

# CSUEB Singularity

<http://esweb.csueastbay.edu:8000>  
<http://hr-imaging.aba.csueastbay.edu>

# Topics

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- Introduction
  - What is Singularity?
  - How do images get in there?
  - Document classes
  - How to log-in and log-out
  - When is the system is not available?
- Using Singularity
  - Navigating the pages
  - Searches: Global and Specific
  - Viewing images: tools
- Advanced Topics

# What is Singularity?

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- CSUEB uses Hershey Singularity (AKA Starrs) as its document imaging, archival and retrieval system.
- It stores pictures of documents and makes it possible to search for and view them.
- It replaces the old system of copying and moving paper documents.
- Archived documents are being added.
- Peoplesoft and Singularity work together; Peoplesoft holds data about students and Singularity holds images of documents submitted.

# Introduction (continued)

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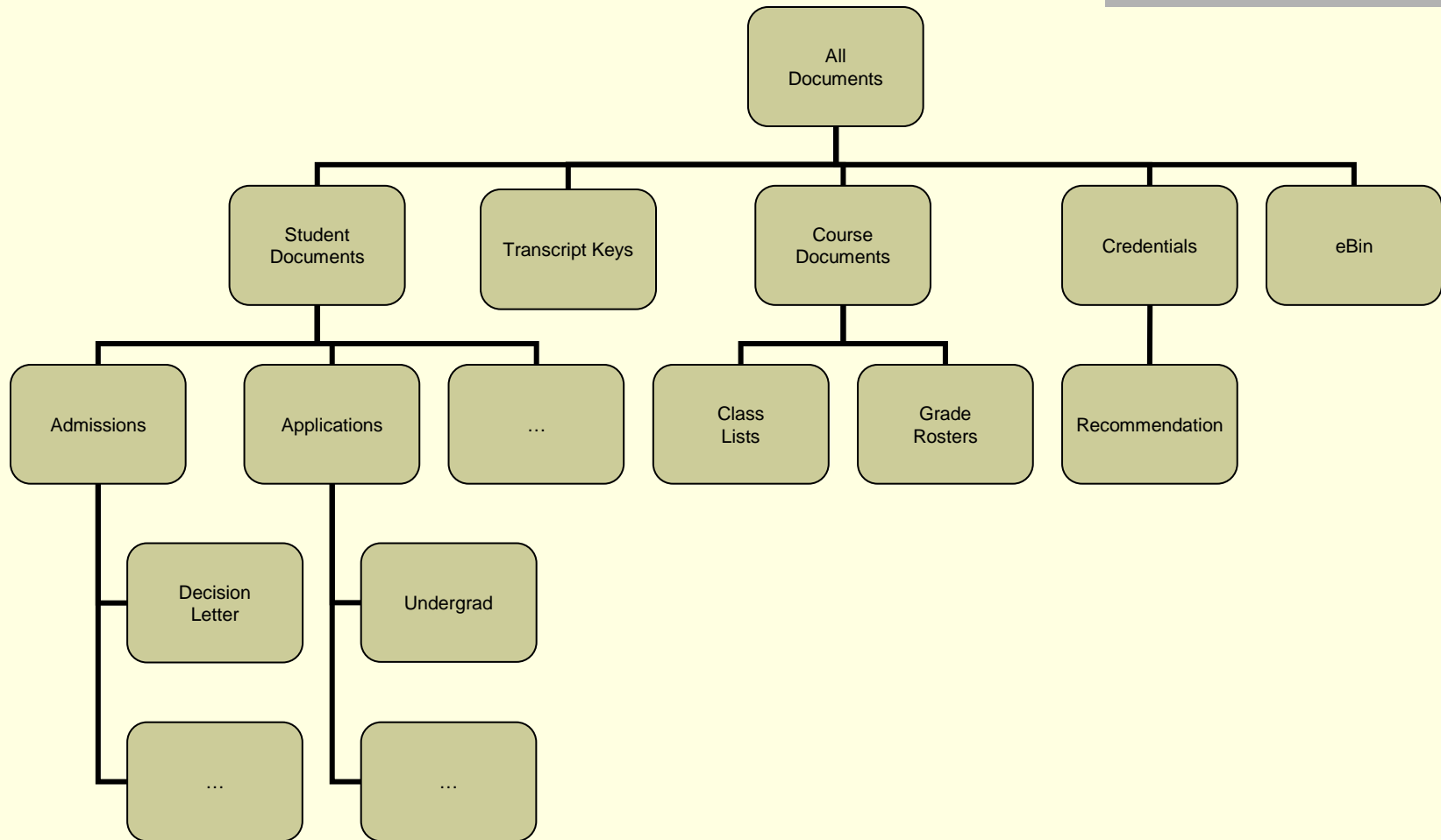
- How do images get there?
  - scan and index (from paper documents)
  - eReporting (for electronic documents)
  - other automated interfaces
- Key concepts:
  - Document classes
  - Document indexes

# Document Classes

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- Documents are divided into groups called document classes.
- Each form or document type has it's own class.
- Classes are organized in a hierarchy.
- Users may not have access to all document classes.

# Document Organization



# Document Indexes

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- Index values are assigned to documents for searching – they are how you find what you want. Some are required, some are optional.
- Each document class has all the indexes of its parent classes and may have its own.
- All Student Documents have:
  - First Name
  - Middle Name
  - Last Name
  - Previous Name
  - EMPLID
  - NetID
  - Student Number
  - Previous EMPLID
  - Previous Student Number

# Logging In and Out

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<http://esweb.csueastbay.edu:8000>

<http://hr-imaging.aba.csueastbay.edu>

- You log in with your NetID and NetID password.
- Account automatically locked after three failed log in attempts.
- Submit a help desk ticket to get it unlocked.
- Click on sign-off to log out.

# System Availability

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- For all Singularity outage or downtime notices, as well as general questions, answers, and discussions, subscribe to the Singularity Users Group list:  
listproc@csueastbay.edu  
leave the subject blank.  
subscribe SUG yourfirstname yourlastname

# Using Singularity

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- Navigating the pages
- Searching for documents
- Viewing search results
- Using the Cart
- Viewing images
- eBin
- Errors

# Navigating the pages

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- Main actions along the top of the page.
- Navigation clues and logout.
- You can use the browser back button or the Singularity “<” button to go back.
- Browsing the document classes.
- Status/Error information at the bottom.

# Searches: Global and Specific

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- Searches at different levels:
  - The “Higher” you search the more documents you may get
  - The “Lower” you search the fewer documents you may get
- Limit search by date range
- Don't forget eBin, Previous Name

# Search Hints

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- You can search with as few or as many index values as you wish (or know.)
- EMPLID is the best bet.
- You don't have to enter the whole name.
- If a Student Number search doesn't match, try searching Previous Student Number.
- Search will fail if more than 200 matches.

# Using the Cart

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- Documents can be added to the Cart:
  - Click the small square to the left of the thumbnail.
  - All, None, and Toggle buttons
  - Click “Add to Cart”
- One shopping cart per user.
- Documents in the cart can be printed, emailed.
- Stack order not in use at this time.

# Viewing Search Results

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- Moving between pages:
  - Arrows
  - Page list
  - Pull-down list
- Click column heading to sort by that column's value.
- Refresh if information missing.

# Viewing Images

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- Viewing:
  - Page thumbnails
  - Full image
- Printing
- Enlarging the image
- Resizing the image (fit into a page)
- Rotating image
- Some documents do not scan well, paper copy kept

# eBin

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- Documents that come in before the student has an EMPLID go into eBin doc class.
- They are indexed by name, DOB, and zipcode.
- Look there for transcripts, test scores, etc if student claims they have been sent but you don't see them in the normal doc classes.
- When found, submit help desk ticket to have them moved to correct document class. Give all the index values and document class.

# Errors

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- Mistakes happen:
  - Document in wrong class
  - Duplicate documents
  - Document with incorrect index values
- Submit helpdesk ticket
  - Specify document class.
  - Give all necessary index values.
  - Say what the problem is, correct class or index values.

# Advanced Topics

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- eReporting
- eReporting from eBin
- Annotating
- Moving/Deleting pages
- Moving/Deleting documents

# eReport

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- Documents received as files, in email, or as pFAX can be submitted via eReporting.
- Document must be converted to a tif file first.
- General procedure:
  - Open the document with the appropriate application (word, excel, outlook, acrobat, Singularity, ...)
  - Print to printer “Send with eFax Messenger Plus”.
  - Select the “Save” tab in the window that pops up.
  - Save the file in T:\Imaging.
- Or just “Save As” a .tif if the application can do that.

# eReporting details

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- Document must have a filename in the correct format: <classcode>\_<netid><initials>.tif
- No spaces or commas, use your initials so IIC can get back to you with any questions/problems. Don't make up your own class codes – look them up.
- Example: dgwaudit\_ab1234rj.tif
- Save document in T:\imaging
- IIC staff will index the document the next day.
- Full instructions in T:\imaging\instructions

# eReporting from eBin

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- Search for and view the document in eBin.
- Print to printer “Send with eFax Messenger Plus”.
- Select the “Save” tab in the window that pops up.
- Save the file in T:\Imaging
- Name the file as described in the last slide.

# Annotating Documents

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- Some users can add notes, stamps, and highlighting to documents.
- While viewing document, click the wrench icon at the upper left.
- You need to save the document after annotating.
- Users can view documents with or without annotations.

# Moving/Deleting Pages

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- A few users have the ability to move and delete pages within a document.
- While viewing the document the move/delete controls are on the right-hand side just above the page thumbnails.
- You need to save the document before exiting the viewer.

# Moving/Deleting Documents

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- A few users have the ability to delete documents or move them between classes.
- Outside of ES I create a separate account for this purpose.
- The move and delete buttons are under the image utilities tab when you are examining a document.
- Deletions are permanent – they can not be undone!
- These take time, be patient.

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# CSUEB Singularity Imaging

Thank you all for attending  
this training session.