

# **CBM Archives**



## **State Office of Administrative Hearings (SOAH): Document Upload System**

### **User Guide**

August, 2010

## Table of Contents

Introduction.....	3
Getting Started .....	3
Logging in.....	3
User Registration .....	4
Password Recovery.....	5
Change Password.....	6
Home Page .....	7
Start File Transfer .....	7
Cancel File Transfer.....	11
View File Transfer List.....	11
Logging Out.....	12
Technical Support.....	12

## Introduction

The Texas State Office of Administrative Hearings (SOAH) Document upload system is a website that enables documents to be uploaded into the TokOpen database. Non-SOAH personnel can create a user account by registering online to gain access to upload documents. In addition, registered users will be able to manage the details of their account.

## Getting Started

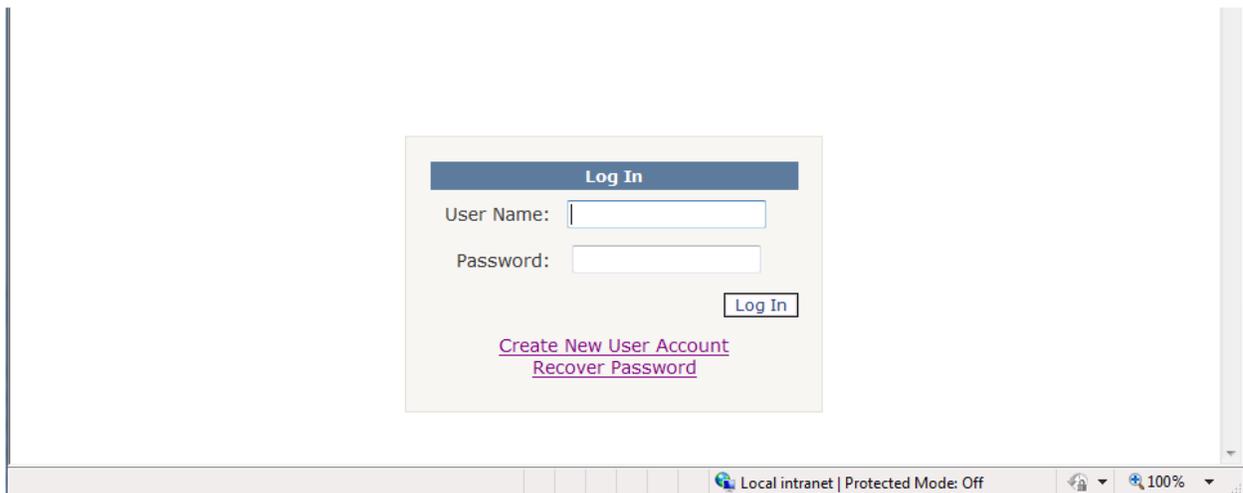
You can view the website by accessing the following URL <http://soah-cis-web/webupload/>. To use the site you will need:

- A computer with an internet connection and a standard web browser.
- If not already installed on your computer, you will be prompted to install the Silverlight plug-in.

## Logging in

You will be required to login to the site with your username and password. Make sure the format of your username is a valid Email address. On successful login you will be directed to the home page of the website.

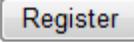
If you do not have a user account, click on the **'Create New User Account'** to register. If you've forgotten your password it can be retrieved by clicking **'Recover Password'** on the Login page.

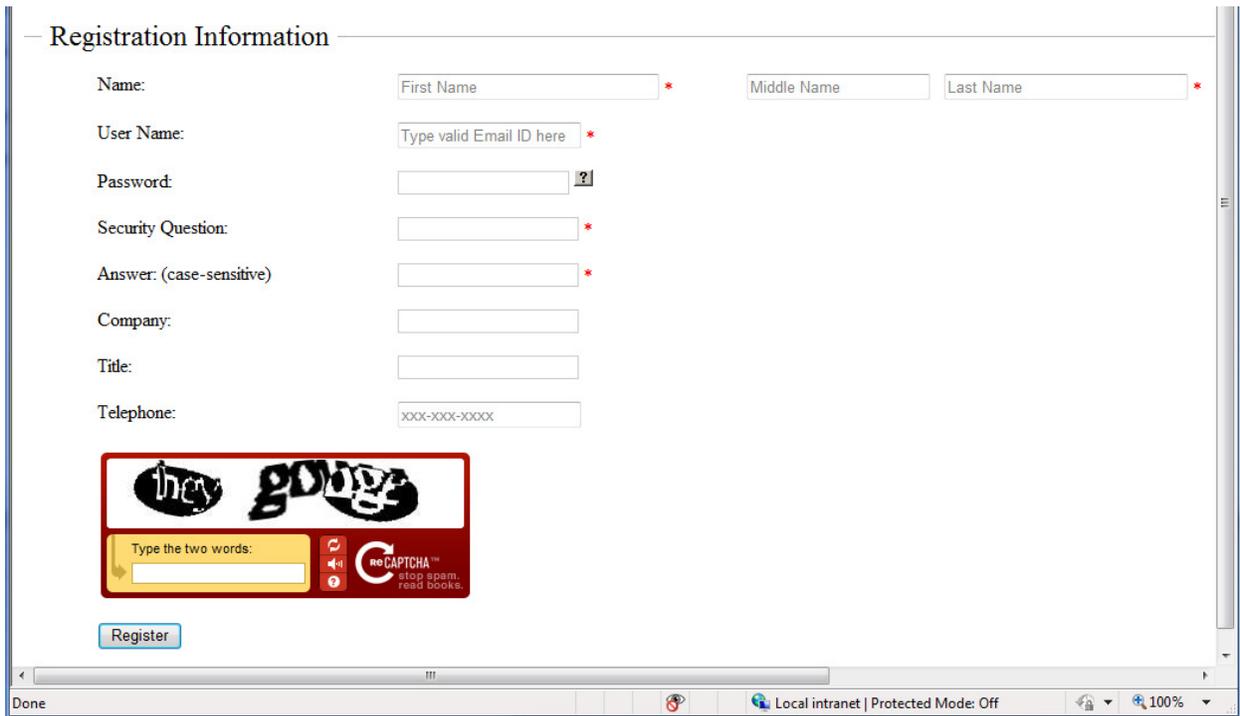


The screenshot displays a web browser window showing the login interface for the SOAH Document upload system. The page has a light gray background. At the top center, there is a dark blue header bar with the text "Log In" in white. Below this header, there are two input fields: "User Name:" followed by a text box, and "Password:" followed by a text box. To the right of the password field is a "Log In" button. Below the input fields, there are two links: "Create New User Account" and "Recover Password", both in purple text. At the bottom of the browser window, the address bar shows "Local intranet | Protected Mode: Off" and the zoom level is set to "100%".

## User Registration

Follow the steps to create a new user account:

1. Click the **'Create New User Account'** link on the Login page. You will be taken to the account registration page.
2. Enter your **valid email address** (this will be the username for your account) and password.
3. Create a password that has at least 6 characters and having at least two numeric characters.
4. Enter your personal information and click the **'Register'**  button.
5. An email will be sent to the email address for registration.
6. Follow the steps in the email to complete your registration.
7. After successful activation of your account you can login to the site with your username and password.



The screenshot shows a web browser window displaying a registration form. The form is titled "Registration Information" and contains the following fields:

- Name: Three input boxes for "First Name", "Middle Name", and "Last Name", each with a red asterisk indicating it is required.
- User Name: One input box with the placeholder text "Type valid Email ID here" and a red asterisk.
- Password: One input box with a "Show/Hide" icon (eye) and a red asterisk.
- Security Question: One input box with a red asterisk.
- Answer: (case-sensitive): One input box with a red asterisk.
- Company: One input box.
- Title: One input box.
- Telephone: One input box with the placeholder text "xxx-xxx-xxxx".

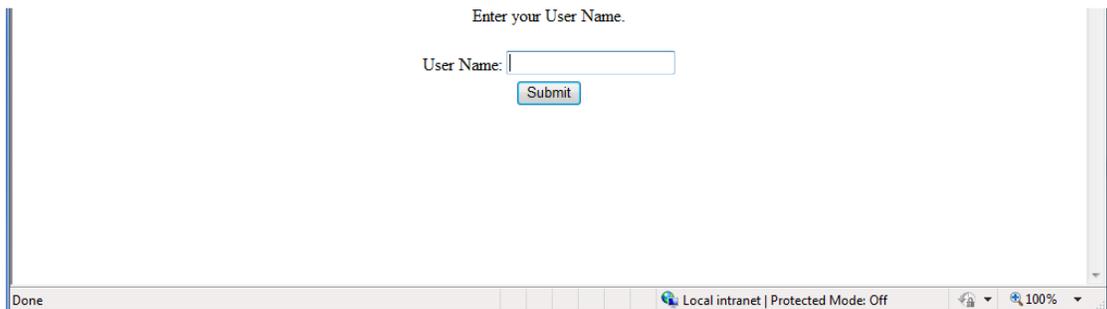
Below the form fields is a reCAPTCHA widget. It features a red border and contains the words "they" and "goose" in a stylized font. Below the words is a yellow input box with the text "Type the two words:". To the right of the input box is the reCAPTCHA logo and the text "noCAPTCHA™ stop spam. read books." Below the reCAPTCHA widget is a blue "Register" button.

The browser's address bar shows "Local intranet | Protected Mode: Off" and the zoom level is set to "100%".

## Password Recovery

Should you forget or lose your password it can be recovered by the following steps:

1. Click the '**Recover Password**' link on the Login page. You will be taken to the password recovery page.
2. Enter your username.
3. After validating the username, you will be required to answer the security question (which was created during registration).
4. An email will be sent to your registered email account.
5. Login to the site using the temporary password provided in the email.



The screenshot shows a web browser window displaying a password recovery form. The form is centered on a white background and contains the following elements:

- The text "Enter your User Name." is displayed at the top of the form.
- Below this text is a label "User Name:" followed by a text input field.
- Directly below the input field is a blue "Submit" button.

The browser's status bar at the bottom of the window shows the text "Done" on the left, "Local intranet | Protected Mode: Off" in the center, and a zoom level of "100%" on the right.

## Change Password

At any time you can change the password after logging into your account website by clicking on ‘**Change Password**’. A new window will open the page where you can change the password. The user profile can also be updated on this page.

**NOTE:** If you change your email address, this will become your username to access the website. Once you click the ‘**Update Profile**’ button. You will no longer be able to login with the old email address.

The screenshot shows a web browser window titled "Change Password". The page header includes the "State Office of Administrative Hearings" logo and the text "Document Upload System". Below the header, it says "Welcome Joe S Smith" and has links for "Help" and "Logout".

The main content area is divided into two sections:

- Personal Information:** This section contains several input fields:
  - First Name: Joe
  - Middle Name: S
  - Last Name: Smith
  - Email: joe@hotmail.com
  - Security Question: this is a sample question
  - Security Answer: ●●●
  - Company: sample company
  - Title: sample title
  - Telephone: 111-111-1111
- Account Information:** This section contains three input fields:
  - Old Password:
  - New Password:
  - Confirm New Password:

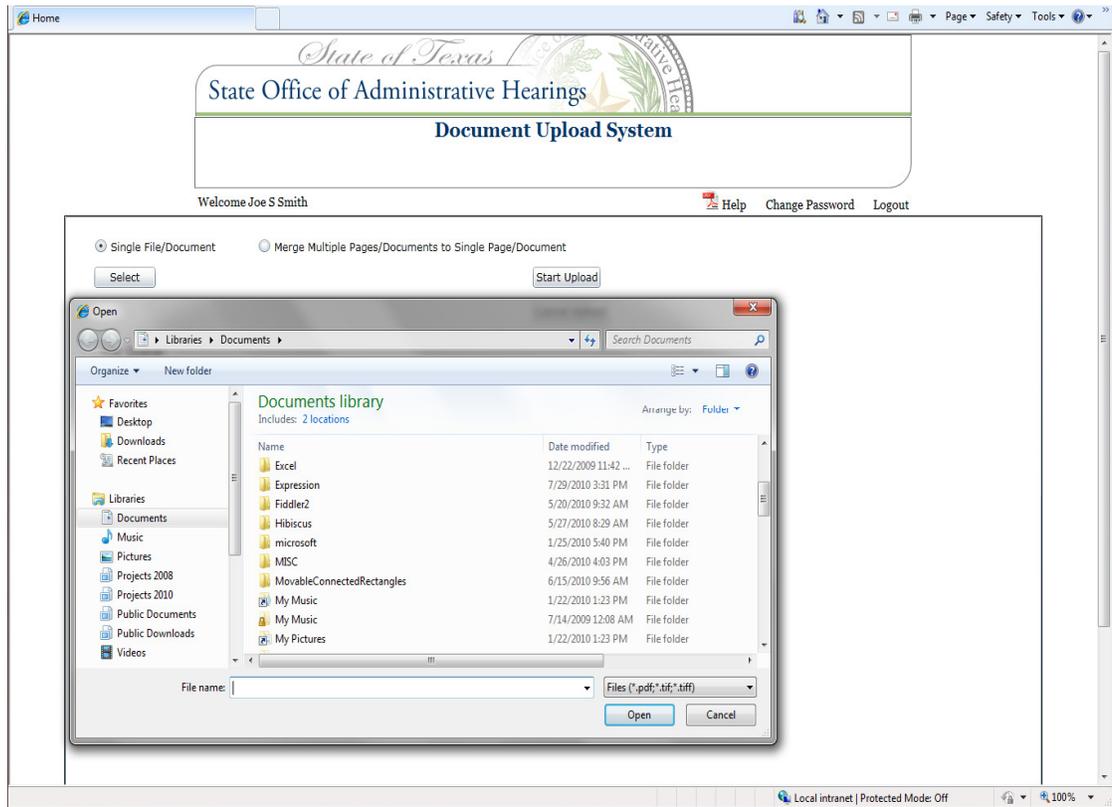
Buttons for "Update Profile" and "Change Password" are located at the bottom of their respective sections. The browser's status bar at the bottom indicates "Local intranet | Protected Mode: Off" and "100%" zoom.

## Home Page

### Start File Transfer

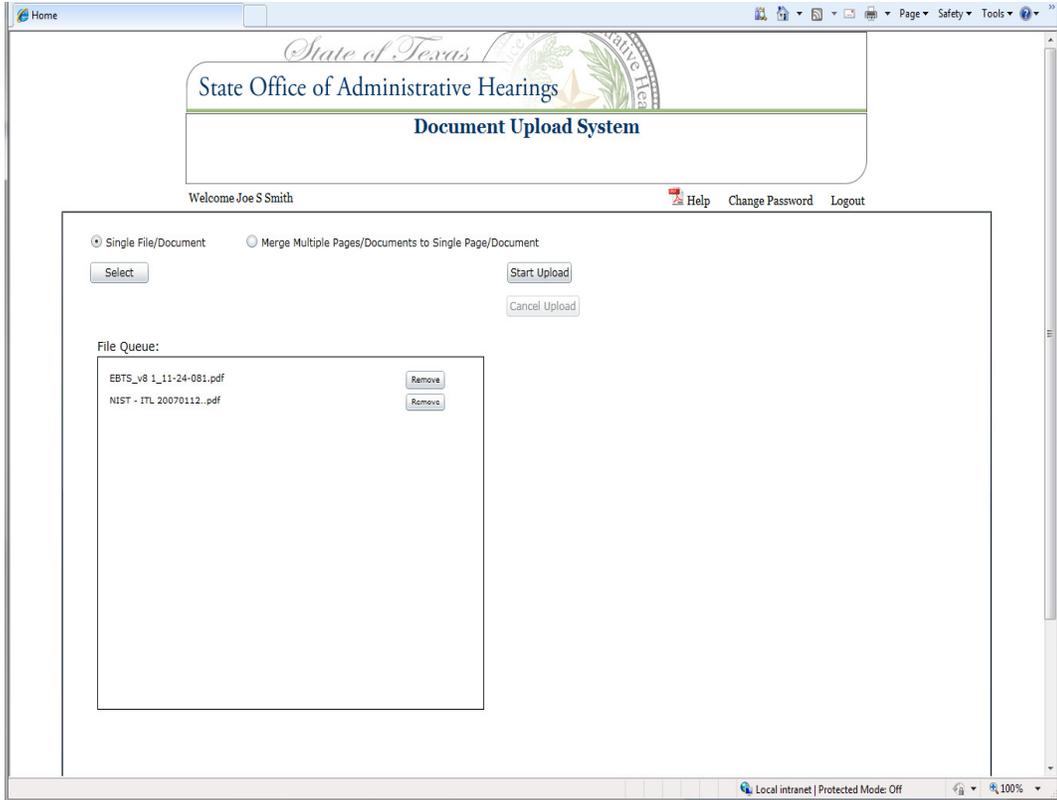
After successful logging, you will be directed to the home page. To get started select from the following types of upload:

- **Single Document:** Select this option if you want to upload each file as a single document.
  1. Click the ‘**Select**’  button which opens up a window allowing you to select one or more files.

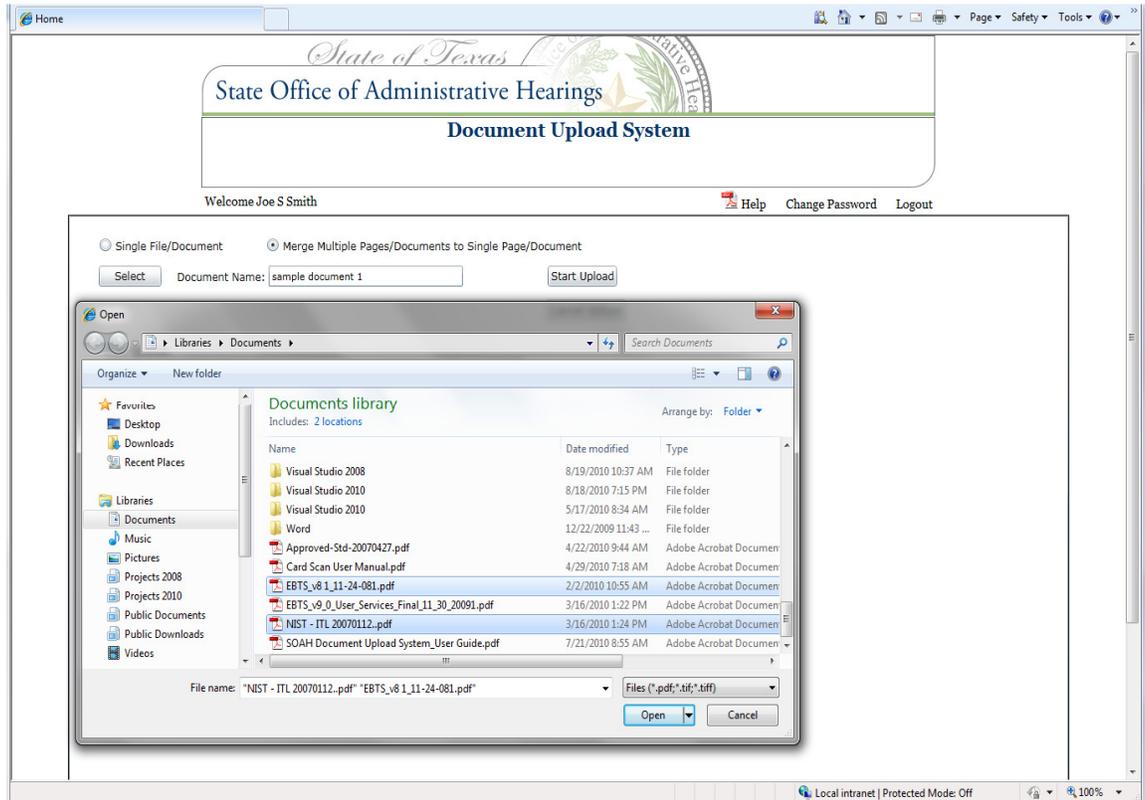


2. Repeat this method to add more files to the File Queue. **Note:** The file types are restricted to .pdf, .tif and .tiff.

3. Optionally you can remove any of the files from the File Queue by clicking the 'Remove'  button corresponding to each selected file.



- Merge Multiple Pages/Documents to Single Page/Document:** Select this option if you want to upload multiple files/documents as part of a single file/document.
  1. Enter a name for the multiple-file document in the 'Document Name' field.
  2. Click the 'Select'  button which opens up a window allowing you to select one or more files.

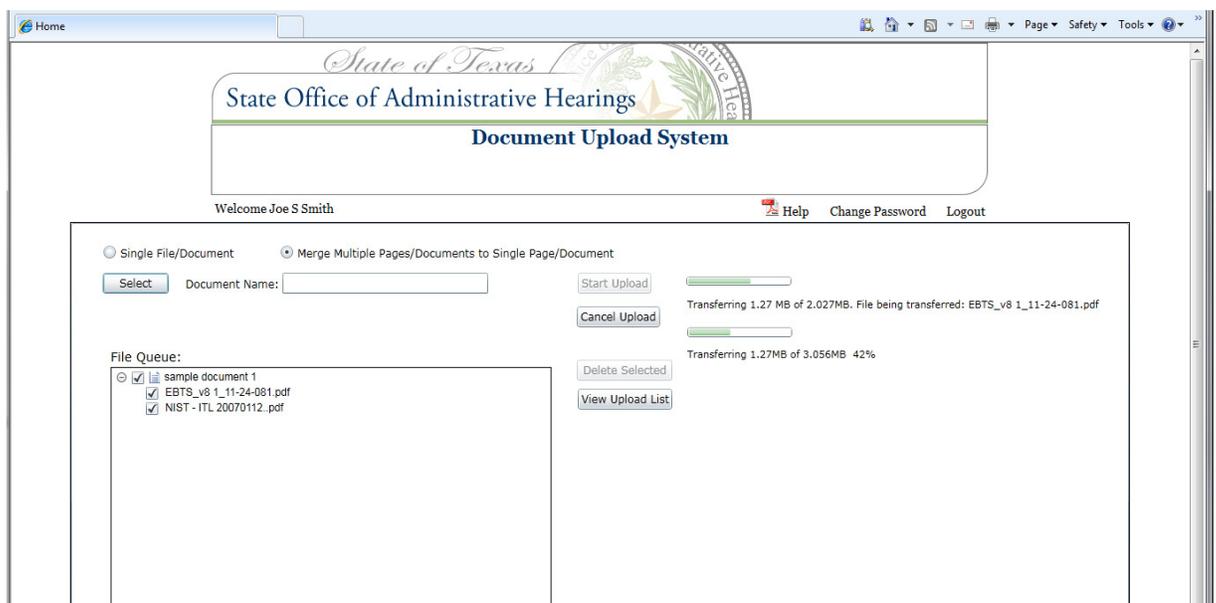


3. All the files that have been selected are added to the File Queue.

- Optionally, to remove files, you can select (check) the files and click the ‘Delete Selected’ **Delete Selected** button which removes the selected (checked) files from the File Queue.



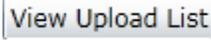
- Click the ‘Start Upload’ **Start Upload** button to begin the file transfer.
- During file transfer the first progress indicator (top) shows the progress of the current file being transferred and the second progress indicator (below) shows the overall progress of the upload process.

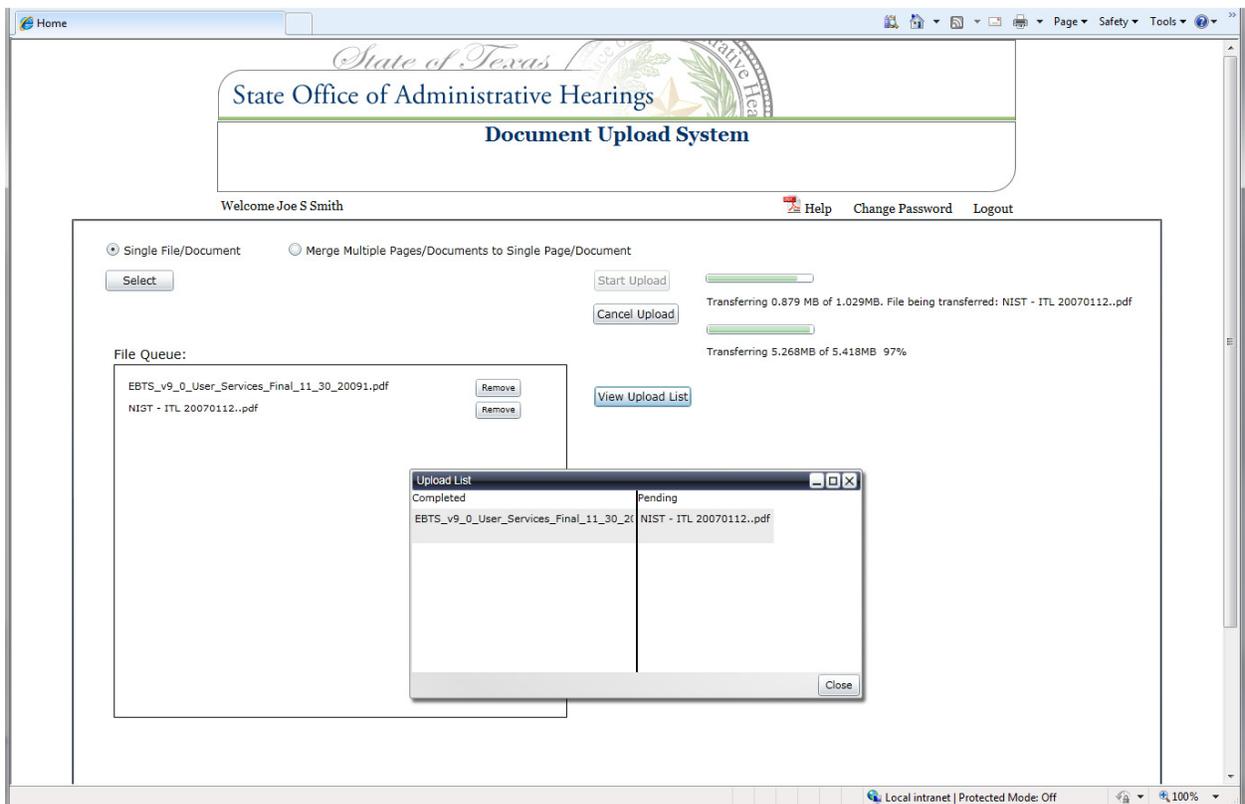


## Cancel File Transfer

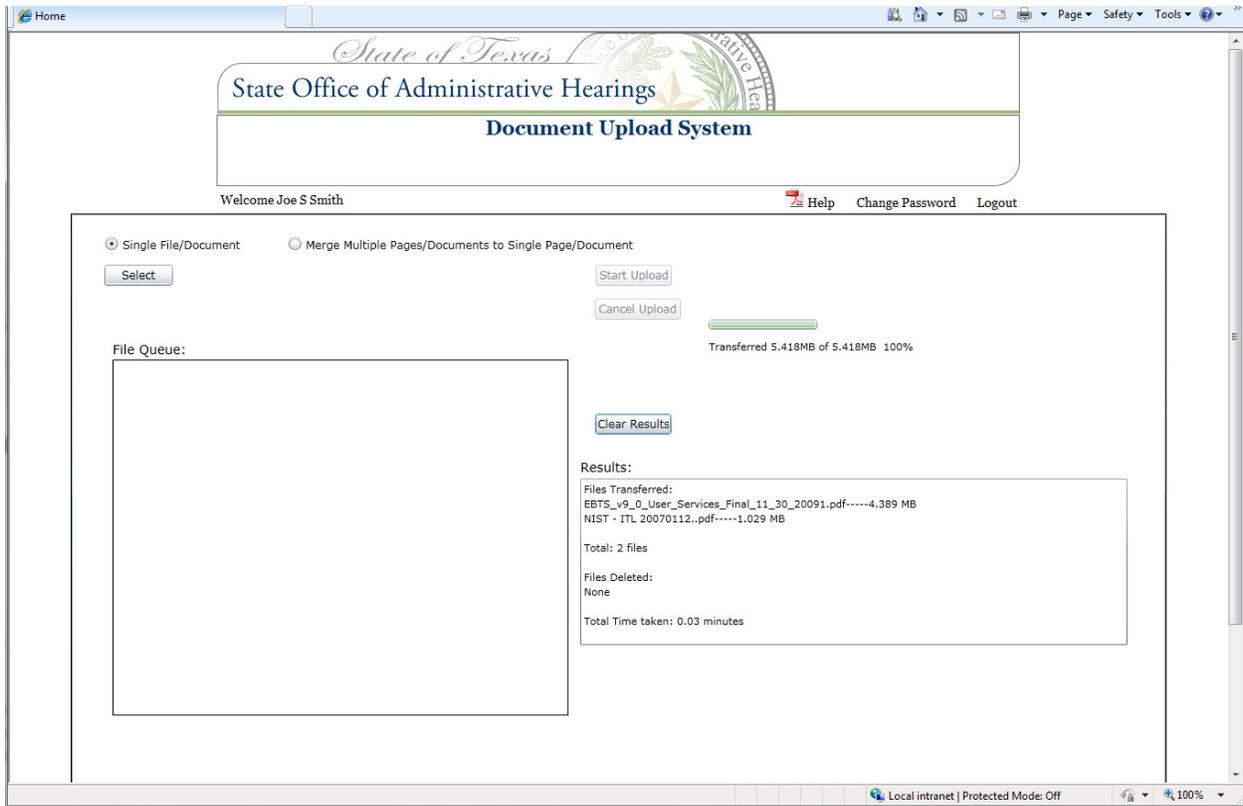
1. During the upload process click the 'Cancel Upload'  button to stop the file transfer.
2. You will be asked to confirm the cancel.
3. Choose 'Yes' to abort the file transfer or choose 'No' to resume file transfer.

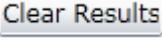
## View File Transfer List

- During file transfer click the 'View Upload List'  button to view the list of pending and completed files.



- After the files transfer is complete, the ‘**Results**’ area shows a summary of the files that were transferred.



- **NOTE:** Make sure to click the ‘**Clear Results**’  button before beginning the next upload process after the current upload completes.
- **NOTE:** The progress indicators may sometimes appear to stop/pause for a short time; this could be due to internet connectivity. Please give it a few seconds. If the progress does not resume after a few seconds, then please restart the upload process (some files could be partially uploaded).

## Logging Out

Users must make sure to logout of the website after they have finished the file upload process; this will ensure security of the user account.

## Technical Support

Contact Help Desk: **512-936-2075**

