



Users' Guide

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1. Overview

PolicyHub® is the Corporate Governance *Policies & Procedures Management* solution from Mitratesch that tracks and proves compliance in regulated businesses.

It enables and controls the targeted distribution of compliance documentation within an enterprise.

1.1. Purpose

The purpose of this guide is to help recipients of Corporate Compliance Documentation understand the structure and layout of the PolicyHub Inbox and to assist them in using it effectively and efficiently.

1.2. Additional Information

This guide contains detailed information and step-by-step instructions about PolicyHub features, tools and commands.

The instructions it provides are for using PolicyHub on the Windows® platform.

This guide assumes you have a working knowledge of your computer and its operating conventions, including how to use a mouse, standard menus and commands.

It also assumes you know how to open, rename, save, copy, close and delete files. For help with any of these techniques, please refer to your Windows® documentation.

1.3. Help With Using PolicyHub

As a recipient of *Corporate Compliance Documentation*, online Help is available to you whenever your PolicyHub Inbox is active.

To access online Help, click on the *Help* text on any page.



1.4. Inbox And Document Library

PolicyHub comprises the Inbox and the Document Library. See [“Inbox Overview” on page 3](#) for an introduction to the Inbox. See [“Document Library Overview” on page 39](#) for an introduction to the Document Library.

2. Inbox Overview

2.1. Introduction To PolicyHub® Inbox

This guide will assist you through the fundamental processes of:

- [“Opening Items In A Publication” on page 9.](#)
- [“Reading A Document” on page 11.](#)
- [“Sitting A Test” on page 15.](#)
- [“Responding To A Questionnaire” on page 21.](#)
- [“Reviewing Tests, Questionnaires And Documents” on page 25.](#)

2.2. Terms Used In This Guide

Document – refers to any Document, Test or Questionnaire

Read Document – any document which requires the recipients to confirm they have read the document.

Test – a Test which was created in PolicyHub and which has been sent to Test the recipients knowledge of a subject.

Questionnaire – a Questionnaire which has been created in PolicyHub and which has been sent to gather the opinions of the recipients.

Publication – a set of documents which have been grouped and sent together.

Review Document/Questionnaire/Test – a pre-release Read Document, Questionnaire or Test which has been sent to a review board for comments prior to being published.

Expired Publication – a Publication which was not actioned within the time limits set by the Publisher. A Publication will expire if all the items in the Publication are not actioned by the *Date due*. When a Test and a Read Document are Published together, the *Date due* shows the date by which the *Read Document* must be completed. Once the *Read Document* has been completed, the *Date due* shows the date by which the *Test* must be completed.

2.3. Inbox

When there is a corporate requirement for you to be made aware of compliance issues, the PolicyHub system is used to send you the relevant compliance documents.

To facilitate this, every PolicyHub user has their own PolicyHub Inbox.


When a compliance document is distributed, an email alert may be sent to your email inbox (for example: Microsoft® Outlook®). From inside that email, click the link provided to open your PolicyHub Inbox and from there you can action the compliance document(s).



Note: Depending on your PolicyHub system licence you may also receive *Compliance Notification Emails*. See [“Compliance Notification Emails” on page 8](#) for further details.

When a set of documents are grouped and sent together, the group is called a *Publication*.

New PolicyHub Document(s) Available
 policyhubreport@mitratech.com
 Sent: Mon 03/10/2011 13:05
 To: name@domain.com


PolicyHub 

User: **Alison Heard**
 Date: **03 October 2011**

A new PolicyHub Compliance Request entitled **Annual Leave** has been issued to you.

Please access your PolicyHub User Inbox at <http://localhost/PolicyHub/> in order to read any documents and/or take any required tests.



Click on the URL in your email, for example: <http://localhost/PolicyHub/> to access your PolicyHub Inbox in your internet browser.



PolicyHub 



My Inbox (5) **My Library**



Welcome to PolicyHub



Below you will find a list of items which have been sent to you. Items which were sent together are displayed in groups. Please read and confirm any documents, take any tests and complete any questionnaires in the list below by clicking on the buttons on the right.


| QualityAssurance | | Date due : 11/07/2016 11:05 | | ? | |
|--|---------------------------------------|-----------------------------|---|---|--|
|  Name motoring_policy | Description motoring policy | Version 1.00 |  | | |
|  | | | | | |

| Travel Questionnaire | | Date due : 11/07/2016 07:48 | | ? | |
|---|--|-----------------------------|---|---|--|
|  Name Travel Questionnaire | Description Travel Questionnaire | Version 1.00 |  | | |

| Fire Safety | | Date due : 11/07/2016 07:48 | | ? | |
|---|--|-----------------------------|---|---|--|
|  Name Fire safety procedures | Description Fire Safety Procedures | Version 1.00 |  | | |

| Annual Leave Test | | Date due : 11/07/2015 07:40 | | ? | |
|--|---|-----------------------------|----------------------|--------------------------------|---|
|  Name Annual Leave Test | Description Test knowledge of the Annual Leave Policy | Version 1.01 | Attempts 0 | Attempts remaining 1 |  |

| review annual leave policy.pdf | | Date due : 07/07/2016 13:45 | | ? | |
|--|---|-----------------------------|---|---|--|
|  Name Annual Leave Policy October | Description Annual Leave Policy | Version 1.80 |  | | |

 **Help**

[Log out](#) | [Change password](#)

2.3.1. Log In And Change Password

Some users may be presented with a login screen. Log in to PolicyHub to see your PolicyHub Inbox. (You should have been provided with a username and a password.)

You may be asked to change your password when, for example, you have been given a temporary password which expires immediately or when you have had a password which has expired after a number of days. When your password has expired, you will be taken to the *Change Password* screen:

Change Password

Username or Email Address

Current password

New password

Confirm new password

To ensure your password is valid, please ensure it:

- Is between 5 and 20 characters in length
- Has not been used in the last 20 passwords
- Contains at least one letter of either case
- Contains at least one digit

Your password has expired and must be changed.



Note: The information provided under the *Save* and *Cancel* buttons tells you about your password policy. The password policy used by your company may vary from the password policy shown here.

Enter a new password which complies with your company's password policy, enter the same password in the *Confirm new password* box and click *Save* to continue to your PolicyHub Inbox.

2.3.1.1. Change Password

Some users can change their PolicyHub password. These users are given the *Change password* option at the bottom of the PolicyHub Inbox:

?
Help

[Log out](#) | [Change password](#)

Click the *Change password* text to open the *Change Password* screen:

Change Password

Current password

New password

Confirm new password

[Save](#) [Cancel](#)

To ensure your password is valid, please ensure it:

- Is between 5 and 20 characters in length
- Has not been used in the last 20 passwords
- Contains at least one letter of either case
- Contains at least one digit

Help [Log out](#) | [Change password](#) Close

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Note: The information provided under the *Save* and *Cancel* buttons tells you about your password policy. The password policy used by your company may vary from the password policy shown here.

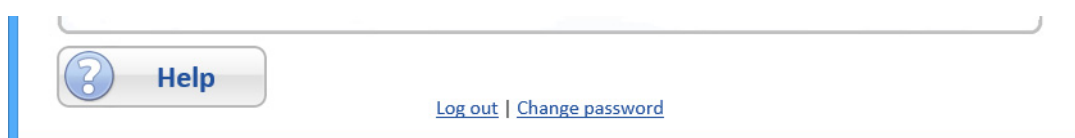
Enter a new password which complies with your company's password policy, enter the same password in the *Confirm new password* box and click *Save* to continue to your PolicyHub Inbox.

2.3.2. Session Timed Out

Users who have the *Log out* and *Change password* options at the bottom of their PolicyHub Inbox may have to log in to their PolicyHub Inbox after they have left their PolicyHub Inbox idle for several minutes. When this occurs, simply enter the requested information on the Login screen and proceed to your PolicyHub Inbox.

2.3.3. Log Out

Some users are given the option to *Log out* of their PolicyHub Inbox. These users are given the *Log out* option at the bottom of the PolicyHub Inbox:



Click the *Log out* text to end your PolicyHub Inbox session. The current PolicyHub Inbox session is ended and the Login screen is displayed.



Note: Alternatively, users can simply close the PolicyHub Inbox browser window to end the current PolicyHub Inbox session.

2.4. Inbox Items

Click the *My Inbox* tab to select the PolicyHub Inbox.

Publications are listed with the most recent Publication to have arrived being displayed at the top of the list. Each Publication includes the list of Read Documents, Tests, Questionnaires, Reference Documents, Reviews and Review Documents which make up the Publication. In the above example, there are five Publications in the Inbox:

- *Quality Assurance* comprising one Document titled motoring policy for Review.
- *Travel Questionnaire* comprising one Questionnaire titled Travel Questionnaire to be started.
- *Fire Safety* comprising one Document titled Fire Safety Procedures.
- *Annual Leave Test* comprising one Test titled Annual Leave Test to be taken.
- *Review Annual Leave Policy* comprising one Review Document titled Annual Leave Policy to be reviewed.

Documents and *Questionnaires* are displayed with their *Name*, *Description* and *Version*.

Tests are displayed with their *Name*, *Description*, *Version*, *Attempts* and *Attempts remaining*. The *Attempts* shows the number of times you have taken the Test. *Attempts remaining* shows the number of attempts you have left in order to pass the Test.

The order the items appear in the Publication is decided by the Publisher. However, Tests are always included after Read Documents, Questionnaires and Reference Documents.



Note: When a Publication *which includes a Test you failed* is re-sent to you, *Attempts* shows the total number of times you have taken the Test. For example, if a Test is sent to you with 2 retries, and you fail the Test on all 3 attempts, if the Publication is then resent to you, *Attempts* will be 3 on the Publication.

2.4.1. Publication Information

There is an information icon  beside the Publication name. Click the  icon to display more information about the selected Publication.

- Publication name.
- *Date due* – the date by which the Publication must be actioned for you to be Compliant. If you miss this date, you will be logged as *Not Compliant*. When a Read Document is sent with a Test, the *Date due* will be the date the Read Document is due. When the Read Document has been actioned, the *Date due* is the date by which the Test must be completed.
- Expired on – the Publication was not actioned before the *Date due* and has expired. This shows the date on which the Publication expired. However, the Publisher requires that you

still complete the Publication. You will then be logged as *Compliant but late*. The *Expired on* date and time will be shown in red text when the Publication has exceeded the *Date due*.

- *Description* – the description (provided by the Publisher) for this Publication.
- *Date sent* – the date the Publication was sent.
- *Contact* – the contact information (provided by the Publisher) for this Publication.

2.5. Compliance Notification Emails



Note: Depending on your PolicyHub system licence you may receive *Compliance Notification Emails* in your email inbox.

Managing compliance of policies in large corporations can be a vast undertaking for a single compliance officer. Using an organisations' hierarchical structure, PolicyHub can designate this responsibility to several line managers by sending *Compliance Notification Emails*.

Sending *Compliance Notification Emails* is controlled by your compliance Manager/Administrator and indicates if employees are non-compliant with an organisations' policies.

| Publication | Status | Policy | Version | Employee | Email |
|-----------------------|--|------------------|---------|------------|----------------------|
| Company Car Policy | Expired November 20 th 2017 | Own Car Usage | 1.01 | Mo Bottem | mo.bottem@email.com |
| Company Car Policy | Expired November 20 th 2017 | Own Car Usage | 1.01 | Bill Upin | bill.upin@email.com |
| | | | | Wil Timson | wil.timson@email.com |
| Expenses Policy | Due on November 23 rd 2017 | Making a claim | 1.01 | Mo Bottem | mo.bottem@email.com |
| Expenses Policy | Due on November 23 rd 2017 | Making a claim | 1.01 | Wil Timson | wil.timson@email.com |
| Fire Safety Procedure | Due on November 24 th 2017 | Evacuation route | 1.02 | Mo Bottem | mo.bottem@email.com |
| Fire Safety Procedure | Due on November 24 th 2017 | Evacuation route | 1.02 | Wil Timson | wil.timson@email.com |
| Fire Safety Procedure | Due on November 24 th 2017 | Evacuation route | 1.02 | Bill Upin | bill.upin@email.com |
| Company Holiday | No due date | 2017 Dates | 1.00 | Wil Timson | wil.timson@email.com |
| Company Holiday | No due date | 2017 Dates | 1.00 | Bill Upin | bill.upin@email.com |

The column headings in the *Compliance Notification Email* are described in [Table 1](#).

TABLE 1. Compliance Notification Emails

| Item | Description |
|-------------|---|
| Publication | The name of the library item that was published. |
| Status | The compliance status of the published library item: <ul style="list-style-type: none"> • Expired - The rule used for the publication has expired, shown red. • Due - The rule used for Publication is due, shown green. • No due date - The publication does not have an expiry limitation. |
| Policy | The revision description of the policy. |
| Version | The version of the library item. |
| Employee | The name of the person the publication was sent to. |
| Email | The persons' email address. |

3. Opening Items In A Publication

From your PolicyHub® Inbox, you can access newly distributed compliance documents.

Read, Reference and Review Documents are either delivered as PDF files or in their original format (for example, Microsoft® Word®) depending upon the requirements of the sender.

Read Documents, once read, are automatically transferred to your PolicyHub® Library.

To open a Document in your PolicyHub® Inbox, select the *My Inbox* tab. All Publications requiring your attention are listed. Under the Publication name, the files making up that Publication are shown.

The screenshot shows the 'My Inbox (5)' tab selected in the PolicyHub interface. The header includes 'PolicyHub' and 'My Library'. Below the header is a 'Welcome to PolicyHub' message. The main content area displays a list of items, each with a 'Name', 'Description', and 'Version' column. The items are:

- QualityAssurance** (Date due: 11/07/2016 11:05): Includes a 'Review' button and a 'Start to End' button.
- Travel Questionnaire** (Date due: 11/07/2016 07:48): Includes a 'Start Questionnaire' button.
- Fire Safety** (Date due: 11/07/2016 07:48): Includes a 'View Document' button.
- Annual Leave Test** (Date due: 11/07/2015 07:40): Includes a 'Take Test' button. The 'Attempts remaining' column shows 1.
- review annual leave policy.pdf** (Date due: 07/07/2016 13:45): Includes a 'Review Document' button.

At the bottom of the interface, there is a 'Help' button and a 'Log out | Change password' link.

Read Documents which must be *Confirmed as Read* have a *View Document* button.



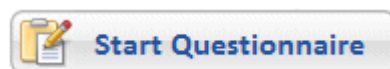
Tests which need to be taken have a *Take Test* button.



Reference Documents which can be read (but are *optional*) have a *View Document* button.



Questionnaires which still need to be answered have a *Start Questionnaire* button.



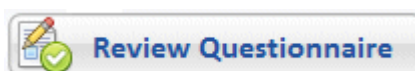
Documents which have been sent to you to be reviewed have a *Review Document* button.



Tests which have been sent to you to be reviewed have a *Review Test* button.



Questionnaires which have been sent to you to be reviewed have a *Review Questionnaire* button.



Documents, Tests and Questionnaires which have been sent to you to be reviewed as part of a Workflow review have a *Review* button.



4. Reading A Document

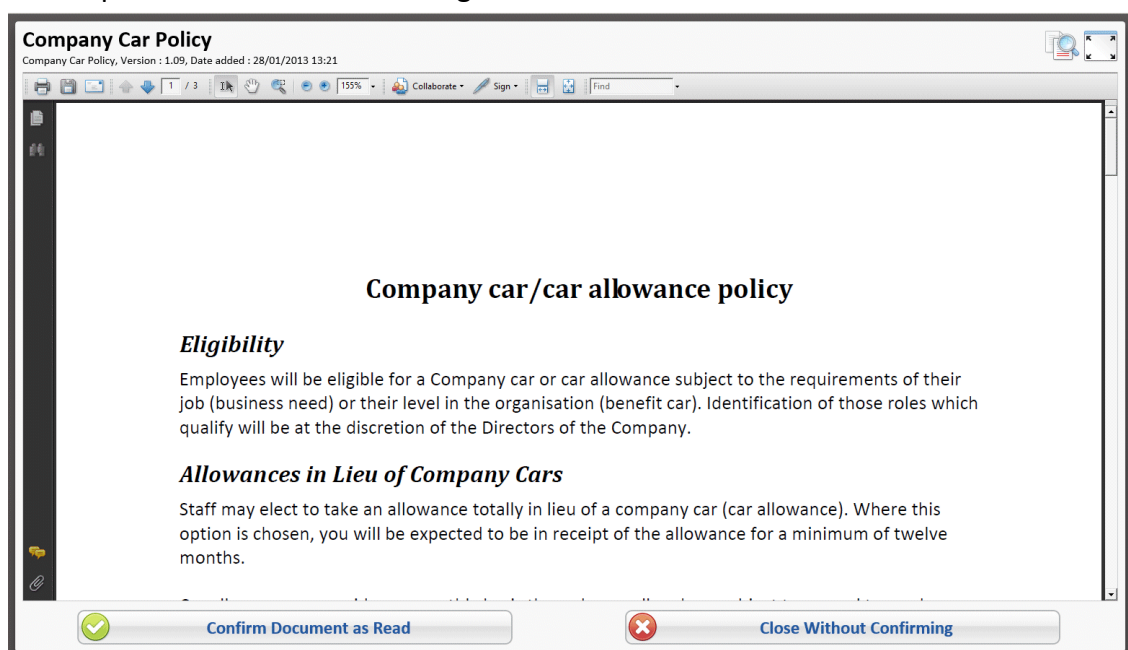
The PolicyHub® system is used to distribute Policy and Procedure Documents which need to be confirmed they have been read.

Go to the Read Document in your PolicyHub® Inbox (see “Inbox” on page 3). Open the Read Document by clicking the *View Document* button next to it, as described in “Opening Items In A Publication” on page 9.

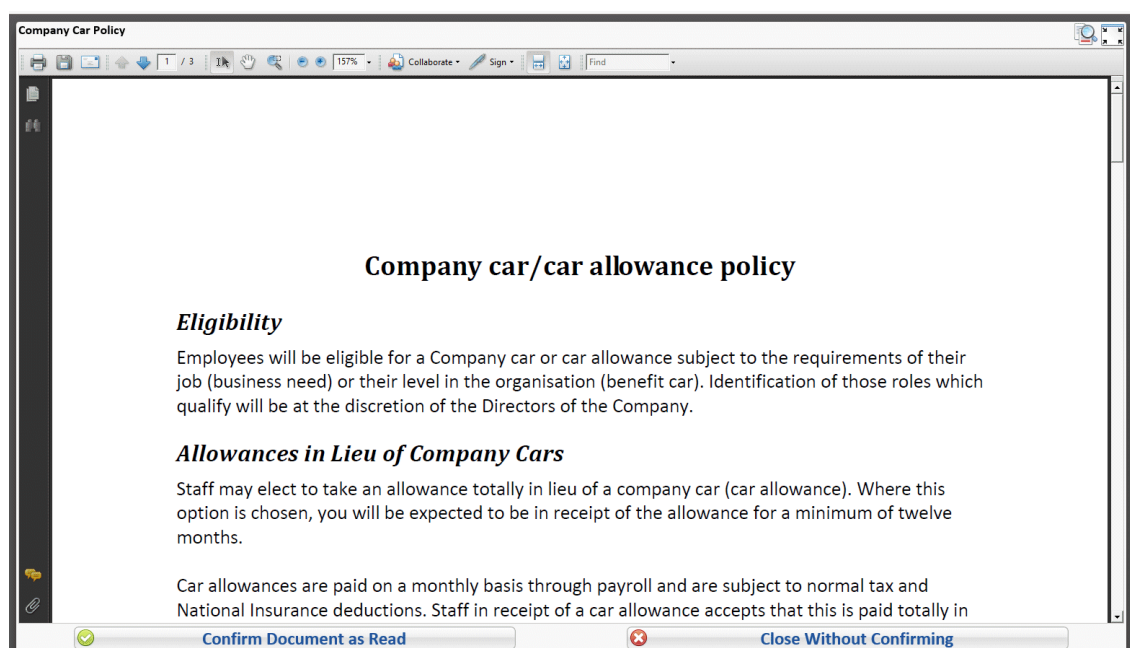
The maximise button can be used to increase the size of the document viewing pane by reducing the size of the buttons and border.



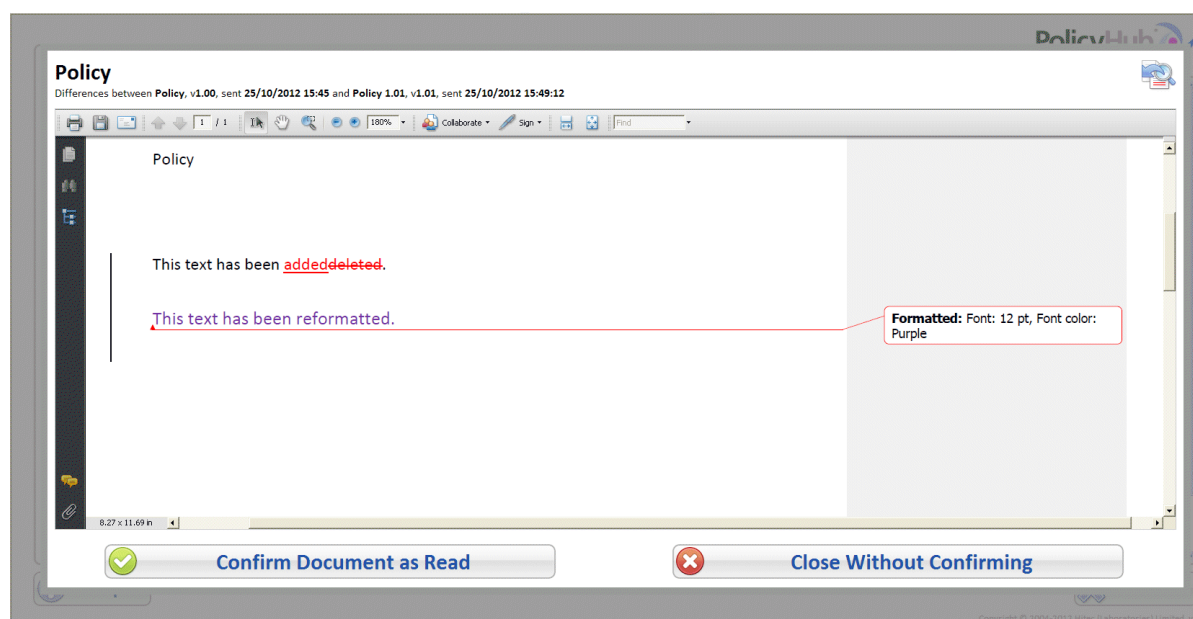
This example shows a document in regular view mode:



The maximise button has been clicked to maximise the size of the document viewing pane:



When you have opened a Read Document you might see a vertical line beside red text which is underlined or struck through.



This indicates the differences between the document you have just opened and the previous version of the document which was sent to you and is in your Library.

The sender of the document can select one of three options regarding Document Differences:

- When Document Differences are not shown, you are simply shown the new version of the document.
- When Document Differences are always shown, you are shown all the additions, deletions and format changes the new document has compared with the previous revision of the document you received.
- When Document Differences are optional you can decide whether or not to display the Document Differences. Click the *Show document differences* icon to display the differences:



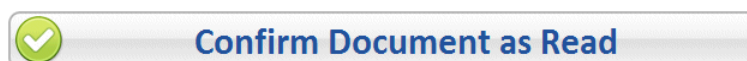
Click the *Return to original document* icon to view the document you have been sent without the differences being highlighted:



Carefully read the Document and, if in any doubt, re-read it before you confirm you have read it.

- Follow the displayed instructions, and any attached instructions.
- Follow all hyperlinks (if any) in the Read Document and read the associated documents (if any), as required. To return to your original document, from a hyperlinked document, click the *Return to original document* text.
- If required (and if allowed), print the Read Document for future reference.

When you have finished reading the document, click the *Confirm Document as Read* button.



If you have *not finished* reading the document or you wish to close it without confirming you have read it, click the *Close without confirming* button.



When you click on the *Confirm Document as Read* button, a message is displayed confirming the *Read* status of your document and the name of the folder to which your document has been moved in your PolicyHub® Document Library.



Click *Close* to confirm you know where the document has been stored.



Note: Some documents may remain in your Inbox after their time limit has expired to enable you to read and submit them late. However, when you do eventually read them and *Confirm them as read*, all compliance report(s) associated with the document(s) will show you were late to comply.

Your action is logged and your changed compliance status is available to be viewed by your compliance Manager/Administrator.



Note: If another version of a *previously published document* is sent to you, only the *latest* published revision is stored in your PolicyHub® Library.

At this point, if there is a Test or Questionnaire in the same Publication as the Read Document, the button next to that document will become active.

5. Sitting A Test

The PolicyHub® system is also used to distribute Test Documents (which might have been Published with Reference and/or Read Documents).



Note: If a *Read Document* is included in the Publication with the Test, you must confirm the document as read *before* you are allowed to take the Test.

If a *Reference Document* is included in the Publication with the Test, you do *not need to read the document* before you take the Test. However, it is advisable to read all documents sent with a Test.

Apart from being required to read and acknowledge any associated documents, you will be required to answer the Test questions then submit the Test for marking.

A Test might be used to verify you understand a particular corporate requirement (for example: *Money Laundering* awareness) or it might be used to measure your understanding of a compliance Read Document attached to the Test, which you have just received and read.

Go to the Test Document in your PolicyHub® Inbox, see “[Inbox](#)” on page 3.

Open the Test Document by clicking the *Take Test* button next to it, as described in “[Opening Items In A Publication](#)” on page 9.

Carefully read the information on the initial page of the Test and, if in any doubt, re-read it before you start the Test.

5.1. Starting A Test


When you open the Test, an information page is displayed stating (amongst other things) the *Test Name* and its *Duration*.



Note: There may be additional information about the Test displayed on the information page, relating to, for example, *mandatory* questions.

The displayed information is Test-specific. Its content is controlled by the Test creator/publisher.

Test Information Page Example: Test's Name – PolicyHub Test, Test Duration – 30 Minutes (Time remaining 00:30:00).

PolicyHub Test


Start Test

You are about to take a test in PolicyHub entitled PolicyHub Test.

This is a timed test. The allocated time is shown at the bottom of the window. The countdown will commence once the Start Test button is clicked.

Once the test has been started, you will not be able to view your PolicyHub inbox.

Should you run out of time, all answered questions will be submitted for marking.

If any questions marked as **(Mandatory)** are left unanswered, you will not be allowed to submit the test.

The navigation buttons at the bottom of the page can be used to navigate to the first, previous, next and last pages.

To submit the test, navigate to the last page in the test and click "Submit".

PolicyHub Test

Time Remaining : 00:30:00

Start Test

To start the Test (and begin the allocated time countdown), click on the *Start Test* button at the bottom of the screen.

Start Test

The Test questions appear in turn (as configured by the Test creator/publisher).

5.2. Navigational Buttons

After you have answered the question(s) on the first page, go to the next page by clicking the *Next* button at the bottom of the page.

<< First

< Previous

Time Remaining : 00:22:53

Page 1 of 3

Next >

Last >>

The current page number, total number of pages and the remaining time are displayed at the bottom of the screen.

Continue to answer the questions presented, until you reach the end of the Test.

5.3. Test Time And Extra Time

When the configured Test Time has counted down to ZERO, the Test ends *unless Extra Time* has also been configured. Once the *Test Time* reaches ZERO, if *Extra Time* is configured for a Test, the *Extra Time* starts to count down (in red). For example, when two minutes of *Extra*

Time is configured and the Test Time has counted down to ZERO, the extra time is shown in red at the bottom of the screen.

Time Remaining : 00:00:00
Extra Time : 00:02:00



Note: *Extra Time* may or may not be configured for a Test. You will not know whether you have extra time unless the Test publisher tells you when the Test is sent to you.

5.4. Submitting A Test


When you have completed the Test and used the page navigation buttons to review and change previous answers (see “[Navigational Buttons](#)” on page 16) you are ready to submit the Test.

The last page to be displayed is the Submission Page.



Note: If the Test contained any *mandatory* questions which you did not answer (correctly or incorrectly), you will not be permitted to submit the Test for marking. A dialog is displayed which tells you about the unanswered mandatory questions. Navigate to the appropriate page(s) and make sure all mandatory questions are answered.

When you are sure you have finished the Test to your satisfaction, click on the *Submit* button to submit your Test for marking.

Annual Leave Test


Test submission

- To submit the test, click the submit button below.
- Only submit the test when you are satisfied with your answers as this action cannot be undone.

Submit

<< First

< Previous

Time Remaining : 00:00:32

Page 2 of 2

Next >

Last >>

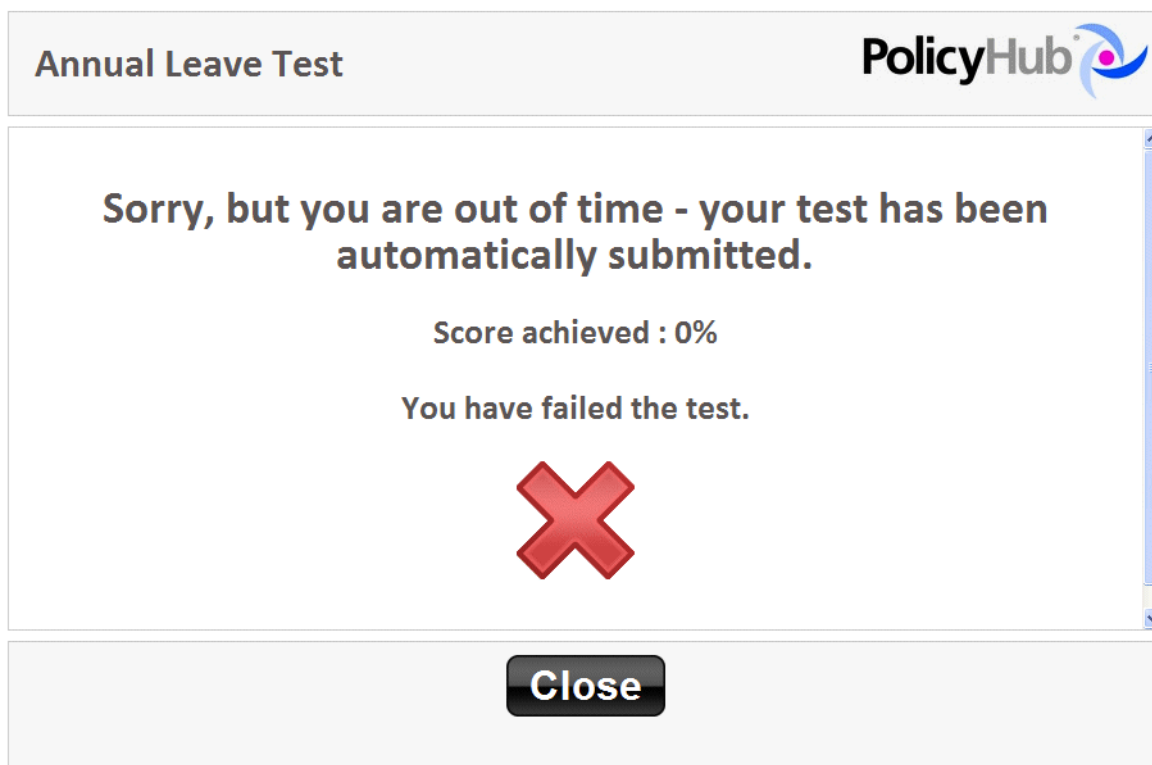
A dialog box is displayed asking you to confirm you want to submit the test. Select *OK* to confirm your Test submission or *Cancel* to return to the Test.

When you submit your Test it is logged and your changed compliance status is available to be viewed by your compliance manager/administrator.

5.5. Out Of Time: Automatic Test Submission

If you do not finish and submit the Test within the allocated time, the time remaining indicator will display ZERO time remaining.

Example: Out of time page.



Your Test submission is logged and your changed compliance status is available to be viewed by your compliance manager/administrator.

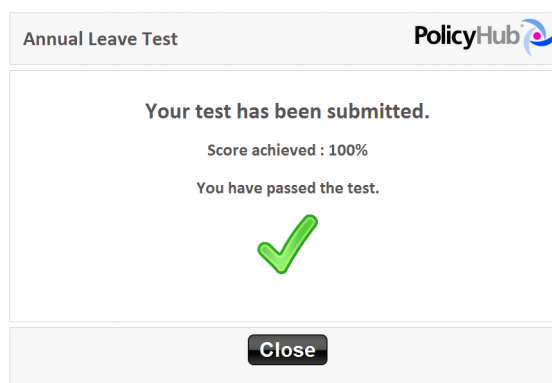
5.6. Test Results

A submitted Test is automatically marked upon submission.

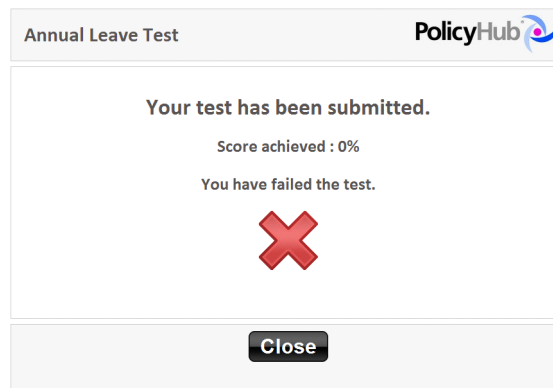
Depending on the configuration selected by the Test creator, after your Test has been submitted, you may be shown:

- Whether you have passed the Test and the Test score.

Pass Notification page (with score):

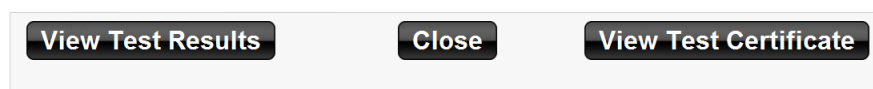


Fail Notification page (with score):



Select *Close* in the notification window to return to your PolicyHub® Inbox.

- You may also be offered the option to view the test results or view the test certificate.

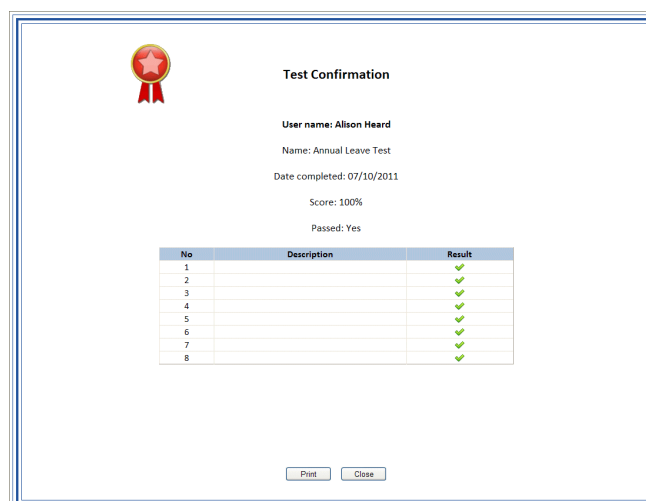


Click *View Test Results* to see all the answers you provided and whether or not those answers were correct.



Click the *Print* button to print your Test Results, or the *Close* button to exit the Test Results.

Click *View Test Certificate* to display your test certificate.



Click the *Print* button to print your Test Certificate, or the *Close* button to exit the Test Certificate.

6. Responding To A Questionnaire

The PolicyHub® system is also used to distribute *Questionnaires* (which might also have associated Reference Documents attached).

Although it may be useful to read and acknowledge any associated Read and/or Reference Documents *before* you respond to the Questionnaire, it is not a requirement for *Questionnaires*. Open, read and answer the Questionnaire's questions then submit it.

A Questionnaire might be used to gather your opinions on a particular corporate issue or it might be used gather your opinions on a corporate policy document attached to the Questionnaire, which you have just received and read.

Go to the Questionnaire in your PolicyHub® Inbox, see ["Inbox" on page 3](#).

Open the Questionnaire by clicking the *Start Questionnaire* button next to it, as described in ["Opening Items In A Publication" on page 9](#).


Carefully read the information on the initial page of the Questionnaire and, if in any doubt, re-read it before you respond.

6.1. Starting A Questionnaire

When you open the Questionnaire, an information page is displayed stating (amongst other things) the *Questionnaire's Title*.



Note: There may be additional information about the Questionnaire and questions displayed on the information page, relating to, for example, *mandatory* questions or *anonymous* responses. The displayed information is Questionnaire-specific. Its content is controlled by the Questionnaire creator/publisher.

Work Questionnaire


Start Questionnaire

You are about to take a questionnaire in PolicyHub entitled Work Questionnaire.

Once the questionnaire has been started, you will not be able to view your PolicyHub inbox.

The navigation buttons at the bottom of the page can be used to navigate to the first, previous, next and last pages.

To submit the questionnaire, navigate to the last page and click "Submit".

Start Questionnaire

To start the Questionnaire, click on the *Start Questionnaire* button at the bottom of the screen.

Start Questionnaire

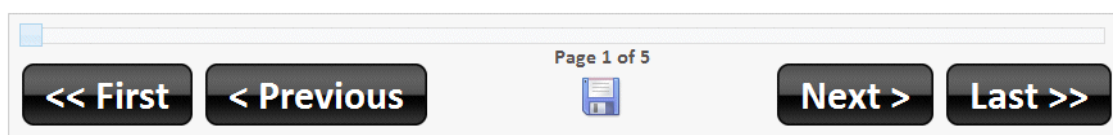
The questions are displayed in turn (as configured by the Questionnaire creator/publisher).



Note: If a Questionnaire is interrupted, the system will remember the Questionnaire's status. You can resume the Questionnaire from where you were interrupted.

6.2. Navigation Buttons

After you have answered the question(s) on the first page, go to the next page by clicking the *Next* button at the bottom of the page.



The *current page number* and the *total number of pages* are also displayed at the bottom of the screen.

Continue to answer the questions presented, until you reach the end.



Note: If you haven't enough time to answer the complete Questionnaire, you can save the partially completed Questionnaire and return to it later. Click the *Save* icon (below the page number) to save the partially completed Questionnaire in your PolicyHub® Inbox. When the Questionnaire is re-opened, you can resume the Questionnaire from where you left off.

6.3. About Rating Questions

Rating questions require a rating answer instead of the simple selection of a single answer, or the selection of multiple answers.

When you are presented with a question with a rating answer, the choice will be explained clearly. For example:

Q1. Consider the statement "Having no music in the staff restaurant is a very good idea." How do you feel about this statement?

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

Select the appropriate answer from the list provided.

6.4. Submitting A Questionnaire

When you have completed the Questionnaire and used the page navigation buttons to review and change answers (see “Navigation Buttons” on page 22) you are ready to submit the Questionnaire.

The last page to be displayed is the *Submission Page*.

You may have a choice of the following:

- Submit – see “Submit” on page 23.
- Submit Anonymously – see “Submit Anonymously” on page 23.
- Reject – see “Reject” on page 23.



Note: If the Questionnaire contained any *mandatory* questions which you did not answer, you will not be permitted to submit the Questionnaire for analysis. All mandatory questions must be answered.

Depending on the configuration selected by the Questionnaire creator/publisher, you may be notified about the submission.

If you are not notified about the submission, you will be returned automatically to your PolicyHub® Inbox when your Questionnaire is submitted.

6.4.1. Submit

Click the *Submit* button to submit your Questionnaire. Your submission will be logged and your changed compliance status will be available to be viewed by your compliance manager/administrator.

6.4.2. Submit Anonymously

If you decide you want your Questionnaire responses to be anonymous, click the *Submit Anonymously* button. Your responses will be reviewed but they will not be attributed to you.

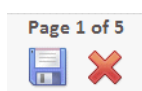


Note: *Anonymous Questionnaires are not part of the compliance process.*

6.4.3. Reject

When you are sent an *Anonymous* or an *Optionally Anonymous* Questionnaire, you are given the option of *Rejecting* it. When a Questionnaire is rejected, you are declining to participate and any answers you might have provided are discarded. The Questionnaire is removed from your inbox. Rejections remain anonymous.

If you decide to reject the Questionnaire, click the *Reject* icon (a red cross below the page number) at the bottom of the Questionnaire.



7 Reviewing Tests, Questionnaires And Documents

Depending on the configuration of your PolicyHub system and the type of reviews required for Tests, Questionnaires and Documents, there are two types of reviews that may arrive in your Inbox:

- Review documents (See [“Review Document” on page 25](#)).
- Review (See [“Review” on page 34](#)).



Note: Depending on your PolicyHub system licence, *Review* may not be available.

Review and *Review documents* are issued to an advisory panel for pre-release comments. (Review and Review documents refer to Review Documents, Review Tests and Review Questionnaires.)

Recipients of Review and Review Documents may be experts in a particular field of operation and their comments are required to ensure Read Documents, Questionnaires and Tests address the compliance needs of their organisation.

When a document has been reviewed, commented on and returned, the Publisher can decide which of the suggested changes to implement. It can then be published to the required recipients to initiate enterprise-wide compliance.

This section describes the Read Document, Questionnaire and Test *Review process*.

7.1. Review Document

Go to the Review Document in your PolicyHub® Inbox, see [“Inbox” on page 3](#).

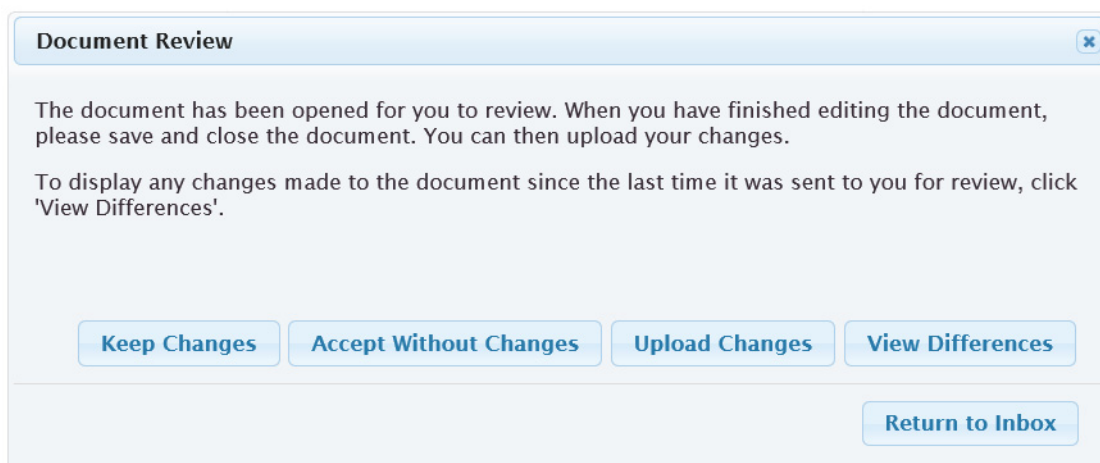
Open the Review Document by clicking the *Review Document* button next to it, as described in [“Opening Items In A Publication” on page 9](#).

When reviewing a document, make sure you read it thoroughly and follow all hyperlinks (if any) in the Review Document. To return to your original document, from a hyperlinked document, click the *Return to original document* text. If Reference Documents are included in the Review, read those also.

The document being sent to you for review might be a Word, a PDF, an Excel or a PowerPoint document. You cannot tell what type of document has been sent to you for review until the document is opened. Opening each kind of review document is described below.

7.1.1. Word

When you click *Review Document* and the document which was sent for review is a Word document, the *Document Review* dialog is displayed.



7.1.1.1. View Differences



Note: The *View Differences* button is shown only when the Publisher requested that Reviewers be allowed to view the differences between this Review Document and the previous revision of this document which was sent for Review to them.

Click the *View Differences* button to view the differences between the document sent to you for Review and the previous version of the document which was sent to you for Review. The differences are displayed in a PDF document.



Note: If, when you click on the *View Differences* button, you see a message informing you there are no differences, it is because you have not received an earlier version of the same document for Review.

7.1.1.2. Reviewing The Document

The Word document is opened in Word. Review the document and make the required changes. When you have finished reviewing the document, save and close the document. The *Document Review* dialog allows you to:

Keep Changes – the changes you have made to the document are kept, but they are not returned to the Publisher. This allows you to continue editing the document later. The *Document Review* dialog is closed and you are returned to your Inbox.

Accept Without Change – a dialog is displayed allowing you to enter comments about the review. If required, enter the comments in the text box. Click *OK* to upload your comments or *Cancel* to return to the *Document Review* dialog. Any changes you made to the review document are discarded.

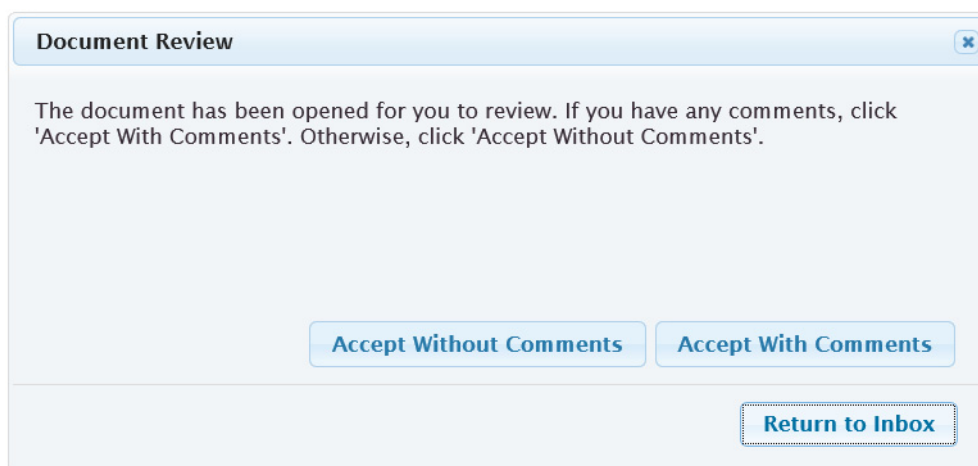
Upload Changes – the edited document is returned to the Publisher. A dialog is displayed allowing you to enter comments about the review. If required, enter the comments in the text

box and click *OK* to return the reviewed document and your comments to the Publisher, or *Cancel* to return to the *Document Review* dialog.

Click *Return to Inbox* to close the *Document Review* dialog and return to your Inbox.

7.1.2. Excel And PowerPoint

When you click *Review Document* and the document which was sent for review is an Excel or a PowerPoint document, the *Document Review* dialog is displayed.



The Excel or PowerPoint document is opened in the appropriate application in read-only mode. When you have finished reviewing the document, the *Document Review* dialog allows you to:

Accept Without Comments – the review is returned to the Publisher without any comments.

Accept With Comments – enter the comments in the text box and click *OK* to return the reviewed document and your comments to the Publisher, or *Cancel* to return to the *Document Review* dialog.

Click *Return to Inbox* to close the *Document Review* dialog and return to your Inbox.

7.1.3. PDF

When you click *Review Document* and the document which was sent for review is a PDF document, the document is opened in the browser.



7.1.3.1. Reviewing The Document

When you have finished reviewing the document, click one of the buttons:

Accept Without Comments – the review is returned to the Publisher without any comments.

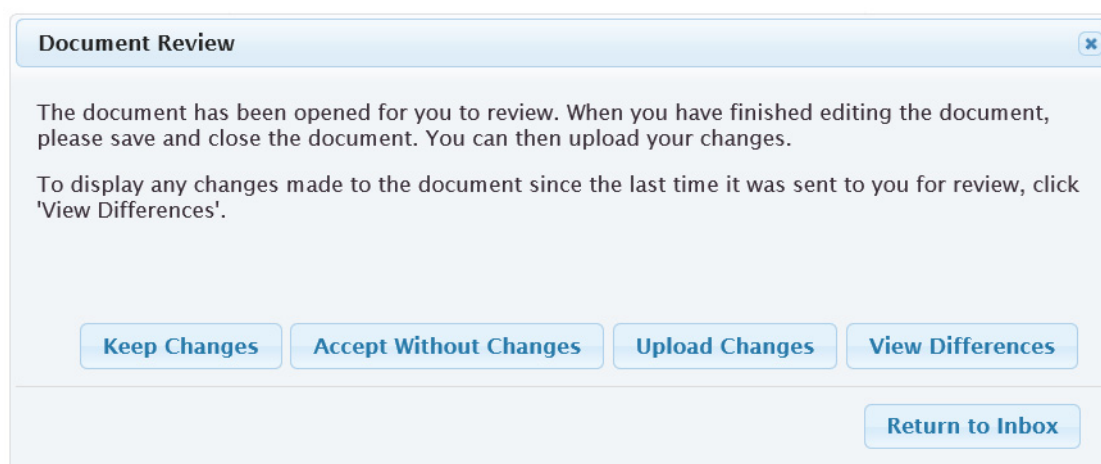
Accept With Comments – enter the comments in the text box and click *OK* to return your comments to the Publisher, or *Cancel* to return to the PDF document.

Close Document – close the PDF document and return to your Inbox.

7.2. Review Test

Go to the Review Test in your PolicyHub® Inbox, see [“Inbox” on page 3](#).

Open the Review Test by clicking the *Review Test* button next to it, as described in [“Opening Items In A Publication” on page 9](#).



7.2.1. View Differences



Note: The *View Differences* button is shown only when the Publisher requested that Reviewers be allowed to view the differences between this Review Test and the previous revision of this Test which was sent for Review to them.

Click the *View Differences* button to view the differences between the Test sent to you for Review and the previous version of the Test which was sent to you for Review. The differences are displayed in a Word document.



Note: If, when you click on the *View Differences* button, you see a message informing you there are no differences, it is because you have not received an earlier version of the same Test for Review.

7.2.2. Reviewing The Test



Note: *Review Tests* are Word documents. They show the contents and settings of the Test but they are not the actual Test. *Review Tests* can be edited in Word and the suggested changes can be returned to the Publisher.

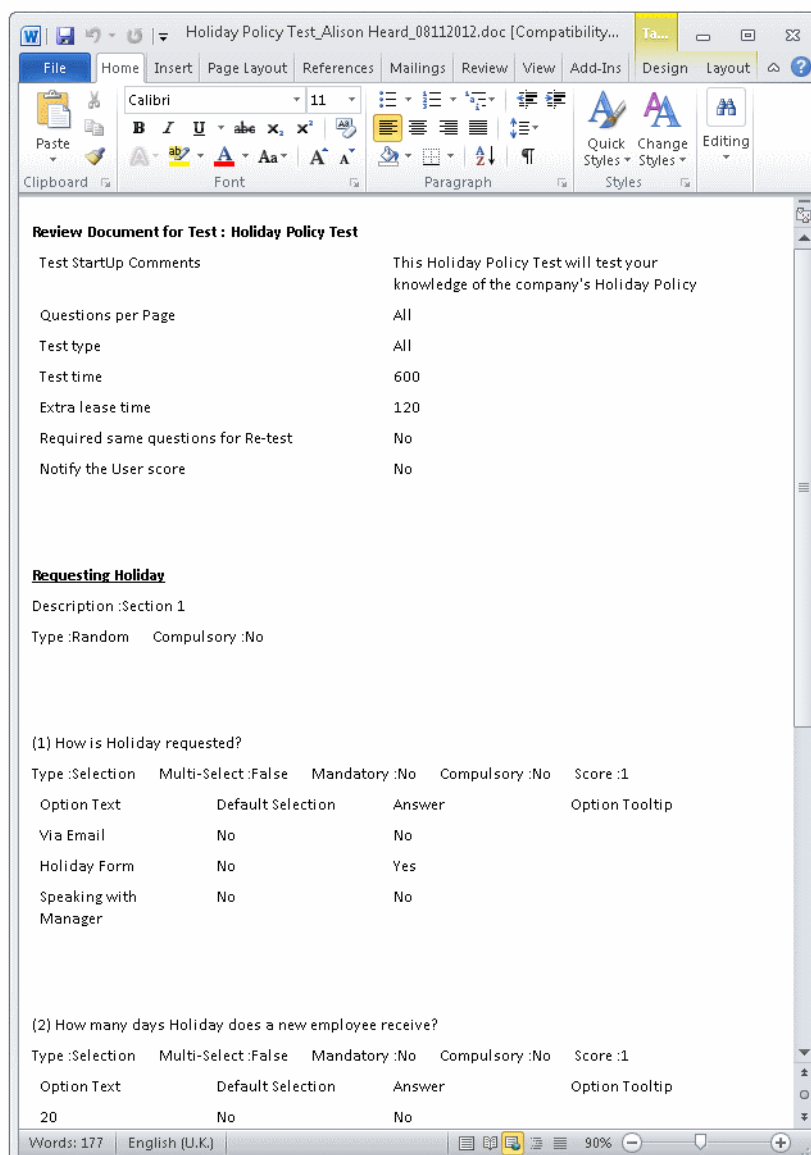


TABLE 2. Review Test: Terminology

| Term | Meaning / Description |
|--------------------------|---|
| Review Document for Test | The <i>Test name</i> given to the Test. |
| Test Startup Comments | The <i>Start-up comments</i> given to the Test. |
| Questions per Page | The value assigned to <i>Questions per page</i> for the Test. |
| Test time | The amount of time in seconds given to the recipient to complete the Test. The <i>Test time</i> is shown to the user. |
| Extra lease time | The amount of extra time in seconds given to the user. This extra time is not disclosed to the user. |

TABLE 2. Review Test: Terminology

| Term | Meaning / Description |
|-------------------------------------|---|
| Required same questions for Re-test | When the option Use same questions for re-test is selected, this is <i>Yes</i> . When the option is cleared this is <i>No</i> . |
| Notify the User score | When the option Display test score is selected, this is <i>Yes</i> . When the option is cleared, this is <i>No</i> . |

The remainder of the Review Test includes the configured sections and the questions in each section. You can enter your review changes. Save and close the document. The *Document Review* dialog allows you to:

Keep Changes – the changes you have made to the document are kept, but they are not returned to the Publisher. This allows you to continue editing the document later. The *Document Review* dialog is closed and you are returned to your Inbox.

Accept Without Change – a dialog is displayed allowing you to enter comments about the review. A dialog is displayed allowing you to enter comments about the review. If required, enter the comments in the text box. Click *OK* to upload your comments or click *Cancel* to return to the *Document Review* dialog. Any changes you made to the review document are discarded.

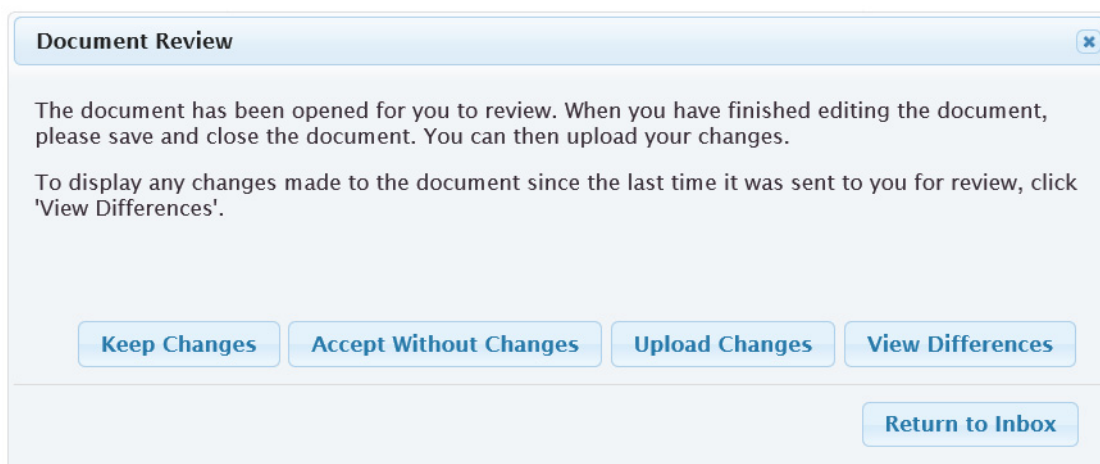
Upload Changes – the edited document is returned to the Publisher. A dialog is displayed allowing you to enter comments about the review. If required, enter the comments in the text box and click *OK* to return the reviewed document and your comments to the Publisher, or click *Cancel* to return to the *Document Review* dialog.

Click *Return to Inbox* to close the *Document Review* dialog and return to your Inbox.

7.3. Review Questionnaire

Go to the Review Questionnaire in your PolicyHub® Inbox, see “[Inbox](#)” on page 3.

Open the Review Questionnaire by clicking the *Review Questionnaire* button next to it, as described in “[Opening Items In A Publication](#)” on page 9.



7.3.1. View Differences



Note: The *View Differences* button is shown only when the Publisher requested that Reviewers be allowed to view the differences between this Review Questionnaire and the previous revision of this Questionnaire which was sent for Review to them.

Click on the *View Differences* button to view the differences between the Questionnaire sent to you for Review and the previous version of the Questionnaire which was sent to you for review. The differences are displayed in a Word document.



Note: If, when you click on the *View Differences* button, you see a message informing you there are no differences, it is because you have not received an earlier version of the same Questionnaire for Review.

7.3.2. Reviewing The Questionnaire



Note: *Review Questionnaires* are Word documents. They show the contents and settings of the Questionnaire but they are not the actual Questionnaire. *Review Questionnaires* can be edited in Word and the suggested changes can be returned to the Publisher.

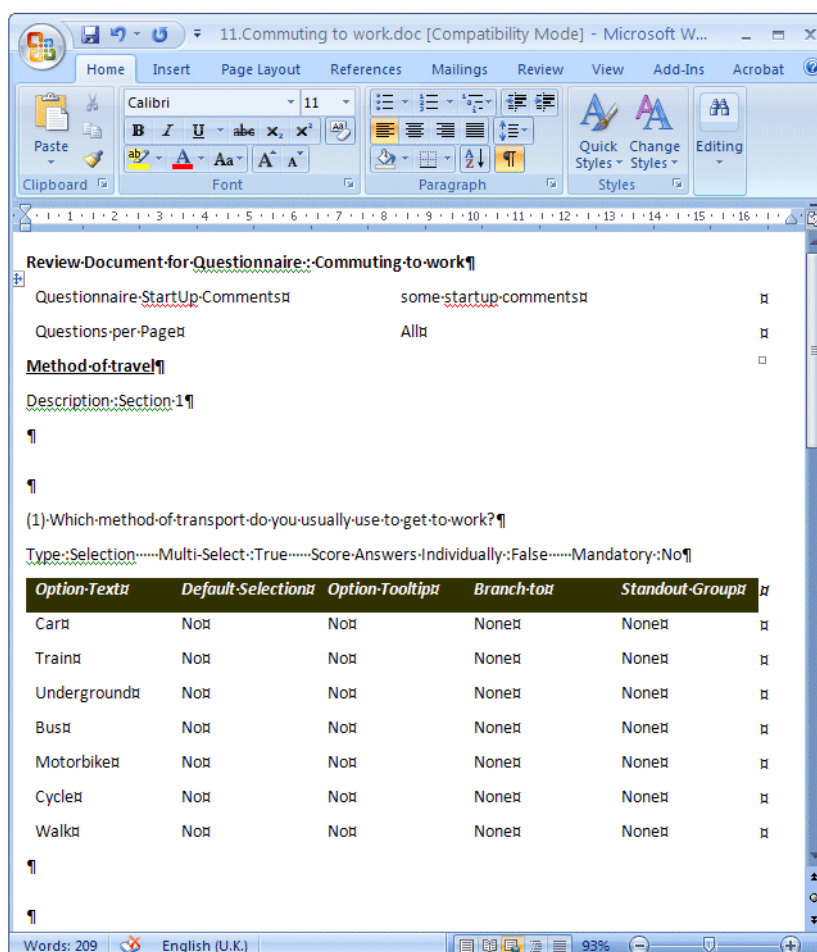


TABLE 3. Review Questionnaire: Terminology

| Term | Meaning / Description |
|-----------------------------------|--|
| Review Document for Questionnaire | The <i>Questionnaire name</i> given to the Questionnaire. |
| Questionnaire Startup Comments | The <i>Start-up comments</i> given to the Questionnaire. |
| Questions per Page | The value assigned to <i>Questions per page</i> for the Questionnaire. |

The remainder of the Review Questionnaire includes the configured sections and the questions in each section. You can enter your review changes. Save and close the document. The *Document Review* dialog allows you to:

Keep Changes – the changes you have made to the document are kept, but they are not returned to the Publisher. This allows you to continue editing the document later. The *Document Review* dialog is closed and you are returned to your Inbox.

Accept Without Change – a dialog is displayed allowing you to enter comments about the review. A dialog is displayed allowing you to enter comments about the review. If required, enter the comments in the text box. Click *OK* to upload your comments or *Cancel* to return to the *Document Review* dialog. Any changes you made to the document are discarded.

Upload Changes – the edited document is returned to the Publisher. A dialog is displayed allowing you to enter comments about the review. If required, enter the comments in the text box and click *OK* to return the reviewed document and your comments to the Publisher, or click *Cancel* to return to the *Document Review* dialog.

Click *Return to Inbox* to close the *Document Review* dialog and return to your Inbox.

7.4. Review

Go to Review in your PolicyHub® Inbox, see [“Inbox” on page 3](#).

Open the document by clicking the *Review* button next to it, as described in [“Opening Items In A Publication” on page 9](#).

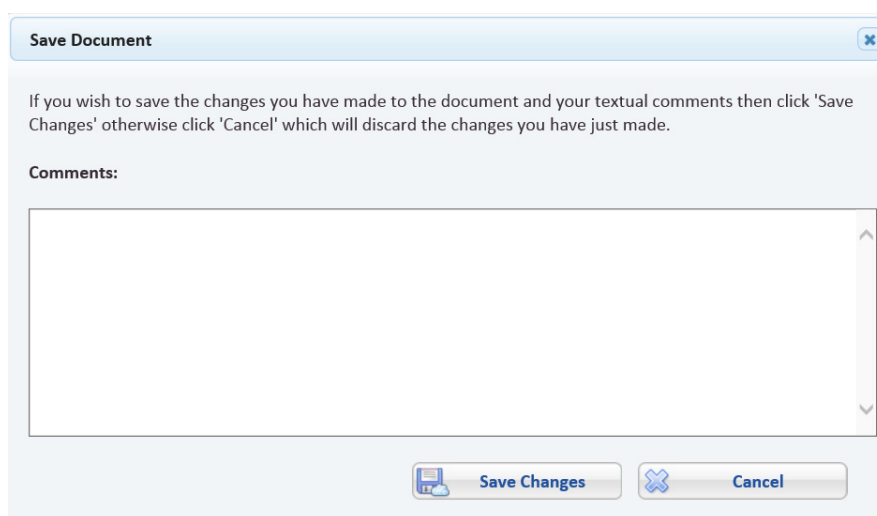
When reviewing a document, make sure you read it thoroughly and follow all hyperlinks (if any) in the Review. To return to your original document, from a hyperlinked document, click the *Return to original document* text. If Reference Documents are included in the Review, read those also.

The document sent to you for review might be a Word, a PDF, an Excel or a PowerPoint document. You cannot tell what type of document has been sent to you for review until the document is opened. Opening each kind of review document is described below.

7.4.1. Word

When you click *Review* and the document which was sent for review is a Word document, the Word document may be opened in Protected View. Select *Enable Editing* in Word and then review the document and make the required changes. When you have finished reviewing the document, save and close the document in the Word application.

When Word closes, The *Save Document* dialog is displayed:



The *Save Document* dialog allows you to keep the changes made in Word and allows you to enter comments about the review. If required, enter comments in the text box and click the *Save Changes* button to return the reviewed document and your comments to the document owner.

Select the *Cancel* button to return to the Inbox and cancel all changes in the document and the comments text box.

7.4.2. Excel And PowerPoint

When you click *Review* and the document which was sent for review is an Excel or PowerPoint document, it is opened in the appropriate application in read-only mode.



Note: It is not necessary to Enable Editing in Excel or PowerPoint as the documents are opened in Read Only mode and cannot be edited or saved in the application.

When you have finished reviewing the document, close the Excel or PowerPoint document. The *Save Document* dialog is displayed:

Save Document

If you wish to save the changes you have made to the document and your textual comments then click 'Save Changes' otherwise click 'Cancel' which will discard the changes you have just made.

Comments:

Save Changes Cancel

The *Save Document* dialog allows you to enter comments about the review. If required, enter comments in the text box and click the *Save Changes* button to return the review comments to the document owner.

Select the *Cancel* button to return to the Inbox and cancel all notes entered in the comments text box.

7.4.3. PDF

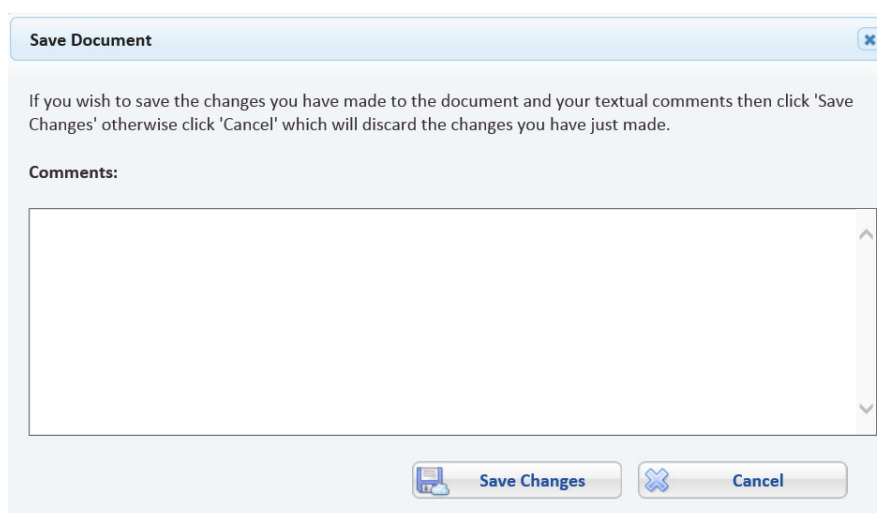
When the document sent for review is a PDF document, and you click *Review Document*, the document is opened in the browser.

When you click *Review Document* and the document which was sent for review is a PDF document, the document is opened in the browser.



When you have finished reviewing the document, click the *Close Document* button which will close the PDF document.

The *Save Document* dialog is displayed:



The *Save Document* dialog allows you to enter comments about the review. If required, enter comments in the text box and click the *Save Changes* button to exit the dialog. Select the *Cancel* button to return to the Inbox and cancel all notes entered in the comments text box.

7.4.4. Completing A Review

After the *Save Changes* dialog has closed in “Word”, “Excel And PowerPoint” and “PDF” documents, you are returned to your Inbox. Depending on the type of Review document that has been sent to your Inbox, you will have the following choices:

- Resume Editing



Selecting the *Resume Editing* button will open the document again where you can further review the document and make more comments, as described previously in [Section 7.4.1.](#) through to [Section 7.4.3.](#)

Any changes and comments you made in the earlier review will be retained and can be added to in this resumed edit.

- Discard Changes



Selecting the *Discard Changes* button will reveal the Revert changes dialog where you can either revert your changes, discard any comments you made (described in [Section 7.4.1.](#) through to [Section 7.4.3.](#)) and go back to the original revision or close the dialog.

Selecting the *Back to Original Revision* button will return the document to the current revision in your Inbox.

Selecting the *Close* button in the dialog will return you to your Inbox.

- Accept



Selecting the accept button will display a *Perform Action* dialog.

The *Perform Action* dialog allows you to enter any comments in the text box pertinent to the document review.

Select the *Submit* button to perform the action. The document owner is notified with any comments that may have been included in the review.

Select the *Return to Inbox* button to cancel the action and return to your Inbox.

The designation displayed in the accept button can change from one review to another as it is defined by the workflow design for the review.

- Reject



Selecting the reject button will display a *Perform Action* dialog.

The *Perform Action* dialog allows you to enter any comments in the text box pertinent to the document review.

Select the *Submit* button to perform the reject action. The owner is notified with any comments that may have been included in the review.

Select the *Return to Inbox* button to cancel the reject action and return to your Inbox.

The designation displayed in the reject button can change from one review to another as it is defined by the workflow design for the review.

- Forward

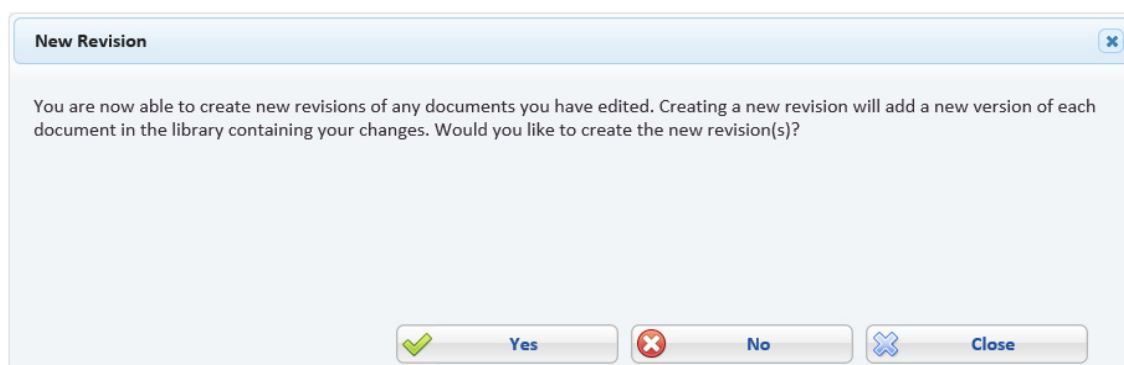


The behaviour of the forward button is similar to the accept button (previously explained above) in your Inbox. The two buttons convey different acceptance requirements to the workflow designer but maintain the same behaviour in your Inbox.

Selecting the forward button will display a *Perform Action* dialog. The *Perform Action* dialog allows you to enter any comments in the text box pertinent to the document review.

Select the *Submit* button to move the review forward. The owner is notified with any comments that may have been included in the review.

If you have made comments or changes within editable documents, when you select the *Submit* button, a prompt dialog displays asking if you wish to create a new revision. Selecting *Close* will return you to the *Perform Action* dialog without creating a new revision.



From the *Perform Action* dialog, selecting the *Return to Inbox* button will cancel the forward action and return to your Inbox.



Note: The designation displayed in the forward button can change from one review to another as it is defined by the workflow design for the review.

8. Document Library Overview

The PolicyHub® Document Library associated with your PolicyHub® Inbox holds all the compliance documents distributed to you. When you read compliance documents, they are automatically saved in your PolicyHub® Document Library.

The folder structure of your library is automatically created and maintained for you by the PolicyHub® system.

8.1. Introduction To PolicyHub® Document Library

This guide will assist you through the fundamental processes of:

- “Document Library” on page 39.
- “Searching The PolicyHub® Document Library” on page 43.
- “Text Search Exception List” on page 51.
- “Publication History” on page 47

8.2. Document Library

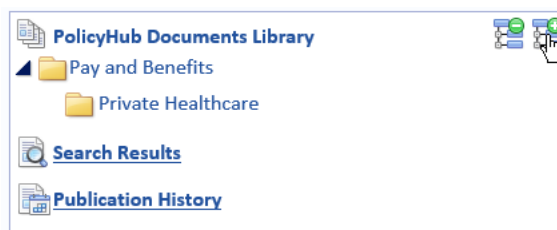
When you have received Policies and Procedures which you have *Confirmed as Read* they are then stored in your Document Library.

Click the *My Library* tab to select the PolicyHub® Document Library.

My Library enables you to:

- View the Documents you have *Confirmed as Read*.
- View the Publications used to send you the selected Document.
- View a list of items which were included in the various Publications used to send you Documents.
- Sort the Library items by *Document name* or *Description*.
- Search for documents by *file name*, *document description*, *document source* or by *Publication date*.
- Search for documents in the library by contents.
- View the Publication History (depending on the PolicyHub® system licence).

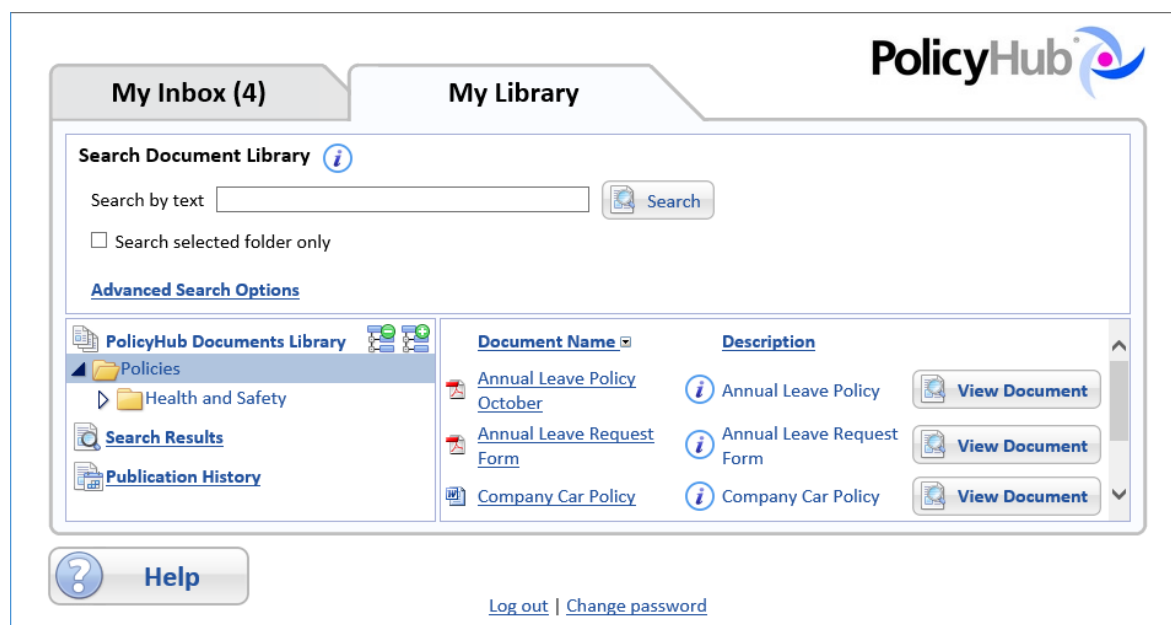
The tree view of the folders can be expanded by clicking the expand icon,



or collapsed by clicking the collapse icon.




Documents are listed alphabetically.




Document Name – The name of the selected document.

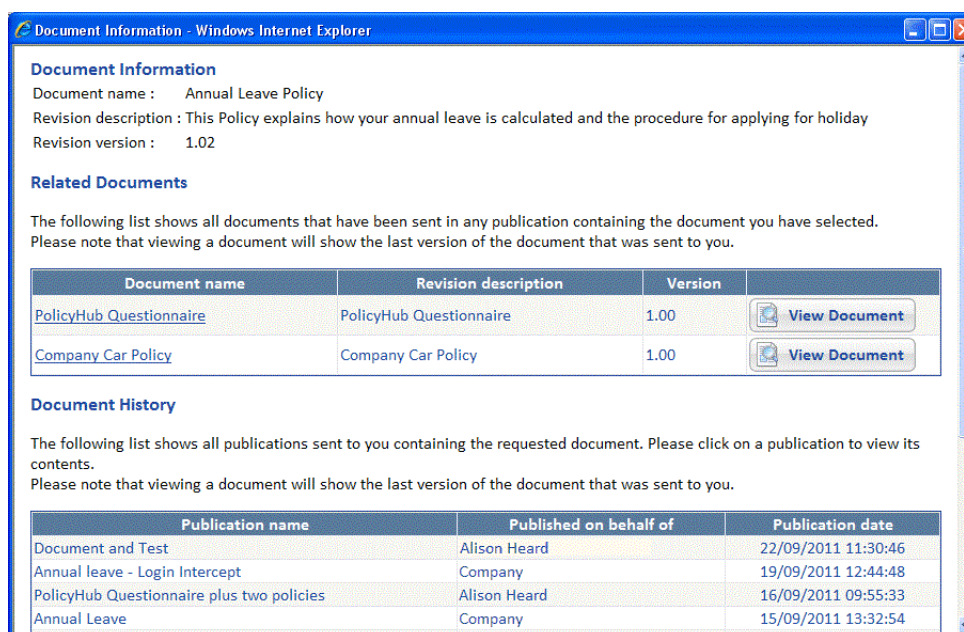
Description – The description given to the selected document by the author of this revision of the document.

Click the  icon to display more information about the selected document. See *Document Information*, below.

Click the *View Document* button to view the selected item.

8.2.1. Document Information

When you click the  icon to display more information about the selected document, the *Document Information* window is displayed.



At the top of the Document Information window is the following information:

- *Document name* – The name of the selected document (from the Document Library).

-
- *Revision description* – The description given to the document by the author of this revision.
 - *Revision version* – The version number of the latest version of the selected document which was Published to you.

8.2.2. Related Documents

Below the *Document Information* is the *Related Documents*. This section of the window contains all documents that have been sent to you in any Publication containing the selected document. The following information is displayed:

- *Document name* – The name of the selected document (from the Document Library).
- *Revision description* – The description given to the document by the author of this revision.
- *Version* – The version number of the selected document.
- *View Document* button - Click to open the selected document.

8.2.3. Document History

Below the *Related Documents* is the *Document History*. This section of the window contains the names of all the Publications sent to you which contained a version of the selected document. For each Publication listed, the following information is displayed:

- *Publication name* – The name of the selected Publication.
- *Published on behalf of* – The name entered in the *On behalf of field* (when the Publication was created), as entered by the person who sent the Publication.
- *Publication date* – The date the selected Publication was sent to you.

8.2.3.1. List Of Additional Documents Within The Selected Publication

From the *Document History*, select a Publication to display a list of items which were included in the selected Publication.

- *Document name* – Either the name of the selected document or the name of a Document, Test or Questionnaire included in the selected Publication.
- *Revision description* – The description given to the selected Document, Test or Questionnaire by the author of this revision.
- *Publication date* – The date the selected Publication was sent to you.

Click the *View Latest Revision* button to open the selected Document for viewing.

9. Searching The PolicyHub® Document Library

You can search through your PolicyHub® *Document Library* to find documents by:

- using the *Search by text* facility to find Documents containing specified words
- searching for documents which have the specified file name
- searching for documents which have the specified revision description
- searching for documents which have the specified source
- searching for the date the document was added to the system (before it was sent to you).



Note: Tests and Questionnaires are not returned in search results because they are not stored in the Document Library.


You can search through your Document Library for any words, *except for words on the exception list*, see [“Text Search Exception List” on page 51](#) for more information.




Note: If another version of a *previously published document* is sent to you, only the *latest* published revision is stored in your PolicyHub® Document Library.

9.1. Search For Word In Documents

You can search through your *Library* to find items containing specified words.

Search Document Library 

Search by text 

Search selected folder only

[Advanced Search Options](#)

Enter the text for which you want to search. You must enter at least two alphanumeric characters (letters a-z and numbers 1-9). Some symbols such as (* and - are ignored, as are single letters and numbers. Therefore, the following searches are not valid:

- 1
- a
- (a)
- a.

The most accurate results are obtained by searching for whole words. For example, enter *company car* in the search text box to search the contents of all the Document in the Library for the words *company* or *car*.

Select *Search selected folder only* to search the currently selected folder only. Leave this option clear to search all the folders in the Library.

To start the search, click on the *Search* button.

The search results page will display all the Documents which contain either or both the words *company* and *car*.

Advanced search options allow you to specify the file name, author or date the item was added to the Library. See [“Advanced Search Options” on page 44](#).



Note: You can search through your Library for any words, except for words on the exception list. See [“Text Search Exception List” on page 51](#), for more information.

9.2. Advanced Search Options

You can search for documents by file name, description, source and/or publication date. Click the *Advanced Search Options* text to display these search options.

The screenshot shows the 'Search Document Library' interface. At the top, there is a search bar with the text 'company car' and a 'Search' button. Below the search bar is a checkbox labeled 'Search selected folder only'. Underneath, there is a section titled 'Advanced Search Options' with four input fields: 'Search by file name', 'Search by revision description', 'Search by document source', and 'Search by date'. The 'Search by date' field includes a dropdown menu set to 'After Inclusive' and a 'Start date' field with a calendar icon.

9.2.1. Search By Name, Revision Description Or Source

You can search for documents by words in the file name, revision description and source fields. No words or symbols are ignored in the advanced search options and words are searched for exactly as entered. For example, entering *Mitratesch Software* will find *Mitratesch Software Policy* but not *Mitratesch Company Software Policy*. Enter part or all of the text in the text boxes.

Search by file name – the name of the document you are searching for.

Search by revision description – the description given to the document before it was Published.

Search by document source – the information entered in the *Source* field of the file before it was Published.

Select the *Search selected folder only* tick box to limit your search to a single folder, if required.

To start the search, click on the *Search* button.

9.2.2. Search By Date

You can search for documents by creation date. The creation date is when the Document was added to the system, before it was sent to you.

Select the *Search by date* drop-down list and select:

- *After inclusive* – to search for documents created on or after the selected date.
- *Before inclusive* – to search for documents created on or before the selected date.
- *Between inclusive* – to search for documents created on or between the selected dates.

Select *None* to disable the Date search option.

Select the *Search selected folder only* tick box to limit your search to a single folder, if required.

Search Document Library ⓘ

Search by text Search

Search selected folder only

Advanced Search Options

Search by file name

Search by revision description

Search by document source

Search by date

- None
- After Inclusive
- Before Inclusive
- Between Inclusive

PolicyHub Documents Library

Policies

Search Results

Click on the *start date's calendar* and select the required Year, Month and Date.

| Jan | | 2010 | | | | |
|-----|----|------|----|----|----|----|
| Su | Mo | Tu | We | Th | Fr | Sa |
| | | | | | 1 | 2 |
| 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| 17 | 18 | 19 | 20 | 21 | 22 | 23 |
| 24 | 25 | 26 | 27 | 28 | 29 | 30 |
| 31 | | | | | | |



Note: Use the < and > symbols on the left and right of the displayed Month and Year to change the currently displayed Month and Year, as required.

If you selected *Between*, click on the *end date's calendar* and select the required End: Year, Month and Date.

| Oct | | 2010 | | | | |
|-----|----|------|----|----|----|----|
| Su | Mo | Tu | We | Th | Fr | Sa |
| | | | | | 1 | 2 |
| 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| 17 | 18 | 19 | 20 | 21 | 22 | 23 |
| 24 | 25 | 26 | 27 | 28 | 29 | 30 |
| 31 | | | | | | |



Note: Use the < and > symbols on the left and right of the displayed Month and Year to change the currently displayed Month and Year, as required.

Once the *Start date* and *End date* have been selected (if appropriate), to start the search, click on the *Search* button.

The search results are displayed in the search results folder.

9.3. Search Results

To see the search results, click on the *Search results* text. You can click on a folder to view the contents of the folder, then click on the *Search results* text to return to the list of search results.

- *Document Name* – the name of the Document.
- *Revision Description* – the description given to the latest revision of the Document which was sent to you.
- *Creation Date* – the date the revision was added to the system.

Click the *Locate* text to open the folder in which the selected Document is stored.

Click the *View Document* button to open the selected Document for viewing.

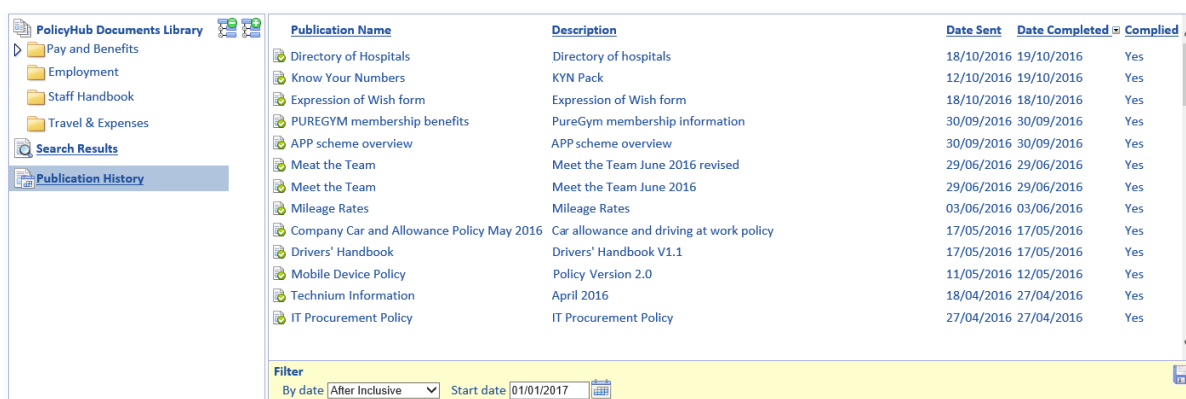
10. Publication History

Depending on the PolicyHub® system licence, you can review the history of publications sent to you in the PolicyHub® Document Library using the *Publication History* in the *My Library* tree view.

10.1. General

To view publication history, select *Publication History* in the tree view. A list of all publications you have received will appear in the *Publication History* pane. *Publication History* enables users to generate a report and see the status of the Publications they have completed.

The *Publication History* is displayed on the *My Library* tab.



| Publication Name | Description | Date Sent | Date Completed | Complied |
|---|--|------------|----------------|----------|
| Directory of Hospitals | Directory of hospitals | 18/10/2016 | 19/10/2016 | Yes |
| Know Your Numbers | KYN Pack | 12/10/2016 | 19/10/2016 | Yes |
| Expression of Wish form | Expression of Wish form | 18/10/2016 | 18/10/2016 | Yes |
| PUREGYM membership benefits | PureGym membership information | 30/09/2016 | 30/09/2016 | Yes |
| APP scheme overview | APP scheme overview | 30/09/2016 | 30/09/2016 | Yes |
| Meet the Team | Meet the Team June 2016 revised | 29/06/2016 | 29/06/2016 | Yes |
| Meet the Team | Meet the Team June 2016 | 29/06/2016 | 29/06/2016 | Yes |
| Mileage Rates | Mileage Rates | 03/06/2016 | 03/06/2016 | Yes |
| Company Car and Allowance Policy May 2016 | Car allowance and driving at work policy | 17/05/2016 | 17/05/2016 | Yes |
| Drivers' Handbook | Drivers' Handbook V1.1 | 17/05/2016 | 17/05/2016 | Yes |
| Mobile Device Policy | Policy Version 2.0 | 11/05/2016 | 12/05/2016 | Yes |
| Technium Information | April 2016 | 18/04/2016 | 27/04/2016 | Yes |
| IT Procurement Policy | IT Procurement Policy | 27/04/2016 | 27/04/2016 | Yes |

Filter: By date After Inclusive Start date 01/01/2017

10.2. Report

The report contains summary information about completed Publications, both complied and non-complied.

The report does not include any items which are still in progress (that is, Publications in the user's Inbox) nor does it include Review Publications nor items published directly to the user's Library.

For Tests which are failed and then resent by the Publisher, the following rules apply:

- When the Test is sent out in the initial Publication and is failed by a user, the Complied status is *No*.
- If the Publisher re-sends the Publication, it is removed from the report, as it is now in progress.
- If the user then passes the Test, the Complied status is *Yes*.

10.3. Report Configuration

All columns in the *Publication History* pane can be sorted in ascending and descending by clicking on any of the column titles.

Clicking on the column title once will sort the data into numerical/alphabetical order. Clicking on the column title again will reverse the order of the data in that column.

The column headings of the *Publication History* report are described in [Table 4](#).

TABLE 4. Publication History Report

| Item | Description |
|------------------|---|
| Publication Name | The name the Publisher gave to the Publication. |
| Description | The description the Publisher gave to the Publication. |
| Date Sent | The date the Publication was sent to the user. |
| Date Completed | The date the user completed the Publication. |
| Complied | <p><i>Yes</i> indicates the user complied with the Publication (that is, passed the Test or <i>confirmed a document as read</i>, as appropriate).</p> <p><i>No</i> indicates the user failed a Test or did not <i>confirm a document as read</i>, as appropriate.</p> |

10.4. Filter

A filter is provided at the bottom of the *Publication History* pane which can be used to refine the displayed publication history report.

The screenshot shows a filter bar with the following elements:

- Filter** (header)
- By date** (selected filter type)
- Between Inclusive** (dropdown menu)
- Start date** (text box containing 31/07/2017 and a calendar icon)
- End date** (text box containing 10/08/2017 and a calendar icon)

There are three *Filter By date* options:

- *After Inclusive* - to search for Publications completed on or after the date selected from the calendar (or entered in the text box). This is the default setting.
- *Before Inclusive* - to search for Publications completed on or before the date selected from the calendar (or entered in the text box).
- *Between Inclusive* - to search for Publications completed on or between the dates selected from the calendar (or entered in the text boxes).

10.4.1. After Inclusive

Select *After Inclusive* from the drop-down list. Click in the *Start date* text box and select a date from the calendar.

The screenshot shows a calendar for August 2017. The days of the week are labeled as Su, Mo, Tu, We, Th, Fr, Sa. The dates are arranged in a grid. The date 10 is highlighted in yellow, indicating it is the selected date.



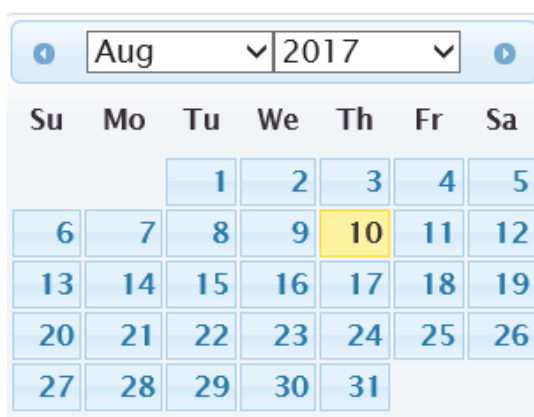
Note: You can use the < and > symbols on the left and right of the displayed month and year to change the currently displayed month and year, as required. Alternatively you can type a date in the *Start date* box.

If the calendar has been used to choose a date, once the date has been selected the calendar window will close and the *Publication History* pane will display history from the start date selected.

To revert to the full Publication History list delete date in the *Start date* box.

10.4.2. Before Inclusive

Select *Before Inclusive* from the drop-down list. Click in the *End date* text box and select a date from the calendar.



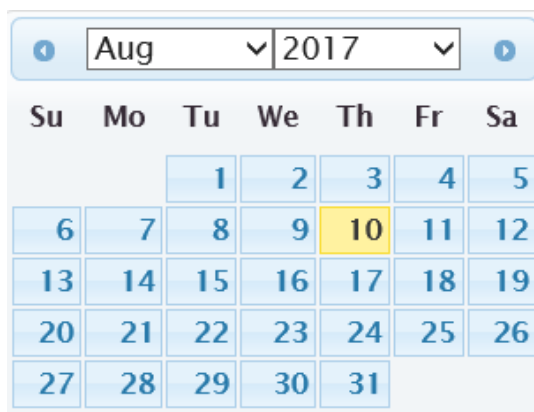
Note: You can use the < and > symbols on the left and right of the displayed month and year to change the currently displayed month and year, as required. Alternatively you can type a date in the *End date* box.

If the calendar has been used to choose a date, once the date has been selected the calendar window will close and the *Publication History* pane will display history before the end date selected.

To revert to the full Publication History list delete the date in the *End date* box.

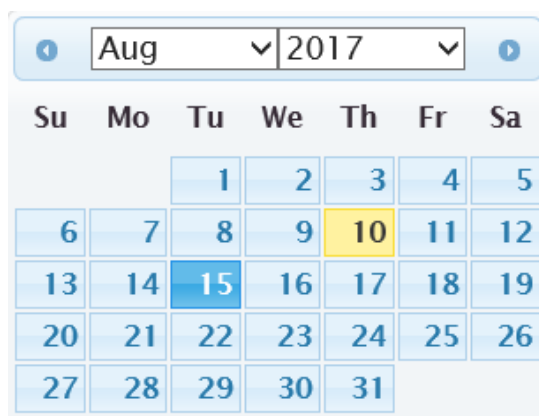
10.4.3. Between Inclusive

Select *Between Inclusive* from the drop-down list. Click in the *Start date* text box and select a date from the calendar.



Note: You can use the < and > symbols on the left and right of the displayed month and year to change the currently displayed month and year, as required. Alternatively you can type a date in the *Start date* box.


If the calendar has been used to choose a date, once the date has been selected the calendar window will close. Click in the *End date* text box and select a date from the calendar.



When the *Start date* and *End date* have both been selected the *Publication History* pane will display history between the two dates selected.

To revert to the full *Publication History* list delete the dates in the *Start date* and *End date* boxes.

10.5. Save Report

It is possible to export the report to CSV format which can be opened in Microsoft Excel. Click the *Save Report*  button to either save the CSV file or open it in Microsoft Excel. The report will be based on the filters that have been applied in “*Filter*”.



Note: Note: The sort order of the *Publication History* pane is maintained in the CSV file.

11. Text Search Exception List

You can search through your Document Library for any words, *except for words on the exception list.*

TABLE 5. Search Exception List

| | | | | | |
|---------|---------|-------|--------|---------|-----------|
| about | can | how | of | the | were |
| after | come | if | on | their | what |
| all | could | in | only | them | when |
| also | did | into | or | then | where |
| an | do | is | other | there | which |
| and | does | it | our | these | while |
| another | each | its | out | they | who |
| any | else | just | over | this | will |
| are | for | like | re | those | with |
| as | from | make | said | through | would |
| at | get | many | same | to | you |
| be | got | me | see | too | your |
| because | has | might | since | under | a b c d e |
| been | had | more | should | up | f g h i j |
| before | he | most | so | use | k l m n o |
| being | have | much | some | very | p q r s t |
| between | her | must | still | want | u v w x y |
| both | here | my | such | was | z \$ |
| but | him | never | take | way | 1 2 3 4 5 |
| by | himself | no | than | we | 6 7 8 9 0 |
| came | his | now | that | well | |

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www.mitratech.com

5001 Plaza on the Lake, Suite 111, Austin, TX 78746
Tel: US (512) 382-7322. Email: support@mitratech.com

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