TEMERTY FACULTY OF MEDICINE
UNIVERSITY OF TORONTO

FACULTY PROMOTIONS

The Senior Academic Promotions Process in LaserFiche

DPC Administrator's Guide

Discovery Commons

Last updated July 25, 2024

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Quick Reference to Promotions Websites

- **Promotion Candidate Dossier creation form:**
  https://documents.medicine.utoronto.ca/Forms/PromoCandidate#

- **LaserFiche Web Access**
  https://documents.medicine.utoronto.ca
  (The main site where you will manage the Promotions process and store documents.)
  ➢ *Be sure to select **FacMedPromotions** under Repository*

  ➢ Department Coordinators will sign in with their UTORid preceded with ad\
     ex. Ad\smithp44   password = *UTORid password*

- **Read-Only Portal**
  https://documents.medicine.utoronto.ca/weblink
  (The website where read-only committee members and referees can view the contents of the dossiers. Their UTORids must have been provided to MedIT first for inclusion in the Grouper groups. Or in the case of External Referees, created by MedIT first.)

- **Candidate Document Submission form**
  https://documents.medicine.utoronto.ca/forms/candidatesubmission#
  (This can be used by the DPCAdmin and by the Candidates to submit documents. Submissions are saved into the appropriate dossier category subfolders.)

- **Letter of Reference – External Referees form**
  https://documents.medicine.utoronto.ca/forms/externalreferee
  (This can be used by DPCAdmins and External Referees to upload reference letters)

- **Letter of Reference – Internal Referees form**
  https://documents.medicine.utoronto.ca/forms/internalreferee
  (This can be used by DPCAdmins and Internal Referees to upload reference letters)

- **Student Letters form**
  https://documents.medicine.utoronto.ca/forms/StudentLetters#
  (This can be used by DPCAdmins and Students to upload student letters)

Changes to the Senior Promotions process for July 2024 – IMPORTANT PLEASE READ

1. You will continue to use the Promotion Candidate Dossier creation web form to create dossiers for the candidates but this year you will also send a list of these candidates to MedIT (discovery.commons@utoronto.ca) so Referee groups can be created for them in Grouper.

2. Department Coordinators will now log in to **LaserFiche Web Access** at a new website
   https://documents.medicine.utoronto.ca

   a. Do Not use a link bookmarked from previous years.
   b. *Be sure to select **FacMedPromotions** under Repository*Department
   c. Coordinators will sign in with their UTORid preceded with ad\
      ex. ad\smithp44   password = *UTORid password*

3. Departmental Promotions Committee members will log in to the Read-only Portal using UTORids preceded by ad\ (ex: ad\smithp44).

   Alert! The UTORids of departmental committee members must be given to MedIT at least 2 -3 days prior to any work needing to be done by these faculty so they can be added to your departmental group in Grouper.

4. Referees will log in to the Read-only Portal using UTORids. This means UTORids will need to be created for persons external to the U of T community (i.e. External Referees)
   a. Please carefully read the section on Referee accounts BEFORE you need to send out requests to potential referees.

   b. Referees will sign in with their UTORid preceded by ad\
      ex. ad\smithp44   password = UTORid password

   c. Internal Referees will use their own UTORids

   d. MedIT will create affiliate UTORid account for External referees (see referee workflow illustration below. It is repeated in section 4, Referee Ready below.

Summary of New Actions for Department Coordinators:

- Everyone who logs in to web access Repository or the Read-only Portal will use UTOTids.
- Send MedIT the list of Candidates (no UTORid necessary)

- Send MedIT the list of Promotions Committee Members and their UTORids
- Send MedIT a list of Referees with the names of the candidates for whom they may be supplying reference letters. Include the existing UTOTids for Internal Referees. MedIT will create UTORids for Externals.

Logging in to the Academic Promotions System (LaserFiche Web Access)

LaserFiche Web Access is your main administrative site for FacMedPromotions. Supported web browsers are Firefox, Chrome, and Edge. Please note that the Safari browser is not supported – opening LaserFiche Web Access on a full version of Safari on an Apple desktop often works well but functionality may be compromised on Apple tablets.

https://documents.medicine.utoronto.ca

It is a good idea to add this URL in your browser's favorites to save you from entering it in every time you would like to access the Academic Promotions system.

➢ At the log in page select the repository 'FacMedPromotions'.

➢ Sign in with your UTORid preceded with ad\
ex. ad\smithp44   password = *UTORid password*

Adding your Department's Promotion Information to LaserFiche

Note: This section (2 pages) can be skipped altogether or filled in after you have created dossiers for your promotion candidates in the next section.

Every department within the Temerty Faculty of Medicine has their own folder in the FacMedPromotions repository. When you log in you will only see your own department's folder. This folder will hold the dossiers for your department's promotion candidates. Information specific to the department (not to the candidate), such as the Department Promotion Committee (DPC) member's email addresses and various submission deadlines, can be entered into the metadata for the department folder.

To enter your departmental metadata, in left-hand panel of the LaserFiche window expand the "Active Promotions" folder by clicking the **>** sign beside it. Click on your department's folder to highlight it (in the illustration below, the department name is Training). The right-hand panel will default to the Fields tab and will show the template called 'Department Information'. It is

not mandatory that you fill in the fields in the Department Information template. You may fill them in or revise them at a later date.

LaserFiche Web Access

For each of the deadline fields, click the calendar icon beside each field. Choose a date relevant to the deadline indicated. If the particular deadline is not yet determined, you may leave the field(s) blank. If filled in, <u>these deadline dates are referenced and inserted into email messages that are sent out, but they do not control any dossier status changes or the permissions associated with a dossier status.</u>

Further down you will see a field for DPC Email Addresses. This is a multi-valued field, meaning that when you enter data into the first blank text box, an additional blank text box will appear. This allows a user to enter as many DPC email addresses as there are members of your Departmental Promotions Committee. LaserFiche will use these addresses when sending email alerts when a candidate's dossier is ready for review by the committee.

If you are using this feature, these email addresses must be filled in <u>before</u> changing the dossier status from 5. to 6. DPC Review.

Ignore the greyed-out *Department Deadline Workflow* field.

When you are satisfied with the information you entered, click on "Save" near the bottom of the template. If you do not see the Save button at the bottom of the template it is because you have not made any changes to the template that require saving.

Creating a Candidate's Dossier

Create a Promotion Candidate Dossier by completing the web form found here:

➢ https://documents.medicine.utoronto.ca/Forms/PromoCandidate#

The web form contains the following fields:

Field names: *Required fields	Field values and notes:
Department*	Primary department in the Temerty Faculty of Medicine Only primary departments will manage the Promotion processes. ➢ Select department from drop down list
Candidate Lastname*	Surname or Family Name as it appears in FOCUS or HRIS
Candidate Firstname*	Please do NOT include nicknames or brackets
Personnel Number*	Cannot contain leading zeros or letters
Candidate Email Address*	Use a departmental email address if you do not want the candidate to be notified immediately of the promotion candidate dossier creation. This email address can be changed later.
Appointment Type*	➢ Select from drop down list *(Note: If Appointment Type value selection is Teaching Stream, Tenure, Contractually Limited Term, or Non-clinical Part-time; then the Primary Employment Arrangement field is not required and will not be displayed.)*
Appointment Date*	The date the candidate began an academic appointment at the University of Toronto. This may be found in FOCUS or HRIS
Cross Appointment(s)	(if applicable)
Primary Employment Arrangement*	➢ Select from drop down list (This field and those below are not visible if your candidate is Tenured, Teaching Stream or CLTA as those individuals work for U of Tm by default.
Affiliated Hospital*	➢ Select from drop down list
Research Institute*	➢ Select from drop down list
Other Employment Arrangement*	Text field
Current Rank*	➢ Select either Assistant Professor or Associate Professor from drop down list
Start Date of Current Rank*	This may be found in FOCUS or HRIS
Proposed Rank*	➢ Select either Associate Professor or Professor from drop down list
Basis for Promotion Checkboxes	(check all that apply) ☐ Competence in CPA ☐ Competence in Research ☐ Competence in Teaching Education ☐ Excellence in CPA ☐ Excellence in Research ☐ Excellence in Teaching Education ☐ Administrative Service
Review Submission*	Please review submission for completeness and accuracy then check the box below. ☐ Submission Reviewed When checked, the Personnel Number field will disappear from this form but it will be saved in the database.

Outcomes of submitting the Promotion Candidate Dossier creation form

1. A new promotion candidate folder (dossier) will be automatically created for this candidate in LaserFiche Web Access. The dossier can be found by expanding the folder titled Active Promotions (by clicking the **>** sign next to it) and then expanding the department folder (by clicking the **>** sign next to it).

   This folder name has the following format: Lastname_Firstname_PromotionID

   The candidate folder will have an associated 'Promotion Candidate Information' template which can be found by highlighting the dossier on the left and viewing the template on the right. The values submitted on the web form are saved to the fields on the template.

2. A snapshot of the submitted form and is created and saved in the candidate folder as a PDF file. The file is named CandidateInformation_Lastname_Firstname_PromotionID. See Appendix G for instructions on how to re-create this form if data in the Candidate Information template is changed or updated.

3. Inside the candidate's folder is a folder called 'Dossier' and within it are all possible subfolders for each document category. These subfolders will be visible to promotions committee members even if they are empty. They can be deleted by department coordinators if you do not want them. If deleted, they can be re-created by submitting a document using the candidate submission form <*https://documents.medicine.utoronto.ca/forms/candidatesubmission#*> and selecting the correct document category on the form.

   The purpose of pre-creating these subfolders is to allow you to bulk upload documents directly into the subfolders without having to submit the document submission form, while at the same time strictly maintaining the various permissions assigned to each subfolder (see Appendix D on page **Error! Bookmark not defined.** for instructions on how to bulk upload).

4. A **Promotion ID** has been created for this candidate.
   The Promotion ID is a unique number created for each candidate. It will be used to enter all subsequent documents into the candidate's dossier. It has the format below:
   <Department Number>_<Year>_<Incremental Number>

   (For example, for promotion year 20xx, the Promotion ID for the department of Training could be: 999_20xx_004.

The Promotion ID is always the number you see after the Lastname_Firstname portion of the candidate's dossier name. It can also be found at the bottom of the 'Promotion Candidate Information' template (see previous note 1).

5. Once a candidate dossier has been created, the DPC Administrator, the candidate and selected referees can submit documents to the dossier, depending on the status of the dossier within the workflow. Dossier Status is explained later in this manual.

6. Immediately after the DPC Administrator creates the dossier (by submitting the Promotion Candidate dossier creation form), the <u>candidate</u> will receive an automated email message indicating that the academic promotion dossier has been created. The email provides instructions on how to submit documents to the dossier. The candidates and, later, the referees, cannot see or manage the submitted documents, but they will receive email confirmation when they upload a document.

Sample email sent to candidate when Promotion Candidate dossier creation form is submitted

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Subject: *Promotion Candidate Dossier Created for <Firstname Lastname>*

Dear <Firstname Lastname>

I am pleased to inform you that a Promotion Dossier has been established for you in our records management system and is ready to accept your promotion documents. Please note that documents must be in PDF file formats.

You may upload your documents by accessing the online candidate submission form:

https://documents.medicine.utoronto.ca/forms/candidatesubmission

You will be asked to enter your Promotion ID, select a document category, and browse to upload your documents.

Your Promotion ID is: ###_####_###

Please contact your Department Promotion Committee administrator if you have any questions or concerns, at <**Department Coordinators Email**>.

Thank You.

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Important Tip: If the department does not want the candidate to receive this email then, when first submitting the Promotion Candidate Dossier creation form, use a departmental email address in the candidate's email address field.

Remember to send a list of these candidates to MedIT (discovery.commons@utoronto.ca**) so Referee groups can be created for them in Grouper.**

Submitting Documents to Dossier

Once a dossier has been created, both DPC Administrators and candidates can use the same web form to upload documents into the dossier. Alternately, DPC Administrators can upload documents directly into LaserFiche Web Access.

https://documents.medicine.utoronto.ca/forms/candidatesubmission#

Users will likely attach documents to this form and submit it several times. Using the web form to submit documents allows LaserFiche to collate documents into several different category subfolders in a candidate's dossier.

Document category subfolders include:
- Administrative Service
- Creative Professional Activity
- Curriculum Vitae
- External Assessments
- Internal Assessments
- Reporting Letters
- Research
- Student Letters
- Teaching and Education

The user may submit documents one-by-one or may attach multiple documents to the form. All documents attached to one submission of the form must belong to the same category.

1. Go to https://documents.medicine.utoronto.ca/forms/candidatesubmission#

2. Fill in the fields and upload (attach) documents from one category. Click Submit

3. To confirm the successful submission of the documents log back in to FacMedPromotions with LaserFiche Web Access and look in the Dossier for the candidate.

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Candidate Document Submission Form

Promotion ID *

999_2022_012

format: ###_####_###
Note that these are underscores, not hyphens.

Your E-mail *

katherine.mcconnell@utoronto.ca

This is required to send you confirmation of successful submission.

Select Document Category

You may upload multiple documents at the same time using this form, as long as they all belong to the same document category. You may submit this form more than once to cover the categories.

You are not responsible for submitting every document listed below, some will be submitted by others on your behalf. Please see the Promotions Manual or your Department Coordinator for more information.

Administrative Service
Administrative Service Documentation
Administrative Service Additional Assessments

Creative Professional Activity
CPA Dossier
CPA Appraisal Letters from Community Agencies
CPA: Additional Assessments

External Assessments
External Letters of Reference
Waiver of External Peer Review
External Referee List (Table 1)
Letters to Referees Requesting Written Assessment

Curriculum Vitae
Curriculum Vitae
Most Significant Publications List

Internal Assessments
Internal Letters of Reference
Internal Referee List (Table 2)
Letters to Referees Requesting Written Assessment
Colleague Letters

Research
Research Statement and Documentation
Data Summary Sheet: Research Awards
Data Summary Sheet: Refereed Publications
Data Summary Sheet: Research Supervision

Student Letters
Student Letters
Student Letters List (Table 6)
Letters to Students Requesting Student Letter

Reporting Letters
Recommendation to Dean
Confirmation Letter from Chair
Recommendation of Division/Hospital Head
Letters from Chairs of Cross-appointments
Letters to Candidate Advising of Negative Recommendation
Candidate Direct Application to DecPC
Letter of Grievance

Teaching and Education
Teaching and Education Report
Teaching Evaluation Committee Report
Data Summary Sheet: Teaching

Document Category *   Please select a document category.

Curriculum Vitae

Only documents that fall within the same category can be attached to one form

Attach Files *

Remember, for each submission of this form, only upload documents that belong in the category you selected above. You may submit this form multiple times for different document categories.

Very Important Note: File names should not contain spaces, hyphens, commas, brackets, or extra dots. If necessary, please rename your files before attaching them here. Contact your departmental coordinator if you need help doing this.

Use the Upload button to attach documents to the form.

Upload

Click the 'x' to remove document selection

My-CV.pdf   448.04KB   ✕
My-Publications.pdf   58.57KB   ✕

Submit   *Submit the form with the attached documents*

Outcomes of Document Submission

- Whether or not FacMedPromotions will accept the documents coming in from a web form is entirely dependent on the status of the dossier. See *Progressing through the Promotions Approval Process* on page 15.

- If the document submission was successful, an email notification is sent out to the person submitting a web form (*Your Email* field on the web form) confirming this. The message is as follows:

Subject: *Promotion Document Successfully Uploaded*

Dear Promotion Candidate,

I am pleased to inform you that the upload of your document(s) to your Promotion Dossier 999_xxxx_xxx was successful.

Document Type: *<Document Category>*

NOTE: Candidates cannot see the list of documents in their Promotion Dossiers. You will receive emails, such as this one, notifying you about the success or otherwise of your document uploads.

Please consult your Department Promotion Administrator if you have any questions or concerns. You may reach them via email at the address <Department Coordinators Email>.

Thank You.

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The document submission process looks closely at the conditions and criteria of the documents being submitted, and will send the following email if the document upload was unsuccessful.

Subject: *Promotion Document Submission Unsuccessful*

Dear Promotion Candidate,

You have recently attempted to submit documents to your Promotion Dossier, and although we did receive the web form, there has been an error with receiving your uploaded document(s). Document Category = <Document Category>

At your earliest convenience, please resubmit your document(s) by accessing a new web submission form located at:

https://documents.medicine.utoronto.ca/forms/candidatesubmission#

There are several reasons why this upload may have failed.

a. The most likely reason is that you were working with a cached instance of the webform. This means your browser was holding values from an earlier submitted instance of the web form. You may clear a browser cache for a site by entering Ctrl and F5 on your keyboard at the same time or by closing all browsers windows before returning to the site.

b. The name of your file may contain spaces, commas, extra periods, brackets or other unprocessible characters. You can try renaming the file at its source and upload it again. If you need help renaming a file, please contact the department coordinator.

c. You may have opened the file after having attached it to the submission form. This sometimes disrupts the attachment of the file to the form. Please fill out the form again and re-select your file.

d. Your computer, or your network may not allow you, for security purposes, to upload documents to internet sites. This is true of some hospital supplied computers or computers in hospitals. Please discuss this with your hospital or institution's own IT personnel.

If this issue continues, we suggest that you try using a different computer at a different site. Alternately you may email your documents to your Department Promotions Administrator at <Department Coordinators Email>.

Thank You.

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Dossier Subfolders

Every promotion candidate dossier created by submitting the Promotion Dossier Creation web form contain several subfolders, primarily a 'Dossier' subfolder, and a 'Summary of Submissions' subfolder.

The **Dossier** subfolder will house all documents subsequently uploaded using the document submission web form in the appropriate document category subfolder. If a subfolder for that category is not present, one will be created upon submission of the document submission web form with that category chosen.

The **Summary of Submissions** subfolder contains shortcuts to all the documents in the dossier subfolders. It is used by some read-only portal users as a more convenient way of viewing documents without having to open all the subfolders. If a document is submitted, either via a web form, or by direct upload, the shortcut to it will be created immediately. If the actual file in the Dossier subfolder is deleted then the shortcut to that file in the Summary subfolder will be automatically deleted.
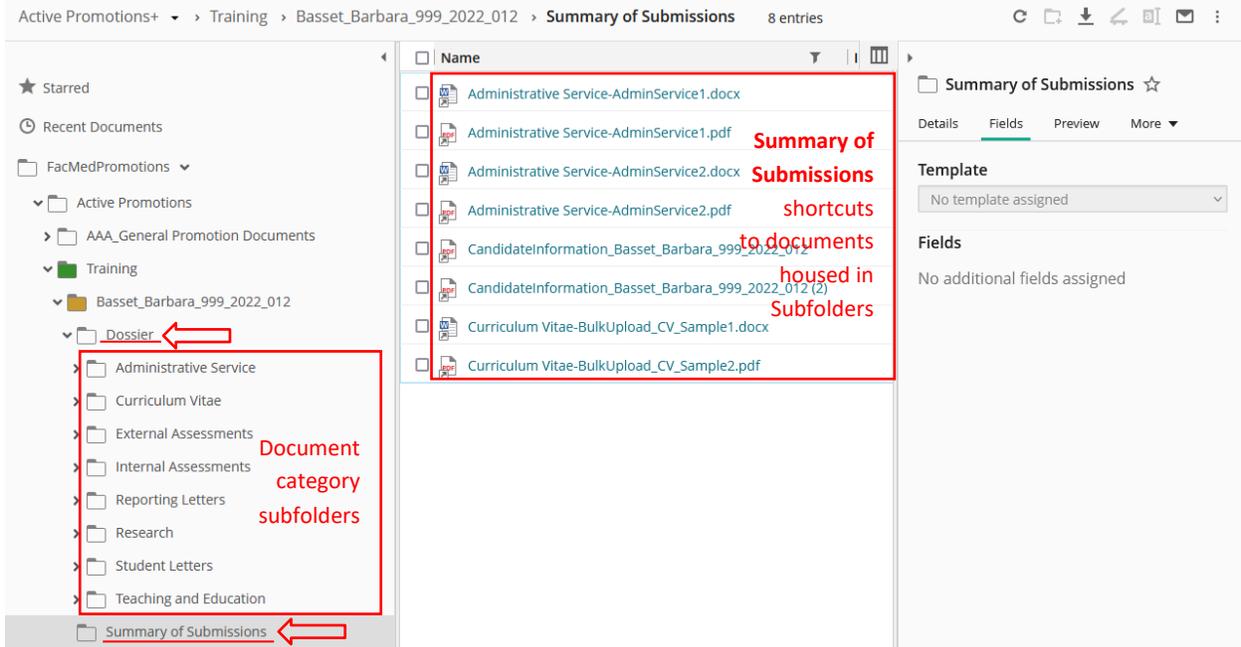
Progressing Through the Promotions Approval Process

A dossier can be in any one of several approval phases (status) in the promotion process. The change to a given status can assign or remove user permissions or initiate a task. Examples include sending notifications to DPC (promotions committee) members to review a dossier, allowing the candidate's referees to review a completed dossier, approving a candidate to move forward to the decanal committee, or withdrawing a candidate completely from the promotion process while retaining a history of their application.

Caution: ~~Changing~~ the status of a dossier is often accompanied by a change in permissions to the dossier for certain users. See Approval Status Descriptions on page 16 for clarification.

To access and update the approval status of a candidate's dossier:

- Highlight the candidate's folder in the left-hand panel and put a check mark beside the Dossier Status and Comments page in the center panel. The Promotion Status template will open in the right-hand panel (see illustration below). Be sure the Fields tab is selected in the right-hand panel.
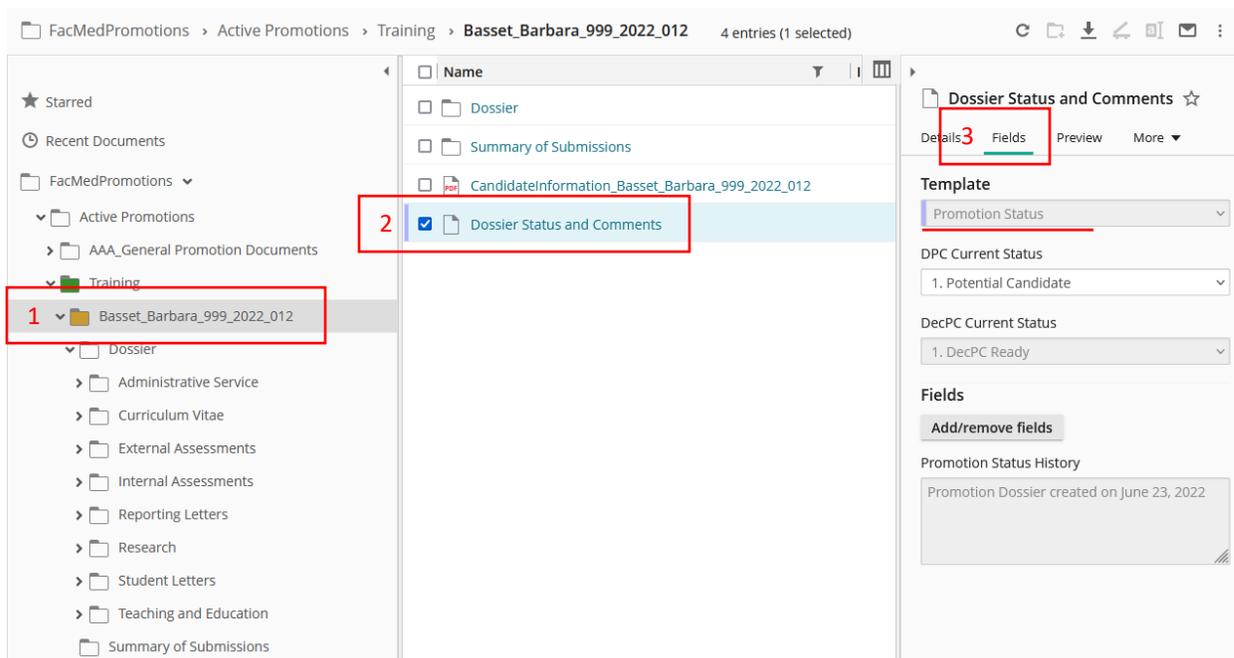
- Under DPC Current Status, select the desired Status and click Save. Note the Save button only becomes visible if you have made a change to the selection in this drop down list.
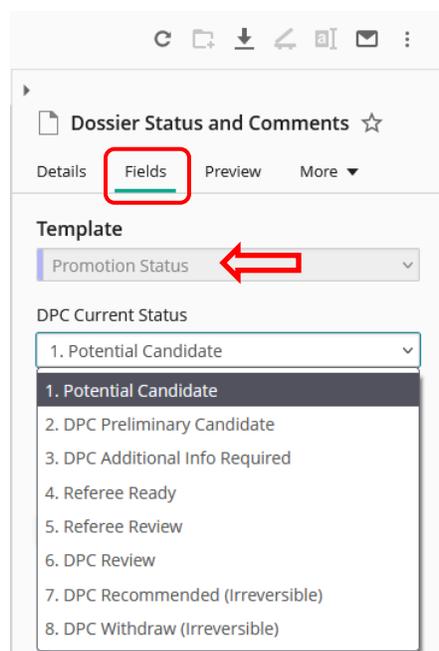
Although there are 17 possible phases (dossier statuses) in the promotion process, DPC Administrators only have to concern themselves with the first eight. They are as follows:

1. Potential Candidate
2. DPC Preliminary Candidate
3. DPC Additional Info Required
4. Referee Ready
5. Referee Review
6. DPC Review
7. DPC Recommended (Irreversible)
8. DPC Withdraw

See below for a description of, and the requirements of each status.

Approval Status Descriptions

Important: Read the descriptions of each status **BEFORE** saving a change. The workflow that triggers the change to the new status may require certain data that may or may not be present in the templates.

It is the change from one status to another that triggers the desired activity, not the status itself.

1. Potential Candidate

This status is the default that is set when a candidate dossier is first created in the Academic Promotions system. When a dossier is created, the candidate is automatically notified by email of the creation of the dossier, and is given instructions how to submit documents to the dossier folder (see sample email on page 10).

The permission on the dossier is configured to accept submissions from the web form. You may revert to this status at any time prior to the selection of status 7. DPC Recommended (Irreversible) or 8. DPCWithdraw (Irreversible).

Committee members are able to see documents in the read-only portal at this status but referees are not.

2. DPC Preliminary Candidate

If your department does not do formal preliminary reviews of the candidates, where only selected members of the DPC review a dossier specifically assigned to them, this step can, and should, be skipped.

Changing the status to 2 DPC Preliminary Candidate will trigger the application to send an email notification to the one or two DPC members *specifically assigned* to do a preliminary review of this specific candidate. The email addresses of these assigned DPC members would need to have been added to the candidate's 'Promotion Candidate Information' template **PRIOR** to selecting this status.

To add these email addresses and proceed with this status:

- Highlight the main dossier for a candidate in the left panel.

- In the right panel, ensure the Fields tab is selected to display the 'Promotion Candidate Information' template. Scroll down the list of fields and fill in the assigned DPC Members emails in the field titled 'DPC Assigned Email Addresses'. Click Save.

- In the centre panel, checkmark the box beside the **Dossier Status and Comments**.

- In the Promotion Status template on the right panel, change the status from '1. Potential Candidate' to '2. DPC Preliminary Candidate' and click Save.

  The email message sent to the 'assigned' DPC members looks like this:

Subject: *Candidate Dossier Ready for Your Review*

Message:

Dear Departmental Review Committee Member,

You have been selected to perform a preliminary review of the Promotion Dossier of a potential senior promotion candidate from your department.

Candidate's Name: \<Candidate First and Last Name\>
Current Rank: \<Current rank\>
Proposed Rank: \<Proposed rank\>

To access the Candidate's promotion dossier, please follow this link:
https://documents.medicine.utoronto.ca/weblink

username = ad\utorid   (ex: ad\smithp44)
password = utorid password

Please contact your Department Promotions Administrator at \<Department Coordinators Email\> for further information and support.

Thank You.

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3. DPC Additional Info Required

Selecting this approval status indicates either that a candidate has been preliminarily approved and you are now requesting more documentation **OR that** this candidate did not require preliminary approval but you want to remind them to complete the submission of their documents.

Changing to this status and clicking Save will send an email notification to the candidate requesting that they submit any documents they have not yet supplied. So the status change to this step may be used as a reminder to candidates to send in the rest of their documents.

You will notice in the email message below it indicates a deadline date for the submissions. This deadline date must be input into the Department Information template BEFORE a change to the promotion status 3. DPC Additional Info Required is saved.

To add this date and proceed with this status change

- Double check that the 'Candidate Email Address' in the Promotion Candidate Information template is correct.

  o Highlight the candidate's folder in the left panel.

  o In the Promotion Candidate Information template in the right panel, scroll down and check that the 'Candidate Email Address' field value is correct. Click Save.

- Highlight the Department folder in the left panel.

  o In the Department Information template that appears in the right panel scroll down to the **Deadline: Candidate Final Dossier Submission** field and select a date. Click Save.

- Highlight the candidate's folder in the left panel.

  o In the centre panel, checkmark the box beside the 'Dossier Status and Comments'.

  o In the Promotion Status template on the right panel, change the status to '3 Additional Info Required' and click Save.

The email message sent to the candidate looks like this:

Subject: *Additional Info Required: Firstname Lastname*

Message:

Dear Firstname Lastname

Please note that your Promotion Dossier has been reviewed by the Departmental Promotions Committee and we would now like to see the complete set of your documents.

The deadline date for document submission is <Deadline: Candidate Final Dossier Submission>.

You may upload further documents to you promotion dossier by accessing the following URL:

http://documents.medicine.utoronto.ca/webforms/candidatesubmission

Your Promotion ID is: ###_####_###

Please contact your Department Promotion Committee administrator if you have any questions or concerns, at *<Department Coordinators Email>.*

Thank You.

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4. Referee Ready (very important, please read)

A Word about Referees: Assigning referees requires special care. Unlike DPC Committee members who have permission to see all of the candidate dossiers from their department, referees have permission to see the dossiers of only the candidate's to whom they are specifically assigned. To allow Referees to **see** only the documents pertaining to specific candidates, they must each have a unique account and that unique will need to be assigned to the candidate. Beginning in 2024, all Referees will use a UTORid and password to log in to the read-only portal at (*https://documents.medicine.utoronto.ca/weblink*). Internal referees should have their own UTORids. UTORids for external referees will be created by MedIT. The 'read-only' portal is discussed in the next section.

See Appendix C for a simple illustration.

For now, the dossier status #4, Referee Ready, is a **holding stage**. It allows you, the DPC Administrator:

- To check that you have collected all the documents that you require thus far for a candidate. The policy is that all referees for one candidate see the same set of documents regardless of the day they review the dossier. So these documents sets should not be modified once referees start reviewing the dossiers.

- If you haven't already, to send MedIT a list of your candidates for this year.

- If you haven't already, to compile a spreadsheet of persons who may act as Referees (i.e. potential referees) for a candidate and send the list to MedIT. The spreadsheet should contain the

    o Your department name

    o The Full Name of the candidate

- Last Name of the referee

- First Name or the referee

- Email address of the referee
  (*Note: This must be the referees own email address, not that of the DPC Administrator.*)

- Whether the referee is External or Internal

- The existing UTORids of any Internal Referees

Tip: Look in *AAA General Promotions Documents for an Excel template for the above information. See example below.

Department	Candidate	Referee Last Name	Referee First Name	Referee Email Address	Internal or External	UTORid
Training	John Wong	Asner	Abbey	xxx@xxx.edu	Internal	asnerabby
Training		Bertuille	Boris	xxx@xxx.edu	Internal	bertuibo
Training		Carleton	Cathy	xxx@xxx.edu	Internal	carlet88
Training		Davou	Danielle	xxx@xxx.edu	Internal	davouda2
Training		Escheot	Ephraim	xxx@xxx.edu	Internal	escheot4
Training		Fatimovid	Fergid	xxx@xxx.edu	Internal	fatimovi
Training				xxx@xxx.edu	External	pending
Training				xxx@xxx.edu	External	pending
Training				xxx@xxx.edu	External	pending
Training				xxx@xxx.edu	External	pending
Training				xxx@xxx.edu	External	pending
				xxx@xxx.edu		
Training	Josie Belliveau	Morrison	Mark	xxx@xxx.edu	Internal	morriso55
Training		Norris	Ned	xxx@xxx.edu	Internal	norris47
Training		Oliphant	Ollie	xxx@xxx.edu	Internal	olliph33
Training		Perrault	Pearl	xxx@xxx.edu	Internal	perrault
Training		Qu'al Ashant	Kiki	xxx@xxx.edu	Internal	qualash2
Training		Rosseau	Rolly	xxx@xxx.edu	External	pending
Training		Simpson	Sally	xxx@xxx.edu	External	pending
Training		Tibideau	Terry	xxx@xxx.edu	External	pending
Training		Xavier	Zino	xxx@xxx.edu	External	pending

- To check that the Referee Group field on the Promotion Candidate Information template has been filled in by MedIT. Unlike previous years, there will only be one entry here. See below:

- To check that you have obtained from MedIT, or will soon receive, individualized UTORid instruction sheets to later send to external referees. These documents will be stored by MedIT in a new folder in the candidate's folder called External Referee Attachments.
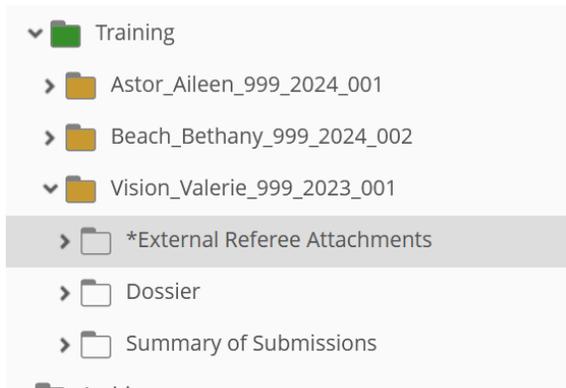
5. Referee Review

Saving the change from Status 4 to Status 5 triggers a behind-the-scenes process that gives permission to each referee to see, in the Read-only Portal, the dossier(s) assigned to them. Therefore, it is crucial to check that MedIT has added the Referee Group to the candidate template prior to changing the status to "5. Referee Review". See above.

New in 2024: Once the status is at 5, new referees can be added to the group by MedIT without having to reset the status.

SUMMARY _ Steps to Requesting Reference Letters from Referees

Step 1. Check that MedIt has had time to add the Referee Group field value to the Candidate's template and if it is there, change the DPC Current Status on the Dossier Status and Comments folder to 5. Referee Review.

Step 2.
- For Internal Referees
  - Right click on the document titled Attachments for Internal Referees in the *AAAGeneral Promotions Documents folder and click **Share.**
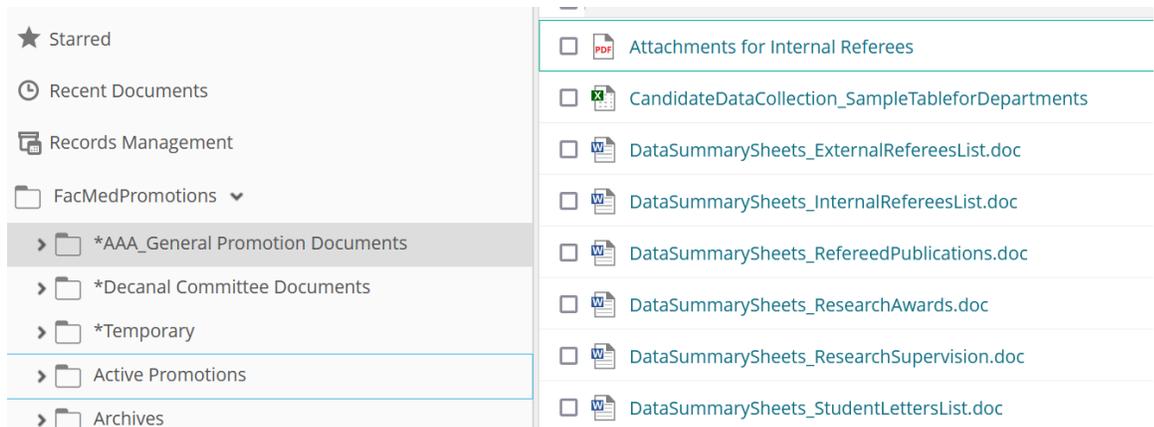
o In the Email Basket that appears, make sure Send as Files is selected and Use Email client manually is checked.

o Click Send. An Outlook email page will be downloaded. You can open it quickly in the top right of your screen in the downloads box.

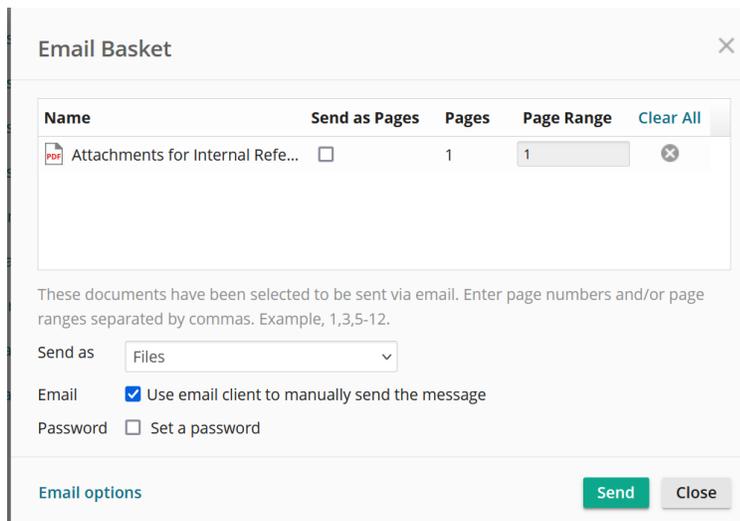o Send the email to the referee thanking them for their participation. **INCLUDE THE PROMOTION ID OF THE CANDIDATE.** The attachment contains the rest of the information an Internal Referee needs to know to log in to the read-only portal to review the dossier and to submit their letter. They will only see the information for candidates whose referee group they belong to.

o The attachment tells them what to do if they have forgotten their UTORid password and shows them where to submit their reference letter.

- For External Referees
  o Right click on the document titles RefereeInstructions_RefereeLastName_RefereeUTORid and click Share

- o   n the Email Basket that appears, make sure Send as Files is selected and Use Email client manually is checked.

- o   Click Send. An Outlook email page will be downloaded. You can open it quickly in the top right of your screen in the downloads box.

- o   Send the email to the referee thanking them for their participation. **INCLUDE THE PROMOTION ID OF THE CANDIDATE.** The attachment contains the rest of the information an External Referee needs to know to activate their UTORid, to log in to the read-only portal review the dossier, and to submit their letter. They will only see the information for candidates whose referee group they belong to.

You and the submitter will receive confirmation via email whenever a reference letter has been submitted for any of your candidates.

The letters of reference will be loaded automatically into Dossier subfolders titled 'External Assessments' or 'Internal Assessments' respectively. Shortcuts to the letters can also be seen in the Summary of Submissions folder.

Aligning with the Promotions policies, DPCAdministrators do not have access to delete letters from these referee subfolders.

Below is an illustration of the Reference Letter Submission web forms.

Letter of Reference Submission – External Referees
https://documents.medicine.utoronto.ca/forms/externalreferee

Letter of Reference Submission – Internal Referees

https://documents.medicine.utoronto.ca/forms/internalreferee

6. DPC Review (Departmental Promotions Committee Review)

Departmental Promotions Committee members review the finalized contents (including all reference letters) of the Promotions dossiers in the Read-Only Portal. DPC committee members are all internal to the University of Toronto community and thus should have their own UTORids.

A list of their names and UTORids should have been provided to MedIT before this point. If you haven't done so, please do so now.

Read-Only Portal: https://documents.medicine.utoronto.ca/weblink

This is the same portal that referees use but DPC Committee have permission to see all the documents in all the candidate dossiers for your department.

Login: ad\UTORid   Password: UTORid password

To change the status to 6. DPC Review, highlight the candidate's dossier on the left and put a checkmark beside the 'Dossier Status and Comments' document in the centre panel. The Promotion Status template will appear in the Fields tab in the right panel. Change the 'DPC Current Status' field value to status 6-DPC Review. Click Save at the bottom of the template.

If you have input DPC member email addresses into the Department metadata template (see page 5) then, moving to this step and clicking Save triggers LaserFiche to send an email notification to all DPC members whose addresses it finds in the Department metadata. The email indicates that this particular candidate's dossier is complete and ready for review and provides a link directly to the candidate's dossier. This will happen once for every candidate whose status is changed to 7.

If you have multiple candidates and you don't want to inform your DPC members every time you change a candidate's dossier status to '6-DPC Review' then simply leave the DPC email address fields blank in the Department metadata template.

The email notification is as below:

Subject: *Promotion Dossier for <Candidate First and Last Name> Ready for Review*

Dear Departmental Review Committee Member,

The full Promotion Dossier for <Candidate First and Last Name> is ready for review.

Candidate's Name: <Candidate First and Last Name>
Promotion ID: <Promotion_ID>
Current Rank: <Current rank>
Proposed Rank:<Proposed rank>

To access the Candidate's Promotion Dossier, please follow this link:

<https://documents.medicine.utoronto.ca/weblink>

username = ad\UTORid (ex: ad\smithp44)
password = UTORid password

deadline for review: <Dept_Deadline>

You will receive an email notification when each additional candidate's Promotion Dossier is ready for review. Please consult your Department Promotion Committee administrator at [email address] if you have any questions or concerns.

Thank You

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On or Shortly Before the Deadline for Submission to HR

VERY IMPORTANT!

<u>Prior</u> to proceeding to Status 7 or Status 8, upload any Reporting Letters proceeding from the Departmental Review Committee meetings, including the Confirmation Letter from the Department Chair and/or Letters Advising of Negative Recommendations.

Moving forward from status 6 by changing the status of a dossier to Status 7 or Status 8 removes all ability to upload any further documents into the dossier, unless, at a later date, you are specifically asked to supply deferral documents by the decanal review committee. Move on to these irreversible status selections only when the dossier is complete and ready to be passed to HR for decanal review (status 7) OR when a dossier is not approved by the DPC and that decision will not be challenged (status 8).

---

7. DPC Recommended (Irreversible)

This status should be selected if, after the departmental review committee members have made their decision

- The candidate has received departmental approval and the candidate dossier will be offered for review by the Decanal Promotions Committee
  OR

- The candidate has not received departmental approval but has decided to petition the decanal committee on their own.

If there are any documents proceeding from the committee meeting (e.g. confirmation letter from the Chair, deferral letter from the Chair), upload them BEFORE selecting this status. Changing the dossier status to '7- DPC Recommended' gives the Decanal Administrator (DecPC Administrator) in Human Resources, permission to see and control the dossier. The DecPCAdmin will promote it to the decanal committee. You (the DPC Administrator) will still be able to view the dossier but cannot act on it unless given permission, at a later date, by the decanal committee.

You will receive an email confirming the recommendation to the Decanal Committee.

Dear DPC Coordinator

This message is confirmation that Promotion Candidate <Firstname Lastname>, ID <xxx_xxxx_xxx> has been recommended to the Decanal Promotions Committee to continue the promotion approval process.

Permission to add documents to this dossier has now been removed. If you attempt to add any documents to this dossier at this time, they will be diverted to a 'Rejected Documents Folder' which is not visible to you.

The Decanal Administrator will inform you via email if further documentation is requested by the Decanal Committee. At that time, the Decanal Administrator may re-instate your permission to add documents to this candidate's dossier.

If you have any questions, please contact HR at patricia.cayetano@utoronto.ca

Thank you.

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8. DPC Withdraw

This status should be selected if, after the departmental review committee meetings have taken place, the DPC members recommend that the candidate dossier NOT be offered for review by the Decanal Promotions Committee AND the candidate has accepted this decision. **If there are any documents proceeding from the committee meeting (e.g. Letter to Candidate Advising Negative Recommendation), upload them prior to selecting this status.**

The role of the DPCAdmin, for a candidate whose dossier has been withdrawn, will now be over. LaserFiche will no longer accept documents to this dossier. The Dossier folder will disappear from your list of dossiers in Active Promotions and re-appear in Archives. Once archived, the dossier and its contents will never be visible to the Decanal Committee. The files must be kept in Archives for 7 years, during which time the DPCAdmin has access to view the contents of the dossier, but the dossier cannot be re-instated for another promotion application in later years. A new dossier needs to be created for each promotion cycle.

Therefore, it is advisable to wait to see if the committee's decision not to recommend the candidate will be challenged because changing the status to '8. DPC Withdraw' will automatically archive the dossier. It cannot be re-instated as an 'active' promotion.

<div align="center">***</div>

Deferral Documents

See next page for obtaining deferral documents that are reference letters.

If your candidate has been recommended to the Decanal Committee, the Decanal Committee may, at a later date, request that further documentation be supplied. You will be advised by the Decanal PC Administrator if this is the case. These extra documents are referred to as Deferral Documents.

If the Decanal Committee requests deferral documents, the Decanal PC Administrator will set the status of the dossier to '6. **Dec**PC Additional Info Required'. (Note that this is a decanal status 6, not the status 6 we covered previously, and not a status available for you to select). When that happens, you will receive an email like the one below.

Subject: *Promotions - Additional Info Required - <First Name Last Name>*

Dear DPC Administrator,

The Decanal Committee has reviewed the promotion dossier of Candidate <Firstname Lastname>, ID <xxx_xxxx_xxx> and has expressed the desire to see further documentation from your department. Human Resources will contact you with more information.

You have been temporarily granted the ability to upload additional documents to this dossier.

Please use the Candidate Document Submission Web Form at
https://documents.medicine.utoronto.ca/forms/candidatesubmission to submit these documents. This places the documents in a new dossier subfolder called Deferral Documents. The Decanal Committee members will look for the documents in this folder.

If you have any questions, please contact HR at patricia.cayetano@utoronto.ca

Thank you.
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When the dossier status is thus set, you will again be able to upload documents **using the Candidate Submission Form**. These documents will be routed to a newly created subfolder in the dossier called 'Deferral Documents'.

Note: Please use the candidate submission form or the Internal/External Reference Letter web forms when submitting Deferral Documents. This slots them into the correct deferral folder for the Decanal Committee.

Obtaining Reference Letters during Decanal Review

If the deferral document requested is a new reference letter, the Decanal Admin in HR will change the DPC Current Status back to 4. Referee Ready. This is the status you control. You may ask a new referee to submit a reference using the Internal/External Reference Letter web forms

If the referee needs to review the contents of the dossier in the read-only Portal, send MedIT the referee's name, email address, candidate association and if internal, the referee's UTORid.

If it is an Internal Referee, MedIT will add the UTORid to the candidate's referee group and inform you when it has done so. You may then change the DPC Current Status to 5. Referee Review and send the referee the required information. Please see the section on referees above for further information.

If it is an External Referee, MedIT will first create a UTORid for the referee, place the individualized instructions in the *External Referee Attachments folder and inform you when it has done so. You may then change the DPC Current Status to 5. Referee Review and send the

referee the required information. Please see the section on referees above for further information.

Important! Ask the referees to use the Internal or External Referee web form to submit the reference letter into the dossier. This will automatically put in the Deferral Documents folder.

Exporting Documents from LaserFiche

- **To export a copy of a single document** navigate to the document, right-click on it and select Download from the dropdown menu that appears. Save it to your Windows directory or to an external drive.

- **To export an entire dossier** (or a folder within a dossier) navigate to the folder of interest and highlight it. In the LaserFiche menu bar, click Download. Wait while a zip file is created and Save the file to a place where it can be found again. It is probably best to re-name the file with the candidate's name but be sure to leave the .zip extension.

  These files can now be attached to an email or saved to USB keys. Be forewarned that full dossiers can create very big zip files and may be too large to be sent by email. Some hospital security systems will strip off attachments from emails if they are too large.

  If that is the case, you can export the individual subfolders one-by-one and send them separately.

Email Documents Directly from LaserFiche

If you are an Outlook user, you may attach files in LaserFiche directly to emails.

- Select the documents desired by putting a check mark beside them in the centre panel and click the Share icon in the menu bar in the upper right-hand corner of the screen.
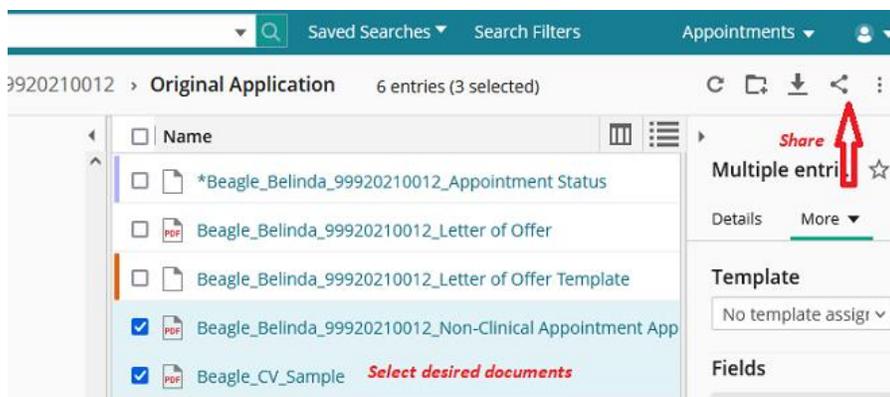
- You will see the documents listed in the Email basket that appears. Be sure that you select Send As Files from the drop down field. Select *Use email client to manually send the message* and click Send.
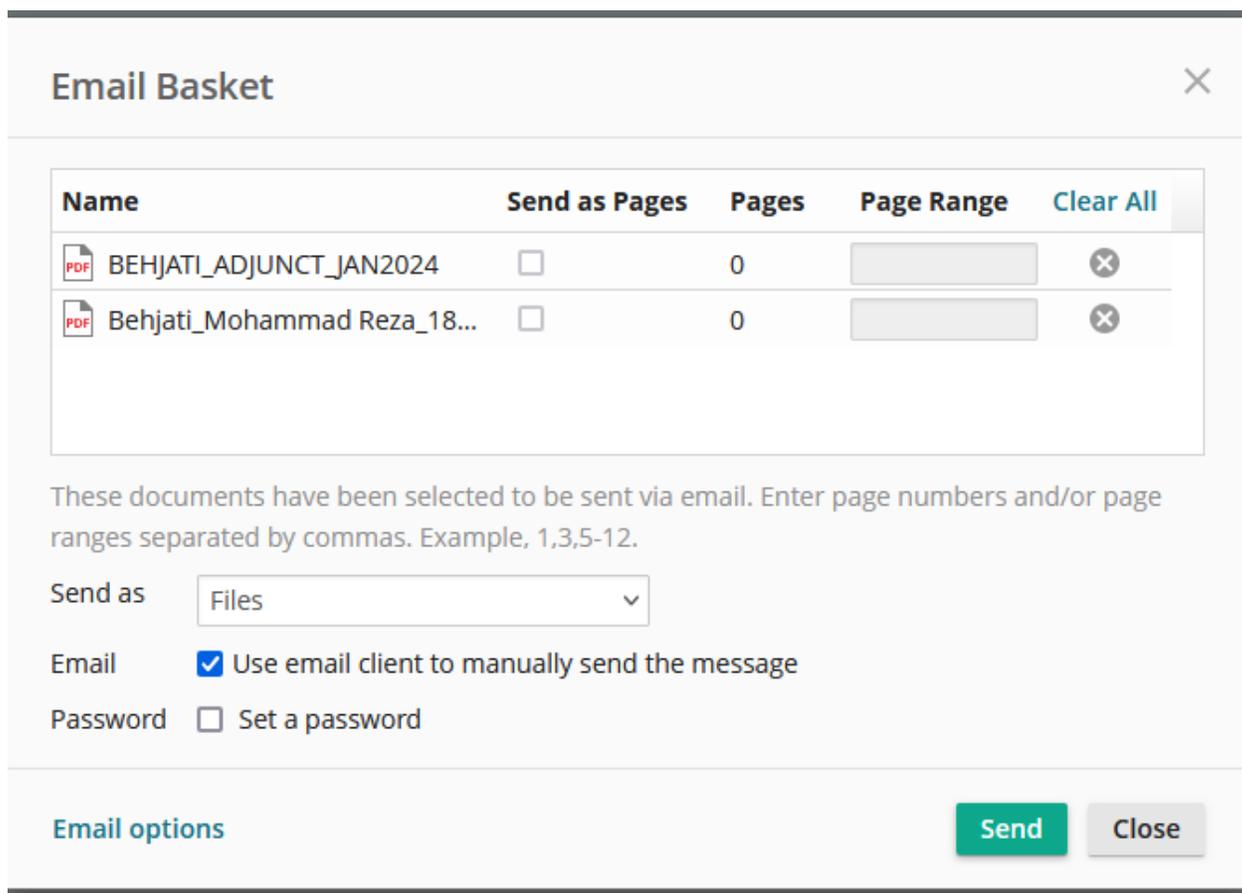
- LaserFiche will open an email window for you and attach the files to it. You fill in the To... field, add a subject and a message and Send.

Appendix A: Summary of Dossier Status Permissions

	Dossier Status	Permissions	
		Web Document Submission Forms	**Read-Only Portal https://documents.medicine.utoronto.ca/weblink**
1	Potential Candidate	DPCAdmin can submit Candidate can submit	DPCAdmin DPC
2	DPC Preliminary Candidate	DPCAdmin can submit Candidate can submit	DPCAdmin DPC
3	DPC Additional info Required	DPCAdmin can submit Candidate can submit	DPCAdmin DPC
4	Referee Ready	DPCAdmin can submit Candidate can submit	DPCAdmin DPC
5	Referee Review	DPCAdmin can submit Candidate can submit Referees can submit	DPCAdmin DPC **Referee**
6	DPC Review	DPCAdmin can submit Candidate can submit Referees can submit	DPCAdmin DPC
7	DPC Recommended	No one can submit	The DPCAdmin and the DPC can see what has been uploaded this far, but nothing submitted after this point.
8	DPC Withdraw	No one can submit	No one can view the documents on this read-only portal.

Appendix B: Summary of Metadata Templates

There are three places where departmental administrators may input metadata into the LaserFiche Promotions application.

- **Department Information** template (e.g. departmental deadlines, dpc member email addresses). Data here applies to every candidate

  o   In the left panel, after expanding the Active Promotions folder, highlight your department folder (the one named after your department). The Department Information template will appear under the Fields tab in the right panel.

- The **Promotion Candidate Information** template is where individual candidate information is stored. This template is created when you first submitted the webform to create the dossier for the candidate. This template holds information specific to the candidate and allows you to assign referee user names that have permission to view only this candidate's dossier.

  o   In the left panel, after expanding your department folder, highlight the candidate's main folder. The template called Promotion Candidate Information will appear under the Fields tab in the right panel.

- The **Promotion Status** template is where the dpc administrator will control the status of a candidate's dossier.

  o   In the left panel, select the candidate's main folder. In the centre panel, checkmark the 'Dossier Status and Comments' document. The template called Promotion Status will appear under the Fields tab in the right panel.

More information about the templates listed above can be found in the main section of this document (see table of Contents).

Appendix C: Referee Workflow Illustration

Business Process to Obtain Reference Letters for Senior Promotions Candidates

Department Coordinator	MedIT	Referee

Department Coordinator
- Create Dossiers for Candidates Going Forward
- Send List to MedIT and HR
- Send list of potential Internal referees to MedIT with UTORid
- Send list of potential External referees to MedIT

MedIT
- Formulate Grouper Names (AT)
- Greate Groups in Grouper for each Candidate (IST)
- Add Ref subfolders to Dossiers (AT)
- Add Internal Referees to Grouper Groups
- Create Affiliate URORids for Externals and add to Grouper Groups
- Fill in Instruction Sheet for External Referees and Add to Dossier subfolders.
- Inform Dept Coordinators when they are ready

Send Preliminary Inquiries to Referees ——— Ask if Will Agree to Supply Reference Letter ———

——— If Agrees to be Referee ———

External Referee

Internal Referee

Use Laserfiche to send email with individual attachment to External Referees

Use Laserfiche to send email with common attachement to Internal Referees

Referee
- Activate UTORid

- Review RO Portal
- Write Letter
- Upload to Web Form

Appendix D: Excel Template for Submitting Referee Names to MedIT for Processing.

* Note: Revised for 2024-2025 Cycle. An electronic version of this Excel template is available in LaserFiche in the 'AAA – General Promotion Documents' folder under Active Promotions.

Department	Candidate	Referee Last Name	Referee First Name	Referee Email Address	Internal or External	UTORid
Training	John Wong	Asner	Abbey	xxx@xxx.edu	Internal	asnerabby
Training		Bertuille	Boris	xxx@xxx.edu	Internal	bertuibo
Training		Carleton	Cathy	xxx@xxx.edu	Internal	carlet88
Training		Davou	Danielle	xxx@xxx.edu	Internal	davouda2
Training		Escheot	Ephraim	xxx@xxx.edu	Internal	escheot4
Training		Fatimovid	Fergid	xxx@xxx.edu	Internal	fatimovi
Training				xxx@xxx.edu	External	pending
Training				xxx@xxx.edu	External	pending
Training				xxx@xxx.edu	External	pending
Training				xxx@xxx.edu	External	pending
Training				xxx@xxx.edu	External	pending
				xxx@xxx.edu		
Training	Josie Belliveau	Morrison	Mark	xxx@xxx.edu	Internal	morriso55
Training		Norris	Ned	xxx@xxx.edu	Internal	norris47
Training		Oliphant	Ollie	xxx@xxx.edu	Internal	olliph33
Training		Perrault	Pearl	xxx@xxx.edu	Internal	perrault
Training		Qu'al Ashant	Kiki	xxx@xxx.edu	Internal	qualash2
Training		Rosseau	Rolly	xxx@xxx.edu	External	pending
Training		Simpson	Sally	xxx@xxx.edu	External	pending
Training		Tibideau	Terry	xxx@xxx.edu	External	pending
Training		Xavier	Zino	xxx@xxx.edu	External	pending

Appendix E: Re-create the Candidate Information Document

The original Candidate Information document is a snapshot of the web form submitted when the Candidate dossier was first created. It is automatically put into the Candidate's folder. At times, information on this document needs to be updated. It is a PDF so the document needs to be re-generated.

1. Enter the correct data into the Promotion Candidate Information template seen on the right when the Candidate's main folder is selected. Save
2. Right-click on the Candidate's main folder and select Start Business Process. If you do not see this option, make sure the main brown folder for the candidate is highlighted
3. Click the green Start button beside 'Promotions - Re-create Candidate Information Form'.
4. Wait several seconds and then refresh your screen. A document with the new information will have been created.

Appendix F: Bulk uploading documents to category subfolders

Very Important - BEFORE you upload any documents into a folder in the LaserFiche repository using the Upload feature (Up Arrow in the top right hand side of the menu bar) or by dragging and dropping, please be sure to configure your personal account properly. Failure to do so will cause you to be prompted for template data when uploading. This is undesirable from a technical standpoint and confusing for you.

To configure your account, when logged in to the repository, click your log in name found in the top right-hand of the green menu bar and select Options. In the Options page, click New Document on the left and configure the selections exactly as shown below. Scroll down at click Save.

To upload documents, go back to the folders window and highlight the subfolder into which you would like to upload the documents. When this is highlighted, an Up arrow will appear in the tool bar on the right, below the green menu bar. Click the Up arrow and follow the prompts.

If you don't see the up arrow, either you do not have a folder selected or you do not have permission to upload into that folder.

Note: Shortcuts to bulk uploaded documents will be not be created to the 'Summary of Submissions' folder immediately, it may take several minutes.

Appendix G: Glossary of Terms

Active Promotions: A primary folder in the repository FacMedPromotions that contains the departmental folder. Only folders under Active Promotions can receive submitted documents, move through status changes and be visible to DPC and DecPC members on the Read-Only Portal.

Archive: Another primary folder in the repository FacMedPromotions. It contains the completed, previous years' promotion documents.

Assigned Email Address: A field in the **Promotion Candidate Information** template to be used only if individual DAC members will be doing a preliminary review, in depth, of a candidate's dossier. If you do not use LaserFiche for this activity then leave this field blank.

Candidate: A faculty member who is being considered for senior promotion.

Dossier: A subfolder within a candidate's main folder that contains most of the submitted promotion documents. It may itself contain several subfolders. The documents involved may be authored by the candidates themselves, referees, students, review committees, or the Dean.

DPC: Departmental Review Committee – usually used to describe the members collectively.

DPCAdmin: Departmental Review Committee Administrator – the person in a department responsible for using the Academic Promotions System to manage the promotion candidate's dossier.

DecPC: Decanal Promotions Committee– usually used to describe the members collectively.

DecPCAdmin: Decanal Review Committee Administrator – the person working for the Dean who is responsible for using the Academic Promotions System to manage the promotion candidate's dossier after it has been approved by the Department (currently Libby Shirriff).

FacMedPromotions: The overall Laserfiche repository for Promotions documents that is accessed using Web Access. All Temerty Faculty of Medicine departments have a folder in FacMedPromotions. FacMedPromotions repository is separate from other departmental repositories that may be used for, for example, financial documents or faculty appointments and activity reporting.

LaserFiche: The name of the Content Management System that is used for this Academic Promotions workflow. It is also the name of the company that created the content management system.

Metadata: Data entries that are collected about a certain candidate, department, or user group. Metadata is often requested in a template that appears in association with a folder, subfolder, user or user group. (For example, metadata about a candidate includes name, Promotion ID, Personnel Number, and assigned referees and reviewers. Metadata about a department includes document submission deadlines, DPC member email addresses, etc.)

Permissions: Access rights that specify which users of a system can view or make changes to field values and add or delete the contents of folders or documents. Permissions on a candidate's folder change as the promotion status is moved through the several stages of the approvals process.

Promotion Candidate Information template: This template holds data specific to one promotion candidate. This template is created when the Promotion Candidate Dossier webform is submitted. Required fields in this template must be filled in when submitting the webform, but some of the fields can be edited at a later date.

To view the Promotion Candidate Information template after the candidate folder has been created, highlight the folder in the left panel of the screen. The template will appear under the fields tab in the right panel.

Promotion ID: The unique identifier given to a candidate's promotion folder. It has a standardized format made up of the departmental Org Unit number, the promotion year, and an incremental identifier

example 1: 555_xxxx_001
example 2: 555_xxxx_002

This unique identifier will be used by DPCAdmins, candidates, referees, and DecPCAdmins to allow them to submit documents in to the correct promotion dossier.

Promotion Status: As a candidate's folder is moved through the stages of the Promotions process, the permissions on the dossier change and email alerts may be sent to various users informing them of the change. The Promotion Status field tells you what stage the workflow is in and allows you to change the status.

Public Portal:	(also known as the **Read-Only Portal**) A web site that referees and departmental and decanal review committee members use to view the documents in a candidate's folder. The Public Portal is **read-only**. No one can submit documents using this website. Viewing permissions are strictly controlled throughout the promotions process. The URL is: https://documents.medicine.utoronto.ca/weblink/
Referees:	Those individuals who will be asked to supply Letters of Reference for the candidate. They may be Internal Referees or External Referees depending on their relationship with the University of Toronto.
Repository:	The area of a LaserFiche database apportioned off to contain specific sets of documents. The Senior Promotions documents are housed in the repository FacMedPromotions. There is a workflow configured to control permissions on the folders and subfolders this repository.
Template:	A pre-defined form containing information (metadata) about a certain candidate or document.
Web Access:	Department Administrators (DPCAdmins) create and manage Promotions folders using this web site.

The URL is: https://documents.medicine.utoronto.ca |
| **Web Forms** | Web forms are web pages that are used to submit documents into existing candidate dossiers. Documents can be attached to these web forms and submitted.

A quick reference to the addresses for the various web forms can be found on page 3 of this manual. |
| **Workflow:** | A sequence of operations that control the creation, upload, routing, and approval of data and documents in a content management system. Primarily, the workflow controls and changes Permissions on folders and subfolders and sends out email alerts when appropriate. |

Appendix H: Troubleshooting and FAQs

My committee members or referees can't log in!

Are they using the correct user name? Their user name is ad*****utorid NOT ad**/**utorid

Have they tried an Incognito or a private window? Chrome holds onto old user sessions from previous logins. Using an incognito or private window forces a new session.

Have you supplied MedIT with the committee member's or the internal referee's UTORid so they could be entered into the Grouper Referee group? If not, contact discovery.commons@utoronto.ca immediately.

Do they remember their UTORid password? See next issue.

My committee member or internal referee cannot remember their UTORid password.

The University is getting VERY strict on making people use their UTORids when dealing with University managed data and documents. If they have forgotten their UTORid or their password they can send an email to discovery.commons@utoronto.ca and MedIT will arrange for them to be able to use a password reset site. You need to vouch for their identity. The email should just ask for a UTORid password reset, it has nothing to do with LaserFiche except indirectly.

What is the difference between LaserFiche Web Access and the Read-Only website?

Web Access is the site where departmental promotions administrators can administer their promotions folders and documents. The URL is: https://documents.medicine.utoronto.ca. Select the FacMedPromotions repository.
This is the application where promotions documents are stored and approval processes are changed. It is a licensed site and U of T staff will log in with their UTORid (preceded by ad\).

The Read-Only website is just that, read-only. A user on this site is not able to upload or delete documents. It does not require a license to access but access is still controlled by UTORid. It is used by referees and review committee members to view the promotions documents.

The URL is: https://documents.medicine.utoronto.ca/weblink. If, after viewing the documents here, a referee wants to submit a letter of reference, he or she will use the internal or external web submission web forms.

My candidate was trying to upload their own documents but received an email telling them they have the wrong PromotionID.

> Promotion IDs must be in this format. ###_#####_###
> The candidate may be inserting hyphens or spaces in between the numbers instead of underscores.

Where do I add my departmental deadlines and the email addresses for the departmental review committee members (dpc)?

> Data specific to a department is located in the Department Information template. Under Active Promotions in the left-hand panel, highlight the department folder. The Department Information template will appear in the right-hand panel under the Fields tab.

Oops! I changed to status on a candidate's dossier before I added the necessary email addresses or usernames. What should I do?

> Any approval status prior to status to 7 or 8 may be set back to a previous stage if desired.   Status 7 and 8 are irreversible.
>
> If the status is not at 7 or 8, simply re-set the dossier status back to the prior stage and click Save. Go to the template with the appropriate fields and fill in the desired data. Now advance the dossier status again to the next stage. Click save and the activity will be triggered. Note that it is necessary click Save after every status change.

How do I download documents from LaserFiche Web Access?

> See page 31 – Exporting Documents from LaserFiche.

One of my referees cannot see the documents in the Read-only portal.

> The referee with this problem could be referring to one of three different issues:
>
> - They cannot log in to the read-only portal. See the answer to the first issue under Appendix E: Troubleshooting and FAQs.
>
> - The referee can log in to the read-only portal but does not see the folder for the candidate.
>   This means the read-only user has a valid UTORid and that LaserFiche recognizes the UTORid. But LaserFiche has not given the user permission on that specific dossier(s).
>
>   You need to reset the status of the candidate back to 4 Referee Ready, make sure the Referree Group field on the Candidate Information template is not

empty, and change the status again the 5. Referee Review. Reread the Referee section of this document - remember that it is the transition from status 4 to 5 that gives the listed user accounts in the group permission on the read-only portal, not the status itself.

as long as the group as permission, MedIT can always add a new user to the group without you having to reset the status.

- The referee can log in to the read-only portal, and can see the folder for the candidate, but cannot open any of the documents.

  The dpcadmin should always check to see if they themselves can open the documents or not. If the dpcadmin, while logged in to LaserFiche Web Access, cannot open a document in a candidate folder than the document is likely corrupt or of a file type that is not widely used. If that is the case the dpcadmin needs to obtain a valid document from the source – MedIT cannot re-constitute corrupt documents.

  If the file is valid and the dpcadmin can open it in Web Access, then it is possible the referee does not have the requisite application on their device to open these documents or they are being blocked from doing so by security on their network. Ask if they can normally open pdf documents on this device and if they are logging in from a hospital.

  It may also be that the file is too big to download quickly on the network they are on (e.g. hotel room internet). If that is the case, others may have the same problem – including decanal committee members later on. Consider downloading the document yourself, breaking it into part 1 and part 2 and re-uploading it.

My candidate has decided to go against the DAC's decision not to approve his/her application and to apply directly to the Decanal Committee. Which dossier status do I select?

> This is not a common situation. If it does happen, select Status # 7-DPC Recommended. This is the only way to maintain the 'active' status of the dossier and to get it in front of the Decanal Committee.

> Inform HR of the candidate's request. If they ask that a letter from the Chair and/or the candidate be submitted, send them the documents and they will upload them into the dossier. You will have lost access at this point.