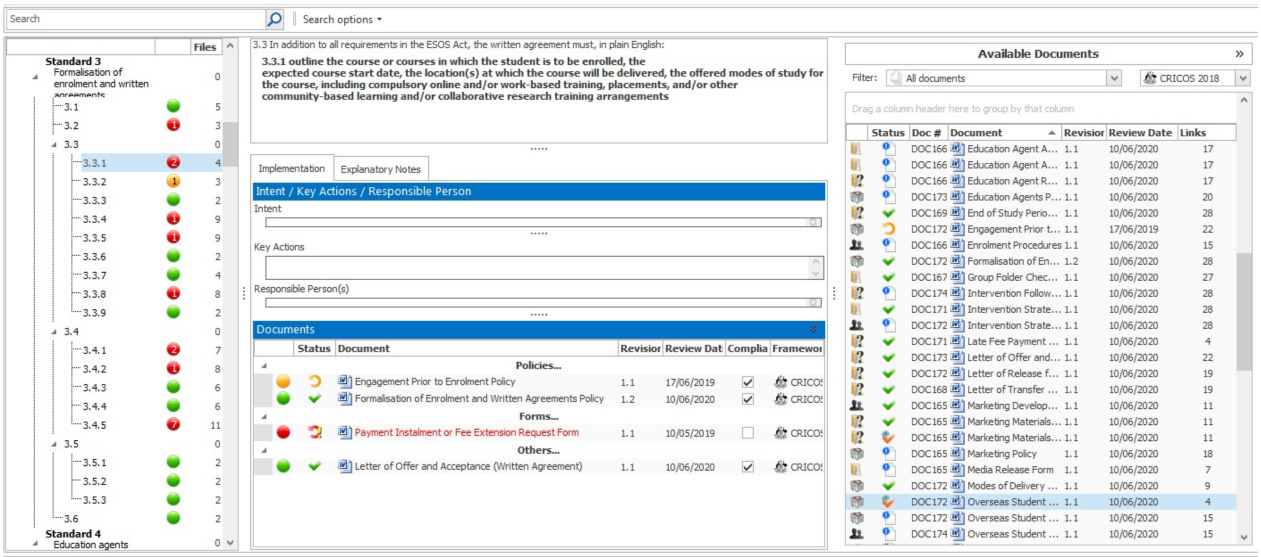
NovaCore's **Traffic Light System** gives you a simple and visual representation of your framework compliance. Visual and email notifications let you know exactly when documents and standards need to be actioned. Using the Traffic Light System you can see what standards need to be worked on and see their statuses change as you action documents and make them compliant to the standards. You can import your own documentation or use NovaCore's ready-made documentation. With the Traffic Light System**,** documentation and compliance becomes fast and easy.

3.1 How the Traffic Light System Works

To access the Traffic Light System hover over the Framework Selection Button[7] and select the desired framework. Then select View Framework to the right hand side of the Framework Selection Button.[7]

> **Note**
>
> The View Framework button changes to the Edit Framework button when you enter the Traffic Light System.

This is the default layout of the Traffic Light System:



On the left hand side of the screen different coloured lights indicate your compliance with each standard.
To view all the documents linked to a standard, select the standard and the documents will be displayed in the centre section of the screen with a status symbol and a traffic light.
To know what a status symbol means hover your mouse over it or see Document Properties[27] for an explanation of each symbol.

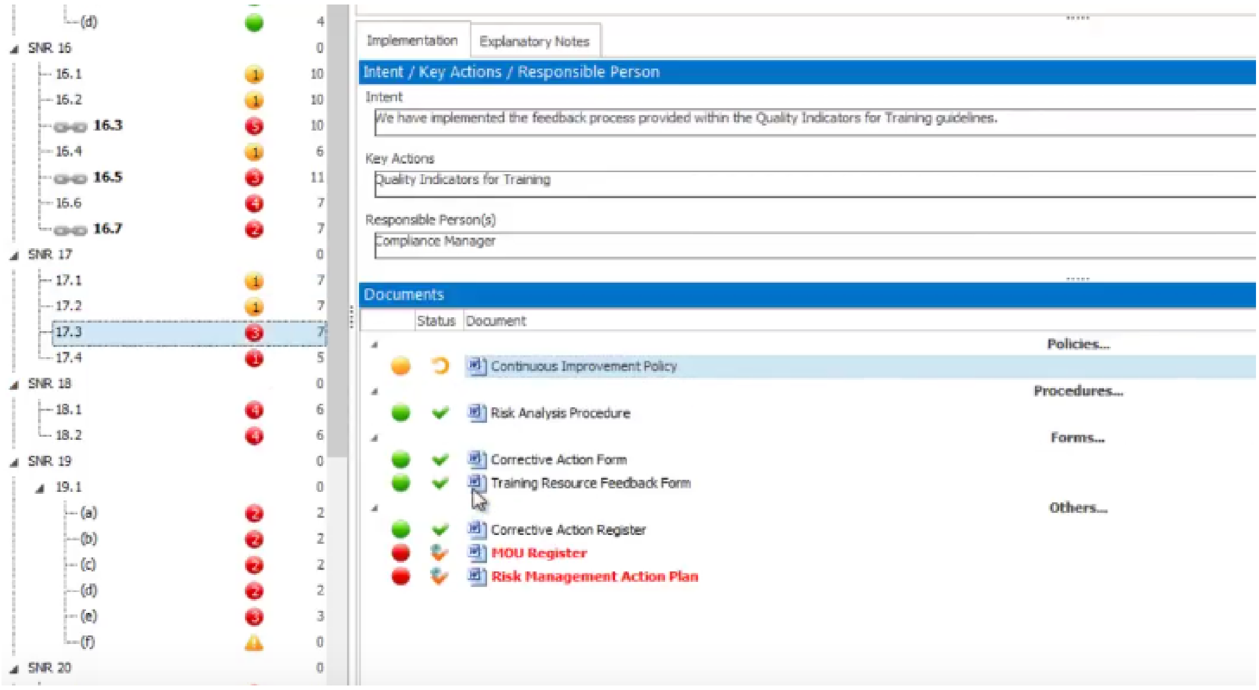
The Lights

Red Light: A red light next to a standard means that there are documents linked to that standard that urgently need to be actioned. The number inside the light indicates how many documents linked to the standard have an issue. A light turns red when documents are past their review date, not approved, deleted or in draft format. Once the document/s are actioned the light will turn green.

Amber Light: An amber light next to a standard makes you aware that documents linked to that standard are coming up for review. By default NovaCore turns a light amber 14 days before the review date. As with the red light, the number inside the amber light shows the number of documents that have an issue. An amber light will automatically turn red when a document goes past its review date.

Green Light: The green light next to a standard shows that all the documents linked to the standard are compliant.

Sometimes you will have all three different lights for documents in one standard as in the example below. When this occurs NovaCore turns the light the colour that will warn you of the most serious issue from a compliance perspective.

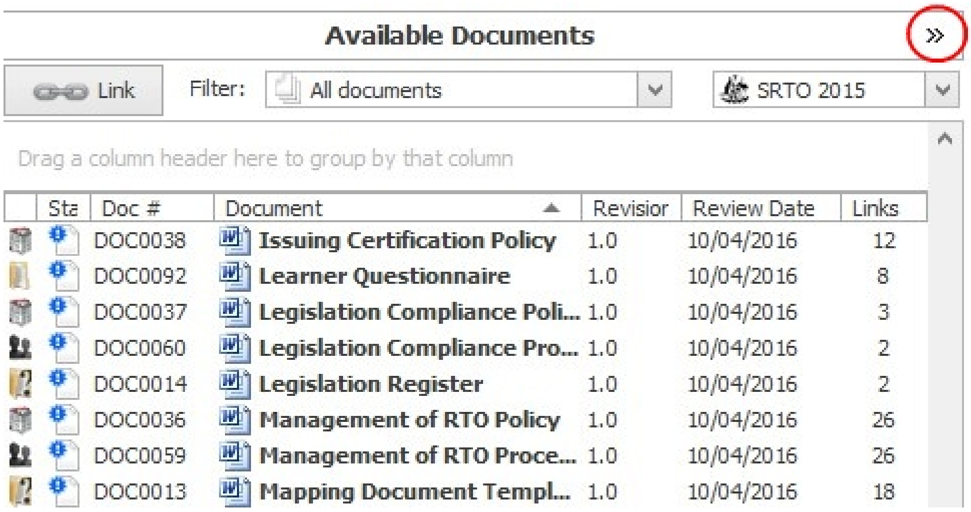


Attention symbol: Besides the different light symbols you will also sometimes have an attention symbol next to a standard: This means that there are no documents linked to that standard. See Using the Traffic Light System 54 to find out how to link documents to standards within the Traffic Light System.

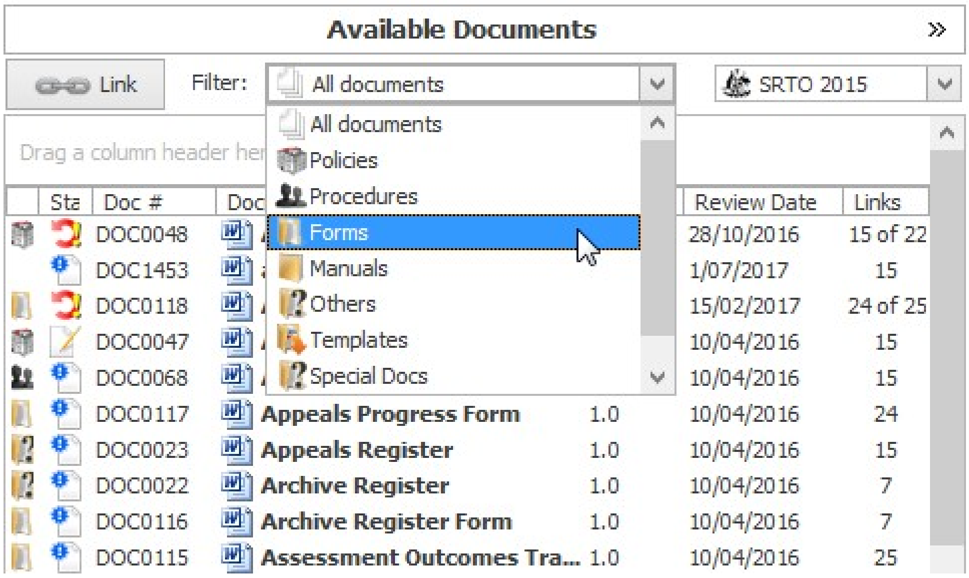
'Available Documents' List

The Available Documents list is by default on the right hand side of your screen in the Traffic Light System. It is a complete list of all the documents within a selected framework.

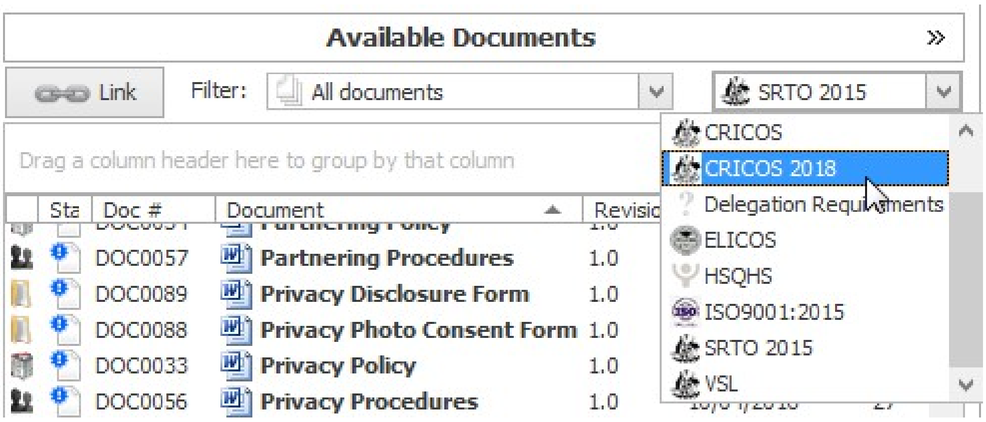
Using the button shown below, the Available Documents list can be collapsed and expanded:



In the Available Documents list, documents can be filtered by classification[27]...



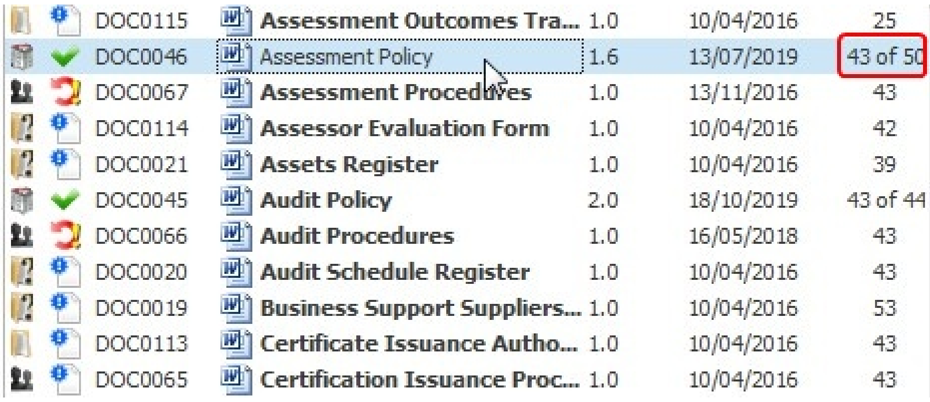
...and you can also choose to view documents that are in other frameworks:



In the Available Documents list there are 7 columns. These can be turned on and off like the columns in any other document list. (See Document/File Lists[9] .)

- The Classification column shows what classification the document belongs to.
- The Status column shows the documents' compliance status[27].
- The Doc # column displays the document number.
- The Document column displays the document itself.
- The Revisior column shows the documents revision number
- The Review Date column displays the document's review date
- The Link column shows how many standards the document has been linked to.

  For example, if a document is linked to 43 standards, its number in the link columns will be '43'. Sometimes the number will be displayed as being 'of' a larger number. (See below)



DOC0115	Assessment Outcomes Tra... 1.0	10/04/2016	25
DOC0046	Assessment Policy 1.6	13/07/2019	43 of 50
DOC0067	Assessment Procedures 1.0	13/11/2016	43
DOC0114	Assessor Evaluation Form 1.0	10/04/2016	42
DOC0021	Assets Register 1.0	10/04/2016	39
DOC0045	Audit Policy 2.0	18/10/2019	43 of 44
DOC0066	Audit Procedures 1.0	16/05/2018	43
DOC0020	Audit Schedule Register 1.0	10/04/2016	43
DOC0019	Business Support Suppliers... 1.0	10/04/2016	53
DOC0113	Certificate Issuance Autho... 1.0	10/04/2016	43
DOC0065	Certification Issuance Proc... 1.0	10/04/2016	43

  This means that the document is linked X amount of times in the selected framework out of the Y amount of times that it is linked throughout the system. In the image above the highlighted document is linked 43 times in the SRTO Framework out of the 50 times that it has been linked throughout the system.

For more information on linking documents, go to Using the Traffic Light System[54].

3.2 Using the Traffic Light System

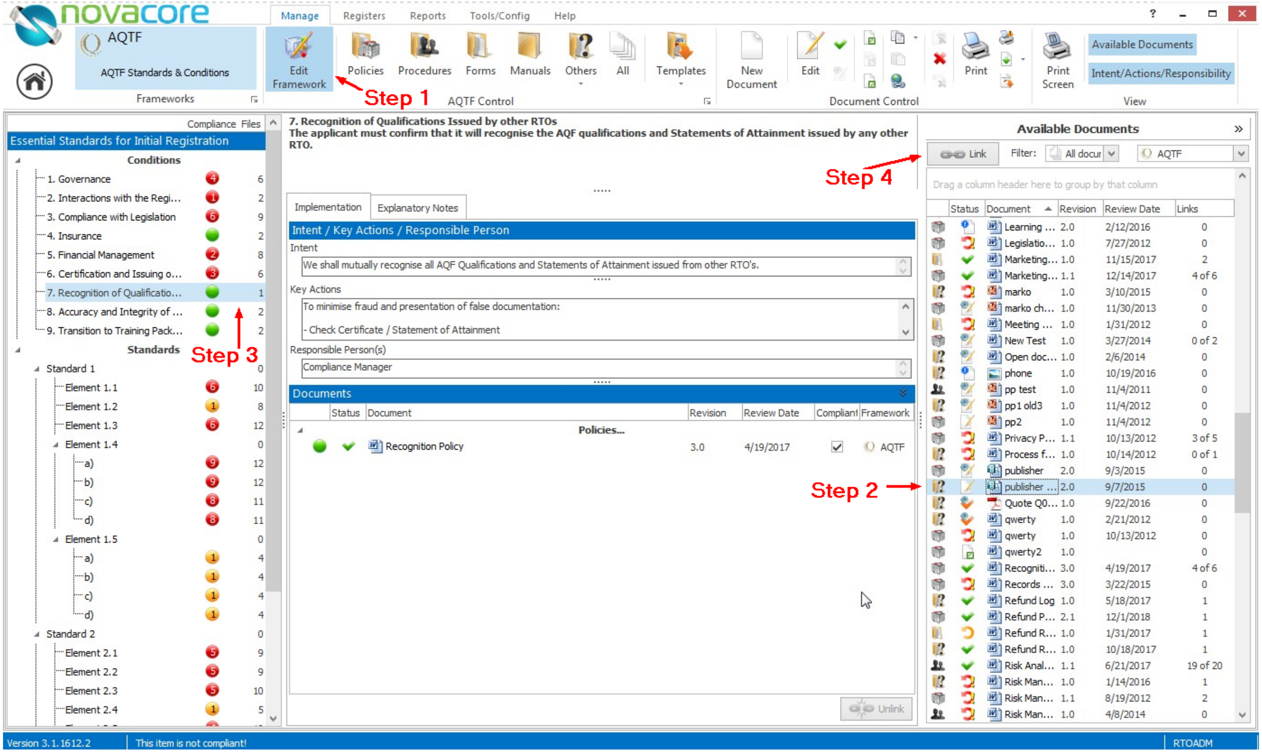
Linking Documents

1. Select the Edit Framework button to enable editing your implementation of your framework i.e. how documents relate to the framework. When editing is enabled the button will remain toggled.

2. On the right side of your screen you will be able to see all the available documents that are in your framework. You can filter the list by document classification or view documents from another framework or the DMS making it possible to cross-link documents between frameworks or the DMS. Select the document/s you want to link. You can select multiple documents by holding down your control key or the shift key to select a range of documents.

3. The standards are displayed on the left side of your screen. Select the framework item/s that you want to link the selected document/s to. You can select multiple framework items by holding down your control key.

4. Select the Link Button.



Note

You cannot link or unlink a document if editing is not enabled.

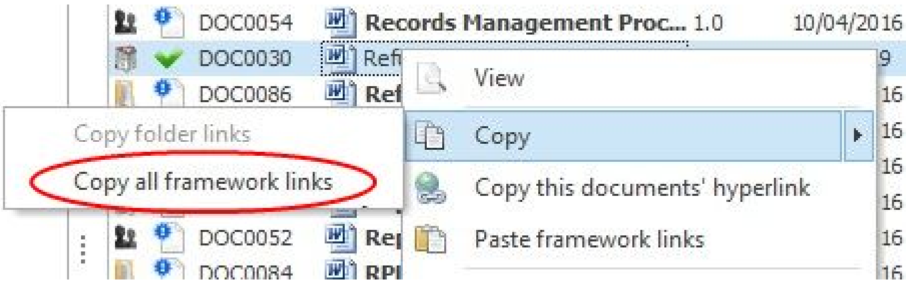
If you are unable to edit a framework contact your system administrator as you most likely have not been given framework editing permission. Once the edit framework button is selected you will also be able to edit the information in the intent, key actions and responsible persons boxes in the centre panel of the screen.

Copying Framework Links

After importing or creating a new document that is related to some other document (e.g. a procedure related to a policy) you can quickly assign all the framework links of the already linked document to the new document with this feature. To copy the framework links of one document and paste them to another document follow these steps.

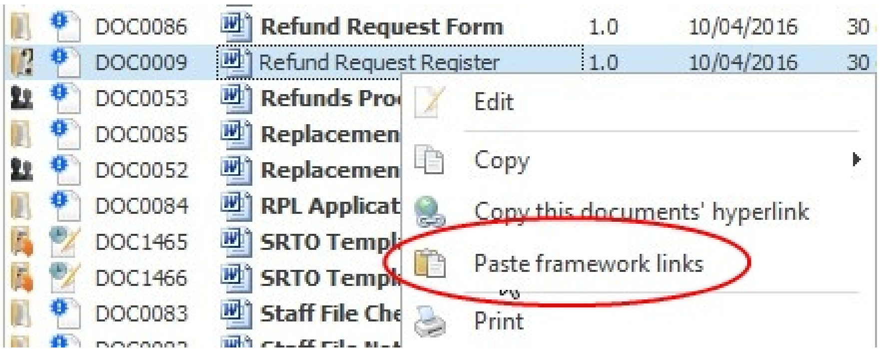
1. Right click on the document.

2. Hover your cursor over Copy and select Copy all framework links.



3. Right click on the document that you want to copy the links to.

4. Select Paste framework links.



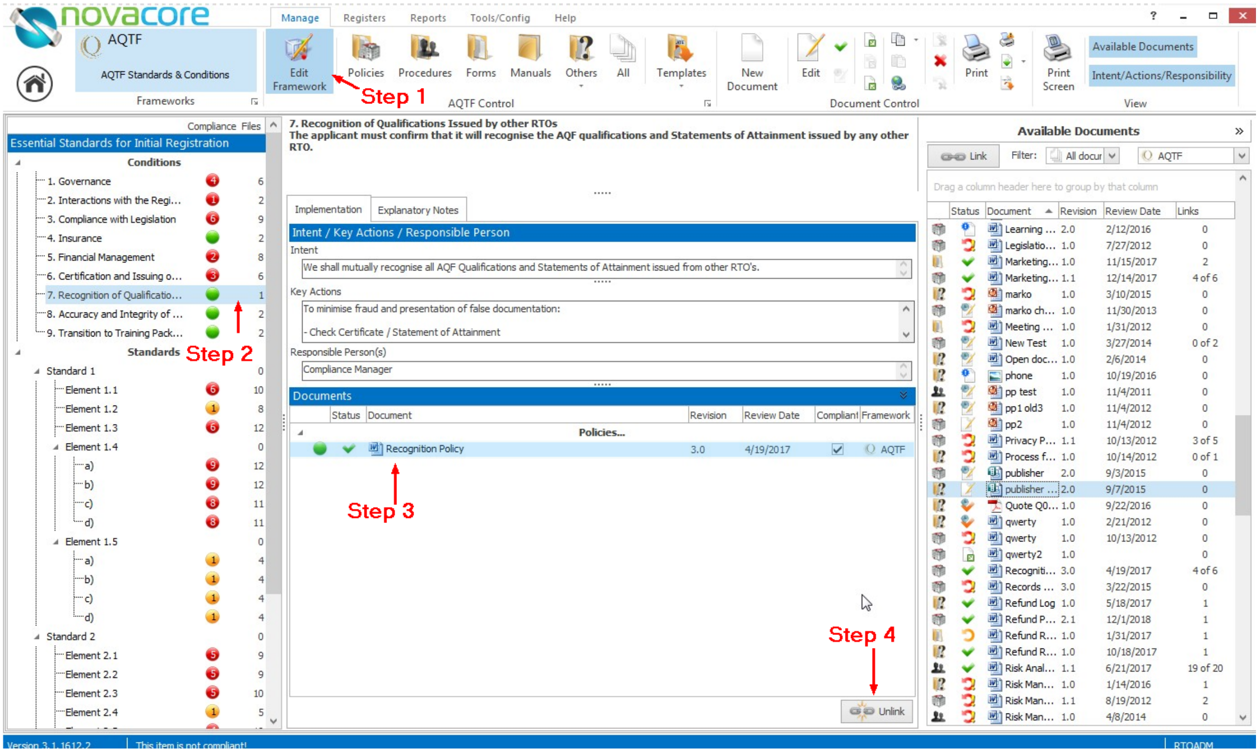
Unlinking Documents

1. Make sure that editing is enabled.

2. Select the standard to which the unwanted document is linked.

3. Select the document displayed in the centre panel of the screen.

4. Select Unlink.



Note

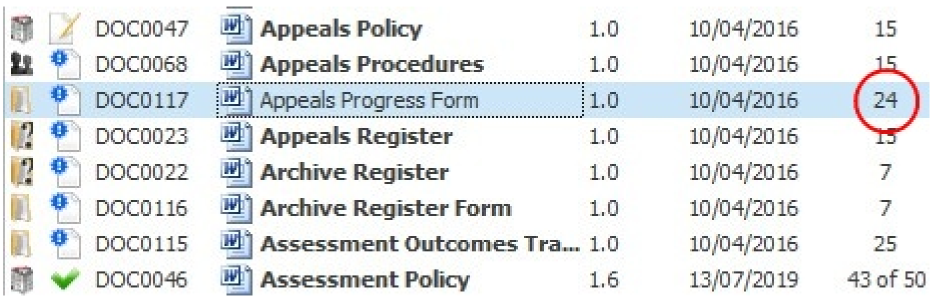
A single document may be linked to several standards.

Unlink Documents in Bulk

To unlink documents in bulk:

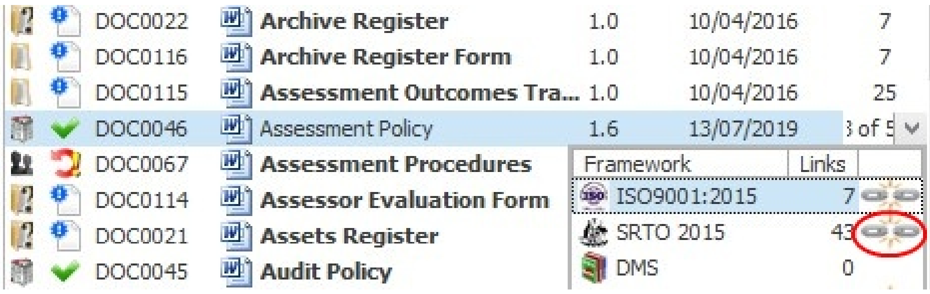
1. Select Edit Framework to enable editing.

2. Select a document and click on the number in the Link column:



When you click on the number you will see a breakdown of the frameworks that the document is linked to and the number of times it has been linked:

3. Select the framework you want to unlink the document from and click the Unlink symbol. This will remove all the links to that document within the selected framework.



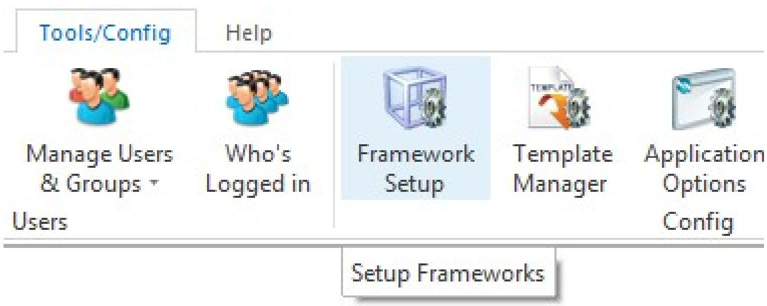
3.3 Creating a Framework

Getting Started

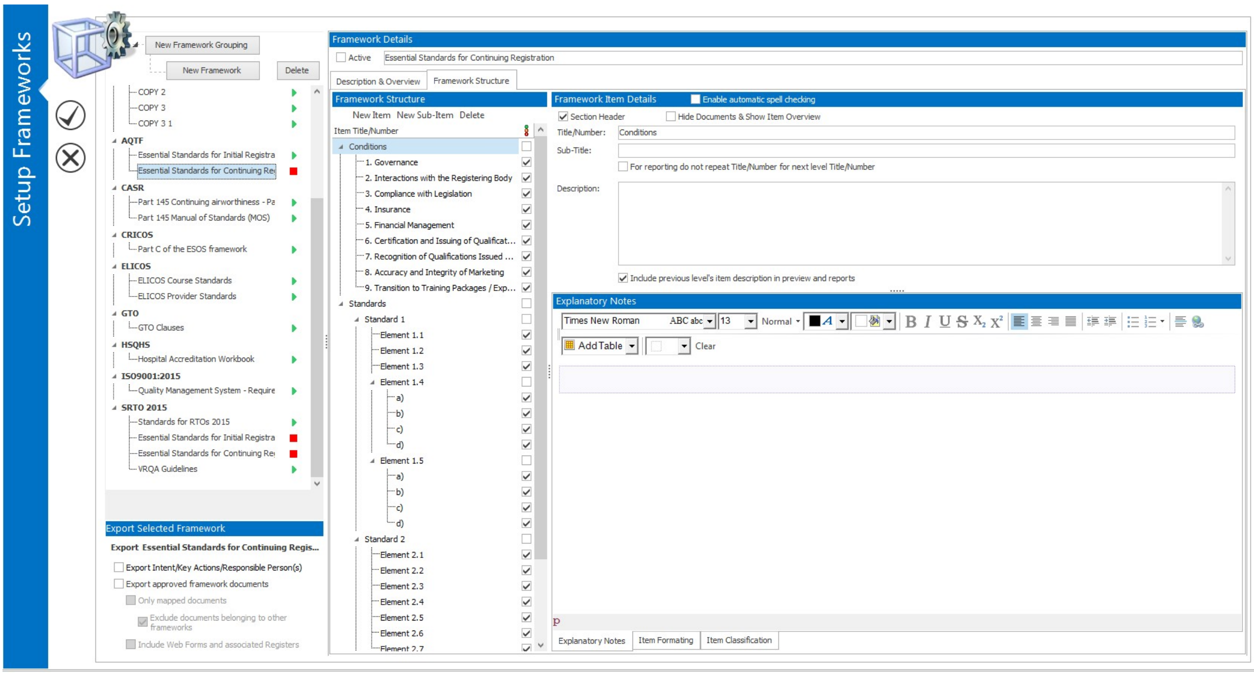
To create a framework, click on the Setup Frameworks button on the bottom right-hand corner of the Framework Selection Button.

OR

Go to Tools/Config and select Framework Setup.

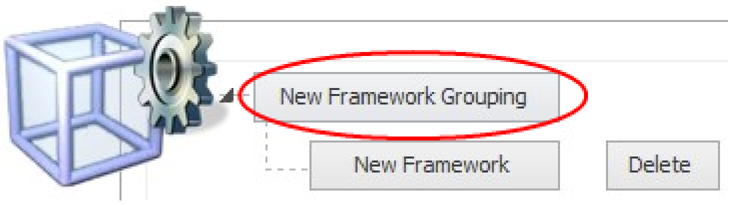


Both of these buttons take you to the Setup Frameworks section shown in the image below. You will be able to see the setup of all the frameworks in your system.



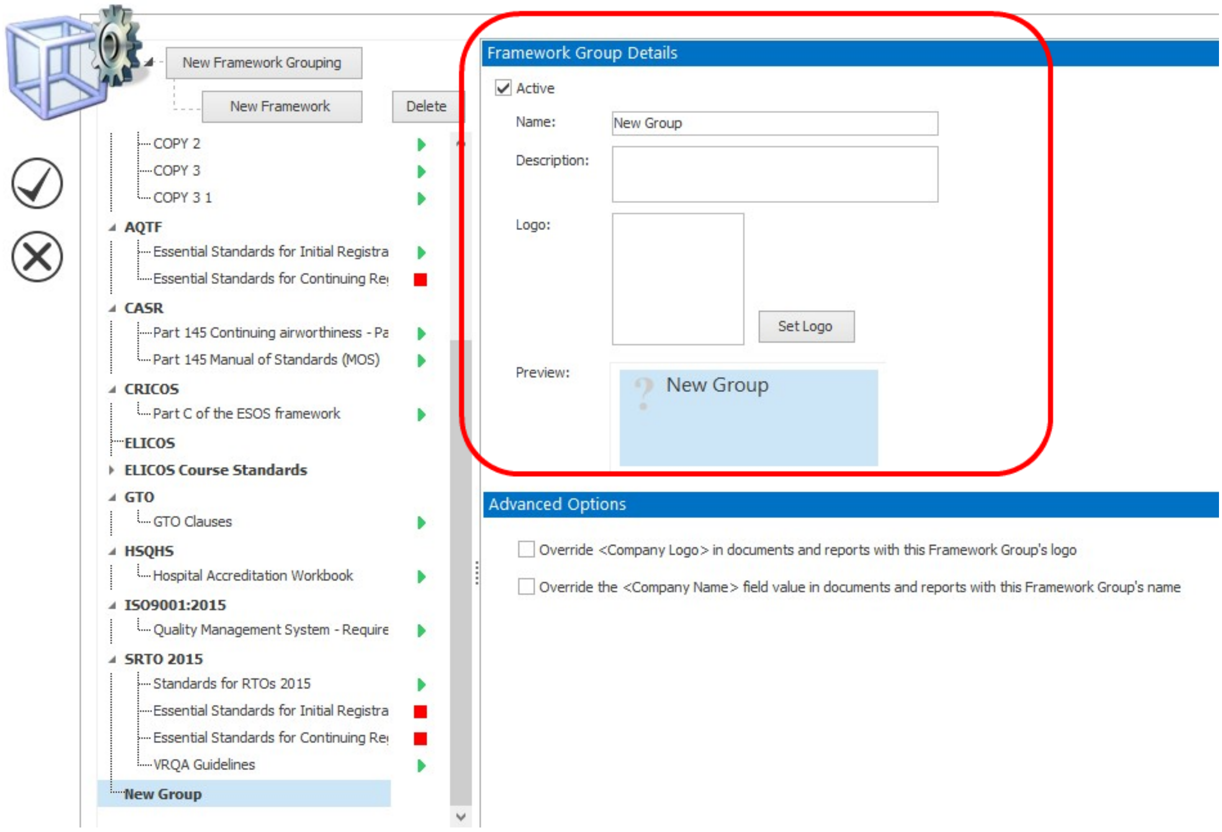
Creating a New Group

1. To create a new group select New Framework Grouping.



2. A New Group will be added to the bottom of your list of frameworks:

3. In the section to the right of the list of frameworks you can give your group a name, a description and a logo.

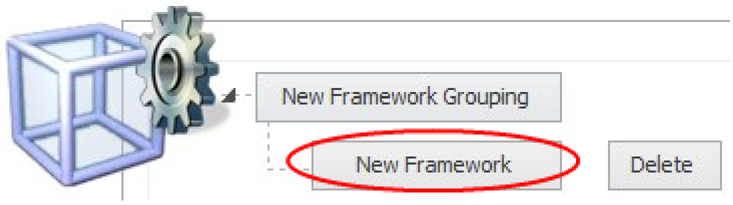


Creating a New Framework

To create a framework in your new group:

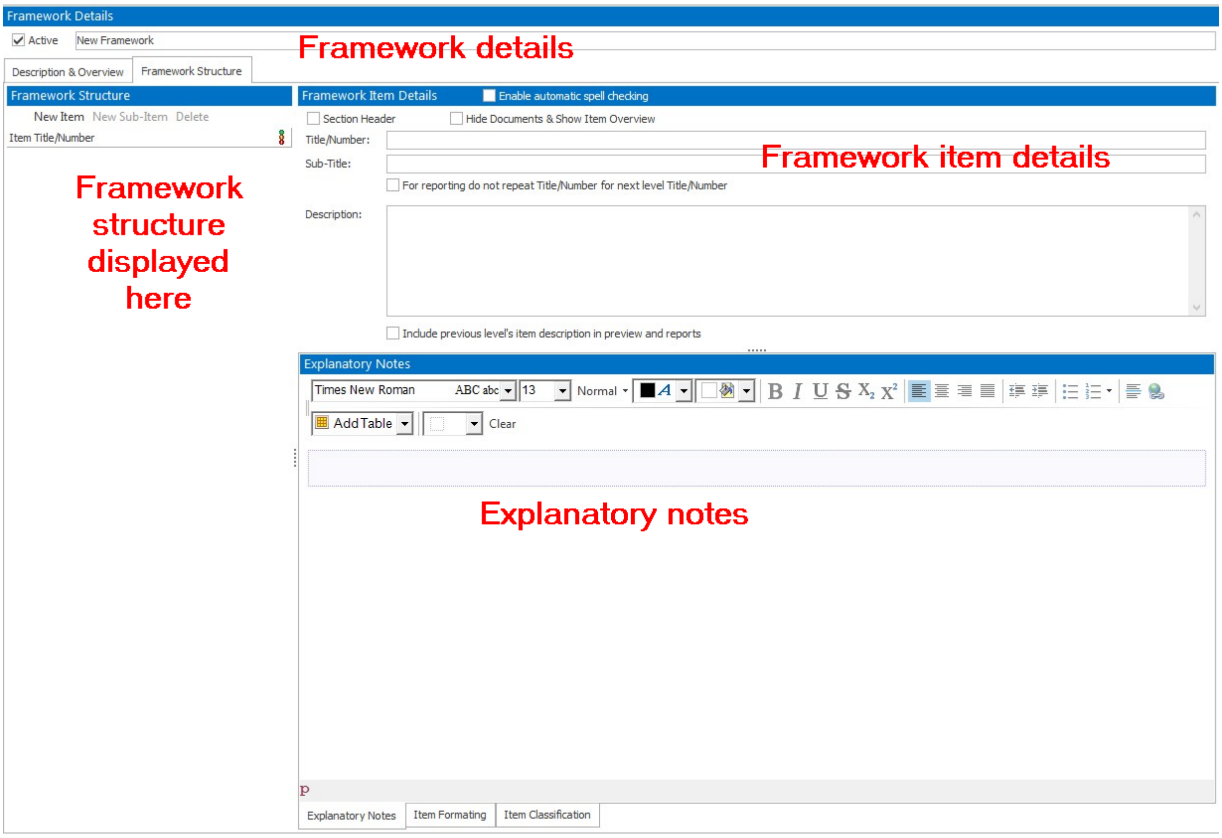
1. Make sure that your new group is selected.

2. Select New Framework :



3. Once you have selected New Framework the framework will show up under your new group. Select New Framework again to create more frameworks under the group.

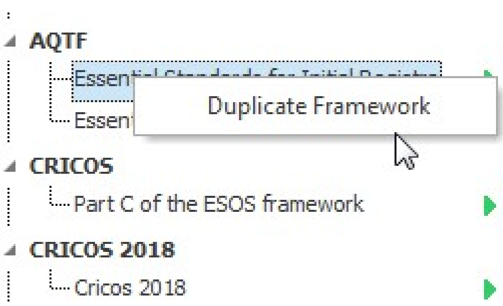
4. The image below shows the layout of the framework editor.See below for information on developing framework structure.



Duplicating Frameworks

The Framework Setup options also enable you to duplicate frameworks. To duplicate a framework

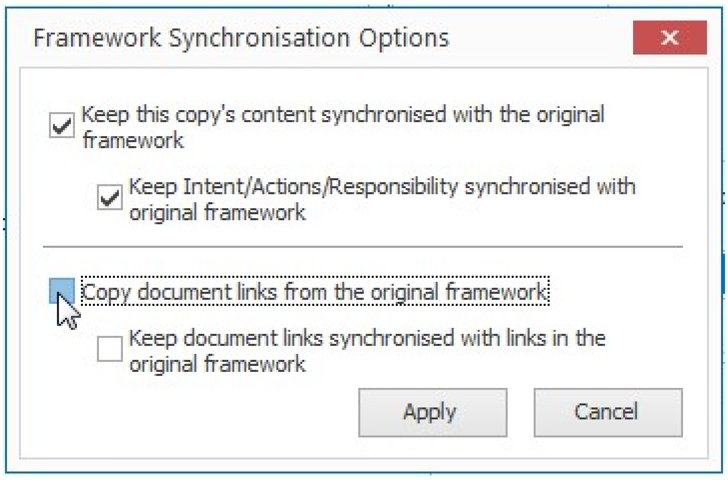
1. Right click a framework in the framework list and select Duplicate Framework.



2. Assign a name to the duplicate framework.

3. Specify which framework synchronisation options you want to apply to the framework.

   Keep this copy's content synchronised with the original framework - When a change is made to the content of the original framework, the change will automatically be applied to the copy as well. Keep Intent/Actions/Responsibility synchronised with original framework - When the Intent, Key Actions, or Responsible Person fields are edited in the original framework, the changes will be seen in the copy as well.



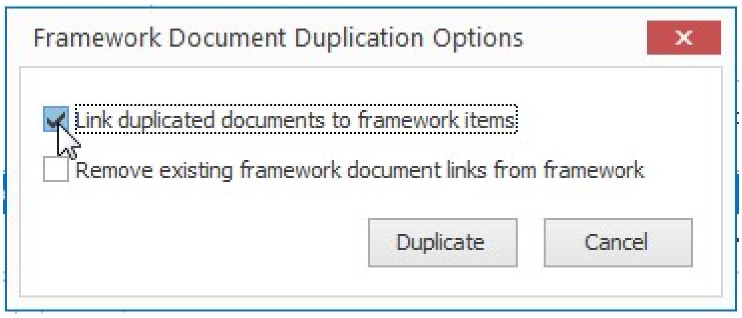
4. Select Apply.

Once a framework has been duplicated, you can also duplicate the documents and links from the original framework. To do this:

1. Create a new framework group and drag and drop the duplicated framework into that group.

2. Right click the duplicated framework and select Duplicate Documents and Links from Original Framework.

3. Select the relevant options in the window that opens up. If Link duplicated documents to framework items is enabled, documents will be duplicated and linked to the framework's items in the same way as they are linked in the original framework. If Remove existing framework document links from framework is enabled, any documents that had been linked to the duplicated framework prior to the duplication of the documents from the original documents will be unlinked. If you leave both options disabled, the documents from the original framework will simply be duplicated and will not be linked to any standards.

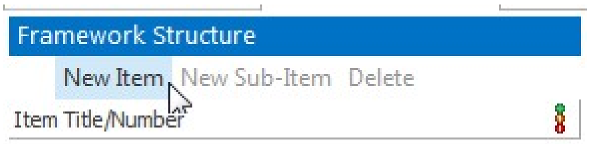


4. Once you have selected your options, select Duplicate.

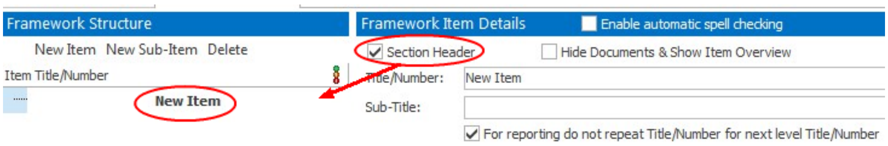
Developing a Framework Structure

To start creating your framework structure:

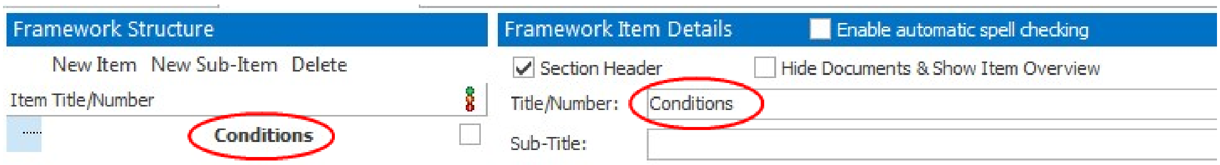
1. Select New Item as shown below or press the Insert key on your keyboard.



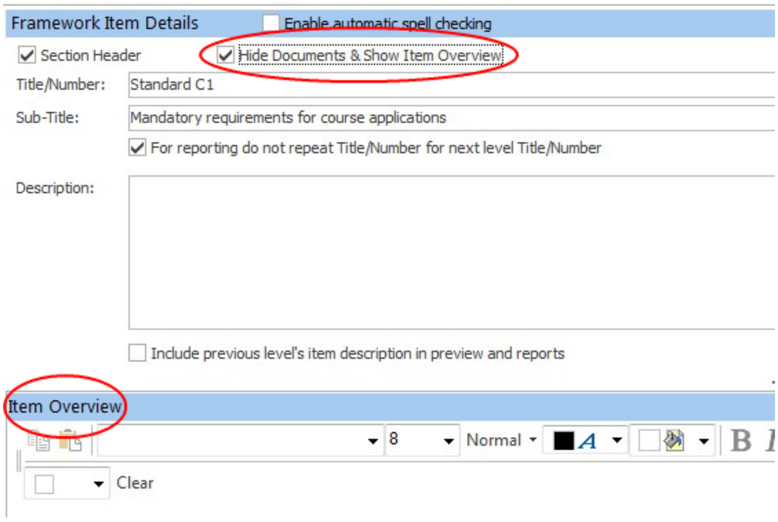
2. A new item will appear in the Framework Structure panel. This item can be made into a header by enabling Section Header as shown below:



3. Type in the title or heading in the Framework Item Details panel. The title will change automatically when you create the next item or you can press the Enter key on your keyboard so that the title is entered in the framework structure.



4. Enable Hide Documents & Show Item Overview to create an overview page that is attached to the header. If this is enabled, an overview of the item will be displayed rather than a document list. Enter the overview in the Item Overview section as shown below.

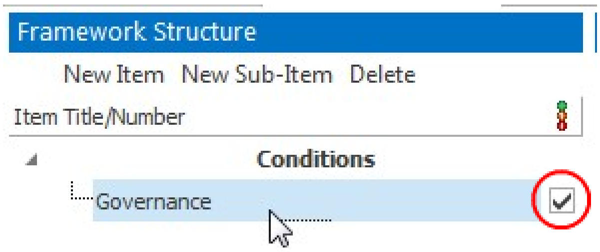


Note

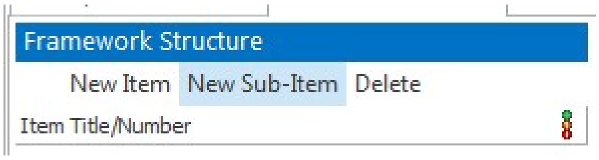
This option is only available for items that do not require documents to be linked to them. (See Step 5 below.)

5. To create an item under the header click on New Item (Insert) again. Give your new item a title as described above. In the Framework Item Details panel you can also give your item a sub-title and a description. The description can be used to tell users what standard the item represents. You can also add Explanatory Notes which can be very helpful.

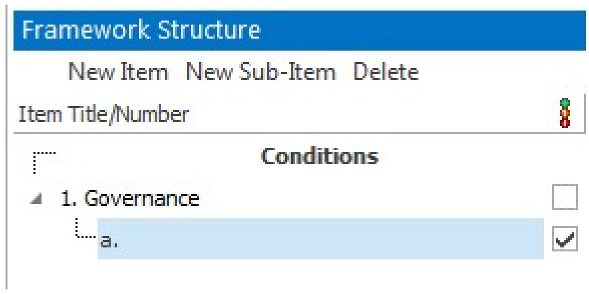
   In the example below, you can see that the box next to 'Governance' is ticked. This means that NovaCore will require you to link documents to that standard. You can untick this if you need to. Typically, headings are left unticked.



6. Create sub-items under existing items by clicking New Sub-Item or using the Ctrl+Insert keys on your keyboard.

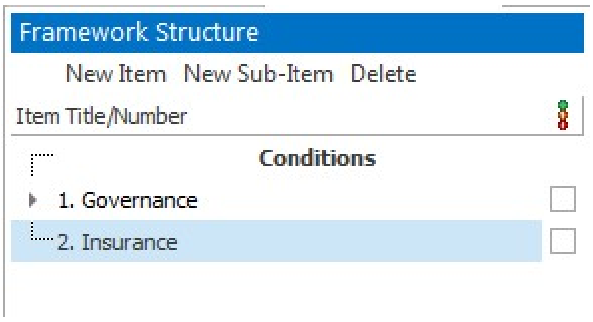


7. Give your new sub-item a title, description etc. as explained above. Below is an example of a sub-item for 'Governance'. Note that an unlimited amount of levels can be created.

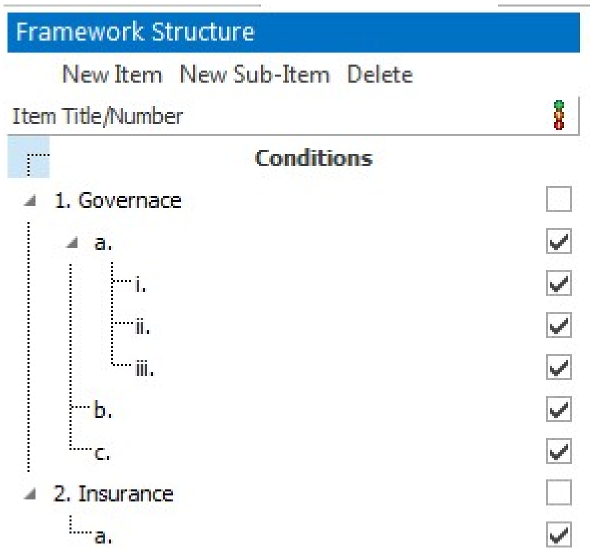


8. To delete an item, select the item and select the Delete button that is next to the New Sub-Item button. A new item or sub-item will always be inserted under the item that is highlighted.

9. To create a new item at a parent level, select the previous parent level and insert a new item. In the example below the framework builder selected 'Governance' and then New Item to create the new 'Insurance' item. The little arrow to the left of an item allows you to expand and collapse the item.



Below is a fully expanded example of the beginning of a framework structure:



10. Select the Save/OK tick to save your work!

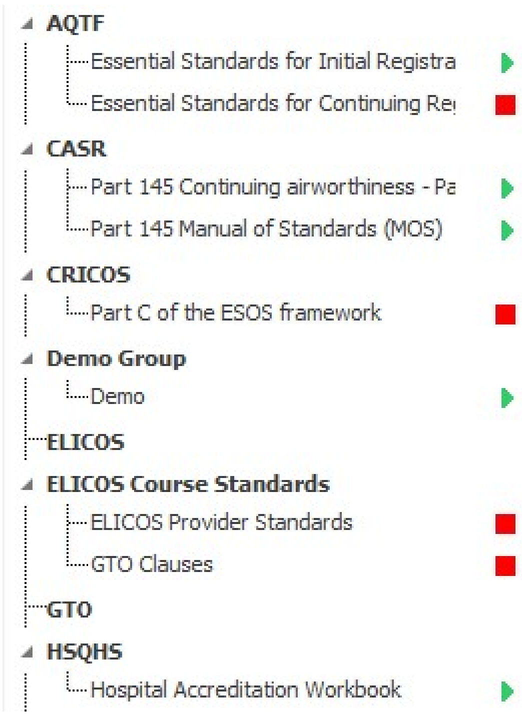
Activating and Deactivating Your Framework

In the image below you will notice the green and red Play and Stop buttons beside the frameworks.

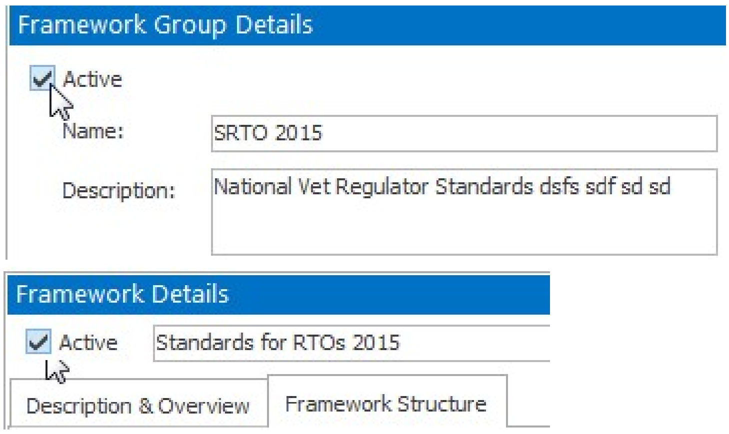
Play button - Indicates that a framework is active.

Stop button - Indicates that the framework is inactive.

To deactivate a framework click on the Play button beside the framework and it will become a Stop button. To activate a framework click on the Stop button and it will became a Play button.



Another way to activate or deactivate frameworks is to tick/untick the Active check box in the Framework Group Details section or the Framework Details section:



Note

If a framework is not active it will not be displayed in the Framework Selection Menu when you hover your mouse over the Framework Selection Button 7 .

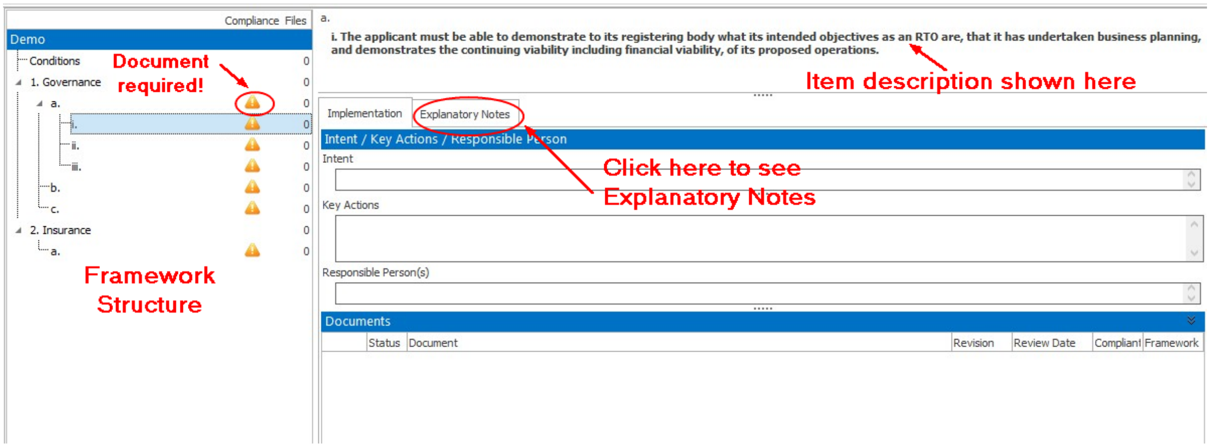
Your New Framework in the Traffic Light System

Below is an image of what the example framework in the section above (Developing a Framework Structure) looks like in the Traffic Light System 51.

- On the left-hand side you can see the sample structure created in the section above.

- The attention symbol is beside all the items that were ticked when the framework was created. You will need to link documents to these items! (See Using the Traffic Light System 54 .)

- The item description is shown to the right of the Framework Structure and you can see Explanatory Notes by click on the Explanatory Notes tab as shown below.



4 DMS

The DMS is a repository for storing all of the documents within your organisation whether they are compliance related or not. Its purpose is to make it easy to manage and control documents such as training materials, assessments, finance materials, archives etc. and to enable you to keep all of you organisation’s documents in one place. Use the DMS to impress auditors not only with your up-to-date compliance, but with efficient management of every document within your organisation.

DMS Features include

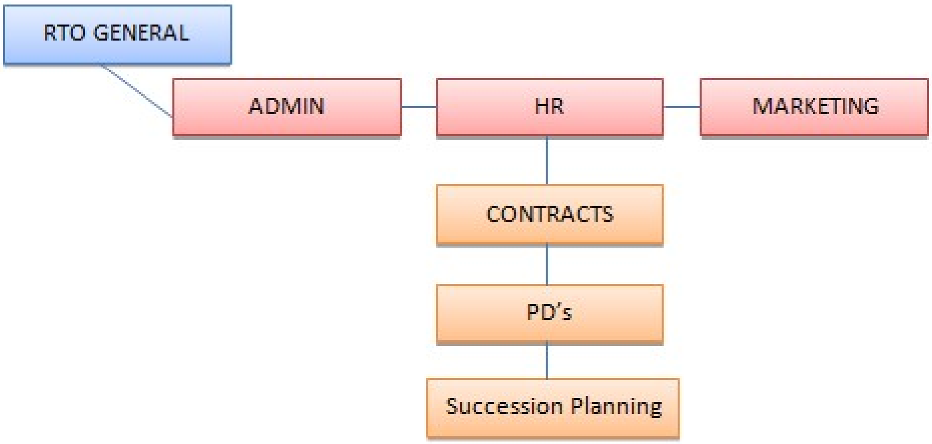
- Detailed reporting on folder structure and all documents within that structure
- Automatic archiving
- Continuous improvement tracking
- Detailed audit trails
- Security that enables the locking down of individual folders so that specific files are only available to certain staff members
- Document distribution via FTP or folder publishing, giving you the ability to control documents outside of NovaCore as protected MS Office files
- A detailed search function 86 that enables you to search all documents within the DMS and CMS using the document name or number
- The ability to import video files of up to 500MB in size
- The ability to have one document in multiple folders so that all the folders can be updated by updating a single document
- The ability to link DMS documents back to standards in the compliance frameworks.

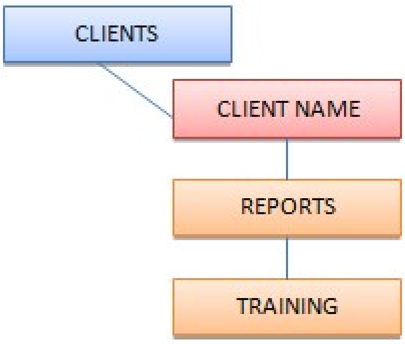
NovaCore clients use the DMS to store

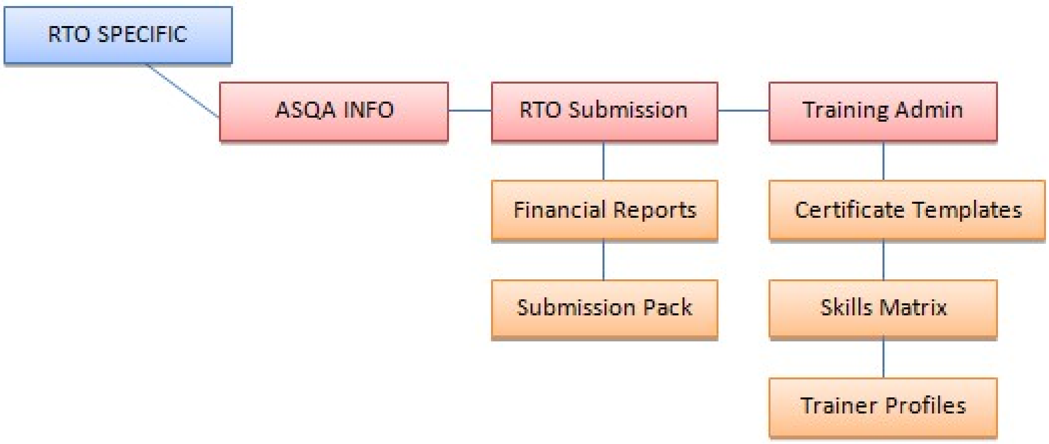
- Assessments
- Training materials
- Finance materials
- Qualifications
- Units of competency
- Courseware (such as power point presentations)
- Validation documents
- Trainer qualifications
- Trainer profiles
- Archives

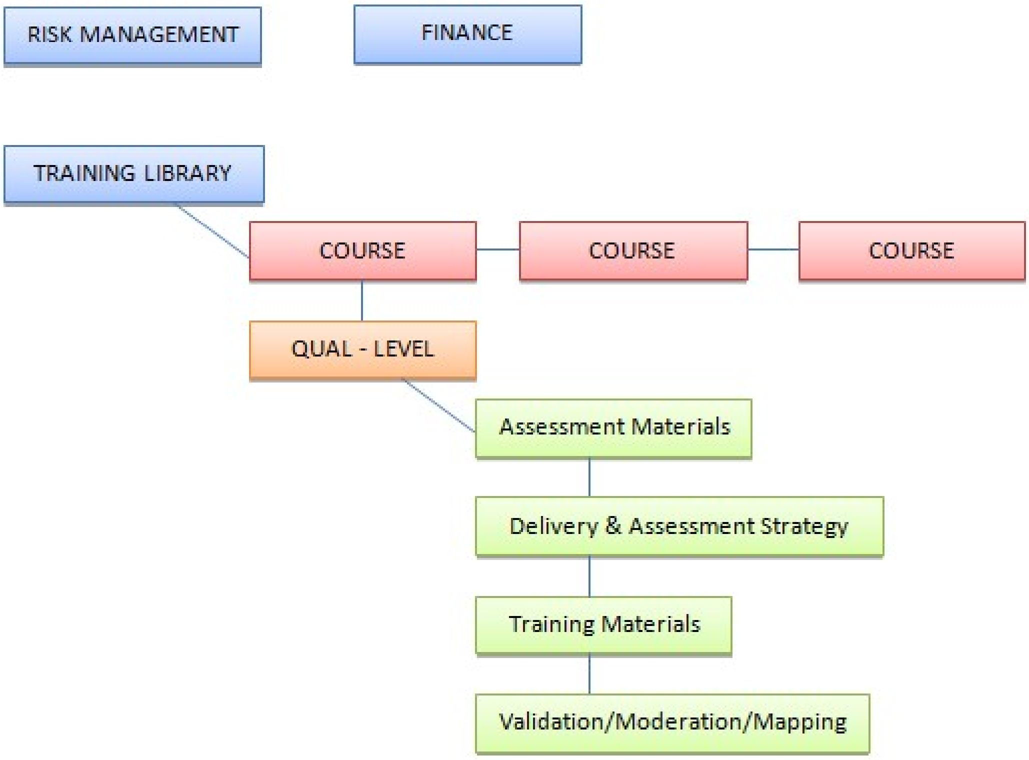
To access the Document Management System (DMS) go to the Framework Selection Button 7 and select DMS.

A typical example of folder structure could look like this:


RTO GENERAL
ADMIN
HR
MARKETING
CONTRACTS
PD's
Succession Planning


CLIENTS
CLIENT NAME
REPORTS
TRAINING


RTO SPECIFIC
ASQA INFO
RTO Submission
Training Admin
Financial Reports
Submission Pack
Certificate Templates
Skills Matrix
Trainer Profiles

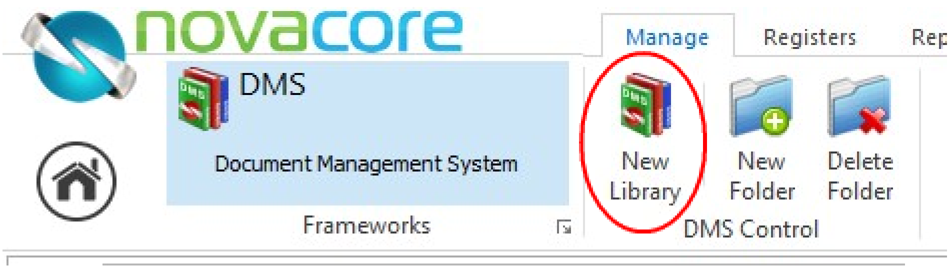


4.1 Creating Libraries and Folders

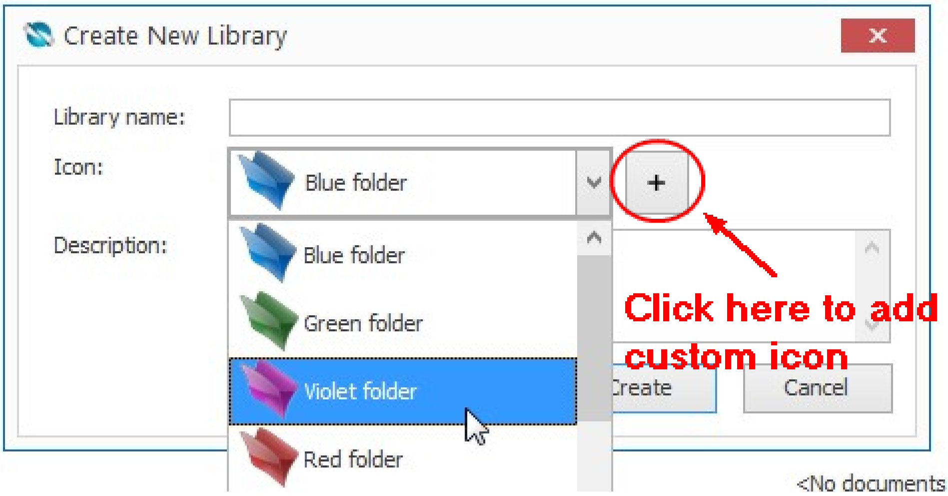
Library Folders

Within the DMS, folder hierarchies are very important. The top level folder is the Library level. You cannot import documents into the DMS without library folders. You also cannot create new folders without a library.
To create a library folder:

1. Select New Library.



2. A dialogue box will open up in which you can give your library a name and a description. You will need to choose a folder icon from the drop-down list. It is also possible to add a custom icon[74].

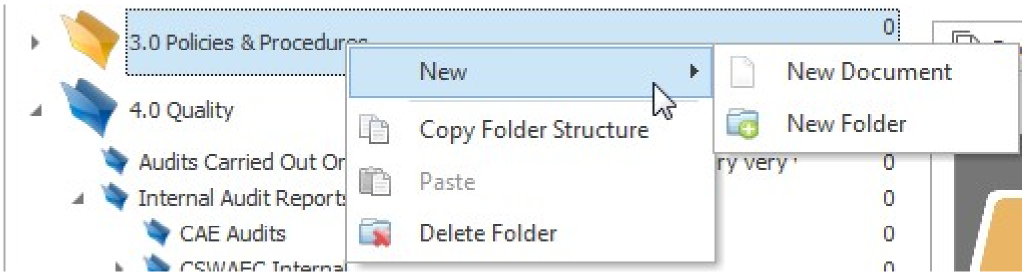


3. Click Create to complete your new library. Libraries are arranged in alphabetical order by default. To edit a folder's name, colour and description right click on the folder and select Folder Options.

Creating Folders Inside Libraries

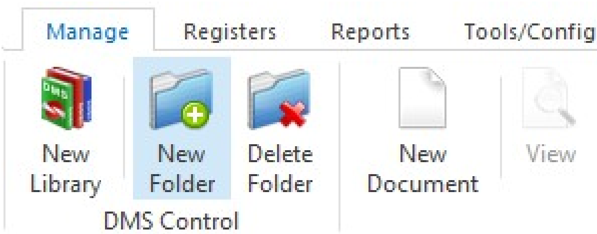
To create a DMS folder:

1. Right click a library folder and select New then New Folder:



OR

Select a library folder and select New Folder on the ribbon menu.



2. A dialogue box will pop up as it does when you create a Library folder and you will be prompted to name your folder, select an icon and give your folder a description

3. Select Create to save your library.

To create a folder inside another folder follow the same process explained above but right click on the new folder instead of the Library folder.

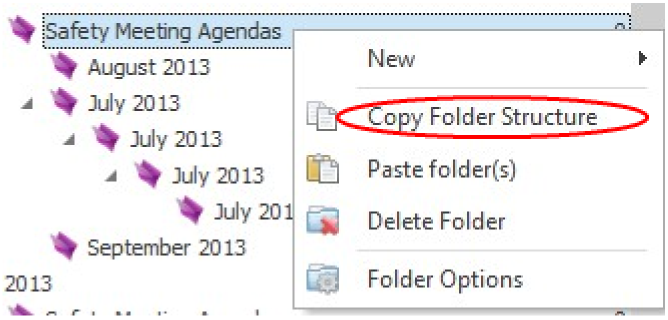
Note

There is no limit to the amount of folders inside folders that you can have in the DMS.

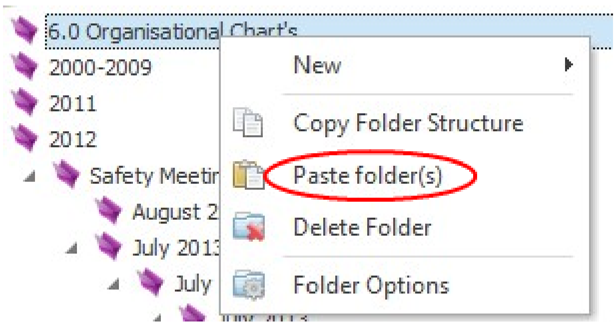
Copying Folder Structure

Within the DMS you can copy an entire folder structure and paste it into a different folder:

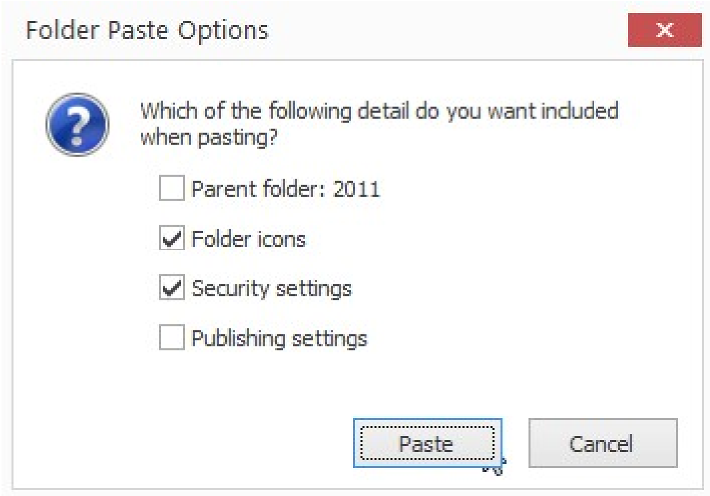
1. Right click on a parent folder and select Copy Folder Structure



2. Right click on the folder into which you want the structure to be pasted and select Paste Folder(s).



3. A dialogue box like the one below will open up and you can specify which details of the structure you want to included when pasting.



4. Select Paste and the structure will be pasted into the folder you selected.

Note

Only the Folder Structure is copied, not the document links within the folders.

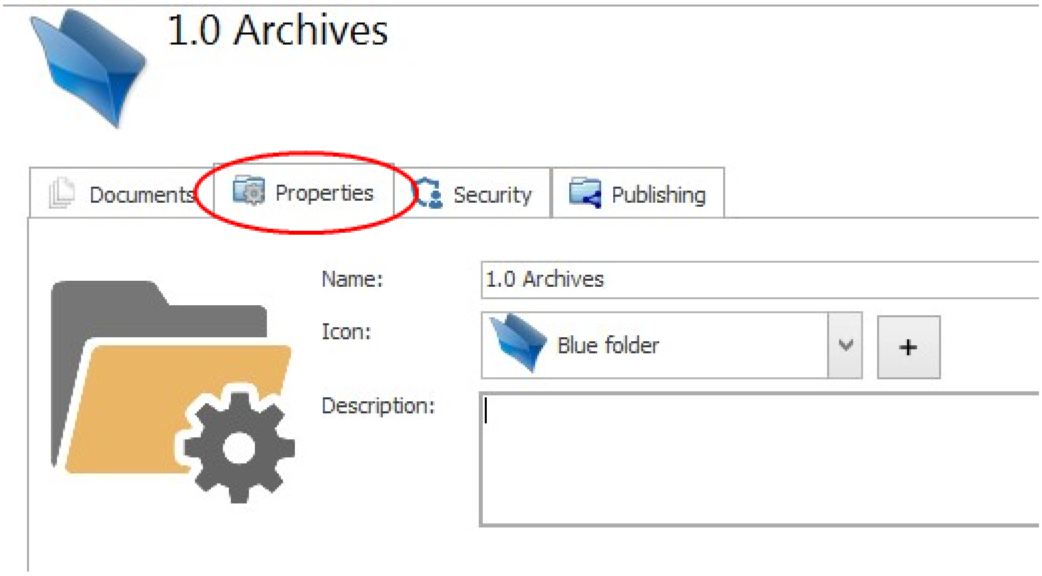
Importing Folders

Folders containing sub-folders and documents can be created by drag-and-drop from the Windows File Explorer. A drag-and-drop action will begin the import process via the Import Wizard. For more detail see Importing Documents 32.

4.2 Editing Folders

To edit the name, icon and description of a folder:

1. Select the folder.
2. Go to the Properties tab.
3. Edit the properties as you need to. Note that you can add a custom icon using the plus button to the right of the icon selector. (See Customise Folder Icons 74 for more information.)

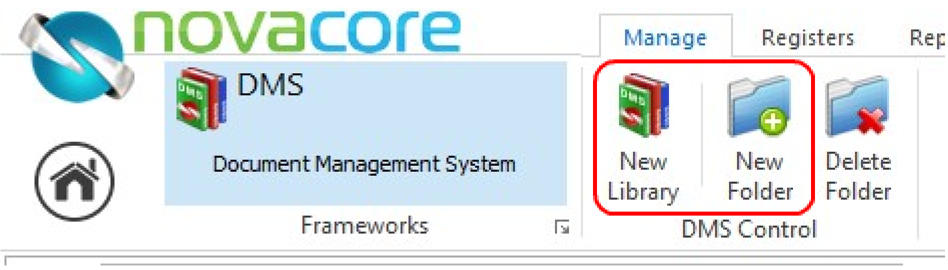


4.3 Customise Folder Icons

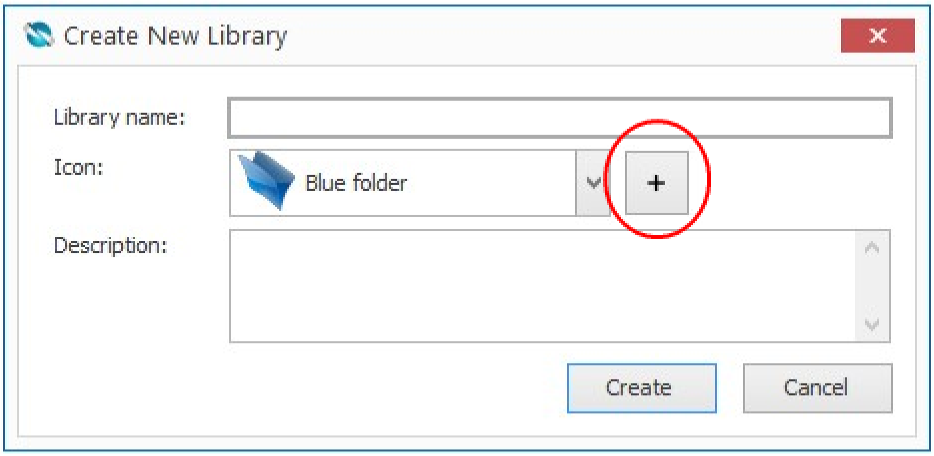
The DMS has a wide variety of library and folder icons you can use when setting up your folder structure but it is also possible to create your own.

To create your own folder or library icon:

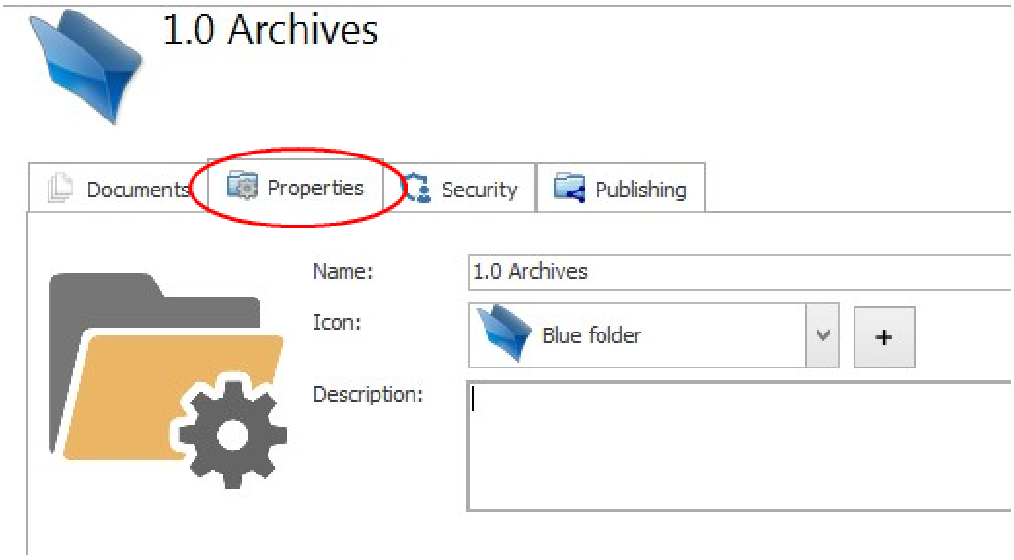
1. Either:
    a. Select New Library or New Folder on the Ribbon Menu under the Manage tab.



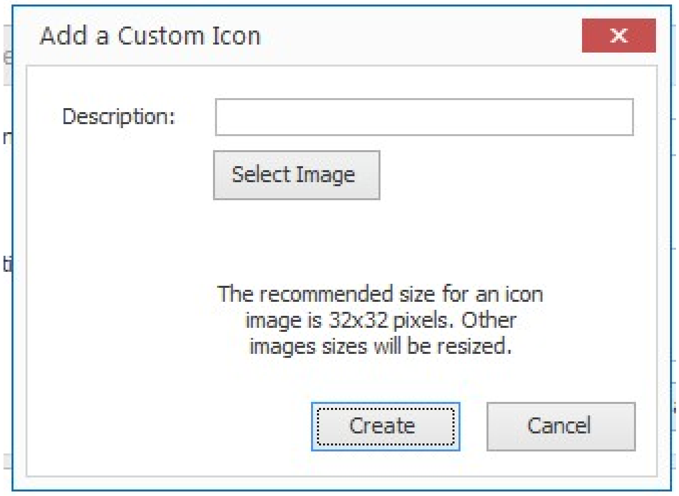
In the dialogue box that pops up select the '+' button:



    b. Select the Properties tab of a selected Library or Folder and then select the '+' button next to the Icon selection field.

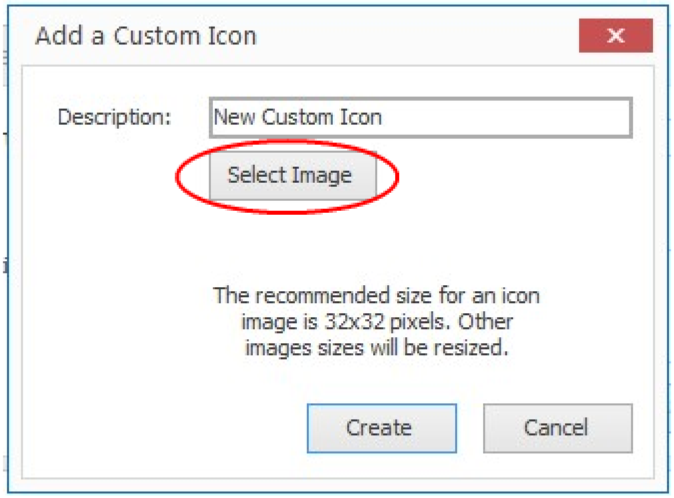


2. This dialogue box will pop up:

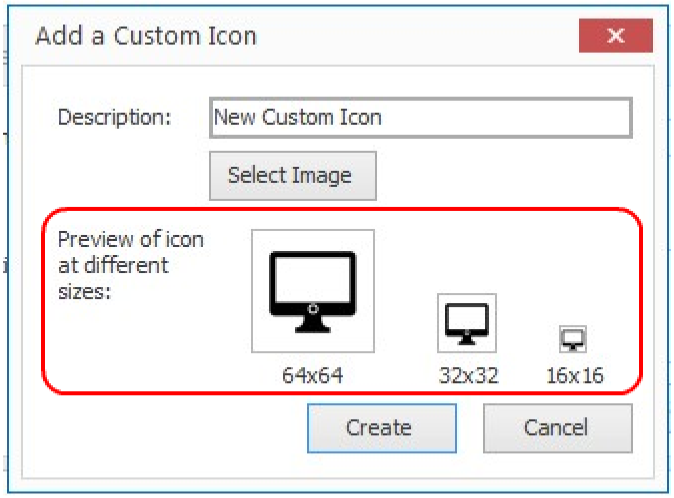


3. Type a name for your new icon into the Description field.

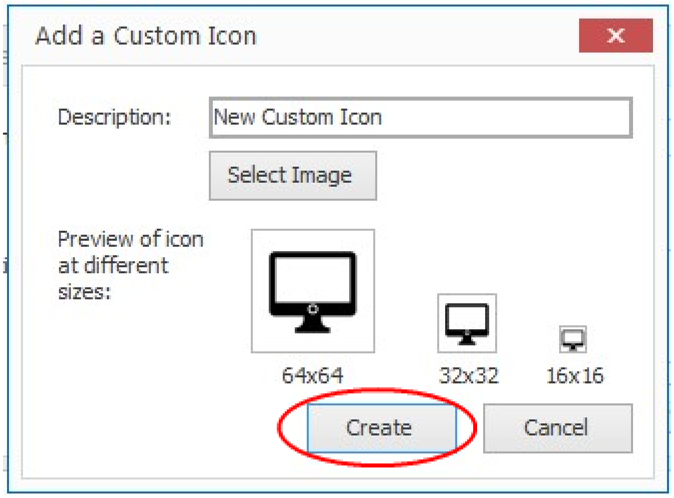
4. Select Select Image and choose the image you want to upload. The recommended size for an icon image is 32x32px. However, you can use larger images and NovaCore will resize them automatically. Most image formats are supported however we recommend you use a PNG image with a transparent background.



5. In NovaCore, your image will be displayed in three different sizes depending that are determined by whether the icon is being used as a Library or Folder icon. Once your image has been uploaded, you will see what the image will look like in the these three different sizes:



6. When you are happy with your new icon click Create.



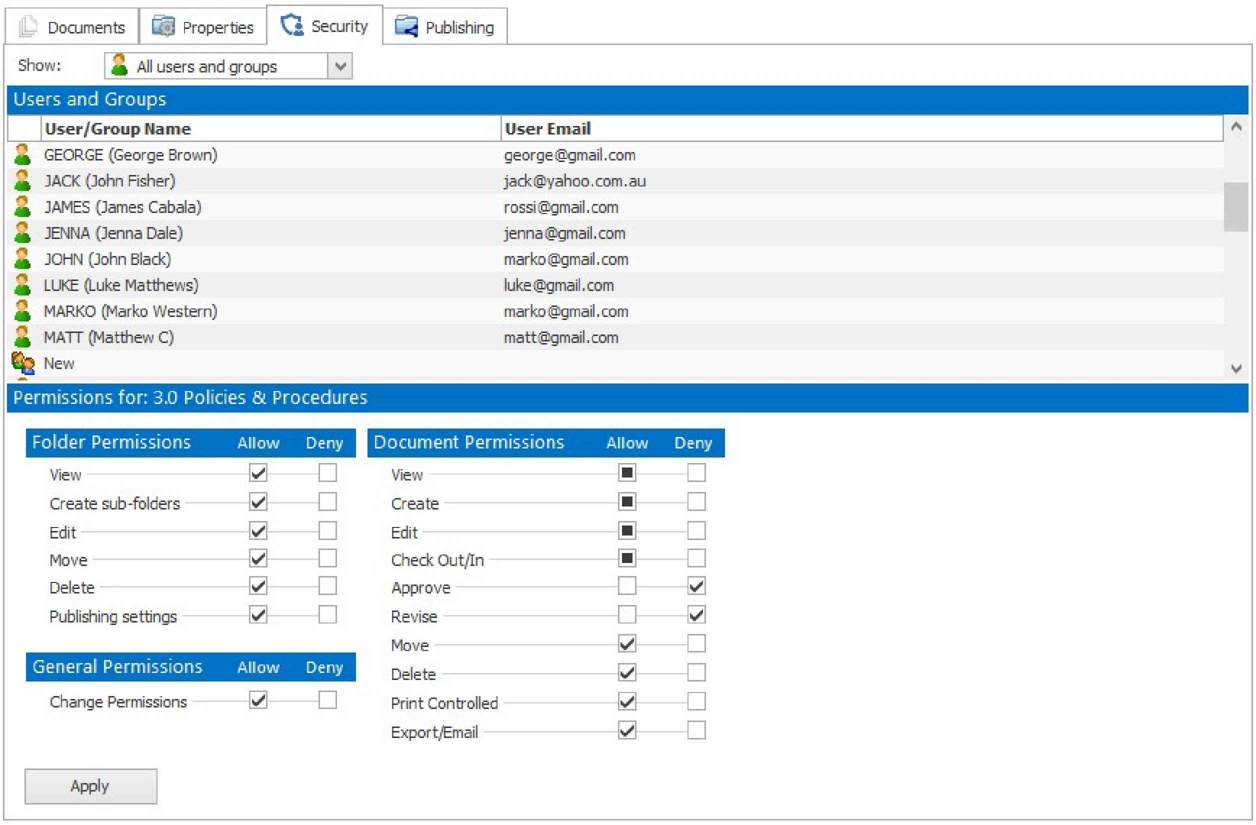
7. Your new icon will be added to the list of ready-made icons and can be applied when creating a new library or folder. By default, the newest icon is at the bottom of the list.

Note

To create a Library icon you must select New Library and to create a Folder icon you must select New Folder.

4.4 Library and Folder Security

The NovaCore DMS enables you to assign permissions to users and groups for individual folders. This means that even if a user has a certain permission by default, this can be overridden for certain folders.

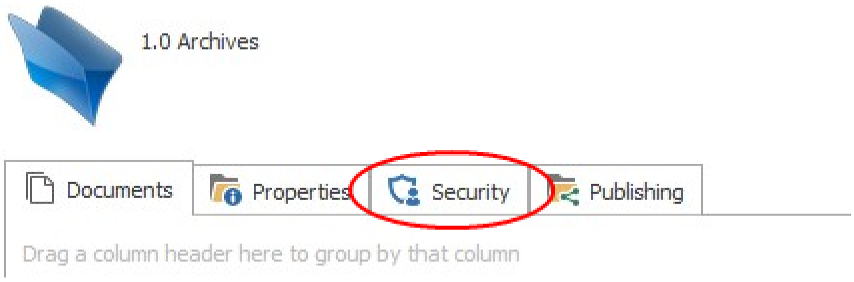


Setting Folder Permissions

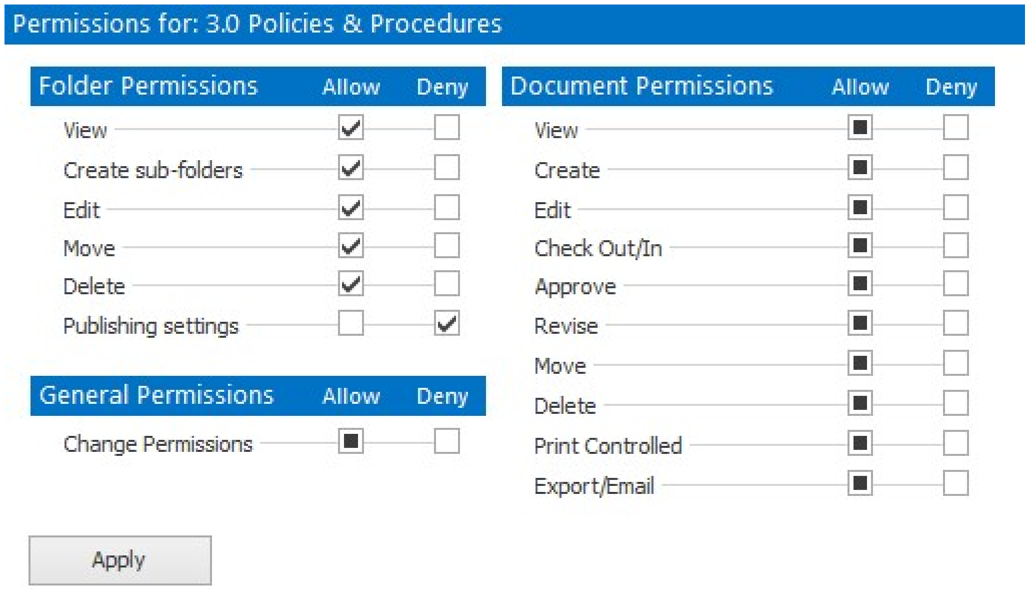
To set the permissions of a folder for users or groups:

1. Select the folder.

2. Select the Security tab as shown in the image below:



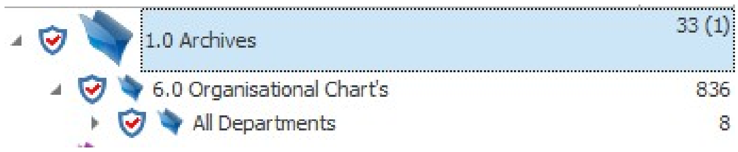
3. Select a user to see the user's permissions for the folder.The permissions of the selected user will be displayed below the list of users.



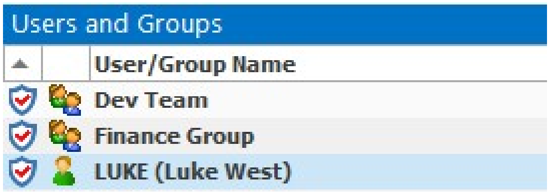
The name of the folder you selected will display on the bar at the top of the user permissions section.

Tip

When you enter the security tab, you may notice an icon that appears to the left of some libraries or folders:



This same icon shows beside certain user or group names:



The icon beside a library or folder indicates that user permissions have been specifically set for that folder. The icon beside the user or group names indicates which users have had their permissions specifically set for the selected library or folder. Note that if the permissions have not been specifically set at that level but are only being inherited, the icon will not show. Therefore, if there is no icon beside a folder, this does NOT mean that there are no permission settings enforced for that folder but that the permissions .

4. To override default or inherited user permissions simply change those permissions in the DMS by ticking the Allow or Deny boxes.

5. Select Apply.

Note

• If a user is part of one or more groups, and the allow and deny fields are blank, the sum of the default permissions of the group and default permissions of the user will be used.
• If a user is part of multiple groups which have been assigned both allow and deny for a particular permission, then the deny permission will always override the allow permission.

Understanding Permission Rules and Enforcement Hierarchy

Permission Rules

- The DMS introduces the ability to Deny and Allow permissions that differs from other system and default permissions in NovaCore in that Deny and Allow are only in force when selected. This is in contrast to default user permissions (see User Permissions [106]) where a selected permission gives a user permission to perform the action and an unselected permission does not.

- Folder permissions override default user permissions.

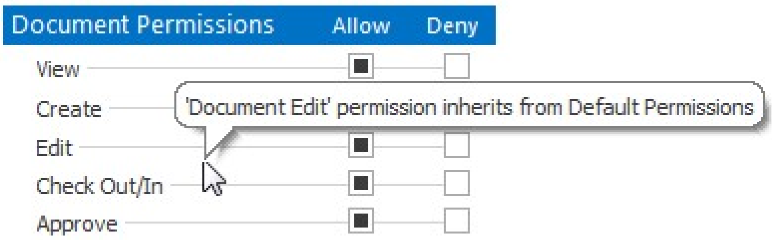
- Folder permissions can be inherited from various places including parent folders, default user permissions and group permissions.

- When selected, a DMS folder's Allow and Deny permission will explicitly override an inherited permission from a parent folder or the default user permission. However, if neither Allow nor Deny is selected for a folder then a parent folder's permission is enforced if it exists and if not the default user permission is used.

- If a user who is part of a group is assigned certain permissions for a folder that are different to the group's permissions for that same folder, the Deny option will always take presidency. For example, if User1 is in Group A and Group A is denied the View permission while User1 allows the View Permission, then the user's View Permission will be denied.

Tips for Working With Permissions

- Hover your cursor over a permission to see who set it, where it is being inherited from or which group is enforcing a Deny permission. This information will also display on the status bar (see Understanding Screen Layout 7).



- Remember that when a permission option box is filled in (as in the image above) this means that the permission is being inherited.

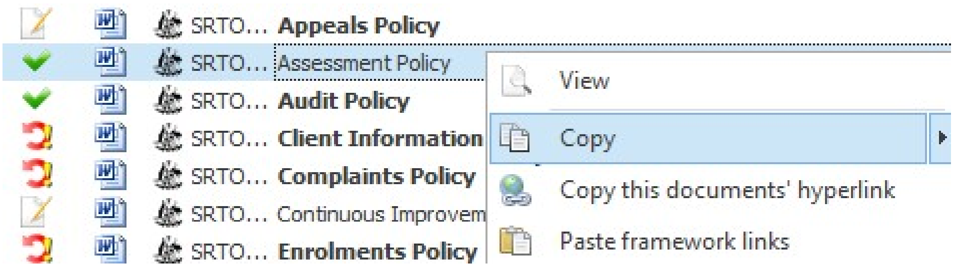
4.5 Copying Documents

When copying a document it is important to remember that what is being copied is a link to the document and **not** the document itself. When you copy a document, you will notice that the document number remains the same because the 'copy' is just a link to the original document. Because of this, when revising/editing a document or when the document status changes over time, all of its links will be affected and reflect the change throughout the system.

From Framework to DMS folder

To link a document that resides in a Framework to a DMS folder:

1. Right-click the document and select Copy :



2. Select the DMS and the folder you want the copied document to be linked to. Right click anywhere in the document list and select Paste document.
   Note that you can also use the Copy and Paste buttons of the main menu under the Manage tab or the standard Windows keyboard shortcuts CTRL+C and CTRL+V.

From DMS folder to DMS folder

A document within the DMS can be copied to a different folder within the DMS using the process described above.

Note

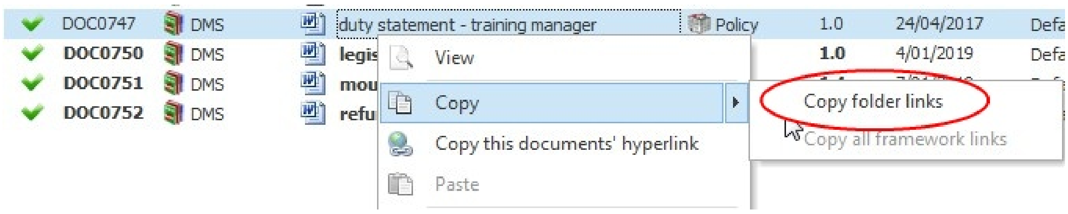
Documents CANNOT be copied from the DMS to a Framework.

Copying a Document's Folder Links

This feature makes it possible to copy the document's distribution across multiple folders to another documents without having to copy it to each of the folders individually. To copy all of the DMS folder links of one document to another:

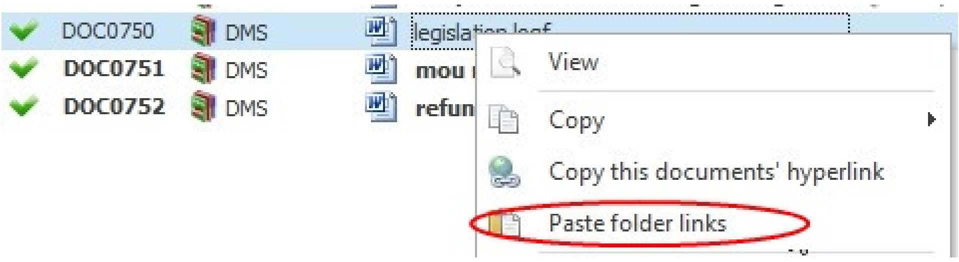
1. Right click on the document.

2. Hover your cursor over Copy and select Copy all folder links



3. Right click on the document that you want to copy the links to.

4. Select Paste folder links.



4.6 DMS Publishing

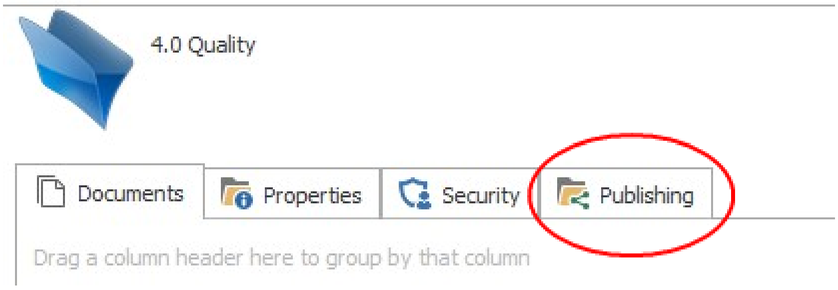
The NovaCore DMS enables you to manage the publishing settings of specific folders for documents marked for publishing (see Publishing 82).

Set Publishing Settings

To set a folder's publishing settings:

1. Go into the DMS and select a folder.

2. Select the folder's Publishing tab.

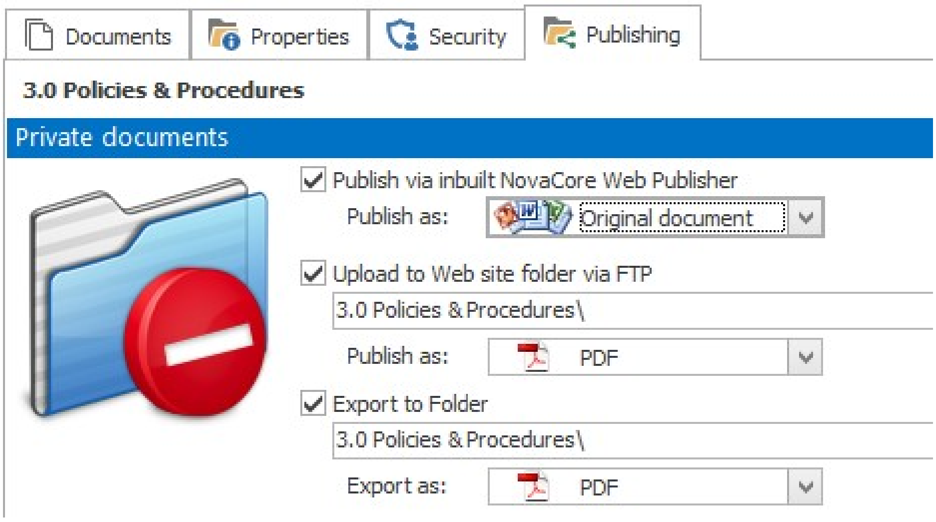


3. Use the tick-boxes and fields to enable or disable publishing and specify how to publish documents for each of the Private and Public sections of your folder. (See below for more detail.)

Publishing Options

Publish Documents Privately

Under Private documents there are 3 options.



1. Publish via Document Portal - Documents in the folder will be published to your NovaCore Document Portal and will be password protected by NovaCore. This means that you can log into the Document Portal as a management user with your existing password, or as a Document Portal user that has been created by a management user (see Create a User[101]). When users access document in the Private section of the Document Portal their activity will be logged. This log is available via the Document Portal Log Report[99].
   You can choose whether to publish the documents in their original format or as a PDF.

2. Upload to Website folder via FTP - Documents in the folder will be uploaded to your website via FTP. In this case choosing to publish documents privately simply helps to differentiate between private and public document destinations. The privacy of the documents depends on their location/destination on your website and your site's security settings. Novacore cannot manage security for your website. Go to FTP Publishing Settings[131] to find out how to configure and enable FTP Publishing. You can choose whether to publish the documents in their original format or as a PDF.

3. Export to Folder - Documents in the folder will be exported to a specified server folder. (See Folder Publishing Settings[131].) The privacy of the documents depends on their location on the server and on server security settings. You can choose whether to publish the documents in their original format or as a PDF.

Each of the tick-boxes can be in one of 3 possible states: *ticked*, *un-ticked* and *solid*

ticked: This means publish the selected folder regardless of parent folder settings.

un-ticked: This means do not publish the selected folder regardless of parent folder settings.

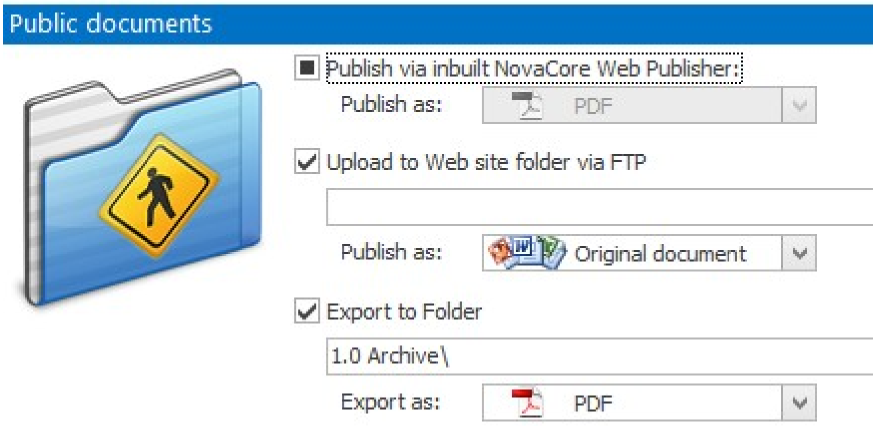
solid: This means inherit the parent folder's setting and if the parent folder tick-box is also solid then inherit the grandparent's folder setting and so on.

Tip

1. Inheritance must be turned on for the DMS under Application Options - Publisher[132] for the solid tick-box option to be available.
2. Note that if the folder is a library folder, the tick-boxes can only be blank or ticked. This is because library folders are the starting point of folder structures and so do not have any parent folders to inherit settings from.

Publish Documents Publicly

Under Public documents we have the same 3 options as above.



1. Publish via Document Portal - Documents in the folder will be published to your NovaCore Document Portal, however unlike the Private documents section they can be accessed without a username and password. You can choose whether to publish the documents in their original format or as a PDF.

2. Upload to Website folder via FTP - Documents in the folder will be uploaded to your website via FTP. In this case choosing to publish documents publicly simply helps to differentiate between private and public document destinations. The publicity of the documents depends on their location/destination on your website and your site's security settings. NovaCore cannot manage security for your website. Go to FTP Publishing Settings[131] to find out how to configure and enable FTP Publishing. You can choose whether to publish the documents in their original format or as a PDF.

3. Export to Folder - Documents in the folder will be exported to a specified server folder. (See Folder Publishing Settings[131].) The publicity of the documents depends on their location on the server and on server security settings. You can choose whether to publish the documents in their original format or as a PDF.

Note

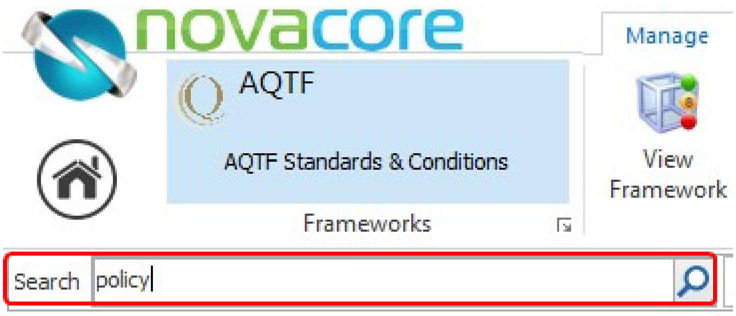
When publishing documents via FTP or when exporting them to a folder, it can take up to an hour for the document to be seen in the new location as the system only checks for updates hourly.

5 Searching

> **Note**
>
> This is a DMS specific feature and is only available if the DMS is installed.

NovaCore has a detailed search function that searches for documents, folders and framework items (standards). The search also searches the descriptions of documents and folders as well as framework Metadata such as explanatory notes, intent, key actions and responsible persons.

To perform a search, type your search into the Search Bar located just below the Ribbon Menu and press Enter or select the search icon. See the sections below for more information on refining your search.



note that any framework specific security settings are taken into account

Default Search Settings

The search bar is visible for all documents lists or framework overviews and can be accessed from any framework.

If you search from a framework overview (Traffic Light System), by default only the framework items and documents within that specific framework will be searched.

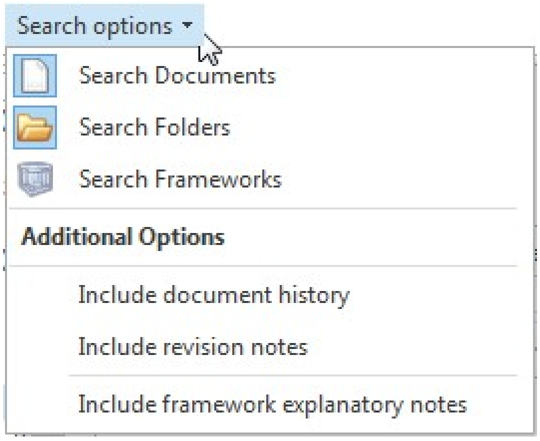
If you search from a framework document list, by default only the documents within the selected framework will be searched.

If you search from the DMS, by default all documents and folders will be searched.

If you search from the Dashboard, the entire system will be searched i.e. documents, folders and frameworks.

Advanced Search Options

Next to the search bar there is a Search options drop down menu.



You can use these options to override the default search settings described above. You can also specify whether to include document history or revision notes, and framework explanatory notes. Including document history enables you to find documents even if they have been renamed.

Search Rules

The search is a powerful tool that enables you to find a document, framework clause or folder easily.

You can also further refine your search to find the document more easily using logical operators. The following standard mathematical logical operators are supported:

- **+**, **&** and the keyword **AND** - tell the search engine that the word that follows must be present in the search results
- **|** (pipe) and the keyword **OR** - tell the search engine that any of the words searched can be present in the results
- **-** (minus), **^** (caret) and the keyword **NOT** - tells the search engine to exclude the word that follows the operator

The examples below show how to search for a document using logical operators.

Examples:

Search 'policy map' (which is the same as 'policy and map' or 'policy +map') if you only want documents that contain both words in the document name e.g. 'Policy Mapping'.
Search 'policy or map' to find all documents that either contain the word 'policy' or a word beginning with 'map' or both.
Search 'policy not map' (which is the same as 'policy -map' or 'policy ^map') if you only want documents named with the word policy but do not contain a word beginning with map e.g. 'Policy Mapping' will be excluded.

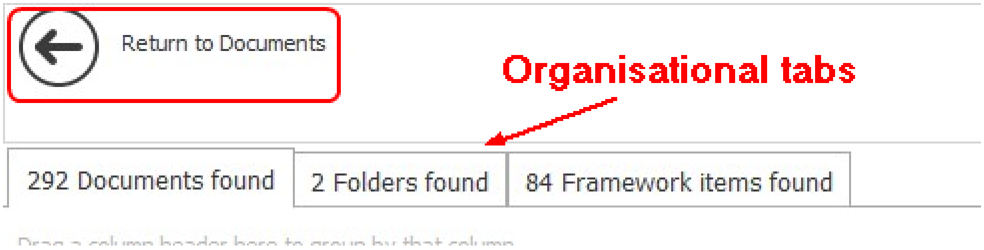
If a library, folder or document is accidentally deleted from the DMS you can do an ORPHANED search. Simply type 'ORPHANED' into the search box using upper-case letters. When you select the search button all documents that are not linked to folders will be shown and you can recover these documents by dragging and dropping them, or copying and pasting them, to existing folders.

> **Note**
>
> Any framework-specific security settings are taken into account when a search is made. If a user does not have permissions to access certain frameworks or documents, those frameworks or documents will not be listed in the search results.

Search Features

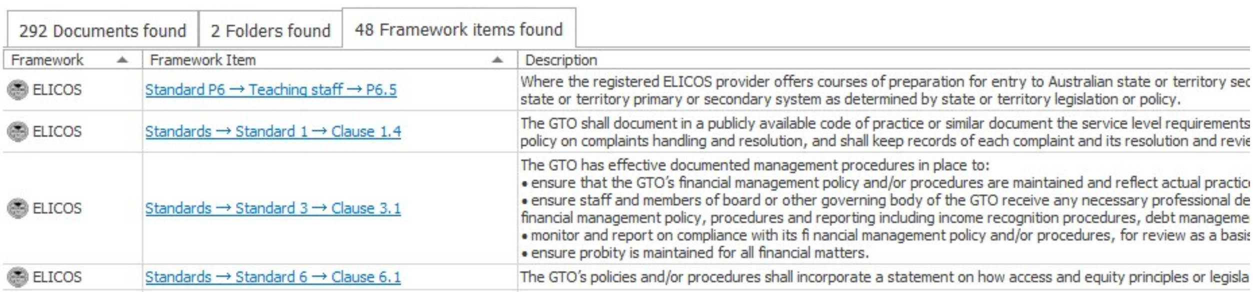
When you perform a search, your search results will be a organised into documents, folders and framework items found. Select the tabs along the top of the list of search items to see the different items found.

You will also be able to return to the previous screen from the search results screen using the Return button.



When a document appears in a search result, it will have one or more links below it to the document's location/s. Select the link to go to the document's location.

For Framework Items, the item will be displayed with a link to that item and a description of the standard. Selecting the link will take you to that particular standard in the Traffic Light System.51 By default, framework items are listed by framework and then alphabetically.



6 Web Forms

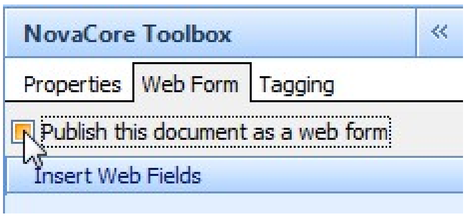
Web Forms are essentially forms but are displayed as a web page in your browser. This enables you to let users fill in and submit forms online. The filled in fields are then automatically stored in an Associated Register, eliminating the problem of repetitive data entry and thus reducing error and saving time.

Creating a Web Form

To create a web form:

1. Create a new document as explained in Creating Documents16 and create a regular form in Word.

2. In the NovaCore Toolbox17 select the Forms tab and select 'Publish this document as a web form' as shown below.

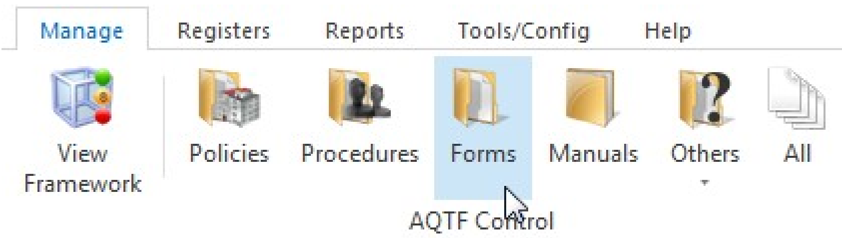


3. Insert web fields.(Explained in Inserting Web Fields below.) Fields must be inserted into the cells of a table otherwise the form will stretch across the webpage because fields will take up all available space.

Converting a Word Document into a Web Form

To convert an MS Word form into a web form:

1. Find the form you want to convert using the Forms button under the manage tab. Open the form.



2. Follow steps 2-3 of Creating a Web Form (above).

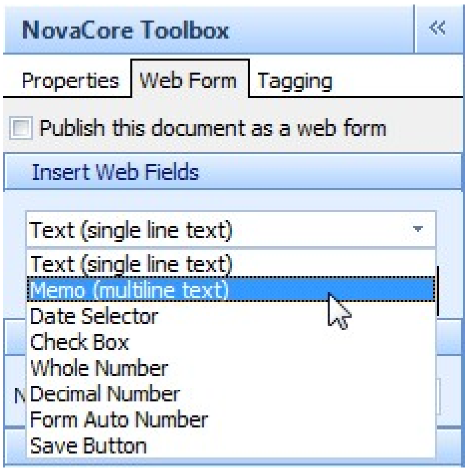
Inserting Web Fields

Web fields are fields that can operate online. When creating or converting a web form, replace Word fields with Web fields because Word fields cannot work as Web fields.

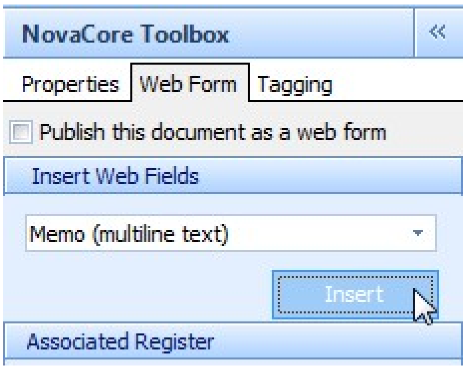
To insert a web field:

1. Position your cursor where you want the field to be inserted.

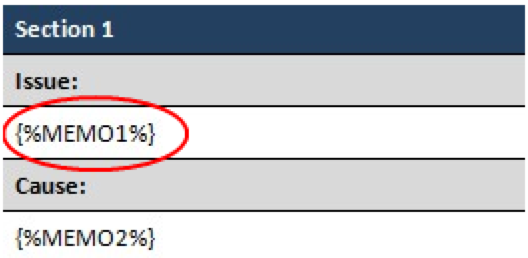
2. Use the drop down menu under Insert Web Fields to select a field.



3. Select Insert and the Web fields will be inserted into your document:



In MS Word, a web field inserted into a form will look something like this:



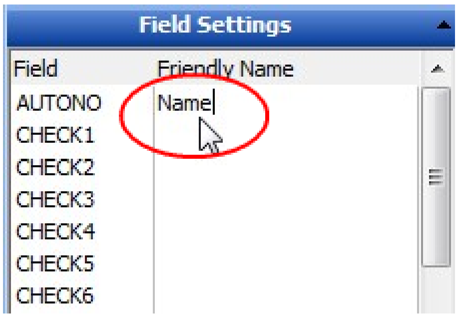
> **Tip**
>
> Remember to insert a Save Button so that people filling out the form will be able to save it!

To see what your form will look like online click the Preview button located at the bottom of the NovaCore Toolbox to open the form in your browser.

Field Settings

To make it easier to read the Associated Register (see below) you can create Friendly Names for your fields.

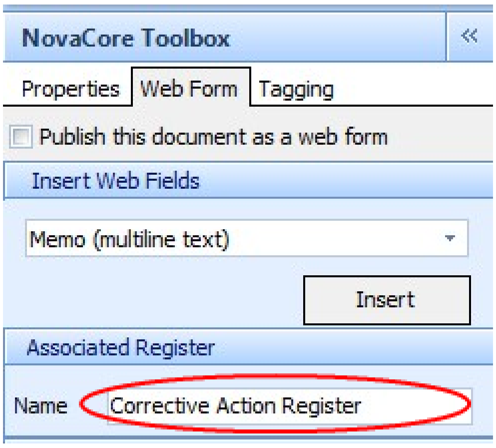
Under Field Settings click on the empty space beside the field that you want to name and type in the name.



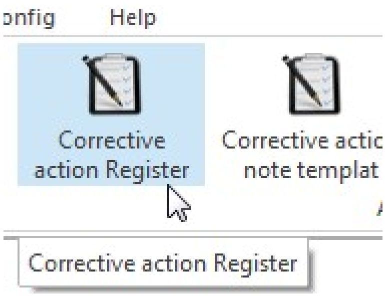
Associated Registers

When you create a Web Form, NovaCore automatically generates a register that associates with the form.

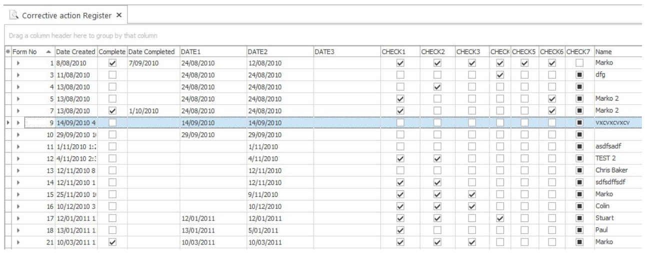
For example, if you create a Corrective Action Form, NovaCore will generate a Corrective Action Register. Note that by default the name of the register will be the same as the name of the form. You can edit this name in the field shown in the Forms tab of the NovaCore Toolbox.



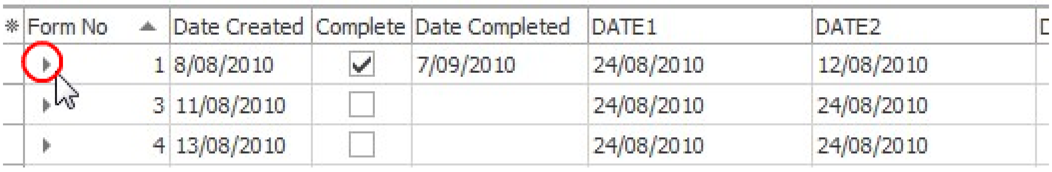
To view an Associated Register go to the Registers tab in NovaCore and select the register you want to open.



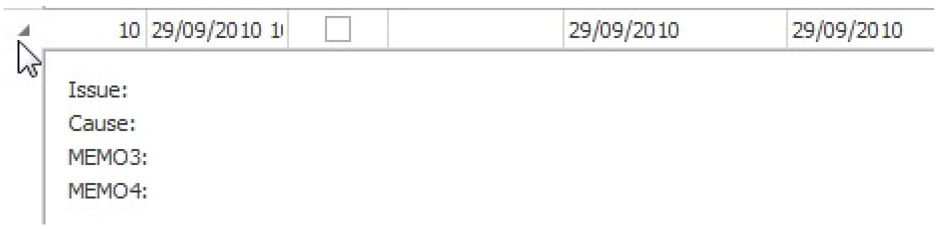
The register will show you a list of all the forms that have been submitted and you will be able to see the information that was filled in.



If you form has text fields, select the arrow indicated in the image below.



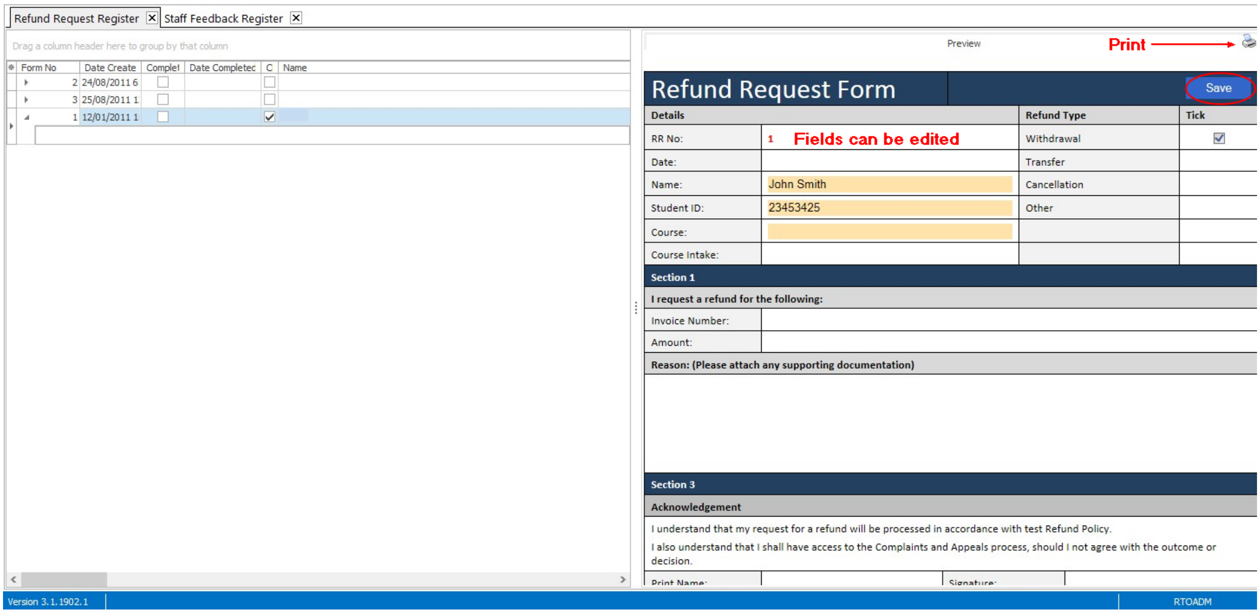
A list of the MEMO fields in the form will be shown with the information that was filled in.



This is where Friendly Names (explained in the section above) are useful. In the example image above, instead of the field names 'MEMO1' and 'MEMO2', there are the Friendly Names 'Issue' and 'Cause'. Having field names like these makes it much easier to read submitted forms.

> **Note**
>
> When a webform is submitted an email alert will be sent. The settings of the webform email template will determine who the alert is sent to.(See Email Settings 126.)

To view forms that have been submitted Double click the form and the form will be shown to the right of the register list. You will be able to edit the information in the form fields, print the form and/or save the form.


Refund Request Register
Staff Feedback Register
Drag a column header here to group by that column
Form No
Date Create
Complet
Date Completed
C
Name
Preview
Print
Refund Request Form
Save
Details
Refund Type
Tick
RR No:
Fields can be edited
Withdrawal
Date:
Transfer
Name:
John Smith
Cancellation
Student ID:
23453425
Other
Course:
Course Intake:
Section 1
I request a refund for the following:
Invoice Number:
Amount:
Reason: (Please attach any supporting documentation)
Section 3
Acknowledgement
I understand that my request for a refund will be processed in accordance with test Refund Policy.
I also understand that I shall have access to the Complaints and Appeals process, should I not agree with the outcome or decision.
Version 3.1.1902.1
RTOADM

7 Reports

NovaCore makes reporting easy by enabling you to generate Summary Packs and Document Registers. You can also create your own reports using the Screen Printing and Copying functions.

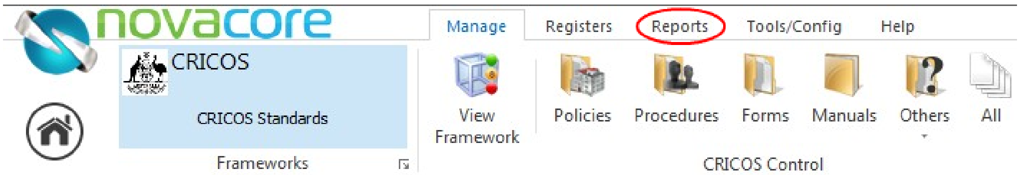
7.1 Summary Pack

The NovaCore Summary Pack report is a detailed overview of a Framework and its state of compliance. It breaks down the framework standards with a definition of each one and shows the documents linked to each standard. The documents are listed with their status[27], revision number[27] and last revision date[27].

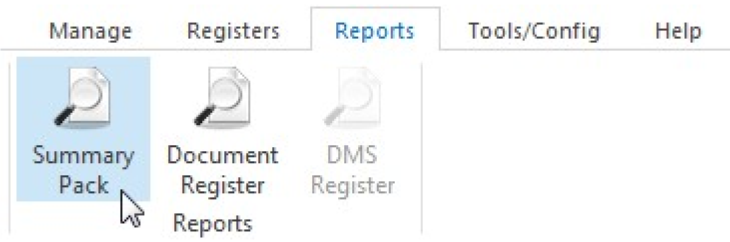
To generate a Summary Pack:

1. Make sure that you are in the Framework you want to report on. (Go to Understanding Screen Layout[7] to see how to select a framework).

2. Go to the Reports tab on the Ribbon Menu[7] .



3. Select Summary Pack.



7.2 Document Register

The Document Register report includes all of the documents in a framework and includes options to show document and revision history. It gives you a detailed audit trail and can be used to show continuous improvement.

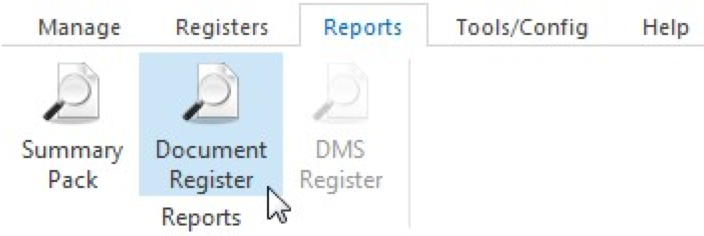
Generating a Document Register

To generate a Document Register:

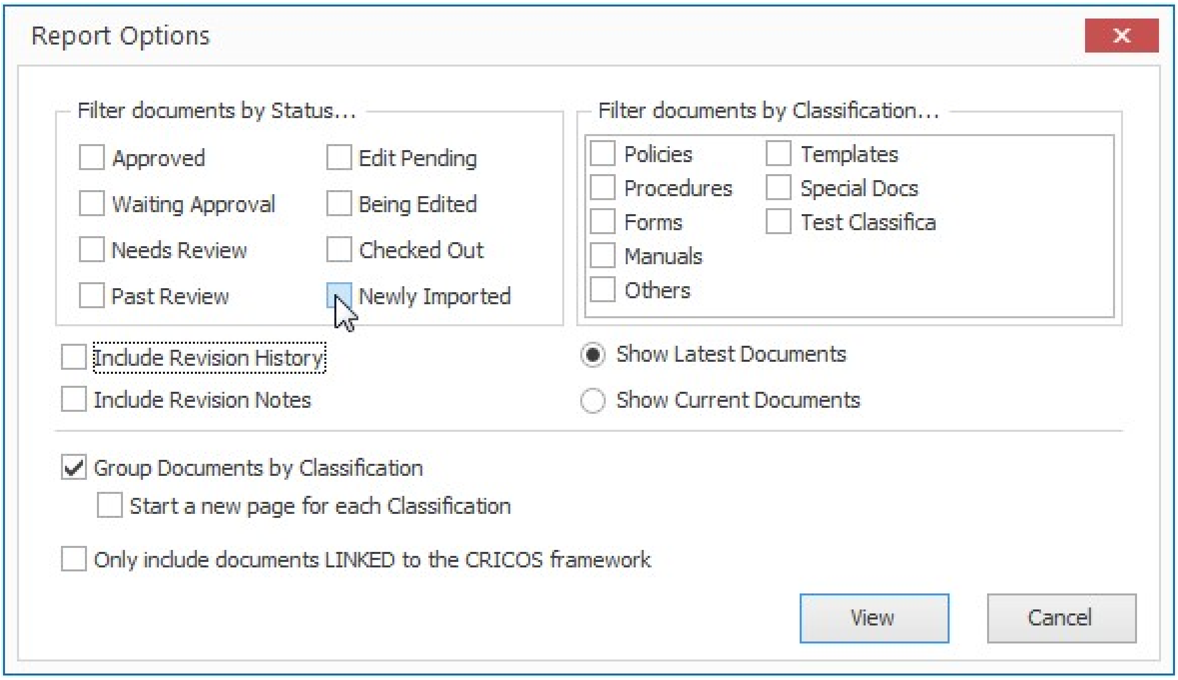
1. Select a framework

2. Go to the Reports tab on the Ribbon Menu[7] .

3. Select Document Register.



4. Once you have selected on Document Register a dialogue box like the one below will open up:



Using the options in the dialogue box, specify which documents you want to see in the report and whether or not you want revision history and revision notes to be included. (See section below for more information on report options.)

5. Select View and NovaCore will create your Document Register.

Report Options

When you generate a Document or DMS Register, there are a variety of specifications you can make to filter the documents included on your report.

Status Options

NovaCore allows you to filter documents by status. This means that you can choose to only include certain documents that have a certain status. This is useful if, for example, you only want to include approved documents on your report. If you leave the option blank, all documents will be included.

Classification Options

You can also choose to only include documents under certain classifications.

Document Revision Options

You have the option of specifying whether to include revision history and/or revision notes on your report. Including revision history is useful for showing continuous improvement.

Latest vs Current Options

Select whether to include latest or current documents on your report. A latest document is the latest revision of a document. A current document is, by default, the most recently approved version of a document. By default, Document and DMS Registers show latest documents.

Grouping Documents by Classification

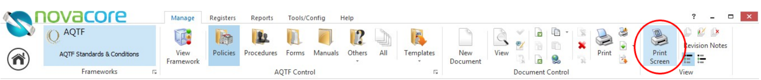
When generating a report, it is helpful to group documents by classification. This makes the report easier to read. You also have the option to start a new page for each Classification.

Linked Document Options

For Document Registers you can specify whether or not to only include documents that are linked to the framework you are using. If you enable this option, only documents that are linked to the framework standards will be included on the report. Documents that have not been linked will not be included.

7.3 Screen Printing

With NovaCore, it is easy to create your own reports using the Print Screen function. The Print Screen button is located to the far right of the Ribbon Menu[7] . Select it to print any document list in NovaCore.



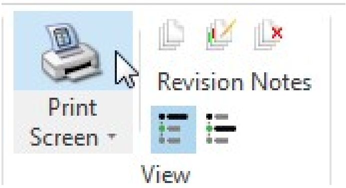
Screen Printing in Frameworks

To take a screenshot of a document list in NovaCore, select Print Screen.

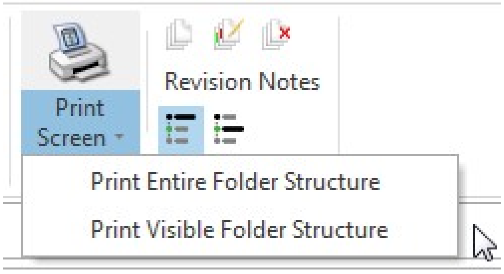
> **Note**
>
> When you select Print Screen from within the Traffic Light System, NovaCore automatically generates a Summary Pack report. (See Summary Pack[94] for more information on Summary Pack reports.)

Screen Printing in the DMS

To print the visible document list in the DMS select the icon of the Print Screen button. Note that if no document list is visible, the documents in the selected folder will be included in the screen print.



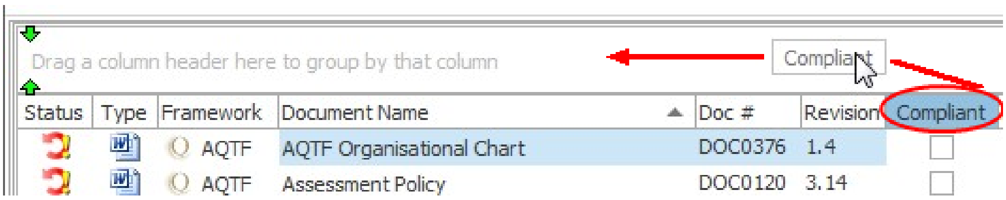
To print a list of your DMS folder structure, select the bottom half of the Print Screen button and select an option from the drop down list. The Print Entire Folder Structure option generates a list that shows each folder in your folder structure. Select Print Visible Folder Structure to only print a list of the folders that are visible on your screen.



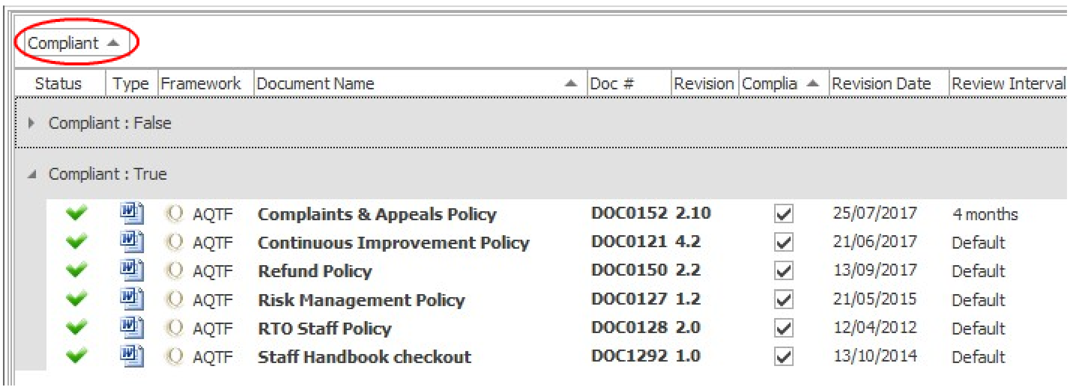
Grouping Documents by Column

When using Print Screen it is helpful to utilise the NovaCore feature that enables you to group documents by column. This enables you to use document lists to show something specific. In the example below, this tool is used to show the number of compliant documents in the list.

1. To group documents by column click and drag any column header in a document list to the space above the list as indicated below:



2. The documents will be grouped according to the column header:



7.4 DMS Register

The DMS Register is similar to the Document Register 94.

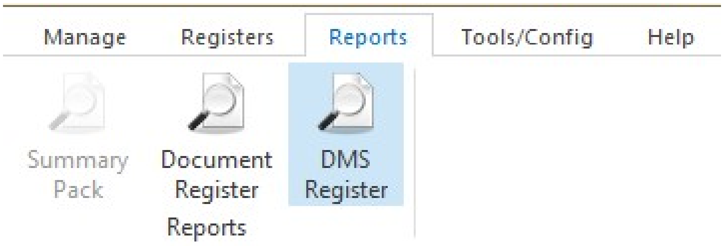
To generate a DMS Register:

1. Enter the DMS and select a folder.

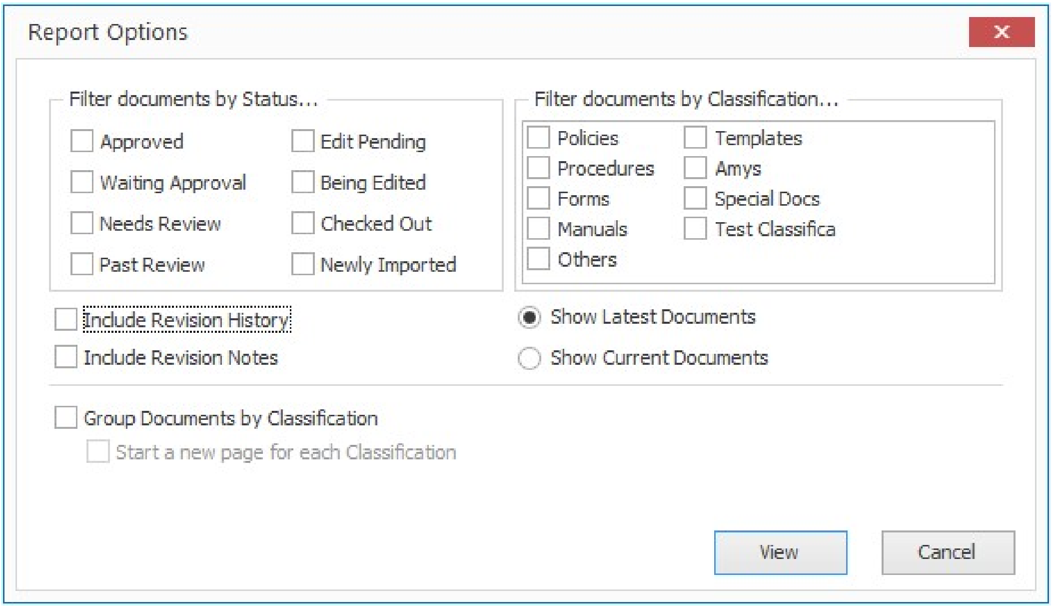
> **Note**
>
> The DMS Register will only report on documents within the folder and within child folders of the folder you select. For example, if you select a library folder, the report will include all of the documents that are in the library's sub-folders but if you select a folder that has no child-folders, only documents within that folder will be included in the DMS Register.

2. Go to the Reports tab on the Ribbon Menu 7 .

3. Select DMS Register.



4. Once you have selected DMS Register a dialogue box like the one below will open up:



Using the options in the dialogue box, specify which documents you want to see in the report and whether or not you want revision history and revision notes to be included (See Document Register 94 for a detailed description of the report options).

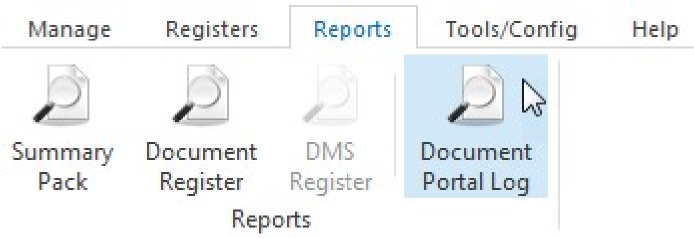
5. Select View and NovaCore will create your DMS Register.

7.5 Document Portal Log

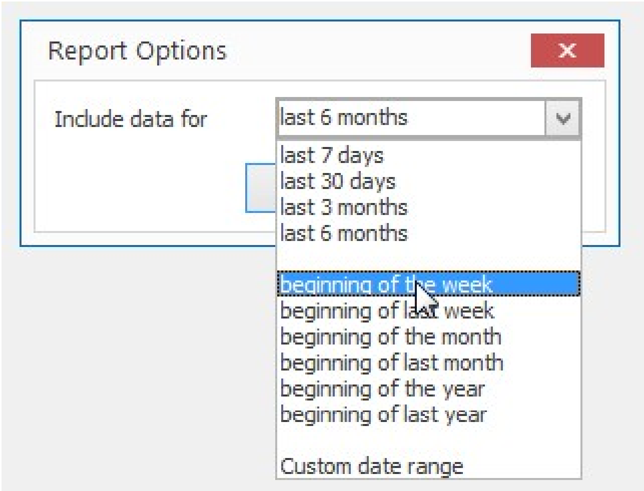
The Document Portal Log is a report that lists all of the users and documents who have logged in to the private sector of the web document portal and shows which documents they have accessed. The purpose of the log is to enable you to see who has been accessing which documents and when they did so. It is a tool that you can use to check that users are accessing documents when they are supposed to.

To generate a document portal log:

1. Select Document Portal Log under Reports.



2. In the option box that opens up, select what time frame you want the log to cover. For example, if you only want to see the activity of the last week, select" last 7 days". Select "custom date range" to create a date range between specific dates.



3. Select View and NovaCore will generate the log.

The log lists users with the documents they have accessed. To view the detail for each document, select the document name to expand it.

Ruth Evans (ruth@novacore.com.au) accessed the following Documents :

DOC0045	Audit Policy (Revision 2.0)		16-06-2019 → SRTO 2015
DOC0152	Complaints & Appeals Policy (Revision 2.10)		17-06-2019 → AQTF
	• Downloaded in origional format on:	17/06/2019 9:03:44 AM	
	• Downloaded in origional format on:	15/06/2019 9:26:00 AM	
	• Downloaded in origional format on:	15/06/2019 9:24:25 AM	
	• Downloaded in origional format on:	15/06/2019 9:04:44 AM	
	• Downloaded in origional format on:	13/06/2019 9:09:31 AM	
DOC0122	Issuing & Qualifications Policy (Revision 2.2)		25-06-2019 → AQTF
DOC0150	Refund Policy (Revision 2.2)		23-06-2019 → AQTF
	• Downloaded in origional format on:	23/06/2019 9:25:06 AM	
DOC0157	Risk Management Procedure (Revision 1.1)		19-06-2019 → AQTF

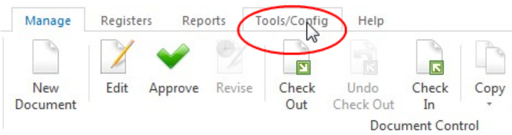
Ruth accessed documents 12 times (Click a document above to see the detailed log)

8 Manage Users & Groups

8.1 Create a User

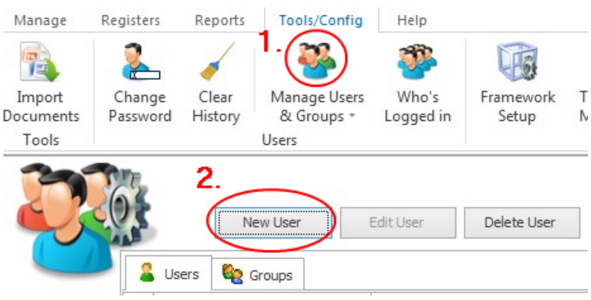
To create a new user:

1. Go to the Tools/Config tab of the ribbon menu:



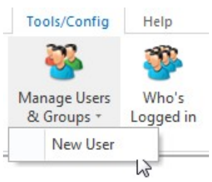
2. From here there are 2 ways of creating a new user:

   a. Click the Manage Users and Groups button and then the New User button:



   OR

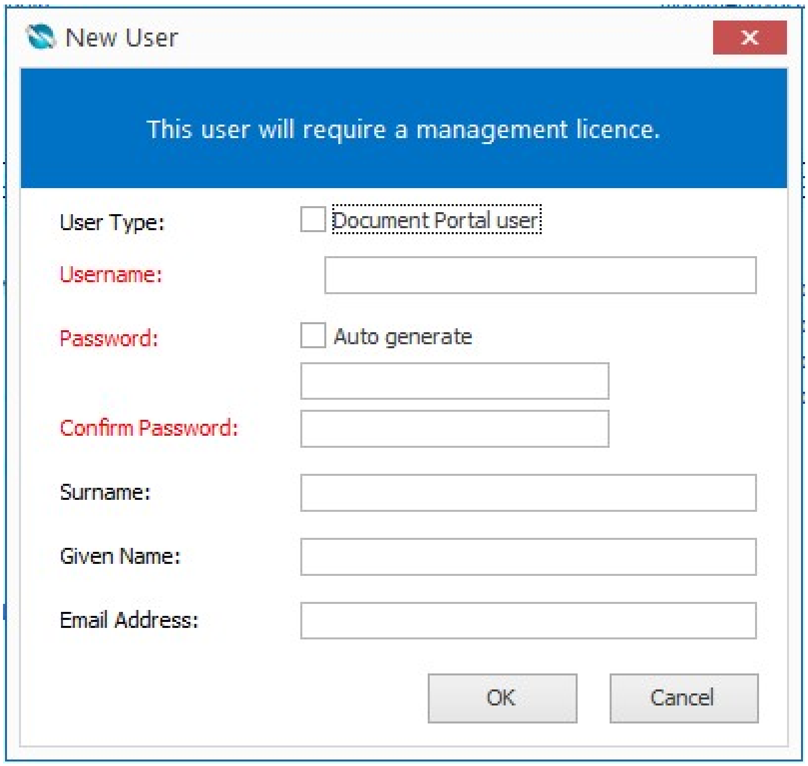
   b. Select the drop-down arrow of the Mange Users & Groups button and click "New User".



Note

You will not be able to enter the Mange User & Groups section if you do not have the 'Permission management' or 'Administrator' permission.

3. When you select New User this dialogue box will open up:



4. Select the user type. Note that Document Portal users will only have access to NovaCore via a web user interface on the local network and can only view documents. If you do not want to create a Document Portal user, leave the Document Portal user tick-box blank.

5. Fill in the fields and select OK.

Note

A Username must be more than 3 characters long. Remember to assign an email address to every user.

Once you have created a new user, the user will appear on your user list. You will be able to see their username, surname, given name, email address and whether they belong to a group. (See sub-section below on Assigning Users to Groups.) The user will immediately receive an email with their login details.

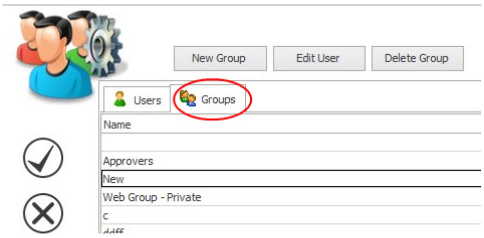
Below the list of users you will see the available permissions for the user and you can choose which permissions you want the user to have by ticking the boxes beside the permissions. For a detailed description of the permissions go to User Permissions 106 .

Don't forget to use the Save/OK tick to save your new user!

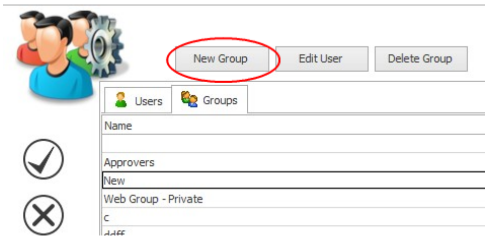
8.2 Create a Group

If you have multiple users with the same permissions, such as multiple admin users, you can create a group. To create a group:

1. Select the Groups tab under Manage Users & Groups :



2. Select New Group:



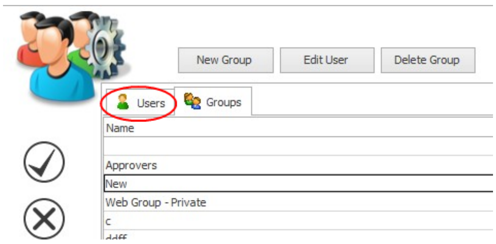
3. Give your new group a name and select the permissions you want the group to have.

4. Assign a user to a group[103].

8.3 Assign a User to Groups

To assign a user to a group:

1. Select the Users tab in the Manage Users & Groups section.



2. This tab will take you to your list of users described in Create a User[101]. If your user is assigned to a group, the name of the group will be displayed in the 'Member of Group' column. To assign a user to a group or to change the group a user is assigned to select the arrow on the right side of the column to reveal a drop down menu. The menu will look something like this:

3. Tick the box next to the name of the group/s you want to assign your user to. Remember to use the Save/OK tick to save changes.

Note

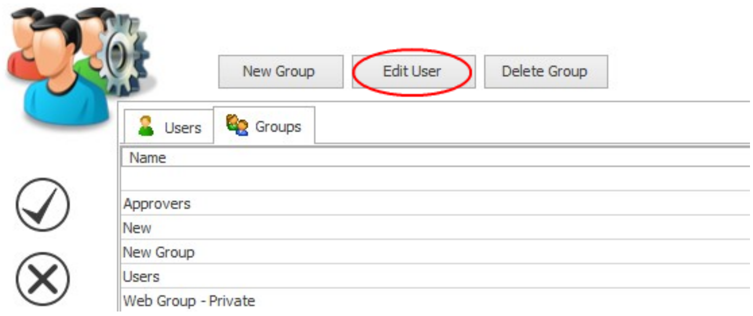
You can assign users to more than one group!

If users are assigned to a group, their final set of permissions will be the sum of their personal permissions and the permissions of the group. For example, if the user does not personally have Administrator rights but is part of a group that does have Administrator rights, the user will have Administrator rights.

8.4 Edit a User or Group

Edit User Details

To edit a user's name or email address select the user and then select the field you want to edit. This will put it into edit mode showing a blinking cursor waiting for text input. Alternatively double click the user name or select the user and select Edit User which will also provide a means to change the user password.



Note

You cannot edit a user's login name.

Edit User/Group Permissions

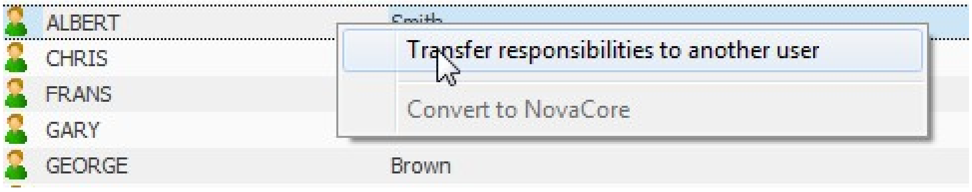
To edit the permissions of a user or group select the name of the user or group. This will enable you to see their permissions and you can change their permissions by ticking and unticking the relevant User Permissions106.

Assign a User's Responsibilities to a Different User

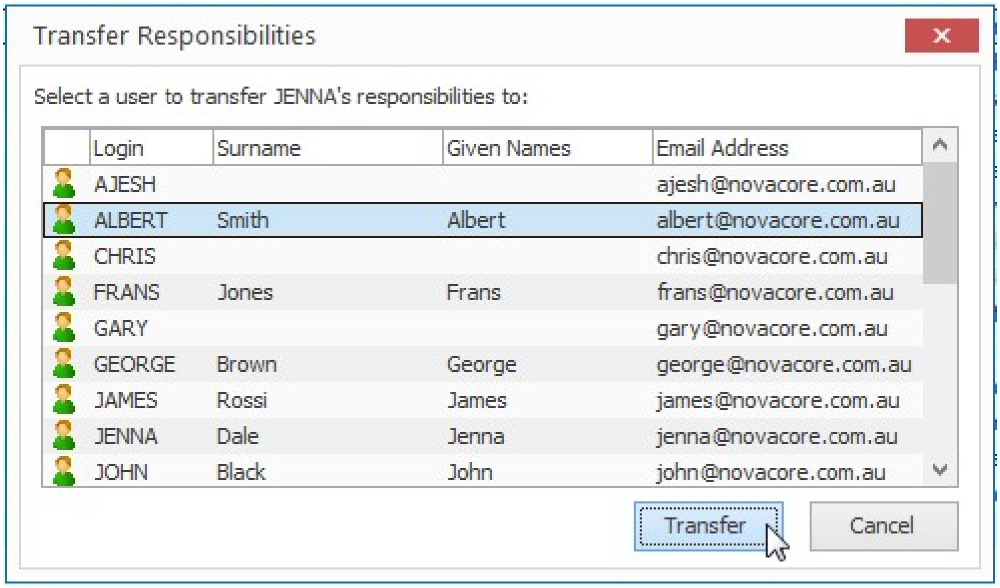
If a user leaves the company or changes their position, you can assign the responsibilities of that user to a new user. If the user had approval responsibilities, was in the process of editing a document or had been assigned as a default user for some action, those responsibilities can all be transferred to the new user.

There are two ways of doing this:

1. Right click a user and select **Transfer responsibilities to another user**.



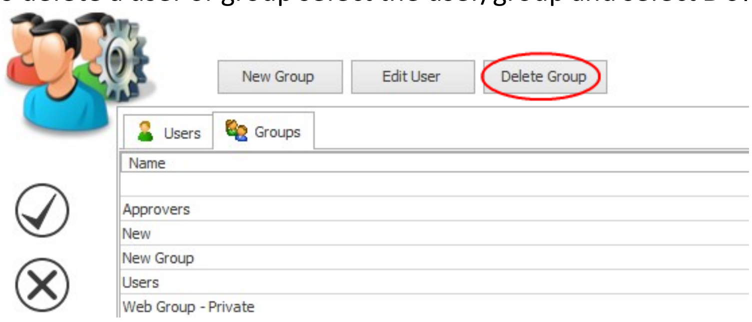
In the window that opens up, select which user you want that responsibilities to be transferred to. Select **Transfer**.



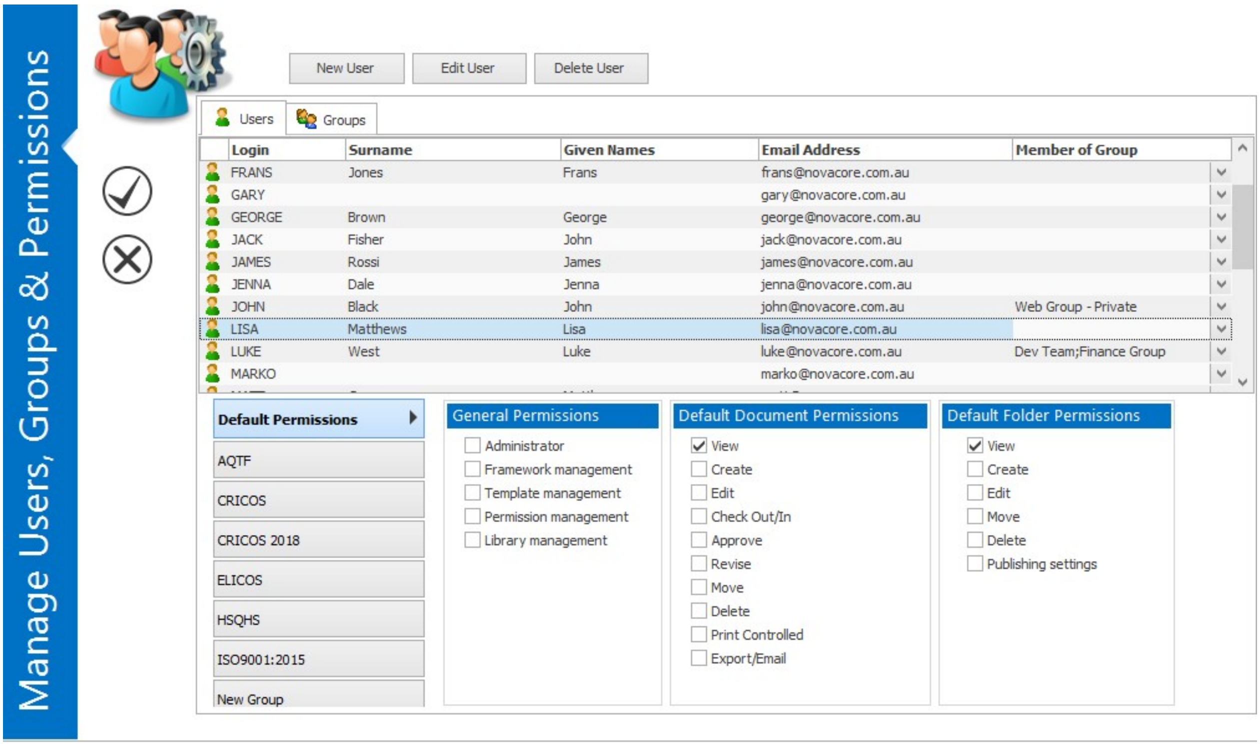
2. Delete a user who has responsibilities and select **Yes** when asked whether you want to assign the user's responsibilities to another user. Select who you want to transfer the responsibilities to and select **Transfer**. Note that you will only be asked to transfer responsibilities if the user being deleted had any.

Delete a User

To delete a user or group select the user/group and select **Delete User** or **Delete Group**.



8.5 User Permissions

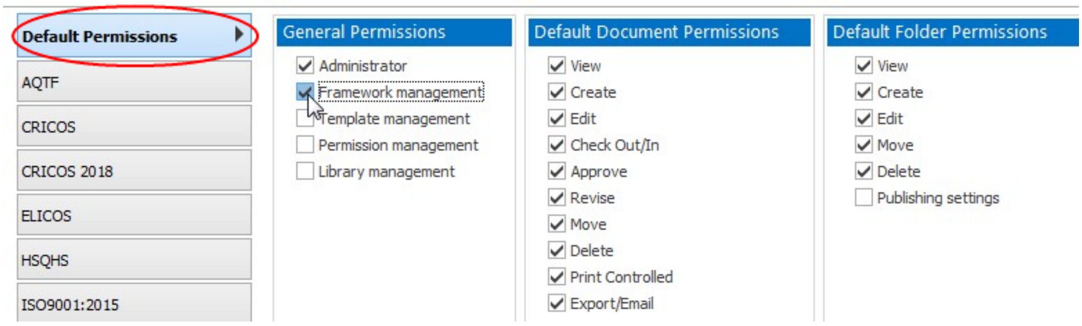


Permissions enable you to configure the system and document management rights of individuals or groups. NovaCore also allows you to set permissions that are framework-specific. Below is a detailed description of the different types of permissions.

> **Note**
>
> If users are assigned to a group their final set of permissions will be the sum of their personal permissions and the permissions of the group. For example, if the user does not personally have Administrator rights but is part of a group that does have Administrator rights, the user will have Administrator rights.

Default Permissions

To set default permissions, select the Default Permissions tab and tick or untick user permissions to allow or deny them.



Note

Default permissions always apply unless framework or folder permissions have been set. Framework and folder permissions override default permissions.

General Permissions

General Permissions are permissions for the management of the system. They are usually only enabled for management staff.

- Administrator: If this is selected, the user will be allowed complete access to the system. This overrides all other user permission settings and the user will have full permissions.
- Framework management: This enables users to create and edit frameworks under Framework Setup. (See Creating a Framework 58).
- Template management: This gives users full access to template management features. If this permission is disabled, the user will not be able to create global and framework templates, convert documents to templates or use the template manager. To create new templates the user will also require the Create Document permission.
- Permission management: This gives a user the ability to manage their permissions and the permissions of other users.
- Library management: (DMS specific) If this is selected, a user will be able to create new libraries in the DMS.

Document Permissions

Document permissions are specific to document management.

- View: User can view documents.
- Create: User can create documents.
- Edit: User can edit documents.
- Check Out/In: User has the ability to check documents in and out of the system.
- Approve: User can approve documents. (It is recommended that only management staff have approval rights.)
- Revise: User can revise documents.
- Move: (DMS specific) User can move a document from one folder or library to another.
- Delete: User can delete documents. (See Document List Viewing Options 47 for information on restoring deleted documents.)

- Print Controlled: User has the ability to print a document without its watermark.
- Export/Email: User can export and/or email documents.

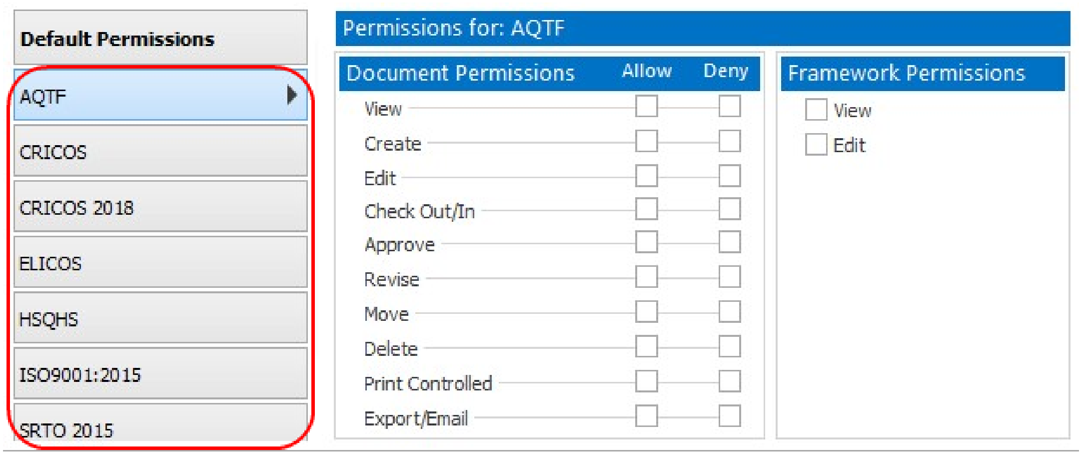
Folder Permissions

Folder permissions are specific to the Document Management System. Folders can have permissions of their own that override these permissions at each Folder or Library level. See Library and Folder Security[77] for more detail.

- View: Users can view folders in the DMS.
- Create: Users can create folders (not library folders) in the DMS.
- Edit: Users have ability to edit DMS folders.
- Move: Users can move folders from one library to another or can change the folder's level.
- Delete: Users can delete folders.

Framework Permissions

To configure a user's permissions for a specific framework, select one of the framework tabs.



Document Permissions

The purpose of framework specific document permissions is to enable you to set document permissions for a specific framework that are different to a user's default document permissions. Framework specific permissions override default permissions.

Framework specific document permissions are the same as default document permissions except that you have the option to Allow or Deny them. If framework specific permissions are not set, NovaCore will automatically use the default permissions.

Framework Permissions

There are only two framework permissions:

- View: Users can view the framework in the Traffic Light System.
- Edit: Users can edit the framework in the Traffic Light System (ie. edit the intent, key actions and responsible person of documents and link and unlink documents to standards.)

Bulk Assign Permissions to Multiple Frameworks and Users

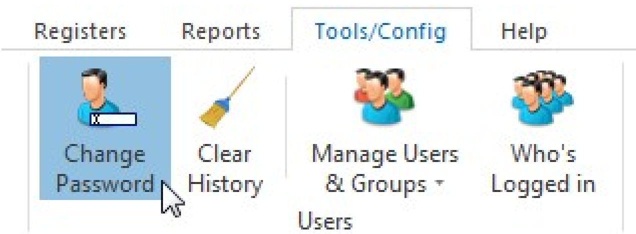
You can set framework permissions for more than one framework and user at a time by holding down your Ctrl key and selecting multiple framework tabs and/or multiple users.

The permissions of the last tab you select will be displayed. If you deselect that tab, the permissions of the first tab you select will be displayed. Set the permission by selecting the allow or deny boxes and select Apply to All. If you have previously set the permissions of a framework and wish to apply those settings to other frameworks, select the other frameworks using the Ctrl and select the first framework last. Select Apply to All to apply the settings of the first framework to the other frameworks.

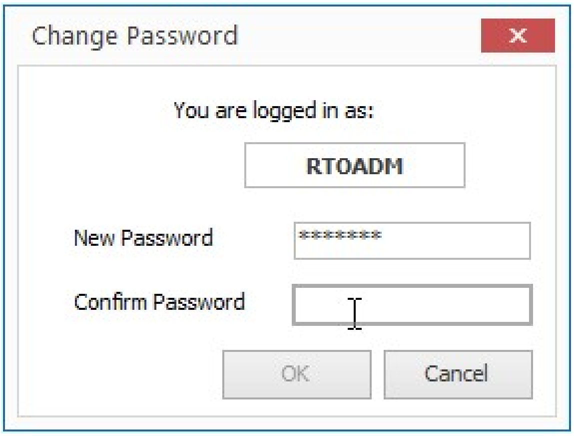
8.6 Change Password

To change your password

1. Go to Tools/Config and select Change Password:



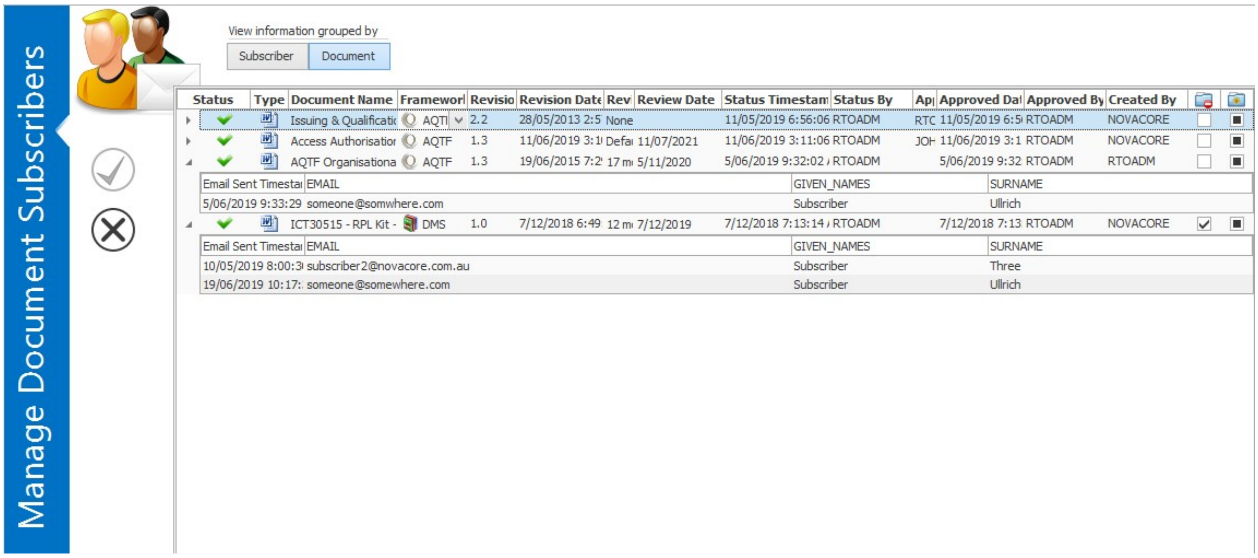
2. Once you have selected Change Password this dialogue box will open up:



3. Type in your new password, confirm the password by re-typing it in the field below and select OK.

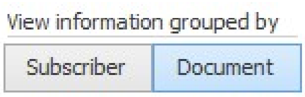
9 Manage Subscribers

To manage subscribers that have been subscribed to documents (see Workflow 49 for how to subscribe an email address), go to Manage Subscribers under Tools/Config.

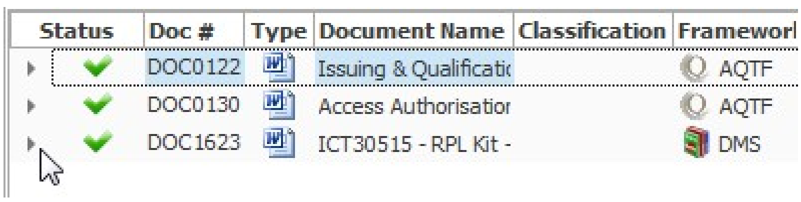


Viewing Subscribers and Documents

In the Manage Document Subscribers panel, a list of subscribers and documents is displayed. You can choose to group this list by subscriber or by document by selecting the Subscriber or Document buttons as shown below. Grouping the list by subscriber means listing the subscribers at parent level with the documents that they are subscribed to being displayed at child level. This is reversed when the list is grouped by document - the documents are listed as parent levels with the subscribers that are subscribed to them being displayed at child level.



Use the expansion arrows beside the names of the subscribers/documents to reveal the subscribers or documents relevant to your selection.



Editing Subscribers

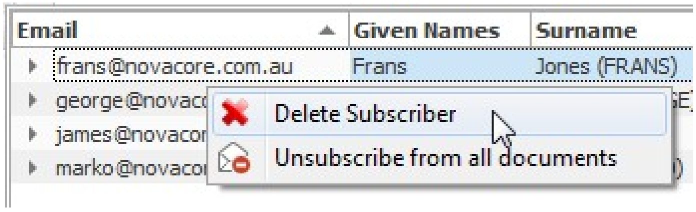
To edit a subscriber's details, simply select the name or email address you want to edit and type in the adjustments. Note that if a subscriber is a NovaCore user, you will not be able to edit the subscriber's information from Manage Document Subscribers but must do it under Manage Users and Groups. (See Edit a User or Group 104.) You can tell if a subscriber is a NovaCore user if their username is displayed beside their surname

- To delete a subscriber from the system:

1. Group the documents by subscriber.
2. Right click the subscriber and select Delete Subscriber.

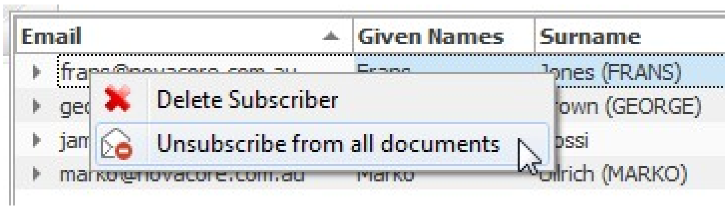
Note

This deletes the subscriber from system and therefore all of the documents that the subscriber was subscribed to will no longer be subscribed.

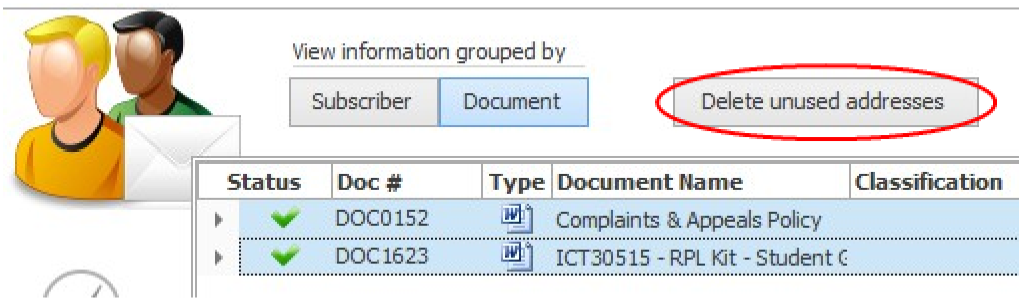


- To unsubscribe a subscriber from all the documents to which the subscriber is subscribed:

1. Ensure that documents are grouped by subscriber.
2. Right click the subscriber and select Unsubscribe from all documents.



- If you have subscribers that are no longer subscribed to any documents and are no longer in use, select Delete Unused Addresses to remove all unused subscribers from the list.

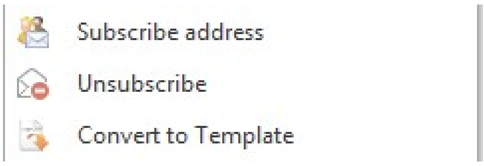


Tip

In the view that is grouped by document, you can select mutliple subscribers and can unsubscribe them in bulk.

Unsubscribing Documents

To unsubscribe a document from a subscriber, right-click the document and select Unsubscribe.

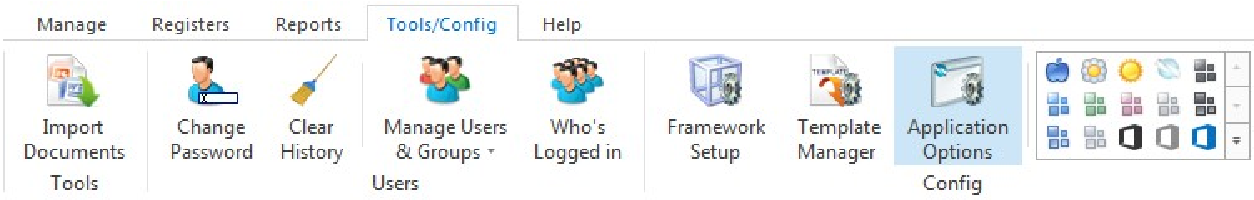


Tip

In the both views, you can slect mutlible documents and unsubscribe them in bulk.

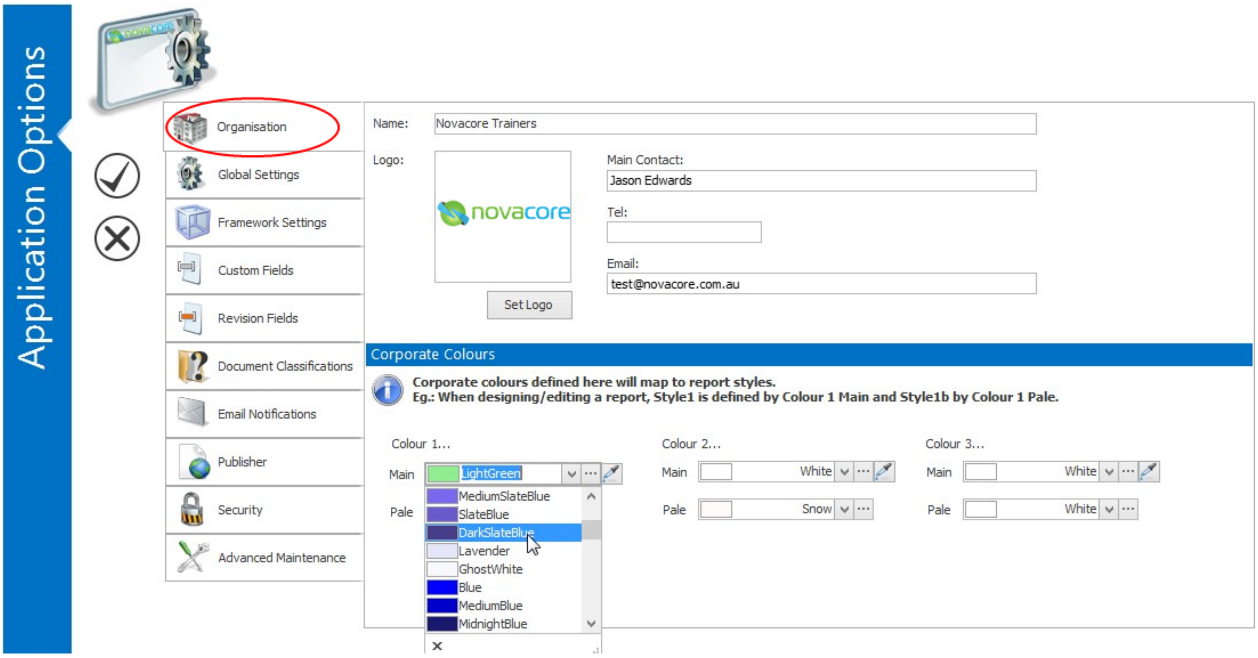
10 Application Options

To configure, set system defaults and customise NovaCore select Tools/Config and then select Application Options.



10.1 Organisation Settings

Under the Organisation tab in Application Options you can set the name and logo of your company. This information will appear on all the reports and can be used inside of documents. See Custom fields[119] and Revision fields[121].



Organisation Details

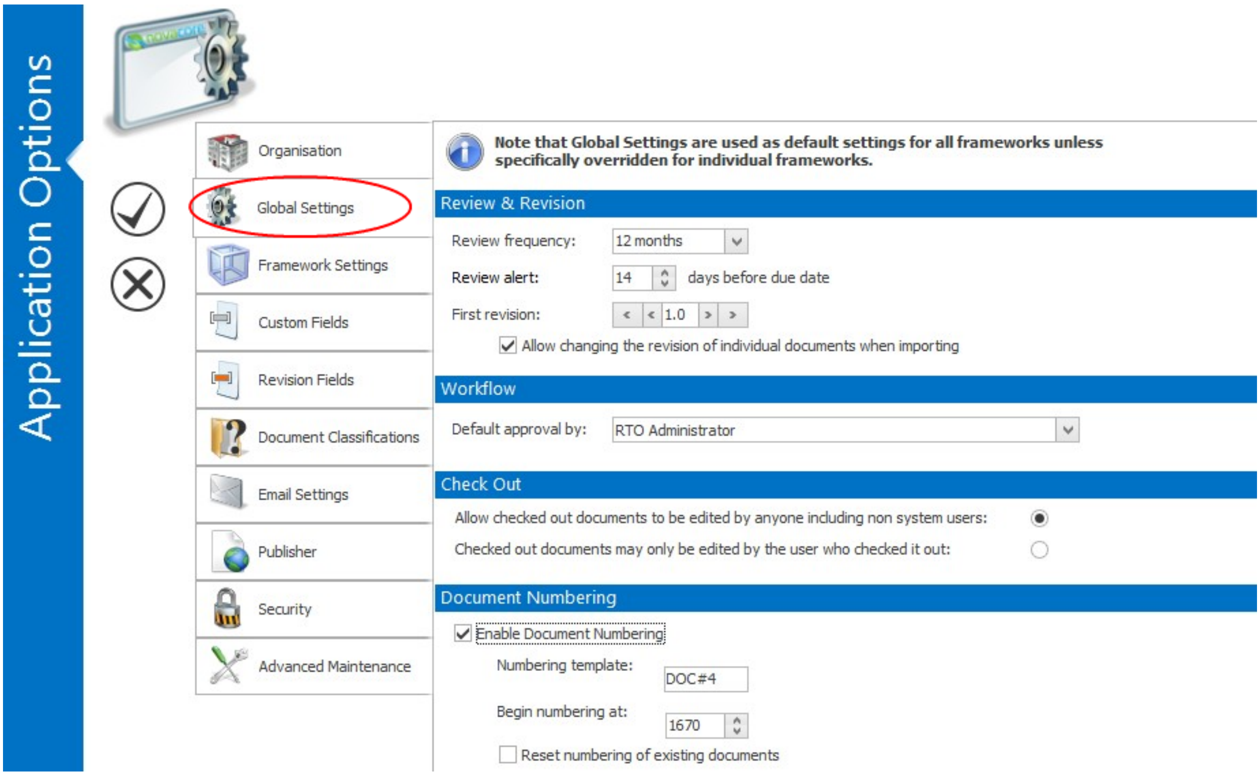
The company name and logo saved under Organisation are available as custom fields when editing documents. See the NovaCore Toolbox[17] in Editing Documents.

Corporate Colours

In the Corporate Colours section of the Organisation tab you can customise the colours that are used on reports. Corporate colours defined here will map to report styles.

10.2 Global Settings

Under the Global Settings tab in Application Options you can adjust many of the default settings in NovaCore.



Note

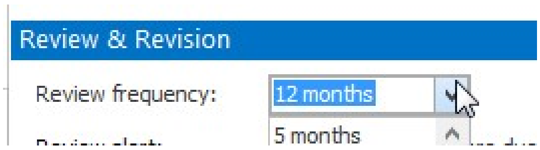
Global Settings are used as the default for all frameworks unless they are specifically overridden for individual frameworks in Framework Settings118.

Review & Revision

Under Review & Revision you can change the default review frequency, review alert and first revision.

Review Frequency

Review frequency is the number of months that elapse between a document's approval date and the next review date. In NovaCore the review frequency is 12 months by default. To change the default review frequency, enter the number of months into the Review frequency box or select it from the drop down menu as shown below.



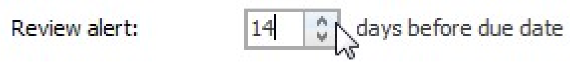
Note that this system default review frequency can be overridden for individual documents.See Document Review Interval28.

Review Alert

When a document is due for its revision NovaCore alerts you in three ways.

1. The document's status will be set as needing review.[27]
2. The Dashboard tile[7] labelled 'Documents Needing Review' will count up. Select the tile to see a list of the documents needing review.
3. If you have email notifications enabled the designated reviewer (if none is specified the system administrator will be used) will be sent an email notification.

By default, NovaCore alerts you to a document's revision date 14 days before the review date. Review alert is specified as the number of days before a document is due for review. To adjust the review alert enter the number of days into the Review alert box or set it using the arrow buttons as shown below.



First Revision

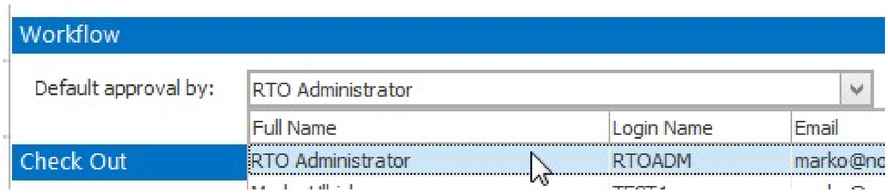
When a document is created or imported[32] it is automatically given the 'First revision' value which is 1.0 by default. You can change this 'First revision' number in Global Settings as shown below.

The large arrow buttons on the outside change the number by whole numbers (i.e. 1.0 moves up to 2.0). The small arrows on the inside change the number by decimals (i.e. 1.0 changes to 1.1).

By ticking the box below the First revision setting you allow the revision of individual documents to be defined during the import[32] process.

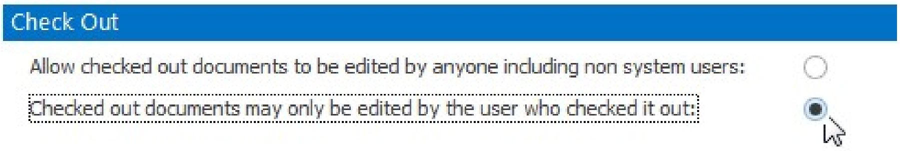
Workflow

In the Workflow section of Global Settings you can select which user is the default approver. NovaCore automatically sets the RTO Administrator as the approver but this can be changed under Workflow.



Check Out

Under Check Out you can set whether checked out documents can be edited by anyone including non system users or whether they can only be edited by the user who checked them out. For information about checking documents in and out go to Document Controlling 15.



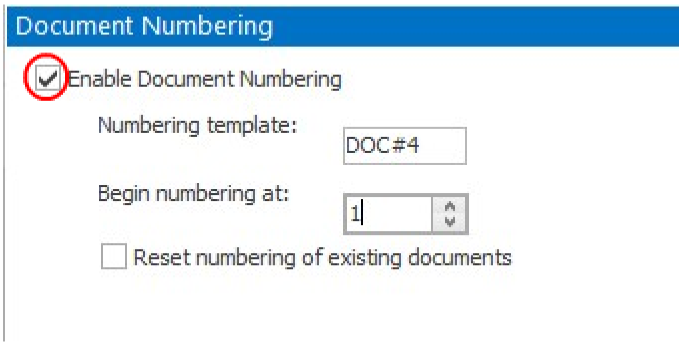
Note

Check out has been deprecated and is no longer available in the latest versions of NovaCore.

Document Numbering

Document numbering is a way of giving each document throughout your system a unique ID.

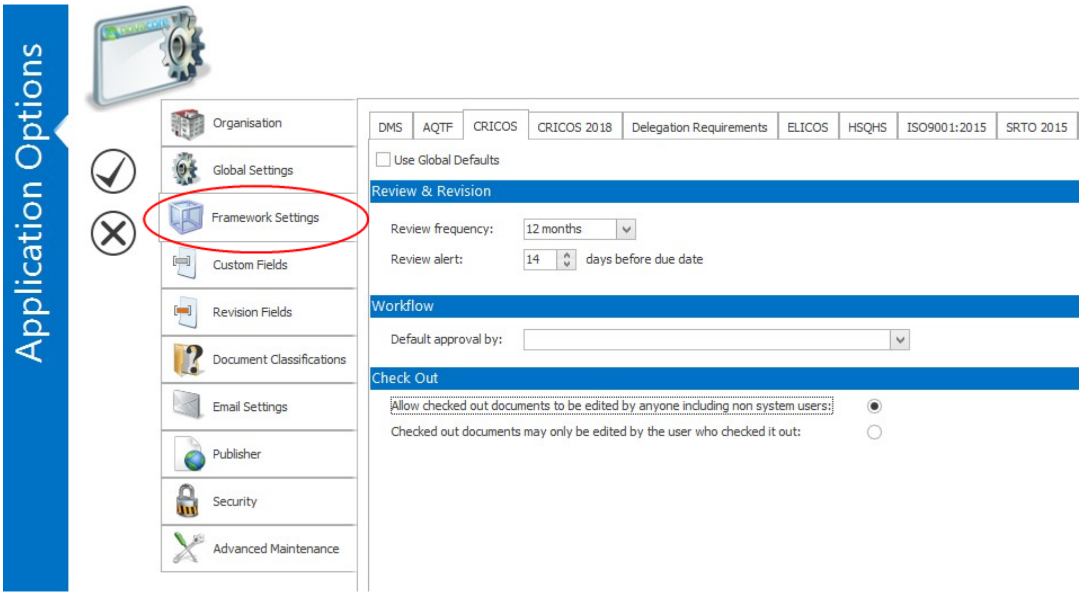
- If you are a small organisation you may not need document numbering and can disable it by disabling the Enable Document Numbering option.



- Document numbering can be formatted in the Numbering template field to suit your organisation's needs. Use the following guidelines:
  - Include a hash(#) symbol which is the number place holder in the template. The # will be replaced by a sequential number. For example: DOC# will produce Number: DOC1, DOC2, etc.
  - Add a number directly after the # to set the number of digits displayed. Allowed values are 2-7. For example: DOC#3 will produce numbers: DOC001, DOC002
- Set the number you want your document numbering to begin at in the Begin numbering at field. Common practice is to set this number to '1'.
- To reset document numbering enable Reset numbering of existing documents. Note that this **resets the document numbering throughout your system** and should be used with caution!

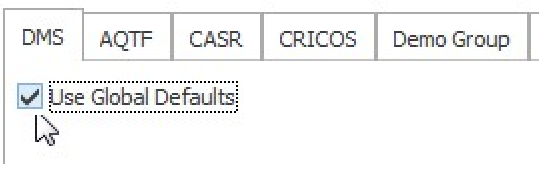
10.3 Framework Settings

Under Framework Settings in Application Options you can override the Global Settings[115] for specific frameworks.

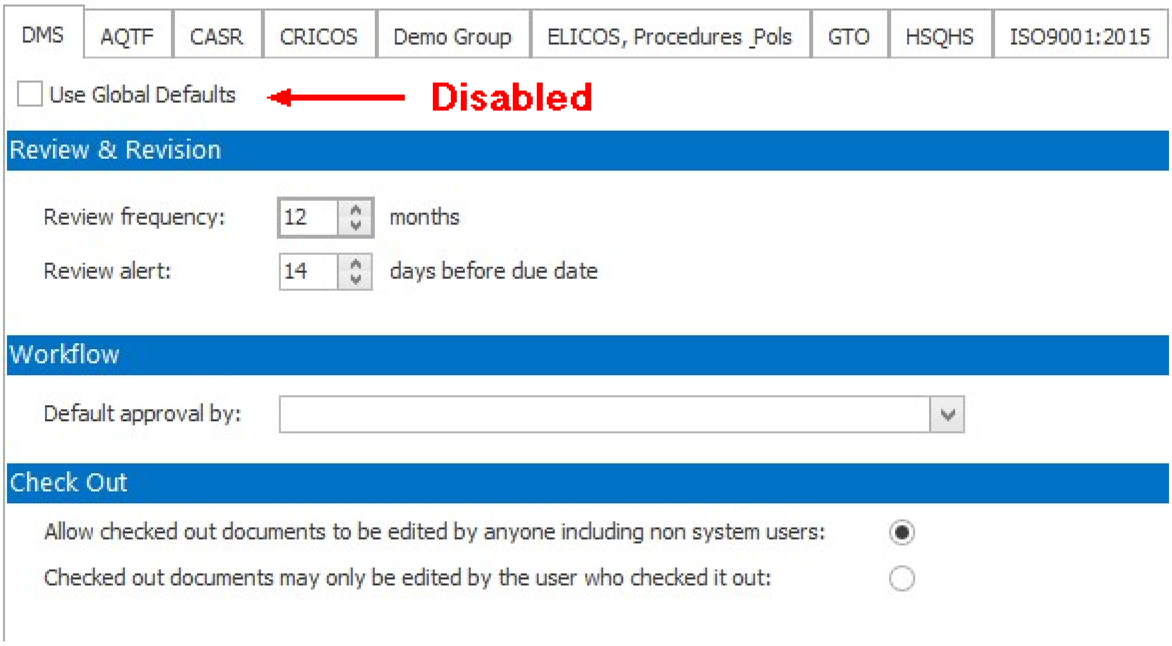


1. Select a framework using the tabs across the top of the Framework Settings panel.

2. Disable Use Global Defaults . If it is enabled, NovaCore will apply the Global Settings to that framework. (In the examples below the DMS is selected.)

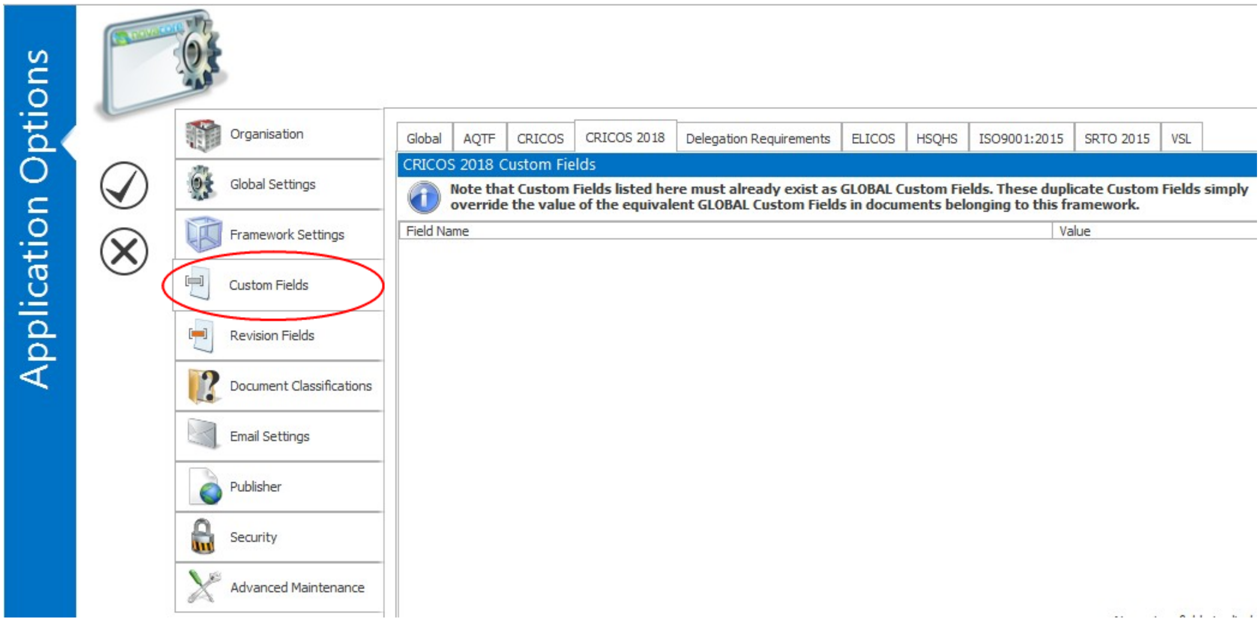


3. Once 'Use Global Defaults' has been disabled you will be able to adjust the settings as explained in Global Settings[115] .



10.4 Managing Custom Fields

Under Custom Fields in Application Options custom fields can be created and edited. Custom Fields can be inserted into a document so that information such as company phone numbers and company names can be updated quickly and easily.



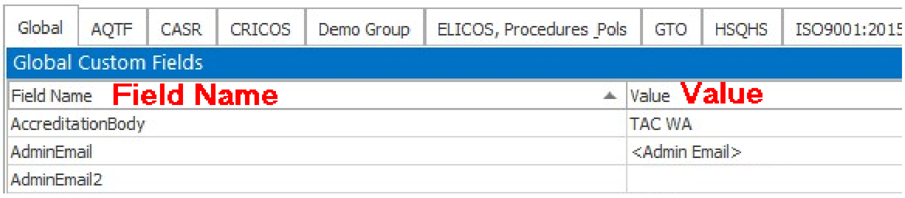
Global Custom Fields

Global custom fields can be applied to all the documents in your system regardless of what framework they are in.

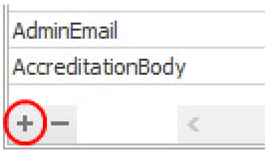
Creating Custom Fields

To create a custom field:

1. Go to Custom Fields under Application Options. A list of your global custom fields will show on the screen. In the left hand column you will see the Field Name and in the right hand column you have the Value.



2. Select the plus button on the bottom left-hand corner of the panel. (The minus button functions as a delete button.)



3. The new field will appear above whichever field is selected. Highlight the new blank field and type in the name of your field. Give it a value in the value column. In the example below the Field Name is PhoneNumber and the Value is +08 1234 1234.

Select the OK/Save Tick[7] to save your new field.

All documents with a custom field can be updated simply by changing the Value of the field under Application Options. For example, if the phone number +08 1234 1234 is inserted into documents as a field, it can be changed in all those documents simply by changing the value under Custom Fields in Application Options. If you change the value to +08 4321 4321 for example, and save the change, all documents with the PhoneNumber field inserted into them will automatically change from +08 1234 1234 to +08 4321 4321. (See Custom Fields[22] for more information on inserting fields.)

Note

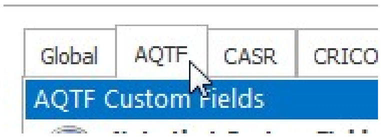
Information can only be updated automatically if it is inserted as a field.

Framework Specific Custom Fields

Framework Specific Custom Fields are fields whose values are only applied to specific frameworks. Framework Specific fields must already exist as Global Fields.

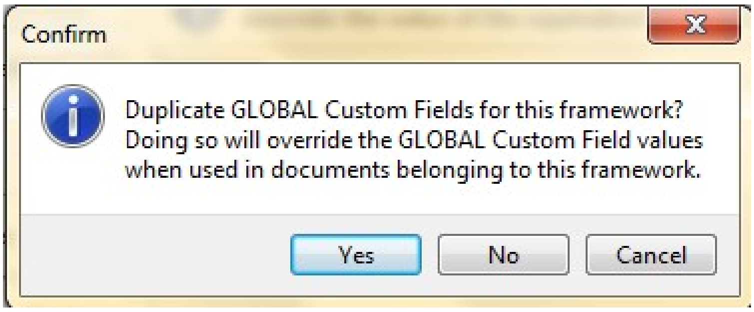
To create a Framework Specific Custom Field:

1. Select a framework using the tabs across the top of the Custom Fields panel.



2. Select the button located in the bottom left-hand corner of the panel as shown below:

3. A window like this will open up:

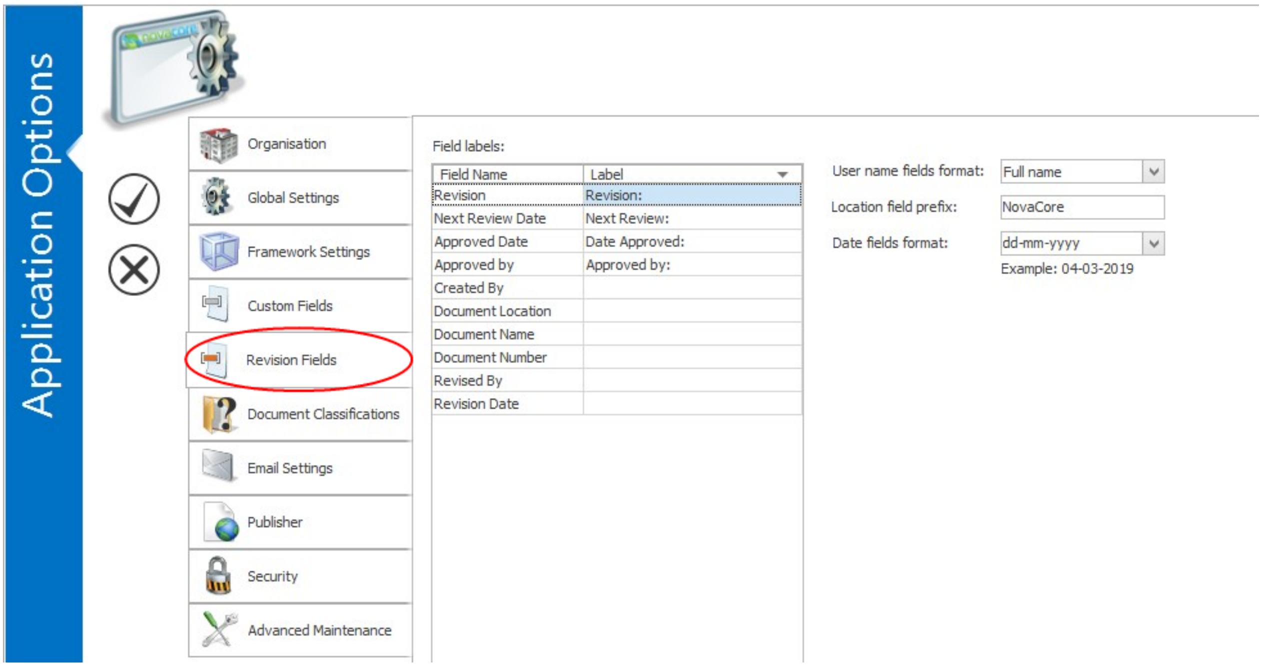


4. Choose Yes and your Global Custom Fields will be duplicated for the framework you selected. Change the values of the fields as explained in the section above.

When applied to documents within a specific framework, the value of the Framework Specific Custom Fields will override the values of the Global Custom Fields.

10.5 Revision Field Settings

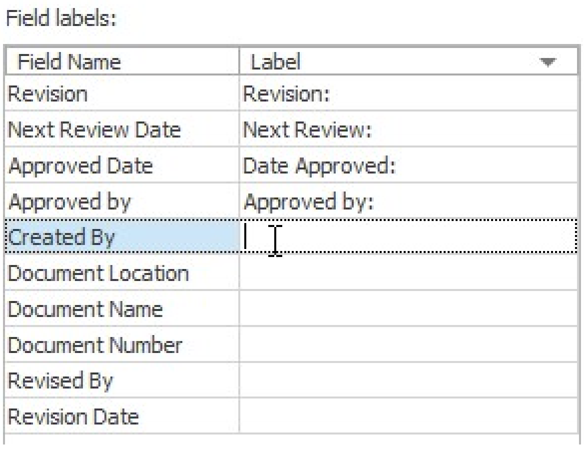
Under Revision Fields in Application Options you assign labels to revision fields and you can adjust the format of user name and date fields.



Field Labels

When a Field Name has a label, that label will be shown when the field is inserted into a document. For example, if a revision date is inserted into a document and that revision date field has no label, the date will simply be inserted. (01/01/2030) If the Revision Date field does have a label such as "Revision date:", that label will be inserted before the revision date. (Revision date: 01/01/2030)

To label a revision field, type in the field label in the Label column of Field labels as shown below.



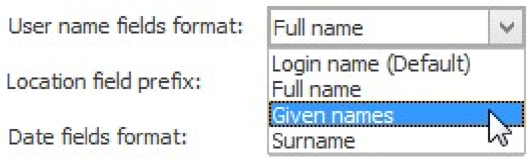
Field labels:

Field Name	Label
Revision	Revision:
Next Review Date	Next Review:
Approved Date	Date Approved:
Approved by	Approved by:
Created By	
Document Location	
Document Name	
Document Number	
Revised By	
Revision Date	

Field Formatting

User name fields format

Select the format of the user name displayed in revision fields that insert a name (such as Created by, Approved by etc.). You can select whether the user's login name, full name, given names or surname are displayed.

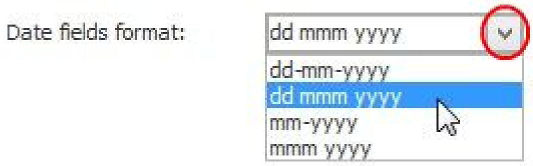


Location field prefix

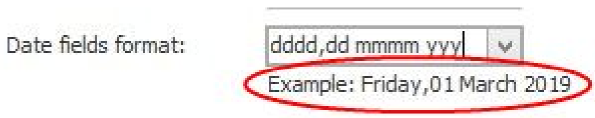
The Location field prefix is for the Document Location field. Note that this is not necessarily the actual folder location of a document but it is simply a reference to that location. Some examples of location field prefixes are QMS, CMS, NovaCore, Doc Store etc.

Date fields format

Select the format of the date by selecting one of the ready-made combinations using the drop-down list or create your own using the guide below.



A preview of the date formatting will be shown below the field.



Date Formatting Guide

d - single digit date (1)
dd - two digit date (01)
ddd - abbreviated day (Fri)
dddd - full name of day (Friday)

m - single digit month (3)
mm - two digit month (03)
mmm - abbreviated month (Mar)
mmmm - full name of month (March)

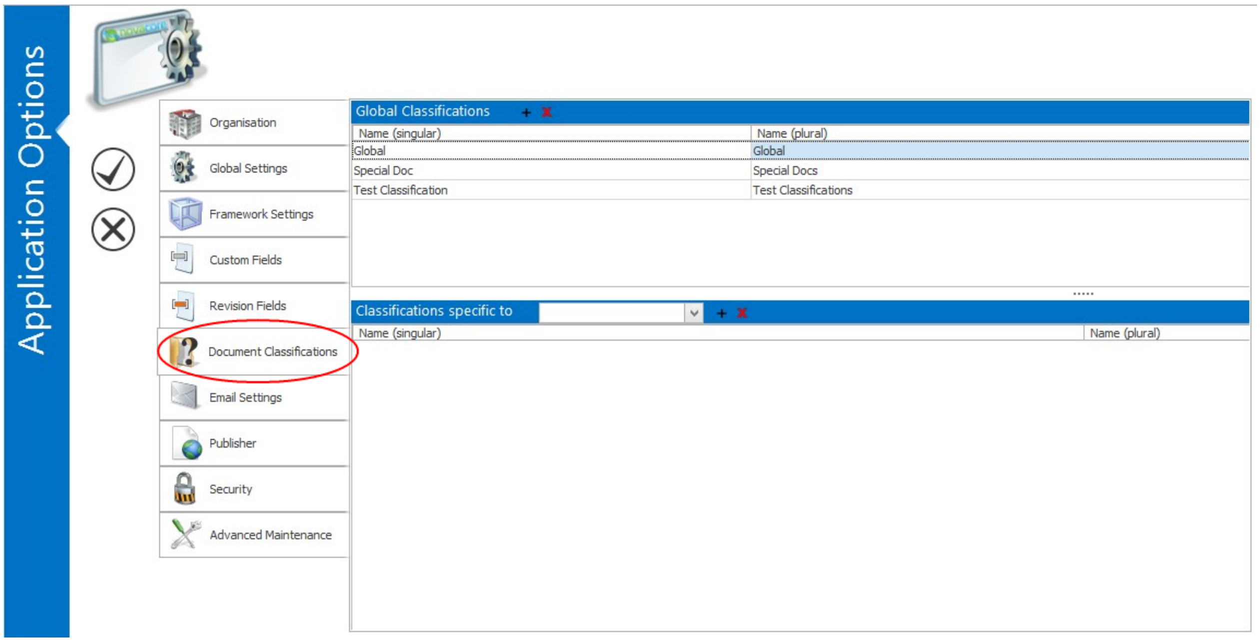
yy - last two digits of year (19)
yyyy - all four digits of year (2019)

Example: "dddd, dd mmmm yyy" = Friday, 01 March 2019

10.6 Document Classifications

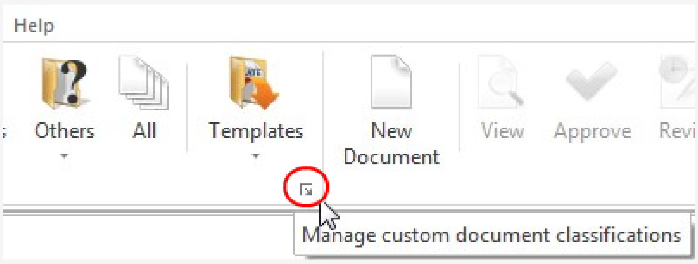
Global and Framework Specific Classifications can be created under Document Classifications in Application Options. (See Document Properties 27 for more information on assigning classifications to documents).

- Global Classification 124 - Classifications that can be applied to documents throughout your NovaCore system regardless of the document's framework.
- Framework Specific Classification 125 - Classifications that can only be applied to documents within specific frameworks.



Note

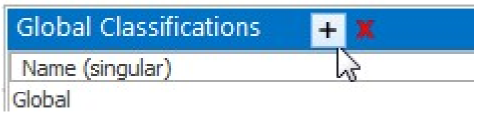
You can also select the arrow button on the bottom right corner of Manage > Templates to get to the document classifications editor.



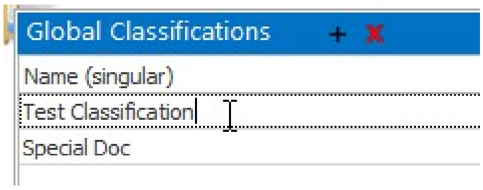
Creating Global Classifications

To create a Global Classification:

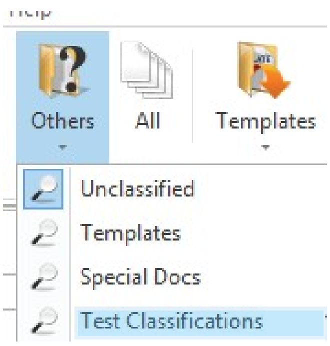
1. Select the Plus button in the Global Classification section in Document Classifications under Application Options as show below.



2. A new classification will be added to your list of classifications. Type in a name for your classification. Note that NovaCore will automatically generate a plural form of the name you give your classification. This plural version of the name is used on reports when documents are grouped by classification, on menus that list classifications and when document lists are sorted by classification.



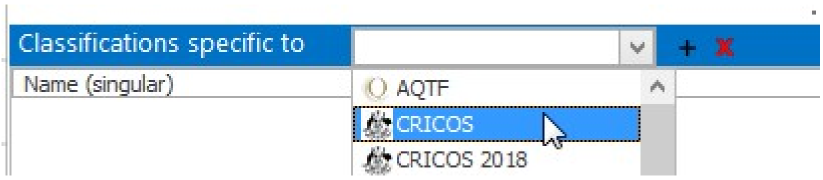
3. Select the OK Tick to save your new classification. The classification can be found by clicking on Others in the Manage tab of the Ribbon Menu:



Framework Specific Classifications

To create a Framework Specific Classification:

1. Specify a framework in the 'Classifications specific to' section using the drop down list as shown below. If you do not specify a framework, NovaCore will automatically select the framework that you are currently in.



2. Select the Plus button.

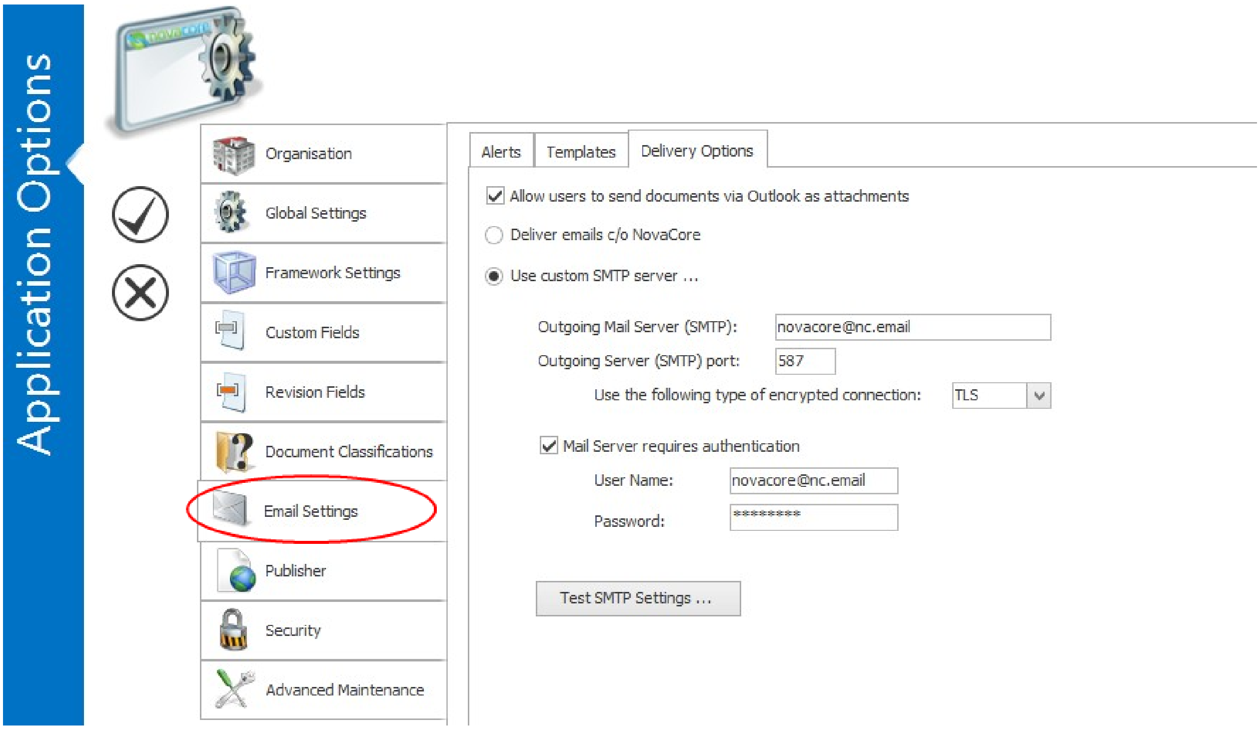
3. Type in a name for your new classification and select the OK Tick to save the classification. The classification can be found by clicking on Others in the Manage tab of the Ribbon Menu.

Note

You will only be able to access the new Framework Specific Classification from within the specified framework.

10.7 Email Settings

Under Email Settings in Application Options you can adjust the settings of your email alerts.



NovaCore sends an email alert when:

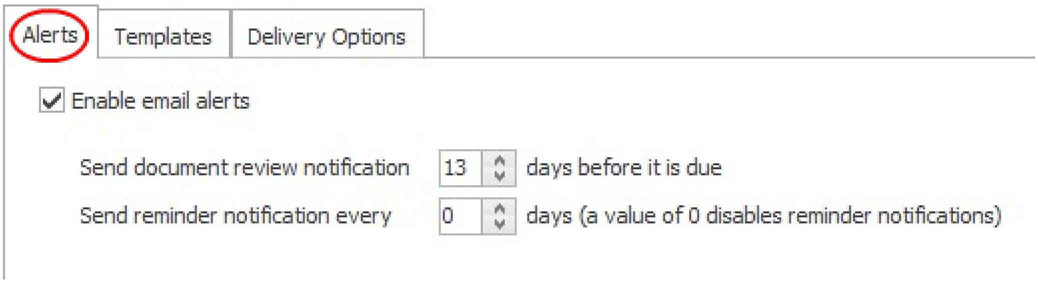
- a document requires review
- a document has been revised
- a document is waiting approval
- a new user account is created
- a user password is reset
- a Webform is submitted

The email settings page is arranged into 3 parts: Alerts, Templates, Delivery Options

Alerts

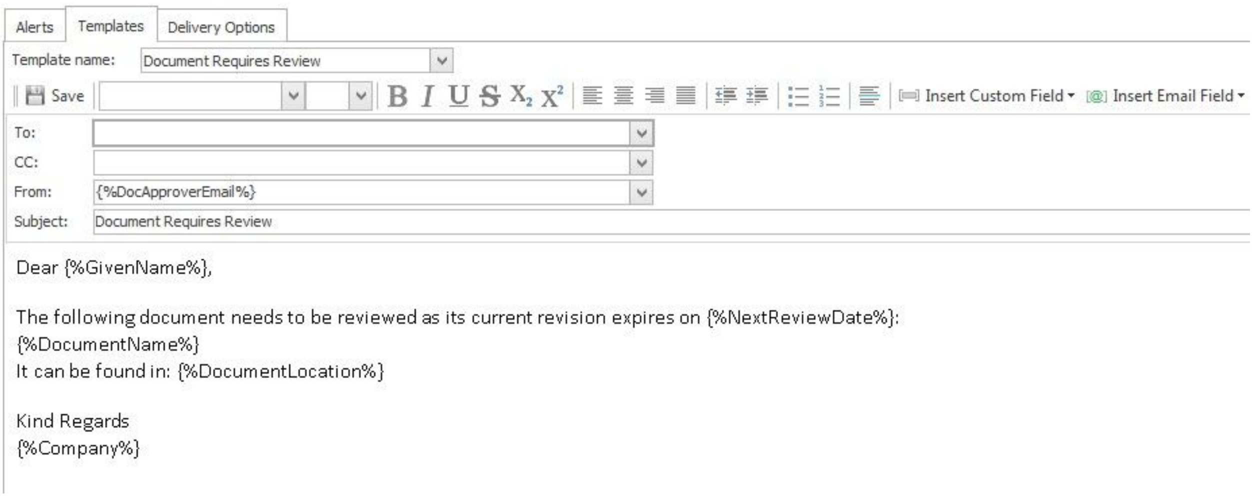
Alerts are email notifications generated by the system based on various events.

By default, NovaCore sends an email alert 14 days before a document needs to be actioned. You can adjust this under Alerts in Email Settings or you can completely disable email alerts. NovaCore will also send additional reminder notifications every 7 days by default, until the document is actioned. To disable reminder notifications set the value in the field to 0.



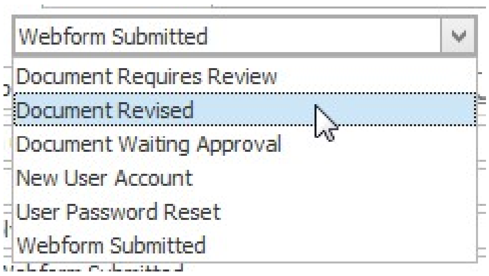
Templates

Under Templates you can adjust the content and appearance of email alerts. You can set the default sender and receiver for system generated emails. The email editor includes standard formatted text editing tools along with the ability to insert custom and email fields



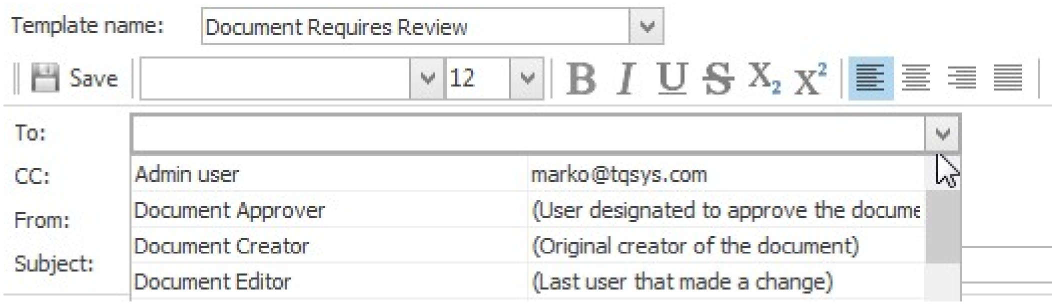
Choose a Template

To view or edit an email alert template, select a template from the Template name drop-down list as shown below.



To/CC/From

Type in recipient/sender's email address or use drop-down arrow to select a user.You can set the sender/recipient to be someone who actioned the document in a particular way. For example, if the document was created by a certain person and you want the email to go to them, select Document Creator and the email will be sent to the person who created that particular document.



Note

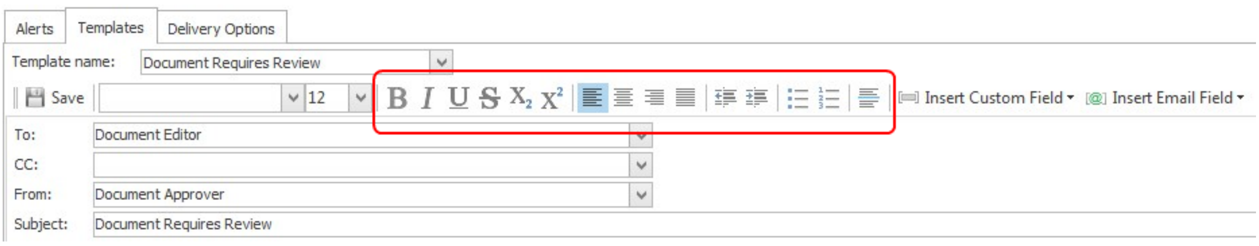
The options for the receiver and sender will depend on who is sending the email and on what type of alert it is

Subject

By default the Subject is the same as the Template Name but you can change this by typing in a different subject line. You can even use Custom or Email fields in the subject line (see more detail on fields below) but you will need to type these yourself.

Editing Tools

To format the email content use the standard editing tools provided.

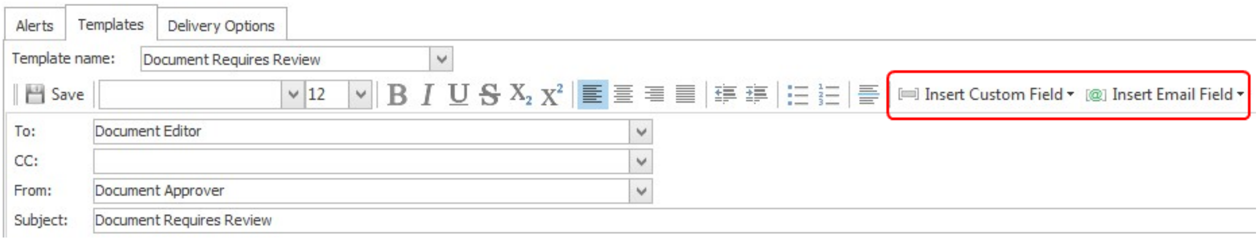


Tip

NovaCore email notifications are not limited to text only. You can paste most HTML content including tables, images and hyperlinks. But please be aware that adding hyperlinks may cause the generated email alerts to be tagged as spam by the recipient system and may thus not reach the intended destination!

Custom Field

An email fields is special text that is replaced with information when the email is generated by the system. A field is defined using a special notation in the form of starting and ending tags. Each field must start with {% and end with %} and may not contain spaces.
Custom fields can be used for email alerts too. These are the same as the custom fields that can be inserted into a document. See Custom Fields[22] or Creating Custom Fields[119] for more information.
Emails fields can be User Specific or Document Specific. Document Specific fields are the same as the standard revision fields that can be inserted into documents. For example you could include the document name in the email that is generated for that document.
User Specific Fields are fields such as the user's given name, surname, etc. When the email is sent, these fields will be automatically updated with the recipient and senders' details. At the start of this section above, you can see an example of an email template that has fields inserted into it.

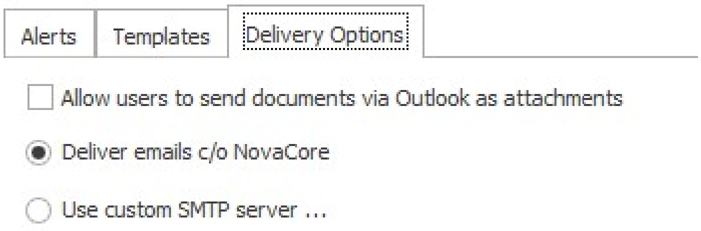


Delivery Options

Note

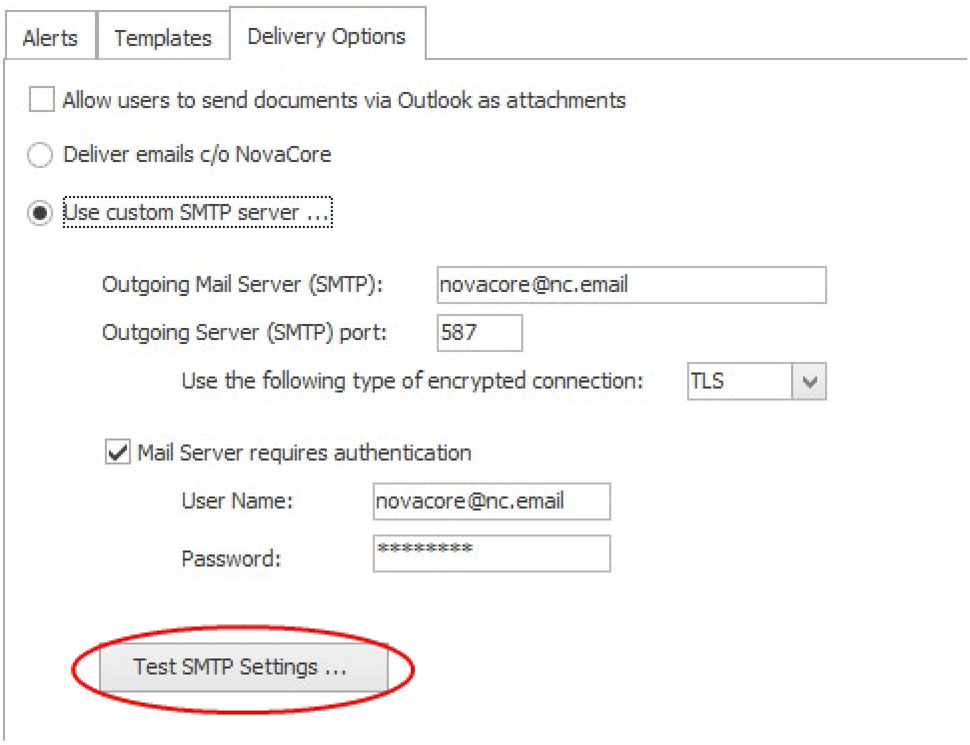
The option to allow users to send documents via Outlook as attachments is not available in the Cloud version of NovaCore.

Under Delivery Options you can choose how email is sent. By default email is delivered via the NovaCore cloud infrastructure i.e. Deliver emails c/o (care of) NovaCore but you also have the option to Use a custom SMTP server.



To set your SMTP server

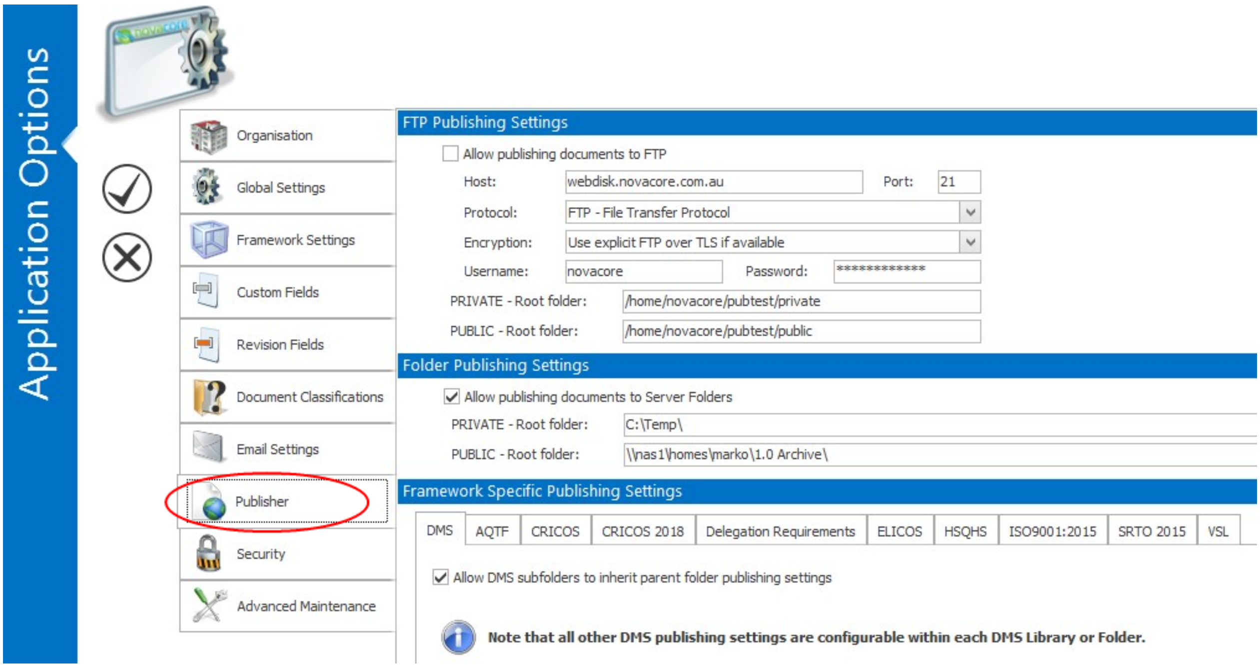
1. Select Use custom SMTP server.
2. Fill in the fields with the relevant information.
3. Test your SMTP settings by selecting the button shown in the image below.



Once you have selected Test SMTP Settings a dialogue box will open up. Type in the email address you want the test email to be sent to and select OK.

10.8 Publisher Settings

Under Publisher in Application Options you can configure your publishing settings.



FTP Publishing Settings

To publish to your Website/FTP server:

1. Enable Allow publishing documents to FTP.

2. Fill in/change all the details according to your FTP account

3. Set your Public and Private Root folders to reflect your website's folder structure. Root folders contain all your folders and files in the NovaCore system including folders published from the DMS. NovaCore will neither publish anything above the root folder nor allow a DMS user to select a publishing destination outside of the root folder.

Folder Publishing Settings

To specify the server folder to which documents will be published:

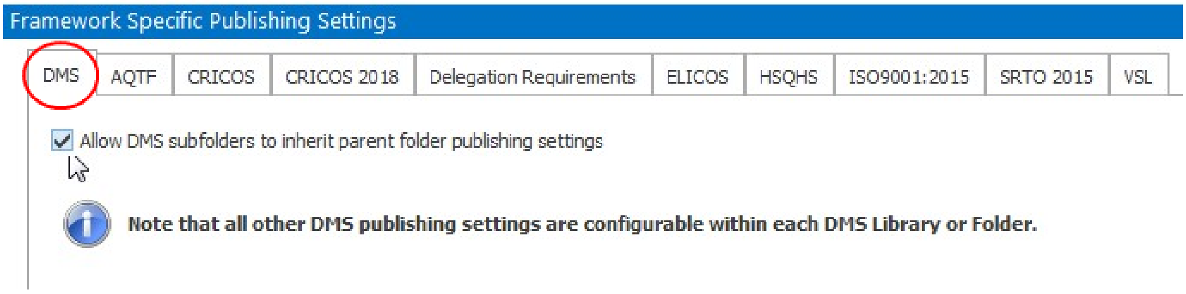
1. Enable Allow publishing documents to Server Folders.

2. Specify your Public and Private Root folders. Root folders contain all your folders and files in the NovaCore system including folders published from the DMS. NovaCore will neither publish anything above the root folder nor allow a DMS user to select a publishing destination outside of the root folder.

Framework Specific Publishing Settings

From the Publisher under Application Options one can set all the publishing settings for all frameworks in the system.

DMS

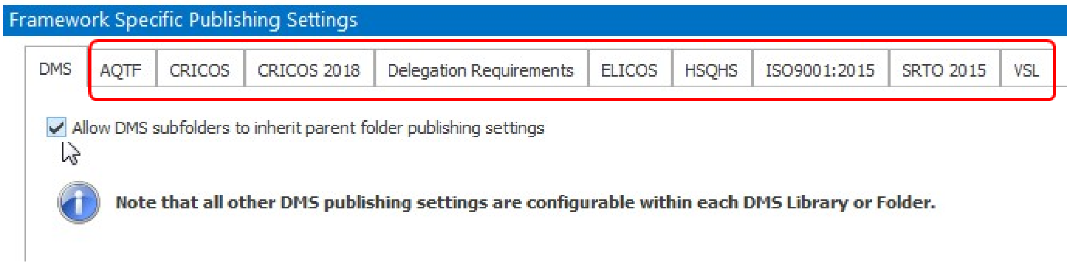


Because the DMS publishing settings are configurable within each DMS and Library folder[82] the only option for DMS publishing under Application Options is to enable or disable subfolders to inherit parent folder publishing settings. If this is disabled DMS folders will be published without their child folders. If this is enabled it can still be disabled within the DMS for individual folders.

Other Frameworks

To configure a framework's settings:

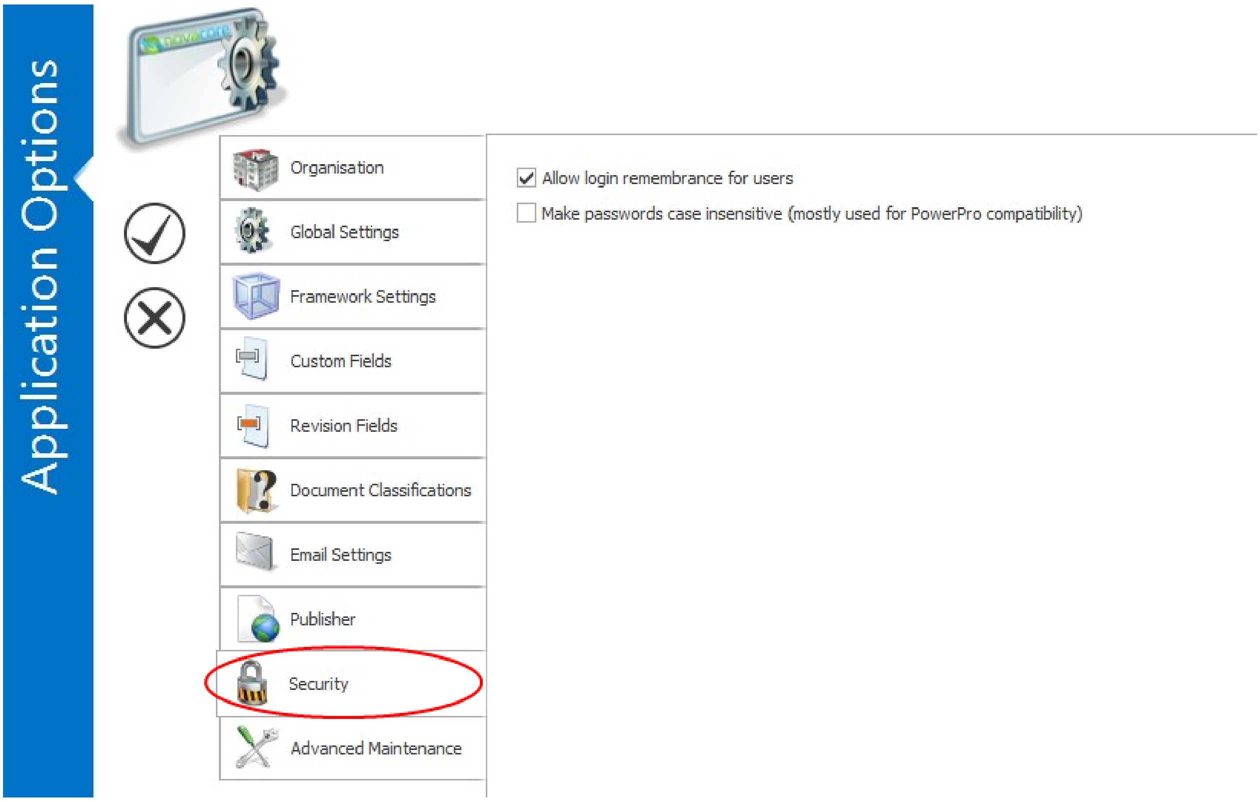
1. Select a framework using one of the Framework Tabs.



2. Use the tick boxes and fields to specify and enable or disable Private and Public settings for your framework. The available settings are the same as they are in the DMS Publishing Options[82].

10.9 Security Settings

Under Security in Application Options there a few general security settings for the application. (See Library and Folder Security[77] to find out more about DMS related security.)

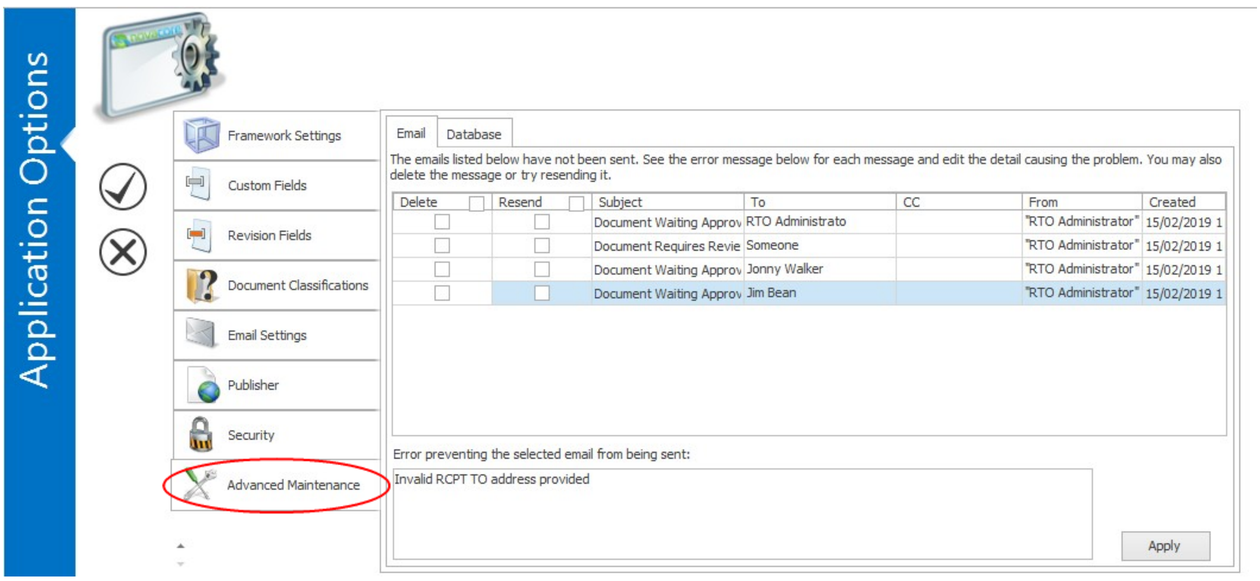


Allow login remembrance for users - When this is disabled, users will not be able to choose 'Remember me' when logging into the system.

Make passwords case insensitive - This is especially useful for PowerPro compatibility as PowerPro passwords are not case sensitive.

10.10 Advanced Maintenance

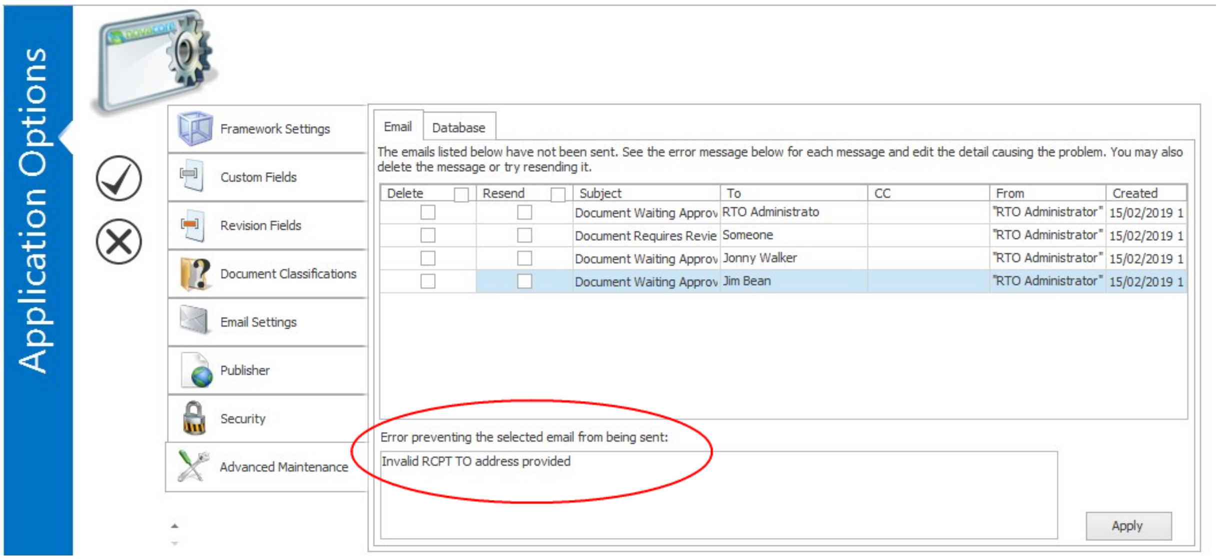
Under Advanced Maintenance in Application Options you can see any email alerts that did not send due to an error.



To see the error that prevented the email from being sent:

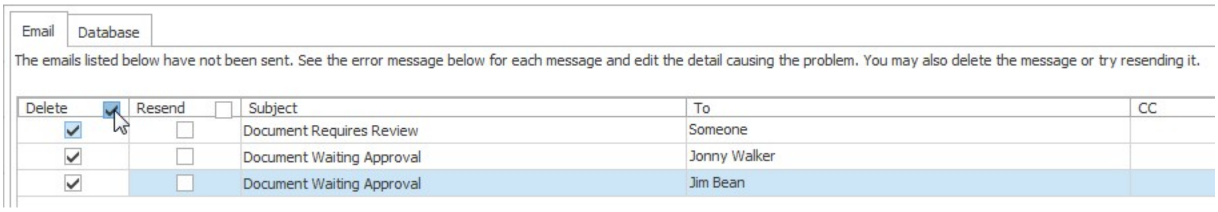
1. Select the email.

2. Read the error description at the bottom of the panel.If the error can be resolved (such as an invalid TO address), you can edit the email directly from the list by selecting the errant field and typing in the correct information. Once the error is corrected the email can be resent. (See below.)



To delete or resend an email:

1. Use the tick boxes in the Delete or Resend column to select which documents to delete/resend. You can use the tick box in the column heading to select the entire column:



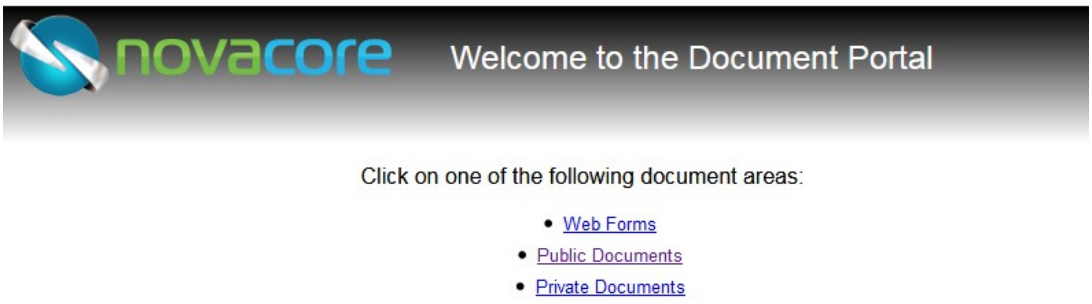
2. Select Apply.

11 Using the Document Portal

The inbuilt NovaCore Web Publisher is a powerful tool that allows users to access framework and DMS documents online.

To go to the NovaCore online portal select the green Web Publisher tile on your Dashboard or type the URL that is on the tile into your browser's address field.

A home web page will open up that looks like this:



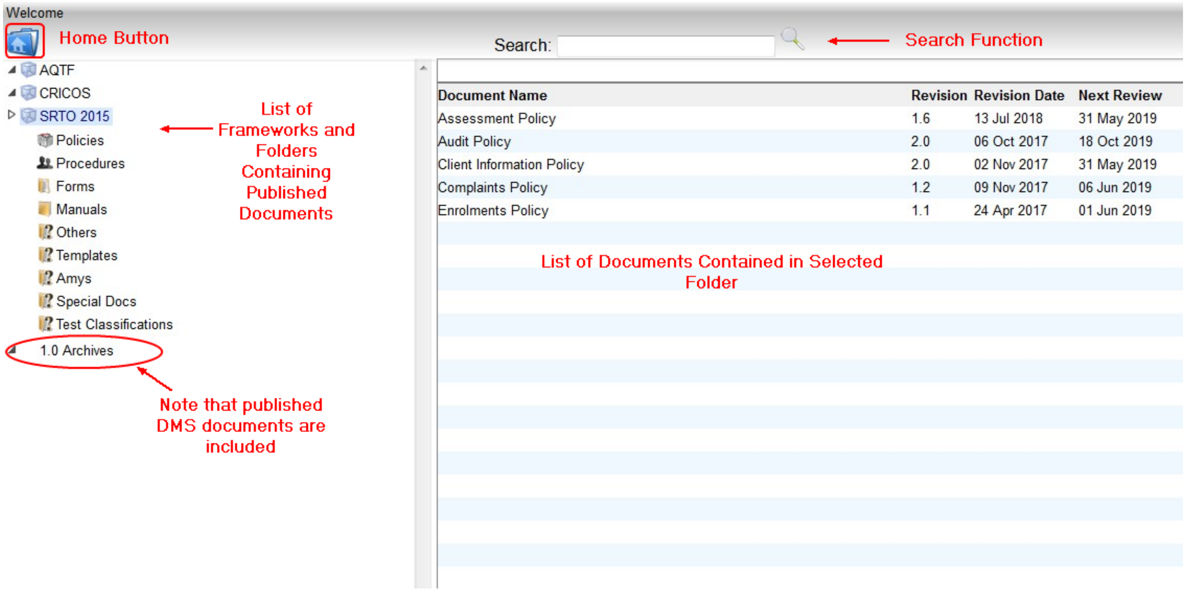
There are three different document areas within the document portal. These are Web Forms, Public Documents and Private Documents.

Web Forms

Select Web Forms to view a list of Web Forms 89 that you or other NovaCore users have created. Select a web form to open it.

Public Documents

To view approved documents that have been published as public documents select the link to Public Documents from the home page. This will take you into the public document area. See the image below for an explanation of the different sections of the area. To view a document, select the document and download it.



Document Name	Revision	Revision Date	Next Review
Assessment Policy	1.6	13 Jul 2018	31 May 2019
Audit Policy	2.0	06 Oct 2017	18 Oct 2019
Client Information Policy	2.0	02 Nov 2017	31 May 2019
Complaints Policy	1.2	09 Nov 2017	06 Jun 2019
Enrolments Policy	1.1	24 Apr 2017	01 Jun 2019

Private Documents

To view approved documents that have been published as private documents select the link to Private Documents. Note that this area of the portal is password protected and you will have to log in. Once you have logged in, the Private Document area functions in the same way as the Public Document area described above. To view a document, select the document and download it.

> **Note**
>
> In the case of DMS documents, library folders must be published in order for their child folders to be published.

How to Publish to the Document Portal

To publish documents to the Document Portal the frameworks and/or folders that you want published need to be configured; then the documents need to be marked for publishing and they need to be approved.
To configure the system to publish documents to the portal see:

- Framework Specific Publishing Settings 132
- DMS Publishing Settings 82

Once everything has been configured be sure to enable individual document to be published (see Publishing 30 for detail).

12 IT Tasks & Information

12.1 Installing NovaCore

The latest install file can be downloaded from here.

Please note that installing NovaCore will require that you have administrator privileges on the machine!

The installation will not require a machine reboot if these instructions are followed.

There are the two possible install types depending on your infrastructure:

Installing NovaCore on a single PC or Server

1. Run the setup.exe file that you've downloaded from the link above.

2. Accept the Software Licence Agreement once it has been read and you are happy with it. Select Next

3. We recommend installing the software into the default destination location as suggested by Setup.Select Next

4. When prompted to select components, please choose Full installation including Server components. Select Next

5. We recommend using the default Database path and Database file name as suggested by Setup. If you prefer to locate the database on an alternative drive for backup management or space reasons please note that it MUST be a drive that is permanently attached to the machine and not a network drive or share! Select Next

6. Enter you licence name supplied by the NovaCore support staff (after your purchase was confirmed). Select Next

7. Setup will list the Available Frameworks if any were purchased. We recommend you leave them all selected. Select Next

8. Select whether you would like a NovaCore desktop icon created. Select Next

Setup will perform the installation including setting up the necessary Windows Services, opening required UDP and TCP ports on the Windows Firewall and creating the database which includes the default administrator user. Please see additional information below.

Installing NovaCore as a Workstation with Pre-Existing NovaCore Server

Workstation Install

1. Run the setup.exe file that you've downloaded from the link above.

2. Accept the Software Licence Agreement once it has been read and you are happy with it. Select Next
3. We recommend installing the software into the default destination location as suggested by Setup. Select Next
4. **VERY IMPORTANT!!!** When prompted to select components, please choose Workstation only. Select Next
5. Select whether you would like a NovaCore desktop icon created. Select Next

Additional Information

Login Details

The default username is RTOADM and the password is MANAGER
Please note that passwords are case sensitive and the default password is all uppercase!

Firewall

Setup will add firewall rules, when installing on the server, to allow workstations to perform DB auto discovery and communicate with the DB. If your server uses third-party firewall software or anti-virus software that includes a software firewall such as (McAfee Total Protection, Sophos Endpoint Protection, BitDefender Total Security, Norton Security or others) then you will need to add rules in the relevant security software. Please see Firewall Settings 140 for more information.

12.2 Updating NovaCore

The latest update file can be downloaded from here.

Server Update

First of all you need to update the Server. Please download the latest update file form the link above.

When running the update on the server (or computer you are using as the NovaCore Server), please make sure that all staff are logged out of NovaCore and that no instances of Microsoft Office applications (in particular Word, Excel, PowerPoint or Publisher) are running. You must run the install as administrator.

When prompted for the install type, please choose Full Server Install, Including Components.

Workstation Update

The next step is to update all the other machines in your office that have NovaCore on them. Please download the latest update file form the link above or use the file you downloaded to perform the server update.

When running the update on all machines that already have NovaCore on them (Except the Server, because you have updated that already), please make sure that all staff are logged out of NovaCore, you have exited all Microsoft office documents on the Machine you are installing the Client update on and that you are running the install as administrator.

Very important!!! When prompted for the install type, please choose “Workstation Only”. If you install the Full Server Install on a workstation it will cause confusion and connection problems for users.

12.3 Migrating NovaCore

The steps to performing a NovaCore server migration:

Make sure you have a copy of the old database file usually novacore3.fdb. Although not essential it will make the transition for users more seamless if a copy of security2.fdb from the old server is taken. The file is usually located under c:\Program Files (x86)\Firebird\Firebird_2_1\ or c:\Program Files (x86)\Firebird\Firebird_2_5\

If the database file is large it would be more efficient to create a folder like c:\novacore\ from where it will be used for production. Install NovaCore on the new server by using the following setup file www.novacore.com.au/cms/install/setup.exe Choose ‘Server Migration’ when prompted:

Follow the rest of the prompts which will include selecting the old database file and defining whether to copy it to a new location or use it from where it is (especially if it is a large file).
If you have a copy of the security2.fdb file, after the installation is complete stop both the NovaCore Data Server and the NovaCore Publisher services and replace the security2.fdb file which would now be located in

c:\Program Files (x86)\Firebird\Firebird_2_5\ on 32 bit system or
c:\Program Files\Firebird\Firebird_2_5\ on a 64 bit system, with the old one.

Now restart the NovaCore Publisher and NovaCore Data Server services. The installer will attempt to reset the licence but note that the very next login attempt will tie the licence to the server hardware that is being logged into! Therefore **it is safer to turn off the following services on the old server and set the start-up mode to disabled: NovaCore Publisher and NovaCore Data Server**

Note:

- if you do not copy security2.fdb then all user passwords will need to be reset using the main administrator account.
- When using a firewall or anti-virus software check the following...

Firewall

Setup will add firewall rules, when installing on the server, to allow workstations to perform DB auto discovery and communicate with the DB. If your server uses third-party firewall software or anti-virus software that includes a software firewall such as (McAfee Total Protection, Sophos Endpoint

Protection, BitDefender Total Security, Norton Security or others) then you will need to add rules in the relevant security software. For more information please see Firewall Settings 140.

12.4 Firewall Settings

Server

Setup will add firewall rules, when installing on the server, to allow workstations to perform DB auto discovery and communicate with the DB. If your server uses third-party firewall software or anti-virus software that includes a software firewall such as (McAfee Total Protection, Sophos Endpoint Protection, BitDefender Total Security, Norton Security or others) then you will need to add rules in the relevant security software to allow the following:

- inward and outward bound traffic on both UDP and TCP port 96 (this is the default but may be configured, see Configuring the Data Server 140)
- inward bound traffic on TCP port 3050 (used for interaction with for the Firebird Database engine)

Workstation

Windows firewall does not prevent outbound traffic and thus the following is ONLY required if you use third party security software on your workstations. Allow the following:

- outward bound traffic on TCP port 96
- inward and outward bound traffic on UDP port 49201-49220
- outward bound traffic on TCP port 3050

12.5 The Data Server Service

The Data Server service manages all communication between each of the NovaCore client applications including providing Auto DB Discovery responses. Data Server settings are defined in the NovaCoreDS.ini file.

Port Configutation

By default port 96 is used on the server for client-server communication. This is defined by the setting `Use_Port=1` under the `[CONNECTION SETTINGS]` section of the ini file. Alternative ports can be used if port 96 is not available; values for `Use_Port` are:
1 = port 96
2 = port 3048
3 = port 49200

Under normal circumstances, a client applications will automatically use the set port which is provided by the Data Server via the Auto DB Discovery mechanism. However in cases where a firewall is either blocking the server outbound UDP traffic on the server set port or inbound traffic on the client listening port range (by default between 49201 and 49250) or the client machine is on a different subnet (where the router is not configured to forward network broadcast messages from the server subnet to the client subnet) Database Auto Discovery will not work and you must manually set the `DataServer` address on the client machine in NovaCore.ini.

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