

President's Welcome - By Diane Oad, Syracuse University

The Higher Ed VOGUE Board and Hyland are pleased to present the first quarterly issue of the Higher Ed VOGUE Newsletter! The purpose of this publication is to provide our higher education community improved communications that include updates on Higher Ed VOGUE activities, Enhancement Committee updates, Tips and Tricks on using OnBase software including upgrade information, Membership information, and improved communications as a whole within the Higher Ed VOGUE. Future editions will also include a spotlight of a successful implementation of OnBase in Higher Education. We hope you find the newsletter beneficial and informative. If you are interested in sharing your successful OnBase implementation, please contact/submit it to Christina Parenteau at ChristinaP@cuc.claremont.edu

Technical Support - By Team M, Hyland Software

Technical Support, "Team M," feels that it is extremely important that our Higher Ed customers convey the criticality of a support issue. This will allow our Support Analysts to determine the best way to handle the issue.

In addition to the criticality, it always helps if we know both the issue and the business process as well.

If your issue needs immediate assistance, please do not hesitate to call us at 440.788.6605.

If you are new to the OnBase circle, take a minute to meet your Technical Support Team members!

Team M Members:

Kevin Hout aka "K2" ~
Team Leader

Heather Phagan ~
Senior Analyst

Findley Boyd ~
Associate Analyst

Tips and Tricks - By Team M, Hyland Software

Unintended application restarts can occur when virus scanning software, backup software, or indexing services access the contents of an application's virtual directory.

These processes don't modify the contents of an application's files, but they can modify the files' attributes, which is enough for ASP.NET to restart the application.

To properly configure virus scanning, backup software, or indexing service software follow guidelines outlined in the Module Reference Guide.

Release Information - By Team M, Hyland Software

Did you know that you can use the RSS feed from Users.OnBase.com to track the latest release notes?

Also, from this website, <http://users.onbase.com> you can find all the documentation as well as the latest release.

Training - By Lauren Hall, Bowling Green University

“DID YOU KNOW ... ON TRAINING.ONBASE.COM THERE ARE A VARIETY OF WEB TRAINING OPTIONS AVAILABLE TO VIEW AT ANYTIME FOR FREE?”

There are web-based training courses available for everyone - from *End User Training to Database Reporting* at <https://training.onbase.com/>

If you're new to OnBase, check out the *Pre-Installation course* to get a good overview.

For those learning how to scan, the *Document Imaging* course will help get you started!

Also available is the *Administrative Task Card Series*. It is a great group of 21 mini courses on what every System Administrator

should know in support of their OnBase solution.

The *Quick Look: Best Practices* details ten best practices for OnBase Solutions. Topics such as *Override Privileges* and *Decentralized User Group Administration* are covered.

New Members - By Chris Tucker, SUNY Cortland

The OTTC, (OnBase Training & Technology Conference) is fast approaching!

Join us in Orlando, FL September 12-17, 2010.

For those that have not registered yet, the early bird registration discount expires July 16, 2010.

<https://conference.onbase.com/Registration/RegistrationForm/default.aspx>

Hope to see you there!

Name	School	Name	School
Aaron McVay	American Public University System	Lawanda Sanders	Rice University
Tammy Lynn Woody	American Public University System	Christopher Brown	Soka University of America
Offor Kennedy John	Anambra State University, Uli	Robert Lawson	Soka University of America
Josh Rogalski	Cayuga Community College	Daniel Andrianos	Syracuse University
Michael Hall	Columbia University	Angelina Romano Stroup	Syracuse University
Doug Williams	Dallas Baptist University	Ronald Nabewaniec	Syracuse University
Andrey Doroshenko	Johns Hopkins University	Donna Beene	The University of Memphis
Anna De Cheke	Johns Hopkins University	Bill Swisher	Thomas More College
Qualls	Johns Hopkins University	Carmen Sandu	University of Chicago
Rita Banz	Johns Hopkins University		
Dale Belcourt	Mesa Unified School District	Michael Seeley	University of Notre Dame
Todd Simpson	Norwich University	Elizabeth Dollhopf-Brown	University of Rochester
Janet Merwin	Ohio University	Marilyn D. Thomas	University of Rochester
David Ritchie	Princeton University	Tracey Sinclair	University of Waterloo
Patricia Gaylord	Rice University	Valtrudes Fritz	University of Waterloo
Eddie Heard	Rice University	Dorothy Chapman	University of Waterloo

Upgrade Information - By Team M, Hyland Software

The summer is a busy time for Higher Education customers doing upgrades and implementing new projects for the upcoming school year.

We have a few tips that will ensure that your upgrade goes smooth. First ensure that your test environment mirrors your production environment. If it doesn't try to get it as close as possible.

As you upgrade the Test environment, document each step in the process. This will be very helpful when going to production.

After upgrading the test, have some end users test the functionality to ensure it's what they are expecting.

When testing is complete and the end users sign off, do a dry run in Production,

understanding each piece that will change and what changes need to occur.

Finally let us know! It's very helpful if we know when you plan on upgrading and if you want to chat about it just give Team M a ring!

Enhancement Updates - By Dorothy Raden, University of Chicago

The Higher Education Vogue Enhancement Committee has had a lot of activity this past year.

We are pleased to learn recently that request # 10436 from Syracuse University to enable a splash screen to alert users as to which version, Test or Production, they are connecting to when running both versions on the same workstation has been passed by Hyland Development. This enhancement will be available in OnBase 10.0.

Also at our last meeting, we passed request #10545 from Princeton

University for distributing user administration so that departmental administrators can add new users to owned groups and remove users from owned groups, but restricting the departmental administrator from deleting users who are members of groups owned by other departments. This request asks for additional granularity in Configuration rights to accomplish this goal.

Distribution of rights to departmental administrators has been a hot topic as schools have moved to enterprise or expanded OnBase solutions.

Also in discussion, is the review of necessary enhancements to the Java Client as we see more Mac workstations on campus, as well as, movement away from the maintenance of workstations utilizing the OnBase ActiveX web client.

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Past Presidents - By Diane Oad, Syracuse University

The following is informative information shared by our Higher Ed VOGUE past presidents. Both Mitzie and Donna have made significant contributions to the Higher Ed VOGUE through their dedication and commitment to our organization. Many thanks to each of you for your efforts and your leadership!

Name:	Mitzie O'Rourke Coyle	Donna Carrasco
Institution:	University of Louisville	University of California, Davis
Department:	Information Technology	Offices of the Chancellor & Provost
Position:	Enterprise Programmer	Manager, Communications and Records
My School has used OnBase since:	2002	2003
My Department has used OnBase since:	Part of team to choose OnBase and implemented it for many university departments.	June, 2004
Board Member Positions and Dates:	2003-2007: First President and initiator of the Higher Education VOGUE.	Early 2006: Joined Enhancement Committee Sept. 2006: Higher Ed VOGUE Vice President 2007-2009: Higher Ed VOGUE President
Major Accomplishments while on the Higher Education VOGUE:	<ul style="list-style-type: none"> • The group's inception, including paperwork to file as a non-profit, creation of Constitution & Bylaws. • Recruiting the first Board. Incorporation of the VOGUE meetings at OTTC. • Set a great foundation for this organization. 	<ul style="list-style-type: none"> • I am very proud of our work with Hyland to continue the development of the Java Client. • Creation and hosting of the listserv: hevogue@ucdavis.edu
How have you used OnBase at your Institution?	<ul style="list-style-type: none"> • Financial Aid: Automated Financial Aid process with Workflow. • Controller Office: Keep's purchasing information that Unit Business Managers from the entire University refer to. Used DocPop to add links to PeopleSoft to retrieve OnBase data for several departments. • Decentralized Scanning: Each area on OnBase does their own scanning in their department. Most have one scanner, however Grad School has 3. • Grad Admissions: The Admission process for Grad school is in OnBase. • Grants Process: We are currently implementing a new OnBase application for the Grants process. • Donor Relations: All donations are front end scanned and ran through Workflow. They use to be just archival after the process. • We use Print to OnBase for some areas. 	<p>Most of our documents are correspondence, which is much different than most college/ university applications. We rely heavily on Verity to find our correspondence documents. We also have a large number of personnel files in the system. We use the following modules:</p> <ul style="list-style-type: none"> • Production Document Imaging • OCR • Verity full-text • Workflow • DIP • E-forms • Virtual Print Driver • Web server
How else would you like to use OnBase?	Just heard today about Mobile App that sounds great! I would have to guess Integration to SharePoint and Outlook Integration could be in our future.	I am currently testing Outlook Integration.
What's your best OnBase story?	My most memorable event was the VOGUE Leader conference they held at Hyland. When I got to my room, there was a 3 tier boxes of candy with a very nice note sitting on the desk. I have never gotten to a hotel and had a surprise, it was awesome! As always, the food and time with Hyland employee's was wonderful. We even had time with AJ at our meeting. It was only held once as far as I know, but it was memorable and really helped charge the first Board.	It would have to be the one at OTTC, but I can't tell that one....