LaserFiche <u>Appointments Manual</u>

Guide to Academic Appointments Using

Web Forms and LaserFiche8

Human Resources Version

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Appointments Processed in the LaserFiche Appointments System

- All Clinical MD appointments including foreign-trained physician appointments, and clinical cross appointments

- Junior Promotions (this <u>refers solely to clinical appointments</u> where the applicant is moving from the rank of Lecturer to Assistant Professor)

- Status-Only Appointments

- Non-budgetary cross appointments

- Adjunct and Visiting Appointments

- Part-time appointments

Introduction to the Components of the Appointments System

The Appointments Workflow is carried out over 5 different, but inter-related modules. These will be described in more detail as we go through the Appointments workflow but the following is a brief description of the role each application plays in the system.

- Appointment Categories
- Documents Required

Guide to Academic Appointmens

Web Forms
- Clinical MD
- Other Academic
- Supplementary Documents

- Edit / Accept Web Applications
- Departmental Data

Web Forms Manager

LaserFiche
- Approval Process Management

- DAC and Hospital Access to Dossiers

Read-Only Portal
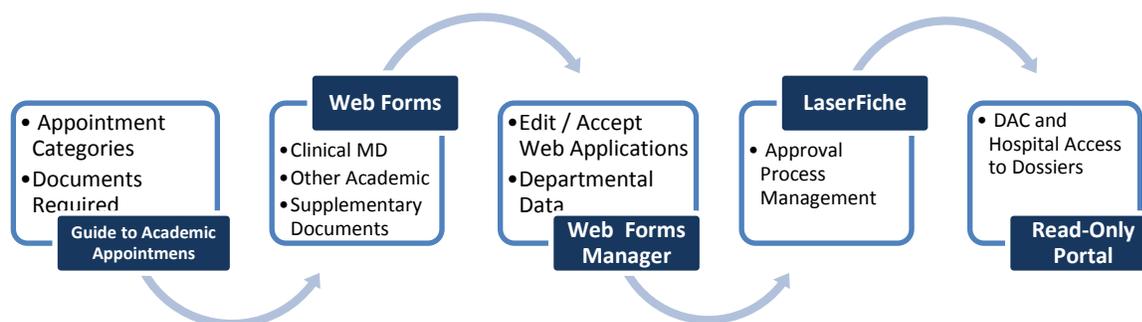
See Appendix A for a Quick Reference to the Websites Discussed in this Manual

1. The Guide to Academic Appointments (http://aca.med.utoronto.ca/) will guide you, in a step-by-step process, to the correct appointment category for your candidate and will show a list of the list of documents required in each appointment category's application package. The Guide also contains links to online application forms and to other helpful information.

2. Online Application Forms (2) and Document Submission form (1). By using these online forms an appointment candidate (or their agent) can apply for an academic appointment AND submit many of the required documents for the appointment. Links to these forms are in the above-mentioned Guide to Academic Appointments but their URLs may be bookmarked or placed in other information pages for quick access. These forms supersede the paper forms currently in use. Submission and subsequent acceptance of an online application form triggers a sequence of events in LaserFiche that result in a dossier (folder) being created for the applicant and the insertion of any documents attached to the application form into that dossier.

There are 2 online applications form, one for clinical MD appointments and one for non-MD appointments.

The Document Submission form is used to submit supplementary documents to a dossier that has already been created (i.e. through the acceptance of an application form).

Application Form for Clinical MD Appointments:
 http://documents.med.utoronto.ca/WebForms/clinical

Application Form for Other Academic (non-MD) Appointments:
http://documents.med.utoronto.ca/WebForms/nonclinical

Form For Submitting Supplementary Documentation:
http://documents.med.utoronto.ca/WebForms/appointmentdocs

3. WebForms Manager: Using the Online Forms Manager
(http://documents.med.utoronto.ca/WebForms) the Departmental Coordinators (DCs) can review the submitted applications forms, correct then if necessary, add information to the form, reject or place a form on hold, or accept a form. When an application form is accepted several functions begin, not the least of which is the automatic creation of a dossier for the candidate in LaserFiche document system. All of the functions that take place when a form is accepted are described in detail in the department coordinator's manual.

4. LaserFiche: LaserFiche (http://documents.med.utoronto.ca/laserfiche8) is the central document management system for this project. LaserFiche is configured to allow key staff members (e.g. department coordinators, Human Resources staff and the Dean or the Dean's Representatives) to route application packages through an approval process. It will accept, store and display documents for an appointment candidate, create unique ID numbers, allow changes to the access rights on document sets, record workflow events, create personalized Letters of Offer (if desired), and send notification e-mails, with attachments, to various stakeholders throughout the approval process.

5. Read-Only Portal: The Read-only Portal (http://documents.med.utoronto.ca/appointments) allows persons who are not licensed to use the full version of LaserFiche to view the documents in a candidate's dossier. It is used as part of the approval process mentioned above. The department coordinator and Human Resources staff can control when documents become visible on the Read-only Portal, and to whom. This portal will be used by members of Departmental Appointments Committees (DACs), Hospital Coordinators (HC), and by members of the FAAC to view the contents of a dossier.

Where do the Users Fit In

Guide to Academic Appointments
<u>Users</u> Faculty Members (or Agent) Potential Faculty Members (or Agent) Department Coordinators (DCs) Hospital Contacts (HC)

Online Applications / Document Submission
<u>Users</u> Applicants (or their Agents) Department Coordinators (DCs) Hospital Contacts (HC)

Web Forms Manager
<u>Users</u> Department Coordinators (DCs)

LaserFiche Appointments System
<u>Users</u> Department Coordinators (DCs) Human Resources Reviewer (HR) Dean / Vice Dean / Chair of FAAC

Read-Only Portal
<u>Users</u> Departmental Appointments Committee Members (DAC) FAAC Committee Members Hospital Coordinators (HC)

Human Resources Procedures

1. Log in to the LaserFiche management module by either
   a. double clicking on the desktop client icon on your desktop (preferred option*****) **OR**
   b. going to the website http://documents.med.utoronto.ca/laserfiche8/

   Once at the log in screen for either view of the application, the log in data is
   Repository = Appointments
   user name = {*your assigned user name*}   Password = password

2. In the left-hand side bar, double-click on the folder named Human Resources.

   *You may **SORT** the list of candidate dossiers that appears by double clicking on the column heading by which you want the dossiers sorted. For example, double click on the column heading 'Department' to sort by Department.*

   To see different column headings, see page 15 for the section about Column Headings.

3. Double click on one of the folders with the candidate's name and appointment id number Note that if you are using the online application (see step 1) you have opened up a new tab in your browser by doing this. You are now logged in at two tabs and both should be closed when you are done.

4. Notice that a tab called Current Folder opens up and you can see the list of documents in the dossier.

5. You will see a variety of documents, the mix of which depends on the documents required by the appointment category and rank. Two documents will always be there:
   a. Lastname_firstname_appointmentid_ Clinical Appointment Application'
   This is the application form and contains most of the pertinent candidate data collected from the web application form.

   b. Lastname_firstname_appointmentid_ Appointment Status.
   This is where, after reviewing the contents of the dossier, you will select a course of action for this dossier and where you can make notes. These notes will be included in any e-mail notification to the Department and will remain visible on this template after it has passed from your control. Notes will be visible to the Department

Coordinator, the Vice Deans, the Chair of the FAAC and the Dean.

6. Review the documents in the dossier.

7. You now have 3 options:

   a. Return the dossier back to the Department Coordinator for amendment.

      Open the Appointment Status template (the document in the Current Folder that has a purple icon).
      Write your comments, as desired, in the box titled HR Comments.
      In the drop down box above it (called HR Approval Status) select 'Incomplete: Return to Dept Coordinator.
      At the top of the template, click on Save or, if you are using the desktop client, at the bottom of the template, click on OK.

      The Department Coordinator will be advised by automatic e-mail of the return. Your comments will be included in this e-mail and will also be visible to them when they open the Appointment Status template.

   b. Accept the dossier and forward it to one of the Vice Deans, the FAAC or the Dean.

      i. Send to {*name of Vice Dean*}
         Selecting this option creates a shortcut of the dossier in a folder accessible by the Vice Dean. It also notifies the Vice Dean of the existence of a dossier that requires his/her review. Any comments you wrote in the HR Comments box will be visible to the Vice Dean in the Appointment Status Template.

      ii. Send to FAAC
         Selecting this option creates a shortcut of the dossier in a folder accessible by all the members of the FAAC in the read-only portal. ~~It also notifies the Chair of the FAAC of the existence of a dossier that requires his/her review~~.

         Note: *once the FAAC has reviewed a dossier, it is up to the Chair of the FAAC to change the status of a dossier to 'Send to Dean'. You may do so on their behalf but, if so, you will do it by logging in as if you were the Chair of the FAAC, instead of HR. There is a separate, shorter, instruction manual for members of the FAAC. Once the Chair of the FAAC selects an option in*

LaserFiche, the shortcut to the dossier disappears from the committee's view in the read-only portal..

iii. Send to Dean
Selecting this option creates a shortcut of the dossier in a folder accessible by the Dean. It also notifies the Dean of the existence of a dossier that requires his/her review. Any comments you wrote in the HR Comments box will be visible to the Dean in the Appointment Status Template.

c. HR Approved – select this when approval at the HR level is the FINAL approval required for this dossier. This is usually for concurrent appointments.

To Save and Activate any of the selections above,
In the web module, click on Save at the top of the template
OR
in the desktop module, click on Okay at the bottom of the template.

8. If you chose option 'b' above, in due course, the Dean or a Vice Dean will approve or defer the candidate by selecting the appropriate action on their view of the repository. When that happens, both HR and the Department Coordinator receive e-mail notification about what has occurred. The Department Coordinator will take over from here.

At this point, or shortly later, you may decide to manually **delete** the dossier shortcut from your view: Unlike from the views of the Vice Dean, the Dean and the FAAC, it does not disappear automatically. Due to technical limitations, it can only be deleted when using the desktop version of the application.

Again, the dossier will remain visible in the HR folder until it is manually deleted by HR. It can only be deleted in the desktop version of the application. Because it is only a shortcut to the dossier and not the actual dossier, deleting it does not delete the real dossier held in the department's view.

This completes the section Human Resources Procedures

Adding Comments to the Dossier

As has been mentioned in Step 7, there is a place for HR to make comments in the Appointment Status template. It is a box in the template titled HR Comments. The space may look small but will actually hold up to 2000 characters. The template panel can be widened on your screen and the box itself is scrollable.

Comments made here are visible to the Vice Dean, the Dean, the Chair of the FAAC, and to the Department Coordinators. They will be included in any e-mail notification sent back to the Department Coordinators.

If you would like to add lengthier comments you may create a Word document or a PDF on your own and add it to the dossier as a new document. See below for adding documents to the dossier.

Adding Documents to the Dossier

The Department Coordinator, the Dean, the Vice Deans, the Chair of the FAAC and HR have permission to add documents to the dossier. There are two methods for doing this; either one can be used.

Please refrain from including spaces, commas, hyphens, and special characters in your file names. Underscores are allowed.

A. From the LaserFiche management module
   a. Log in to review the documents as is described above.
   b. Make sure the Current Folder tab is open.
   c. In the menu at the top of the LaserFiche window (not the menu at the top of your browser), select File and then Import.
   d. Browse to and select the document you would like to import and click Start Import.
   e. IGNORE ANY MESSAGES BOXES THAT APPEAR and click Next.

B. Using the Supplementary Document Submission Web Form
   a. Go to http://documents.med.utoronto.ca/WebForms/appointmentdocs
   b. Fill the required information. The Applicant ID is the number that is part of the dossier folder name (lastname_firstname_Applicant ID). Use just the

number; lastname_firstname is not part of the Applicant ID.

Your e-mail will be used to send a confirmation e-mail that the file was successfully uploaded.

c. Use the Browse button to select your file. You will know the file has attached to the form when you see a green bar on the form.

You may attach multiple files at a time.

DO NOT click on the green bar that appears on the form to indicate the file is attached to the form. Clicking on the green bar disrupts the file's attachment to the form and will result in the file not being uploaded.

d. Click Submit.

Using LaserFiche to E-Mail Documents

(e.g. Notifying Provost of Status –Only, Full Professor Appointments)

In the preceding section, we talked about how the Appointments approval workflow is set up to send automated notification e-mails to the Vice Dean, the Dean, the FAAC, and/or back to the Department Coordinator. The Provost, however, is not included in this list of automated e-mails.

It is easy to send copies of documents directly from LaserFiche to anyone using your Outlook e-mail application.

I. Open the Current Folder tab for the candidate so that you can see the list of the documents. (steps 1 – 4 of the last section)

II. Select the documents you want to send by highlighting the file names. You may select more than one. The 'templates' not attach to your e-mail even if they are selected.

III. Hover your mouse pointer over the selected documents, right click, and select 'Send Document in E-Mail'. The box below will appear with your selected documents listed.
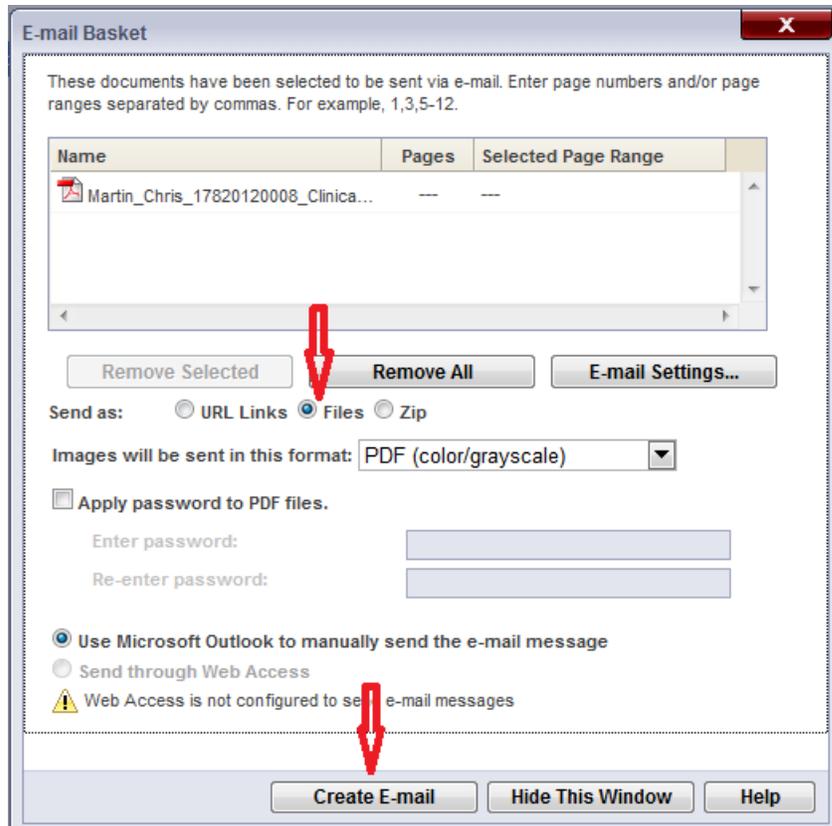
Make sure that the Files radio button is selected and click on 'Create E-Mail. If you have Microsoft Outlook on your desktop you should not have to change any other settings.

IV.   Clicking 'Create e-Mail' should open up your own e-mail client with copies of these files attached. Send the e-mail to whoever has a need to see them.

Changing the Status of a Dossier

The status of a dossier is controlled and recorded on the candidate's 'Appointment Status' template. This is the file with the purple (or green) icon in dossier. It is created when the dossier is created. Double click on this file to open it.

Name	Department
*McConnell_Julian_99920120018_Appointment Status	
ExternalReference2.pdf	
LetterFromHospitalChief.pdf	
LetterFromUniversityChair	
McConnell_Julian_99920120018_Clinical Appointment Application	
McConnell_Julian_99920120018_Letter of Offer Template	Training
McConnell_Julian_99920120018_Supplementary Form	

The status of a dossier defines for whom the contents of the dossier are visible. (i.e. Human Resources cannot see appointment dossiers from the departments until the DAC Approval Status is set to approved. Likewise, the FAAC, the Vice Dean or the Dean cannot see the dossiers until the HR Approval Status is set to Send to…{name}).

Permission to change a dossier status is limited to the user controlling that portion of the workflow (see Appendix A).

The Appointment Status sheet also records events as they occur in the workflow. In the illustrations below we can see the date the application form was submitted and the date the supplementary data form was submitted. As the workflow progresses, further events will be recorded.

Template: Appointment Status

DAC Approval Status
Pending

HR Approval Status
Pending

HR Comment for Incomplete Submission

Dean / Vice Dean / FAAC Approval Status
Pending

Appointment Status History
Application submitted to dossier 8/7/2012 2:50:07 PM

Supplimentary Data Form submitted on 8/9/2012 10:53:58 AM

A. <u>To change the status of a dossier using the desktop client</u>

Double click on the Appointment Status file in the dossier (the one with the green icon). You will see a new template open and a new tab on the top of the screen.

You will only be able to change the status of a workflow in areas where you have control. Change the status from the drop down box and click OK.

Open the Appointment Status file again (green icon), and you will see that the status change event was recorded in the box at the lower end of the template called Appointment Status History.

B. <u>To change the status of a dossier using the web</u>

Double click on the Appointment Status file in the dossier (the one with the green icon). You will see a new template open and a new tab on the top of the screen. (Click back and forth between the two tabs to see what they represent.)

You will only be able to change the status of a workflow in areas where you have control. Change the status from the drop down box and click okay.

Go back to the Current Folder tab to see the dossier contents again, double click on the Appointment Status file again, and you will see that the status change event was recorded in the box at the lower end of the template called Appointment Status History.

Column Headings – Refining your View, Sorting your Lists

When viewing a list of pending or accepted appointees you may want to see some information about them displayed in the columns. The information people want displayed is quite variable, and can be individual to each department, hospital, or user. Not every piece of metadata is available, or desirable, as a column heading, but there are some that may be helpful. Other metadata may be used as a column header by default but may not be very useful.

The most useful metadata, we think, that can be used in columns comes from the Candidate Information template. This is the template that holds the data from the application form.

A. To change what column headings are displayed on the desktop client (for Department Coordinators, Human Resources Coordinators, the Vice Dean, the FAAC or the Dean):

Right click on any existing column header >> From the drop-down box select Template Fields >> Select Candidate Information >> Select the desired metadata for a column heading.

Below is an image of what departments may find useful. We could have selected, as a column header, Department as well as Department Division. Hospital Coordinators on the Public Portal and Human Resources staff may find that useful, but Department Coordinators only see their own department's list of appointees anyway, so for them, that information would be redundant.
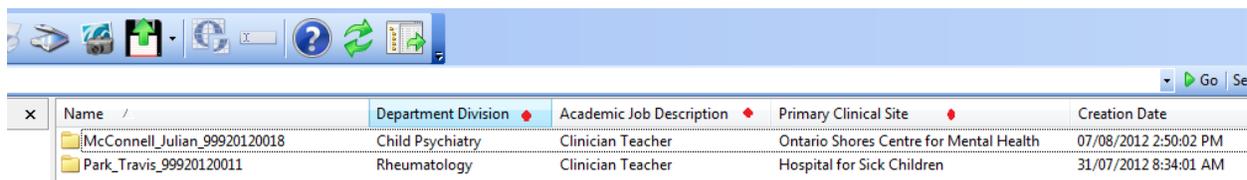
B. To change what columns are displayed on the web client (for Department Coordinators, Human Resources Coordinators, the Vice Dean, the FAAC or the Dean):

Right click on any existing column header >> Select configure columns >> In the leftmost box, make sure Browser Columns is highlighted >> In the middle box, under Available Columns, select Template >> Scroll down to Candidate Information >> Directly under Candidate

Information, one by one, highlight the fields you would like to see used as columns and click the sideways arrow to add it to the rightmost box >> When you have all the desired fields, Click SAVE.

By highlighting fields in the rightmost box and clicking a sideways arrow you may remove from view any columns headings that are not useful (ie. Pages).
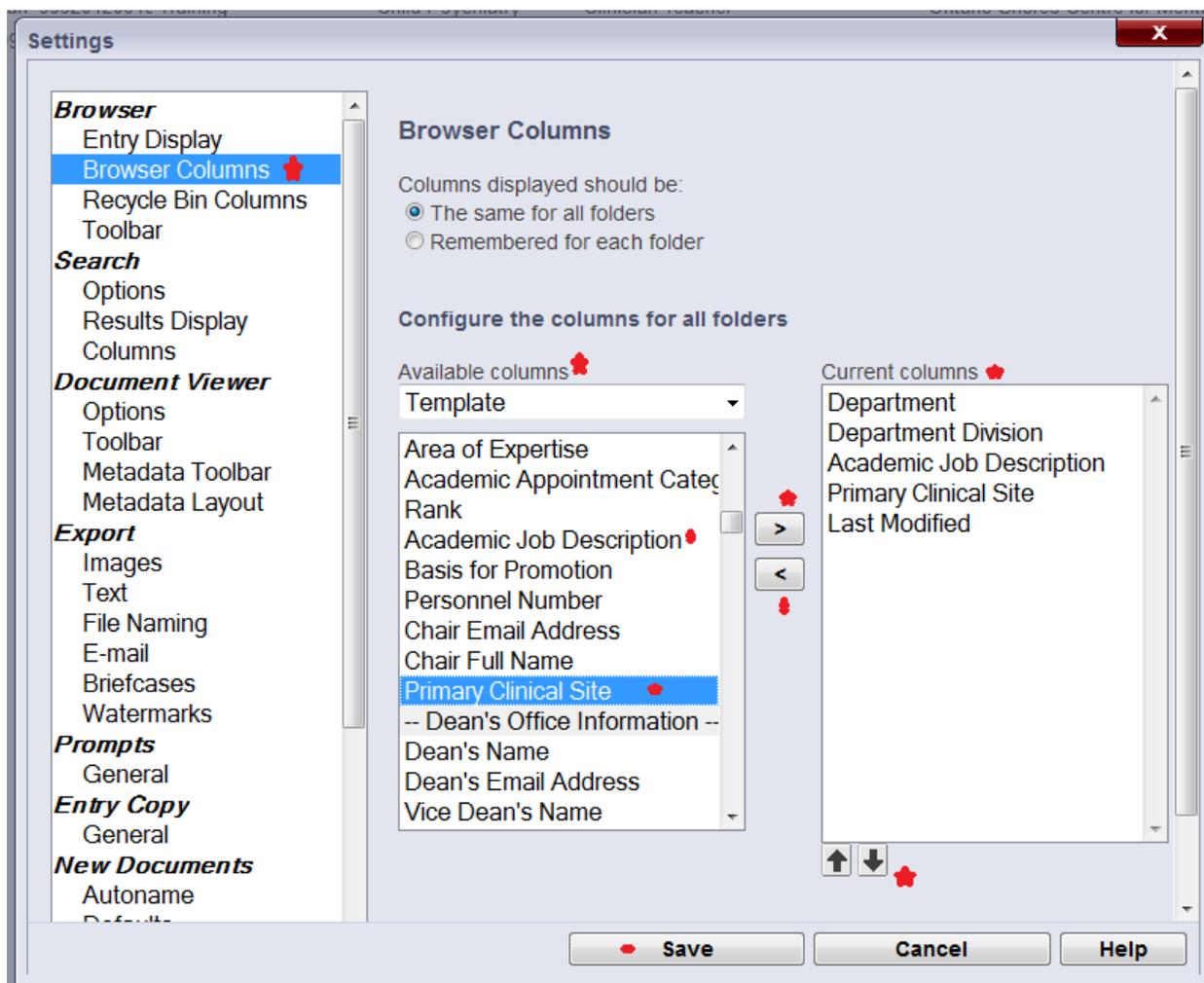
C. **To change what columns are displayed on the Public Portal** (for Hospital Coordinators and DAC members):

After logging in, click on My WebLink in the top-right area of the screen >> In the leftmost box, make sure Browse Options is highlighted >> In the middle box, under Choose Displayed Fields, select Template >> Scroll down to Candidate Information >> Directly under Candidate Information, one by one, highlight the fields you would like to see as columns and click the

sideways arrow to add it to the rightmost box >> When you have all the desired fields, Click SAVE.

By highlighting fields in the rightmost box and clicking a sideways arrow you may remove from view any columns headings that are not useful (ie. Pages).

And remember that you can sort your list by columns: Simply left-click on the column header to sort the list of appointees alphabetically, by the metadata in that column.

Appendix A - Quick Reference to Appointments System Websites

Guide to Academic Appointments
http://aca.med.utoronto.ca

Online Applications / Document Submission
http://documents.med.utoronto.ca/WebForms/nonclinical/   http://documents.med.utoronto.ca/WebForms/clinical   http://documents.med.utoronto.ca/WebForms/appointmentdocs

Web Forms Manager
http://documents.med.utoronto.ca/WebForms

LaserFiche Appointments System
http://documents.med.utoronto.ca/LaserFiche8

Read-Only Portal
http://documents.med.utoronto.ca/appointments

Appendix B – Clinical Appointments Workflow
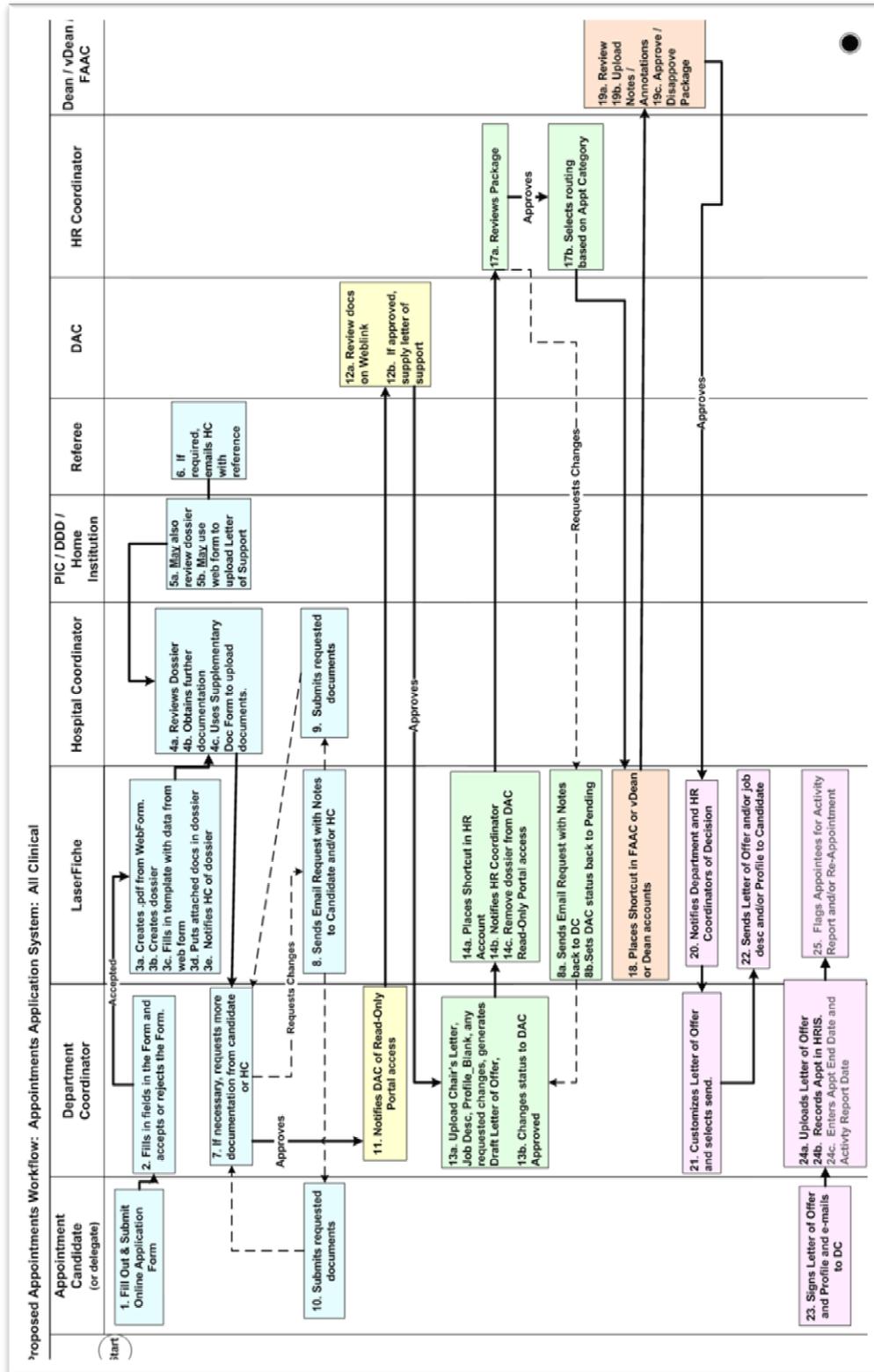
Appendix C – non-Clinical Appointments Workflow