

AzEIP OnBase Manual

Unity Client



OnBase v 23.1
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Chapter 1: OnBase Overview

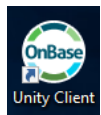
1.0 OnBase Overview

AzEIP's OnBase project is an initiative to centralize storage of various document groups into the OnBase Unity Client, the DES standard software solution for electronic document storage and retrieval, and an integration in I-TEAMS for non-DES users. This will allow for access to electronic case file documents on desktops and network-connected laptops, allow for easier, equitable, and timely sharing of child records documents across Service Providing Agencies, and allow for reduced hard-copy or paper document storage space at support coordinator office locations. The use of the OnBase technology will allow a digital transformation of AzEIP's record storage to eventually allow automation and workflow design to streamline and better monitor processes across the program.

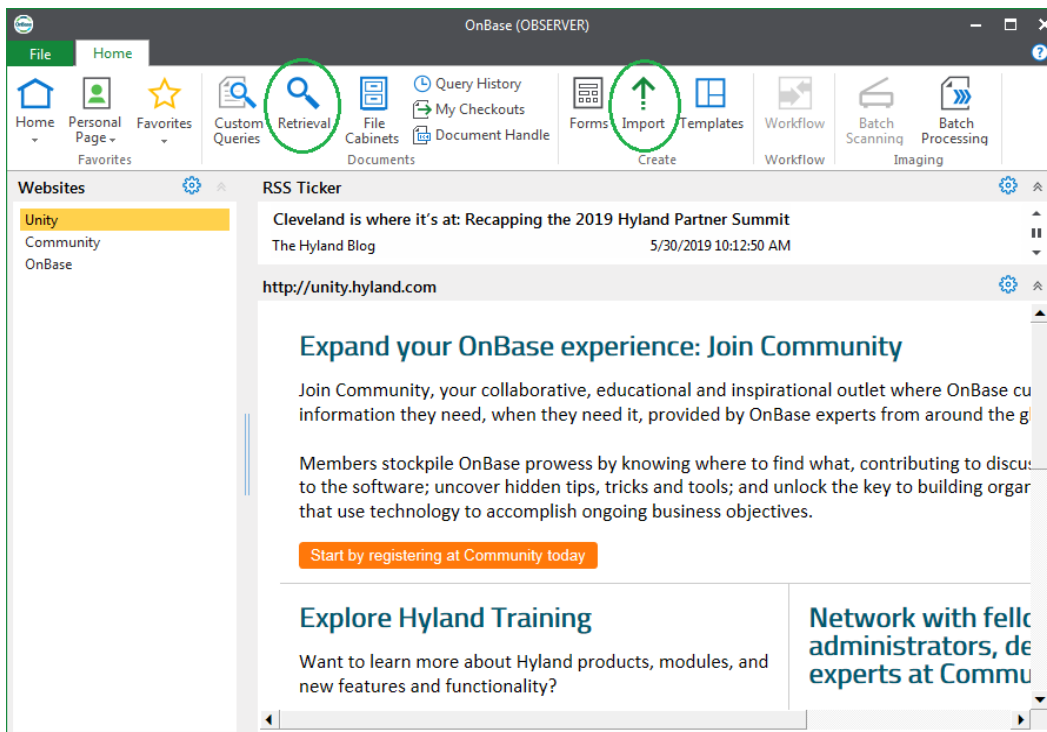
1.1 The OnBase Unity Client

The Unity Client is the next generation OnBase desktop and laptop application, offering the familiar look-and-feel of Microsoft Office products. The Unity Client can be used to search for and retrieve documents and to import documents into the OnBase database. This User Guide includes screen examples from the OnBase 18 Unity Client. Other versions may have a slightly different appearance but offer most of the same functionality.

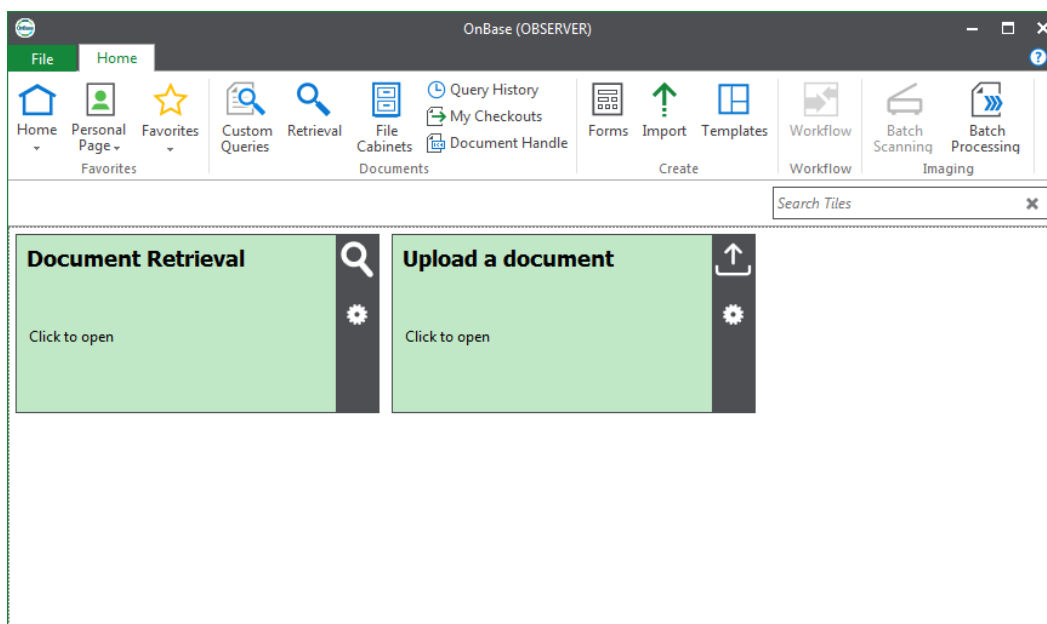
To launch the Unity Client, double click the icon on your desktop. The Unity client uses DES Windows credentials and should not prompt for a User ID and password. You must be on a DES Network or Virtual Private Network (VPN) using Mobile Pass+.



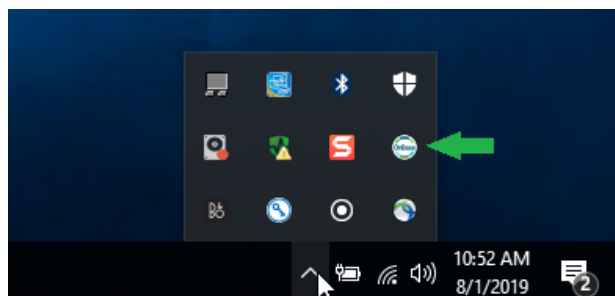
Most of the document retrieval and import functions are located on the Retrieval and Import screens.



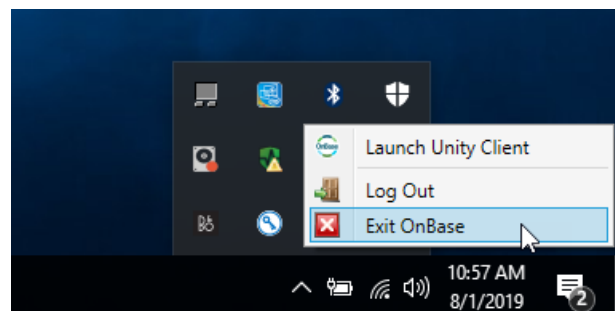
Users can also set up a custom Personal Page which may contain tiles for quick links to OnBase features based on a user's role and may be customized by each individual. Note that in the example below these Personal Page links will take you to the same Retrieval and Import screens as the buttons on the main Unity Client screen circled in green above.



When the Unity Client is closed, it will still be running in the background. This can be seen in the System Tray in the lower right corner of the Windows Desktop. Keeping Unity running in the background will allow for quicker use of OnBase Virtual Print.



To exit OnBase completely, right-click the small OnBase icon in the System Tray, and then click Exit OnBase.



1.2 Point of Contact

For questions/concerns with the AzEIP OnBase, please contact:

I-TEAMS Help Desk:

Phone: (602) 279-8043

Email: AZEIPTEAMS@azdes.gov

AzEIP Office:

Phone: (602) 532-9960

1.3 Acronyms and Abbreviations

Abbreviation	Definition
ACP	Address Confidentiality Program
ADHS	Arizona Department of Health Services
ADE	Arizona Department of Education



AHCCCS	Arizona Health Care Cost Containment System
AKA	Also known as
ALTCS	Arizona Long Term Care System
ASDB	Arizona State Schools for the Deaf and the Blind
AzEIP	Arizona Early Intervention Program
EIP	Early Intervention Program
DES	Department of Economic Security
CPS	Child Protective Services (aka Arizona Department of Child Safety or DCS)
DCS	Arizona Department of Child Safety
DDD	Division of Developmental Disabilities or DDD State Funds only
DSI	Developmental Special Instructionist
DOB	Date of Birth
HRA	Health Reimbursement Account
HSA	Health Savings Account
IFSP	Individualized Family Service Plan
ISP	Individualized Service Plan
I-TEAMS	Infant-Toddler Electronic Administration and Monitoring System
LTC	Long Term Care (aka ALTCS)
OT	Occupational Therapist
PEA	Public Education Agency
PT	Physical Therapist
PWN	Prior Written Notice
RSK	Raising Special Kids
SC	Service Coordinator
SLP	Speech Language Pathologist
TPL	Third Party Liability
TSC	Targeted Support Coordination
ICC	Interagency Coordinating Council for Infants and Toddlers

Chapter 2: Getting started

2.0 AzEIP Document Types and Groups

The AzEIP OnBase Document Types and Groups were designed to correspond to the current hard-copy child record related forms and documents. All AzEIP Document Types and Groups names start with AzEIP followed by the Document Group name and then the Document type name.

Users can select the document group and then select the needed document type.



2.1 Keywords

Each Document Type is associated with keywords or in other words keywords are indexed when a document is added to the system so it can easily be retrieved later. During Import or Retrieval processes, when Document types and groups are selected, the corresponding keywords type will be generated for the user to enter.

↑ Import

Document Type Group
AzEIP Personnel

Document Type
AzEIP Personnel 1 Education - Resume

File Type
Image File Format

Document Date
04/16/2024

Keywords

Email

First Name

Last Name

UserName for ITEAMS

Document Retrieval

Document Types and Groups

AzEIP Personnel

- AzEIP Personnel 3 In-Service Training - Planning & Tracking Form
- AzEIP Personnel 3 In-Service Training - Standards of Practice
- AzEIP Personnel 3 In-Service Training - TraCorp Training
- AzEIP Personnel 4 Miscellaneous - Correspondence**
- AzEIP Personnel 4 Miscellaneous - Misc Personnel Documentation

Keywords and Date Range

From To

Email

First Name

Last Name

UserName for ITEAMS

Chapter 3: Import

3.0 Import

Importing is the process of importing documents from a computer, third-party capture systems, or legacy applications into OnBase.

3.1 Indexing Documents

When importing documents into OnBase, it is important to import them with the correct Document Type and Keywords. This process is called Indexing the document. This will allow for easier document searching and retrieval.

Steps to Index documents

1. Click on Import.
2. Click on Browse and select the correct document to Import.
3. Click on Open. The document will display for preview and
Note: Use the preview window to confirm that the correct document was selected.
4. Select the Document Type Group.
5. Select Document Type.
6. Review the File Type (the Default is Image File Format appropriate for most documents).
7. Select Document Date.
8. Enter Keywords.
9. Click on Import.

Note: Click on the double down arrow to expand the keywords section.

Some keyword groups will have a Reverse Lookup feature:

- A. Click on the key with a search icon button to open the auto fill details window.
- B. Enter any of the keywords in full or partial or enter all of the keywords.
- C. Hit enter key or click on Find.
- D. Double click on the needed value from the Results.

3.2 Original File Type vs Image File Type

AzEIP's OnBase is defaulted to Image File Format which is appropriate for most documents. Documents uploaded in the original file type may cause unexpected issues in the I-TEAMS OnBase integration. Therefore, changing the default Image File Format is not recommended.

3.3 Deleting Documents

If it becomes necessary to delete an OnBase document, please contact AzEIP OnBase support. If a document is deleted in error, it can be retrieved through the OnBase Administrator or by searching for it using the document ID.

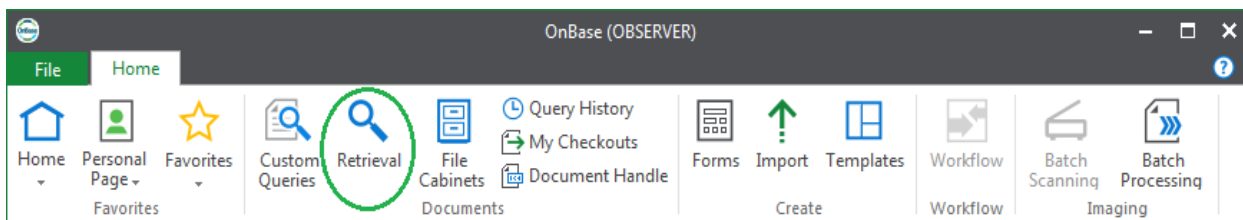
Chapter 4: Retrieval

4.0 Retrieval

Retrieval is the process of searching for and viewing files using keywords and search parameters. You can use retrieval to find documents that you have access to by keyword, date range, and document type. You will only be able to retrieve and access document groups, document types, keywords, and documents based on your specific role and permissions in OnBase.

Steps for Document Retrieval

1. Click on the Home tab.
2. Click on Retrieval in the main Unity Client menu.



3. Select the Document Group.
4. Select Document Type.
5. Enter one or more Keywords to search which may include the Date Range.
6. Click Find.
7. The Search Results pane lists all documents matching the search criteria.
8. Click on the document to view in the Document Viewer.

Note: Right click on the document list to see additional menu options like Keywords, Print, History, Re-Index, and more options.

- a. Click on Keywords to see what keywords have been entered for the document.
- b. Click on Print to print the document or print to .PDF.
- c. Click on History to see the document's history of viewing and edits.
- d. Click on Properties to see more details, such as the File Format, Document Handle, name of person who created (uploaded) the document.

- e. Click on Reindex to update the keywords and Re-Index.
- f. Click Send To and select File to save a local copy of the document. Send To will also allow other features to be accessed such as sending to Personal Page or Envelope.

Note: Users who have been assigned the Users Role can edit documents and Save As New Document. Users who have been assigned the Editors Role can Save and Overwrite the existing document within OnBase.

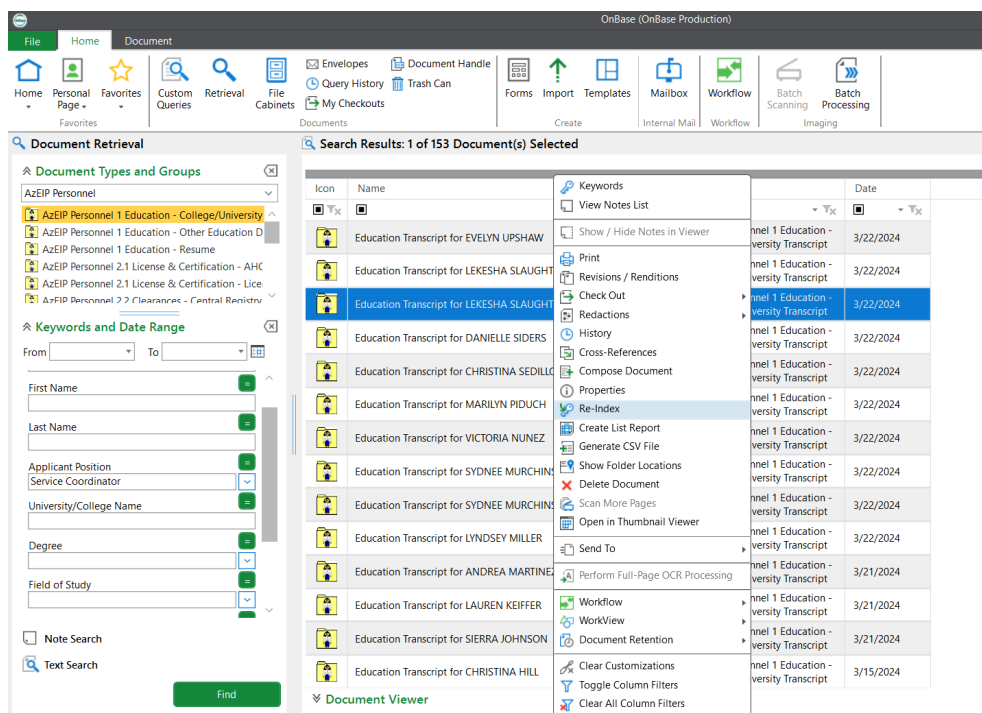
Chapter 5: Re-Indexing

5.0 Re-Indexing Documents

If a document is uploaded with one or more incorrect Keywords, this can be corrected by Re-Indexing the document. Reindexing is preferable to deleting the document whenever possible.

Steps for Re-Indexing

1. From the Search Results pane, right-click the document to re-Index.



The screenshot shows the OnBase (OnBase Production) interface. The top navigation bar includes 'File', 'Home', and 'Document'. Below this is a ribbon with various tools like 'Home', 'Personal Page', 'Favorites', 'Custom Queries', 'Retrieval', 'File Cabinets', 'Envelopes', 'Query History', 'Trash Can', 'Forms', 'Import', 'Templates', 'Mailbox', 'Workflow', 'Batch Scanning', and 'Batch Processing'. The main area is divided into 'Document Retrieval' on the left and 'Search Results: 1 of 153 Document(s) Selected' on the right. The search results table has columns for 'Icon', 'Name', 'Keywords', and 'Date'. One document, 'Education Transcript for LEKESHA SLAUGHTER', is selected, and a context menu is open over it, with 'Re-Index' highlighted. The 'Keywords' column for this document shows 'nnel 1 Education - versity Transcript'.

2. Click on Re-Index.
3. In the Re-Index pane, make the necessary corrections.
4. When finished, click on Re-Index button.

Appendix

A. Where to file documents and forms

AzEIP convened several workgroups to identify the best place to store various forms. Not every document that will be included in I-TEAMS has a Form Number. Whenever possible, AzEIP has identified a single document type where the document can be stored to ensure that all OnBase users are able to locate the document. Some Document Groups and Document Types will be restricted based on user roles and permissions, meaning that not everyone will be able to see all Document Groups and Document Types.

Section	Document Group	Form Number	Form Title	Document Type
AzEIP ICC	Section 1 Agenda		Agenda	AzEIP ICC Section 1 Agenda
AzEIP ICC	Section 2 Meeting Minutes		Meeting Minutes	AzEIP ICC Section 2 Meeting Minutes
AzEIP ICC	Section 3 Videos		Meeting Recording	AzEIP ICC Section 3 Videos - Meeting Recordings
AzEIP ICC	Section 4 Official Documents		Documents Approved by the ICC	AzEIP ICC Section 4 Official Documents - Docs Approved by the ICC
AzEIP ICC	Section 4 Official Documents		Miscellaneous Official Documents	AzEIP ICC Section 4 Official Documents - Misc Official Documents
AzEIP ICC	Section 5.1 Members		Board Membership Roster	AzEIP ICC Section 5.1 Members - Board Membership Roster
AzEIP ICC	Section 5.2 Members		Governor Appointed Paperwork	AzEIP ICC Section 5.2 Members - Appointment Letter

Section	Document Group	Form Number	Form Title	Document Type
AzEIP ICC	Section 5.2 Members		Governor Appointed Paperwork	AzEIP ICC Section 5.2 Members - Oath of Office
AzEIP ICC	Section 5.3 Members		Application for Subcommittee	AzEIP ICC Section 5.3 Members - Application for Subcommittee
AzEIP ICC	Section 5.3 Members		Approval for Subcommittee	AzEIP ICC Section 5.3 Members - Approval for Subcommittee
AzEIP ICC	Section 5.3 Members		Resume	AzEIP ICC Section 5.3 Members - Resume
AzEIP ICC	Section 5.4 Members		Member Correspondence	AzEIP ICC Section 5.4 Members - Correspondence
AzEIP ICC	Section 5.5 Members		Resignations	AzEIP ICC Section 5.5 Members - Resignation
AzEIP ICC	Section 6 Subcommittee Documents		Mission Statement	AzEIP ICC Section 6 Subcommittee Documents - Mission Statement
AzEIP ICC	Section 6 Subcommittee Documents		Official Documents	AzEIP ICC Section 6 Subcommittee Documents - Official Documents
AzEIP ICC	Section 7 Releases	DES-1050	Consent for story/video/photo/audio	AzEIP ICC Section 7 Releases - Consent for story/video/photo
AzEIP Informational	Annual Performance Report		Annual Performance Report	AzEIP Informational - Annual Performance Report

Section	Document Group	Form Number	Form Title	Document Type
AzEIP Informational	Logos		DES/AzEIP Logos	AzEIP Informational - Logos - DES/AzEIP Logos
AzEIP Informational	Logos		Service Providing Agency Logos	AzEIP Informational - Logos - Service Providing Agency Logos
AzEIP Informational	Program Brochures and Flyers	GCI-1007A, GCI-1106A, GCI-1102A- Accessible, GCI-1117A-S, GCI-1117A, GCI-1098A, GCI-1106A-S, GCI-1102A-S- Accessible, GCI-1081A-S, GCI-1093A-S, GCI-1007A-S, GCI-1081A, GCI-1000A, GCI-1093A, GCI-1107A, GCI-1107A-S, DES-1139A, DES-1139A-S, GCI-1086A, GCI-1088A, GCI-1070A, GCI-1070A-S, GCI-1088A-S, GCI-1086A-S	AzEIP Program Brochures and Flyers	AzEIP Informational - Program Brochures and Flyers
AzEIP Informational	Technical Assistance Bulletins		Technical Assistance Bulletins	AzEIP Informational - Technical Assistance Bulletins

Section	Document Group	Form Number	Form Title	Document Type
AzEIP Personnel	Personnel 1 Education		Transcripts	AzEIP Personnel 1 Education - College/University Transcripts
AzEIP Personnel	Personnel 1 Education		Other Education Documentation	AzEIP Personnel 1 Education - Other Education Documentation
AzEIP Personnel	Personnel 1 Education		Resume	AzEIP Personnel 1 Education - Resume
AzEIP Personnel	Personnel 2.1 Licenses and Certification		License/Certifications	AzEIP Personnel 2.1 Licenses & Certification - License/Certificate
AzEIP Personnel	Personnel 2.1 Licenses and Certification		AHCCCS Provider ID	AzEIP Personnel 2.1 Licenses and Certification - AHCCCS Provider ID
AzEIP Personnel	Personnel 2.2 Clearances		Central Registry Clearance	AzEIP Personnel 2.2 Clearances - Central Registry
AzEIP Personnel	Personnel 2.2 Clearances	DDD-1727A, DDD-1727A-S	Direct Service Position	AzEIP Personnel 2.2 Clearances - Direct Service Position
AzEIP Personnel	Personnel 2.2 Clearances		Fingerprint Clearance Card	AzEIP Personnel 2.2 Clearances - Fingerprint Clearance Card
AzEIP Personnel	Personnel 3 In-Service Training		Education Plan	AzEIP Personnel 3 In-Service Training - Education Plan

Section	Document Group	Form Number	Form Title	Document Type
AzEIP Personnel	Personnel 3 In-Service Training		Misc. In-Service Trainings	AzEIP Personnel 3 In-Service Training - Misc Training
AzEIP Personnel	Personnel 3 In-Service Training	GCI-1118A	Non-DES Planning and Tracking Form	AzEIP Personnel 3 In-Service Training - Planning & Tracking Form
AzEIP Personnel	Personnel 3 In-Service Training	GCI-1119A	Standards of Practice Checklist	AzEIP Personnel 3 In-Service Training - Standards of Practice
AzEIP Personnel	Personnel 3 In-Service Training		TraCorp Training	AzEIP Personnel 3 In-Service Training - TraCorp Training
AzEIP Personnel	Personnel 4 Miscellaneous		Correspondence	AzEIP Personnel 4 Miscellaneous - Correspondence
AzEIP Personnel	Personnel 4 Miscellaneous		Miscellaneous Personnel Documentation	AzEIP Personnel 4 Miscellaneous - Misc Personnel Documentation

B. Best Practices

I-TEAMS and OnBase will be integrated. In order to manage massive amounts of electronic files and documents across two systems, it is important to keep in mind the following best practices:

- Documents should be uploaded into OnBase within 10 calendar days of the activity occurring.
- Check to see if a document has been uploaded into OnBase before requesting a copy of the document.
- Whenever possible, deleting documents should be avoided. If a document has been misfiled, updating the document type, date, or keywords will resolve the issue.
- Avoid uploading duplicate documents. Notify the Help Desk right away if a duplicate

document has been uploaded.

- All staff should upload a copy of their most recent resume in AzEIP's Personnel Document Group in order to gain experience with adding records into I-TEAMS OnBase.
- Notify the AzEIP Help Desk for any issues or unexpected behavior in OnBase.