Welcome to Xtender Training

Provided By ITCS EIS Xtender Team
What is Xtender?
Xtender is an online document imaging repository system for ECU departments to store, access, and manage documents. Xtender can be used within Banner 9 or as a stand alone product.

Document Imaging:
- Hard copies (physical paper) of documents can be scanned and saved directly into Xtender.
- Each document is indexed so it is searchable.
- Born digital records (records that did not originate on paper)
Introduction

There are two instances of Xtender:

• [https://xtendweb.ecu.edu/appxtender](https://xtendweb.ecu.edu/appxtender) – Xtender production
• [https://xtendtest.ecu.edu/appxtender](https://xtendtest.ecu.edu/appxtender) – Xtender test

• Production is used for applications that have been tested and accepted to produce work for the department.
• Test is used for testing, modifying, and agreeing on the contents of the application.
Introduction

• All original records (paper and born digital records) must be kept in accordance with the University records and retentions policy

  http://www.ecu.edu/cs-lib/recordsmanagement

• Staff must comply with University Information Technology policies and guidelines and all IT related Policies, Rules, and Regulations

  http://www.ecu.edu/itcs/help/itcspolicies
  http://www.ecu.edu/prr/
Security

• Each Xtender user must request their own access as each user ID is unique.
• Request/Approve the minimum level of security needed for staff members to complete their duties.
• Segregate duties so one person is not performing all actions:
  • Read-only access should not have any modify or delete privileges
  • Delete rights should be restricted to only those that are absolutely necessary
  • Write access should not be granted if a user doesn’t need access to save documents
Security

• Each Xtender application has a primary approver.
• The primary approver and employees’ supervisor shall review security access at least twice per year.

1) Requesting Xtender Access: To request new or modified access, log into PiratePort and locate the Banner Security Request application tile.

2) On the next screen, select “Request Security” and complete requested fields. You should know the name of the application and what type of access is needed prior to completing the request.
Roles

• Different user types:
  • Viewer: User can only view data in Xtender and may be permitted to save documents locally
  • Processer: User has Viewer capabilities and is allowed to scan/save batches and index documents
  • Admin: User has processer capabilities and has access to delete documents
• The number of users with “admin” privileges should be limited.
• Remember, when you delete a document it is permanently deleted. There is no “recycle bin” and individual documents cannot be restored from a backup.
Browser Compatibility

Users are not confined to one specific browser! Each browser below is Xtender compatible.
Essentials – Logging Directly Into Xtender

- Production: https://xtendweb.ecu.edu/appxtender
- Test: https://xtendtest.ecu.edu/appxtender

Note the name of the environment:

BTST = Xtender/Banner Test
PBAN = Xtender/Banner Production

Enter your Xtender userid and password and click “SIGN IN”

TIP: Bookmark both URLs above for quick access.
Essentials – Logging In Through Banner

Visit [www.ecu.edu/banner](http://www.ecu.edu/banner) and log into Banner Prod or Banner Test

The Retrieve button opens Xtender in a new window to perform a query.

The Add button opens Xtender in a new window and directs you to the screen for importing a document.
After logging in the applications will be listed on the left.

You may see one or multiple applications. You can only see applications for which you have completed a Banner Security Request and been granted permissions.
Essentials – Changing Your Password

To change your password, click once on your username in the top right corner and select “change password”.

A page will open for changing your password, as shown in the image to the right. Fill in the information and click CHANGE.
Essentials – Password Best Practices

Do not share your password with anyone. Follow these best practices:

**Do:**

- At least 8 characters in length
- A combination of letters (upper and lower), numbers, and special characters
- Generate passwords randomly if needed
- Change password at least every 90 days

**Don’t:**

- Use dictionary words
- Use linear key strokes – ex: “1234” or “qwerty”
- Avoid easily guessed passwords, such as “password”

See [http://www.ecu.edu/cs-itcs/ithelpdesk/passphrase.cfm](http://www.ecu.edu/cs-itcs/ithelpdesk/passphrase.cfm) for more information on passwords
Essentials – Record Creator Responsibilities

- Designate records to be entered into Xtender
- Protect confidential information or otherwise protected records and fields
- Redact sensitive information, as needed, prior to scanning documents to Xtender
- Remove transitory records from the scanning queue
- Index each record being scanned
- Review images and indexing for quality assurance
- Store the scanned images in designated application and document type
- Conduct any necessary batch conversions or batch renaming of imaged records
- Once approved, destroying or otherwise disposing of original records in accordance with guidance issued by the Department of Natural and Cultural Resources and the Electronic Records Imaging Policy and Procedures document
Essentials – Department Manager Responsibilities

• Ensure training of record creators in all aspects of Records Management and Retention
• Ensure detailed departmental procedures describing the imaging process and equipment are complete and current
• Periodically audit imaged records for accuracy, readability, and reproduction capabilities before the original documents are destroyed
• Review security access to Xtender documents a minimum of twice annually, or at other intervals based on a documented assessment of the risks associated with the access to the specific document types.
• Review records annually and purging records in accordance with the retention schedule
• Guarantee that records, regardless of format, be retained for the period of time required by university records retention schedules
Essentials – Born Digital

Any permanent records in Xtender must also exist as paper, digital file, or on microfilm for permanent retention.
Essentials – Logging Off

To log out of Xtender, click the logout icon at the top right of the Xtender web page.

After clicking the log out, you will be asked to confirm. Click LOGOUT to complete the process.
Uploading Documents

Select your application in the left window and then the upload/manage icon.

You can also select from the icons on the application landing page to upload a document.
Creating Documents - Scanning

The latest version of Xtender uses a software called Captiva. This software allows users to scan directly into Xtender through the browser.

After Captiva is installed it runs in the background and does not have to be launched manually each time you scan into Xtender. Once you’re logged in to Xtender, Captiva is launched and ready for scanning.

Captiva is available for download in the ECU download Center

https://download.ecu.edu
Creating Documents - Scanning

With Captiva installed, log into Xtender and select the scanner button to ensure your scanner is properly configured.

Select either the New Document or New Batch button on the application landing page.
Creating Documents - Scanning

Click the scanner button and grant the web application (Captiva) access to the scanner.

Next, select the driver. It is recommended you use the ISIS driver.
Creating Documents - Scanning

Click the scan button to initiate scanning of your documents.

If the scan button is greyed out click the button to the right to select the scanner and driver.
Creating Documents - Scanning

Your document will then be scanned into the application you’re using. It can then be indexed and saved from this screen.
Creating Documents – Scanning Using Batches

On the application landing page select the New Batch Button

On the pop-up screen select the application the batch will be created in and give the batch a name.
Creating Documents – Scanning Using Batches

Select the scan button to initiate scanning of documents into the application.

After the batch has been created click manage batches on the application landing page to view/edit/index the batch.
Creating Documents – Indexing

- After scanning/importing files are complete, documents are saved in a “batch”. Think of this as a temporary holding place for the documents until you index them.
- The next step is to index each file in the batch.

Select the drop down menu to the right of the batch name and select Index.
Creating Documents - Indexing

After clicking the “Index” icon, the document will open with the index fields on the right.

Any index name with a red asterisk beside it requires input in the field value.

**Note:** The index names in the image applies to a specific application. Other applications more than likely will have different index names and required values.
Creating Documents - Saving

<table>
<thead>
<tr>
<th>ID</th>
<th>000000002</th>
</tr>
</thead>
<tbody>
<tr>
<td>PIDM</td>
<td>2</td>
</tr>
<tr>
<td>DOCUMENT TYPE</td>
<td>AWARD ACCEPTANCE</td>
</tr>
<tr>
<td>LAST NAME</td>
<td>BIRD</td>
</tr>
<tr>
<td>FIRST NAME</td>
<td>THUNDER</td>
</tr>
<tr>
<td>SSN</td>
<td></td>
</tr>
<tr>
<td>BIRTH DATE</td>
<td></td>
</tr>
<tr>
<td>ROUTING STATUS</td>
<td></td>
</tr>
<tr>
<td>ACTIVITY DATE</td>
<td>2017-11-14 15:11:44</td>
</tr>
<tr>
<td>VPD1_CODE</td>
<td></td>
</tr>
<tr>
<td>DISPOSITION DATE</td>
<td></td>
</tr>
<tr>
<td>ADVANCEMENT ID</td>
<td></td>
</tr>
</tbody>
</table>

After filling in all the information and clicking save, the Field Values will turn gray. If you need to make a correction to any of the Field Values, click the modify button and you’ll be able to edit the Field Values.
Creating Documents - Recommendations

Follow these recommendations when scanning documents:

1. Scan in documents at 200-300 DPI (dots per inch).
2. Scan/Import documents in black/white. Use color if necessary but it increases upload/download times.
3. If scanning a document on colored paper or paper with a watermark, it may be necessary to adjust the density and contrast to obtain a quality scan.
Creating Documents – Verifying Quality

• Ensure image on each page is complete, clear, and easily read

• Delete and replace any poor scans prior to indexing

• If sensitive information is to be redacted, it can be done prior to scanning (See https://itcs.ecu.edu/guidelines-for-protecting-sensitive-data/ for more information on sensitive data)

• Compare the number of scanned pages to the original paper documents to verify that all pages have been scanned
Creating Documents – Sensitive Data

Only required sensitive data should be scanned into Xtender. Manually redact unnecessary sensitive data prior to scanning into Xtender.

The redaction tool in Xtender has known issues with PDF files and should not be used. Using this tool could result in redacted data being visible.
Creating Documents - Deleting

For documents that have multiple pages, you can delete individual pages out of the document (if you have appropriate permissions).

Click the document thumbnail to select the corresponding page (note it will be outlined in blue) and then select the “delete page” button.

**When a page is deleted, this action is permanent and there is no “undo” button.**
Searching For Documents

In the application menu, find the application you want to search. Expand the application name and select “New Query” or click the New Query button after clicking on the application name.

Note: Your screen will most likely differ from the image (based on the applications you can access).
Searching for Documents

On this page, you can narrow the query to find specific documents. The more details you give, the fewer documents will be returned to you.

Once you’re done providing information, click the run button.

Note: Each application is unique, so the index names will more than likely differ depending on the application you’re using.
Searching for Documents

A list of documents will be provided after running the query. The list will show all the files based on what was searchable (index names). To open a document, double click the row.
Deleting Documents

After searching for the document to delete, it is recommended you open the document and verify it is, in fact, the document to be deleted.

Remember, once a document is deleted, there is no “recycle bin” or “undo” button. It is permanently deleted forever.

ITCS recommends departments implement additional controls for deleting data in Xtender, such as a routing process for approval. ITCS also recommends only the minimum required staff be granted privileges to delete.
Deleting Documents - List

After the search is returned to you, find the document you want to delete and click the checkbox on the far left of the document and select “Delete”.

If you want to delete multiple documents, continue to click the checkboxes next to the documents you want to delete.
Deleting Documents – Open Doc

To delete a document after you searched and opened it, click Document > Delete Document.

After clicking Delete, the confirmation box will pop up. Clicking OK will permanently delete the document.
Exporting Documents

After searching for the document you would like to export, you can either export the document from the list or open the document to verify that is the document you want to export.
Exporting Documents - List

After the search is returned, find the document you want to export and click the checkbox on the far left of the document. If you want to export multiple documents, continue to click the checkboxes next to the documents you want to export.

Note: Multiple documents will be exported as ONE pdf file.

After selecting export, select “export COLD”
Exporting Documents – Open Doc

To export document after you searched and opened it, click Document > Export

Select your export options and click “export”
Congratulations!

You have completed the online training for Xtender!

This course is also available online. It, along with Xtender “how to” guides, can be found on the Xtender website:

[go.ecu.com/xtender]