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ADMIN GUIDE

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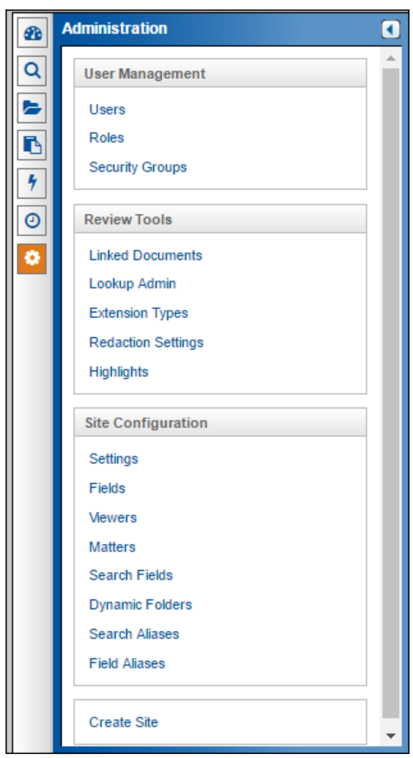
Introduction to Administration

Insight users with rights to administrative features, will see the **Administration** (**cogs**) button in the left navigation bar. Most administrative features are available here. However, Forms administration is carried out within an opened document. Predict and Review Projects administration takes place in the dashboards of those modules. Auditing of document changes and user activity can be found at **Reports**. Typically, high-level user commands are also given to administrative users. Details can be found in the *Insight User Guide*.

The site **Dashboard** is the home page for Insight administrators.

The sections available when you click the **Administration** button may include: **User Management**, **Review Tools** and **Site Configuration**. Each of these sections contains features that are also controlled by permissions.



All users in your site are set up in a **Security Group** and associated with a **Role**. The Role contains permissions to the options and the forms that users assigned to the Role need. As an administrator, your Role may have rights to create Search and Field Aliases or customize Search Fields, manage Collections or Matters and Create New Sites.

The User Management section is available to administrators with rights to manage Users, Roles and Security Groups. When your site is set up, there is at least one **Security Group** associated with the site, typically the **default** Group. If your site is a multi-matter site or a joint defense repository, you may have several Security Groups associated with your site. The administrative structure of your site is, therefore, Security Groups, Roles (containing permissions and forms), and Users. As an administrative user, you are set up in your Security Group and then assigned to a Role that contains the rights you need.

Insight Dashboard

Insight's Dashboard page provides real-time information about the documents in your site. Those who have the *UseDashboard* permission will see the Dashboard when they log into Insight (for most users, Insight opens in the Search page).

Each chart on the Dashboard is interactive. Click on any of the items within these charts to view those documents in the Results page.

- **Document Population Overview:**

  Top Collections: Displays the number of documents in the top collections. This chart will not show collections not assigned to you. Administrators typically have access to all collections.

  Non-Indexed Documents: Lists the indexing errors and provides links to retrieve those documents.

- **Document Population Over Time:** Displays the number of documents uploaded by the month of the upload.

  Orange bars represent new uploads.

  Blue bars represent existing uploads.

- **Top Custodians:** Provides a list of the custodians who have the most documents on your site.

- **Top DocTypes:** Displays the types of documents that comprise the majority of your documentation population (information often useful in native file review).

- **Review Projects Breakdown:** Displays the projects with the most documents, as well as the number of documents currently unassigned to a project.

- **Most Recent Jobs:** Displays snapshot reports about uploads, processing and production jobs carried out on your site. Select the appropriate option from the menu at the top of the chart. Click view all to access detailed information regarding uploads, processing, and production jobs.

- **Review Metrics:** Enables you to chart the number of documents on your site based on the values of the field you select from the menu at the top of the chart.
- **Production Metrics:** Displays the number of pages and documents produced.

User Management

Users, **Roles** and **Security Groups** commands are controlled at **User Management**.

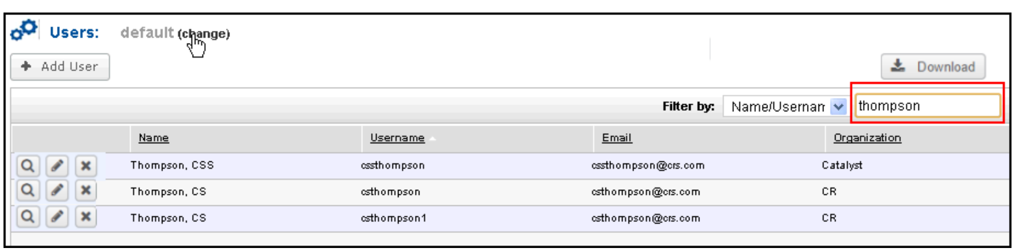
Your site has at least one Security Group (typically the **default** group), but there may be more than one. From all the available fields on your site, fields are assigned to a Security Group based upon the fields the users in that group should see. Roles are created within a Security Group and contain users, permissions and forms; in other words, Roles contain users who should see the same forms and have the same permissions.

Insight Global Administrators (designated OpenText staff) with permissions to work in more than one Security Group are the highest-level administrators on the site and can set up new Security Groups. Most administrators do not have permissions to more than one Security Group within a site.

Users

If you have the **UseAdminUserAdmin** permission, you can add and edit users to your site. Click the **Administration** button to display the **Administration** menu. At **User Management**, click **Users**.

A list of current users is displayed. Search for a user by their name, user name, or email address by using the appropriate filter and type the first few letters into the **Search** box.



Add and Edit Users

To add a new user:

1. Click **Add User** and enter a user name and the email address in the **Add User** dialog box. The user name must be in lowercase letters and can include numbers.

   When you click **Next**, the system will let you know if this email address or user name has already been used in your site.

2. In Step 2 of the **Add User** dialog box, enter the user's first and last names, and if you prefer, you can also include the organization and phone number.

3. Create a temporary password for the user and enter it into the required **Password** boxes.

   Passwords must be at least eight characters long and contain one uppercase and one lowercase letter, one number, and one special character. The system will tell you the password is secure and allow you continue to add the user. The **Add User** button is not enabled until you create a secure password. Weak and normal passwords are not allowed.

4. At **Role**, use the menu to select the **Role** to associate with this user.

5. Select the appropriate **Collections** (**Matters** on multi-matter sites) checkboxes to give this user access to appropriate sets of documents.

6. Click **Add User** to associate this user with this site.

7. To display user information, click the **View** (**magnifying glass**) button in the row. Remove the user from the site by clicking the **Delete** (**X**) button.

8. To change a user's information, click the **Edit** (**pencil**) button in the user's row. If a user forgets their password, you can create a new temporary password in the **Edit User** dialog box. You will not be able to see or retrieve the current password; enter a new password for the user, and ask the user to recreate a new personal password.

You can also reassign the user to a different Role and other Collections/Matters or update personal information in the **Edit User** dialog box.

Roles and Permissions

In Insight, user permissions are associated with Roles, and when users are added to the site (in the appropriate Security Group), they are given specific permissions to actions and to forms by their association to a specific Role.

Insight is flexible, allowing administrators to set up different Roles for users and limit or grant Actions (permissions) based upon your site's needs. Most sites are set up with these standard Roles.

Basic User: Basic Users have limited rights on the site. Typically they can review and code their documents, run searches, use folders and compare folders and convert native files to PDF. They can also create custom display forms for their own use in the **Results** page, view the history of changes to the document while on the site and download native files for native file review.

Basic Users may have permissions to:

- Can Use More Like This
- Compare Folders
- Convert to PDF
- Copy to Folder
- Dowload Native
- Edit Display Forms (user's personal **Results** page displays)
- Redact
- Tag Previous
- Use Dynamic Folders
- Use Folders
- Use Fail Print Job on Conversion
- Use Private Folders

- Use Public Folders
- Use Review Module
- Use Search
- Use Shared Folders
- Use Translation
- View Doc History
- View Non-indexed Documents

Senior User: Senior Users have all the rights of the Basic User as well as more advanced permissions. Typically, Senior Users can bulk update, bulk print and export documents on the site, lock folders and create production folders. Advanced Rights available for Senior Users include:

- Batch Print
- Bulk Convert
- Bulk Updates
- Can Resubmit Failed Jobs
- Export
- Lock/Unlock Folders

Review Administrator: The Review Administrator has the rights of a Senior User and has the rights to administrative permissions. If the site is using the Review Projects module, the administrator can manage the review, compile reports about the project's status, reviewers' heuristics, etc. Rights available to Review Administrators include:

- Administer Review Module
- Batch Documents

- Bulk OCR
- Create Predict Database
- Edit Display Forms (when given with the UseAdmin permission, can create and edit default **Results** page displays for the site).
- Edit Review Forms
- Lock Documents
- Manage Other Users Jobs
- Override Check Text for OCR
- Override Locked Documents
- Replace PDF
- Update Subcollections
- UseAdmin Field Aliases
- UseAdmin Folder Views
- UseAdmin Highlight Words
- UseAdmin Lookup Admin
- UseAdmin Redaction Admin
- UseAdmin Search Aliases
- UseAdmin Search Fields
- UseAdmin User Admin
- Use AutoRotate for OCR
- Use Color for OCR
- View Audit Trail Reports

Case Administrator: The Case Administrator is the lead person who is in charge of the site and has access to all administrative functions. The Case Administrator can overwrite PDF files, delete or edit any folder on the site, regardless of who created it. Only Case Administrators have the ability to add and edit Roles in User Administration. Refer to the Permissions List for more information.

Rights available to Case Administrators include:

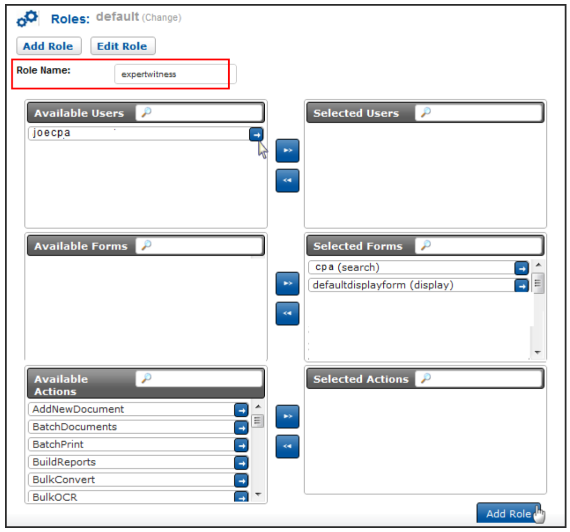
- Manage Public Folders
- Overwrite PDF for Conversion
- Overwrite PDF for OCR
- Remove Shared Folder Permissions
- Replace Body Text from Converted PDF
- UseAdmin Case Admin
- UseAdmin Collections
- UseAdmin Extension Types
- UseAdmin Roles Admin

To manage Roles, click **Roles** in the **Administration** menu. Ensure you are in the appropriate Security Group or click **Change** to select the group. Existing Roles are listed.

Add and Edit Roles

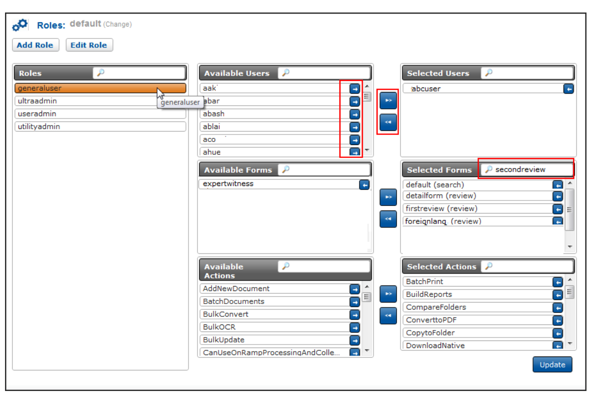
To add a new role:

1. Click the **Add Role** button.
2. Add Users, Forms, and Actions to a Role by moving items from the left **Available** list to the right **Selected** list. Use the **Triangle** buttons to move items from one list to the other.
3. Click **Add Role**.



4. To view the users, forms, and permissions (actions) associated with an existing role, select the role in the list, so that it is highlighted in orange. You can use the **Search** box at the top of each section to search for a value if your list is large.

5. To add or remove users, forms, and permissions from a role by moving items between the **Available** and **Selected** lists using the **Arrow** and **Triangle** buttons. Click **Update** to save your changes.



Security Groups

If you are a global administrator with rights to all the Security Groups on your site, you will have the ability to add new Security Groups and change the fields that members of each Security Group can see.

To add or edit groups, click **Security Groups** in the **Administration** menu. In the **Security Groups** page, you can add new groups and associate fields with that group or edit and change fields to an existing group.

Add and Edit Security Groups

To add a new group:

1. Click **Add Security Group** and provide an appropriate name for the Security Group. Use the **Arrow** or **Triangle** buttons to associate fields with the group by moving fields from the **Available Fields** list to the **Selected Fields** list. You can type in the first few letters of a field name in the **Search** (magnifying glass) box to focus the list if it is large. Click **Add Group**.

2. To edit an existing group, click the group name so that it is highlighted in orange, and then move fields between the **Available Fields** and **Selected Fields** list, and click the **Update Group** button when finished. If you have rights to more than one Security Group, ensure you are in the appropriate group when you make changes to these administrative features:

   • Users

   • Roles

   • Highlights

   • Search Fields

   • Dynamic Folders

   • Search Aliases

   • Field Aliases

Review Tools

If your admin rights give you access to the **Review Tools** section of **Administration**, you can customize your site. You may have permissions to one or more of the **Tools** features, which include the ability to create links to associated documents (e.g., family relationships, duplicates, email threads) and manage lookup tables (add, edit or delete fields and values). **Extension Types** allows you to set the type of viewer to be used to display a specific file based upon its extension (for example, using the Excel viewer for all .xls and .xlsx files).

Review Tools also allows administrators to manage redaction sets and redaction labels and static (persistent) highlights on your site.

Click the **Administration** button in the main navigation bar to display the **Review Tools** to which you have access.

Linked Documents

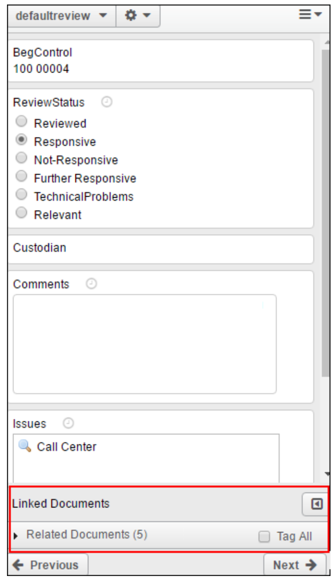
Manage the display of relationship documents in the **Review** form at **Linked Documents**. When a site is cloned, typically **Related** and **Duplicate** sections are created automatically at **Linked Documents** in the **Review** form, but you can edit, create or delete relationships and their properties.

1. Click **Linked Documents** in the **Administration** menu.

   If document associations have already been linked, you will see the list.

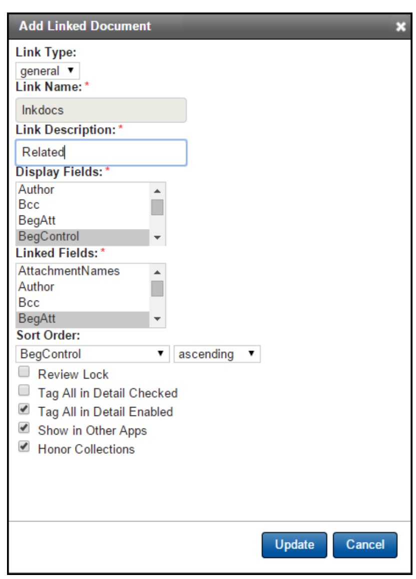
2. Use the **Edit** (**pencil**) button to make changes to an existing linked relationship or the **Delete** (**trash can**) button to remove the relationship.

   For example, if you were to delete the **Duplicate** relationship, then reviewers would not see the links to duplicate documents in the **Review** form. That section is no longer displayed in the form. It is important to note this is not removing duplicate documents on your site; it is simply removing this relationship in the **Review** form of an opened document.



3. To add a new association of linked documents, click the **Add Linked Document** button.

4. Provide the name. The description becomes the name of the link in the document form. You can then set several characteristics.

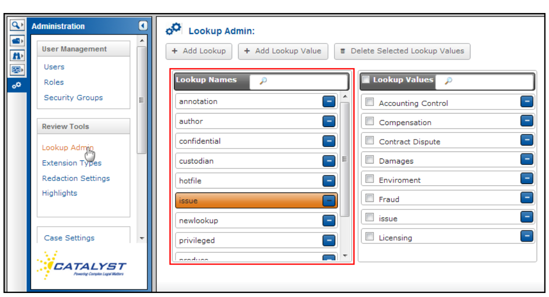


- **Display Fields**: Establish how the documents are identified in the linked relationship. The **BegControl** field is often used.
- **Linked Fields**: Highlight the field that determines the association.
- **Sort Order**: Set the order of the documents appear under the link.
- **Review Lock:** To include locked documents locked documents in the link.
- **Tag All in Detail Checked**: Select this option if you want the **Tag All** checkbox in the document form for your link to be enabled and selected by default.
- **Tag All in Detail Enabled**: Select this option if you'd like **Tag All** enabled, but not selected by default
- **Honor Collections** (named **Honor Matters** in multi-matter sites): Select this option if you want the linked relationship to place the documents in the relationship in the same collection and not span different collections.

Lookup Admin

Lookup tables are used to conform (normalize) data. Administrators can associate the lookup table values to the database fields (the fields used on the site). You can create, edit and delete values for fields by clicking **Lookup Admin** in the **Administration** menu. Each lookup table on your site can only be associated to one field. See Fields for more information.

In the **Lookup Admin** page, a list of your site's fields is on the left at **Lookup Names**. Click a field name to see the list of values associated with the field. In the below example, the values for the **Issue** field are listed at **Lookup Values**.



Add and Edit Lookups

To add a new lookup table:

1. Click the **Add Lookup** button and enter the name.
2. Find the name in the list and click it to enable it.

   You can now add values by clicking the **Add Lookup Value** button.

3. Type or copy your values into the **Lookup Values** box. If you are adding more than one value, select the **Delimiter** option for the way you are separating your entries in the **Lookup Values** box.

   Be aware of your delimiter. For example, if you enter several values separated by commas but you leave the Semicolon option selected, the system will view all the text as one value.

   The field values you enter will display in alphabetical order in the **Lookup Values** list and, most importantly, when the field is displayed in a document form.

4. If you want to override the alphabetical order, use numbers to place your values in your specified order.

   For example, perhaps your matter requires several value choices in the **Issues** field, but you'd like certain values to be displayed first because they will be used most often.

   The values will appear numerically and then alphabetically, if available, in descending order.

5. To delete values, select their checkboxes and click the **Delete Selected Lookup Values** button. To delete just one value, click the **Minus** (**-**) button associated with the value. To delete a lookup table entirely, select the **Minus** (**-**) button in the field's row.

Extension Types

More than 350 different file types can be uploaded and viewed in Insight. Extension types are typically designated during site setup.

Add and Edit Extension Types

To add or edit extension types:

1. Access the **Extension Types** page from the **Administration** menu.

   You will see a list of other extensions used in your site, and you can add new ones.

2. Click the **Delete** (trash can) button to remove an extension type from the site.

3. Use the **Edit** (pencil) button to make changes to an existing extension type.

4. If you have a file type that does not already have a viewer designated for it, click the **Add Extension Type** button.

   The information you enter in the **Extension** box must begin with a period/dot (.); you will receive a warning if this is not included. Next use the **Viewer Name** menu to select the type of viewer Insight will use to display the file. Typically, extensions are entered this way:

   • Video files, such as .wav, .mp3, .mp4, are set to **Media**

   • Image files, such as .png or .bmp, are set to **Image**

   • **Excel** is used for all versions of Excel files

   • **PDF** is used for documents uploaded as PDFs

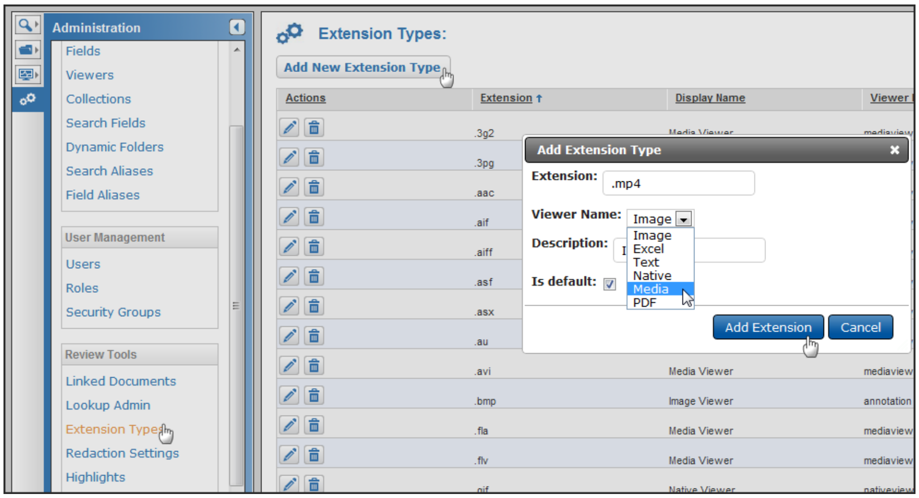
5. You can enter a description or explanation in the **Description** box.

6. If you want the viewer to be the default for the file type, select the **Default** checkbox.

   When a reviewer opens a document of this particular file type, the first viewer to display will be the one you have designated as the default. If other views are available, such as a PDF version, the reviewer will still be able to change views.

7. Click **Add**.

   The extension type is added to your site, is now displayed in the list, and the settings you have selected will be applied to the file extension.



Redaction Settings

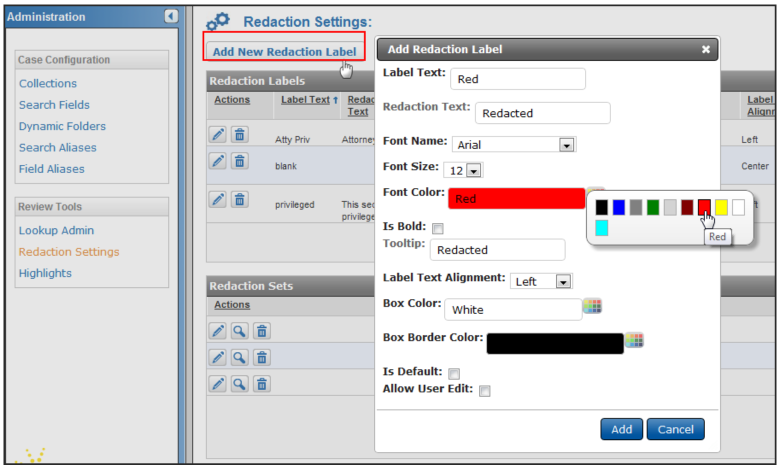
To manage redaction boxes and redaction sets available to users who are redacting documents, click **Redaction Settings** in the **Administration** menu.

The redaction labels already available on your site are displayed at the top of the screen. The redaction sets are listed at the bottom. The redaction label is the name of the redaction button, which when selected allows users to place a redaction box over text they wish to remove in the document. You can create more than one redaction set for your site. Typically, you will have a default set, but if you need reviewers to redact the same record different ways for different productions, you can instruct them to save a redacted version to the appropriate set.

Add and Edit Redaction Labels

To add a new redaction label:

1. Click the **Add New Redaction Label** button at the top of the **Redaction Settings** page and complete the appropriate fields.



2. In the **Add Redaction Label** dialog box, enter the name for the button at **Label Text**.

3. Create the wording for the redaction box at **Redaction Text**. This is the information on the redaction box placed by the reviewer and that will be seen when viewing the redacted version of a record.

4. Expand the **Font Name** and **Font Size** menus to select the font and size. Use the color palette to select the font color at **Font Color**. If you want the text to be bolded, select the **Is Bold** checkbox.

5. If you want to include a tooltip that appears when a user points at the button, include the information at **Tooltip**. You can leave this blank if you don't need a tooltip.

6. Opt to have the text on the redaction box left aligned, centered or right aligned at **Label Text Alignment**.

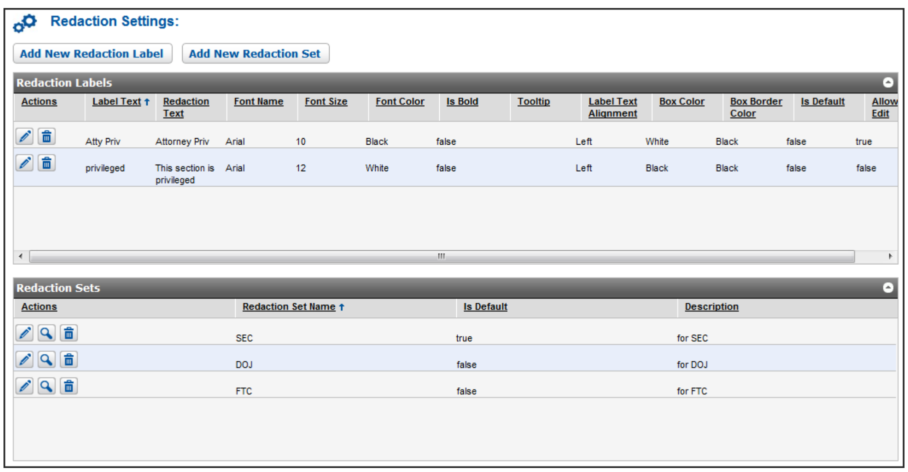
7. You can select the box color and the border color using the color palettes at **Box Color** and **Box Border Color**.

8. If you would like this redaction box to be the default choice, select the **Is Default** check-box.

9. All users with permissions to redact will be able to adjust the font of the redaction labels so that the redaction text will fit into the box they are drawing. If you would like to allow the users to edit the look of the redaction text (font, bold, size, color, etc.) and the actual text of the redaction box, select the **Allow User Edit** checkbox. Use this checkbox with care. You typically do not want your redaction team to be able to edit anything but the font size.

10. Click the **Add** button.

    The new redaction button will not be available for users in the redaction module and will appear in the **Redaction Labels** list.



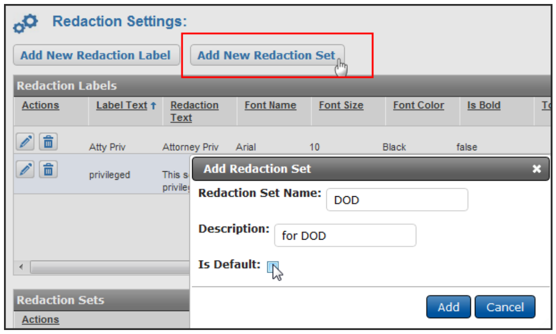
11. To edit an existing redaction label, click its **Edit** (pencil) button to open the **Edit Redaction Label** dialog box.

12. Click the **Delete** (trash can) button to remove the redaction label, so that it is no longer available for reviewers to use when redacting.

Add and Edit Redaction Sets

To add a new redaction set:

1. Click the **Add New Redaction Set** button at the top of the **Redaction Settings** page and complete the appropriate fields.



2. Enter a name for the set in the **Add New Set Name** box.

3. If you would like a tool tip for the set, enter this at **Description**.

4. If you want this set to be the default set that users will store redacted versions to, select the **Is Default** checkbox. This set will be used to store redacted versions until a user selects a different set.

5. Click **Add**.

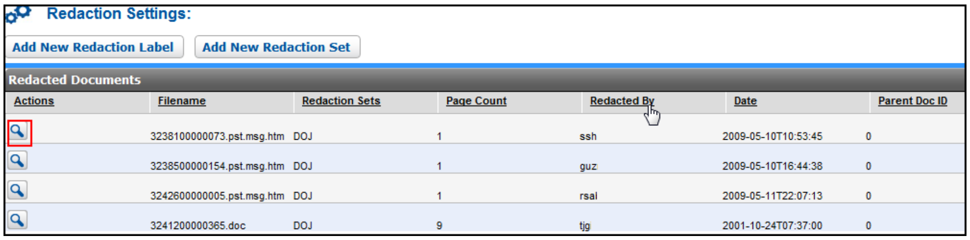
6. This set will be used to store redacted versions until a user selects a different set.

7. To edit an existing redaction set, click its **Edit** (pencil) button to open the **Edit Redaction Set** dialog box.

8. Click the **Delete** (trash can) button to remove the redaction set, so that it is no longer available for reviewers to use when redacting.

9. To display the redacted versions stored within a redaction set, click the **View** (magnifying glass) button. The **Redacted Documents** list is sortable by column headers.

   For example, if you'd like to see a redacted version created by a particular user, use the **Redacted By** to sort. To open the redacted document, click the **View** (magnifying glass) button in the document row.



Static Highlights

If you have permission to access **Highlights** in the Administration Review tools, you can designate certain words to appear highlighted in the document preview. Using this static or persistent highlighting feature, you can also select the highlighting color. Perhaps you want all static highlights to be green. Or you want one color for all responsive terms and another for all privileged terms. Terms found by a search query will be highlighted in yellow, so you might want to use colors other than yellow for the static highlights.

Add and Edit Highlights

To add and edit highlights:

1. Click **Highlights** in the **Administration** menu.

   If you have rights to administer more than one security group on your site, ensure you are working in the correct group or click **Change** to select your group and make your highlights available to the appropriate users.

2. To assign highlighting to a new terms, click **Create Highlight Set**. Name your highlight set, select a color to highlight these terms, and click **Create Highlight Set**.

3. Once the set is created, click **Add Highlight Terms(s)**, enter the terms in the text box, and click **Add**. If you enter more than one term at a time, separate the terms with commas, semi-colons or hard returns. Select the appropriate delimiter.

   Note: Highlight terms are not case sensitive and can include wildcards. For example, mar* will highlight both *marked* and *Mary* within a document. Avoid using other search syntax characters (quotation marks, parentheses, or brackets). Do not use proximity search syntax (john near/2 doe), as search functionality is not available within highlight sets.

4. To add or remove terms from a highlight set, click on the set name. If you added more than one term to your set, you will see each term listed separately by row. To remove an entire set or a specific term from the highlight set, click **Delete**.

5. To change the properties of a set or to change a highlight term, click the **Edit** button.

Site Configuration

Site Configuration allows administrators to manage **Collections** (Matters on multi-matter sites), the **Filtered List** of fields available in the **Search Assist**, and create and manage **Search** and **Field Aliases**, and **Dynamic Folders**. The options you see are based upon the permissions given to your role. Administrators with the highest level of permissions can also manage fields.

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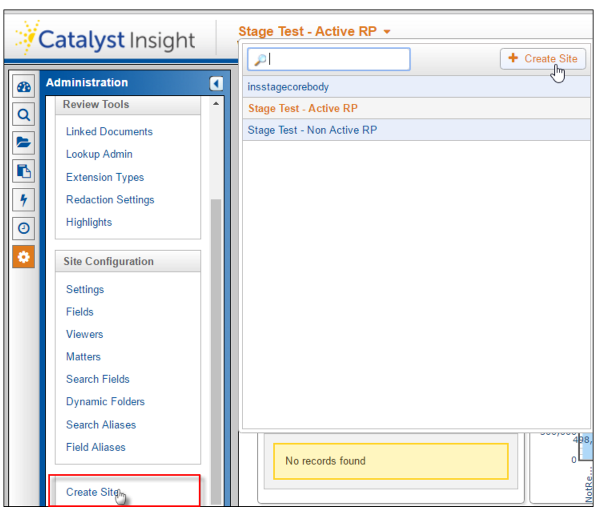
Site Creation

As an Insight Administrator, you may be given the permission to create (clone) new sites. Consult your OpenText Project Consultant if you need this permission.

To create a site:

1. Click the **Create Site** button in the **Administration** menu, which will also available in your **Site List**.



2. Acknowledge the cost warning by clicking the **Continue** button.

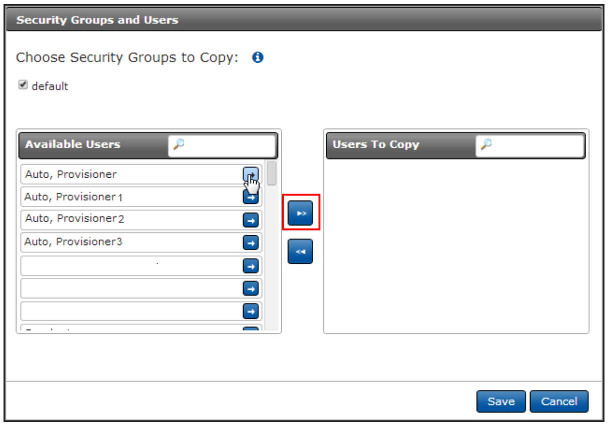
3. In the **Create Site Wizard**, enter the site name and select the site properties.
4. The information you enter in the **Name** field will be the site name displayed in the Insight interface. It can contain spaces and upper and lowercase characters.
5. Expand the **Site Template** menu and select the site that will be cloned.

   All sites created within Insight are cloned either from your model site or another site already created for you.
6. The **Tokenized Language** menu is set to **English** by default.

   When the language cannot be detected in a document, the default language you select here will be used for searching purposes.
7. Expand the **Time Zone** menu and select the appropriate time.

   By default, when an email is converted to PDF, the time zone used is based upon the time settings of the OpenText servers in Denver (Mountain Time Zone). This can lead to discrepancies between what is displayed in the opened document and what was extracted during processing. The time zone can be overwritten and set to a preferred time zone displayed in the PDF view of a document.
8. Click the **Select the Groups and Users** button to copy Security Groups and users to your new site. If no checkboxes are selected at **Choose Security Groups to Copy**, a default Security Group will be created with the default properties.

   Cloning Security Groups also clones the Roles and Permissions of the groups you select. After you select the Security Group, a list of users associated to that group or groups appears in the **User List**. You can copy specific users or all users from this list. To copy all users from the original site to the cloned site, click the **Right Arrow** button to move the users from the **Available Users** to the **Users to Copy** list. You can select individual users by clicking the **Arrow** at the user name. Click the **Save** button when you've made your selections.



9. Expand the **Other Settings to Copy** menu and select other properties to copy to your new site. By default, all options are selected. Clear any checkboxes for properties you do not wish to be copied to your new site. It is easy to create new collections and folder structures within the site if you do not clone them here, but cloning things like collections, **Dynamic Folders** structures, redaction sets and labels, forms, and lookups, can be a great time saver, when appropriate.

   If you choose not to clone collections to your new site, a default collection is created. Keep in mind that the documents associated with collections on the original site are not copied to the new site, just the names of the collections.

   If you copy Dynamic Folders, the folder structures of all selected Security Groups will be copied into the appropriate Security Group on the new site. This is also the way the Document forms are cloned—for use in the appropriate Security Group. If you clear the **Copy Forms** checkbox, a default set of forms is created.

10. Click the **Create Site** button.

    The site creation process starts. Note that all fields from the site modeled are cloned to the new site, and facets are created for the fields that have facets. You will see the site in your list of sites when you log in to Insight, but you will not be able to access it until you receive a site completion email from OpenText.

After you receive the email, you will be able to access the Automated FTP folders and add documents for loading. You will also be able access the site itself and customize it, as necessary. A sample document is automatically loaded to the site, which will enable you to access the Forms Administration section of Insight.

To download a sample zipped file of documents. go to the Downloadable Documents page and select the **Sample Docs for Upload** link, or download the files from here: Sample Docs for Upload. Then, copy the file into your P2 dropbox on the FTP. We recommend that you put these, or any other sample documents, into a separate collection on the site so they do not become mixed in with your site documents. You can remove them later.

Settings

As a case administrator, you may have access to the **Site Configuration Settings** page. Most settings were determined at site setup, and typically, it will not be necessary to change them once the matter is underway.

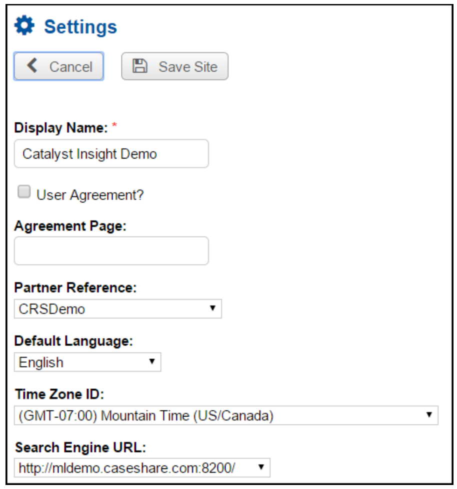
To make changes:

1. Click **Settings** in the **Admin** menu and click the **Edit Site** button to enable changes.
2. You can rename the user interface name for the site at **Display Name**. This name can include case and spaces, such as **Insight Demo**.
3. If your site requires a landing page your users must read and acknowledge before accessing the site, select the **Use Agreement** checkbox. Add the URL for your landing page at the **Agreement Page** text box.

   The **Partner Reference** field is set up during site setup. It should not be changed here.

   The **Default Language** field is a legacy field that does not function in this page.
4. The **Time Zone ID** field allows you to normalize the sent/received times of emails viewed in the document page. Options include all time zones world wide. Expand the menu and highlight your new setting.

   The **Search Engine URL** is set at site setup, and should not be changed.



At **Tokenized Language**, you can see the language used for indexing. Generally, this should not be changed in this page, as it is typically determined at site setup.

The **Matter Number** is determined and populated at site setup and should not be changed.

5. You can make your site a **Private Fields** site in this page by selecting this checkbox. This is originally determined at site setup, but can be selected at this page. If it were made a **Private Fields** site, you cannot clear the checkbox and change this to a non-private field site.

   The **Use Token** checkbox is not active. This would require users to access the site with an extra level of security, but you cannot designate the higher-access level in this page.

   The **Debug** checkbox should only be selected by developers when changes to the code are required. Once they have completed the code changes, they clear the checkbox, and the site will operate normally.

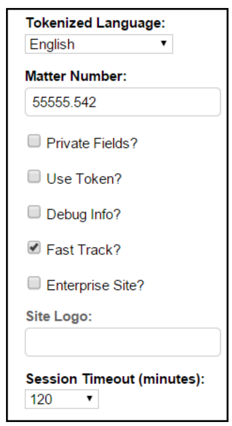
6. Select the **Fast Track** checkbox to receive FTP and access to other functions that allow you to use **Fast Track** processing and uploading.

7. Select the **Enterprise** checkbox to make the site a multi-matter site.

Sites are not typically designated as multi-matter, so please speak with your OpenText Project Consultant if you need a multi-matter site.

The **Site Logo** field is an inactive legacy field. Logos are associated to partner sites in **Global Administration**.

8. To change the amount of time between when a user is idle and when the site logs off the idle user, expand the **Session Timeout (Minutes)** menu. Options available are between 15 minutes and 24 hours.



9. Click the **Save Site** button at the top of the page to save your changes.

Fields Administration

Insight offers approximately 200 fields to be used in conjunction with your site.

Insight Field Categories

Insight fields are categorized in this way:

- **Control Fields:** These fields are used as an identifier to group, link or track your documents.
- **Doc Status:** Fields used to track information about a document. Other fields can be added or edited, but again, do this before documents are loaded to the site if at all possible.
- **eDoc:** Fields that contain data about electronic documents.

- **Email:** Fields containing data associated with emails.
- **Equivio:** Fields populated by Equivio processing.
- **Name:** Fields containing names identified in electronic documents or emails.
- **Production:** Fields used specifically for production of documents.
- **Review Fields:** Review fields are typically user editable fields that are made available in document forms.
- **Spare:** Fields that can be used for a specific purposes relating to the case.
- **System:** System fields are used by the application and are not editable.
- **Upload:** Fields populated by and/or only used by the upload process or fields populated at upload time.
- **Virtual:** System fields are used for specific purposes within the application.

Fields that are editable have an **Edit** (pencil) button. Clicking it allows you to change certain properties.

Single-value fields can be edited to multi-value fields, but multi-value fields cannot be edited to single-value fields.

Search Existing Fields

To search for existing fields, use the filters appearing on the left side of the page.

- **All:** Displays all fields associated with your site; selected by default.
- **Default Fields:** Displays only the fields created automatically for your site.
- **Custom Fields:** Narrows the page content to those fields that were customized for the site.
- **Category:** Displays fields by category.

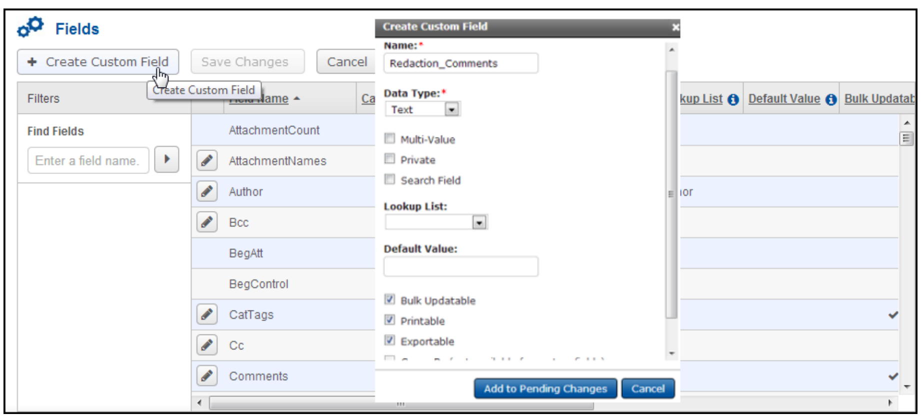
  If, for example, you wanted to see all fields categorized as email fields, select the Email checkbox, and the list will automatically refresh to limit the list to only those fields.
- **Find Fields:** Allows you to search for fields containing the text entered.

If you need to add or change fields, click the Edit Fields button at the top of the page. This button may temporarily be disabled if processes involving fields are being carried out on the site. Certain existing field names and properties might not be editable because they are already written to the XML record for existing documents.

Create a New Field

To create a new field:

1. Click the **Create Custom Field** button.



2. In the **Create Custom Field** dialog box, enter a name for your field (the system will inform you if the name doesn't match the system requirements).

3. At **Data Type**, expand the menu and select the database type.

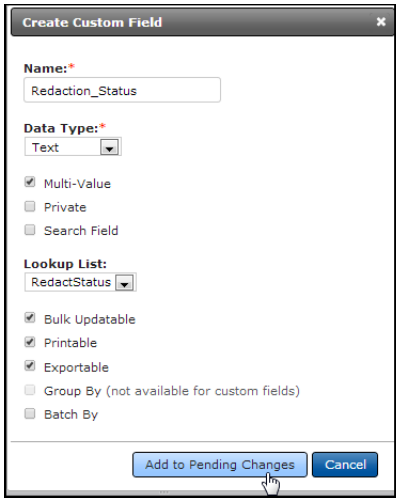
4. Choose **Date/Time** to create a field that will be populated with date and time information. **Date** fields will only contain date information.

5. Most fields are **Text** fields, which mean they do not have to meet specific criteria. If the field will contain numbers that are not dates, select **Number**. Once a custom field has been saved in the database, the **Data Type** menu is no longer enabled. You cannot change the type of data for a field once it is stored.

6. The next field properties you can set include:

- **Multi-Value**: Select this checkbox to allow the field to contain more than one value. Multi-value fields typically have Lookup tables associated with them. If a field is added as a multi-value field, this checkbox will no longer be enabled. You cannot take a field from multi- to single-value. You can change a field to multi-value if it were added as a single-value field.
- **Private**: Select this checkbox to ensure the field can only be assigned to one Security Group. This checkbox is not available for editing after the field is saved.
- **Search Fields**: Select this checkbox to make the field available in **Search Fields** administration. The field can then be made available in the **Field Name** menu of **Search Assist**.
- **Lookup List**: If you need to associate a lookup table to your field, expand the **Lookup List** menu, and select the lookup table. A table can only be associated to one field. Lookups in use are not available for selection in the menu.
- **Default Value**: If the field needs to be populated with a default value, enter this at the **Default Value** text box. This only affects futures document uploads. If documents are already on the site, the field will not be automatically updated with the value.
- **Bulk Updatable**: Select this checkbox to make the field available for updating in the **Bulk Update Wizard**.
- **Printable**: Select this checkbox to make the field available for selecting in the **Batch Print Wizard**.
- **Exportable**: Select this checkbox to make the field available to use in the **Export Wizard**.
- **Group By**: This checkbox is not enabled for custom fields. Fields with this property can be used to group documents.
- **Batch By:** Select this checkbox to make the field available for updating with batch numbers in the **Batch Wizard**.

7. Click the **Add to Pending Changes** button.



The **Save Changes** button is enabled.

8. Click this button to instruct the system to carry out all the field changes you have made. Any edits you made in the field dialog boxes will not be captured if you do not click **Save Changes**.

Viewers

Viewers allow you to select the mode of displaying a record based on the record file type.

1. Click the **Viewers** button in the **Administration** menu.

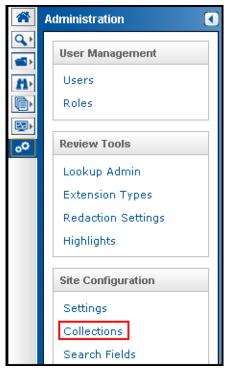
2. Click the **Edit** (**pencil**) button to change a viewer's settings. Make your changes and click **Update**.

3. Click the **Delete** (**trash can**) button to remove a viewer.

Collections or Matters

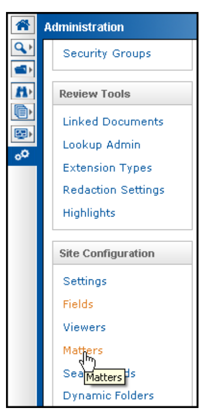
Collections or **Matters** are used in Insight to group documents and to provide appropriate users access to those documents.

- If your site is a standard site, the groups are **Collections** of documents.



- If your site is a multi-matter site, the groups are called **Matters**.

  In sites designated as multi-matter, a single document can be used across multiple matters, enabling your site to accommodate an enterprise-scale workflow for multiple legal matters. The flexibility of Insight's XML-based technology allows for single-instance storage across multiple matters. The XML database links individual documents and their coding to multiple cases without creating duplicate data sets, and eliminates coding conflicts.



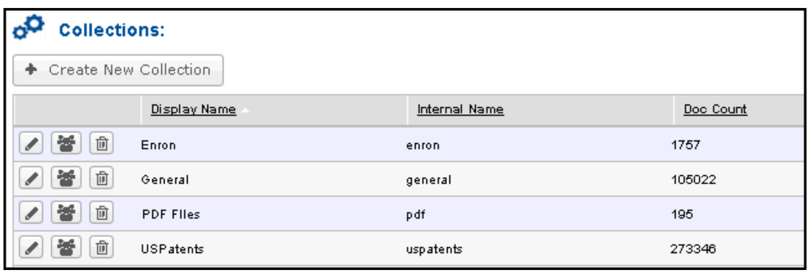
For purposes of documentation, groups of documents will be called *Collections*, but the same instructions apply to managing matters in a multi-matter site.

Add and Edit Collections

To add a new collection or edit an existing one:

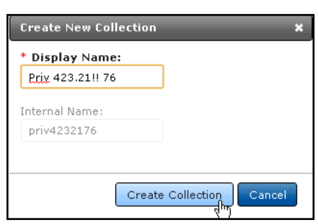
1. Click **Collections** under **Site Configuration** in the **Administration** menu.

   The table includes a list of the collections and an up-to-date count of the documents residing in each collection.



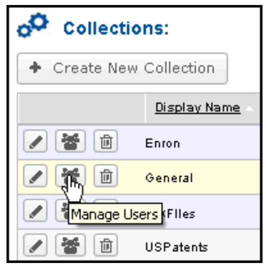
2. To add a new collection, click **Create New Collection** and enter the name of your collection in the **Display Name** box.

   This is the collection name that appears in the interface. Notice that if you enter uppercase letters or spaces or special characters, the system removes the spaces/special characters and uses only lowercase letters as it automatically populates the **Internal Name** box, which is the database name of the collection not seen by users.



3. Click the **Edit** (pencil) button to change the name of a collection.

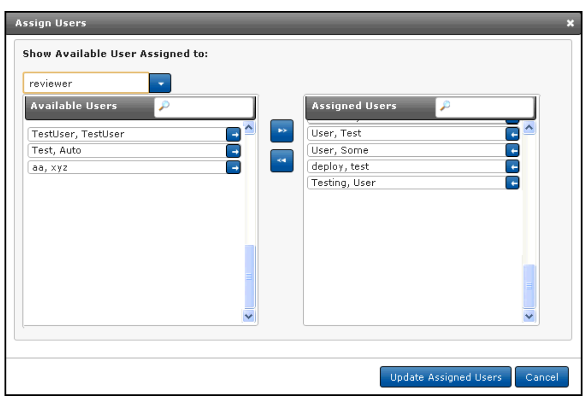
Users are given rights to collections in their profile at User Management. You can also add or remove users (assign or remove their rights to see the collection) by clicking the **Manage User** button in the collection row.



4. Search for a user in the **Available Users** list by expanding the menu and selecting the **Role** at **Show Available User Assigned to**.

   • Use the **Arrow** buttons to move a user between the **Available Users** list and the **Assigned Users** list.

   • Use the center **Triangle** buttons between the two lists to move all users.



5. Click the **Update Assigned User** button to complete your user changes.

6. You can remove a collection from the site by clicking the **Delete** (trash can) button.

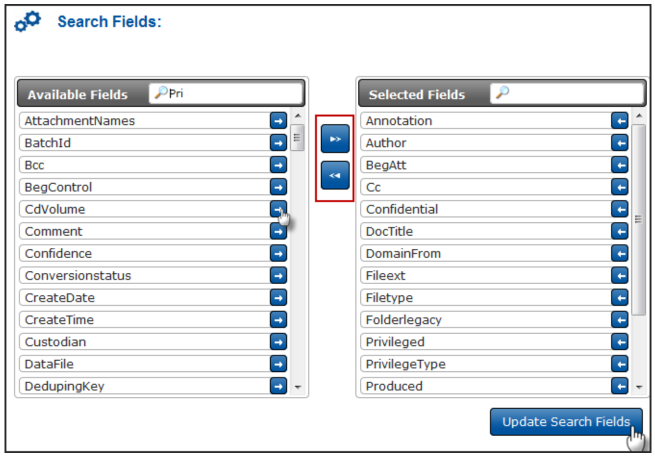
If there are documents in the collection, you will be prompted to update the documents to another collection before you can delete the collection. Collections can only be deleted when the **DocCount** is 0. Remember that you are not removing the documents from the site when you delete a collection; you are simply removing that grouping. For information about adding or removing documents in the collection, see Collections or Matters.

Search Fields

When constructing a search using the **Search Assist**, users can click **options** at **Field Name** and select the **Entire List** (which displays all the searchable fields to which the user has rights) or the **Filtered List** (a customized, narrowed list) to find the field to search.

If you have permissions to **Search Fields** in the **Administration** menu at **Case Configuration**, you can manage the **Filtered List**.

1. Click the **Search Fields** link to display the fields currently in use, as well as the list of fields available.



Fields appearing in the **Filtered List** are not removed from the **Entire List**. The **Filtered List** typically contains commonly used fields that are easier to find in this smaller list.

2. To show a field in the **Field Name Filtered List**, move it from **Available Fields** to **Selected Fields** using the right arrow button.

3. You can type the first letter or letters of the field name into the **Search** box to find the field in the list. Use the **Left Arrow** button to remove a field from the filtered list. The **Triangle** buttons between the lists will move all the fields from one list to the other.

4. Click **Update Search Fields** to implement your changes.

Dynamic Folders

Dynamic Folders allow reviewers quick access to batches of documents based upon searches of selected database fields. When reviewers open a Dynamic Folder, they are implementing a specific search set up in the **Dynamic Folders**; in essence, the Dynamic Folder is a virtual folder that is actually a shortcut for running a specific search, and the documents in the folders satisfy the searches. As records are coded and saved, the documents move dynamically into appropriate folders based on the coding changes.

Create Dynamic Folder Structures

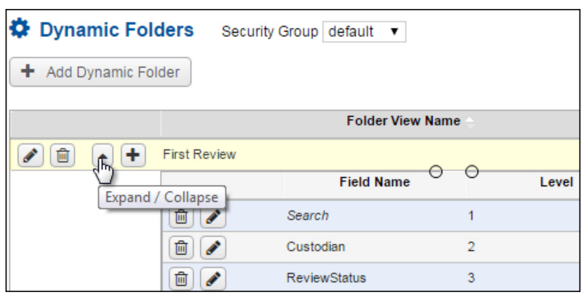
Dynamic Folder structures can be managed directly through the Insight interface. Click the **Dynamic Folders** button in the **Administration** menu to display your **Dynamic Folders** list.

To create a new top-level Dynamic Folder:

1. Select **Add Dynamic Folder** and enter the folder name in the **Dynamic Folder Name** field. This will be the name of the Dynamic Folder structure.

   You can base a Dynamic Folder structure on fields or search queries by selecting either option. To base a level on a field, select the field from the **Field Name** menu.

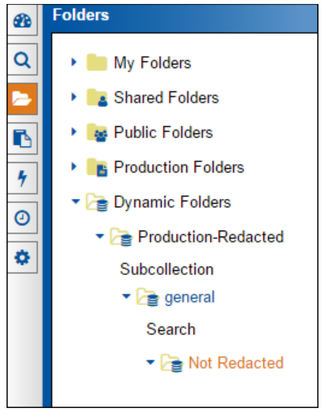
2. Select the new structure and click **Expand/Collapse** to continue to add fields or search queries as sub-level folders within the structure.



3. Click the **Edit (pencil)** button to rename the folder, change its level within the structure, or change the field or query on which it is based. Click the **Delete (trash can)** button to remove it.

   As documents are tagged and saved, the documents virtually move to folders based upon the coding. Because Insight is XML based, there are no latency issues, meaning the documents will immediately move based upon the appropriate changes.

   If a folder level is based upon a search, reviewers see the label in the folder directory.



If a Dynamic Folder is based on a faceted field, it displays all of the facet values as sub-folders when opened. If a Dynamic Folder is based on a non-faceted field, it displays the lookup values from the lookup list associated with that field as sub-folders when opened.

- Faceted or non-faceted fields not containing values appear as **<empty>** folders.
- Non-faceted fields containing values other than those in the associated lookup list appear in an **<other>** folder within the folder structure.

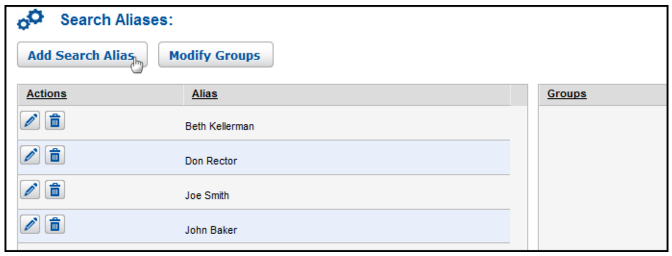
Search Aliases and Groups

Create combinations of values to search using Search Aliases. Perhaps you know that users will be searching for all variations of a name, for example: John Baker, john.baker@attorney.com, jbaker@attorney.com, bakerj@aol.com, Jack Baker. Setting up a Search Alias allows users to use a shortcut to populate all the values into their search query.

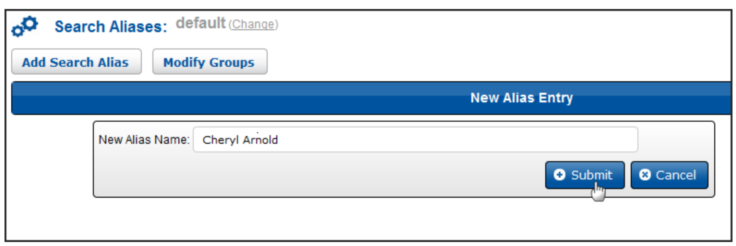
You may also want to create groups to facilitate searching. Perhaps you want to group all defense attorneys, so that users can quickly create a search for all the names in the Defense Attorneys group. A **Search Group** is made up of **Search Aliases**. You may have a Defense Attorney group that includes aliases for all the variations of each defense attorney's name or email addresses, etc.

To access Search Aliases:

1. Click **Search Aliases** in the **Administration** menu. Change the **Security Group**, if necessary. Existing aliases appear in the list.

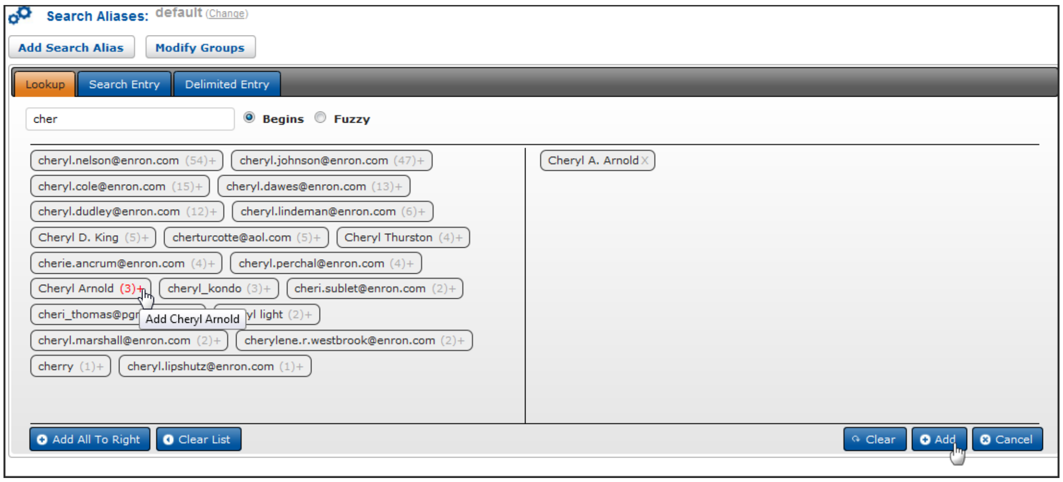


2. To create a new alias, click **Add Search Alias**. Provide a name for the alias and click **Submit**.

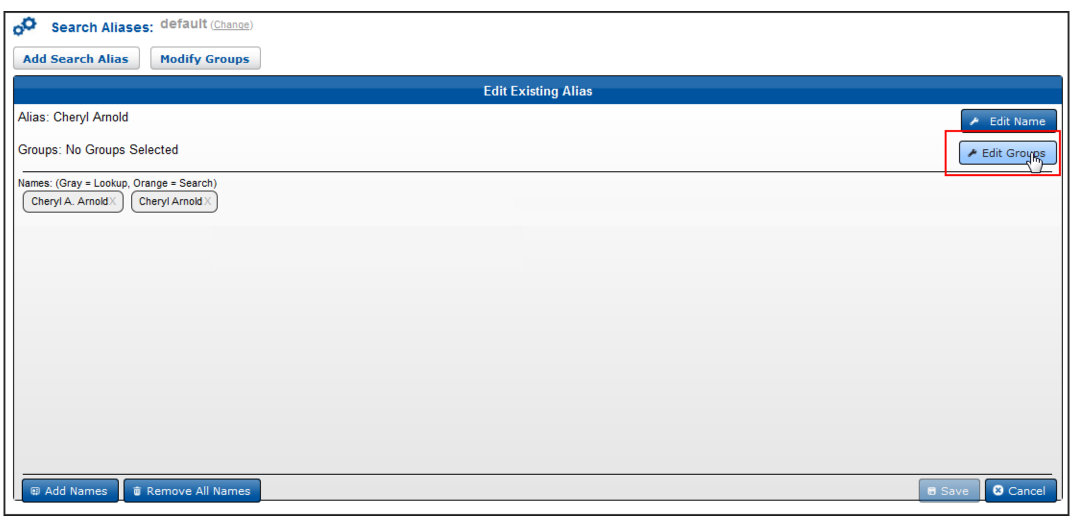


You can now find the values you want to include for this alias. Use the **Lookup**, **Search Entry** or **Delimited Entry** tabs (this works identically to adding multiple values to a search in the **Search Assist**).

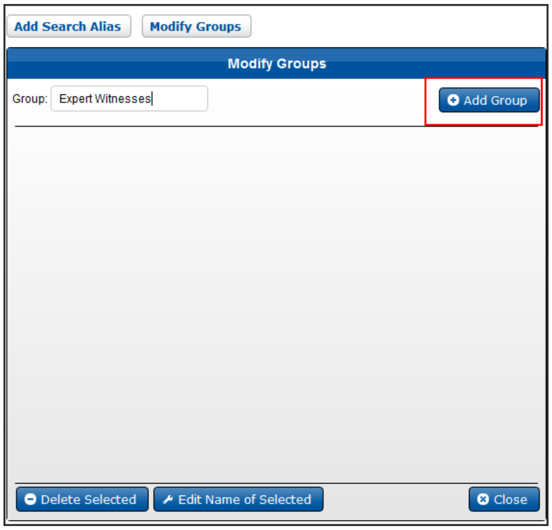
3. Click a value to move it to the right.



4. Click **Add** to apply the values to the Search Alias.
5. You can edit the alias as necessary. Add more values, remove just one value by pointing to it and selecting the red **X** or remove all the values by clicking **Clear List**.
6. To add this alias to a larger group, click the **Edit Groups** button.

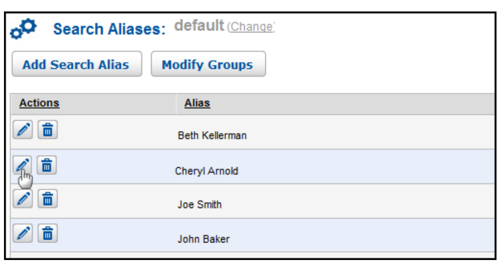


7. If an appropriate group is not available, enter the new group name and select **Add Group**. Your new group now appears and is selected in the list. You can select more than one group.



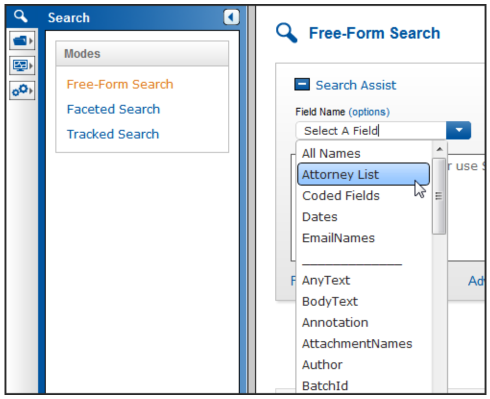
8. You can also edit groups or add new ones by clicking **Modify Groups** at the top of the **Search Aliases** page. Enter the name of your new group and click the **Add Group** button. Edit its name or remove it using the buttons at the bottom of the **Modify Groups** dialog box.

9. To edit an existing alias, click the **Edit** (pencil) button to open the alias. (You can remove an alias from the list using the **Delete** (trash can) button.)



Field Aliases

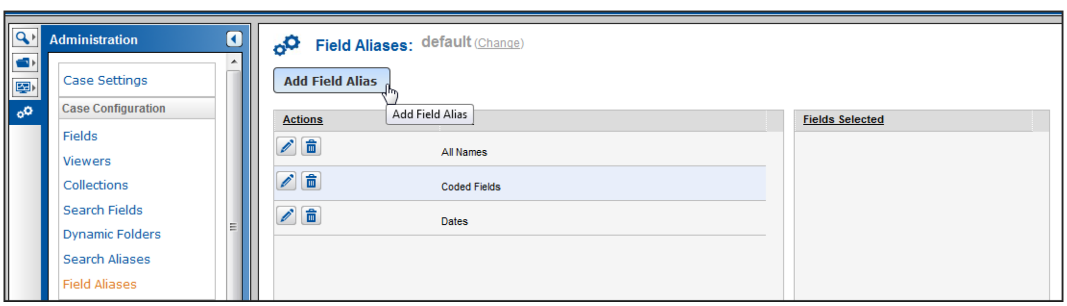
Create combinations of fields to use in searching using **Field Aliases**. Perhaps you know that users would like to search by names that may appear in email author, recipient, CC and BCC fields. You can create a field alias, so that users can search all these fields in one simple query. Field Aliases are displayed at the top of the **Field Name** drop-down list in the **Search Assist.**



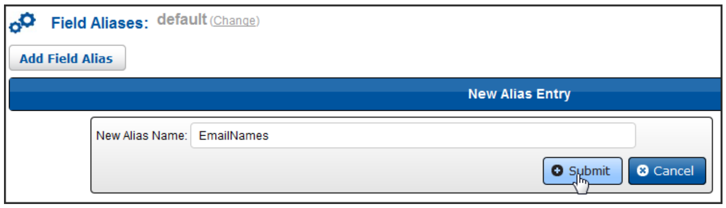
To access Field Aliases:

1. Click **Field Aliases** in the **Administration** menu. Change the **Security Group** if necessary. Existing aliases appear in the list.

   Use the **Edit** (pencil) button to change an existing alias or the **Delete** (trash can) button to remove it.

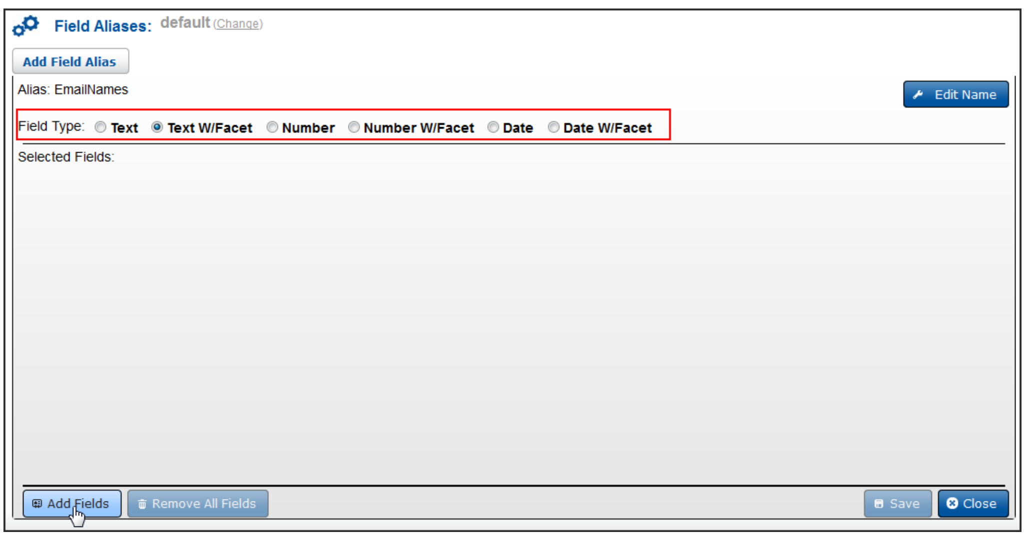


2. Click **Add Field Alias** to create a new alias. Then enter a name for the alias and click **Submit**.



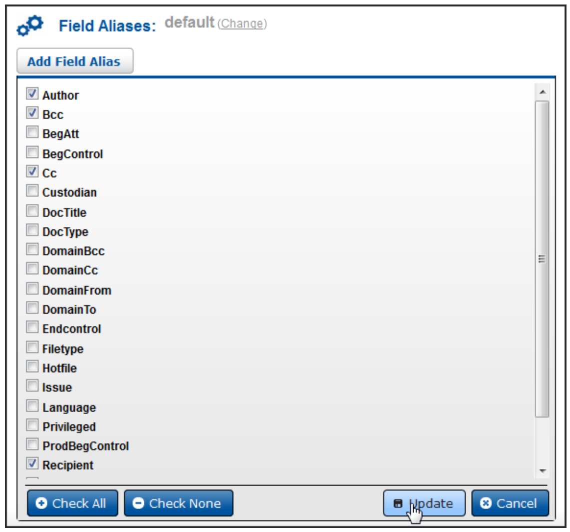
It is important to consider what types of fields you are adding or combining to this alias. Are you making an alias for several date field, text or number fields? Do some of these fields have facets built upon them? You cannot create an alias that combines different field types, such as date and text fields.

3. Make your selection at **Field Type** and then click **Add Fields**.



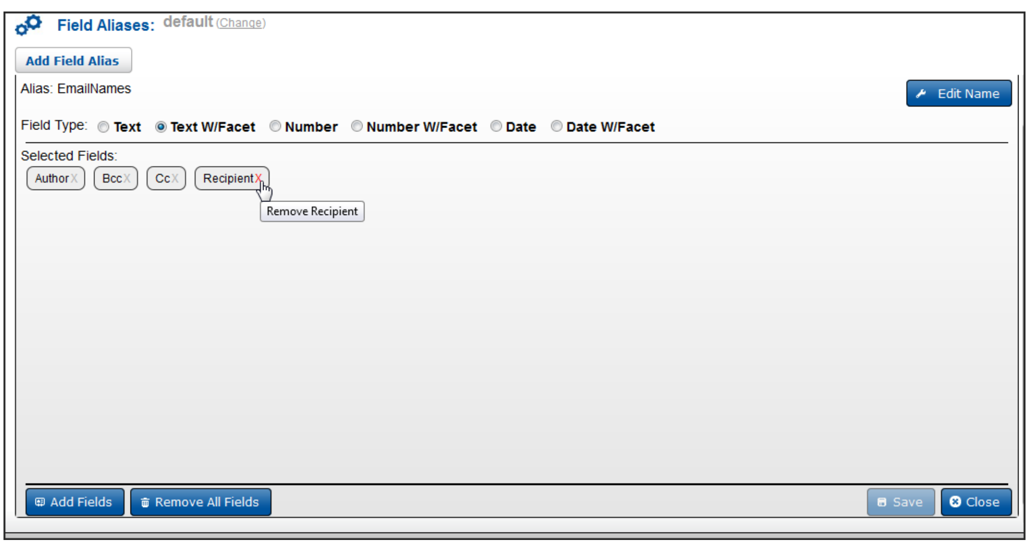
The list of fields you can add to this alias is determined by the **Field Type** you selected.

4. Select the checkboxes to apply your desired fields (you can use the buttons to select or clear all) and then click **Update**.



The fields selected now appear at **Selected Fields**.

5. You can remove one field by pointing to it and clicking the red **X**. You can also continue to add fields, remove all fields or edit the name of the alias.



Forms Administration

Administrators with rights to add, edit and delete document forms are associated to a Role with the **EditReviewForms** permission.

Most sites have standard forms, which were cloned and edited during site creation. Forms are assigned to a Role, and a form can be assigned to more than one Role.

It is best practiced to create an outline of the fields you need in the form. Fields stack from bottom to top, chronologically, with the oldest added field at the bottom. You can drag and drop fields to rearrange their order on the form. Adding fields to a form should be completed before you create rules for associated (dependent) fields or include form shortcuts (macro buttons for reviewers that code forms automatically).

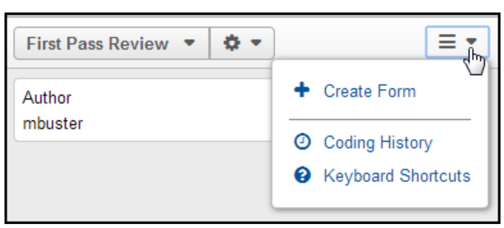
Forms administration is accessible in an opened document on your site.

Forms Admin Options Menu

The Options menu, which appears at the top right corner of the forms pane, allows you to create new forms, edit existing forms, view coding history, and view common keyboard shortcuts.

Add or Edit Forms

1. Expand the **Options** menu. All sites are cloned from model sites and have forms associated at site setup.

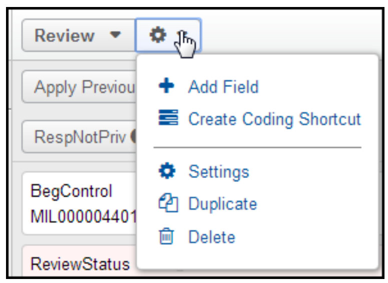


2. To create a new form, select **Create Form**. Name your new form, associate it with the appropriate roles, and click **Submit**.

3. To edit an existing form, open the form.

If the form you need to edit is not displayed, expand the **Form Name** menu to change forms. As a forms administrator, you can access all of the forms associated to the Security Groups to which you belong.

4. From here, you can add new fields to the form, change the settings (form name and role access), delete the form, or duplicate (clone) it. You can also create rules, shortcuts and view coding history.



Users without **Forms Administration** permissions can be provided with access to view the coding history for a document.

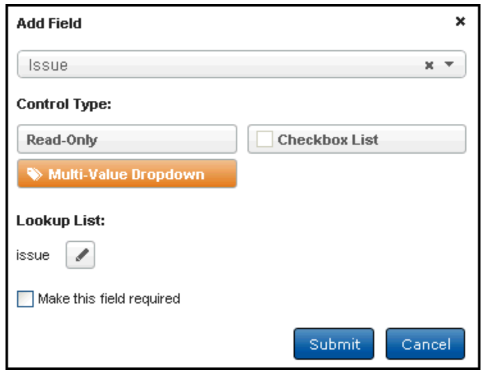
Add Fields to a Form

To include a new field on a form:

1. Click **Add Field** in the **Tools** menu.

2. Expand the **Add Field** menu and select your field. (Fields already added to the form are not available.)

   The field you select is a specific type within your site's database. The selections at **Control Type** available to you are based on that type. The selection you make appears in orange.

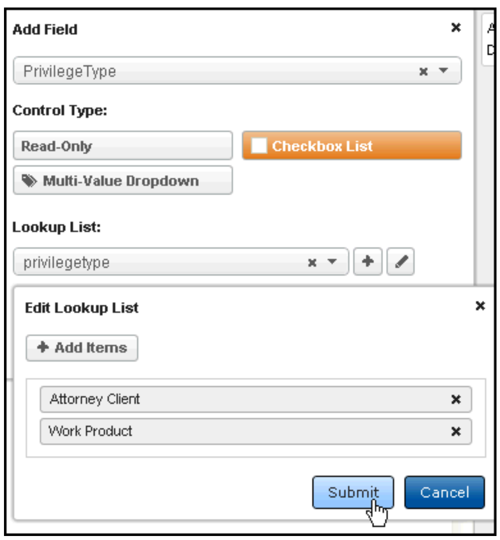


Control Types include:

- **Read-Only**: This is available for all control types. It will display as a non-editable, label field in the form.
- **Radio Button List**: Available for single-value fields. Values are displayed with round option buttons. Only one selection by the reviewer is allowed.
- **Dropdown List**: Available for single-value fields. Values are displayed by expanding the menu and highlighting one selection.
- **Single Line Text**: Available for fields that do not have an associated **Lookup List**. This allows for inputting a limited number of characters.
- **Paragraph Text**: Available for fields that do not have an associated **Lookup List**. This allows for inputting a large number of characters.
- **Checkbox List**: Available for multi-value fields. Values are displayed with checkboxes. More than one value by the reviewer is allowed.
- **Multi-Value Dropdown List**: Available for multi-value fields. The field is displayed as a multi-value lookup table. Reviewers can select more than one value.
- **Date**: Available for the **DocDate** field. Does not include time.
- **Date/Time**: Available for **Date** fields. Includes time.

3. If the field you are adding is associated with a lookup table, the **Lookup List** icon appears. (This is the list of values available for reviewers to select).
4. Use the **Edit** (pencil) button to view or change values in the list.

   The new items will immediately appear in your form.
5. You can rearrange the order in which the field's values will appear in the form by selecting a value and then moving it to the new location in the list. Values that have not been chosen or used by reviewers in the database can be deleted using the **X**.



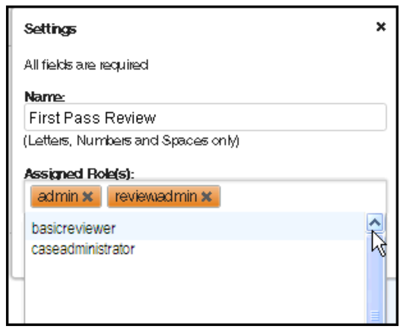
6. To make a field required, select the **Make this field required** checkbox so that users cannot save the document unless they populate the field. Required fields appear in the form shaded in red with an asterisk.
7. When you are ready to place the new field in your form, click **Submit**.

Form Settings

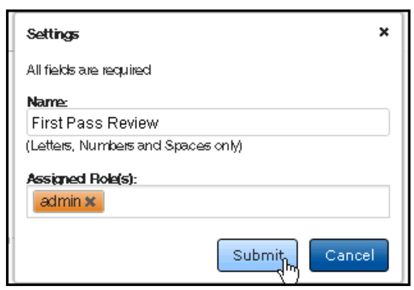
To edit the name of a form or add or remove Roles with rights to the form:

1. Click **Settings** in the expanded **Options** menu. In the **Settings** dialog box, change the name of the form by typing directly into the **Name** box.

2. To change the roles associated with the form, click in the **Assigned Roles** box to open a menu with available roles. You can also remove a role by clicking the **Delete** (**X)** at its name.



3. Click **Submit** to save your changes.



Duplicate Existing Forms

You can copy a complete form and save it under a new form name. This is especially helpful if you need an identical form with a different name (perhaps for a different team) or a similar form that requires only a few field modifications.

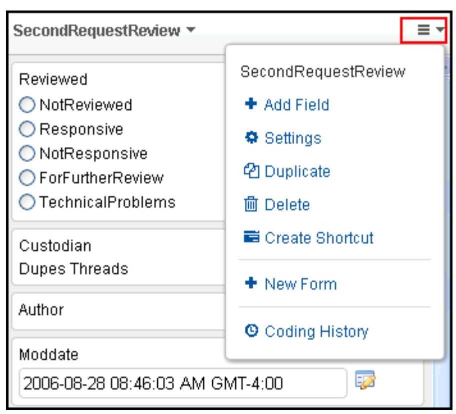
1. Open the form you want to duplicate.

2. Expand the **Options** menu and select **Duplicate**.

3. In the **Duplicate** dialog box, name your form and then click in the **Assigned Roles** box to expand the menu. You can associate more than one role to a form, but you do need to select each one individually. (You can also associate forms to roles in the Roles page.)

4. Click **Submit**.

The system creates the duplicated form and switches to it in the form pane.

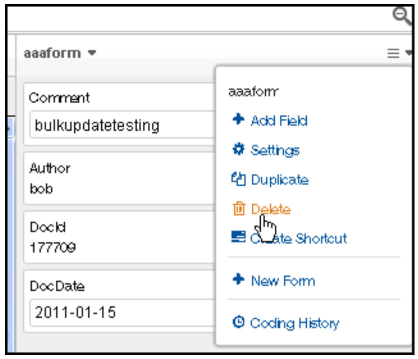


5. Use the **Options** button to edit fields and make any other form changes.

Delete Form

To delete a form, so that it cannot be assigned to any roles, ensure you are displaying the form to delete.

1. Then, expand the **Options** menu and select **Delete**.



2. Confirm the deletion by clicking **Delete** in the **Delete Form** dialog box.

Arrange the Fields in a Form

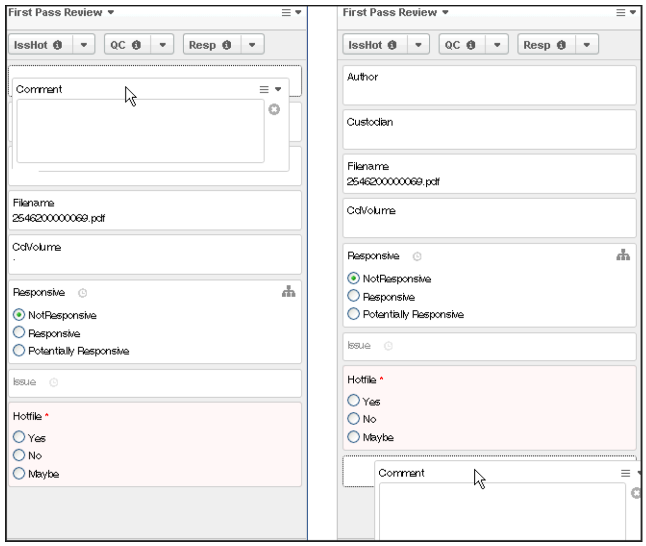
Typically, you will want fields to appear in the form in a specific order. It is often useful to order the fields correctly before designing rules and shortcuts as well. When you add fields to a form, the fields display with the first added field at the bottom and the newest field at the top.

To rearrange the order:

1. Click and hold the top of the field box to undock the field and move it to its new place.

   A new docking box is displayed.

2. Drop the field into the box. The field will remain in its new place.



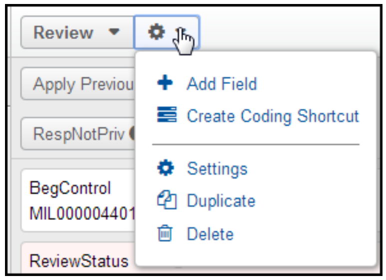
Shortcuts (Macros)

You can create shortcut buttons to automatically code a form (changing as many fields as necessary). These buttons allow fast, one-click coding of a form (and saving when designated). Reviewers can execute a shortcut by clicking a button, or you can also designate a keyboard combination for them to use.

Remember you need to have all the fields displayed in the form that you want to use in the shortcut. Any Rules already establish for fields in the form will take effect when you instruct the shortcut to carry out commands that meet the Rule. If the reviewer codes the document inconsistently with a Rule, a **Warning** displays, and when the document is saved, the Rule will take precedence and save the coding according to the Rule.

To create a shortcut:

1. Click the **Tool** (cog) button next to the form name and select **Create Coding Shortcut**.



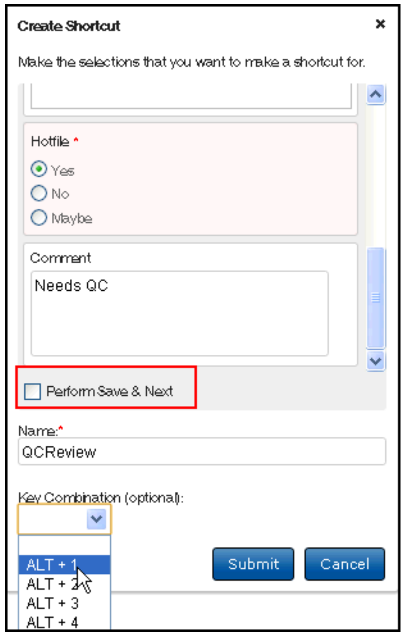
A new display of the form appears in the **Create Shortcut** dialog box.

2. Code the fields—these are the changes the shortcut will make when the reviewer chooses this shortcut.

   If there are any required fields in the form, such as **Hotfile** , do not select the **Perform Save & Next** checkbox unless you make a change to this field in the shortcut. The system will not save the record and go to the next record if a required field is not coded.

3. Give the shortcut a name. This is the name of the button in the form.

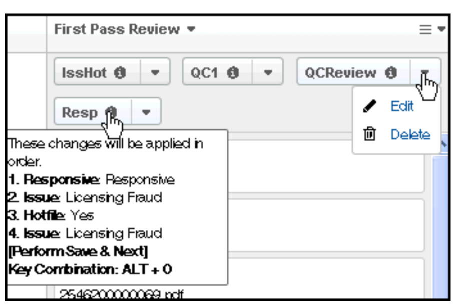
4. You can assign a keyboard shortcut (this allows the reviewer to use the keyboard rather than click the button). There are 10 total. If a keyboard shortcut is assigned to another **Shortcut** button, it is not available for use again.



5. Click **Submit**.

   The **Shortcut** button displays in the form. Reviewers can point to the **information** (**i**) button to see the coding changes the shortcut will make.

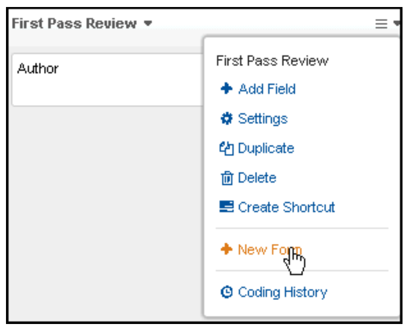
6. You can edit or remove the shortcut button by expanding the menu and making the selection. Selecting **Edit** opens the **Edit Shortcut** dialog box, which is identical to the **Create Shortcut** dialog box, shown above.



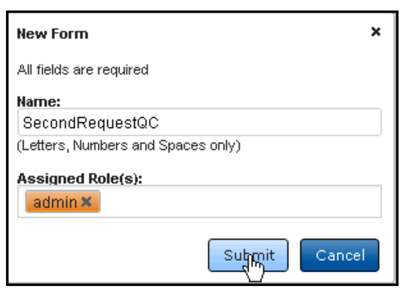
Create a New Form

To create a completely new form:

1. Open a document and with any form displayed expand the **Options** menu and select **New Form**.



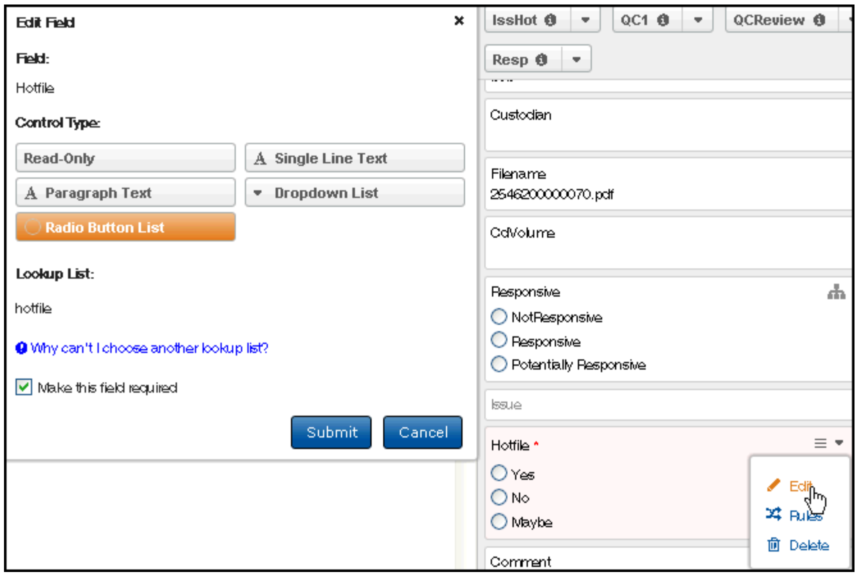
2. Name your new form, select the roles of users who should have access to the new form, and click **Submit**.



The new form is created and displayed in the form pane. You can add fields, create rules, and make additional changes to the form.

Field Options Menu

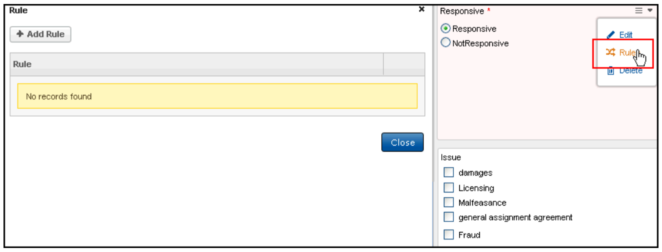
Point in a field box to display the **Field Options** menu to edit or delete a field and to create a rule for the field. The **Edit Field** dialog box allows you to change the **Control Type** and select or clear the **Make this field required** checkbox. You cannot change the field name or the **Lookup List** if one has already been associated. Click **Submit** to save your changes.



Field Rules for Forms

Rules can be used to make one field's coding dependent on another field (mark one field with a certain value or values based on reviewer selections in the parent field). Rules can also hide or show fields on a form.

The parent and the associated or dependent fields must be in the form to create a Rule. Expand the **Field Options** menu of the parent field and select **Rules**. (The actions taken by the user in this field signal the Rule(s) to take effect). In the following example, the **Responsive** field is the parent field.



Add and Edit Rules

To add a rule:

1. Click **Add Rule** in the **Rules** dialog box.

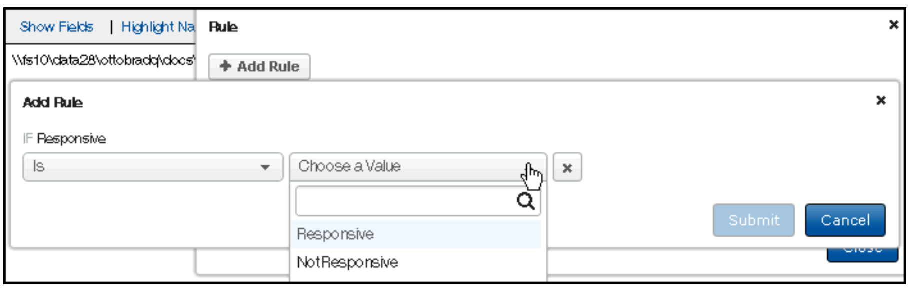
   An IF query is created at **Add Rule**. You are telling the system that IF certain things are made true at this field, the system will automatically carry out your specified commands to other fields.

2. At **Choose a Comparison**, select one of the following options:

   - **Is**: Works as equals
   - **Is Not**: Does not equal
   - **Contains**: The parent field coding must have the value you specify, but the field could also have other values
   - **Does Not Contain**: The parent field coding cannot have the value but can have other values
   - **Has Any Value Selected**: The parent field cannot be null
   - **Is Cleared**: The parent field must be null

If you select **Is**, **Is Not**, **Contains** and **Does Not Contain**, the **Choose a Value** menu becomes available. This lists the values available for coding in the parent field.

Selecting **Has No Value Selected** or **Is Cleared** does not require you to specify values.



Making a selection at **Choose a Value**, completes your IF query, which in the above example states: IF the **Responsive** value is selected in the **Responsive** field.

If the parent field is a multi-value field, you can select more than one value in the **Choose a Value** field.

3. Now, design the change statement that will take effect when the IF statement is true. Expand the **Choose a Field** menu.

The list contains only fields available in the form. If you need to change a field not shown in the list, you need to add the field to the form.

4. Expand the **Choose an Action** menu. Options include:

• **Show**: The dependent field is not displayed in the form unless the IF statement is true

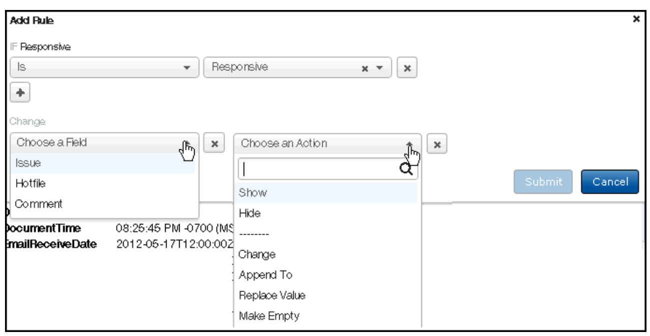
• **Hide**: The dependent field will be hidden when the IF statement is true

• **Change**: The dependent field will be changed to the specified value(s)

• **Append To**: The dependent field is a multi-value field, and the specified value(s) are added to it (other values might already be selected and will not be affected)

• **Replace Value**: The dependent field is a multi-value field, and the specified value in the dependent field will be replaced with another value

• **Make Empty**: Clears all coding in the dependent field making it null

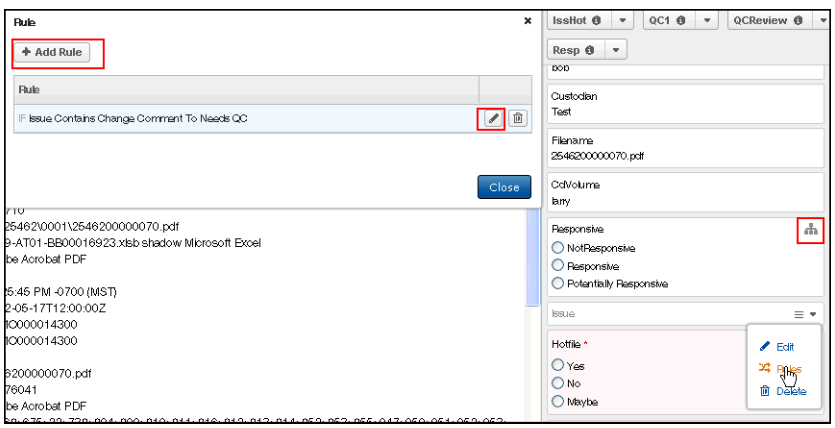


If the dependent field is a multi-value field, you can select more than one value by clicking again in the **Choose an Action** field. Remove a value by clicking the **X**.

Remove the IF or Change statements by clicking the corresponding **Delete** (**X**) button. Create more statements by clicking the corresponding **Add** (**+**) button.

5. To edit rules, add additional rules, or delete them in the parent field, Expand the **Fields Options** menu and select **Rules**.

   Fields with Rules display the Rules symbol to forms administrators.



Remember, rules will take precedence over any inconsistent coding with the rule when the record is saved.

Review Projects Administration

Insight's **Review Projects** offers a flexible yet powerful environment for both simple and complex review workflows. Reviewer and system-based actions combine to move documents from stage to stage and reviewer to reviewer.

Administrators with rights to manage review projects are assigned to a Role given the **AdministerReviewModule** permission.

You can set up a simple, linear review project or a review project that has multiple stages of review and has rules to dictate where documents go next in the review project. You will also be able to monitor the overall progress of the review and the activities of individual reviewers.

Why Use Review Projects?

Structuring your review using **Review Projects** is especially useful if your matter requires specialized teams of reviewers, multiple stages of a review project, and detailed reports on the review progress and individual reviewers.

Your OpenText Project Consultant can help you determine which review method works best for your needs. Using **Review Projects**, you can ensure that the right reviewers get the right documents in the correct sequence.

As the Review Administrator, you are typically responsible for adding and removing reviewers, copying documents into the project/stages, establishing rules for the document workflow and creating reports.

Perhaps your review uses contract attorneys and paralegals for the first level of review who will code for privilege and responsiveness. If there are multi-language documents, those documents may need to be reviewed by foreign-language attorneys who will code for privilege and responsiveness of the foreign documents. The responsive documents may then need to be reviewed for specific issues requiring analysis by experts knowledgeable in the facts of the case. You may decide to have a QC stage after all documents have been routed through the first level of review and then a QC stage prior to production. Once your projects and stages and rules are completed, your reviewers can begin their review.

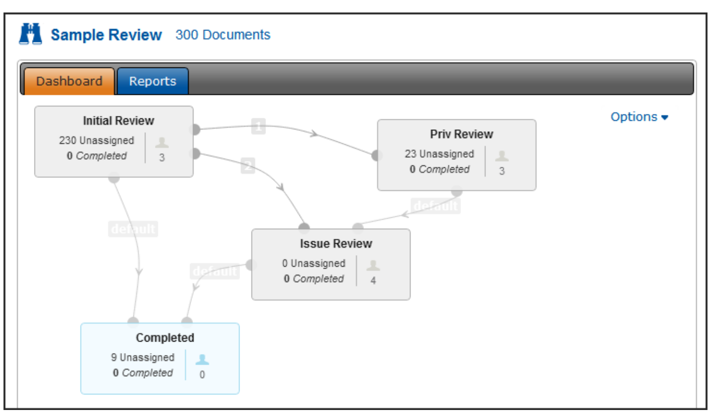
Reviewers simply log in to the site, click the **Review Projects** button and the stage in which they need to work. As they work through their documents, the coding they apply dictates where the documents go next within the project; therefore, the right teams of reviewers get the right documents, because the system automatically routes documents to subsequent review teams or considers them completed if no conditions exist to send them to another stage of review.

Project Planning

Your first step is to define your workflow and determine how documents need to be reviewed and distributed. This is an important step in the process. Next, you will create your project and stages of the review. Following this, you will need to set up the rules for stages, so that the system knows how to route each document after the reviewer analyzes and codes it.

The coding applied to the documents dictates how the documents move. Different groups of reviewers will have different coding objectives, and this may require you to create different coding forms. Based on what you want the reviewers to do and the forms you have created for them, decide what conditions need to be met in order for a document to move from one stage (review team) to another.

Set up the rules to make sure all documents are routed to the proper reviewers (refer to Stage Rules). If applicable, establish rules to check for inconsistent coding and consider if and how you want to use Default Rules. After setting up the rules, use the **Dashboard** flowchart to confirm that all coding calls are being considered and that the workflow makes sense.



The next step is to assign the documents to the project in order to start the review. The system does the rest.

Create a Project

The Review Project is the container for a group of stages, assigned reviewers, documents and reports. A site can have as many projects as your case needs; generally, only one project will be required for a review. The project can have as many stages as necessary.

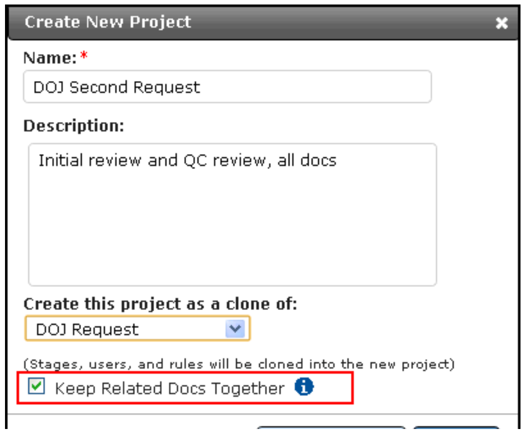
A document cannot be assigned to more than one project at a time.

To create a project:

1. Click the **Review Projects** (binoculars) button in the left navigation bar, and then click **Create New Project**.
2. In the **Create New Project** dialog box, use the **Name** box to give the project a title.

   You can also enter more information about the project in the **Description** box. If you want to clone an already established project, which copies the stages, rules and users into your new project, expand the menu and select the existing project; otherwise, leave it blank.
3. By default, the **Keep Related Docs Together** checkbox is selected. Leaving it selected ensures related documents are kept together so that a reviewer receives the entire family of documents.

   Once a project is created, the **Keep Related Docs Together** checkbox cannot be changed. Projects that keep related documents together can exceed the Maximum Documents count when a reviewer gets more documents. Families are treated as one document; if a parent document is assigned as the threshold document, all members of the family will be added to a user's self-assign options, ensuring families will always be kept together for review. When a project does not maintain families, the maximum documents limit will be enforced.



4. Clicking the **Create Project** button displays the **Get Started** page at the **Dashboard** tab.

   If you chose to clone an existing project, the cloned stages are displayed. The project is also now listed in the **Review Projects** menu.

5. Expand **Options** to add stages, change the project's settings, archive the project or print the flowchart of the project.

6. At **History**, you can view a log of stages created, edited, and deleted in your project.

Creating Stages

Stages are used to implement your workflow design. You can have as many stages in a project as necessary; in most instances, you will want the fewest possible to carry out your review. The rules associated with stages determine the flow of documents. A document does not need to go to each stage. It can remain in a stage after it is reviewed and released and can move to other stages, based upon the defined rules.

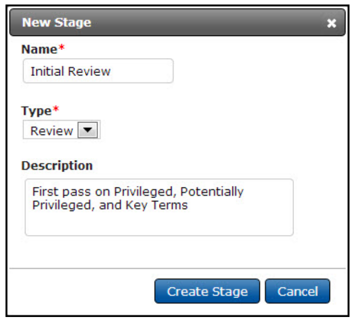
To add reviewers to stages and to route documents from one stage to another, the stages must first exist. For example, if you have created an **Initial Review** stage and want documents coded for Privilege to go to a **Privilege** stage and remaining documents to move by default to another stage, those stages must first be created.

To create stages for your project:

1. Expand **Options** and click **New Stage**.

2. In the **New Stage** dialog box, enter a title for the stage in the **Name** box.
3. At **Type**, select **Review** for a typical review stage. Select **QC** If the stage will be used for quality control purposes.

   The system assigns a color to the stage in the flowchart based upon the type of stage you selected.
4. If you would like to enter more information or notes, use the **Description** box. This information will be available when you or other review administrators point to the stage.



5. Click the **Create Stage** button.

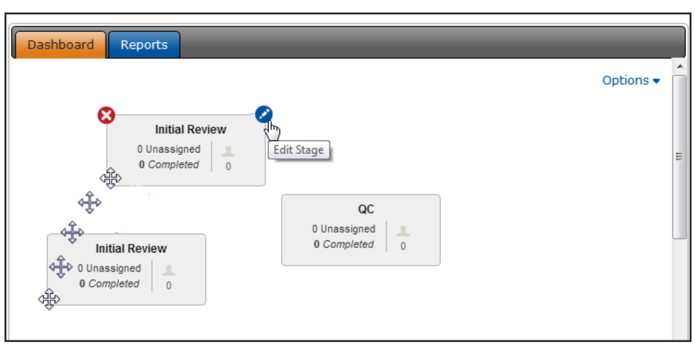
   The stage appears in the **Dashboard**. You can continue to add stages in the same way.

6. Point to the stage, and then click the **Edit** (pencil) button to add users, rules and establish properties for your stage. You can remove a stage using the **Delete** (x) button.

   If you try to remove a stage which has documents, you will be prompted to move the documents before you can delete the stage.

7. To move a stage on the screen, point to the stage.

   The pointer becomes a four-sided arrow and you can move the stage in the screen.



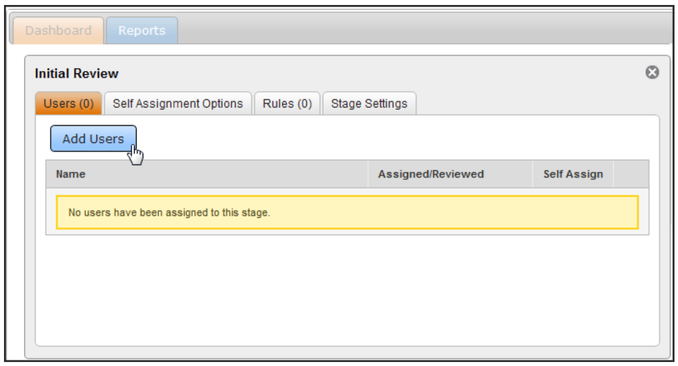
Add Users

Users must be added to the appropriate stages in order to access their documents.

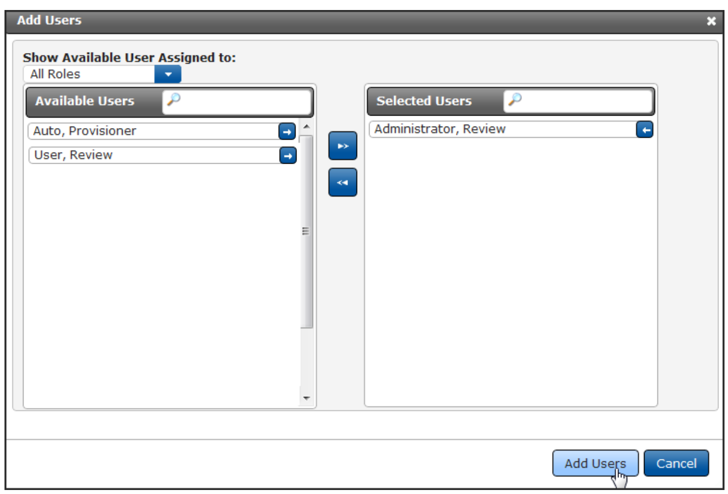
To add or remove users in a stage:

1. Point to the stage and click the **Edit (**pencil) button.

2. In the **Users** tab, click the **Add User** button.



3. You can display a list of available users based on all users in the site or by role. Move a user or users from the **Available Users** list to the **Selected Users**.

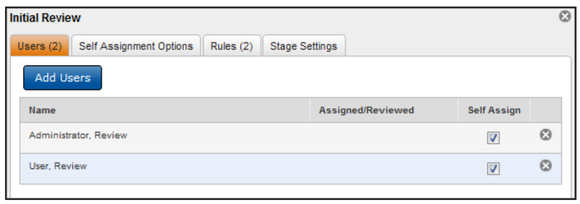


4. Clicking the **Add Users** button returns you to the **Users** tab.

   Your users now appear in the list. By default, the **Self Assign** checkbox is selected for each user. This allows the user to access documents in this stage. In most instances, you will leave this selected. Once a reviewer obtains and codes documents, the numbers will be reflected in the **Assigned/Reviewed** column.

5. Remove a user from the stage by clicking the **Delete** (x) button.

   This button will not be enabled if the user has documents. You will need to reassign the documents to another user before you can remove the user from the stage.



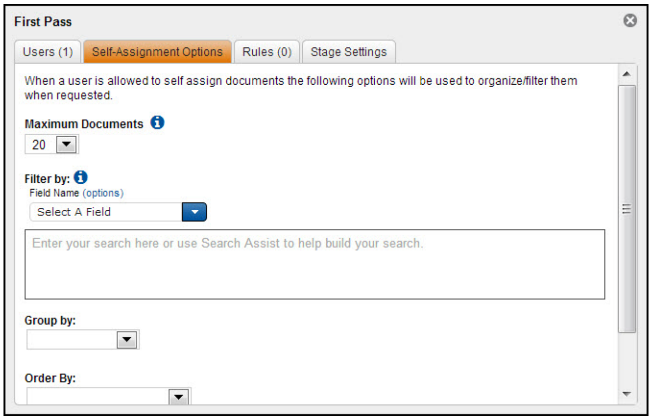
Self-Assignment Options

As a Review Administrator, you have the ability to set parameters for documents that reviewers access within their assigned stage. After documents are copied to a stage, they go into the **Unassigned** category of the stage. Reviewers assign documents to themselves using the **Get More Documents** button. They then review, code and release those documents.

In this section, you are establishing the parameters for the number of documents they can have in the stage, the way the documents are grouped and sorted, and the order in which they are assigned.

To set these parameters:

1. Click the **Edit** button of the stage and then click the **Self-Assignment Options** tab.



2. The **Maximum Documents** menu allows you to select the number of documents a reviewer can have in this stage. This number includes all the documents allowed.

   If the **Keep Related Docs Together** option was enabled for the project, this number is an approximation. Families will always be maintained when the **Keep Related Docs Together** was selected for the project.

   When a reviewer begins to work in the stage, the reviewer will click the **Get More Documents** button to load documents for review.

   As the documents are saved, they are identified and changed from **Not Reviewed** to **Reviewed**. The reviewer still has the same number of documents until the reviewed documents are released. Therefore, if a reviewer codes and saves documents but does not release them, the **Get More Documents** button is not enabled. You can choose to increase the maximum number reviewers can have by entering a number between **1** and **250** at **Maximum Documents**.

3. Use the **Filter by** feature to set filters to ensure certain documents are assigned before other documents in the stage.

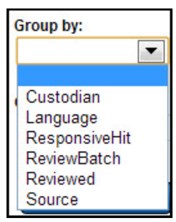
   In the below example, as reviewers assign themselves documents, the documents first accessed will meet the criterion that the **Issues** field is not empty.

4. To design the queries for the filters, type directly into the box, or expand the **Field Name** menu to select a field.

   The **Operator** and **Value** menus appear. Make your selections, and then add your query to the **Search** box. Designing filter queries works similarly to using Insight's Free-Form Search.

5. Use the **Group By** menu to select the fields upon which to group the documents. You can also choose to leave this option blank.

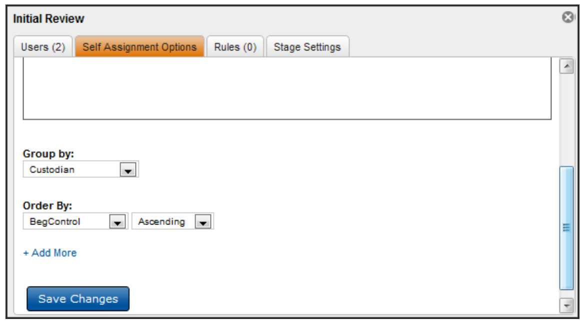
   Grouping documents means you are keeping documents together based upon a similar field value, such as **Custodian** or **Language**.



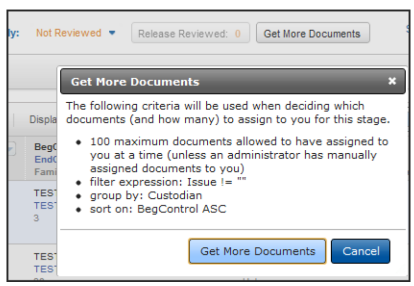
6. You can sort the results by up to three fields in ascending or descending order at **Order By**. Choose a field from the **Order By** menu and then select whether to use **Ascending** or **Descending** order. Select the **Add More** link to add up to three total fields, and select **Remove** to delete the last added field.

   For example, perhaps documents from several custodians are copied to a stage. You want to keep custodian documents together and you need documents of John Doe's to be reviewed first. You can set up a filter to feed those documents where John Doe is the custodian to reviewers first, and when the documents are displayed, they are grouped by custodian and the sorted by Begcontrol number.

7. Click **Save Changes** to implement your assignment parameters.

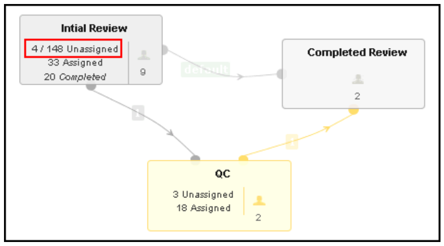


When a reviewer clicks the **Get More Documents** button, the filters and other information will appear.



It is important to remember to monitor the stage if you've set filters. Once all documents that meet the filters are assigned, other documents cannot be accessed by reviewers until the filters are removed.

In the image below, 148 documents are **Unassigned** in the **Initial Review** stage. Only four out of the 148 meet the filters. The # / ## in an **Unassigned** stage is a good way to see quickly whether filters are applied and to monitor when it would be appropriate to remove the filters.



Stage Rules

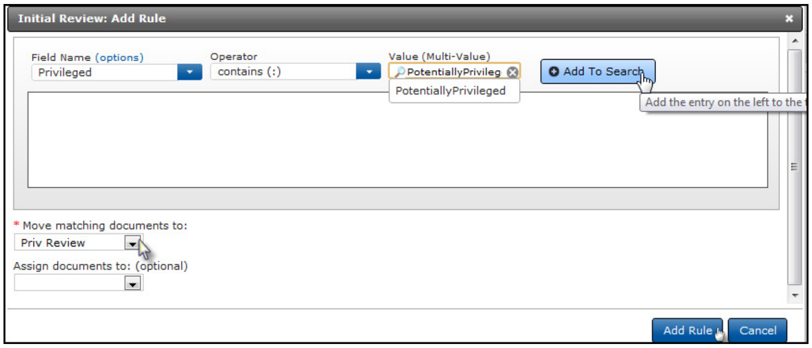
Once documents are reviewed and saved, they are routed through the project according to the stage rules. These rules are applied after the documents are released by reviewers. It is important to understand your document collection and the needs of your review as you create rules for stages.

You can allow the documents to remain in a stage (released documents that remain in a stage but are no longer available to the reviewer). Rules can move documents to other stages based upon the coding applied, and you can set up a **Default Rule** so that if no other rules apply, the **Default Rule** tells the system where to move the documents. As you begin setting up rules, refer often to the project flowchart in the **Dashboard** to ensure you are designing your project correctly.

You can create specific rules that will apply in certain cases. These rules will be applied before the stage's **Default Rule**, and they will be applied in the order in which they appear on the **Rules** tab. Thus, if the criterion for the first rule is met for a particular document, that document will move upon release in accordance with that rule. No other rule will be applied at that point.

To add, edit or remove rules in a stage:

1. Point to the stage, click the **Edit** (pencil) button and then the **Rules** tab.
2. To create custom rules, click the **Add Rules** button, and design your rule by creating a query to be met.
3. Select the stage the documents will be moved to if your query is met.

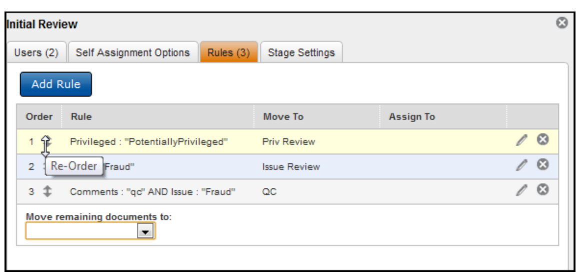


4. Click **Add Rule**.

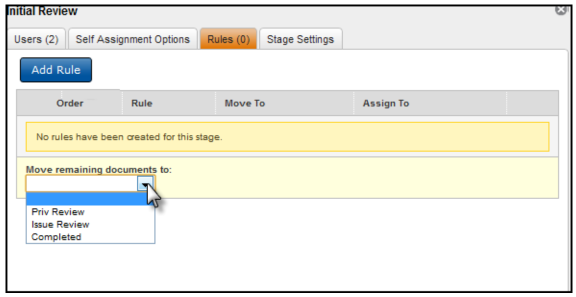
   Your rule will be listed at the **Rules** tab. You can continue to add rules by clicking the **Add Rules** button and setting up additional queries.

   Remember that a document moves based upon the first rule that is true. You can reorder the rules if necessary by pointing to a rule and using the two-sided arrow, moving your rule in the hierarchy.

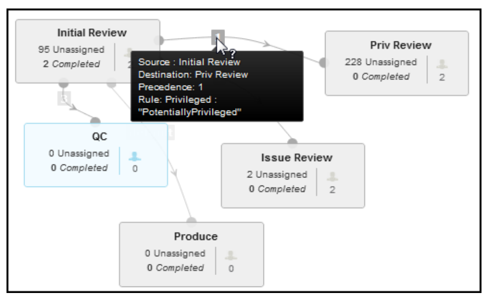
5. Click the **Edit** (pencil) button to change a rule, and the **Delete** (x) button to remove it from the stage. Rules can contain operators more than one clause (see rule 3 below).



6. To establish a **Default Rule**, expand the **Move remaining documents to** menu and select the stage.

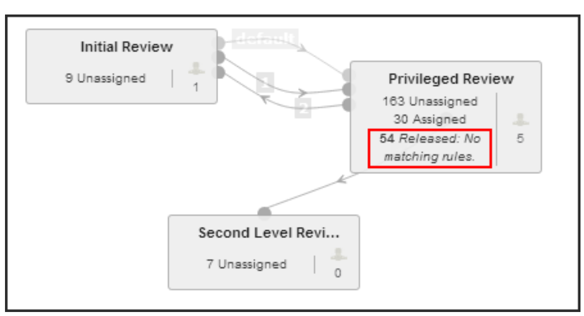


7. To quickly view a snapshot of a rule in the **Dashboard**, click the number:



8. If you decide to allow certain documents to remain in a stage after they have been released by reviewers, you can do this by not setting up a **Default Rule**.

   This is especially useful if you want documents to be coded by reviewers but not sent to other stages of the review. You can monitor the documents that do not meet any rules. Click to bring back those documents in the **Results** page if you'd like to remove them from the project or carry out other actions.



Family Relationships

When the **Keep Related Docs Together** checkbox is selected at the creation of a project, Insight treats the family as a unit. If a document is coded and saved, and this document meets the first rule, the entire family meets this rule. Any other rules are irrelevant at this point. It does not matter the order of the documents saved in the relationship.

So, if a reviewer codes an attachment, and this attachment meets the rule, the entire family, including the parent moves with the rule met.

Example:

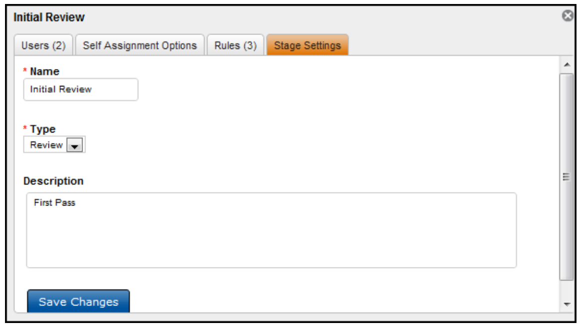
> **Rule 1:** If **Privileged** is **Privileged**, send to **Priv QC** stage.
>
> **Rule 2:** If **Privileged** is **Not Privileged** send to **Final QC** stage.

In a family of perhaps three documents, the reviewer selects **Not Privileged** for the first document, but the second document is coded as **Privileged** and in the third document the **Privileged** field is not coded, null in other words. This family of documents will go to the **Priv QC** Stage because that is the first rule that is met by the whole family.

Stage Settings

You can change a stage's name, type and description (this can be done even when the review project is in process).

1. Point to the stage, and click the **Edit** (pencil) button and then the **Stage Settings** tab.
2. Use the fields to make any changes and then click **Save Changes**.

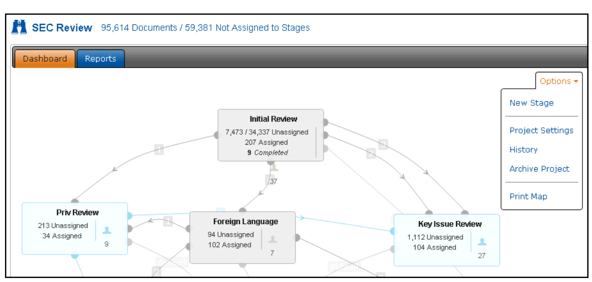


Other Options

The **Options** menu in the dashboard allows you to:

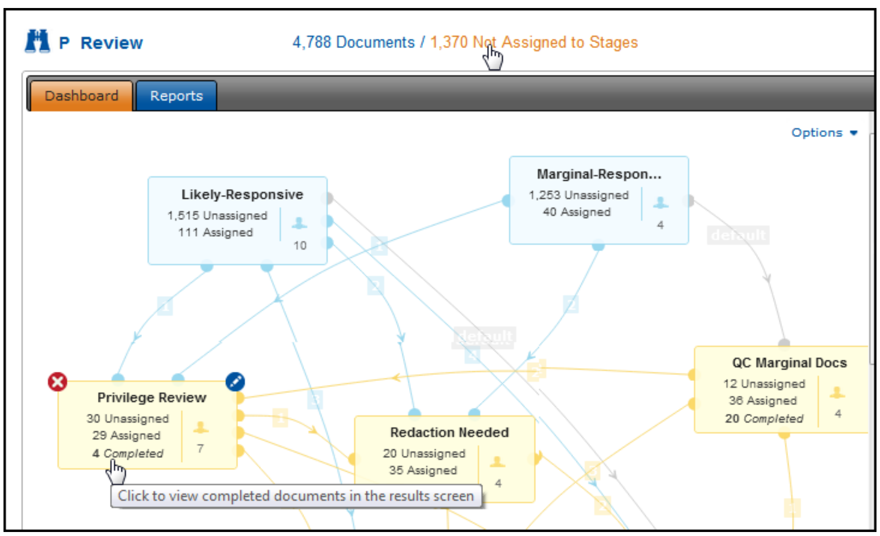
Create new stages by clicking New Stage.

- Change your project name and description by clicking **Project Settings**.
- Create a printable version of your project's workflow chart by clicking **Print Map**.
- Review an audit trail of the changes made to the stages of the project, along with the administrator who made the change and the date and time the change went into effect, by selecting **History**.
- Archive the project by selecting **Archive Project.** If you try to archive a project that still contains documents, you will get a warning. You must move all documents out of the project in order to archive the project.

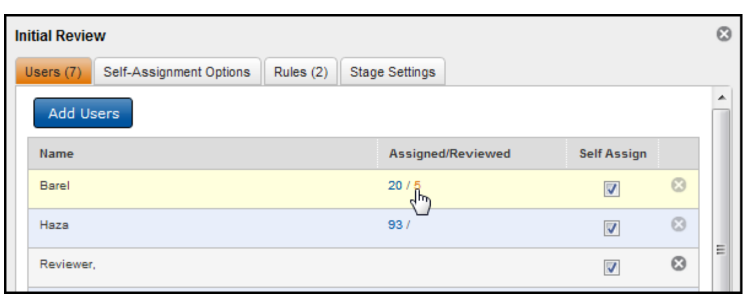


Review Administration Actions

Use the dashboard to view the real-time progress of your review project. You can also view a breakdown of where the documents are in the review and return those specific documents. To bring back all the assigned or unassigned documents in your project, click the numbers adjacent to the project name. The number of assigned documents in a stage and the unassigned and completed documents are available in the stage. Click the appropriate number to bring back those specific documents.

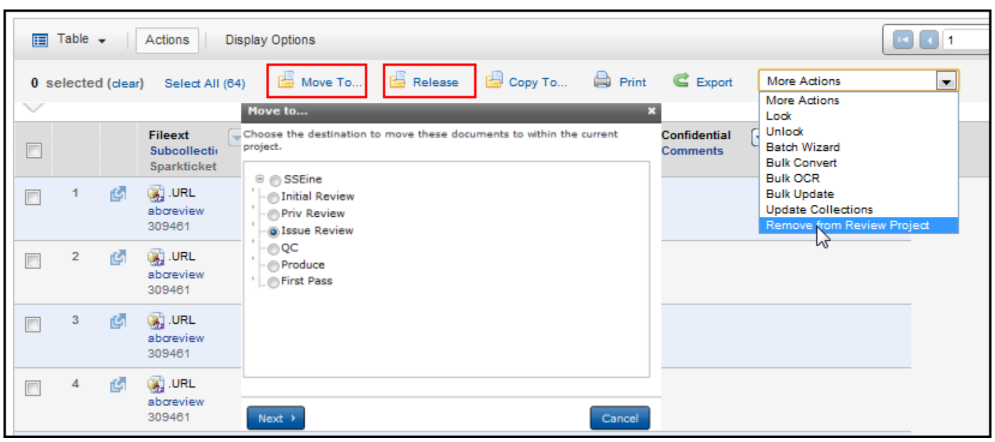


To bring back documents assigned to a specific reviewer, click the **Edit** (pencil) button of the stage. At the **Users** tab, find the user in the list, and click the number to bring back either the documents assigned (these documents have not been reviewed) to the reviewer or already reviewed but not released by that reviewer.



As the administrator, there are other actions you can take to the documents to facilitate the review. To move, release, or remove documents from the review project, select them from the **Results** page and select the appropriate option from the **Actions** menu:

- **Move Documents in the Review:** If you want to move the documents to another stage in your review, click Move to, and then select the new stage of your project. Your options will include the stages of this project. You cannot use this feature to move to other projects but rather to other stages in this project
- **Administrator Release:** You can force a release of the documents by clicking Release. The rules of the stage will take effect and move the documents automatically.
- **Remove Documents:** To remove documents from the project, expand the More Actions menu and select Remove Docs from Project.



Review Project Reports

You can access reports on reviewer productivity and coding breakdowns by clicking **Reports** at your project in the **Review Projects** menu or clicking the **Reports** tab in the right pane.

Productivity Report

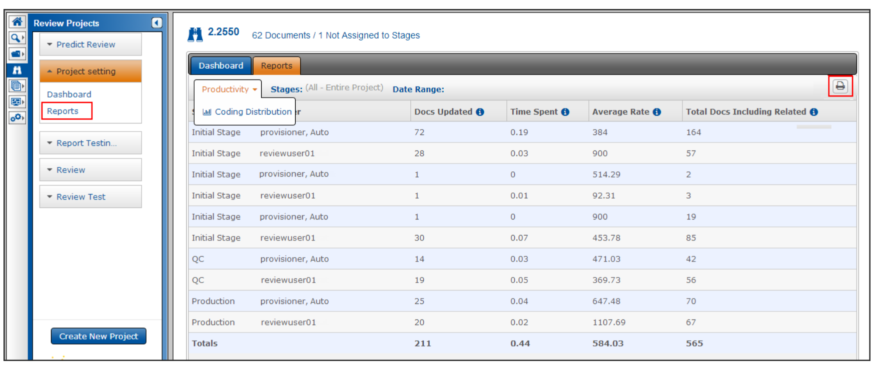
The default report displayed is the **Productivity** report. You can click **Stages** to create a report for a specific stage or leave it set to **All - Entire Project** to see the details of every stage.

This report gives you a breakdown of user activity, including:

- **Docs Updated**—the number of documents a reviewer saved
- **Time Spent** —this is calculated from the time a user opens a document until the time the document is saved; if the reviewer reopens the document and re-saves it, that time is also included in the calculation
- **Average Rate**—the number of documents updated divided by the time spent
- **Total Docs Including Related**—total number of documents updated plus their related documents

If a reviewer reopens a document and does not re-save the document, that time spent is not figured into the calculation. When a reviewer uses the **Tag All** checkbox to code and save all documents in a relationship, the documents saved as part of the Tag All are not figured into the **Time Spent** calculation.

Create a printable version of the report by clicking the **Print** button.

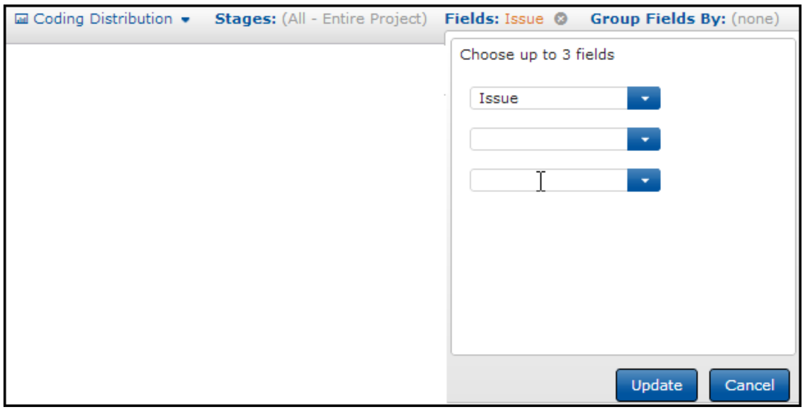


Coding Distribution Report

You can build a report based upon the way fields are coded within the documents.

1. Expand the menu at **Productivity** and select **Coding Distribution**.
2. At **Stages**, you can limit the report by a specific stage, or you can leave it set to **All - Entire Project**.

3. Click **Fields** to select the field or fields you want to build your coding report around (you can choose up to three).



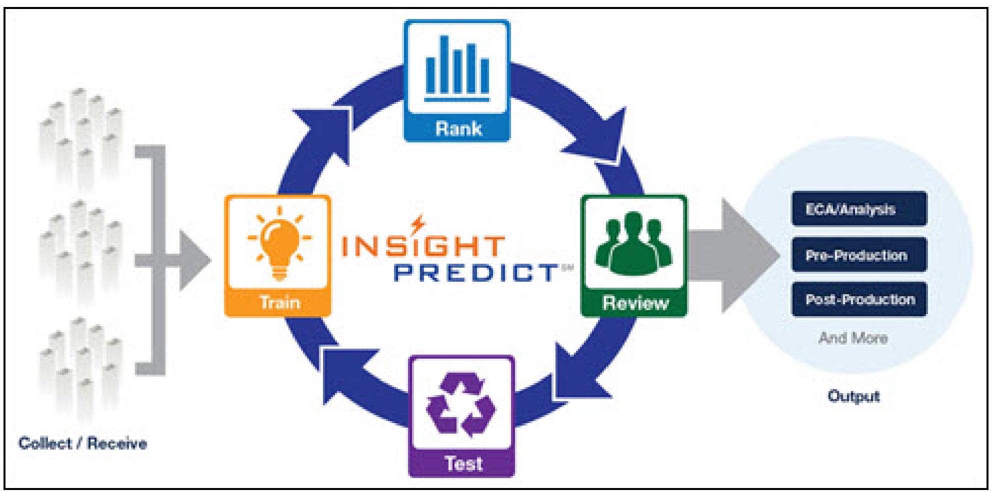
If you want to group the coding distribution by a particular field, you can make that selection as well using **Group Fields By**.

Insight Predict

Insight Predict is Catalyst's engine for Technology Assisted Review (TAR). It is based on a learning protocol called Continuous Active Learning (CAL).

How Insight Predict Works

In the simplest terms, a set of documents is sent to Insight Predict. Some of them are reviewed by reviewers. Those reviewed documents are sent to a process (Predict's algorithm), and that process helps to categorize the non-reviewed documents. Those non-reviewed documents are ordered (or ranked) from most likely relevant to least likely relevant, based on the decisions made on reviewed documents. The goal is to send the documents that are likely relevant to the review team, which will reduce the time and expense of reviewing non-relevant documents.



The initial review process is typically focused on locating responsive documents, but Insight Predict can identify other decisions such as issues, hot documents, privilege, or other information. For purposes of this guide, we will use "relevant" and "responsive" interchangeably, and assume that our goal is to find responsive documents.

There are several steps involved in this process. There is a continuous training stage, where the system is trained by reviewer decisions. The system ranks and re-ranks the collection of non-reviewed documents based on those decisions. Along the way, there are Quality Control (QC) steps in place to review contradictory coding calls, and real-time charts and statistics available to monitor progress. Decisions are made after systematic samples are taken and the ranking is verified.

Ranking

Ranking is the key to Insight Predict and is the method used to predict which documents are likely to be relevant. To rank documents, Insight Predict takes the coding information from the decision field (typically responsiveness) from a set of reviewed documents and puts the remainder of the document population in order, based on its likelihood of being relevant. Highly-ranked documents are likely to be relevant, while lower-ranked documents are not as likely to be relevant.

The system is trained by each reviewed document. As documents are reviewed, they are sent directly to the ranking algorithm, which re-ranks the collection of documents not yet reviewed. The system builds relationships between every word in every document, and every word in every other document in the collection.

So for example, if the word “contaminate” is a highly-ranked word in the documents designated as responsive, Insight Predict highly-ranks other documents that contain the word. It also finds other common words within the highly-ranked documents, which helps it identify key words in the population that might be meaningful and lead to other interesting documents.

Insight Predict continuously ranks the entire document collection.

Continuous Active Learning (CAL)

CAL differs from older TAR methods because it uses continuous learning throughout the entire review, rather than the one-time training that many systems use. Research shows that CAL is far more effective at finding relevant documents than earlier TAR protocols, which results in even bigger savings by dramatically reducing review costs and review time.

Continuous Active Learning means that the training is continuous, rather than limited to discrete stages, and the learning approach is active rather than passive. The system does not rely on randomly selected documents for training.

In contrast, earlier versions of TAR required an expert, often a senior lawyer, to train the system themselves by clicking through thousands of documents to locate relevant ones, wasting a lot of time on non-relevant documents.

Insight Predict—Why It Is Different

Reasons Insight Predict produces superior results include:

- **Continuous Active Learning (CAL):** Early TAR systems employed one-time or limited training. With Insight Predict, training is continuous and ongoing, allowing the engine to constantly get smarter about the documents.
- **An end to random training documents:** CAL doesn't require that an expert click through thousands of randomly-selected documents.
- **Subject Matter Experts (SMEs) not required:** CAL doesn't require that a SME train the system before review can begin. Review teams can do the training just as effectively, particularly with an expert performing QC steps along the way.
- **Rolling uploads are not a problem:** With CAL, the system integrates new documents as they are received, and actively selects training documents for the reviewers to fill in any gaps.
- **Excels at low richness collections:** CAL excels when there are only a few relevant documents in the collection. Earlier TAR systems had issues with low richness.
- **Integration:** Predict is Catalyst's TAR system within Insight, and the algorithm is trained any time documents are reviewed. Predict is not separate from the search and review platform. As a result, you don't have to worry about importing or exporting data into different systems. Review Projects are integrated with Predict.

Permission

Insight Predict must be enabled for your site in order to use it. To manage Predict projects, you must be assigned to a role with the **PredictCreateDatabase** permission.

Workflow

The first step in any Predict project is training the system to rank the documents properly. We give you flexibility to decide how to train the system. If you have documents that are already reviewed, they will be automatically sent to the system to teach Predict what is relevant and not. This allows Predict to rank the remaining documents. If you do not have documents already reviewed, you can start review with any documents you like. As documents are reviewed, Predict is trained.

As the review progresses, we provide reports so that you can analyze progress. You are provided with the top-ranked terms, review statistics, custodian ranks, and progress charts. You can make decisions based on the information within these reports.

The **QC stage** gives you the opportunity to check documents that have potentially false positive or false negative coding. You can check the documents where the system ranking differs from the coded values – in other words, these are documents that the system thinks should have been tagged as positive, even though they were by tagged by reviewers as negative, and vice versa.

At this point, we recommend that you use your expert to review these documents, and correct mistakes or confirm opposing decisions.

As the ranking continues and documents are reviewed, analyze the **Progress Chart** for stability of the collection. Stability is represented when little or no change occurs with the ranked list. In other words, the average document has not moved up or down the ranked list very much.

We provide a stage in Predict where you can evaluate the ranked documents. This produces a Yield Curve. By examining the Yield Curve, you can determine if there is a point at which you can discard a portion of the population as non-relevant.

Create a Predict Project

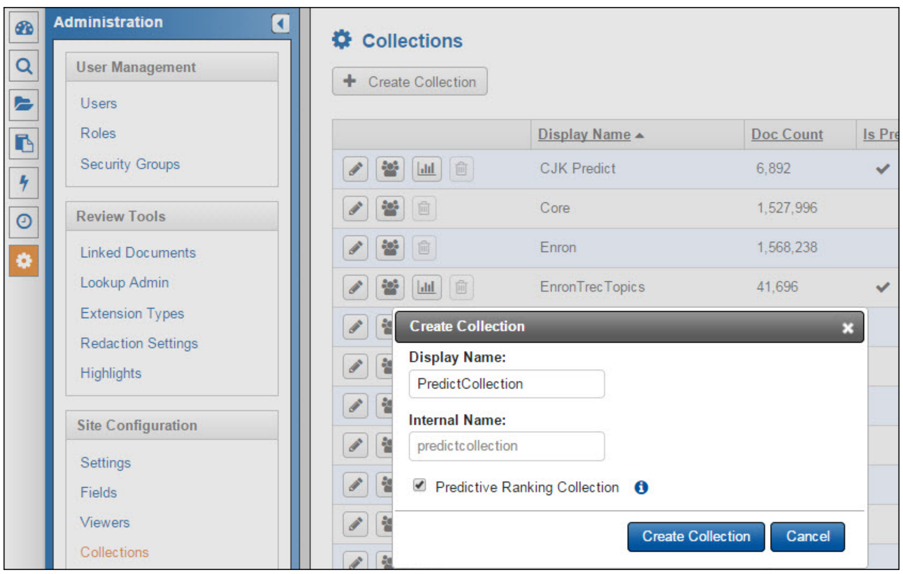
To use Predict, start by creating a collection and then creating a new Predict project.

Create a Collection

Begin by putting all of the documents you want to be ranked into a collection (or matter, for multi-matter sites). Refer to Collections or Matters for information on creating and managing collections.

1. Select **Collections (or Matters)** and click the **Create Collection (or Matter)** button.

   You can add additional documents at a later time, if necessary.

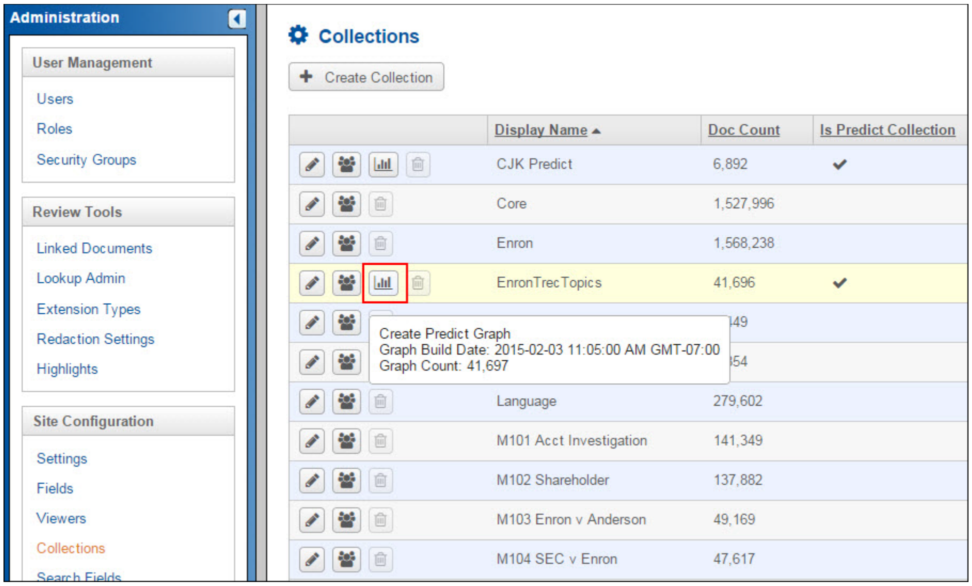


2. Select the **Predictive Ranking Collection** checkbox for a **Predictive Ranking** collection.

   If you inadvertently clear this checkbox, all of the Predict information will be deleted.

3. Copy the documents you want to be in your Predict project to the Predict collection you just created. Use the check boxes in the results table and click **Update Collections**.

4. Update the graph database by selecting the **Create Predict Graph** button. Do this any time you add new documents to the collection.



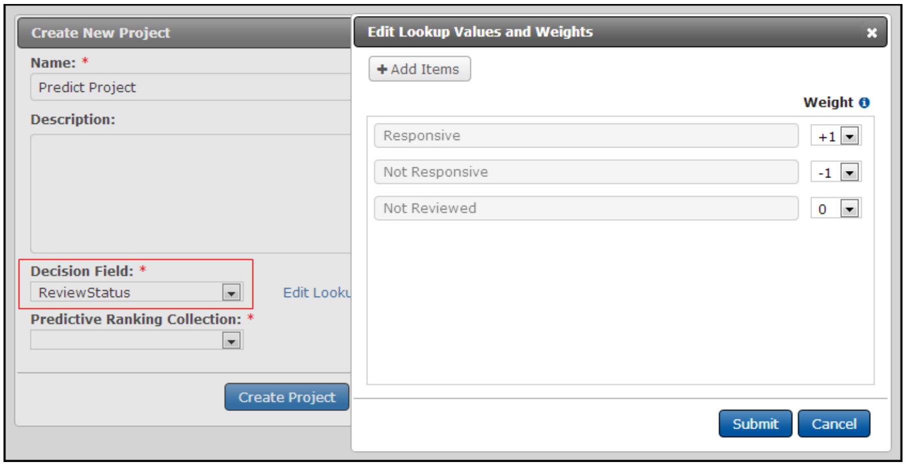
Create a New Predict Project

To create a new project:

1. Navigate to Predict. Click the **Create New Project** button in the **Predict** menu, name your project, and determine which field will be used as the **Decision Field**–this is the field used for the truth value.

   Each possible value in the field is given a weight for ranking purposes. For example, if your goal is to rank for responsiveness and the field holding that value is the **ReviewStatus** field, you would make that the **Decision Field**. The values for **ReviewStatus** are typically *Responsive*, *NonResponsive* and *NotReviewed*. You would make *Responsive* a

   positive weight of +1, while *NonResponsive* would receive -1 and *NotReviewed* remains at 0.



2. Click **Submit** to save your changes.

   We do not recommend changing the weights after you start your review. If your review is underway and you decide you want to change the values within the decision field or the weights of the values, speak to your OpenText Consultant.

3. Select the **Predictive Ranking Collection** that was created for this project

   Note that once the project is created, you cannot change the information that appears in the **Decision Field** or the **Predictive Ranking Collection** field. If you decide that you want to do predictive ranking on a different decision field, you will have to create a new project. Speak to your OpenText Consultant to discuss details.

Review and Training Predict

Review = Training

What do we mean by review equals training? Review means that a human reviewer makes a decision and codes the decision field of a document based on that decision. Training means that throughout this review process, we teach Predict what is positive (for example, *Responsive*) and what is negative (*Not Responsive*) based on those human decisions. Then, Predict will examine the contents of the documents, find others similar to them, and rank the non-reviewed documents based on those human decisions. Training relies on review, and therefore all review is training.

All TAR systems need people to make decisions. With Insight, any reviewed document, meaning any document reviewed by any method in Insight, will be submitted to Predict to help rank the rest of the population. There is no need to select a random set to get started.

The only thing Predict verifies is whether:

- The document is in the Predict collection, and
- The decision field has a coded value

Many cases start with documents that have already been reviewed. If these documents are part of the collection you have already created, they will automatically be sent to Predict to help rank the non-reviewed documents. This happens when you add them to the collection and **Create the Graph** database.

If no documents in the collection have been reviewed (do not contain coding on the decision field), you can send them to a reviewer by any review method you choose (through Dynamic Folders, Static Folders, the Review Module, or by running a search and coding the document).

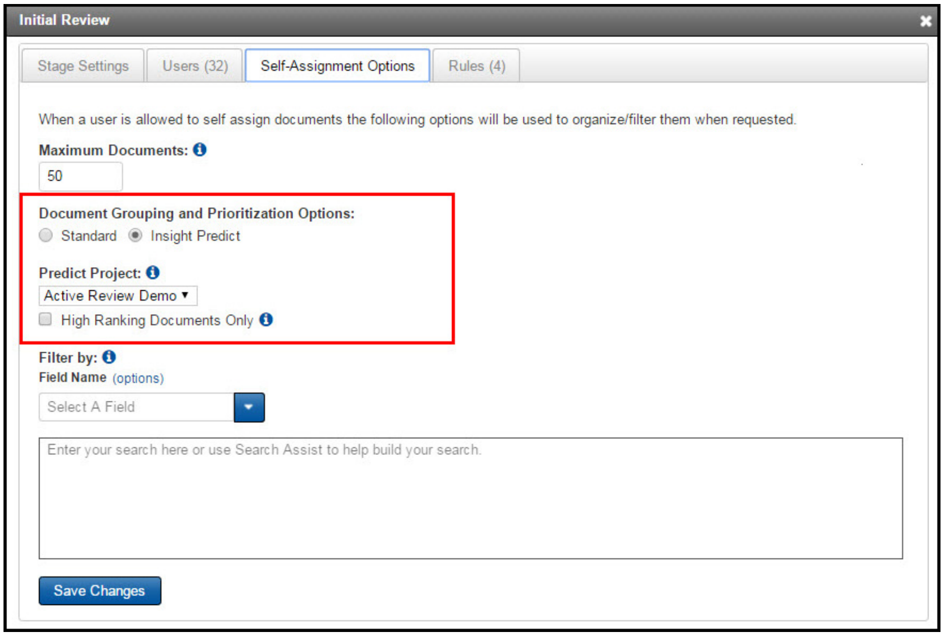
All review in Predict trains the Predict engine how to rank documents within a collection.

Review Module and Prioritized Review

Many reviews in Insight take place via **Review Projects**. As the documents are reviewed, Predict ranks the rest of the non-reviewed population. It doesn't matter what stage the reviewers are reviewing in, and it doesn't matter how the Review Project workflow is set up.

With **Review Projects**, you can create a stage of the review that works directly with Insight Predict, so that the documents fed to the reviewers come from the ranked population, in ranked order. We call this Prioritized Review because the most relevant documents are the highest ranked and pulled by the reviewers first.

To review documents in rank order, the stage in the Review Project has to be set up as a Predict stage.



On the **Self-Assignment Options** tab, select the **Insight Predict** radio button and the name of the Predict project. Only documents that are assigned to the stage and in the designated Predict project collection will be given to the reviewer. The majority of these documents will be highly-ranked documents, but Insight Predict will also select some contextually diverse documents.

Contextually diverse documents are documents that are different from documents that Predict is familiar with. These documents contain new words (for the most part) and therefore, they are more difficult to rank. By pulling samples of contextually diverse documents, Predict not only learns faster, but it might also discover important documents that otherwise would not have been found.

If you want only highly ranked documents to be sent to the review team, select **High Ranking Documents Only**, which will exclude contextually diverse documents.

All documents in the project collection that are reviewed are immediately fed to Predict for continuous learning and ranking.

Predict Module Overview

In the Predict module, you can manage the validation stage, add users to a stage, and set self-assignment options.

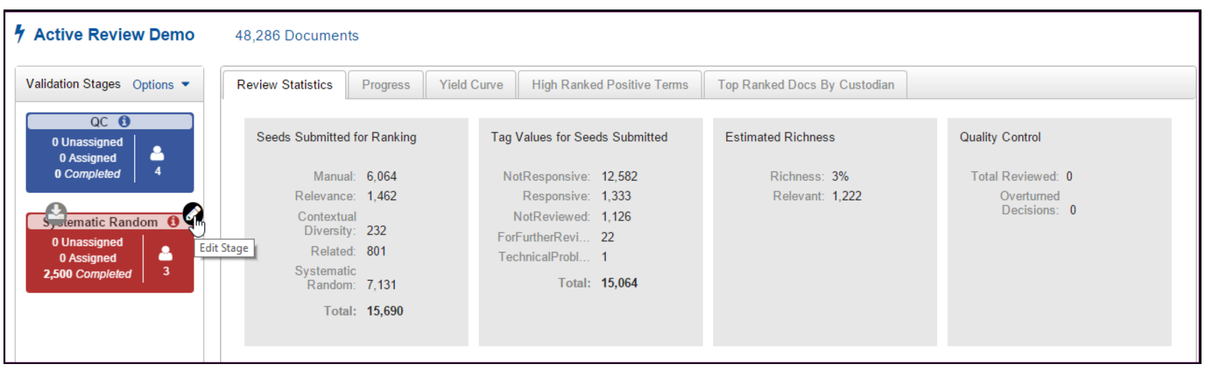
Manage the Validation Stages

Within the Predict module, there are two validation stages:

- **The QC stage:** Provides a sample of coded documents for validation. In this stage, reviewers determine whether documents were coded correctly or incorrectly. If a document is coded incorrectly, they will change the coding decision.
- **The Systematic Random stage:** Used to make decisions on a sample of ranked documents selected by the system. This sample is used to generate a yield curve.

Similar to the Review Projects module, these stages of Predict have a user list and self-assignment options associated with them. These stages are outside of the Review Project so the review will take place from the Predict section of Insight. Click the **Edit** button for the stage.

See Manage the QC and Systematic Stages for details.



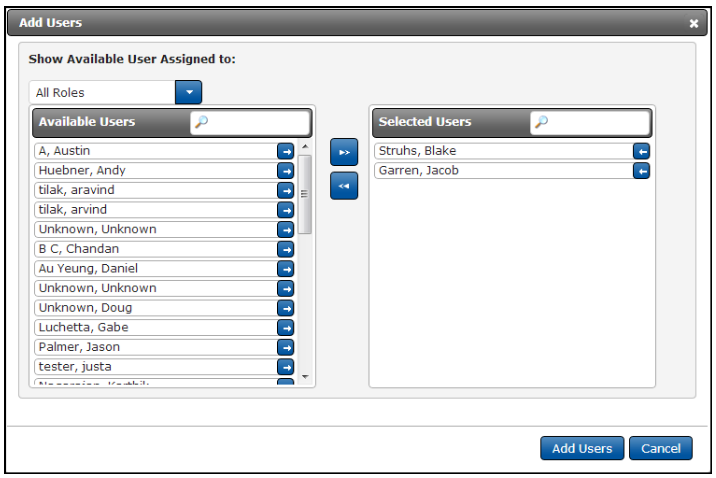
Add Users to a Stage

To add users to a stage:

1. Click **Add Users**.

2. Move people from the **Available Users List** to the **Selected Users** list by selecting their names and clicking the right-facing arrow.

   Those in the Selected Users list will be able to retrieve and review documents in the stage.



Set Self-Assignment Options

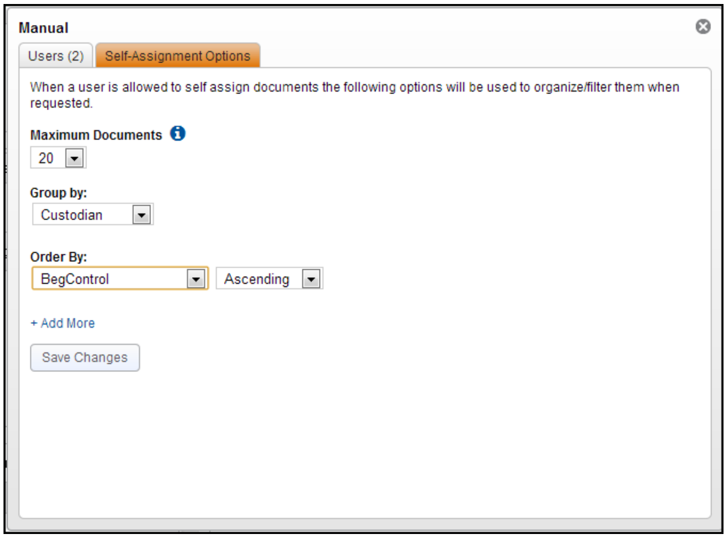
On the **Self-Assignment Options** tab of the stage:

1. Select the maximum number of documents that a user can have assigned to them at one time from the **Maximum Documents** menu.

2. If you want to group documents together by a field value, select the field from the **Group By** menu.

   For example, if you choose to group documents by custodian, select **Custodian** from the **Group By** menu. Your reviewers will be assigned documents with the same custodian instead of documents with a variety of different custodians.

3. The **Order By** option will assign documents based on the sort order of the selected field. Select either **Ascending** or **Descending** to specify sort order.



To see a Predict project from the reviewers' perspective, see *Reviewing in a Predict or Review Project* section of the User Guide.

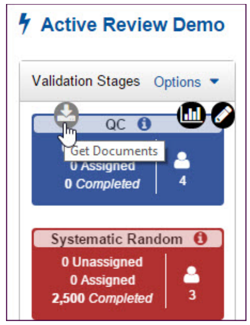
Manage the QC and Systematic Random Stages

QC Stage

The **QC Stage** of the project is used to assign documents already reviewed for quality control purposes. The documents in this stage have been ranked by the system one way, but coded by reviewers in a different way (i.e., the most false positives and most false negatives according to the system).

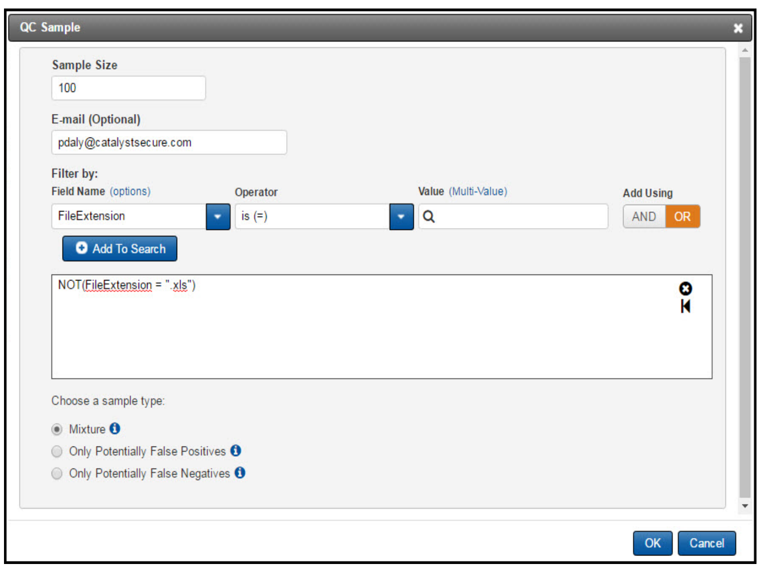
To select documents for this stage:

1. Click the **Get Documents** button.



2. Select the desired sample size.

   The default is 100. There is also a filter to exclude documents. For example, if you want to exclude Excel files, you would use the syntax below.

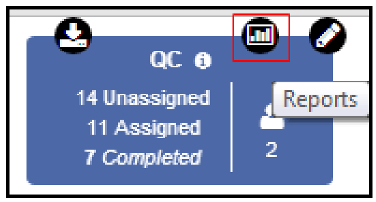


   Additional reports are available in this stage of the project and are helpful in identifying user coding and coding decisions that were overturned.

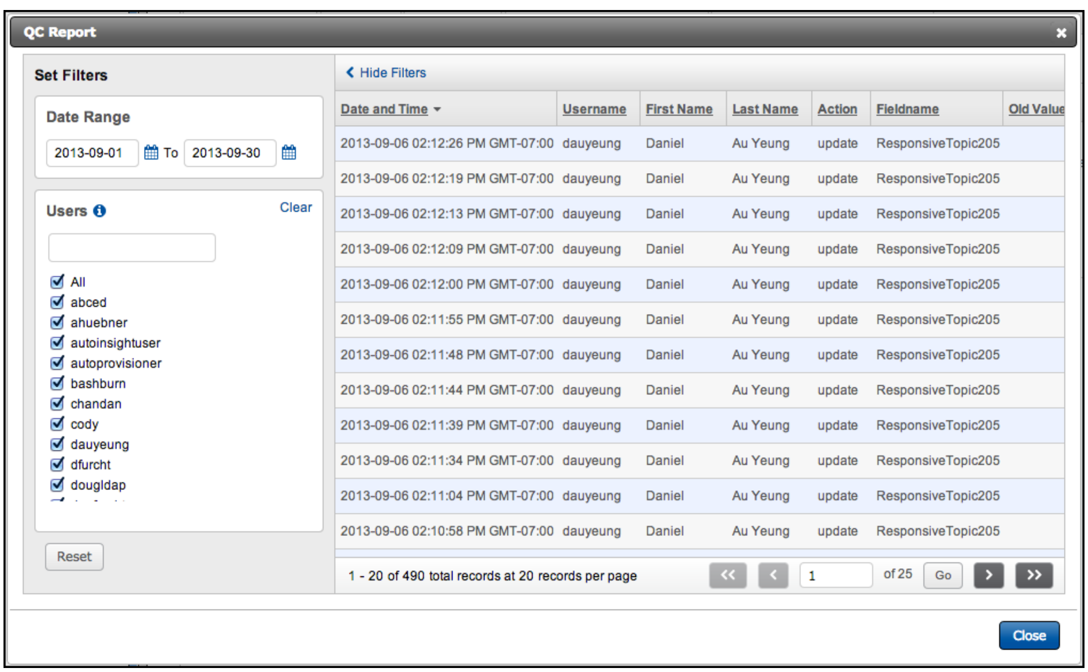
3. Choose a sample type. **Mixture** is the default. This means that the documents pulled are a mix of potentially false positive and potentially false negative. False positive documents are those the system believed would be coded as non-relevant (because they were ranked low) but the reviewer coded them as relevant. False negative documents are

those the system believed would be coded as relevant (because they were highly ranked) but the reviewer coded them as non-relevant. Choosing either of those options will give you 100% false negative or positive, rather than a mixture of both.

4. To access the **QC Reports**, click the **Reports** button.



The **QC Report** is similar to the **Insight Document Audit Trail** report but includes only the records in your project. It lists the fields that have been changed, the values changed in the field, and the user who made the change.



The date range is set to the current date, and all users are selected.

5. You can change the date range and select individual users or search for a specific user.

After documents go through the **QC Stage**, those coded in a different way, meaning that the decision was overturned by the QC reviewer, go back into the ranking engine. If there is no change in the **Decision** field, the document does not go back to ranking.

Systematic Random Stage

The **Systematic Random** stage of the project is used to determine a richness estimate and also to verify the training of the Predict algorithm. If this stage is used for verification, the results of the decisions in the stage produce a yield curve, which allows you to determine a cutoff point for the review.

When the Systematic Random sample is taken, you are presented with the question "Is this sample going to be used for final validation?" If you answer "yes," the ranking engine stops and no additional ranking takes place. Review can continue in the Review Module with no interruption. If you answer "no," the ranking continues to happen. Answer "no" if you are using the sample for a richness estimate.

The documents pulled for the Systematic Random sample are selected by the system from the population of all non-reviewed documents in the project collection. Starting from the highest ranked document, the system identifies every *Nth* document to the lowest ranked. The set of documents used for this stage is taken from every point in the ranked set. The goal is to see if the system is correctly predicting whether or not the documents are accurately ranked.

After the Systematic stage is complete, meaning all the documents pulled are reviewed, a yield curve is created, which will help you see how well the documents were ranked. If appropriate, it will also help you determine where cutoff is appropriate for your situation. Consider using your expert reviewer in this stage. See Yield Curve for additional information.

Note that if you have not finished the Systematic sample of documents, the system will not allow you to create a yield curve and will ask you to finish the sample. And if the documents have been reviewed and are currently in the process of being ranked, the message will notify you that you cannot yet proceed with this stage until ranking is complete.

You will also generate a richness estimate from this stage. The richness estimate is based on your desired confidence level and margin of error.

To take a Systematic Random sample:

1. Answer the question when prompted: “Is this sample going to be used for final validation?” Then, select the desired sample size.

   The default is 100.

2. Enter the **Confidence Level** and **Margin of Error** in order to help determine what your sample size should be.

   The **Predict Population Size** is based on the number of documents in your Predict collection. If the number of documents changes over time due to rolling uploads or you adding or removing documents from your collection, these numbers will adjust.

   The **Confidence Level** is defaulted to **95%**. The **Margin of Error** is defaulted to **5%**.

3. The number of documents in the **Recommended Sample Size** is based on your input.

   You can accept the number at the **Sample Size** field, or change it to another value. Until this full set is reviewed and released, the **Get Documents** is disabled because the documents need to be reviewed and ranked before the next sample can be obtained. Once reviewed and ranked, it will be enabled again.

   The richness estimate appears in your reports at **Richness Estimate**.

   If you add documents to your Predict collection, you will be notified to take another systematic random sample and another richness estimate. The richness estimate is only accurate for the body of documents in the collection at the time you took the Systematic Random sample.

4. If you select the **Copy sample to folder** check box, the documents will be copied to a folder, rather than to the Systematic Random stage in Predict. If you use this option and review documents in a static folder, a yield curve will not be generated.

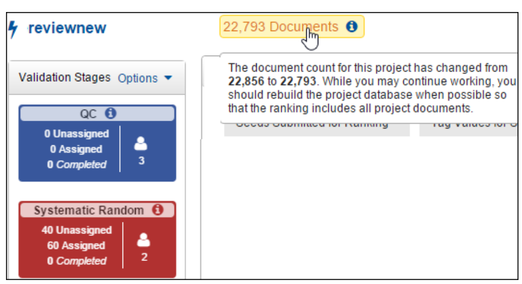
Report and Charts

After each ranking operation, the Predict Dashboard and associated reports and charts are automatically updated and available for your review. Once coding decisions are made, the documents go through the ranking algorithm, which locates words within the documents. The words (terms) are ordered from high-ranking to low-ranking. The remainder of the document population order is based on the words within the documents.

Because Predict automatically finds reviewed documents in Insight, there can be hundreds of ranking operations on a project. Predict can rank these documents with amazing speed -- it can rank more than one million documents in less than five minutes.

Open your project and click **Dashboard** to view overall project statistics. Information is available on each of the tabs.

Note: The number of documents in the collection is at the top of the page next to the project name. If this number is highlighted in yellow, the number is new, and the graph must be rebuilt by going to **Collections** and selecting **Create Predict Graph**. Point to the number to see the new information.

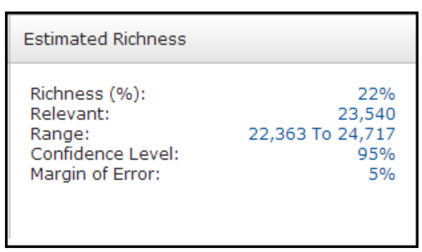


Review Statistics Tab

The information at the **Review Statistics** tab includes:

- **Seeds Submitted for Ranking:** This first section includes the documents (i.e. seeds) that have been sent to Predict so that Predict is trained on what is relevant and not-relevant.
- **Manual:** The number of documents submitted to Predict from outside the ranked list.

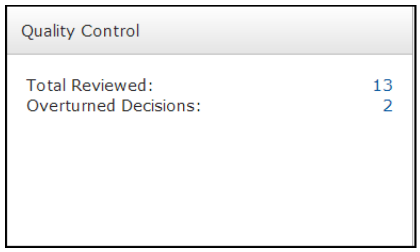
- **Relevance:** The number of reviewed documents assigned to reviewers from the ranked list.
- **Contextual Diversity:** The total number of reviewed seeds assigned by Predict using Contextual Diversity to find unknown pockets of documents.
- **Related:** The reviewed seeds not assigned by Predict but reviewed because they were related to the documents assigned by Predict. (Many Review Projects are set up to keep families together, so reviewers see the entire relationship of documents when they review. Predict projects do not need to be set up to keep families together but many managers prefer to display the whole family to the reviewer at the same time.)
- **Systematic Random:** The number of documents reviewed after having been selected at the **Systematic Random** stage of Predict.
- **Tag Values for Seeds Submitted:** The possible values in the **Decision** field and the number of documents tagged with each value.
- **Estimated Richness:** The number of documents in the collection likely to be relevant. This number is based on the **Confidence Level** and **Margin of Error** established after running the richness estimate in the Systematic Random stage.



In this example, the system estimates that:

- Approximately 23,540 documents (22% of the collection containing 107,000 documents) are relevant.
- With a margin of error of plus or minus 5%, these 23,540 documents will appear in a range between 22,363 (95%) to 24,717 (105%).

• **Quality Control:** The total number of documents reviewed in the **QC** stage and the number of decisions overturned.



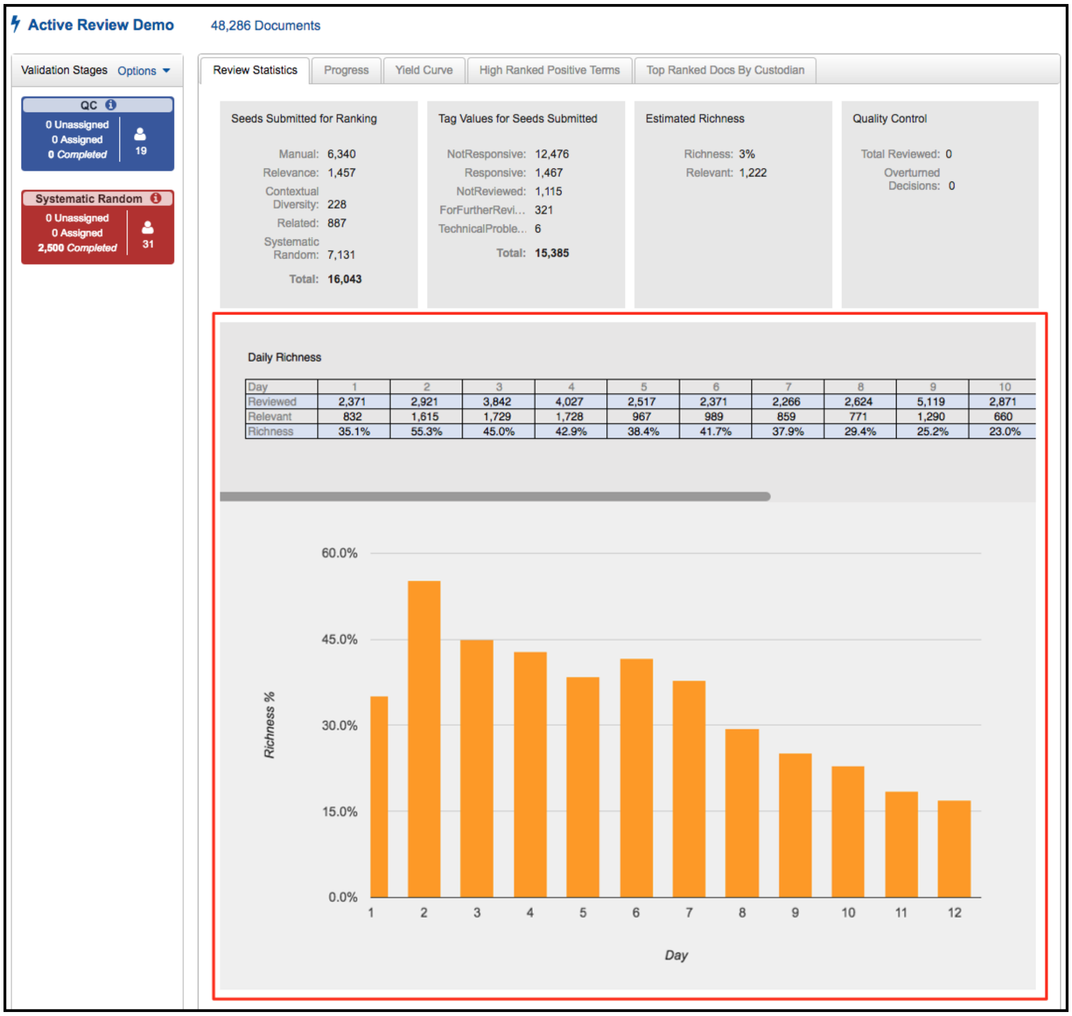
Daily Richness

This report is used to help review managers manage their review teams and know when to stop the review based on the richness observation. The richness is calculated on a daily basis so the manager can compare current richness against the historical high-water mark.

As Predict feeds the most likely relevant documents to the review team first, the richness percentage will be high because the reviewers are reviewing mostly relevant documents. As the project progresses, the manager will notice the richness percentage will start to decrease because the reviewers are running out of relevant documents. This chart helps them follow the pattern and make educated decisions on when to stop a review.

The calculation table shows the number of documents reviewed, how many are relevant and the calculated richness. This is shown for each day of the review.

Below the table is the bar chart, which is an illustration of the increasing and decreasing richness percentage per day.



Progress Tab

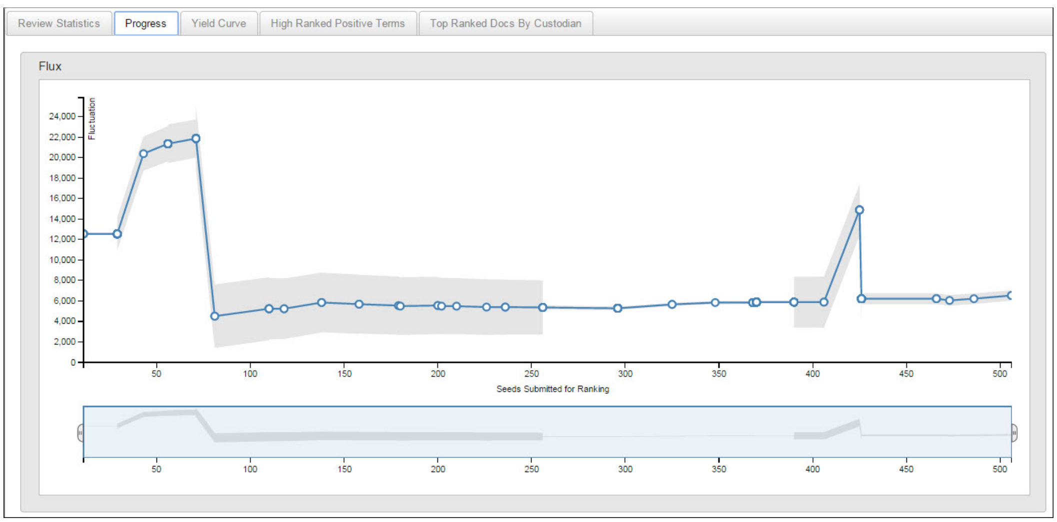
Click the **Progress** tab to display the **Flux** chart (the fluctuations in the document ranking process, available after each ranking operation) and the **Gains** chart.

Flux Chart

The **Flux** chart represents the stability of the ranking throughout the project. This chart can help you determine when the ranking fluctuation stabilizes, which indicates that the learning of the Predict engine is at an acceptable level. It measures the number of changes in ranking (fluctuations on the y-axis) against the number of document seeds (on the x-axis) ranked over time.

To see the average number of ranking changes in the positive and negative directions, point to the ranking operation, depicted by a circle. The width of the gray area behind the line on the chart indicates significant change in the average document ranking. If the gray area is small or nonexistent, there is little fluctuation in the ranking, which means the ranking is stabilizing.

Note: This chart is only available after two rankings have occurred.

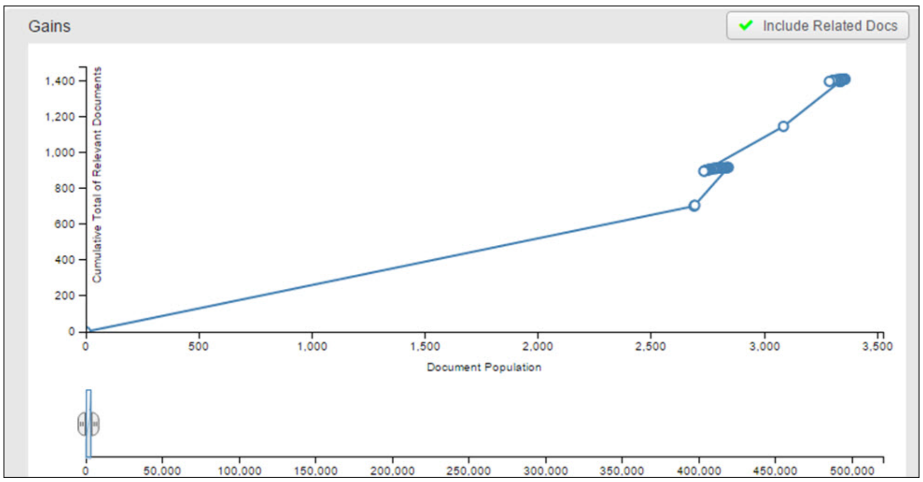


In this example, the amount of ranking fluctuation drops significantly after five ranking rounds, with about 80 seeds submitted for ranking. After 250 seeds, it levels off. Then, with about 400 seeds submitted, it spikes and quickly stabilizes again. These changes could be due to a new set of diverse documents being added to the population, or it could be due to a change in reviewers.

To zoom in to a portion of the chart, use the size controls that appear below the chart. Drag the left and right sides in either direction to change your view.

Gains Chart

The **Gains** chart (also referred to as a **Cumulative Yield Chart**) appears beneath the **Flux** chart. The y-axis displays the **Cumulative Total of Relevant Documents (**positive seeds) and the x-axis displays the total number of documents in the collection.

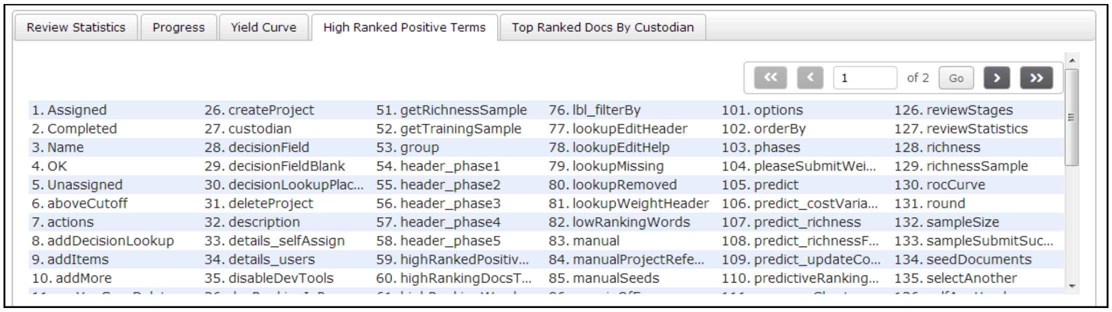


In this example, the number of relevant documents begins to taper off after about 9,700 seeds have been reviewed. There are fewer relevant documents in the 9,700 and 12,000 document range. If the trend continues, we can estimate that a majority of the relevant documents have been reviewed.

Click the **Include Related Docs** button to update the chart to include the related documents. Click it again so the chart only reflects the documents the Predict engine assigned to the review team in the review project. To zoom into a portion of the chart, use the size controls that appear below the chart.

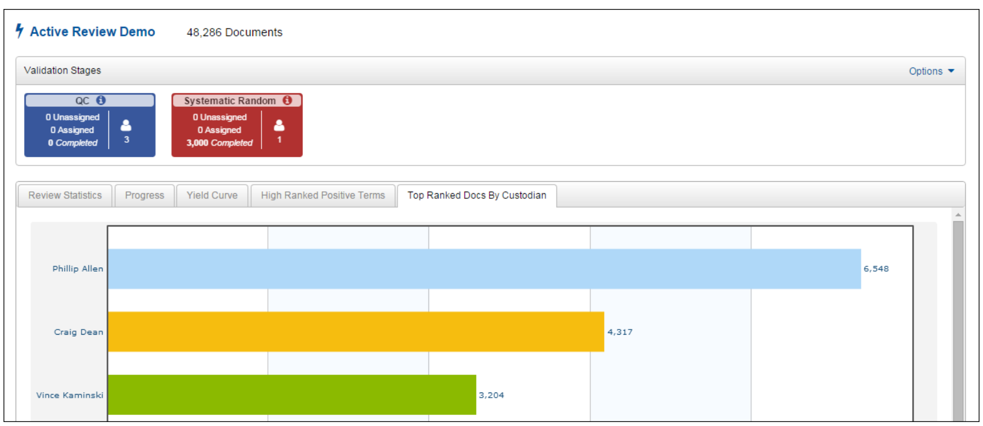
High Ranked Positive Terms Tab

Click the **High Ranked Positive Terms** tab to review a list of the top 10,000 highest-ranked terms in the document collection. This list can be useful when you are looking for key words in your data. Notice that the terms might change dramatically when you compare earlier rankings to later ones, especially if new types of documents are introduced into the collection and ranked.



Top Ranked Docs by Custodian Tab

Click the **Top Ranked Docs By Custodian** tab to display this chart, which shows the custodians with the most highly ranked documents.

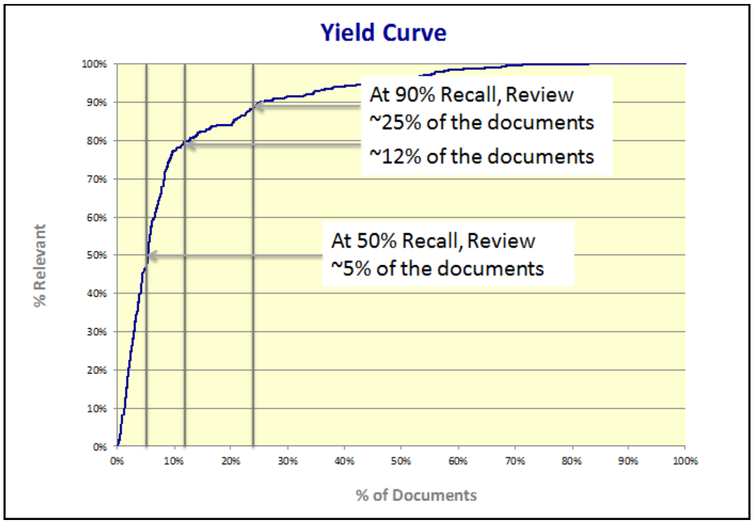


Yield Curve

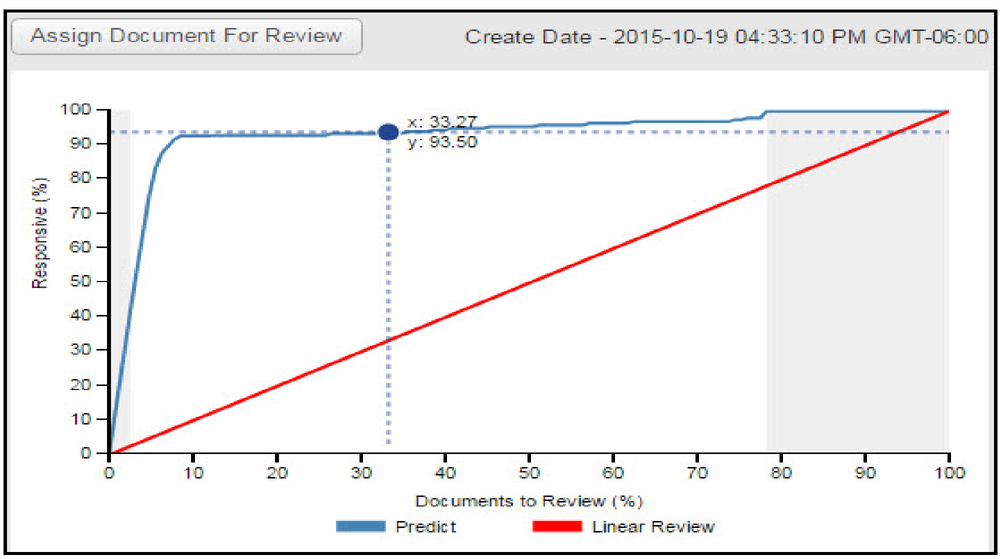
Click the **Yield Curve** tab to see the results of the review.

The **Yield Curve** is only available after the documents are released from the **Systematic Random** stage. Use this information to determine when you want to cut off your review. You want to review as few documents as possible, while locating as many relevant documents as possible.

In the following chart, responsiveness appears on the y-axis, and percentage of documents reviewed appears on the x-axis.



In Insight Predict, the **Yield Curve** looks like this:

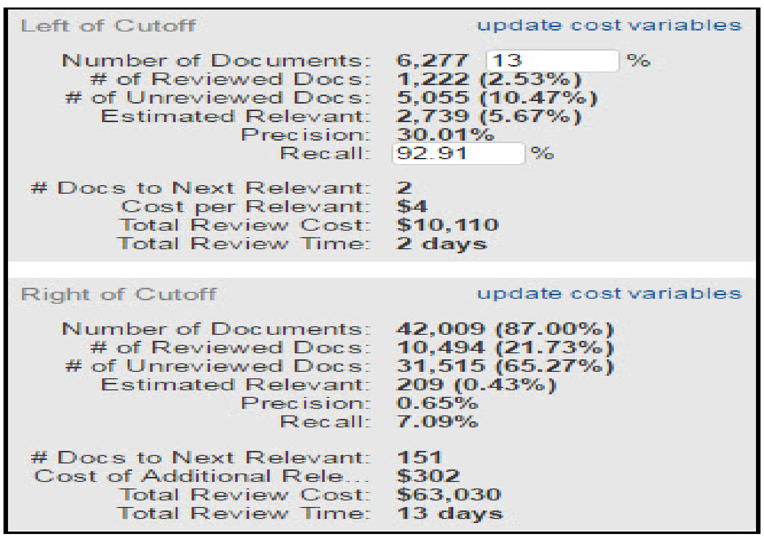


Select a cutoff point by using the slider bar under the chart. The **Documents To Review** number will change, depending on where you select the cutoff. To zoom into a portion of the chart, use the size controls that appear below the chart.

The gray areas on the left and right ends of the chart represent the reviewed documents. The red line represents the yield curve of a linear review. This allows you to compare the difference between using Predict and running a linear review project.

The blue line is the yield curve for the current project, after the Systematic Random stage is complete.

Use the slide bar at the bottom of the chart to determine an appropriate cutoff point. You can calculate costs associated with reviewing the left side of the cutoff and the right side of the cutoff. The left side of the cutoff represents the documents you will likely review, and the right side represents documents you will likely not review.



The numbers in these charts will help you to make these important decisions and determine the appropriate cutoff point. Typically, you will continue to review the documents that appear on the left side of the curve with the goal of reviewing fewer, but more relevant documents. Those documents that appear on the right side of the curve are documents that you will likely not produce; you might choose to discard them completely.

Left of Cutoff

The numbers that appear in the **Left of Cutoff** section of the page will change, based on your selected cutoff point.

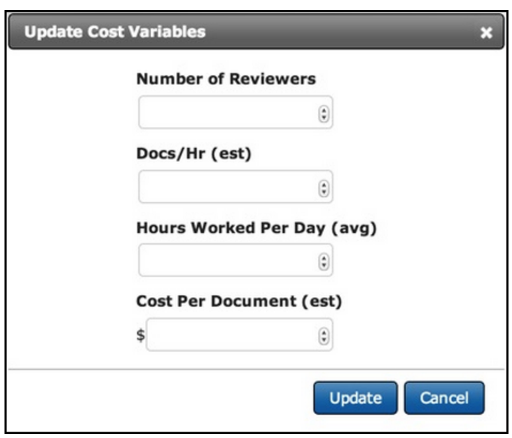
- **Number of Documents:** The number of documents that appear on the left side of the curve. The previous example shows that from the entire project population, we have selected that the cutoff be 13% of the population. This is the percentage of the collection that we intend to review.
- **# of Reviewed Docs:** The number of documents that have been reviewed and appear to the left of the cutoff point.
- **# of Unreviewed Docs:** The number of documents that are not yet reviewed and appear to the left of the cutoff point.
- **Estimated Relevant:** The estimated number of relevant documents of those to be reviewed and appear to the left of the cutoff point.
- **Precision:** The percentage of relevant documents, from the documents that have been retrieved for the Systematic Random sample. This is a measure of accuracy or correctness (the number of documents relevant, divided by the number of documents retrieved in the Systematic sample). It answers the question, "How much of what I retrieved was relevant?" Higher precision means that less time is spent on "false positives."
- **Recall:** The percentage of relevant documents that have been reviewed in the stage and is a measure of completeness (the number of documents reviewed, divided by the number of relevant documents from the Systematic sample). Recall answers the question, "How many of the responsive documents did I find?" If this number is low, too many relevant documents might have been missed.
- **# Docs per Relevant:** The number of documents divided by the estimated relevant for the left side.
- **Cost per Relevant:** This is the total review cost that you will incur for every relevant document. For example, if the irrelevant-to-relevant ratio is 3:1. You pay to review three

documents for every one that is relevant. You can adjust this figure by clicking **Update Cost Variables**.

- **Total Review Cost:** The cost to review all of the documents that appear on the left of the curve. You can adjust this figure by clicking **Update Cost Variables**.
- **Total Review Time:** The time it will take to review the documents that appear on the left of the curve. Total Review time is the calculated by taking the number of documents on the left, dividing it by the documents per hour, multiplied by the number of reviewers, multiplied by the number of hours worked per day.

Update Cost Variables

Select this link to change the cost variables from the defaults. A dialog box will open and you can change the information for the number of reviewers, docs per hour, hours worked per day and the cost per document. If you change any of these, it will store the information you input so you can use it again.



Right of Cutoff

The information presented in this chart allows you to see the cost and time associated with the documents you choose to be on the right side of the **Yield Curve** and are usually the documents that you choose not to review. Use the slide bar to change the cutoff and see the difference in cost.

The information tracked here is similar to the information tracked in the **Left of Cutoff** section of the page, but it pertains to the documents that appear on the right side of the curve.

These two calculations are different:

- **# Docs to Next Relevant:** The number of documents you would have to review before getting to the next relevant document (the number of documents that appear on the right side of the curve, divided by the number of estimated relevant documents that appear on the right side of the curve).
- **Cost of Additional Relevant:** This is the cost of reviewing documents to get to the next relevant document (the number of documents to next relevant times the cost per document).

This figure is similar to the **Cost Per Relevant** figure from **Left of Cutoff**, but the number of relevant documents on the right should be sparse. Therefore, the irrelevant-to-relevant ratio should be high. For example, if the irrelevant-to-relevant ratio is 100:1, you pay for reviewing 100 documents for every one relevant document.

If there is one relevant document in every 100, and the cost for reviewing each document is $3, then the cost per relevant document is $300. So, you can see that it is an exorbitant cost to review all of the non-relevant documents just to get to the next relevant one. It is better to exclude the right side documents from review and production.

Not Ranked Documents

The **Not Ranked** field, which appears in the upper right corner of the Yield Curve chart, shows the number of documents not reflected in the chart and excluded from the ranking process. Documents might not be ranked for a variety of reasons, including file size and document content (e.g. - empty documents, documents with just numbers, documents greater than 10MB of text), are excluded from the process completely.

The **% of Collection** field, which appears under the Not Ranked field, displays he percentage of the collection that is excluded from the Yield Curve.

Rejecting the Yield Curve

After the **Systematic Stage** is complete and all documents have been reviewed and released, you determine whether to accept or reject the **Yield Curve**.

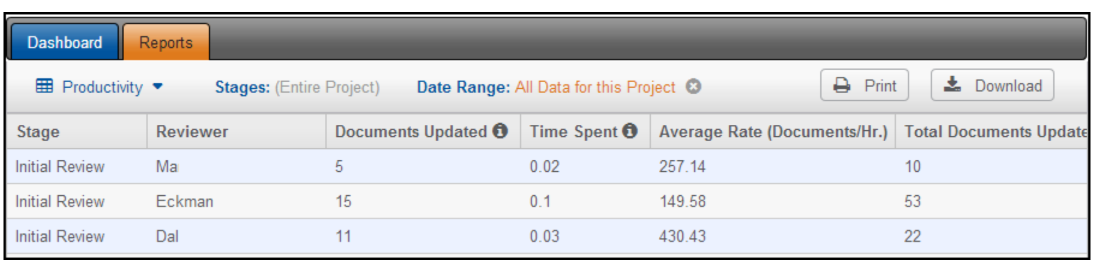
- If you believe that additional sampling and system training is needed, click the **Continue Ranking** button located above the curve.
- If you choose to reject the **Yield Curve** and continue to train the system, the **Yield Curve** will disappear from the screen, and the other stages of the project will be enabled once again. The documents that were coded in the **Systematic** stage will be automatically sent to ranking as document seeds.

Productivity and Coding Distribution Reports

Additional reports are available to track productivity and coding distribution.

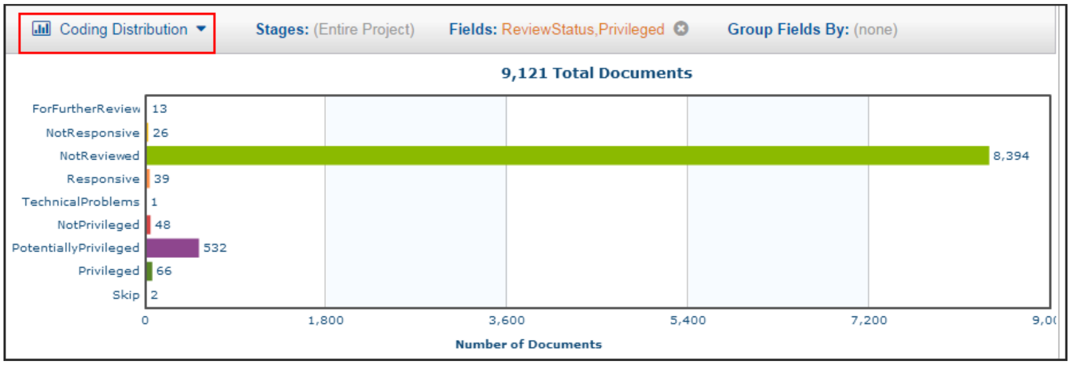
1. To open the **Productivity Report,** click **Reports** in the left panel.

   You can customize the report by selecting all stages or by selecting just one stage, such as the QC stage or the Systematic Random stage.



Stage	Reviewer	Documents Updated	Time Spent	Average Rate (Documents/Hr.)	Total Documents Update
Initial Review	Ma	5	0.02	257.14	10
Initial Review	Eckman	15	0.1	149.58	53
Initial Review	Dal	11	0.03	430.43	22

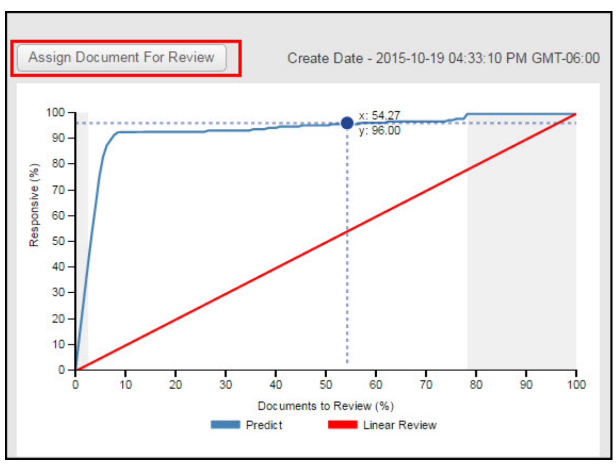
2. Click **Coding Distribution** to see the decision field on which the project is based.

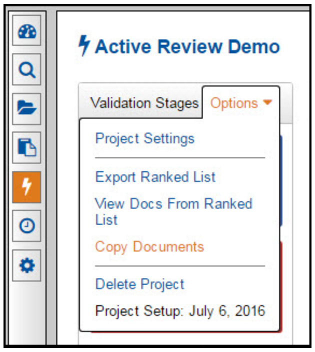


Send Documents to a Review Project

When you are satisfied with the yield curve calculations, you might choose to send the documents to a review project and use the workflow of the Review Projects Module. You can also copy the documents to a folder.

1. Either click on the **Assign Document For Review** button or use the **Copy Documents** link from the **Options** menu.





2. To assign all documents to the left of the cutoff, select the radio button that displays the document count.

   You can also select some of the documents by selecting the **Top** radio button and typing in the number of documents you want to assign in the text box. This method is useful if you want to start with a fewer amount of documents and see how the review progresses before you assign more documents to the review project.

3. Select **Exclude documents reviewed during this project** to avoid those that have already been through the Predict review.

4. You can also filter by different criteria to exclude documents from going to the project or folder.

   For example, you can hold a particular custodian's documents for the first round, and remove the filter later when you are ready to send those documents to review.

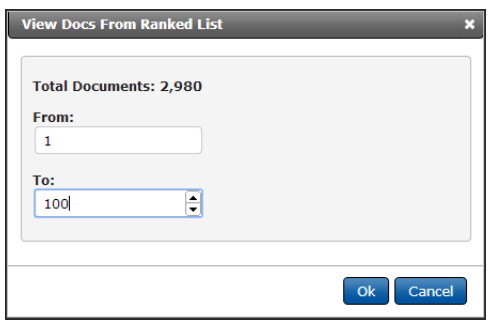
5. Choose a destination - either a review project or a folder.

6. Progress through the steps outlined in the wizard. Select the project and bring in related documents if you like.

Predict Options Menu

Expand the **Options** menu to view the options available only to Predict administrators.

- **Project Settings:** To view the original settings selected for your project. This setting information includes the project Name, Description, Decision Field and Predictive Ranking Collection. The Name, Description, and the weights of the Decision Field are editable, but please speak with a OpenText Consultant before changing this information.
- **Export Ranked List:** You can export a list of all document IDs and their rank by selecting this option. Simply name the job and Create Export Job. As with all exports on Insight, go to the Monitors & Reports tab to find your export. Your export will be under the Export link. The file will be a simple text (.txt) file with the docIDs and Ranks, sorted by rank.
- **View Docs From Ranked List:** As an administrator, you might find it helpful to view documents from the ranked population. Enter the range of documents you want to view in the text boxes. For example, if the documents are ranked from 1 to 500 and you want to view the 100 highest-ranked documents, enter 1 in the **From** field and 100 in the **To** field.



After the documents are retrieved, they will be displayed in the table view of the Results page.

You will then need to select a folder or create a folder to copy the documents into. If you do not see the folder you like, select **Other Folders** under My Folders, Shared Folders or Public Folders. You can create a new folder by using the drop-down arrow next to those top level folders. Then, follow the steps to create the folder and copy the documents into it. Navigate to your folders under the **Folders** tab of Insight to find the documents.

- **Copy Documents:** Select this option to copy documents to a review project or to a folder. See Send Documents to a Review Project for additional information.

- **Delete Project:** Select this option to entirely delete a Predict project. Be aware this will delete any ranking information about the project.
- **Project Setup Information:** The date the project was created appears at the bottom of the **Options** menu. To review information about the project, such as when the last ranking operation occurred, and the last time the graph database was built, point to the project name at the top of the page.

Reports

Administrators in a Role with the **ViewAuditReports** permission have access to the site's reports. These reports provide a roll up of user activity and an audit trail of changes to documents.

Click the **Monitors & Reports** button and expand the **Reports** menu.

Document Audit Trail Reports

Document Audit Trail reports provide an audit trail of changes to documents.

1. Click **Document Audit Trail** in the **Reports** menu.

   When opened, the **Document Audit Trail** page displays the current date's information, and the **Date Range** fields are automatically defaulted to today's date.

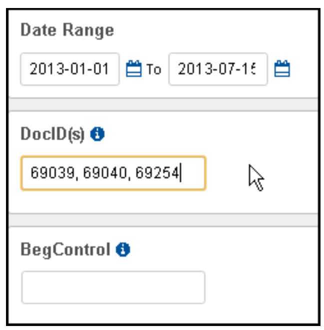
   The following information appears on the page:

   - **Doc ID:** The unique document identification number assigned by OpenText
   - **BegControl:** The beginning control number of the document
   - **Date and Time:** The date and time the change was made
   - **User Name:** The user name assigned to the user in the system
   - **First Name:** The user's first name
   - **Last Name:** The user's last name
   - **Action:** The specific action taken by the user: update (saving the document after making field changes), redaction, conversion, update with no changes (saving the document without making field changes)
   - **Fieldname:** The name of the field changed, if changed
   - **Old Value:** The original field value, if the field was changed
   - **New Value:** The new field value, if the field was changed
   - **Audit ID:** A unique auditing identifier assigned by Catalyt

2. If you'd like to change the dates of your report, type into the fields using the International Standard Date format YYYY-MM-DD; you can also use the calendar to populate the field.

   When using the calendar, expand the menus to select the **Date** and **Year**, and then click the specific day in the calendar. Your chosen date is placed in the **Date** field. Change the **To Date** field in the same way. The **Date Range** filter is inclusive of the dates in the boxes (greater than/equal to the beginning date and less than/equal to the ending date).

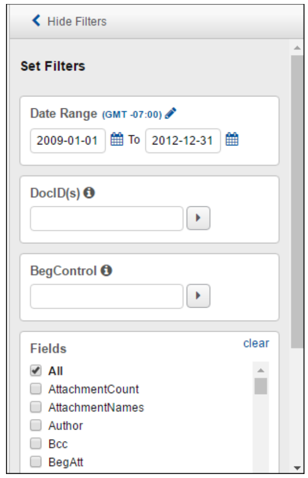
3. You can limit the report to specific DocID or BegControl number(s). Enter the number (separate multiple numbers with commas), and then click outside the box. This signals the system to apply your filter.



   The system dynamically refreshes to display the results based upon your filters.

4. Using the selections in the **Set Filters** panel to create the report you need.

   By default, all **Fields** and all **Review Projects** checkboxes are selected.



5. If you want to narrow your report to certain fields and/or by specific projects, clear any unnecessary checkboxes. You can also click **Clear** to remove all selections and then go back and select only the ones you need.

   The system refreshes automatically to display the new table of information.

6. Click **Hide Filters** at the top of the page to maximize the grid.

   By default, the information in the grid is sorted by **Date and Time** in descending order (denoted by the down triangle).

7. To sort by another column, click the header. Clicking again will change the order from descending to ascending (up triangle). Navigation buttons at the bottom of the table allow you to change the grid page displayed.

   Each change to a document is listed as a separate entry.

8. To reset the grid information to the original display when you opened the page, select the **Reset** button at the bottom of the **Filters** panel.

   The **Filters** reset state is:

   • **Date Range**: Current date range

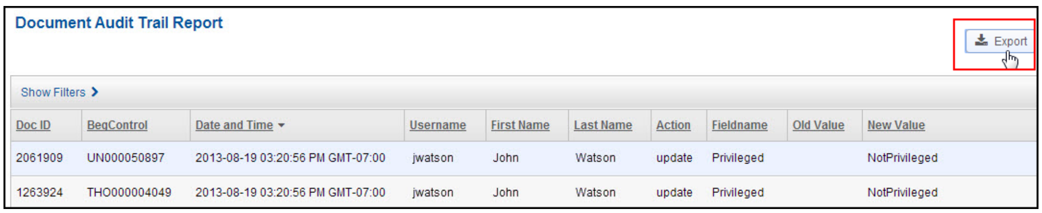
   • **DocID(s)**: Empty

• **BegControl(s)**: Empty

• **Fields**: All fields are displayed, but cleared

• **Review Projects**: All review projects are displayed, but cleared

9. If you would like to save the data, you can export the report. Click the **Export** button.



Doc ID	BegControl	Date and Time	Username	First Name	Last Name	Action	Fieldname	Old Value	New Value
2061909	UN000050897	2013-08-19 03:20:56 PM GMT-07:00	jwatson	John	Watson	update	Privileged		NotPrivileged
1263924	THO000004049	2013-08-19 03:20:56 PM GMT-07:00	jwatson	John	Watson	update	Privileged		NotPrivileged

10. Enter the name of your job export, ensure your email address is correct, and click the **Create Export Job** button. You will be notified when the export is complete.

    The exported file will be in delimited text file format. You can easily save the file into Excel to manipulate the rows and columns. The downloadable file is located in the **Monitors & Reports** section of the site at **Export**.

User Audit Trail Reports

User Audit Trail reports provide information about user activity in a site. You can view this information in either a summary view or a detailed view.

Summary View

To access User Audit Trail reports in a summary view:

1. Click **User Audit Trail** in the **Reports** menu.

   The **User Audit Trail Report** page opens to the **Summary** tab page, which is defaulted to the current date's information, and the **Date Range** fields are automatically populated with today's date. By default, all **Roles** and **Users** are selected, but you can narrow your report as needed. The information in the report includes:

   • **User Name:** The user name assigned to the user in the system

- **First Name:** The first name of user
- **Last Name:** The last name of user
- **Login:** The number of times the user logged in to the site
- **Views:** The number of times a user viewed (opened) documents
- **Searches:** The sum of searches a user has run
- **Updates:** The number of times a user updated and saved documents
- **Redactions:** The number of redactions a user performed
- **Delete Redactions:** The number of redactions a user deleted
- **Foldering:** The sum of the number of times a user foldered documents in bulk, foldered a single document and batched documents to folders
- **Bulk Updates:** The number of times a user carried out bulk updates using the Bulk Update Wizard
- **Uploads:** The number of uploads performed by the user
- **Batch Prints:** The number of times a user batched documents into a printable PDF or a zipped folder using the Batch Print Wizard.

2. If you'd like to change the dates of your report (creating a different time range for your report), type into the fields using the International Standard Date format YYYY-MM-DD; you can also use the calendar to populate the field.

   When using the calendar, use the menus to select the **Date** and **Year**, and then click the day in the calendar. Your chosen date is placed in the **Date** field. Change the **To Date** field in the same way.

3. You can limit the **Summary** page to view selected actions performed by specific **Roles** and **Users**. Clear the checkboxes at **Roles** to remove them, but keep at least one **Role** selected.

4. You can also limit the information to specific users. The system refreshes automatically to display the new table of information based upon your selections. Use the **Clear** buttons to clear all checkboxes. If you'd like to quickly set the filters back to today's date and all users, click **Reset**.

5. Use the scroll bar at the bottom of the table to see all the columns.

6. Click **Hide Filters** at the top of the page to maximize the grid.

   By default, the information in the grid is sorted by **User Name** in descending order (denoted by the down triangle).

7. To sort by another column, click the header. Clicking again will change the order from ascending to descending (up triangle). Navigation buttons at the bottom of the table allow you to change the grid page displayed.

Detailed View

The Detail view provides a breakdown of specific user actions.

1. Click the **Details** tab.

2. The **Date Range, Roles,** and **Users** are still available to filter your results, but you can use the **User Actions** hierarchy to report on granular levels of user activities.

   The information in the report includes:

   • **Date and Time:** The date and time the action was taken

   • **User Name:** The user name assigned to the user in the system

   • **First Name:** The first name of user

   • **Last Name:** The last name of user

   • **Action:** The action performed by the user

   • **DocID:** The unique document identification number assigned by OpenText

   • **Time Spent:** The total time the user spent performing the action

- **Description:** A system description of the action
- **Audit ID:** A unique auditing identifier assigned by OpenText

3. Scroll down to the **User Actions** section. Use the checkboxes or expand the category structure to select specific actions on which to report.

   The category represents the area of the site where the action took place; for example, **Bulk Actions** are activities performed from the **Results** page.

   The system refreshes the report automatically as you clear and select checkboxes.

4. Click **Hide Filters** to display more of the report on your screen. Use the navigation controls to change report pages.

5. To return to the default of today's date with all **Users**, **Roles** and **User Actions** selected, click **Reset** at the bottom of the **Filters** panel.

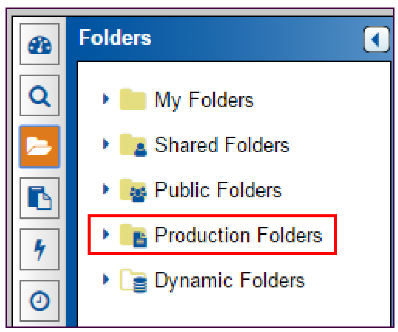
   By default, the information in the grid is sorted by **User Name** in descending order (denoted by the down triangle).

6. To sort by another column, click the header. Clicking again will change the order from ascending to descending (up triangle). Navigation buttons at the bottom of the table allow you to change the grid page displayed.

Production Module

When it is time to run your productions, use the integrated Production Module within Insight. With the Production Module you simply fill out the specifications, copy the documents to a folder, and run the production. Productions can be cloned so when another production needs to be run, you can use the same specifications as the previous one.

If you have the **Use Productions** permission, you will see **Production Folders** in your folder list and be able to run productions.



You'll start by entering your production specifications into the system, including delivery instructions. Then, you'll folder the documents you want to produce and run the production.

To ensure you do not produce something you shouldn't, you can create quality control rules, so that documents identified by criteria you define are flagged for review before they are produced. For example, you can set up a rule to flag documents coded as **Privileged** in the **Privileged** field. You can then review the documents and determine whether you want to produce them.

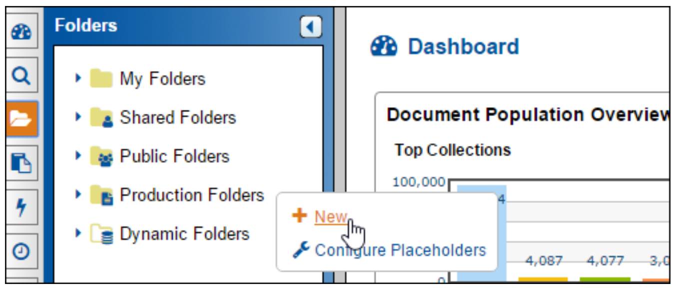
Important: Whenever you make changes to the production information, click the **Save** button at the top of the page. You can add and edit production information at any point prior to running your production, but the changes will not save automatically -- you must click **Save**.

Create Production Folders

The first step in running a production is to create a folder for your documents.

1. Click the **Folders** button and then expand **Production Folders** to see the existing folders on your site. If no productions exist, you will not see any folders in the hierarchy.

2. To create a new folder, point to the top-level **Production Folders**, and click **New**.



3. Enter the name for your folder in **Folder Name** field.

   If you include information in the **Folder Description** box, it will become a tool tip when users point to the folder.

Configure Placeholders

You can configure (create and manage) placeholders for documents you will not produce. These placeholders can be used for all productions run on your site. For example, you might want to insert placeholders to replace documents that would not convert for production, or to show that a file is out of order because it is being produced in a native format. In these instances, inserting a placeholder will show opposing counsel you intentionally removed the file from the production.

It is important to note the Department of Justice (DOJ) requires placeholders be used for privileged documents, and the placeholders can be established here.

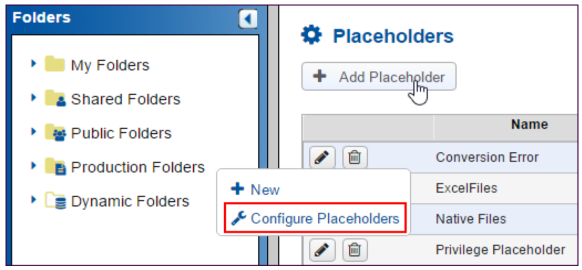
To create a placeholder:

1. Point to the top-level **Production Folders** and select **Configure Placeholders**.

   If placeholders already exist, you will see them in the table.

2. To create a new one, click the **Add Placeholder** button in the right frame.

   Your site may have several placeholders, used for different circumstances as needed.

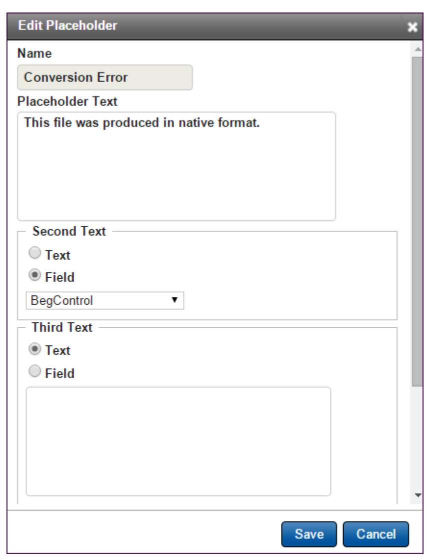


3. Enter a name for the placeholder, and at **Placeholder Text**, and create the explanation you want to appear on the placeholder page.

   You can also use the **Second Text** and **Third Text** sections to enter more information on the placeholder page.

4. Select **Text** or **Field** to type text into the box or place a field's data in the placeholder page.

5. At **Comments**, enter any other information or reminders for you and others who run productions on your site. This information does not appear in the produced documents.



6. Click **Save**.

The placeholder will display in the **Placeholder** page. Use the appropriate buttons to remove or edit a placeholder.

Note: If you opt to include placeholders in the production but fail to configure them before running the production, the system will ask you to resolve the conflict and re-save the production.

Provide Production Specifications

To specify how you want the production run, point to your new production folder and click **Show Detail**, where you'll add your specifications and review production activity in the following sections of the form:

- Basic Information
- Status
- Input/Output
- Placeholder Rules

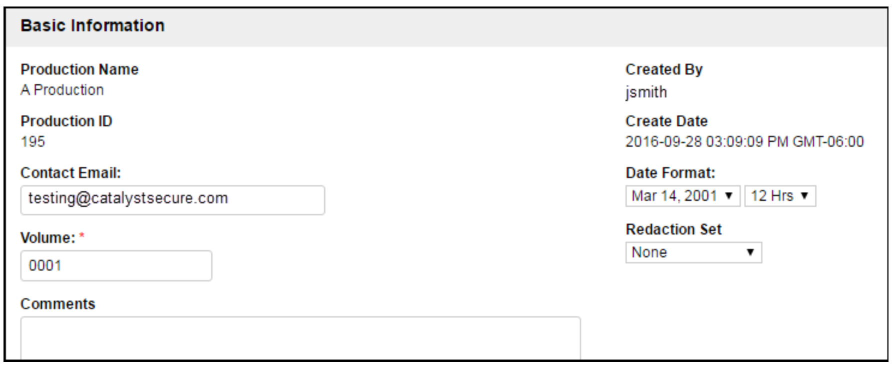
You'll also provide endorsement and load file specifications, and delivery instructions in this form, and be able to set QC rules to flag documents that meet criteria you define so you can review them before you produce them.

Basic Information

Complete the fields on the section of the page, as appropriate.

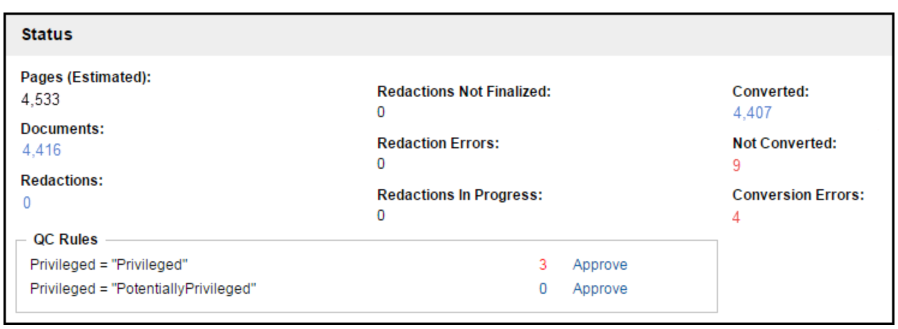
- The **Production Name**, **Production ID**, **Created By** and **Create Date** are informational fields to track who created the production and when. The Production Name is the name you created for the folder.
- The **Contact Email** is the email of the user who created the production. This can be changed.
- Provide an appropriate name in the **Volume** field.
- Enter reminders or additional information you'd like to include in the **Comments** field.

- The **Date Format** is set to Month, Day, Year on a 12-hour clock. This determines how information in date fields is displayed. Change this, if needed, by expanding the date and clock menus and selecting the appropriate date and time.
- If you are producing redacted documents, indicate which redaction set you will use for the production in the **Redaction Set** field before you copy any documents into the folder. The set you select instructs the system to replace the original records with the redacted files.



Status

This section reflects the activity of the conversion process after you add the documents to the production folder. Review the information in this section to monitor production activity. You'll see the number of pages and documents produced, flagged for QC, and the number of documents converted and not yet converted into PDF documents.



All documents must be converted to PDF before productions are run. When you copy documents into the production folder, the system checks each document to see if a PDF version already exists. Refer to Run Production for information on converting documents to PDF and resolving issues with flagged documents.

Input/Output

In this section, provide your input and output specifications and click **Save**.

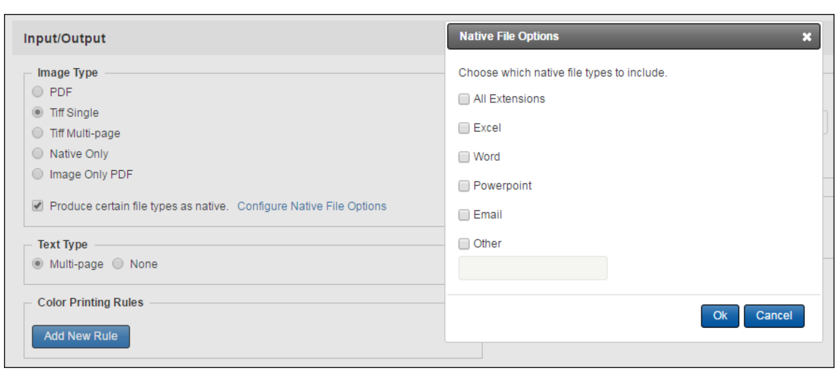
- **Image Type**: Select the type of format for your production documents. Your options are **PDF** (text embedded), **TIFF Single**, **TIFF Multi-Page**, **Native Only**, and **Image Only PDF**.

  If you choose the **Native Only** option, the files will be renamed according to your control number specifications.

  If you select an image type other than **Native Only**, you can also select the **Produce certain file types as native** checkbox to produce certain files in their native format.

  If you select an image type other than **Native Only**, you can also select the **Produce certain file types as native** check box to produce certain files in their native format. For example, you may decide that you want to produce Excel files natively. If your production has spreadsheets, we recommend you select to provide them as the native file with a placeholder for the images.This is preferred because converting spreadsheets sometimes distorts the information compared to looking at the file natively.

- **Produce certain file types as native:** When this option is selected, the **Configure Native File Options** link appears. Clicking this link allows you to indicate how the system should handle certain native files.



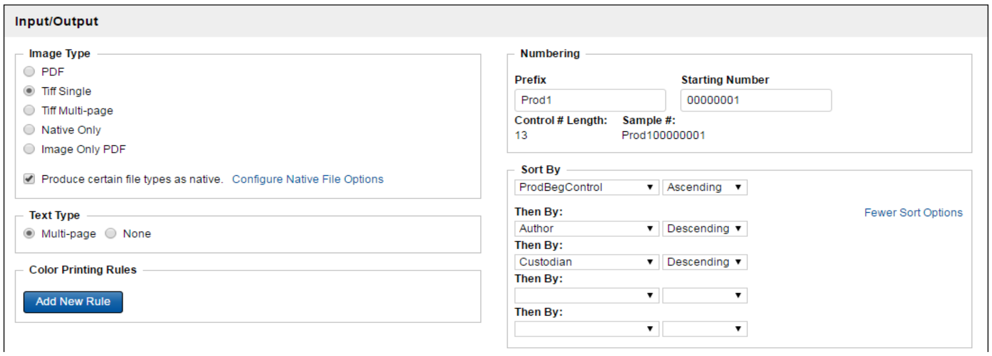
Select the type of file you want to configure using the checkboxes. Use **Other** to enter any other file types by extension, such as gpg.

Upon selecting a checkbox, you can indicate how these types of files should be produced: **Native +Images**, **Native + 1st 5 Pages,** or **Native + Placeholder**.

If you select **Native + Placeholder**, a menu appears and you can select your placeholder. If there is a text file associated with the record, you have the option of using the existing text of a document instead of placeholder text.

- **Text Type:** If you want to produce text files, select the format for the text files that you want to produce. Your options are Multi-page or None. The most common selection for productions that will be loaded to internal systems is multi-page text with single-page TIFF images.
- **Color Printing Rules:** Use color printing rules if you want documents to be printed in color. The easiest way is to have reviewers code a field to indicate that the file should be produced in color. Adding a simple field called “Color” with Yes/No options might be the best option. At the color printing section, Add new Rule and create a rule so that the documents that should be produced in color are pulled (e.g. color=yes). Specify the output format.
- **Numbering:** Use the **Prefix** and **Starting Number** boxes to provide the production endorsements. See Endorsements for information on placing these numbers on the production documents.

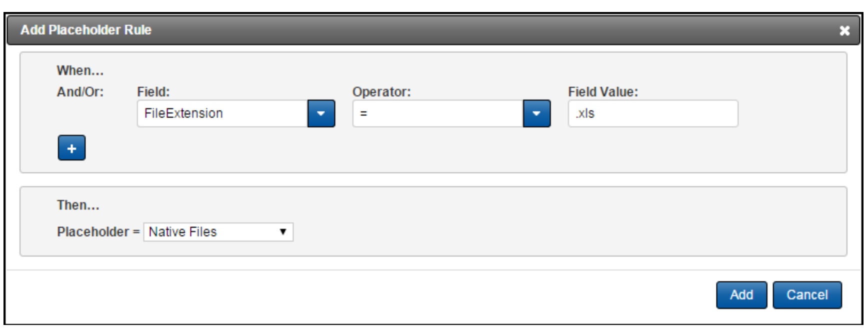
  The character maximum for the production number (Bates Number) is 20. The Prefix character limit is 1 to 15 alphanumeric or unicode characters. No special characters are allowed, and you will receive a prompt if you enter invalid information. The maximum characters you can enter at Starting Number is 10, and they must be numeric characters.
- **Sort by:** Select a field to sort your production. Expand the Sort by menu and select a field, and then select the Order: Ascending or Descending. Click More Sort Options to include additional fields to sort by. You can have up to five fields in your sorting instructions. Click Fewer Sort Options to collapse additional field menus.



Placeholder Rules

Placeholders can be inserted to replace documents in the production. They are often used to take the place of files that are produced natively because native files are not endorsed. You configured placeholders earlier in the process.

To add a placeholder rule, click **Add New Rule**. Specify the rule and the placeholder and click **Add**.



Selecting the **Automatically replace conversion error files with placeholder?** checkbox signals the system to replace all documents that encounter conversion errors with the placeholder you designate. When the checkbox is selected, you can expand the **Placeholder** menu and select the appropriate placeholder.

Note: Rules are executed in the following order: Rule-based placeholders, native, and then conversion placeholders. Once a rule executes, no further rules are applied.

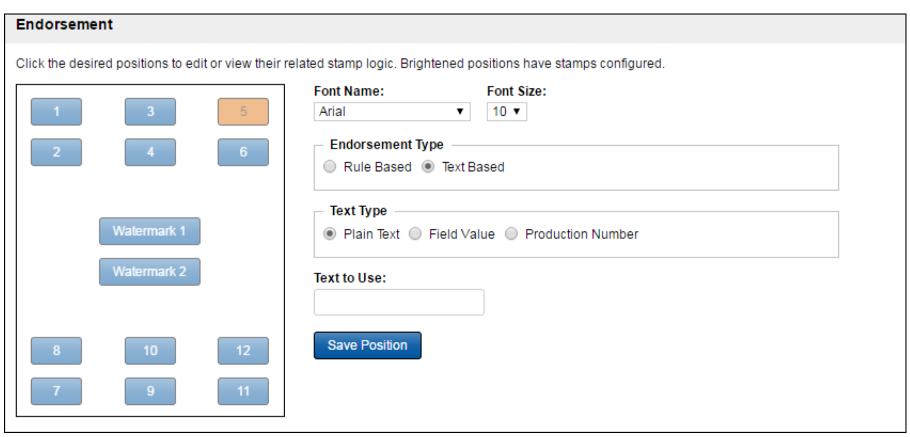
Configure Endorsements

At the **Endorsement** section, you can set up:

- Rule-based endorsements
- Text-based endorsements
- Watermarks

To set up an endorsement or watermark, begin by:

1. Selecting the **Position** using the **Position Guide** by clicking one of the endorsement numbers (1 – 12) or Watermark numbers (1 or 2).
2. Once a position is selected, you can change the font. Expand the menus to select a different font or size.



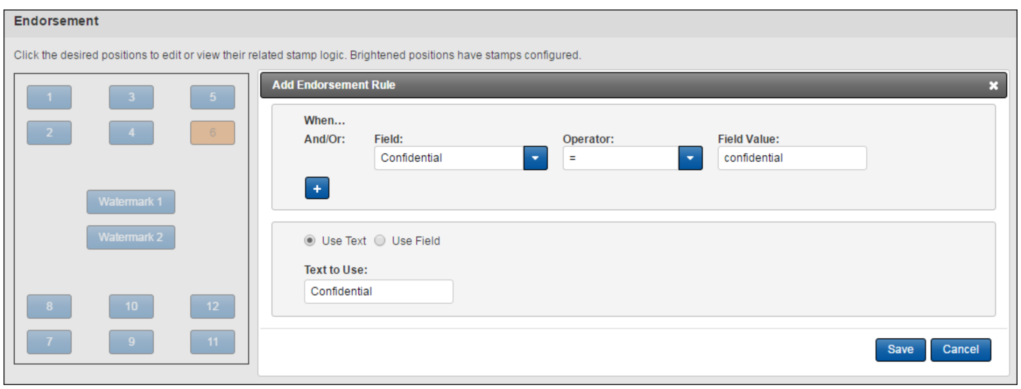
3. At **Endorsement Type**, indicate whether you want a rule-based endorsement or a text-based endorsement.

Rule-Based Endorsements

To create rule-based endorsements:

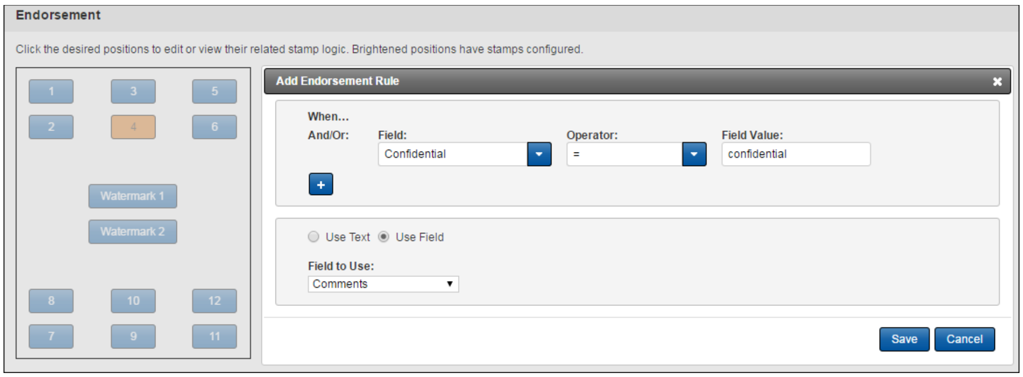
1. Select the **Rule Based** option and click **New Rule** and select the field, operator, and value.

   Rules are created in a way that is similar to a search. For example, if you want to create a rule based on the **Confidential** field, select that field from the menu. Select the **Equals** (=) **operator** and enter the value. Then enter the text to be added to the documents. In the following image, the rule translates to: If the **Confidential** field equals **confidential**, put the word **Confidential** into the 6th position.



2. You can also select the **Use Field** option to enter fielded information if the rule is met.

   In the following example, if the **Confidential** field equals **notconfidential** and data from the **Comments** field will be placed in position 4.



3. Use the **Plus** (+) button to add additional criteria to the query.

   For example, if you wanted a two-part query, such as if the **Confidential** field equals **Confidential** OR the **Confidential** field equals **Highly Confidential** then put **Confidential** into position 7.

4. Click **Save** to capture your rule and then select the **Save Position** button to save the information to the position.

   During the endorsement stage of the production, the rules are implemented in order (rule-based placeholders, native placeholders, and then conversion placeholders).

   If any of the rules are met, the endorsement will be added. Once a rule executes, no further rules are applied to a document.

   Create as many rules as you need. If none of the rules is met, no endorsement will appear on the documents. This will not affect production numbers or watermarks.

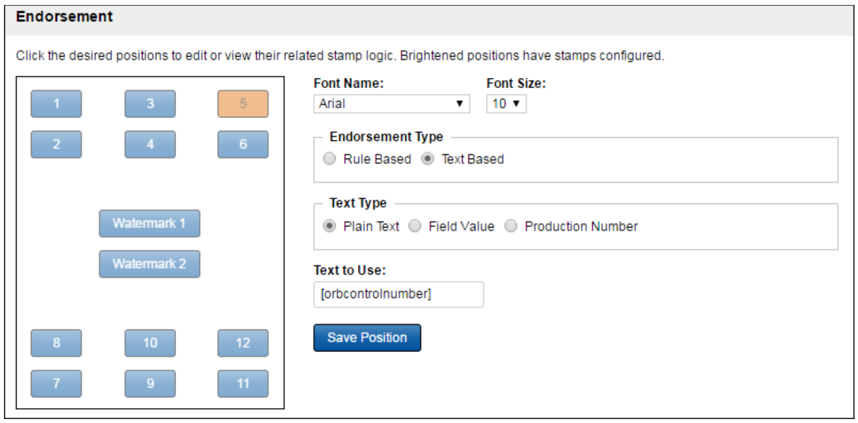
5. Click the position number to edit the information or click **Clear Position** to delete the endorsement at this position.

Text-Based Endorsements

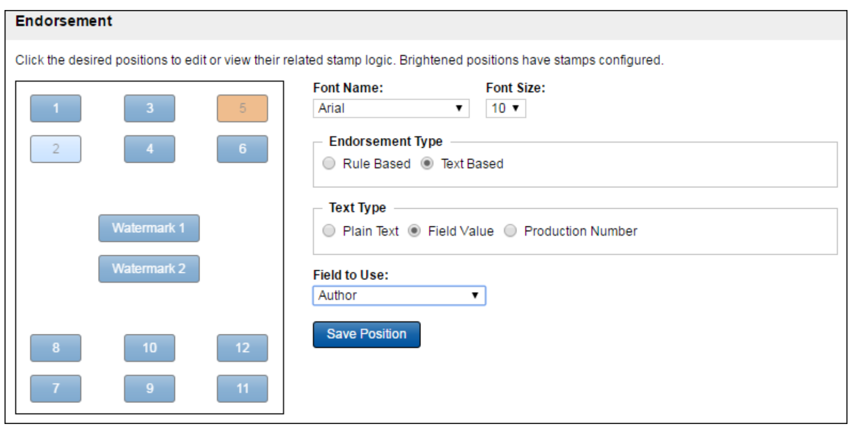
To create text-based endorsements:

1. Select the **Text Based** option and enter the text you want to appear on the documents.

At **Text Type**, you can select **Plain Text** and then in the **Text to Use** box, enter the information, as shown below.



Selecting **Field Value** allows you to choose a field from the **Field to Use** menu, as shown below.



If you select the **Production Number** option, the system does not require more information from you. It simply indicates where the production number should appear on the document.

2. Select the **Save Position** button to save the endorsement information.

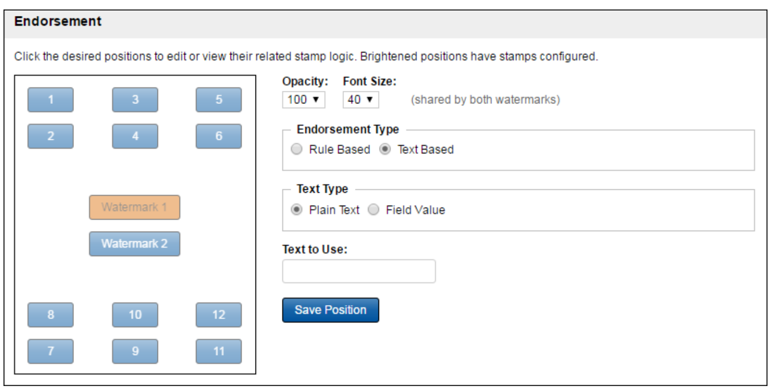
3. Click the position number to edit the information or click **Clear Position** to delete the endorsement at this position.

You must confirm your decision to clear a position before the change is made.

Watermarks

To place watermarks on the documents:

1. Select the **Watermark 1** or the **Watermark 2** button.
2. Select the transparency of the watermark text at **Opacity**. If you choose to include two watermarks, the setting affects both (the lower the number, the more transparent the text).
3. Expand the **Font Size** menu to select how large the text should be. Watermarks will appear diagonally from the bottom left to the top right on your production documents.

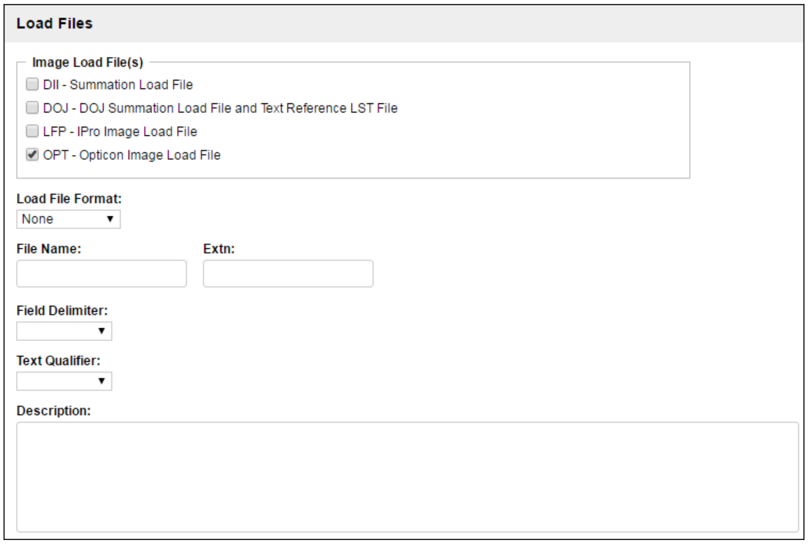


4. Review the rule-based and text-based endorsement instructions to learn how to manage rule-and text-based watermarks.

Provide Load File Specifications

You can establish the load file that will be sent with the production. Load files are typically provided with all productions. You can also add fields to load files and reorder the fields.

1. At **Image Load File(s)**, select the appropriate option.



2. You can leave the **Load File Format** set to **None** or expand the menu to select the **Concordance**, **Custom**, **Access,** or **Excel** format.

   If you choose **Concordance**, **Access** or **Excel**, we will apply the standard information at **Field Delimiter** and **Text Qualifier**. If you choose **Custom**, you need to select the delimiters.

3. At **File Name**, enter the name. The **Extn** field is automatically populated based upon the format you select.

4. You can enter more information at **Description**.

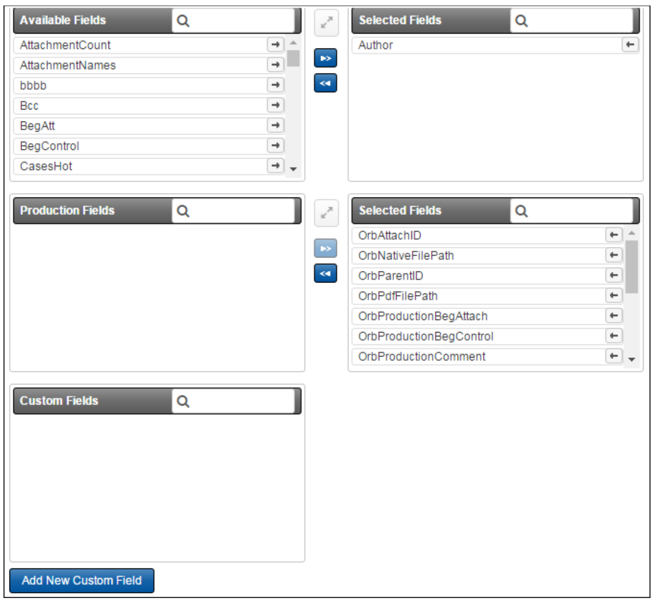
Add Fields to Load Files

You can add fields to the load file from the fields on your site, from the production fields or you can create custom fields.

1. To add a field to a load file, move a field from the **Available Fields** list and the **Production Fields** list to the **Selected Fields** lists.

2. To add a custom field, click **Add New Custom Field** to create a new field and then move it from the **Custom Fields** list to the **Selected Fields** list.

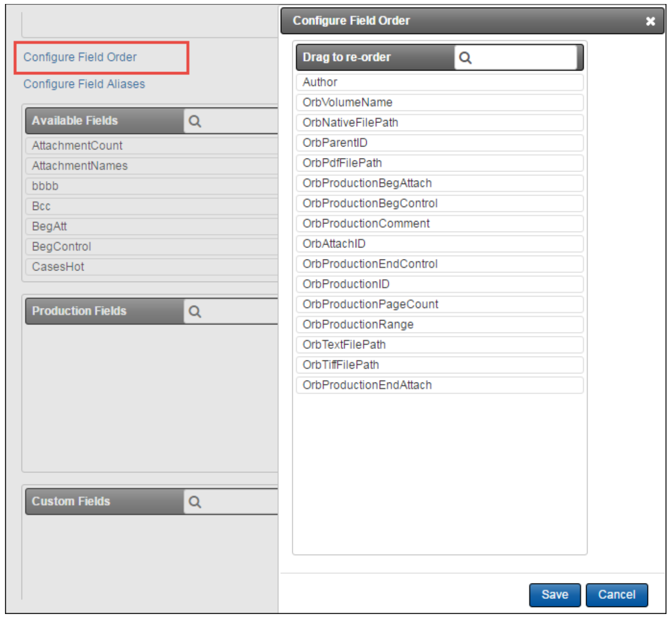
Creating a custom field does not add the field to the document records, it just adds the information to the load file. You can use this if you want to provide a specific bit of information to each record in the load file.



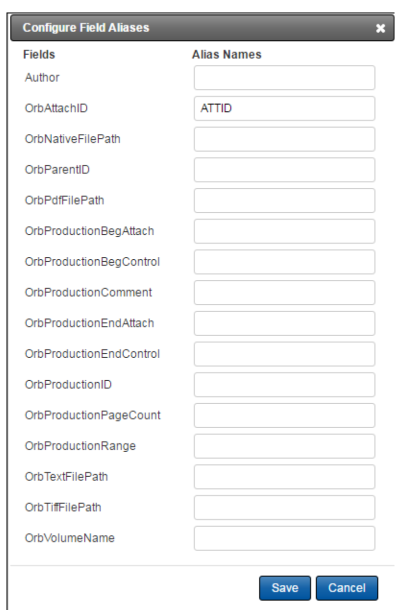
Reorder Fields

Once you have your selected fields, you can reorder them.

1. Click the **Configure Field Order** link above the **Fields** boxes.
2. In the **Configure Field Order** dialog box, click your field and drag it to the new position.
3. Click **Save** to capture the new field order.



4. You can also rename the field for the production by clicking the **Configure Field Aliases** link. In the dialog box, find the field and enter the new name at **Alias Names** and then click **Save**.



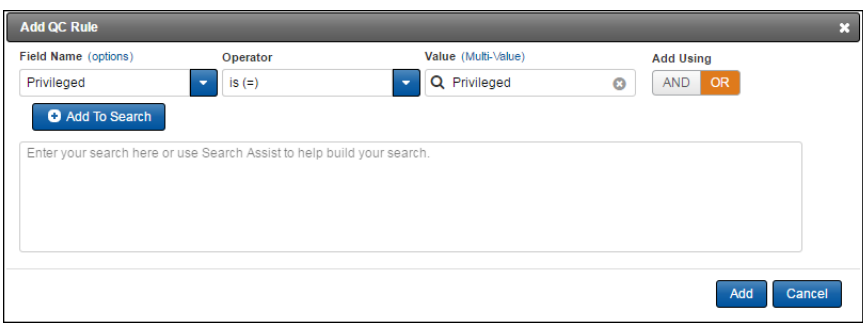
Set QC Rules

You can flag documents for QC prior to running your production.

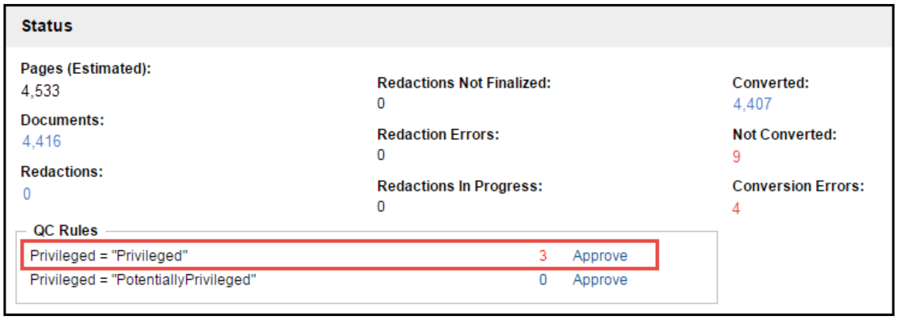
1. Click **Add New Rule** at **QC Rules**.
2. Create a search that establishes a warning when the search criteria is met. Use the **Field**, **Operator**, and **Field Value** menus to create the rule.

   This can be particularly handy for a check on the **Privileged** field. A common set of rules is to search for **Privileged** or **PotentiallyPrivileged** in the **Privilege** field. You may also want to check for documents marked as **Technical Problems** or documents that are not coded, for example, **NotReviewed**.
3. Click **Add** once your rule is correctly created. You can add more than one rule. Use the **Edit** and **Delete** links to make any changes to existing rules.

   Any document meeting a rule causes the system to disallow the running of the production and the **Run** button is disabled.



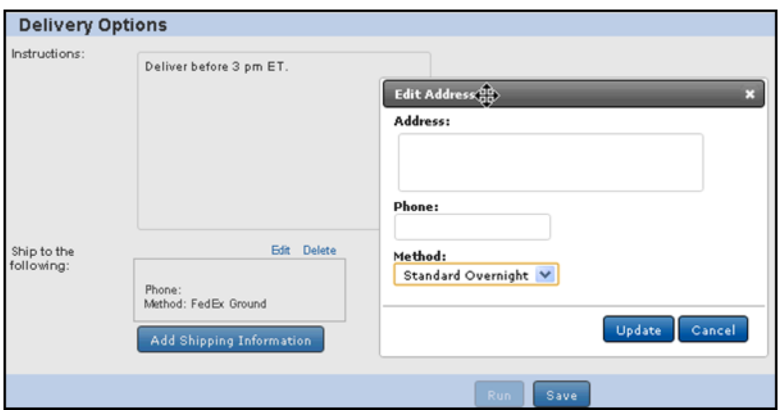
4. Find the documents preventing you from successfully running the production in the **Status** section of the form and either remove the documents, or change the values that caused the rule to hold up the process.



Provide Delivery Instructions

Complete the fields on the section of the page, as appropriate.

1. Enter any unique information at **Instructions**.
2. Click **Add Shipping Information** if you need to include an address or phone number.
3. Expand the **Method** menu to select the delivery method.



4. Click **Update** and **Save**.

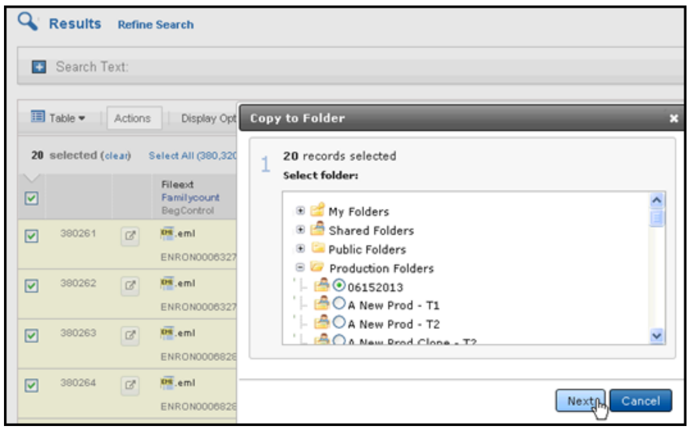
Copy Documents to the Production Folder

Either open a folder or run a search to retrieve the documents you need to produce.

1. In your **Results** page, use the checkboxes to select your documents and then click **Copy to…**. from the drop-down menu.

2. In the **Copy to Folder** dialog box, select your folder under **Production Folders** and click the **Next** button.

   Refer to the Copy to Folder for additional information.



Important: You do not have to set up all of the production details prior to adding documents to the folder. Because the documents start converting to PDF when you associate them to the folder, it can save time by copying them to the production folder first. You might want to set up the project, copy documents into the folder and then set up the production specifications.

You should, however, complete the **Basic Information** section of the form and select the redaction set you will use for the production, if you're using one, prior to copying documents into the folder. The set you select instructs the system to replace the original records with the redacted files.

Run Productions

Once you have selected and foldered the documents you need to produce, you completed the specifications, resolved any rules and documents that are not converted, you can run the production.

1. Click the **Folders** button and expand **Production Folders** to find your folder.

   Clicking the folder brings back the documents in the **Results** page.

2. Check to see that all of your documents are in the folder. Point to the folder and click the **Tools** (wrench) button to see the **Tools** menu.

3. Click **Show Detail** to edit the properties of the production, resolve any issues, and run the production.

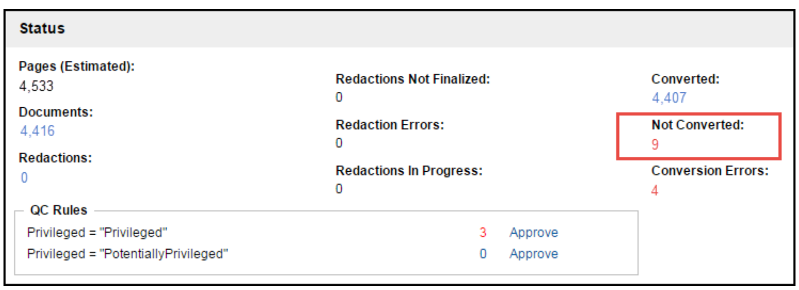
4. Click **Save** to capture any changes.

5. Click the **Run** button when you are ready to start the production.

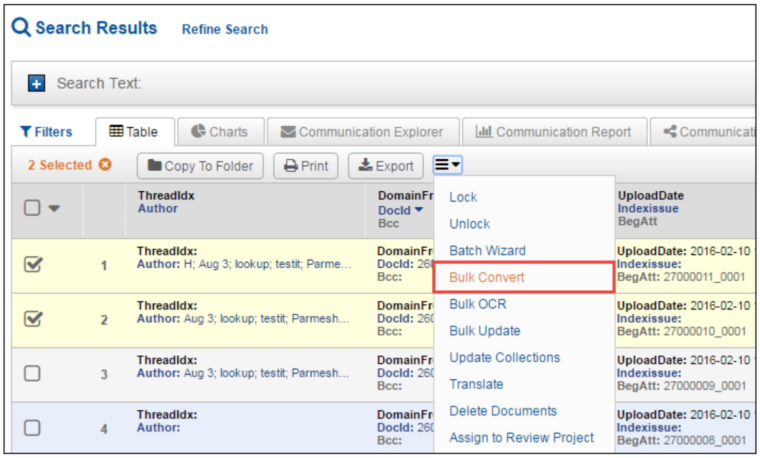
   This button is not enabled until you remove or change the coding of documents meeting QC Rules and/or when documents are not converted to PDF. All Production documents must be converted to PDF.

6. If you encounter issues, go to the **Status** section, and click the number(s) in red.

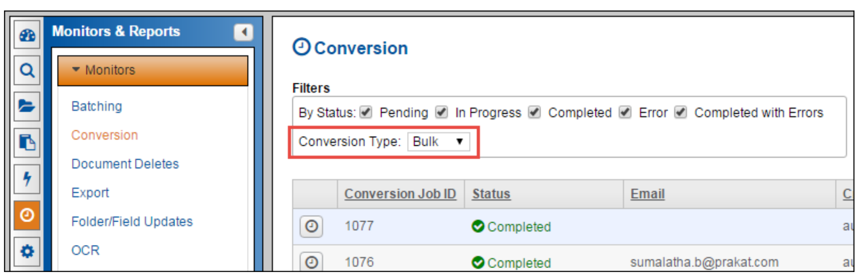
   If the issue is that documents are **Not Converted**, bulk convert them to PDF. Click the number (**9** in this example), and bring back those documents in the **Results** page.



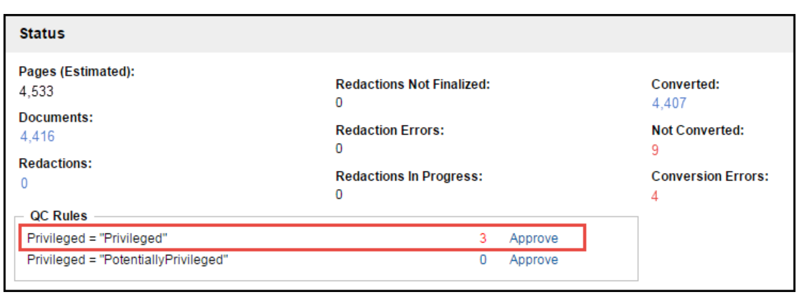
   Select all the documents using the checkboxes. Then, expand the menu and select **Bulk Convert**.



You can monitor your bulk conversion job by clicking the **Monitors & Reports** button and then selecting **Conversion**. If you bulk converted several documents, change the filter to **Bulk** at **Conversion Type** to see your job in the table. (See Monitors and Reports for more information.)

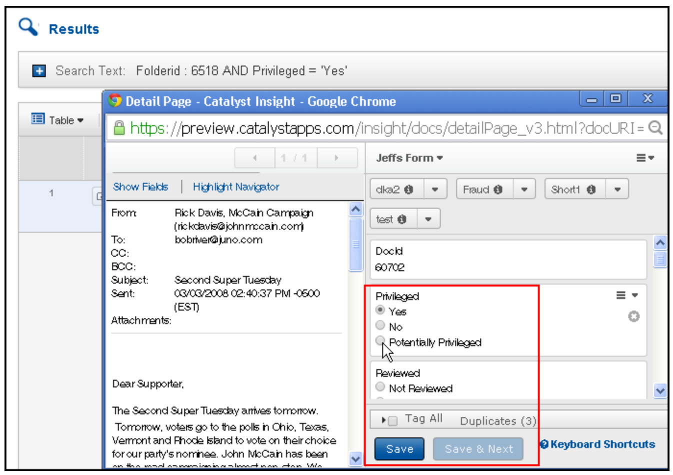


7. Before you can run a production, you must also resolve any documents that were flagged by a QC Rule.



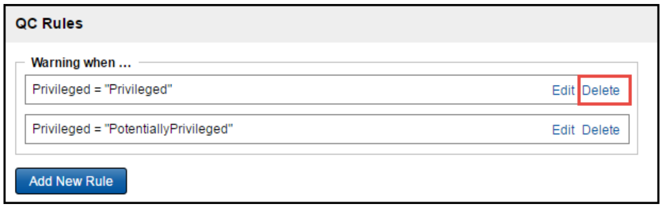
You have three options:

• You can click the number (**3** in the above example) and bring back the document(s) in the **Results** page. Upon QCing the document, you may determine it was coded incorrectly. Change the coding and save the record.

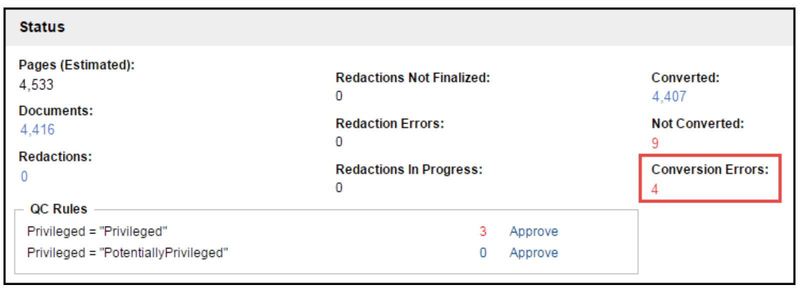


• Your second option is to remove the documents from the production entirely. Perhaps the QC Rule flagged documents that should not be produced. In the **Results** page, click **Actions**, and use the checkboxes to select your documents. Click **Remove From** so that the document or documents are not pointed to from your Production folder and, therefore, not produced. You can monitor folder changes by clicking the **Monitors & Reports** button and then selecting **Folder/Field Updates**. (See Monitors and Reports for more information.)

• Your third option is to just remove the rule once you have looked at the flagged documents and determined they can be produced. Go to the **QC Rule** section and click **Delete**. Remember to click **Save** at the bottom of the **Show Details** page. This signals the system to reload the page with your changes implemented.



8. At **Status**, you can also see the number of documents that will not convert at **Conversion Errors**. These documents cannot be converted based on your production details and will be replaced by placeholders if you have designated a placeholder. These documents do not have to be resolved or removed to run the production. To view the documents, click the number.



When all documents are converted to PDFs and all QC Rules are resolved, the **Run** button is enabled.

9. Click the **Run** button to run the production.

10. To monitor production details, click the **Monitors & Reports** button.

    A list of the productions run on your site appear in the table. You can click the **Status** (clock) button to review the job. The **Create Date** is the date the production folder was created and may not be the same date as the production run date.

Clone, Edit and Delete Production Folders

To change information in the Production page:

- Point to the folder and click **Show Detail**.

You can make changes even if you did not create the folder.

- Selecting **Clone** signals the system to copy the details of a production folder to a new folder.

  You also have the option of including the documents (associating the documents from the original folder to the new folder).

  You may find that setting up a project as a template will save you time. Rather than setting up new projects, just clone the template project and change the necessary criteria, associate your documents to that folder and run the production.

- To remove a production folder, select **Delete**. You will be prompted at **Delete Folder** to confirm. Clicking **Delete** signals the system to remove the folder,

  You do not need to first remove documents before deleting the folder. If you created the folder, select **Edit** in the menu to change the name or the description of the folder. The **Edit** command is only available if you created the folder.