

governmentattic.org

"Rummaging in the government's attic"

Description of document:	Department of the Treasury FOIAXpress Record Custodian Guide, Training Guide and Dashboard Management, 2020
Requested date:	19-September-2021
Release date:	23-September-2021
Posted date:	21-February-2022
Source of document:	FOIA Request Department of the Treasury 1500 Pennsylvania Ave. NW Washington D.C. 20220 <u>Submit a FOIA Request Online</u> Email: <u>FOIA@treasury.gov</u> <u>FOIAonline</u>

The governmentattic.org web site ("the site") is a First Amendment free speech web site and is noncommercial and free to the public. The site and materials made available on the site, such as this file, are for reference only. The governmentattic.org web site and its principals have made every effort to make this information as complete and as accurate as possible, however, there may be mistakes and omissions, both typographical and in content. The governmentattic.org web site and its principals shall have neither liability nor responsibility to any person or entity with respect to any loss or damage caused, or alleged to have been caused, directly or indirectly, by the information provided on the governmentattic.org web site or in this file. The public records published on the site were obtained from government agencies using proper legal channels. Each document is identified as to the source. Any concerns about the contents of the site should be directed to the agency originating the document in question. GovernmentAttic.org is not responsible for the contents of documents published on the website.



DEPARTMENT OF THE TREASURY WASHINGTON, D.C.

9/23/2021

RE: Your FOIA Request to Treasury, Case Number 2021-FOIA-00900

This is the Department of the Treasury's (Treasury) final response to your Freedom of Information Act (FOIA) request submitted on September 19, 2021. You requested "A copy of the guide, handbook or manual to the new Treasury Department FOIA tracking system established during the last year or two."

Your request has been processed under the provisions of the FOIA, 5 U.S.C. § 552. Treasury Departmental Offices conducted a search and located 8 documents, totaling 179 pages.

After reviewing the information, 78 pages are fully released, 24 pages are partially released, and 77 pages are fully withheld pursuant to Exemptions (b)(4) and (b)(6) as identified below.

FOIA Exemption 4 exempts from disclosure "trade secrets and commercial or financial information obtained from a person that is privileged or confidential."

FOIA Exemption 6 exempts from disclosure "personnel and medical files and similar files the disclosure of which would constitute a clearly unwarranted invasion of personal privacy."

There are no fees assessed since allowable charges fell below \$25.

You have the right to appeal this decision within 90 days from the date of this letter. By filing an appeal, you preserve your rights under FOIA and give the agency a chance to review and reconsider your request and the agency's decision. Your appeal must be in writing, signed by you or your representative, and should contain the rationale for your appeal. Please also cite the FOIA reference number noted above. Your appeal should be addressed to:

FOIA Appeal FOIA and Transparency Office of Privacy, Transparency, and Records Department of the Treasury 1500 Pennsylvania Ave., N.W. Washington, D.C. 20220 If you submit your appeal by mail, clearly mark the letter and the envelope with the words "Freedom of Information Act Appeal." Your appeal must be postmarked or electronically transmitted within 90 days from the date of this letter.

If you would like to discuss this response before filing an appeal to attempt to resolve your dispute without going through the appeals process, you may contact our FOIA Public Liaison for assistance via email at FOIAPL@treasury.gov, or via phone at (202) 622-8098. A FOIA Public Liaison is a supervisory official to whom FOIA requesters can raise questions or concerns about the agency's FOIA process. FOIA Public Liaisons can explain agency records, suggest agency offices that may have responsive records, provide an estimated date of completion, and discuss how to reformulate and/or reduce the scope of requests in order to minimize fees and expedite processing time.

If the FOIA Public Liaison is unable to satisfactorily resolve your question or concern, the Office of Government Information Services (OGIS) also mediates disputes between FOIA requesters and federal agencies as a non-exclusive alternative to litigation. If you wish to contact OGIS, you may contact the agency directly by email at OGIS@nara.gov, by phone at (877) 684-6448, by fax at (202) 741-5769 or by mail at the address below:

Office of Government Information Services National Archives and Records Administration 8601 Adelphi Road – OGIS College Park, MD 20740-6001

Please note that contacting any agency official (including the FOIA analyst, FOIA Requester Service Center, FOIA Public Liaison) and/or OGIS is not an alternative to filing an administrative appeal and does not stop the 90-day appeal clock

If any questions arise, please contact Samuel Giovannucci at (202) 622-1391, or by e-mail at samuel.giovannucci@treasury.gov. Please reference FOIA case number 2021-FOIA-00900 when contacting our office about this request.

Sincerely,

Marz

Mark Bittner Director, FOIA & Transparency Office of Privacy, Transparency, and Records

Enclosure: Responsive Documents (179 pages)



V1.0

September 2020



Table of Contents

1.	Sea	rch for Request	3
2.	Add	l/View Documents	4
3.	Cre	ate Folder	9
		Add Documents to Folder	
4.	Repor	•ts	13
5.	Conta	ct Information	23
	5.1	FOIA - Point of Contact and Resources	23
	5.2	FOIAXpress User Support	23



1. Search for Request

Search Requests Using Full Text Search

1. Click **Requests > Search Requests**. The *Search Requests* screen displays as shown below:

Requests				W	ild card searches (*) are supported
Search Criteria				Search Option	My Assignments 🔹
Request # :	*		Action Office :		X
Request Type :	All	¥	Request Status :	18 items checked	•
Requester :		X Include On Behalf Of			
Description :	*			 Search in Request Attach Search in Sub Requests 	ment
- Requests Assigned To)				
Action Office (User) :	ECM	*	User Group :	All	*
Assigned to User :	Assigned User Primary User Includ Includ	e Inactive Users	User :	Me	
+ Advanced					
					Search Clear

- 2. Enter information in the fields as necessary
- 3. Click Search. The search results displays as shown below:

Request #	Request Type	Requester	Organization	Primary User	Received Date	Target Date	Remaining Days	Request Status	Actio
2020-FOIA-00043	FOIA	(b)(6)		Queue, PTR Admin	09/25/2020	10/26/2020	19	Received	NEXT
2020-FOIA-00042	FOIA			Queue, PTR Admin	09/25/2020	10/26/2020	19	Received	NEXT
2020-FOIA-00041	FOIA			Queue, PTR Admin	09/25/2020	10/26/2020	19	Received	NEXT)
2020-FOIA-00040	FOIA			(b)(6)	09/24/2020	10/23/2020	18	Assigned	NEXT
2020-FOIA-00039	FOIA			admin, admin	09/24/2020	10/23/2020	18	Received	NEXT
2020-FOIA-00038	FOIA			Queue, PTR Admin	09/24/2020	10/23/2020	18	Received	NEXT
2020-FOIA-00037	FOIA			admin, admin	09/23/2020	10/22/2020	17	Delivery Failed	NEXT
2020-FOIA-00036	FOIA			admin, admin	09/23/2020	10/22/2020	17	Received	NEXT
K < 1 > >	Page Size 20 🔹							8 item:	s in 1 page

4. Select the FOIA Request number to access the Request and see a similar screen to what displays below:



🛱 FOIA - Request: 2020-FOIA-00043 🏾 🚏	Remaining Days	:: 19	Status: Received		NEX
Request Information					Spell Check Save
Assign Users	Requester Details		-	ization :	
Correspondence		(b)(6) Commercial Organization		half Of :	-
Fees/Billing	+ Address Details				
Final Actions	+ Other Address Details				
Stop the Clock	Request Details				
Notes (0)	Action Office* : Request Type* :		 Primary Assi 	igned* : Queue, PTR Admir	n
Messages To/From Requester (0/0)	Received Mode :		• F	Priority : Normal	•
Task Reminders (0/0)	Delivery Mode : Requested Date* :		* Method of Pa	yment : Pay.gov	•
Extensions (0/0)	Received Date* :			Date* : 9/25/2020	
Transfer Request		10/26/2020	Original Targe	et Date : 10/26/2020	
Appeals (0)	Estimated Delivery Date : Extensions		Per	fected : Yes	
Logs/Reports	Review Status :				
More Actions	Description*				
	Restricted Modify De	escription Show Description I	History (1)	D	rag and Drop Zone
	Date Range for Record Search	I. /	9/25/2020	Inco	ming Request Letter(s):
	Test (Date Range for Record Se	arch: From 09/02/2020 To 09/25	/2020)		ming Request Letter(s): Scan File Attach File Print Barcode Step 2 - Bill Data

2. Add/View Documents

Steps to Add Documents to Review Log

- 1. Open a Request for which to add documents to the Review Log.
- 2. Click Add/Search/View Documents. The *Add/Search/View Documents* screen displays as shown below.



Appeal - Appeal: 2017-APP-00031		Rem	aining Days: 12		Status	: Document	s Delivered NEX
ppeal Information	Add Documents	Add Documents From DM	Add From Correspondence Log	Refresh			
Assign Users	Review Log Doo	uments					
aaryn Osers	File Ca	binet Do	cument			Sections	Pages
prrespondence	There are no review	ogs to display					
quest for Documents (1/2)	К (1) И	Page size: 20 💌					0 items in 1 page
dvanced Document Review (0/0)	Open Documents	documents from the Revie	w Log you must select and Open	the docume	ant(s) in Document Mar	agement	
dd/Search/View Documents (0/1)						2	
ees/Billing	Request Folder	Documents					
	Request Folder File Cabi		Document	_	Sections	Pages	Redacted?
	File Cabi	net [Document Release 10.1	-	Sections 0	Pages 2	Redacted? Yes
nal Actions	File Cabi	net [(default sections) F				and the second second	Yes
inal Actions eliver Documents	File Cabin	net [(default sections) F				and the second second	/Mdccocess
ees/Billing inal Actions Peliver Documents lose Request top the Clock	File Cable BOC FCD K < 1 > H Open Documents	net I (default sections) F Page size: 20 -		pen the doc	D	2	Yes

3. Click Add Documents (add documents from a local drive), Add Documents from DM (add documents from Document Management), or Add Documents from Correspondence Log (add documents from the Correspondence Log of the request). The Add Documents screen displays. The sample below shows the Add Documents screen, but your options may differ depending on where you are adding documents from.



Document Management Options		
File Cabinet Drawer* :		•
Option for Adding Pages		Document Format (Image/Native)
Add each file as a separate folder		Add pages in Image Format (Redaction Enabled) Add files in Native format (Redaction Disabled)
Add all files to a single folder :		C Add files in Native format (Redaction Disabled)
Add files directly to the folder		Other Option
Add each file as a separate section under the section of the se	Create Folder to Manually Create Sections and Add Files	
Add Documents		
Add to the Review Log Request #20-FOI-00058	Open in Do	ument Management upon Job Completion
Jse one of the methods below to upload a fil	le, then click the Add Button	
Drag and Drop Zone	Files List	
brag and brop zone		
Scan File Attach Files Print Barcode		× × ×
		Add
Auto-Redact		
Auto-Redact Redact sensitive information automatically.		
	*	
Redact sensitive information automatically.	✓ elected Template" will be created.	

4. Enter information in the fields described below as necessary.

Field	Description
Document Management Options	
File Cabinet Drawer	The File Cabinet Drawer to which documents will be added.



Option for Adding Pages	 Add each file as a separate folder: If selected, each file will be added as a separate folder) Add all files to a single folder: If selected, enter a folder name and select one of the two following options): Add files directly to the folder: If selected, files will be added directly to the folder: If selected, files will be added directly to the folder) Add each file as a separate section under the folder: If selected, each file will be added as a separate section under the folder: If selected, each file will be added as a separate section under the folder)
Document Format (Image/Native)	 Add pages in Image Format (Redaction Enabled: If selected, pages will be added in redaction-enabled format or Add files in Native format (Redaction Disabled): If selected, documents will be added in native format, with redaction disabled
Create Folder to Manually Create Sections and Add Files	Create a placeholder folder where folders and files can be added manually. Click Create Folder to Manually Create Sections and Add Files under <i>Other Option</i> , enter all information as necessary, then click Create Folder . The fields are described under the <u>Create New Folder</u> section.
Add Documents (content seen here depends on the method used to add documents)	
Add Documents	 Add to the Review Log Request # or



	 Open in Document Management upon Job Completion
Drag and Drop Zone	If Add Documents is selected: Attach Files allows users to attach files, Scan File scans files, and the Drag and Drop Zone allows files to be dragged and dropped to upload. All added files displays under the <i>Files List</i> .
Auto-Redact	
Redact Sensitive Information Automatically	Select the Redact sensitive information automatically checkbox to redact these documents automatically using the AI Assistant feature.
Redact Using the AI Redaction Template	Selecting the Redact sensitive information automatically checkbox enables the <i>Redact Using</i> <i>the AI Redaction Template</i> drop-down, where you can select an AI Redaction Template to apply to the incoming documents.

5. Click **Add**. If the request status will be changes as a result of this action, the program will prompt if this change is OK before proceeding. After confirming, a verification message displays as shown below.

Confirmation	×
Are you sure you want to add documents from the file list?	
Yes No	



6. Click Yes. The Job Progress window displays as shown below.

	Ø
	e window. If you click the Close Window button, sh your screen to update results.
Job Progress Information	Job Status: Running
Total Pages	: 1
Processed Pages	: 1
Current Action	: Completed
	Close Window

(!!) Note: After the job is completed, the Job Progress window will close automatically, and the added documents displays in the Review Log.

3. Create Folder

FOIAXpress offers an intuitive user interface that allows content to be structured at any level of complexity. Normal operations, such as creating and editing folders, can be performed directly from the navigation tree. Users can arrange Folders in a hierarchy with as many levels as desired. The folders you create are presented to users in a similar fashion to the familiar Windows Explorer format and interface. Once folders are created, documents can be associated with a folder.

(!!) Note: In Document Management, all related folders are grouped under a File Cabinet Drawer. Folders are divided into Sections, while Sections provide groupings for related Pages. Therefore, the structure is **File Cabinet Drawer > Folder > Section (optional) > Pages.**

1. Click **Document Management > Create New Folder**. The *Create Folder* screen displays as shown below. Note, the image below contains some custom-specific fields:



reate Folder				
ile Cabinet Name	(b)(6)	*		
older Name*	:			
Oocument Format	: Separate Single-Page Files	*		
Prefix	:			
Suffix	:			
- Folder Declassification Informati	on			
Document Control Number :		Originator :		
Accession Number :		Description :		
Box Number :		NARA Transfer Date :		
Folder Number :		Scanned /Added Date :	111	
Document Number :		Scanned / Added By :		
Enclosure Number :		No Scan Reason :		
- Declass Review Custom Tab				
Declass Review Group				
	ds :	-		

- 2. Fill out the fields and ensure that you have selected the File Cabinet Drawer
- 3. Click Create Folder. A verification message displays as shown below:

Message	from webpage	X
?	Are you sure you want to save the folder details?	
	OK Cancel	

4. Click OK

3.1 Add Documents to Folder

Documents are represented as Pages in Document Management and are imported from a location on your system into FOIAXpress. The Pages are then added to a Folder where document review and processing can occur. The imported page files types are automatically converted into TIFF during the import process. FOIAXpress also allows native file formats such as .doc, .xls, .ppt, and .wpd to be imported into Document Management, however users will not be able to draw redactions for these file types. In order to store a file in its native format, the user must select the appropriate option when creating the Folder.

1. Click **Document Management > Search Folders**. The following screen displays:

Document Managem	ent				Wild card searches (*) an	e supp	orted
Folder Information							
Folder Name :	*	Include Sections	Created Date :				
Full Text Search :		-> ?	Created By :				$ \times $
File Cabinet Drawer :	All	9	Action Office :	AINS - AINS			$[\times]$
Added To :		-	Request # :				
					Search	Clea	ar



- 2. Enter search criteria as necessary to locate the Folder you want to add Pages to
- 3. Click Search
- 4. From the search results, select the checkbox next to the Folder you want to add pages to
- 5. Click **Open Folders**. The *Document Management* screen displays as shown below:



6. Right-click the Folder or Section within the Folder. A menu displays as shown below:

Documents		
🛄 🖻 Te	Create Section	
	Add Pages	
	Scan Pages	
	Add Folder to	•
	Delete Folder	

7. Click Add Pages. The Add Pages screen displays as shown below:



Add Documents			
Use one of the met	thods below to upload a file, then click the A	dd Button	
	Drag and Drop Zone	Files List	
	Attach Files		
Allowed File Formats : jpeg.jpg.tif,tiff,pdf,txt,tx	pted documents is not supported. ext.htm.html.doc.docx.rtf.xks.xlsx.ppl.pptx.vsd.vsdx.vss. ains attachments, the attachments MUST be in one of th	vbr.vdx.vdw.vst.vsr.msg.png.rps.csv.eml ese file formats or in ZIP format). Non-Supported MSG attachments and ZIP contents will be ignored	Add Close
Messa	ge		
?	Sections can only b	ate sections for this folder? e created before pages are he folder level or when ist in a folder.	
		Yes No	

8. Click Attach Files or drag and drop the files containing the Pages you want to add to the *Drag* and *Drop Zone*

9. If you clicked **Attach Files**, select the files you want to add, then click **Open**. If you dragged and dropped the files, skip this step and proceed to step 10

10. Click Add. A verification message displays as shown below:

Confirmation	×
Are you sure you want to add documents from the file list?	
Yes No	

11. Click Yes. A confirmation message displays as shown below:



Message fro	m webpage 🛛 🗶
<u></u> 1	Page added.
	OK

12. Click **OK**. The Page(s) added display under the Folder or Section

4. Reports

Steps to Generate a Document-Workload Estimation Report

1. Click **Reports > Document Reports > Document-Workload Estimation**. The *Document-Workload Estimation* screen displays as shown below:

🖬 Document - Workload Estim	ation		ā x
Generate Refresh S	pell Check Close		
Report Header Display O	otions		
Display on all pages		Display on 1st page	 Do not display on any pages
Select Options			
Group By :	•	Sort By : User Name	Sort Order : Ascending
Filter By			
User Name	:		
Action Date between*	: ()	Curre	rent Day 👻
Request #	: *		
Folder Name	: *]
File Cabinet Drawers	: All	•	Search
Note: * Fields are mandator	У		
Please select either the field	'Request #' or 'Fold	er Name' or both of them to gene	erate the report. In case none of them is selected, generation of the report
takes time.			
	, ,	g to the Audit Objects - 'Redaction	ons', 'Folders', and 'Review Objects', please make sure to select them under
Administration > Security >	Audit Configuration.		

2. Enter information in the following fields as necessary

Field	Description
Report Header Displa	y Options



Display on all pages	Display the report header on all pages of the report.		
Display on 1st page	Only display the report header on the first page of the report.		
Do not display on any pages	Do not display the report header on any pages of the report.		
Select Options			
Group By	The criteria you want to group by.		
Sort By	The criteria you want to sort by.		
Sort Order	Sort the report in Ascending or Descending order.		
Filter By			
User Name	The user(s) to include in the report.		
Action Date between	Date range within which actions were taken. Optionally, select the Current Day option and select an option from the menu.		
Request #	Request number to be included in the report		
Folder Name	Name of a Folder to be included in the report		
File Cabinet Drawers	File Cabinet Drawer(s) to include in the report. Optionally, you can select which Folders within the File Cabinet Drawer(s) will be included by clicking Search , selecting Folder(s), then clicking Generate .		

3. Click **Generate**. The Document Workload Estimation Report displays as shown below:



Back Print	Print All Export Close				
	A	-			
ATTAC					
AINS					
			Report	Date :03/18/2016	
			Time	:10:48 AM	
	Docu	ument – Workload Est	imation Report		
File Cabinet Drawer	Folder Name	User Name	Start Time	End Time	Duration
					(HH:MM:SS) 00:04:4
Program Area A TEST DRAWER 1	Program TAGS (4) Basic FX AX Troubleshooting	(b)(6)	3/11/2016 1:00:44 AM	3/11/2016 1:05:31 AM	01:03:4
TEST DRAWER 1	Customer Pre-Installation		3/2/2016 3:09:50 PM		01:03:4
TEST DRAWER 1	Checklist - Blank		5/2/2016 5:05:40 PM	5/2/2010 411/130 PM	01:07:5
TEST DRAWER 1	ADR training Part 1		3/2/2016 3:09:41 PM	3/2/2016 3:09:42 PM	00:00:0
Program Area A	Company Pension Plan		3/17/2016 7:57:13 AM	3/17/2016 8:35:47 AM	00:38:3
Program Area A	(b)(6)		3/1/2016 2:37:03 PM	3/1/2016 2:40:34 PM	00:03:3
Program Area A	test document - 50 pages (6)		3/16/2016 1:17:42 PM	3/16/2016 1:19:32 PM	00:01:5
Program Area A	(b)(6)			3/16/2016 11:14:54	00:01:0
TEST DRAWER 1	(b)(6)	-	AM 3/2/2016 3:00:34 PM	AM 3/2/2016 3:05:52 PM	00:05:1
		1	3/2/2016 3:00:34 PM 3/3/2016 9:01:24 AM	exercise a second a contraction	00:05:1
	ADR	-	-1-1	3/3/2016 9:02:25 AM	00:02:1
TEST DRAWER 1	Customer Pre-Installation	1		3/2/2016 5:11:03 PM	00:56:2
TEST DRAWER 1 Program Area D			, .,	5, 2, 2010 511100 PM	0010012
TEST DRAWER 1	Checklist - Blank		3/15/2016 11:39:07 AM	3/15/2016 11:39:08 AM	00:00:0
TEST DRAWER 1 Program Area D	Checklist - Blank Program TAGS (4)		AM	AM 3/2/2016 2:12:06 PM	00:13:2
TEST DRAWER 1 Program Area D TEST DRAWER 1 Program Area A	Program TAGS (4)	-	3/2/2016 1:58:42 DM		0011012
TEST DRAWER 1 Program Area D TEST DRAWER 1		-	3/2/2016 1:58:42 PM	5/2/2010 2112:00 PM	
TEST DRAWER 1 Program Area D TEST DRAWER 1 Program Area A	Program TAGS (4) My Test publishing folder for	Page 1 V of 1		5/2/2010 2112100 PM	

Steps to Generate a Document Inventory Report

1. Click **Reports > Document Reports > Document Inventory.** The *Document Inventory* screen displays as shown below:



Document Inventory					٥
Generate Refresh Close					
Report Header Display Options					
Display on 1st page	Display of Display	n all pages	O not o	lisplay on any pages	
Select Options					
ort By : Request Number	*		Sort Order	Ascending	*
ilter By				Wild c	ard searches (*) are support
equest Number	: *		www		
Requests Assigned To					
Action Office(User) : All	- U	ser Group : All		-	
Assigned to User : Assigned User :	er 🔘 Primary User	🐷 Include Ir	nactive Users	User :	- >
older Name	: *				
ate Added between	: (9) 2/	14/2016 2/20/2016	Current Day	*	
	: •		Current Day	w	
ast Modified between					
	*				
ast Modified between omments ast Modified Review Layer Name	: *				

2. Enter information in the following fields as necessary:

Field	Description
Report Header Display Options	
Display on 1st page	Only display the report header on the first page of the report.
Display on all pages	Display the report header on all pages of the report.
Do not display on any pages	Do not display the report header on any pages of the report.
Select Options	



Sort By	The criteria you want to sort by.
Sort Order	Sort the report in Ascending or Descending order.
Filter By	
Request Number	Request number to be included in the report
Folder Name	Name of a Folder to be included in the report
Date Added between	Date range within which documents were added. Optionally, select the Current Day option and select an option from the menu.
Last Modified between	Date range within which documents were modified. Optionally, select the Current Day option and select an option from the menu.
Comments	Comments from the document review process to filter the report by comments.
Last Modified Review Layer Name	Name of the last modified Review Layer.
Document Review Status	Status, as selected from the drop-down menu.
Requests Assigned To	
Action Office (User)	Action Office, as selected from the drop-down menu. All will be selected by default.
User Group	User Group, as selected from the drop-down menu. All will be selected by default.
Assigned to User	Assigned User or Primary User the Requests are assigned to



Include Inactive Users	Include inactive users in the report.
User	Search for and select a user the Requests are assigned to

3. Click Generate. The Document Inventory Report displays as shown below:

Print Print All	Export Back	Close					
				AINS 1234 Num MD 21701			
AIINS				Report Dat Time	te : 03/18/20 : 10:55 AM		
			ment Inventory Report een 02/14/2016 and	02/20/2016			
Request Number	File Cabinet Drawer	Folder Name	Last Modified Review Layer Name	Document Review Status	Created By	Last Modified	Comment
16-FOI-00032	Program Area D	FW: Test Files					Comment
16-FOI-00032 16-FOI-00032	Program Area D Program Area D	FW: Test Files BVS Doc ID Test			Created By (b)(6)		Comment
16-FOI-00032 16-FOI-00032	Program Area D Program Area D TEST DRAWER 1	FW: Test Files BVS Doc ID Test Going home for the					Comment
16-FOI-00032 16-FOI-00032 16-FOI-00045	Program Area D Program Area D TEST DRAWER 1	FW: Test Files BVS Doc ID Test Going home for the day					
16-FOI-00032 16-FOI-00032 16-FOI-00045 16-FOI-00071	Program Area D Program Area D TEST DRAWER 1 Program Area A	FW: Test Files BVS Doc ID Test Going home for the day TEST1	Layer Name			Modified	
16-F0I-00032 16-F0I-00032 16-F0I-00045 16-F0I-00071 16-F0I-00098	Program Area D Program Area D TEST DRAWER 1	FW: Test Files BVS Doc ID Test Going home for the day	Layer Name			Modified	
16-F01-00032 16-F01-00032 16-F01-00045 16-F01-00071 16-F01-00098 16-F01-00103	Program Area D Program Area D TEST DRAWER 1 Program Area A Program Area A Program Area A	FW: Test Files BVS Doc ID Test Going home for the day TEST1 (b)(6)	Layer Name test1			Modified	5
Request Number 16-F01-00032 16-F01-00032 16-F01-00045 16-F01-00071 16-F01-00108 16-F01-00103 16-F01-00113 16-F01-00127	Program Area D Program Area D TEST DRAWER 1 Program Area A Program Area A	FW: Test Files BVS Doc ID Test Going home for the day TEST1	Layer Name			Modified	

Steps to Generate a Documents Requests Report

1. Click **Reports > Document Reports > Documents Requests**. The *Documents Requests* screen displays as shown below:

Documents Requests			đ×
Generate Refresh Close			
Report Header Display Options			
Display on all pages	O Display on 1st page	O not display on any pages	
Select Report Type			
Display Requests that contain follow	ving documents 💿 [Display documents that are added to following reque	ests
Document Search Criteria			
Folder Name :	File Cabinet I	Drawer : All	Search Folder
+ Custom Fields	Custom Fi	elds that are common across the selected File Cabin	et Drawers are displayed



2. Enter information in the following fields as necessary:

Field	Description
Report Header Display Options	
Display on all pages	Display the report header on all pages of the report.
Display on 1st page	Only display the report header on the first page of the report.
Do not display on any pages	Do not display the report header on any pages of the report.
Select Report Type	
Display Requests that contain following documents	Display Requests that contain documents from a specified Folder and File Cabinet Drawer.
Display documents that are added to following requests	Display documents that are added to selected Request(s).
Document Search Criteria (displayed if Display Requests that contain following documents was selected as the Report Type)	
Folder Name	The name of a Folder.
File Cabinet Drawer	File Cabinet Drawer(s), as selected from the drop-down menu. Click Search Folder to



	select specific Folder(s) from the selected File Cabinet Drawer(s), then click Generate to generate the report.
Search Criteria (displayed if Display documents that are added to following requests was selected as the Report Type)	
Request #	Identification number for a Request to be included
Request Type	Request Type, as selected from the drop-down menu. All will be selected by default.
Requester	Requester(s).to be included in the report
Include On Behalf Of	Include the On Behalf Of field in the search criteria.
Description	All or part of the Request Description .
Action Office	Action Office(s), as selected from the drop-down menu.
Request Status	Request Status(es) you want to include in the search criteria.
Request Owner	Request Owner to be included in the report
Requests Assigned To (displayed if Display documents that are added to following requests was selected as the Report Type)	



Action Office (User)	Action Office, as selected from the drop-down menu. All will be selected by default.
Assigned to User	Assigned User or Primary User the Requests are assigned to
Include Inactive Users	Include inactive users in the report.
User Group	User Group Requests are assigned to, as selected from the drop-down menu. All will be selected by default.
User	User the requests are assigned to
Request Date Options (displayed if Display documents that are added to following requests was selected as the Report Type)	
Requested between	Date range within which a Request was requested. Optionally, select the Current Day option and select an option from the drop-down menu.
Received between	Date range within which a Request was received. Optionally, select the Current Day option and select an option from the drop-down menu.
Original Closed between	Date range within which an original Request was closed. Optionally, select the Current Day option and select an option from the drop-down menu.



Closed between	Date range within which a Request was closed. Optionally, select the Current Day option and select an option from the drop-down menu.
Remaining	Number of days remaining in the Request

If you select Display documents that are added to following requests in the Select Report Type section, additional fields displays as shown below:

Documents Requests			٥
Generate Refresh Close			
Report Header Display Options	;		
Display on all pages	 Display on 1st page 	 Do not display on any pages 	
Select Report Type			
 Display Requests that contain 	n following documents	 Display documents that are added to following requests 	
Search Criteria			
Request # : ×		Action Office :	
Request Type : All		✓ Request Status : 18 items checked	
Requester :	🔀 🖂 Include On I	Behalf ORequest Owner :	
Description :		?	
Requests Assigned To			
Action Office (User) : All		User Group : All	•
Assigned to User : Assign	ed User 💿 Primary User 🕢 Include Inac		
Advanced			
Custom Fields		Custom Fields that are common across the selected Request Types are	e display
Request Date Options			
Requested between	: •	Current Day 👻	
Received between	: .	Current Day *	
Original Closed between	: •	Current Day	
Closed between	:	Current Day *	
Remaining	= v in Days		



3. Click Generate. The Documents Requests Report displays as shown below:

Documents Requests Print Print All Export	Back Close	đ
AINS		AINS Office of Legal Access Programs 5107 Leesburg Pike, Suite 1900.10 Falls Church, HI 45678-3456
		Report Date: 10/15/2016 Time: 2:05 AM
	Documents - Requests R	
File Cabinet Drawer	Folder Name	Added to Request #
MN FCD	Folder MN3-6	16-FOI-00002
FCD-MU	F1	16-F0I-00003
	Mixed Mode Folder_RX Multi PDF Folder	16-F0I-00009 16-F0I-00009
	Multi Secs RX	16-F0I-0009
	Native Folder	16-F0I-00009 16-F0I-00009
	Sep Folder_No Secs_RX	16-F0I-00009
	RX Mixed Mode Folder	16-F0I-00009
	RX_Mul	16-F0I-00009
	RX_Sep	16-F0I-00009
MN FCD	Folder MN3-6	16-FOI-00010
MN FCD	Folder MN3-6	2016-APP-00003
HR	Docs	2016-APP-00004
MARAD FCD	Folder3	16-FOI-00027
MN FCD	Folder MN 7-6	2016-APP-00008
MARAD FCD	500 Pages-Non Redacted	16-FOI-00044
MARAD FCD	500 Pages-Redacted	16-F0I-00044
MARAD FCD	500 Pages_TIFF_Nonredacted	16-FOI-00044
MARAD FCD	500 Pages-TJXP_Redacted	16-F0I-00044
MARAD FCD	500 Pages-Mixed_NonRedacted	16-FOI-00044
14 A	Page 1 V of 6	• •
	Total No of Documents For Request	Report : 106

5. Contact Information

5.1 FOIA - Point of Contact and Resources

If you have any questions related to FOIA processing, please contact the FOIA team at FOIA@treasury.gov.

For all other FOIA-related resources, please visit Treasury's Freedom of Information Act page

5.2 FOIAXpress User Support

- All FOIAXpress training and demonstration related materials are posted on <u>myTreasury's</u> FOIAXpress page
- To request technical support, please submit a <u>Service Desk</u> ticket
 - All access requests require PTR's approval and the completion of *Access Request and Rules of Behavior* forms
- For all other FOIAXpress related inquiries, please contact the support team at FOIAXpressSupportTeam@treasury.gov



FOIAXpress PTR Admin Guide

V1.0

September 2020



Table	e of Contents	
1. Or	ganization Setup	4
1.1	Action Offices	4
1.1	1.1 Create an Action Office	
1.1	1.2 Edit Action Office	7
1.1	1.3 Delete Action Office	
1.2	Program Offices	9
1.2	2.1 Create a Program Office/Consultancy	
1.2	2.2 Edit Program Office/Consultancy	
1.2	2.3 Delete a Program Office/Consultancy	
1.3	Users	
1.3	3.1 Search Users	14
1.3	3.2 Create a User	
1.3	3.3 Edit a User	20
1.3	3.4 Delete a User	21
1.3	3.5 Send Email Notification	24
1.3	3.6 Reassign Requests	
1.4	Dashboard Templates	27
2. Syste	em Configuration	
2.1	Correspondence Templates	
2.1	I.1 Create a Request/Memo Correspondence Template	
2.1	I.2 Create an Email Template	
2.1	I.3 Edit Correspondence Template	
2.1	1.4 Steps to Edit an Email Template	
2.1	I.5 Delete Correspondence Template	
3. Docu	ıment Management	
3.1	File Cabinet Drawers	
4. Custo	om Fields	
4.1	Requester Custom Fields	
4.2	Request Custom Fields	
4.3	Document Custom Fields	
5. Jobs.		
5.1	All Jobs	
		2 44



FOIAXpress PTR Admin Guide

5.2	Email Log	.41
5.2.	1 Steps to Filter Email Log	.41
5.3	Failed Correspondence OCR	. 42
5.4	Failed OCR Jobs	.43
6. Conta	ct Information	. 44
6.1	FOIA - Point of Contact and Resources	.44
6.2	FOIAXpress User Support	.44



1. Organization Setup

1.1 Action Offices

Action Offices represent bureaus and offices that process their own FOIA request and that share your instance of FOIAXpress for receiving and responding to requests. FOIAXpress can be associated and filtered by Action Office, including User Groups, Users, File Cabinet Drawers, Correspondence Templates, and Program Offices.

The sample screen below shows the Action Offices configuration (accessible via **Organization Setup > Action Offices**).

w Refresh Edit Delete Close					
Iffice Code	Office Name Office D		Active	Created Date	
<u>DO</u>	Departmental Offices Parent 0	Office Yes	Yes	07/15/2020	
ASM	Assistant Secretary ASM- C	entralized No	Yes	06/17/2020	
CDFI	Community Develo CDFI- D	ecentralized No	Yes	06/12/2020	
DO NOT USE - ECM	Enterprise Content Implem	entation Te No	Yes	08/03/2020	
DOMFIN	Domestic Finance DOMFI	N- Decentra No	Yes	06/16/2020	
EXECSEC	Executive Secretary EXECSE	C- Centraliz No	Yes	06/16/2020	
EAS	Fiscal Assistant Secr FAS- Ce	ntralized No	Yes	06/16/2020	
FIO	Federal Insurance FIO- Ce	ntralized No	Yes	06/16/2020	
FSOC	Financial Stability O FSOC- (Centralized No	Yes	06/16/2020	
A	International Affairs IA- Dec	entralized No	Yes	06/16/2020	17
<u>OCIO</u>	Chief Information OCIO- 0	Centralized No	Yes	06/16/2020	
OCRD	Civil Rights and Div OCRD-	Centralized No	Yes	06/17/2020	
OFAC	Office of Foreign A OFAC-E	ecentralized No	Yes	06/17/2020	
OFL	Office of Federal Le OFL-Ce	ntralized No	Yes	06/12/2020	
OFS	Office of Fiscal Serv OFS- De	ecentralized No	Yes	06/18/2020	
OGC	Office of General C OGC- C	entralized No	Yes	06/16/2020	~
OIA	Office of Intelligenc OIA- De	centralized No	Yes	06/16/2020	

Click **New** to create a new action office or select an existing office and click **Edit** to rename the office and populate the office details.

1.1.1 Create an Action Office

Follow the steps below to create an action office:

1. Click Administration > Organization Setup > Action Offices. The *Action Offices* window displays as shown below.

ew Refresh Edit Dele	te Close				
Office Code	Office Name	Office Details	Show in PAL (Public Access Link)	Active	Created Date
AINS	AINS	AINS	No	Yes	02/10/2016



2. Click New. The New Action Office window displays as shown below.

Office Code*:		Phone Number:				
ffice Name*:		Parent Office:				
fice Details*:		Active:				
Email:	Show in PAL (F	ublic Access Link):				
eep Remittance Address same as Correspondence Address Informa	tion					
rrespondence Address	Remittance A	ddress				
Address 1:	Address 1:					
Address 2:	Address 2:					
City:	City:					
Country*: United States	Country*:	United States		-		
State: Select a state	State:	Select a state		*		
ZIP Code:	ZIP Code:					
[12345 or 12345-6789 format for US]	-	[12345 or 12345-6	789 format for US]			
			1	Save C		
			l	Jave C		

3. Enter information in the fields described below per your agency's requirements.

Field	Description
Action Office Information	
Office Code	An identifier or symbol assigned to an office that may/may not relate to the Action Office.
Office Name	The name of the Action Office.
Office Details	A brief description of the Action Office.
Email	The electronic mail address assigned to the Action Office.
Phone Number	The telephone number assigned to the Action Office.
Parent Office	The office under which the Action Office is assigned.



Active	When selected, activates the Action Office for use in the application.
Show in PAL (Public Access Link)	When selected, displays the Action Office in PAL.
Keep Remittance Address same as Correspondence Address Information	Enables the Address 1, Address 2, City, States (US), and Zip Code fields to be automatically populated with the same information as Correspondence Address , once saved. The United States is automatically populated as the default Country. The Remittance Address represents the location where an invoice is sent for services rendered.
Correspondence Address	
Address 1	The street location of the Action Office.
Address 2	The subsequent location of the Action Office, such as Suite, Building, Province, etc.
City	The name of the city where the Action Office is located.
Country	The name of the country where the Action Office is located.
State (US)	The two-digit representation of the state where the Action Office is located.
Zip Code	The five or nine-digit postal code where the Action Office is located.
Remittance Address	
Address 1	The street location of the Action Office.



Address 2	The subsequent location of the Action Office, such as Suite, Building, Province, etc.
City	The name of the city where the Action Office is located.
Country	The name of the country where the Action Office is located.
State (US)	The two-digit representation of the state where the Action Office is located.
Zip Code	The five or nine-digit postal code where the Action Office is located.

4. Click Save. A verification message displays as shown below.

Message from webpage	×
Do you want to save the ac	tion office?
ОК	Cancel

5. Click OK.

1.1.2 Edit Action Office

Users with the required Permissions can edit Action Office Information.

Follow the steps below to edit an action office:

- 1. Click Administration > Organization Setup > Action Offices. The Action Offices screen displays.
- 2. Select an Action Office from the list. The first Action Office is selected by default.
- 3. Click Edit. The *Edit Action Office* screen displays for the selected Action Office as shown below.



Office Code*	AINS		Phone Number:	201 670 2200		
				501.070.2500		
Office Name*	Parto		Parent Office:			
Office Details*	AINS		Active:	×		
Email	info@ains.com	Show in PAL (F				
	806 W. Diamond Ave.	Address 1:	ddress			
rresponden	e Address same as Correspondence Address Information	Remittance A	ddress			
-	Suite 400	Address 2:				
	Gaithersburg	City:				
Country*:	United States	Country*:	United States		140	
State:	Maryland	State:	Select a state		-	
ZIP Code:	20886	ZIP Code:				
[12345 or 12345-6789 format for US]		[12345 or 12345-6789 format for US]			
					Save	

- 4. Make any necessary changes to the fields. See <u>Create Action Office</u> for a descriptions of these fields.
- 5. Click Save. A verification message appears
- 6. Click OK. A confirmation message displays
- 7. Click OK.

1.1.3 Delete Action Office

Users with the required Permissions can delete an Action Office. However, an Action Office cannot be deleted if it is associated with a User Group or open request.

Follow the steps below to delete an action office:

1. Click Administration > Organization Setup > Action Offices. The Action Offices screen displays as shown below.

w Refresh Edit Delet	te Close			_	_
Office Code	Office Name	Office Details	Show in PAL (Public Access Link)	Active	Created Date
AINS	AINS	AINS	No	Yes	02/10/2016

2. Select the Action Office to delete.



3. Click Delete. A verification message displays as shown below.



4. Click OK.

1.2 Program Offices

Program Offices are lists of places or people (**non-users of FOIAXpress** within or outside your organization) that can be tasked to complete records searches. You can use the Program Offices configuration to add both Consultation Locations and Record Locations. Offices listed as a Consultation Locations are available in the *Send/Save for Consultation* feature in Document Management.

Program Offices can be manually added and can be edited from the **Organization Setup > Program Offices/Consultancies** section.

earch Criteria							14/2	ild card search	oc (11) oro cu	oported
							¥¥1	io caro search	es (") are su	pporteu
Basic Information	n orr [1 or	L.			10	
	Program Office :	*			Action Office :	All				X
	Active :	●All ⊜No ⊜Yes			Category :	Progra	m Office Cons	ultancy Location	Both	
							Edit	elete Search	Clear	Close
Name	Contact Name	Phone Number	State	ZIP Code	Active	Has RX	Action Office	Cate	egory	
CARES Operations	Tonguch-Murray, Inci				Yes	No	PTR	Prog	Program Office	
DASMB	(b)(6)				Yes	No	PTR	Prog	gram Office	
DC Pension	(~)(~)				Yes	No	PTR	Prog	gram Office	
Deputy Chief Financial					Yes	No	PTR	Pro	gram Office	
Economic Policy					Yes	No	PTR	Prog	gram Office	
Emergency Programs					Yes	No	PTR	Prog	gram Office	
Human Capital Servic					Yes	No	PTR	Prog	gram Office	
Legislative Affairs					Yes	No	PTR	Prog	gram Office	
0010					Yes	No	PTR	Prog	gram Office	
Office of Management					Yes	No	PTR	Prog	gram Office	
Orders and Directives					Yes	No	PTR	Prog	gram Office	
Procurement Executive					Yes	No	PTR	Prog	gram Office	
Public Affairs					Yes	No	PTR	Prog	gram Office	
Records					Yes	No	PTR	Prog	gram Office	~
Tay Doliny					Vec	No	DTR	Drov	aram Office	
К < 1 > Я	Page size 20 👻								18 items in	n 1 pages



1.2.1 Create a Program Office/Consultancy

Follow the steps below to create a Program Office/Consultancy:

1. Click Administration > Organization Setup > Program Offices > Create New Program Office/Consultancy. The *Create New Program Office/Consultancy* screen displays as shown below.

Search Program Office/Consultancy Crea	te New Program Office/Consultancy						
reate New Program Office/Consultancy							
Category							
Program Office	Consultancy Location	() Both					
Program Office/Consultancy Information		Other Information					
Program Office/Consultancy*:		Cc Name:					
Action Office*:	-	Cc Email:					
Active 🔲 Has	RX 🔲 Records Provider		[Use ':' to separate mail :	addresses]			
Contact Information							
Prefix:	-	ID Number:		ĺ			
Title:		Organization:					
First Name*:		Address 1:					
Last Name*:		Address 2:					
		City:					
Contact Email:			United States				
[Use ':' to separate n	nail addresses]		Select a State				
Phone Number:		ZIP Code:					
Alternate Phone Number:		the second se	[12345 or 12345-6789 fo	armat for US]			
Fax:							
				Spell	Check	Save	Close

2. Enter information in the fields described below per your agency's requirements.

Field	Description
Category	
Category	The type of office being created. You can select Program Office if the office is located within your organization, Consultancy Location if the office is located outside your organization, or Both .
Program Office/Consultancy Information	
Program Office/Consultancy	The name of the Program Office/Consultancy.


Action Office	The Action Office associated with the Program Office/Consultancy.
Active	When selected, activates the Program Office/Consultancy.
Has RX	If this checkbox is selected, the Program Office/Consultancy's <i>Has RX</i> field will indicate "Yes" when sending documents for consultation review or when requesting documents. This allows you to know whether or not the Program Office/Consultancy has RedactXpress to support an ADX file (if sent).
Records Provider	Use this checkbox to mark the Program Office/Consultancy as a Records Provider. Offices/Consultancies denoted as Records Providers have additional configuration options under Administration > System Administration > Request for Documents Record Provider Settings
Other Information	
Cc Name	An alternate representative's name for the Program Office/Consultancy.
Cc Name Cc Email	
	Office/Consultancy. The alternative representative's electronic mail
Cc Email Contact	Office/Consultancy. The alternative representative's electronic mail
Cc Email Contact Information	Office/Consultancy. The alternative representative's electronic mail address.



Last Name	The last name of the Program Office/Consultancy representative.
Contact Email	The Program Office/Consultancy representative's electronic mail address.
Phone Number	The Program Office/Consultancy representative's telephone number.
Alternate Phone Number	The Program Office/Consultancy representative's alternate phone number.
Fax	The Program Office/Consultancy representative's fax number.
ID Number	A unique identifier assigned to the Program Office/Consultancy.
Organization	The name of the Program Office/Consultancy representative's organization.
Address 1	The street location of the Program Office/Consultancy.
Address 2	The subsequent location of the Program Office/Consultancy, such as Suite, Building, Province, etc.
City	The city where the Program Office/Consultancy is located.
Country	The country where the Program Office/Consultancy is located.
State/Province	The state/province where the Program Office/Consultancy is located.



ZIP Code	The five or nine-digit postal code where the Program Office/Consultancy is located.
Collaboration Access Portal	Enable access to the Collaboration Portal within this Program Office/Consultancy

- 3. Click Save. A verification message displays.
- 4. Click **OK**. A confirmation message displays.
- 5. Click OK.

1.2.2 Edit Program Office/Consultancy

Users with the required Permissions can edit a Program Office/Consultancy. Follow the steps below to edit a Program Office/Consultancy:

- 1. Click Administration > Organization Setup > Program Offices. The *Create/Search Program Office/Consultancy* screen displays.
- 2. Select the Program Office/Consultancy you want to edit, then click **Edit**. The *Edit Program Office/Consultancy* screen for the selected Program Office/Consultancy displays
- 3. Make any necessary modifications to the fields. These fields are described in the Create Program Office/Consultancy section above.
- 4. Click Save. A verification message displays.
- 5. Click **OK**. A confirmation message displays.
- 6. Click OK.

(!!) Note: Click Print Program Office Address to edit and copy the address to a printing device for mailing purposes.

1.2.3 Delete a Program Office/Consultancy

Users with the required Permissions can delete a Program Office/Consultancy.

(!!) Note: A Program Office/Consultancy cannot be deleted if it is associated with a request for documents or consultation review of documents.

Follow the steps below to delete a Program Office/Consultancy:

1. Click Administration > Organization Setup > Program Offices. The *Create/Search Program Office/Consultancy* screen displays.



- 2. Select a Program Office/Consultancy to delete.
- 3. Click Delete. A verification message displays.
- 4. Click **OK** to delete the Program Office/Consultancy. A confirmation message displays.
- 5. Click OK.

1.3 Users

A User is a person in your organization who is licensed to use FOIAXpress. Each User is provisioned by applying their Treasury email to the account to allow for Single Sign-On (SSO) login. Permissions are granted to each user using the roles associated with the User or User Group.

The Users section of the Organization Setup module allows administrators to search for existing users and create new users.

Create/Search Users						
Search Users Create New User						
Search Criteria						rted
Personal Information		User Information				
First Name :	×	Login :	*			
Last Name : *		Action Office	All		-	
Email :		Group :	All		*	
+ Advanced						
					Search	Close
	Application Permission	Request Type Permissions	File Cabinet D	rawer Permissions Em	ail User(s) Edit	Delete
Users						
Last Name First Name	Login Group Name	Action Office	Active	Login Status	Created Date	
admin admin	Admin Admin	1	Yes	Logged in	12/13/2017	
(b)(6)	FOIA Analysts	i 1	Yes	Not Logged In	12/27/2017	
K < 1 > > Page size 100 +					2 items in 1	pages
Note: Click on hyperlink to view/edit user profil	e.					

When creating a new user, you're required to select the user's Group, Action Office, Application Roles, and Dashboard. These Groups and Roles will have been configured by time of deployment.

1.3.1 Search Users

1. Click Administration > Organization Setup > Users. The *Create/Search Users* screen displays with the *Search Users* tab selected by default, as shown below.



Search Criteri	a					Wild c	ard searches (*) are support	
Personal Inform				User Information				
First N	First Name : *		Login : *					
Last N	Last Name : *			Action Office : AINS			-	
F	mail : //			Group				
tmail : *				1.000				
Advanced			Application Permissions	Request Type Permissions	File Cabine	t Drawer Permissions	Search Clear C Email User(s) Edit D	
Advanced			Application Permissions	Request Type Permissions	File Cabine	t Drawer Permissions		
sers	First Name	Login	Application Permissions Group Name	Request Type Permissions Action Office	File Cabine	t Drawer Permissions		
	First Name Admin	Login Admin					Email User(s) Edit De	
sers ast Name Idmin	and a second second second second	and the second sec	Group Name	Action Office	Active	Login Status	Email User(s) Edit Date	
sers ast Name	Admin	and the second sec	Group Name Admin	Action Office AINS	Active Yes	Login Status Logged In	Email User(s) Edit Da Created Date 02/10/2016	

- 2. Enter *Search Criteria* as necessary in the *Personal Information* and *User Information* sections.
- 3. To add advanced search filters, click Advanced > Add new filter, select a Field and Operator, and then enter a Value.
- 4. Click Search.

See the sections below for additional information.

1.3.2 Create a User

You can create as many users as required by your agency. The users will be the FOIA analysts who will process Requests and deliver documents to Requesters. You can divide tasks among users by assigning different Permissions to each user. You can also assign all of the Permissions for a Request to a single user, who will then be known as the primary user for that Request. PTR will be the primary user for all Departmental Office Requests.

Follow the steps below to create a user:

1. Click Administration > Organization Setup > Users. The *Create/Search Users* screen displays as shown below



earch Criteria						Wild ca	rd searches (*) are suppo
Personal Inform	nation			User Information			
First Na	ame : *			Login	: *		
Last Na	ame : ×			Action Office	AINS		*
En	nail : ×			Group	: All		*
Advanced			Application Permissions	Request Type Permissions	File Cabine	t Drawer Permissions	Search Clear mail User(s) Edit (
Advanced			Application Permissions	Request Type Permissions	File Cabine	t Drawer Permissions	
iers	First Name	Login	Application Permissions Group Name	Request Type Permissions Action Office	File Cabine	t Drawer Permissions	
sers Ist Name	First Name Admin	Login Admin					mail User(s) Edit I
sers Ist Name	A CONTRACTOR OF A CONTRACTOR OFTA CONT		Group Name	Action Office	Active	Login Status	mail User(s) Edit [
sers ist Name	Admin		Group Name Admin	Action Office AINS	Active Yes	Login Status Logged In	mail User(s) Edit I Created Date 02/10/2016

2. Click Create New User. The Create New User tab displays as shown below:

sonal Information Prefix First Name*: Middle Name:	•	Email*: Location:	
First Name*:		Location:	a
Middle Name:			
		Govt Level:	£
Last Name*:		Supervisor:	
Suffix:		Time Zone*:	
Code:		Phone Number:	
Job Title:			
Group*:	nation	Action Office*:	
Application Role(s)*: Ple	•	Group Queue Home Page Display:	
Dashboards*: Ple		Group Queue Home Page Display: Default Dashboard*:	
Lange of the second sec	73e select ·		
ogin Information		0	Other Information
Login*:			Shift: Day Evening
Password*:			Part/Full Time: Part Time Full Time
Confirm Password*:		1	Lock: O Yes No
			Active: 🖲 Yes 🔘 No
Notes			

(!!) Note: If using Single sign-on, this screen displays as shown below:



earch Users				
eate New User				
Personal Informa				
Pref		Email*:		
First Name	28:	Location:		
Middle Nam	e:	Govt Level:		
Last Name	»*:	Supervisor:		
Suff	ix:	Time Zone*:	(UTC+05:30) Chennai, Kolkata, Mumbai, New Delhi 🔹	
Cod	le:	Phone Number:		
Job Tit	le:			
Office/Group/Rol				
Group*:		Action Office*:		
	System Administrator; User; Inherited from Group -	Group Queue Home Page Display:		
	Administrator Dashboard; FOIA Officer Dashboard;		FOIA Officer Dashboard	
busileouros .	Administrator Dashboard, rosk oncer Dashboard,			
		Other Infe	Shift: Day Evening	
			SUIL @ pol @ creand	
		Deat/E	ul Time () Part Time () Full Time	
	n gin*:	Part/Fu	III Time: O Part Time Full Time	
Login Information		Part/Fu	III Time: ○ Part Time ⑧ Full Time Lock: ○ Yes ⑨ No Active: ⑨ Yes ○ No	

3. Enter information in the fields described below per your agency's requirements.

Field	Description
Personal Information	
Prefix	An abbreviation used before the user's surname.
First Name	The first name of the user.
Middle Name	The name between the first and last name of the user.
Last Name	The surname of the user.
Suffix	The abbreviation used after the users's surname.
Code	The user's abbreviated name that will be used in case Insert Fields. This data is automatically populated after the First and Last Names are entered.



FOIAXpress PTR Admin Guide

Job Title	The user's official position in the agency.
Email	The electronic address of the user.
Location	The place where the user works or is assigned to.
Govt Level	The user's rank for the position held.
Supervisor	The name of the person the user reports to.
Time Zone	A region that has a uniform standard time. The system's current time zone is selected by default.
Phone Number	The telephone number assigned to the user.
Office/Group/Role Information	
Group	The User Group the user is assigned to.
Application Role(s)	The Application Role(s) assigned to the User Group.
Dashboards	The dashboards assigned to the user, who may select from any of the assigned options to view from their home screen
Default Dashboard	The dashboard to display by default when logging in to FOIAXpress
Action Office	The Action Office the user is assigned to. This field is not editable and by default, displays the Action Office associated with the selected User Group.
Group Queue Home Page Display	The Group Queue(s) displayed on the Home Page.



Login Information	
Login	The unique identifier that verifies the user's identity.
Password	The security credential associated with the user to gain access to the application.
Confirm Password	Same as above.
Other Information	
Shift	The period of time the user works.
Part/Full Time	The standard or non-standard working hours.
Lock	Determines the user's access to the system. Used in conjunction with the amount of login attempts configured under Administration > Security > Security Configuration. Yes will be selected if the user fails to login to the system using their assigned credentials. Only users with the "User Management" Permission can select No for this field.
Active	Allows the user to use the application.
Notes	Any notes about the user.

(!!) Note: The First Name, Last Name, Phone Number, and Job Title are provided as insert fields, and appears in future correspondence.

(!!) Note: You cannot edit the Login once it is created. The Password should include alphanumeric characters and at least one character of a different case or one special character.



4. Click Save. A verification message displays as shown below.

Message from webpage	×
Do you want to sav	e this User?
OK	Cancel

5. Click OK. A message displays as shown below.

je	×
Do you want to send Email Notification to	₀ (b)(6)
	Yes No

- 6. Click Yes to send the email notification, or click No to abort.
- 7. If **Yes** is clicked, you will be directed to the *Send Email Notification* window where you can prepare and send the email notification to the new user. If **No** is clicked, the message window will close and you will be directed to the *Users* screen where the newly created user displays.

(!!) Note: A user can only belong to a single User Group, which will display on the user's Home Page by default. A user may have additional "Group Queues" displayed on their home page by selecting their "Group Queue Home Page Display".

1.3.3 Edit a User

Users with the required Permissions can edit a user's information. User Logins and Action Offices cannot be changed. The Login Status is visible when editing User details. Follow the steps below to edit a user:

- 1. Click Administration > Organization Setup > Users. The *Create/Search Users* screen displays.
- 2. Enter search criteria as necessary to locate the user you want to edit, then click **Search**. The *Users* window displays with a list of users that satisfied the search criteria.

(!!) Note: To retrieve all user accounts in the system, select All from the Action Office drop-down menu, then click Search without entering any criteria. The user's Action Office will be selected by default.



- 3. Select a user, then click Edit. The Edit screen for the selected user displays.
- 4. Make any necessary modifications to the fields. These are described under the <u>Create User</u> section.
- 5. Click Save. A verification message displays.
- 6. Click OK. A confirmation message displays.
- 7. Click OK.

(!!) Note: Click Close to display the *Create/Search Users* window and perform another search for user accounts.

(!!) Note: If a user changes office, you can change the office in the user account by simply changing their User Group.

1.3.4 Delete a User

Users with the required Permissions can delete a user's account from the system. However, a user account cannot be deleted if assigned to a Request. Also, Admin User accounts cannot be deleted.

Follow the steps below to delete a User:

- 1. Click Administration > Organization Setup > Users. The *Create/Search Users* screen displays.
- 2. Enter *Search Criteria* for the user to be deleted, then click **Search**. The *Users* screen displays with a list of users that satisfy the search criteria.
- 3. Select a user, then click Delete. A verification message displays as shown below:



4. Click OK to delete the user account. A confirmation message displays showing the user is deleted.



📰 Edit User	
Close Export Email	
Message	
The User (b)(6)	peen deleted successfully.

5. Click Close.

(!!) Note: If attempting to delete a user who is assigned to a Request, the following notification message displays, informing you that the user cannot be deleted.

Message from webpage		x
The User (b)(6)	cannot be deleted as assigned to a request.	
	ОК	

6. To delete a user with an assigned Request, you will need to reassign any Requests they were assigned. With the user selected, click **Edit**. The *Edit User* screen displays as shown below.



	n				
Prefix:		•		Email*: (b)(6)
First Name*:	(b)(6)			Location:	
Middle Name:			(Sovt Level:	
Last Name*:			5	upervisor:	
Suffix		*	Ti	me Zone*: 🛛	UTC+05:30) Chennai, Kolkata, Mumbai, New Delhi 💌
Code:	BS		Phone	e Number:	
Job Title:					
ice/Group/Role I	nformation				
Group*:	Admin	•	Act	ion Office*:	HQ. *
lication Role(s)*:	Inherited from Group - Admin; HQ	Testing *	Group Queue Home Pa	ge Display:	Piease select (1)
Dashboards*:	HQ Testing	•			
in Information				Other Inform	nation
Login	*(b)(6)				Shift: Day Evening
	Change Password			Part/Full T	Time: 💿 Part Time 🛞 Full Time
	Change Login			1	Lock: 🔘 Yes 🖲 No
				Ad	ctive: 🖲 Yes 💿 No
tes					
tes					
tes					

7. In the Other Information box, select No as the Active status, as shown below.

Other Informati	on	
Shif	Oay O Evening	
Part/Full Time	Part Time Full Time	
Loc	O Yes 🖲 No	
Active	Ves No	

8. The *Inactive User* screen displays as shown below. Click the **Select User** dropdown menus under *For Open Requests* and *For Closed Request* and select the users for reassignment:

Inactive User		>
For Open Requests		
Reassign Primary/Secondary assignments to*:	Select User	•
Reassign Request Owner assignments to*:	Select User	•
For Closed Requests		
Reassign Primary/Secondary assignments to*:	Select User	•
Reassign Request Owner assignments to*:	Select User	*
		Save
lote: * fields are mandatory		



9. Click Save. A verification message displays as shown below.

Message	from webpage × The User '(b)(6) will be inactive and all primary/secondary open requests will be reassigned to 'Admin, Admin', all open request owner requests will be reassigned to 'Admin, Admin', all primary/secondary closed requests will be reassigned to 'Admin, Admin' and all closed request owner requests will be reassigned to 'Admin, Admin', Admin', all primary/secondary closed request owner requests will be reassigned to 'Admin, Admin', all primary/secondary closed request owner requests will be reassigned to 'Admin, Admin', all primary/secondary closed request owner requests will be reassigned to 'Admin, Admin', all open requests will be reassigned to 'Admin, Admin', all primary/secondary closed request owner requests will be reassigned to 'Admin, Admin', all open requests will be reassigned to 'Admin, Admin', all open requests will be reassigned to 'Admin, Admin', all open requests will be reassigned to 'Admin, Admin', all open requests will be reassigned to 'Admin, Admin', all open requests will be reassigned to 'Admin, Admin', all open requests will be reassigned to 'Admin, Admin', all open requests will be reassigned to 'Admin, Admin', all open requests will be reassigned to 'Admin, Admin', all open requests will be reassigned to 'Admin, Admin', all open requests will be reassigned to 'Admin, Admin', all open requests will be reassigned to 'Admin, Admin', all open requests will be reassigned to 'Admin', all open requests will b
	OK Cancel

10. Click OK to accept the reassignments, or click Cancel to abort.

1.3.5 Send Email Notification

(!!) Note: Email notifications are sent when a new user is created in the system. Admin users or users with the required Permissions can configure notifications under Administration > System Configuration > New User Notifications.

1. Click **Yes** when the New User - Email Notification message is displayed. A user notification email displays on the *Email Notification* screen as shown below.

Email Notification	
Email Options	
Read Receipt Delivery Receipt	
_{To*} (b)(6)	
Bcc	
lote: Email addresses should be separated by ';' without spaces.	
Subject* : User Invitation	
🔒 Verdana 🔹 Size* B I 🖳 abe A * 🔅 * 🗄 🚍 🚍 🗮	
Dear: A user profile has been created for you in FOIAXpress. To access FOIAXpress go to http://ga-fx-app06:80/FOIAXpress and s	ave it to your favorites
or create a desktop shortcut to the application for easy access. Your user name is:	
Your password will be sent in a separate email.	3. M. S. S. S. S.
If you have any issues logging into the application please submit a Help Desk ticket and someone will contact you. Thank you,	
AINS Ltd	

2. Enter information in the fields described below per your agency's requirements.

Field	Description
Read	When selected, notifies the sender once the message is read
Receipt	by the new user.



Delivery Receipt	When selected, notifies the sender once the message is received by the new user.
To Email	The email address of the new user.
Cc Email	The email address of another person/user that should receive this message.
Bcc Email	The email address of another person/user that should receive this message which will be anonymous to other recipients.
Subject	The subject of the email notification. This field is automatically populated based on the default template used. This is configured under Administration > System Configuration > New User Notifications. There are two choices: Password Invitation and User Invitation.
Email Body	This pre-defined message is based on the default email template configured under Administration > System Configuration > New User Notifications.

3. Click **Send Email**. A Password Invitation email displays on the *Email Notification* screen as shown below.



Email Optic						
	ons					
	📃 Read Receipt 📃 D	elivery Receipt				
7	(b)(6)					
To*	0)(0)					
Cc						
cc						
Bcc						
Dec						
ote: Email ad	dresses should be separa	ated by ';' without space	5.			
-						
Subject* :	Password Invitation					
A Verdan	na • Size• B	I U ahe A	1 A 1 := 1 := 1			
	M Marine		I we them the second			
Dear:			all and in a second second	EQIAVASAS Balances	will find a temporary password to loo	-1- 1-
					that will need to adhere to the following	
system requi		account of approaction y	in min be required to	release a new passiona	that will need to denote to the following	
	s are valid for 30 days.					
	ser 1 days before passw					
	ow reuse of last 12 pas					
	can contain up to 2 con password length 5 char		racters.			
	must contain at least 0					
	must contain at least 0					
8. Password	must contain at least 0	special characters.				
	must contain at least 0					
	ls after 3 invalid login a	ttempts.				
Temporary P.				our password, follow the	instanting balanc	
	ome page, click on Use				instruction below.	
Once you g				iic.		
Once you g 1. On the Ho		on Change Passwor	d tab.			
Once you ga 1. On the Ho 2. My Profile	e screen will open. Click			ord, then enter your new	v password twice.	
Once you g 1. On the Ho 2. My Profile 3. In the Cha	e screen will open. Click	n, you will need to ente		vord, then enter your nev	v password twice.	2.07

- 4. Edit the email notification as necessary.
- 5. Click Send Email.

(!!) Note: When sending an email, click To, Cc, or Bcc to display the *Global Address List* window, where you can select users to add as email recipients. To send a notification to a user from the *Create/Search Users* screen, select a user, then click Email Users to display the *Email User(s)* window.

1.3.6 Reassign Requests

While inactivating a user, all open and closed Requests can be reassigned to a designated user.

1. Select **No** in the **Active** field. The *Inactive User* window displays as shown below.



For Open Requests			
Reassign Primary/Secondary assignments to*:	Select User	•	
Reassign Request Owner assignments to*:	Select User	*	
For Closed Requests			
Reassign Primary/Secondary assignments to*:	Select User	*	
Reassign Request Owner assignments to*:	Select User	-	
		Save	Clos

- 2. Click the **Select User** drop-down menus under *For Open Requests* and *For Closed Request* and select the users you want to reassign to.
- 3. Click Save. A verification message displays as shown below.

	?	The User(b)(6) will be inactive and all primary/secondary open requests will be reassigned to 'Admin, Admin', all open request owner requests will be reassigned to 'Admin, Admin', all primary/secondary closed requests will be reassigned to 'Admin, Admin' and all closed request owner requests will be reassigned to
--	---	--

4. Click **OK** to accept the reassignments, or click **Cancel** to abort.

1.4 Dashboard Templates

Dashboards display Request details based on the dashboards assigned to individual users. Currently there are four system defined dashboards: Administrator, Action Office Manager, FOIA Officer, and User. Each user can be assigned any or all of the available Dashboards, along with a default dashboard that will automatically display upon login. Users can be assigned multiple dashboards on creation, or have dashboards added later.

(!!) Note: Users with multiple assigned dashboards can select the dashboard they want to view by clicking the Dashboards drop-down menu on the home page and selecting from the available options.

Dashboard	Description



Administrator Dashboard	The Administrator Dashboard displays commonly accessed System Administrator options from the Administration module of the application.
Action Office Manager Dashboard	The Action Office Manager Dashboard displays a high level view of Requests assigned to the Action Office the user is associated with. The dashboard includes four graphs of data, providing drill down details of <i>Open Requests by Requests Status</i> , <i>Open Requests by</i> <i>Multi-Track Type</i> , <i>Open Requests by Remaining Days</i> and <i>Open</i> <i>Request Workload by Primary User</i> for the respective Action Office.
FOIA Officer Dashboard	The FOIA Officer Dashboard displays a high level view of Requests for the entire enterprise (agency). The dashboard includes four graphs providing drill down details of <i>Open Requests by Request</i> <i>Status, Open Requests by Multi-Track Type, Open Requests by</i> <i>Remaining Days</i> and <i>Workload</i> for the respective Action Office.
User Dashboard	The User Dashboard displays Request data for the logged-in user's primary assigned Requests. The dashboard includes four graphs providing drill down details of <i>My Primary Assignment</i> Requests filtered by <i>My Primary Assignments by Status</i> , <i>My Primary Assignments by Multi-Track Type</i> and <i>My Primary Assignments by Remaining Days</i> .

2. System Configuration

2.1 Correspondence Templates

Correspondence Templates are used to generate letters and emails to send to requesters or program offices. The templates connect with request fields to include request-specific information in templates automatically, without user input. FOIAXpress divides the templates into three groups, available in different parts of the application: Request, Memo, and Email templates. The Correspondence Templates window is displayed below:

E Correspondence Templates				8 ×
New Filter Refrech Edit Delete Close				-
🛞 Request ③ Memo ۞ Email				
Request Template	Created By	Created Date	Action Offices	
4	admin, admin	A2/28/2017		
ZITODAYDATEI	admin, admin	12/28/2017	1	
20004/04/18				2 items in 1 pages

There are three types of Correspondence Templates in FX:

Туре	Description
------	-------------



Request	Request templates are used to communicate with requesters. Some
Templates	commonly used request templates are Acknowledgement Letters,
~	Clarification Letters, or Final Response Letters. Templates can be
	shared across an entire organization or only available to a specific
	Action Office. Templates in MS Word format can be imported into the
	application. If the template is not in MS Word format, the New option
	will open a MS Word editor allowing a user to create a template.
Memo	Memo templates are correspondence templates meant for internal use,
Templates	typically used to communicate with Program Offices. They are only
	available in the Request for Documents section of a request.
Email Templates	Email templates are used to communicate with users via email and can
	be used wherever you have the option to send an email. For ease of use,
	they are categorized under Request, Admin, Memo, and Users.

Here's an example of blank correspondence template. This MS-based interface should be immediately familiar, and provides nearly all of Word's functionality for creating these templates.

Correspondence Templates		a x
Save Insert Fields Import Back		^
Name* :	Action Office* : 1	•
	LAYOUT REFERENCES MAILINGS REVIEW VIEW ACROBAT	(b)(6)
Paste ★ Cut Calibri (Body) + 11 Paste ★ Format Painter B I U - aiac x ₂ x ²	A A ART OF LET LET LET LET LET LE 7 ARPHORE ARPHORE ARPHORE ARPHORE ARPHORE	anne Find * ≇ac Replace I≳ Select +
Clipboard 12 Font	ra Paragraph ra Styles ra	Editing ^
Navigation * × Search document P - HEADINGS PAGES RESULTS Create an interactive outline of your document. It's a great way to keep track of where you are or quickly move your content around. To get started, go to the Home tab and apply Heading styles to the headings in your document.		7

2.1.1 Create a Request/Memo Correspondence Template

1. Click Administration > System Configuration > Correspondence Templates. The *Correspondence Templates (Request)* screen displays as shown below.



Request O Memo O Email			
Request Template	Created By	Created Date	Action Offices
Mn Letter Template	(b)(6)	02/22/2016	MN AO
HPM Request Letter Template	(-)(-)	02/22/2016	HPM1
MARAD Request Letter Template		02/22/2016	MARAD
Letter template1		02/21/2016	AO-MU

- 2. Accept the default value **Request** or select **Memo**.
- 3. Click **New**. The system will begin the process of activating the appropriate application to bring the Correspondence Template into view. This may take several seconds.



(!!) Note: To import an existing template, click the Import button on the toolbar and select a file to import. For more information, see the <u>Import Correspondence</u> <u>Template</u> section. The import feature is only available for Request and Memo Templates.

- 4. Enter a Name for the Correspondence Template.
- 5. From the **Action Office** drop-down, select the appropriate Action Office to associate with the Correspondence Template.
- 6. Type the body of the letter using the available tools provided by the Editor program and preset fields found on the *Insert Fields* menu.

(!!) Note: Use import fields to draw information from any documents within the request folder or review log of the associated request.



7. Click Save. A verification message displays as shown below.



8. Click OK.

2.1.2 Create an Email Template

Frequently used text can be structured and made into an email template to facilitate communication and expedite the process of sending correspondence. These templates can be shared with other users to avoid duplication of work. Any changes made in the template body will not update the content in other emails based on this template. You can create as many templates as you want and store them for future use.

Follow the steps below to create an Email template:

1. Click Administration > System Configuration > Correspondence Templates. The *Correspondence Templates* screen displays as shown below.

New Filter Refresh Edit Delete Close			
Request Memo Email			
Request Template	Created By	Created Date	Action Offices
Mn Letter Template	(b)(6)	11/02/2016	HD
test	(0)(0)	08/23/2016	HD
Incoming requester		07/08/2016	HD
Helpdesk template		06/07/2016	All

2. Select **Email**. The *Correspondence Templates* screen will display Email Templates as shown below.

lew Filter Refresh Edit Delete Close				
Request Memo Email Request) Admin 🔘 Memo 🔘 Users			
 Request Memo Email Request Request 	Admin () Memo () Users Subject	Created By	Created Date	Action Offices

3. Select **Request**, **Admin**, **Memo**, or **Users**. By default, **Request** will be selected. For the example below, **Users** is selected.



New Filter Refresh Edit Delete	Close				
Request Memo Email	Request 🗇 Admin 🎯 Memo 🕲 Users				
Email Template	Subject	Created By	Created Date	Action Offices	
User Invitation	User Insitation	Account, System	02/10/2016	All	
Password Invitation	Password Invitation	Account, System	02/10/2016	All	
KKIDN Page size 20	-				2 items in 1 pag

4. Click New. The New Email Template (User) screen displays as shown below.

🖹 Open 📙 Save	Insert Fields Back	Subject* : General Corre		Action Office* : All	
	Review	Subject . General corre	spondence	Action Onice . An	
aste	B Z 型 A * III III → alse x' ×: Os * III III A / *		10.00		
Clipboard	Font P	sragraph Styles	Editing		

- 5. Enter a Name and Subject for the template.
- 6. Type the body of the letter using the available tools provided by the Editor program and preset fields found in the *Insert Fields* menu.

(!!) Note: You can use import fields to draw information from any documents within the request folder or review log of the associated request.

7. Click Save. A verification message displays as shown below.



9. Click OK.

2.1.3 Edit Correspondence Template

Users with the required Permissions can edit Correspondence Templates at any time. However, changes to the body text will not be applied automatically to other correspondence associated with the template. For such occasions, manual updates/customized text can be applied when sending the correspondence.



Steps to Edit a Request/Memo Correspondence Template

1. Click Administration > System Configuration > Correspondence Templates. The *Correspondence Templates* screen displays as shown below.

🖲 Request 🔘 Memo 🔘 Email			
Request Template	Created By	Created Date	Action Offices
Vin Letter Template	(b)(6)	02/22/2016	MN AO
HPM Request Letter Template	(0)(0)	02/22/2016	HPM1
MARAD Request Letter Template		02/22/2016	MARAD
Letter template1		02/21/2016	AO-MU

- 2. By default, **Request** will be selected as the Correspondence Template type. Alternatively, you can select **Memo** or **Email**.
- 3. Select the template you want to modify. The first template is selected by default.
- 4. Click Edit. The following screen displays:



- 5. Make any necessary modifications to the **Name**, **Action Office**, or body of the template using the available tools provided by the Editor program and preset fields found in the **Insert Fields** menu.
- 6. Click **Save**. A verification message will be display asking "Do you want to save the template?" Click **OK** to save the changes, or click **Cancel** to abort.

2.1.4 Steps to Edit an Email Template

1. Click Administration > System Configuration > Correspondence Templates. The *Correspondence Templates* screen displays as shown below.

Request O Memo O Email			
Request Template	Created By	Created Date	Action Offices
Vin Letter Template	(b)(6)	02/22/2016	MN AO
HPM Request Letter Template	(0)(0)	02/22/2016	HPM1
MARAD Request Letter Template		02/22/2016	MARAD
Letter template1		02/21/2016	AO-MU



2. From the available correspondence template options, select **Email**. The *Correspondence Templates (Email)* screen displays as shown below.



- 3. Select the desired template type from the template menu (Admin, Memo, Users), or accept the default value.
- 4. Select the template you wish to modify. The first template will be selected by default.
- 5. Click Edit. The Edit screen displays as shown below.

🗊 2FP Email Template - Email Template (Request)		8 X
Bill Open 📝 Save Brief Funds 👘 Back		
Name" : ZPP Email Template	Subject: : 27P Email Template Action Office" : All	*
Hone Inet Vice Roles		
[TODAYDATE] [PRIMARYUSERNAME]		
[REMAININGDAYS]		- 11

- 6. Make any necessary modifications to the **Name**, **Subject**, **Action Office**, or body of the template using the available tools provided by the Editor program and preset fields found in the **Insert Fields** menu.
- 7. Click **Save**. A verification message will display asking if you want to save the correspondence template. Click **OK** to save the template.

2.1.5 Delete Correspondence Template

Users with the required Permissions can delete a template that is no longer needed.

Steps to Delete a Correspondence Template

1. Click Administration > System Configuration > Correspondence Templates. The *Correspondence Templates* screen displays as shown below.

Request Memo Email				
Request Template	Created By	Created Date	Action Offices	
Mn Letter Template	(b)(6)	02/22/2016	MN AO	
HPM Request Letter Template	(2)(0)	02/22/2016	HPM1	
MARAD Request Letter Template		02/22/2016	MARAD	
Letter template1		02/21/2016	AO-MU	

- 2. Select the template type (**Request**, **Memo**, or **Email**). The list of templates corresponding with the selected type appears.
- 3. Select the template you want to delete. The first template will be selected by default.



4. Click **Delete**. A verification message will display asking "Do you want to delete the template? Click **OK** to delete the template or **Cancel** to abort.



3. Document Management

3.1 File Cabinet Drawers

Filing Cabinet Drawers can be organized in whatever way works best for your organization. Filing Cabinet Drawers enable users to reuse responsive documents. To that end, FOIAXpress features a robust search capability that allows users to search for words and attributes from the File Cabinet Drawer level down to individual words on a page. It is recommended that File Cabinet Drawers be organized so that you can easily search and identify what you are looking for.

New File Cabinet Drawer		_	_	
File Cabinet Drawer Details				
File Cabinet Drawer Name* :				
Description :				
Action Office* :	PTR			
		Spell Check	Save	Back
Note: * fields are mandatory				
				1923



4. Custom Fields

4.1 Requester Custom Fields

FOIAXpress is pre-loaded with common requester information fields which are used to track requesters. If there is organization-specific information that you need to capture for requesters, the application allows you to create your own requester custom fields. These fields will appear in the Requester Information screen, and they can be selected in reports and searches. There are several types of fields to choose from: text, text boxes, number, date, and list fields. Because custom fields are organized into field groups, you must create a field group first. The Requester Custom Field window is displayed below:

🔄 Prisoner ID - Requester Custom Field	D X
Requester Custom Field Details	
Name ^x : prisoner ID ×	
Type ^x : Text	
Length* : 50 Characters (Maximum character length is 50)	
Display Width* : 200 Pixels	
Enabled : 💌	
Required :	
Show in PAL(Public Access Link) :	
Spell Check Save	Back
Note: * fields are mandatory	

4.2 Request Custom Fields

FOIAXpress comes pre-loaded with the most common request information fields used to track FOIA requests. If there is additional specific information you need to capture for requests, the application allows you to create your own request custom fields. These fields appear in the Request Information screen and are available in reports and searches (when enabled).

Custom field types include text, text boxes, numbers, dates, and list fields. When creating new fields, you first create a Field Group (unless the group already exists), as custom fields must be organized in Field Groups. These are usually grouped by similarity, and there are no hard limits on the number of custom fields and groups you can create. Here's a sample of the Request Custom Field Groups screen. From here, you can create a new group, edit a group, view the fields in the group and more.

New Edit Fields Move Up Move Down Delete C	lose					
Request Custom Field Groups						
Name	Order	Enabled	Show in PAL(Public Access Link)			
	1	Yes	No			
4 10 10	2	Ves	No			
Litigation	54 M	1.65				

4.3 Document Custom Fields

If there is organization-specific document information that needs to be captured, the application allows you to create your own Document Custom Fields. These fields will appear in the Request



Information screen, and will be available to select in reports and searches. These fields can apply to specific File Cabinet Drawers or all File Cabinet Drawers. There are several types of fields to choose from: text, text boxes, number, date, and list fields. Custom fields are organized into field groups, and as a result you must create a field group before creating custom fields.

🖬 Custom Tabs	— X
New Edit Groups Delete Close	
Document Custom Tab	
Tab Name	Enabled
Test	Yes
Test 2	Yes
K < 1 > > Page size: 20 ·	2 items in 1 pages



5. Jobs

5.1 All Jobs

Jobs are actions that are performed during the processing of a Request. When actions such as Document Delivery, Publishing, and Save to Disk are performed by a user, they are submitted as jobs in the system. These jobs can be viewed from the All Jobs screen by the System Administrator and users with the required Permissions.

Regular Users of the system can view jobs from the **My Jobs** link found on the FOIAXpress Home Page. Additionally, users can (in some cases) view jobs in a processing area of the application, such as Document Management. In such cases, users can select an option to display the My Jobs screen in that environment.

When a job is finished, users are notified via an email message from the system. This message provides a summary of the action submitted, including the time the job started, the time the job finished, the action performed by the user, and the name of the user who performed the action.

System Administrators and users with the required Permissions can view the status of a job, download documents contained in a job, and delete a job. To access the All Jobs screen shown below, click Administration> Jobs > All Jobs.

All Jobs												
Filter b	у											
Status :	atus : All				User :		Job Type : All			1		
										Refresh	Close	
Job Id	Job Name	Job Type	Request ID	Created By	Scheduler	Started	Completed	Status	Duration	Download	Action	
3990	seperate	Create PNG Ca			QA-FX-APP16	1/24/2020 10:	1/24/2020 10:	Completed	14 s		×	
3989	20-FOI-00069	Add Documen	20-FOI-00069		QA-FX-APP16	1/24/2020 10:	1/24/2020 10:	Completed	13 s		×	
3988	Send Correspondence	Send Correspo	2020-00018		QA-FX-APP16	1/24/2020 10:	1/24/2020 10:	Completed	1 s		×	
3987	reg	Redact Using			QA-FX-APP16	1/24/2020 10:	1/24/2020 10:	Failed	1 m 38 s		X	
3986	Al Test sprint 8	Create PNG Ca			QA-FX-APP16	1/24/2020 10:	1/24/2020 10:	Completed	21 s		×	
3985	reg	Add Documen			QA-FX-APP16	1/24/2020 10:	1/24/2020 10:	Completed	15 s		×	
3984	AXPreinstManual (6)	Redact Using			QA-FX-APP16	1/24/2020 10:	1/24/2020 10:	Completed	ő s		×	
3983	Page(s) of 'reg' of 'Al Test s	Delete Job			QA-FX-APP16	1/24/2020 10:	1/24/2020 10:	Completed	4 s		×	
3982	AXPreInstManual (6)	Consultation S			QA-FX-APP16	1/24/2020 10:	1/24/2020 10:	Completed	8 s		×	
3981	AXPreInstManual (6)	Create PNG Ca			QA-FX-APP16	1/24/2020 10:	1/24/2020 10:	Completed	6 s		×	
3980	20-FOI-00074	Add Documen	20-FOI-00074		QA-FX-APP16	1/24/2020 10:	1/24/2020 10:	Completed	5 s		×	
3979	AXClientConfigManual (4)	Create PNG Ca			QA-FX-APP16	1/24/2020 10:	1/24/2020 10:	Completed	5 s		×	
3978	20-FOI-00074	Add document	20-FOI-00074		QA-FX-APP16	1/24/2020 10:	1/24/2020 10:	Completed	6 s		×	
3977	Import Role Migration	Import Role Mi			QA-FX-APP16	1/24/2020 10:	1/24/2020 10:	Completed	21 s		×	
3976	Export Role Migration	Export Role Mi			QA-FX-APP16	1/24/2020 10:	1/24/2020 10:	Completed	23 s	4	×	
3975	EDR - Indentify Containment	EDR - Create C	20+FOI-00074		QA-FX-APP16	1/24/2020 10:	1/24/2020 10:	Completed	9 s		×	
3974	EDR - Load documents to E	EDR - Jobs	20-FOI-00074		QA-FX-APP16	1/24/2020 10:	1/24/2020 10:	Completed	30 s		×	
3973	20-FOI-00074	Request for D	20-FOI-00074		QA-FX-APP16	1/24/2020 9:4	1/24/2020 9:4	Completed	4 s		×	
3972	reg	Redact Using			QA-FX-APP16	1/24/2020 9:3	1/24/2020 9:3	Failed	32 s		×	
3971	20-FOI-00074	Request for D	20-FOI-00074		QA-FX-APP16	1/24/2020 9:2	1/24/2020 9:2	Completed	5 s		×	

The information displayed on this screen is described below

Field

Description



Filter By	
Status	The status of the job being processed. By default, all statuses will be selected from the drop-down menu.
Scheduler	The name of the scheduler which has processed the job. By default, all schedulers will be selected from the drop-down menu.
User	The user associated with a job.
Job Type	The type of action performed by the user. Click on the drop-down menu to view the types of jobs that can be submitted.
Column	
Job ID	The unique identifier assigned to the job. This is automatically generated internally by the system when a user performs an action. Users receive a notification message once an action is performed, which includes the Job ID.
Job Name	The name given to the job.
Job Type	The type of action performed by the user.
Request ID	Displays the Request ID of the processed job.
Created By	The name of the user that submitted the job.
Scheduler	The name of the scheduler which has processed the job.
Started	The date and time the job began.
Completed	The date and time the job ended.
Status	The current status of the job.



Duration	The amount of time it took for the job to complete processing. This is measured in hours (h), minutes (m) and seconds (s).
Download	When a job has an available download, a link displays in this column, which when clicked, prompts the user to Open the document or Save the document to their local or network drive.
Actions	Displays available actions for each job.

(!!) Note: Click Refresh to reload information displayed on the screen and to obtain the current status of a job currently being processed. Click the Resubmit icon in the Actions column to resubmit a job for processing. A job can only be resubmitted if the status is Failed.

5.2 Email Log

Users can use the Email Log to track and view email information for a specific time period. **Click Administration> Jobs >Email Log**. The Email Log window displays as shown below:

🖬 Email Log									×
Filter By							(*) are suppo		^
Subject : *		×		Source : *					1
Sender : *				Receiver : *					
Created From :	12 AM •	00 *		To :	12 AM *	00 -			
Status : All	Success S Fail	ure 🕘 Pending							
						Search	Clear	r - 1	
Subject	Sender	Receiver	Source	Created	Scheduled	Sent	Status		
CONTRACTOR OF THE OWNER OWNER OF THE OWNER	(b)(6)	Constanting of the second seco	Send/Save Docu	3/30/2016 7:44:14 PM	3/30/2016 7:44:14 PM	3/30/2016 7:44:17 PM	Success		
FOIAXpress - Documents Review	(0)(0)		Send/Save Docu	3/30/2016 7:44:14 PM	3/30/2016 7:44:14 PM	3/30/2016 7:44:17 PM	Success	-^	
Job #176: Save To Disk job successfully c			Save To Disk	3/30/2016 6:56:50 PM	3/30/2016 6:56:50 PM	3/30/2016 6:56:57 PM	Success		
Job #150: ADR Add to Review Log compl			ADR Add to Revi	3/30/2016 6:54:21 PM	3/30/2016 6:54:21 PM	3/30/2016 6:54:23 PM	Success		
Job #149: ADR Add to Review Log compl			ADR Add to Revi	3/30/2016 6:53:44 PM	3/30/2016 6:53:44 PM	3/30/2016 6:53:52 PM	Success		
ADR Data Set Upload Complete			ADR Data Set Up	3/30/2016 6:49:26 PM	3/30/2016 6:49:27 PM	3/30/2016 6:49:29 PM	Success		
ttt			Request for Doc	3/30/2016 5:12:38 PM	3/30/2016 5:12:38 PM	3/30/2016 5:12:38 PM	Success		
Job #147: Request for Documents job suc			Request for Doc	3/30/2016 5:12:38 PM	3/30/2016 5:12:38 PM	3/30/2016 5:12:38 PM	Success		
\$\$\$			Request for Doc	3/30/2016 5:10:03 PM	3/30/2016 5:10:03 PM	3/30/2016 5:10:06 PM	Success		
Job #146: Request for Documents job suc			Request for Doc	3/30/2016 5:10:03 PM	3/30/2016 5:10:03 PM	3/30/2016 5:10:06 PM	Success		
Job #145: Replace Redaction Code job su			Replace Redactio	3/30/2016 11:55:03 AM	3/30/2016 11:55:03 AM	3/30/2016 11:55:04 AM	Success		
Job #144 - Document(s) successfully 'Ad			Add Documents	3/30/2016 11:52:01 AM	3/30/2016 11:52:01 AM	3/30/2016 11:52:12 AM	Success	~	
Isb #147: Find and Dadact isb successfull	N Dago	izo:	Find and Badact	3/20/2016 12:07:22 444	2/20/2016 12/07/22 AM	2/20/2016 12:07:27 AAA 90	Guerant Q itams in A5 ns	anne	~

5.2.1 Steps to Filter Email Log

Users can filter the Email Log screen using various search filters.

1. Enter search criteria as necessary in the fields described below.

Field	Description
-------	-------------



Filter By	
Subject	The subject of the email.
Sender	The person who sent the email.
Created From	The date and time after which the email was created.
Status	The status of the email.
Source	The location within the application from which the email was sent.
Receiver	The email address of the person who received the email.
То	The date and time up to which the email was created.

2. Click Search. The Email Log will be filtered based on the search criteria entered.

5.3 Failed Correspondence OCR

Users can view any Failed Correspondence OCR jobs for a Request and take corrective actions, such as retrying the failed jobs. Click Administration > Jobs > Failed Correspondence OCR Jobs. The *Requests View [Failed OCR]* window displays as shown below:



Requests View [Failed O	CR]			
ailed Corres	ponde	ence OCR Jobs			Wild card searches (*) are supported
earch Criteria	r i				
Requ	uest # :	*		Action Office	:
Request	Type :	All	*	Request Status	: [All -
Requ	ester :		- X	Request Owner	:
Descri	iption :	*			2
Advanced					
AND	Field		Operator	Value	
dd new filter Custom Field				Custom Field	ds that are common across the selected Request Types are displayed
custome gro	oup	field 1 :			
					Retry All Matching Requests Search Clear Close

5.4 Failed OCR Jobs

Users can view any failed OCR jobs for a Folder and implement possible solutions, such as retrying failed jobs. 1.Click Administration> Jobs > Failed OCR Jobs. The *Failed OCR Jobs* window displays as shown below:

			card searches (*)	are supported
Include Sections	Created Date :			
*	Created By :			
*	Action Office :			
	Request # :			
Custom	Fields that are comm	on across the selected File	Cabinet Drawers	are displayed
	6	Retry All Matching Folders	Search	ar Close
	•	Created By : Action Office : Request # :	Include Sections Created Date : Created By : Created By : Created By : Request # : Custom Fields that are common across the selected File	

Available search criteria described in the fields described below:

Field	Description
Folder Information	



Folder Name	The name of the Folder containing the failed OCR job.
File Cabinet Drawer	The File Cabinet Drawer containing the failed OCR job.
Added To	The location where the OCR job was added.
OCR Status	Filter results by OCR Status. Selections are Failed, Rejected and All
Created Date	The date on which the OCR job was created.
Created By	The name of the user who submitted the job.
Action Office	The Action Office associated with the OCR job.
Request #	The identification number assigned to the Request associated with the OCR job.

(!!) Note: The search filters available on this screen may be different, depending on how your application was configured.

6. Contact Information

6.1 FOIA - Point of Contact and Resources

If you have any questions related to FOIA processing, please contact the FOIA team at <u>FOIA@treasury.gov</u>.

For all other FOIA-related resources, please visit Treasury's Freedom of Information Act page

6.2 FOIAXpress User Support

- All FOIAXpress training and demonstration related materials are posted on <u>myTreasury's</u> FOIAXpress page
- To request technical support, please submit a <u>Service Desk</u> ticket
 - All access requests require PTR's approval and the completion of Access Request and Rules of Behavior forms
- For all other FOIAXpress related inquiries, please contact the support team at <u>FOIAXpressSupportTeam@treasury.gov</u>





Treasury FOIAXpress

Frequently Asked Questions

V1.1

May 2021



Version History

Version #	Issuance Date	Description of Change
1.0	12/3/2019	Initial document
1.1	5/25/2021	Added Bureau Questions
1.2	6/1/2021	Updated browser compatibility to reflect text editor change, and added notes on how to close request without delivering documents


Table of Contents

1.	Apr	plication	4
		า quests	
		rument Management	
		ports	
	_	reau Questions	
6.	Cor	ntact Information	14
e	5.1	FOIA - Point of Contact and Resources	14
6	5.2	FOIAXpress User Support	15



1. Application

Question	Answer
What web browsers are compatible with FOIAXpress?	Internet Explorer 11, Edge, and Chrome are compatible with FOIAXpress. Rich Text Editor has been enabled in Treasury's instance of FOIAXpress, allowing for the correspondence feature to be used across all browsers. (If using Internet Explorer, XAML must be enabled in the browser settings and the application URL must added to your trusted sites)
How can I access the FOIAXpress User Manual?	From the upper right-hand corner of the application, click Help > Online Manual .
How can I modify my application preferences?	From the upper right-hand corner of the application, click your User Name then Preferences. From here, you can review preferences by clicking the <i>General, Request, Document,</i> or <i>Review Object</i> tabs. After modifying preferences, click Save.
How can I view different home screen dashboards?	There are four system-defined dashboards: <i>User, Action Office</i> <i>Manager, FOIA Officer,</i> and <i>System Administrator.</i> To toggle between any dashboards made available to you, simply click the Dashboards drop down (located underneath the <i>Search</i> field). Administrators can also create custom dashboards tailored for different users, with easy access to the information and controls they use most frequently.
How do you perform a wildcard search in FOIAXpress?	Asterisks (*) are used as a wildcard character when searching. The wild cards are used as a placeholder for missing or unknown information.



Question	Answer
How can I search for requests from the home screen?	 There are multiple ways to search for and view requests: Use the <i>Quick Search</i> box to the far right of the main navigation bar in the application. Type the full (or partial) request number in the search bar to retrieve a view of all requests matching the request number. You can also expand the search drop down to search for requests using the request description, requesters, or documents. To find tips for searching under each category, hover your mouse in the text box and a popup displays helpful tips. From the search results, click the link provided under the <i>Request #</i> column to open the request. More robust searching is conducted from the main navigation bar by clicking Requests searching many filters, including Request Status, Assignee, Action Office, Request Custom Fields, and more. If wildcard searching is supported, you will see an asterisk (*) in the field. Click Search to execute the search; from the search results, click the link provided under the request.
Why doesn't my number of primary assignments match the request count in the Action Officer or FOIA Officer dashboard graphs?	The FOIA Officer dashboard represents all open requests for the entire enterprise, while the Action Officer reflects all open requests for your specific Action Office. Switch to the User Dashboard to view your primary/secondary requests in the dashboard view.
Why do I keep getting email job notifications? How can I turn off job notifications?	Because FOIAXpress is a Zero-Footprint (ZFP) application, user actions are sent to the server as 'jobs.' For example, when you <i>Save</i> to Disk or Deliver Documents, you are submitting a job to the server. To help you keep track of your jobs and their status, you will receive email notifications for each processed job. Go to User Name > Preferences and uncheck the <i>Receive Job Email Notifications</i> field to turn job notifications off. If you turn off notifications it is a good idea to monitor your jobs using the My Jobs link located under the <i>User Name</i> menu in the upper-right corner of the application.

2. Requests

Question	Answer
How can I perform a mass assignment of requests?	Instead of assigning open requests one at a time, multiple requests can be combined and assigned to another user, user group, or group queue in a single action. Bear in mind, performing a mass assignment override all existing user assignments. You must have <i>Mass</i> <i>Assignment</i> permissions in order to perform this action. To mass assign requests, click Administration > Request Management> Mass Request Assignments, then follow the prompts to search and assign requests.



I'm creating a request, but I can't type in the name of the requester. How do I do that?	When creating a request, the Requester details cannot be typed manually in the request form. Instead, the Requester must be retrieved from the requester database and associated to the request. Click the Lookup button () next to the Requester field to search for an existing Requester in the database. Locate the requester, highlight their name and click Select to add to the Request. If the requester is not found, click the <i>Create Requester</i> tab to add the requester to the database. The requester automatically populates in the request form after saving.
How can I manage the disposition of multiple items requested in a single request?	If a requester submits a request for multiple items, use the sub- requests feature in the request description. Create a sub-request for each part/category of the request you would like to track. When you are moving records to the request you are asked to associate the record(s) to a sub-request. The system will calculate a disposition for each sub-request, which helps break down how each category of records were processed. This disposition breakdown is then used to calculate the overall request disposition, which is included in the Annual Report.
Can I view and work on more than one request at a time?	Yes. In a search result right click on the Request # and select open in new tab or window. You can open as many as you desire. The same can be done in Document Management.
Can I scan or upload a final response letter signed outside of the system and send it with the document delivery?	Yes. In your request view, click Correspondence from the left- hand menu, then click the Receive Correspondence tab and scan or upload the letter. Next, click the Correspondence Log tab, highlight the letter you just added, and click Save for Final Response . Then, on the <i>Document Delivery</i> prep screen, check the <i>Include Final Response Letter</i> option. The uploaded letter is automatically selected to include in the delivery of responsive records.



Question	Answer
I know a request exists, but it's not coming up in searches. What am I doing wrong?	When searching for a request from Requests > Search Requests , be sure that your Search Option filter is set to All. You can also set your search default by clicking the User Name menu at the top right of the application then Preferences > Request . Set the Search Option field to All, then Save . Setting your preference to All ensures that, in future searches, you're searching the entire application and not only requests assigned to you or your office.
How do I send correspondence from a request?	From a request, click <i>Correspondence</i> from the left menu bar. From this screen, you will be able to send emails with attachments and edit/save correspondence templates.
I found a duplicate requester in the database. Can I merge both profiles into one?	Yes. Merging combines two requester profiles into one, usually because they are duplicates. When merging two profiles, the source requester's details will be discarded and their history appended to the target requester's profile. Only users with <i>Merge Requester</i> permissions can perform this action. To view merged requesters, click Administration > Request Management > Merge Requester History.
What does "Requests I Own" mean?	If the <i>Request Owner</i> field is enabled, <i>Requests I Own</i> shows you all the requests you are assigned as the Owner. This provides a direct link to all open requests that you own in the application. Request Owner permissions to a request can vary. The Request Owner role is customarily used for workload management.
What is a secondary user?	A secondary user is someone who has also been given access to a request; they will be able to view the request from the <i>My Work Summary</i> menu on the home screen. While the primary user is ultimately responsible for meeting the target date of a request, the secondary user role can be used to provide assistance on a request or keep track for reference. The use of these ownership structures can vary depending on permissions and agency processes.
How can I stop the clock on requests?	 From your request view, click Stop the Clock on the left navigation menu. When stopping the clock because the '<i>Request is not Perfected</i>', the application stops tolling and changes the status of the request to On Hold-Need Info/Clarification. When you restart the clock, the application automatically returns the full processing days of the request and recalculates a new target date. When you stop the clock due to fee-related reasons, the application stops tolling and will change the status of the request to On Hold Fee-Related. When you restart the clock, the application resumes counting the remaining processing days where you left off. An organization may configure these Stop Clock features for single use, multiple use, or opt not to use the feature.



Question	Answer
What is the difference between assigning a request and transferring a request?	When you assign a request, you are moving the request ownership from one user or group to another, usually in the same Action Office, and with no change in remaining processing days. To assign a request, open the request and click <i>Assign Users</i> from the left menu bar.
	The request transfer feature is used to transfer the ownership of a request from one Action Office to another. If configured (and transferred within the first ten days of receipt), the receiving Action Office can expect to get all processing days back. To transfer a request, open the request and from the left menu bar, then click Transfer Request .
How can I apply an extension on a request?	You can extend the target date of a request by clicking Extensions in the left menu pane of a request. When requesting an extension, you must select the reason for the extension, and if you do not have permission to approve/complete the extension you will need to notify a supervisor to review/approve the extension request. The new target date is automatically recalculated on approval of the extension.
Why can't I approve my own extension?	If the <i>Approve/Deny</i> button is grayed out, it means that you do not have the permission to approve your own request extensions, so it must be approved by someone else, usually a supervisor. To request approval, highlight your extension from the <i>Extensions</i> view of the request and click Send Email to Supervisor to notify the supervisor they have an extension pending approval.
In the request description field, what does "Restricted" mean?	When the <i>Restricted</i> option is checked, the request description will be replaced with the word "Restricted" in any and all report generated from the system.
Why am I unable to modify the request description field?	To modify an existing request description, you must first check the Modify Description box. Once modifications are complete, click Save to save the new description. The system keeps track of the description changes, along with who made the change and when.
How do I upload correspondence to a request?	First, open the request. Next, click Correspondence from the left- hand menu. Click the Receive Correspondence tab, then choose (or write in) the type of correspondence you're uploading and how it was received. Finally, browse, scan, or drag and drop the file, then click Save . Any correspondence you upload will be viewable and accessible in the <i>Correspondence Log</i> .
How do I reopen a request?	First, search and retrieve the request. From the left menu pane, click More Actions > Amend Request to reopen a closed request. The system prompts to select a status to apply to the reopened request.
The requesters name on a request has changed, how do I correct this?	In FOIAXpress, requesters are identified by their email. This requester change is likely due to the fact the requester used the same email as someone else in the system (such as a generic office email).



3. Document Management

Question	Answer
I want to print a document, and I noticed it saves as a file to be downloaded. Where did it save?	When you first print a document, you will have the option to download it from the <i>Job Notification</i> box once the job is complete. If you need to re-download the document, you can find it on the FOIAXpress Home Screen under My Work Summary > My Jobs .
Can I open more than one instance of Document Management and review a different set of documents?	Yes, multiple instances of Document Management can be opened. To open documents in separate windows, from the <i>Search Results</i> list select the document(s) you want to open then click the Open Folders action button.
Why can't I drag and drop an email from Outlook into the "Drag and Drop" zones of the application?	Outlook does not allow for dragging and dropping directly into your browser. As an alternative, drag and drop an email to your desktop, and then drag and drop it from your desktop into any <i>Drag and Drop</i> zone.
When delivering documents, how does the application sanitize the records?	FOIAXpress completely and securely burns in the redaction layer to create a new image of each redacted page and returns a single sanitized document. FOIAXpress uses pixel-to-pixel replacement to remove the pixels of the redacted text and replace them with the pixels of the redaction area.
When redacting, how do I save my edits to ensure sure I do not lose my work?	FOIAXpress automatically saves your redactions and notes on review layers any time you move to another page in the document. When you first move to another page, the application will prompt you to name your review layer. From then on, redactions on subsequent pages will be saved on your layer as you move from page to page.
Can I password protect email deliveries?	Yes, but this feature must first be enabled by an administrator. Once enabled, whenever PDF format is selected as the document format you will see the <i>Password Protect</i> option. When Password Protect is checked, the application will send two emails to the requester: One with a PDF of the responsive records and another with the password to open the responsive document PDF. A copy of the password email notification will be in the <i>Correspondence Log</i> of the request in the event that the requester loses the password and the user needs to resend the email.
I want to combine redactions done across two review layers. Can I merge them?	Yes. Open your folder in <i>Document Management</i> . When the application prompts you to load a review layer, click Yes . From the <i>Review Layer</i> window, click Merge . Follow the directions on the <i>Merge Review Layer Screen</i> , then click Merge Review Layers . Alternatively, if you already have a review layer loaded, right-click on the folder and select the Merge Review Layers menu option. You can merge as many review layers as desired at one time.



Question	Answer
How can I quickly identify what has been reviewed in a review layer?	To get a summary of the reviews conducted on document, run a <i>Document Status Report</i> . While in <i>Document Management</i> and with a review layer loaded, right-click on the folder and select Document Status Report . A new window appears with a report that summarizes the page status (<i>Not Reviewed, Disclosed in Part</i> , etc.) and the redaction codes used on each page. You can export or print this report.
While performing Find and Redact I get a system message saying "No occurrences have been found." What does this mean?	This message can appear for a few reasons. The most likely reason is that the search term you are looking for does not exist in the document. Please check your search term and try again. The message could also mean that the Optical Character Recognition (OCR) process is still running. OCR is the electronic conversion of images of typed or printed text. All documents uploaded to Document Management undergo this process, making uploaded documents searchable. If you get this message, it could mean that OCR is still running and the application has not "found" your search terms yet. To check the OCR progress, right click on the folder and select Modify Folder Details from the drop down menu to view the OCR Status. Review the <i>OCR Information</i> section to determine if OCR is <i>Pending</i> , <i>Not Complete</i> , <i>Still Running</i> , or <i>Failed</i> . If OCR fails, please contact your FOIAXpress administrator.
Can I redeliver responsive records?	Yes, you can redeliver responsive records. From the request menu, click Deliver Documents > Deliver Documents . A message displays alerting you that a delivery has already been made. Read the message carefully and click OK to proceed. Select the folders, sections or pages you want to redeliver, then click the Deliver Documents icon to move to the <i>Delivery Prep</i> screen. From here, select your delivery options and click Deliver Documents to complete the redelivery.
I'm trying to make changes to a review layer, but it's locked for editing. How do I unlock it?	Right click on the folder containing the review layer you want to unlock. From the context menu, click Unlock Review Layer . If you do not see that option, it means that you do not have the permission to unlock the layer. Contact the user who created the layer (or your system administrator) to unlock the review layer.
How can I administratively close out a request without delivering documents?	To administratively close a request, you must take Final Actions on the request to provide the Disposition as <i>Other Reasons</i> . After selecting the appropriate <i>Other Reason</i> , you can proceed to the <i>Close</i> action in the request. (note: if documents were uploaded to the review log, you must move them to the request folder, and all requests for documents need to be closed to proceed with Final Actions)



Question	Answer
Do I have to convert documents to pdfs before uploading them into Document Management?	No, you don't have to convert documents to PDF before uploading into Document Management. Document Management accepts the following file types and automatically converts to PDF as they are imported into the repository; jpeg, jpg, tif, tiff, pdf, txt, text, htm, html, doc, docx, rtf, xls, xlsx, ppt, pptx, vsd, vsdx, vss, vtx, vdx, vdw, vst, vsx, msg, png, xps, csv, and eml
What does "delivery failed" status indicate and what do I need to do to correct a delivery failure?	If your request is in <i>Document Delivery - Failed</i> status, this means the records have not been delivered to the requester and something went wrong in the delivery process. First, check the document delivery log by opening your request and clicking Deliver Documents > Document Delivery Log . Highlight the delivery, then click View Error Description . The error description will provide details on why the document delivery failed. Depending on the error, you can retry the same delivery or pick a different document delivery mode, or you may have to contact your administrator. The most common document delivery error is when an email delivery is bigger than your agency's maximum allowed attachment size.

4. Reports

Question	Answer
How do I generate a Vaughn Index report?	In order to generate a Vaughn Index Report, there must first be documents in the Request Folder. Open the Request, then from the left hand menu click Logs/Reports . The <i>Log/Reports</i> screen displays. Here, click Vaughn Index Report to generate the report. The report displays and can be exported in various formats.
How do I give a user, users or user group access to my custom request report in FOIAXpress?	By default, the creator of a report and the system administrator are the only users that can view the report. If you need others to access your report, you must give them permission. To give a user, users, or a user group permission to view and generate your report, click the Reports tab on the main menu bar. Then click Custom Report > Request . Click Permissions , then locate the report you would like to share and choose either <i>Group View</i> or <i>User View</i> to locate the group or users to whom you want to give permission. Check the appropriate boxes and click Save . The next time the user or group logs in, they will have access to the report, listed under Reports > Custom Reports > Requests > Select Saved Report Criteria .



How can I schedule a report?	 There are several reports that can be scheduled; for this example, we will use <i>Custom Request Reports</i>. You must first create and save a report. Then from the main menu bar, click Reports > Custom Reports > Requests, then click Report Scheduler > New. On the displayed <i>Job Details</i> tab, give the scheduling job a name, select the saved report you would like to schedule, then set how frequently you would like the request to run. On the <i>Recipients Information</i> tab, input the recipient's email, subject, and specify the report format. Finally, add text in the body of the email, then click Save. The report is now programmed to run and be delivered to the specified recipients, at the intervals provided.
How can I quickly view a requester's history?	To see if a requester has submitted a previous request and if they have any fees due, click Requester > Search Requester from the application menu bar, then search for the requester using any known parameters. When you find the requester, open the requesters details by clicking on the requesters Last Name . Once on the Requester Details page, click the Request History tab. You will be able to review any existing requests, both open and closed, as well as any fees incurred.



Question	Answer			
Is there a way to get a summary of the pages reviewed and exemptions codes applied while working in my review layer?	Yes, while you are redacting and reviewing responsive records you can access the <i>Document Status Report</i> . To access the report right click on the folder and select Document Status Report from the drop down menu. This is a dynamic report which will give you a page-by-page status and summary of all exemptions applied and pages redacted. This report can be exported or emailed in the following formats: Excel, Acrobat PDF, Tagged Image File Format (TIFF) or web archive.			
Can you explain each document delivery output format?	Multipage TIFF : A TIFF delivery converts the document to a picture. The picture can be opened using an image editor, such as Microsoft Paint or Photo Viewer.			
	PDF Image : A PDF image delivery creates a non-searchable PDF document.			
	PDF Archive : A PDF archive delivery creates searchable PDF that is also backwards compatible with older versions of Adobe Acrobat.			
	PDF Tagged (508 compliant): delivers a PDF that is compatible with computer screen reader programs, such as those for the visually impaired.			
	Separate single page files : A separate single page file delivery will convert each page of the document into an individual PDF. For example, if a document has 15 pages, the requester will receive 15 PDFs.			
Why am I unable to add sections to my folder?	You should determine if sections will be needed when first creating a new folder. If a folder is created and pages are added at the folder level, sections cannot be added later. If at least one section is present, then new sections can always be created. When creating Sections, try and predict how many might be needed. This reduces friction and requires fewer steps to have them ready to go versus creating them later.			
How do I delete pages?	Pages can be deleted one-by-one by right clicking the individual pages, while multiple pages can be checked then deleted at once by right clicking on the corresponding folder or section.			
Why am I unable to add pages to my folder while in the review log?	When working in a folder, pages can only be added or deleted when a Review Layer is not loaded AND if you the appropriate permission. To add more pages, you must first unload the review layer. Note that any pages added will appear in red font when reloading the review layer, signifying these were added after the loaded layer was reviewed.			



Question	Answer	
I want to deliver all records and letters in one folder. How can I do that?	This can be done by setting your application preferences. From the upper right-hand corner of the application, click the User Name menu, then Preferences > Document . Under the <i>Default Format for Delivery/Save</i> option, change it to Single Folder , then Save . This change will apply to document deliveries and file downloads under your user profile.	

5. Bureau Questions

Question	Answer		
The request I closed is not appearing on my dashboard, where can I find it?	Once you close a request, it will be removed from your dashboard and queues. You can search for this request however by request number or by searching your requests in the search feature.		
If the Program Office doesn't upload documents, who does?	Once you receive the documents from the Program Office, using the Request for Documents feature you can "Take Action" on the document request and close the item out. From there, you will take the responsive documents from the email you received from the Program Office and upload the documents from the Add/Search/View Documents page.		
Can PAL provide links to the Bureau Reading Rooms?	We can include language in PAL to direct users to the Bureau reading rooms, however PAL also has its own reading room that can be utilized.		
How long will goFOIA be maintained after FOIAXpress goes live with the Bureaus?	Once our Data Migration from goFOIA to FOIAXpress has been signed off on by all the bureaus, goFOIA will be turned to read-only. Eventually goFOIA will be decommissioned Q4.		
How do we move correspondence documents to Appeal cases?	You can download all of a request's correspondence and move them manually to the Appeal case.		
How do Record Custodians currently work in FOIAXpress?	Our Record Custodians currently have access to the FOIA requests in FOIAXpress. When the Record Custodian gathers the responsive documents, they search for the request and upload the documents. The Record Custodians also have access to the Redactions feature, if necessary, but it is often not used.		
When reporting, do Bureau's send to PTR or PTR pull automatically from everything?	Everything		

6. Contact Information

6.1 FOIA - Point of Contact and Resources

If you have any questions related to FOIA processing, please contact the FOIA team at FOIA@treasury.gov.



For all other FOIA-related resources, please visit Treasury's Freedom of Information Act page

6.2 FOIAXpress User Support

- All FOIAXpress training and demonstration related materials are posted on myTreasury's FOIAXpress page
- To request technical support, please submit a Service Desk ticket
 - All access requests require PTR's approval and the completion of *Access Request and Rules of Behavior* forms
- For all other FOIAXpress related inquiries, please contact the support team at <u>FOIAXpressSupportTeam@treasury.gov</u>

Treasury FOIAXpress: FAQs and Helpful Tips 11/2/2020

This is the second guide distributed to answer frequently asked questions and to provide helpful tips related to the use of FOIAXpress. Topics discussed in this guide include closing cases, searching for requestors, addressing new appeals and litigation, mass actions, review flags, deleting pages, and basic reporting.

Frequently Asked Questions (FAQs)

I'm trying to close a request in FOIAXpress, but I receive a warning that the request cannot be closed. What steps should I take to allow me to close my request?

FOIAXpress requires certain functions to be completed before closing a request. If you have trouble closing a request, consider checking the following menus:

- **Final Actions** ensure that the **Disposition Accepted Date** matches the date for which you are trying to close the request. Also ensure that the **Final Actions** have been properly applied and that the request status is listed as **Disposition Accepted**
- Fees- ensure that any fee invoices have been completed and properly updated
- Fee Waivers/Expedited Processing- Under the Request Information tab, check to ensure that any Fee Waivers Requested or Expedited Requested have a start date, end date, and determination set
- Add/Search/View Documents- ensure that all documents that have been attached to the Review Log have been moved to the Request Folder
- **Request for Documents** double check that all search taskers have been completed and all have a **Closed Date** listed

I am searching for a requestor that I recently entered, but I am unable to find them when I search for their name. What should I do?

- 1. Try searching for the requestor by their e-mail address as opposed to their name
- 2. Verify the requestor's country associated with their profile. FOIAXpress automatically defaults to searching for requestor information from the United States only. You can manually change the search criteria to "All" in order to expand your search

Helpful Tips

Creating FOIA Appeals

When receiving an appeal, please preserve the original FOIA request and <u>do not</u> change the Request Type to Appeal. Instead, create a new appeal linking the original request using the **Reference** feature in the **Create Appeal** screen. This will help to preserve the administrative record for each request type while assigning the request a unique appeal number. Using the **Reference** feature in the **Create Appeal** screen helps to pull the requestor's information into the new appeal case avoiding manual work. Users will receive a warning when attempting to close an appeal or a standard FOIA case that an open request is linked, prompting you to remember to close the other request.

Creating a FOIA Litigation Case

When receiving notice of a new litigation, please preserve the initial request and do not change the Request Type to Litigation. Instead, <u>administratively close</u> the original FOIA request using the **Final Action** code **"Other- Litigation"** (coming soon). Create a new litigation case linking to the original request using the **Link Request(s)** feature. This will help preserve the original FOIA request while using the litigation request for any future work. Ensure that the case citation at a minimum is listed in the **Description** box.

Mass Actions to Pages Uploaded for Redaction

FOIAXpress provides users with the ability to complete mass actions on pages uploaded for processing. Mass actions include adding additional pages, deleting pages, redacting in full, find and redact, applying a review template, assigning Review Flags, etc. A review layer should be applied when attempting to complete all mass actions except for deleting pages. Specific instructions on deleting pages and applying review flags to individual pages are provided in their own sections below. Steps to apply a mass action:

- 1. Access the documents in the Review Log
- 2. Ensure that the review template is applied
- 3. Select the checkbox next to each individual page in the document tree for which you want the mass action to be applied
- 4. Right click on the folder containing the pages to select the mass action
- 5. Complete any necessary prompts
- 6. Repeat as needed

Using Review Flags

Review flags allow users to code individual pages with a set of preloaded messages. Commonly used review flags include **Duplicate**, **Non-Responsive**, **Release After Consultation**. Using these flags helps to provide the reviewer with a message about those pages and gives the user the ability to remove pages containing the flags from the final delivery of the records.

Applying a Review Flag

- 1. Access the documents in the **Review Log**
- 2. Right click on a page in the document tree and select Set Review Flag
- 3. **Select** the appropriate option
- 4. You will notice that the review flag appears next to the page in your document tree when you **click on another page**
- 5. Repeat this process for each individual page requiring a review flag

Removing Pages with a Review Flag During Final Delivery

- 1. In the **Review Log**, **load** the review layer and ensure that the review flags have been properly applied
- 2. Move all documents to the Request Folder
- 3. Complete Final Actions

- 4. In the **Document Delivery** screen **select the checkbox** next to the folder containing the uploaded pages. You do not need to manually uncheck pages with the review flag.
- 5. Next, click on the Deliver Documents icon
- 6. When the **Deliver Documents** screen appears look for the menu titled **Include Document Review Flags**

📰 Deliver Documen	ts - PTR-TS-21	-00004		
Document Delivery Ty	ype *	•		
Include:	78.55.77	We the second second second second		Requester
Invoice				Request 5
Include Final F	Response Letter			Test N/
Select a Lette	r Format			N/A 123121
Action Office:	PTR			Address
Letter Templates:			-	
Select Default	t/Pending Final	Response Letter Customize & Save		Delivery
From Local Dis	sk/Network			Deliven
If your file app	ears in red or	not at all then it is of an invalid corresponde	ence format	Output I
Include Review Obj	jects:	Other Options:		
Comments Box	x	Include Fully Redacted Pages		
Highlight		Hide Codes		
Straight Line		Hide Redaction Borders Note		
Ellipse		Black & White		
Stamp		Include Document Review Flags:	2010/02/02	
Sticky Note		All		
Headers and Foo	oters	All		
Bates Stamping	9	Not Responsive	Position:	Top Left

- 7. Uncheck any review flags you wish to be excluded from the final delivery
- 8. Make any other necessary changes to the Deliver Documents screen and **deliver** the documents

Deleting Pages

There will be times when you upload pages that you may not want to be included in your final response. Before deleting pages, consider whether to use a review flag to mark them as "**non-responsive**" or "**duplicate**" and remove those from your final delivery per the instructions above.

To delete pages, complete the following steps:

- 1. Access the documents loaded to the **Review Log**. When prompted <u>do not</u> load a review layer
- 2. After ensuring that the review layer has not been loaded, **click** the **individual checkboxes** next to the pages that you wish to delete
- 3. **Right click** the folder in the document tree that contains the selected pages and choose **Delete Pages**
- 4. Follow any necessary prompts to delete the pages

Creating a Basic Request Report

FOIAXpress has a multitude of reporting features that can help to manage productivity, accountability, and requests. All reporting functions can be found under the Reports tab when logged into FOIAXpress. Choosing the correct reporting option is essential for obtaining the desired data.



Request Reports

Request reports allow the user to create custom reports and templates to obtain data on request management. This feature is useful when trying to obtain data on open cases, closed cases, pages processed, pages reviewed, requester information, FOIA logs, and others. Before jumping into FOIAXpress, it is helpful to plan and outline the outcome you are trying to obtain from running a report. Planning ahead of time will allow you to utilize FOIAXpress reporting in an efficient manner.

- To begin creating a requests report, click on the Reports menu in the top FX ribbon. Ensure that the Custom Reports menu is selected. Choose Requests (see the screen shot above)
- 2. If you do not already have report criteria saved, click **Next** to create a new report
- 3. In the **Request Type** dropdown menu select whether you are trying to obtain data on **appeals, consults, FOIA cases, litigation cases**, or any combination thereof
- 4. Next take a look at the Request Status dropdown menu on the right side of the screen. The most common options here are All Open Requests, Closed requests, and All Hold Requests. If you are trying to obtain data on closed requests, you must ensure that only the Closed checkbox is marked
- 5. In the **Requests Assigned To** section you can identify a specific user or user group to obtain data on depending on your reporting requirement. If you are trying to identify a specific user, you must **click** on the **ellipses button** to **search** for their FOIAXpress account
- 6. In the **Request Date Options** menu, you have the ability to identify date ranges for FX to run it search on. The most useful date options are **Received Between**, **Closed Between**, and **Request Age**

- Scrolling down to the Select Fields section, it is important to check the Include Advanced Select Fields ** box before identifying your report fields. This process will provide you with addition reportable fields that can be useful to your report
- 8. Select the fields you would like FOIAXpress to report on by clicking on the field name and hitting the top arrow button to move the field to the Selected Fields Box. You can select multiple fields for FOIAXpress reporting. However, caution should be given to selecting a significant number of fields as FOIAXpress will take longer to run the report and possibly crash your browser. Useful fields include: Request ID, Received Date, Requester Name, Organization, Multi-Track Type, Request Status, Review Status, Request Age, Request Description, Searching Units, Primary User, Primary User Group, Secondary Users, Processed Days, # of Pages Reviewed, and # of Pages Released. Any combination of these reportable fields can be used depending on your reporting purpose
- 9. Once your **Selected Fields** have been identified, you have the ability to change the order of the fields by selecting the **up or down arrows** next to the **Selected Fields** box
- 10. If you would like to save this report as a template for future use, you can scroll to the top of the screen and **select** the **Save Report Criteria** button. You will be prompted to create a unique name for your report which can be accessed in the dropdown in step #2 of these instructions
- 11. When you are ready to kick off your report select the Generate button
- 12. Depending on the amount of data you are asking FOIAXpress to recall, it may take some time for the system to generate your report
- 13. Once the report is generated you can export the file to Excel by selecting the **Export** button
- 14. You will receive several export options to include **Export in Excel Format, Export in Word Format, and Export in HTML Format. Exporting in Excel** is the most useful. Select the desired option and **click Export** and open the file when prompted
- 15. You will receive a warning message that states "The file format and extension of 'Requests Report.xls' don't match. The file could be corrupted or unsafe. Unless you trust its source, don't open it. Do you want to open it anyway?" Select **Yes**
- 16. The Excel spreadsheet will load, allowing you to filter and analyze the data

Treasury FOIAXpress: Setting up Preferences, FAQs, and Helpful Tips

This guide will outline the steps to set up and customize user preferences in FOIAXpress and will answer frequently asked questions related to the use of the system.

Setting Up User Preferences for the First Time

1. From the home screen, navigate to 'Preferences' within the drop down under your name in the top right corner as shown below



- 2. Select 'General' from the left side menu
 - a. Change Records per Page to 50 or any number up to 100
 - b. Ensure that the "Receive Job Email Notifications: All Notifications" option has been selected in the dropdown menu
 - c. click Save
- 3. Select 'Request' from the left side menu
 - a. Set the Send Correspondence Default Email Address to 'Requester Email' or you can keep it at "Other Email"
 - b. Set 'Search Option: All'. This will allow you to search for cases that are not assigned to you in the system
 - c. Set 'Requester Search by Created Date: Descending'
 - d. Set 'Request Search by Created Date: Descending'
 - e. At a minimum, move the following fields to Selected Request Fields
 - i. Request #
 - ii. Requester
 - iii. Primary User
 - iv. Review Status
 - v. Assigned Date
 - f. Click Save
- 4. Select 'Document' from the left side menu
 - a. Set 'Pages to View at a Time in Document Tree: 100'
 - b. Set 'Image zoom factor: 50%' or any size you see fit
 - c. Set 'Fill mode for Redactions: Translucent or Transparent'
 - d. Set 'Font for Redactions: Arial'
 - e. Set 'Font size for Redactions: 8'
 - f. Set 'Redaction/Border Color for Redactions: <darker color>'
 - g. Set 'Back color for Redactions: <lighter color>'
 - h. Set 'Redaction Code Alignment Preference: Top Left'

- i. Set 'Default Format for Delivery/Save: Single Folder'
- j. Set 'Document Delivery Output Format: PDF Tagged (508 Compliant)'
- k. Check all boxes for 'Display Lookup Fields in Document Search Results; Show Review Flags; Draw Redaction Using Double Click'
- I. Click Save
- 5. Select 'Review Object' from the left side menu
 - a. Change the Straight-Line width to 3 and the color to red
- 6. click Save

Frequently Asked Questions (FAQs)

How do I close a request when FOIAXpress gives me an error message explaining that documents are still in the review log?

In order to close a request containing documents that were uploaded for processing, users must move the documents from the Review Log to the Request Folder. Once this is done users will be able to complete their Final Actions and can close the request without receiving the error message.

I moved documents to the Request Folder, but my redactions aren't showing up. What happened?

It is <u>essential</u> that users load their review layer before they move the documents from the Review Log to the Request Folder. If the review layer isn't loaded before the documents are moved, the user will lose all their redactions and will have to start over with processing the records over again.

I tried to upload documents with unapplied Adobe redaction recommendations into FOIAXpress and now my pages are out of order. I am unable to adjust or change these redactions. What happened?

FOIAXpress does not support documents with unapplied Adobe FOIA redactions. When uploaded, the system will sometimes scramble the pages and redaction boxes cannot be changed. There are two options for handling documents with Adobe redactions:

- 1. Upload a clean copy of the records without redactions and reapply them using FOIAXpress
- 2. Apply the redactions in Adobe and then upload the redacted copy into FOIAXpress

I have a request that is stuck "On Hold" and cannot get the clock to start. What should I do?

Requests should be able to be taken off "hold" by selecting "Start the Clock." If for some reason this does not work, you can force the request off "hold" by setting the "Final Actions." Remember to remove the "Final Action" selection afterwards if you do not attend to close the case at the time.

Helpful Tips

Navigation

FOIAXpress has multiple ways of performing the same action. A common way to navigate the system is to select the "Next" button in the top right side of the page. Another way to navigate is to follow the menu options on the left side of your screen. Menu options are listed in sequential order to match the FOIA workflow. So, if you get lost navigating the system, don't worry. Just look to the left-hand menu to check where to go next.

Notes

Any time a user adds a message in the Assignment Notes it will show up in the general "Notes" section of FOIAXpress regardless of whether the user checks the box to send the e-mail to the user.

E-mail Correspondence in FX vs. Outlook

While FOIAXpress has a feature to send e-mails to the requestor or others through the system, it is sometimes best for users to send their e-mails through Outlook depending on the purpose of the e-mail. The FOIAXpress e-mail correspondence feature is best used to send template language or finalized letters to the requestor. Outlook is best used to conversate about the status of their request or about clarification with the requestor or the program office. Please ensure that all Outlook procedural correspondence and communication is uploaded into the Correspondence Log to become a part of the administrative record.

FOIAXpress® Version 10.5

Department of Treasury Pay.gov User Manual

v1.1

June 2021



Office: (301) 670-2300

Fax: (301) 670-2841

www.ains.com

806 W. Diamond Avenue, Suite 400 Gaithersburg, MD 20878

FOIAXpress[®] Department of Treasury Pay.gov **User Manual** v10.5

Notice of Copyright © 2021, AINS, Inc. All rights reserved. No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system, or Rights translated into any language, in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without prior written permission of the publisher: AINS, Inc. For information on obtaining permission for reprints and excerpts, contact info@ains.com.

Additionally, all copyrights, confidential information, patents, design rights and all other intellectual property rights of whatsoever nature contained herein are, and shall remain, the sole and exclusive property of the publisher.

Liability

Notice of The information in this publication is believed to be accurate and reliable. However, the information is distributed by the publisher (AINS, Inc.) on an "As Is" basis without warranty for its use, or for any infringements of patents or other rights of third parties resulting from its use.

> While every precaution has been taken in the preparation of this publication, neither the author (or authors) nor the publisher will have any liability to any person or entity with respect to any loss or damage caused or alleged to be caused, directly or indirectly, by the information contained in this publication or by the computer software and hardware products described in it.

Notice of Trademarks

The publisher's company name, company logo, company patents, and company proprietary products are trademarks or registered trademarks of the publisher: AINS, Inc. All other trademarks or registered trademarks are the property of their respective owners.

Non-Disclosure Statement

This document's contents are confidential and proprietary to AINS, Inc. This document cannot be released publicly or outside the purchasing agency without prior written permission from AINS, Inc.

Images in this manual are used as examples and may contain data and versioning that may not be consistent with your version of the application or information in your environment

Additional Notice

Information in this documentation is subject to change without notice and does not represent a commitment on the part of AINS, Inc.

Notwithstanding any of the foregoing, if this document was produced as a Deliverable or other work for hire under a contract on behalf of a U.S. Government end user, the terms and conditions of that contract shall apply in the event of a conflict.

Page 093 of 179

Withheld pursuant to exemption

(b)(4)

Page 094 of 179

Withheld pursuant to exemption

(b)(4)

Page 095 of 179

Withheld pursuant to exemption

(b)(4)

Page 096 of 179

Withheld pursuant to exemption

(b)(4)

Page 097 of 179

Withheld pursuant to exemption

(b)(4)

Page 098 of 179

Withheld pursuant to exemption

(b)(4)

Page 099 of 179

Withheld pursuant to exemption

(b)(4)

Page 100 of 179

Withheld pursuant to exemption

(b)(4)

Page 101 of 179

Withheld pursuant to exemption

(b)(4)

Page 102 of 179

Withheld pursuant to exemption

(b)(4)

Page 103 of 179

Withheld pursuant to exemption

(b)(4)

Page 104 of 179

Withheld pursuant to exemption

(b)(4)

Page 105 of 179

Withheld pursuant to exemption

(b)(4)
Page 106 of 179

Withheld pursuant to exemption

(b)(4)

Page 107 of 179

Withheld pursuant to exemption

(b)(4)

Page 108 of 179

Withheld pursuant to exemption

(b)(4)

Page 109 of 179

Withheld pursuant to exemption

(b)(4)

Page 110 of 179

Withheld pursuant to exemption

(b)(4)

Page 111 of 179

Withheld pursuant to exemption

(b)(4)

Page 112 of 179

Withheld pursuant to exemption

(b)(4)

Page 113 of 179

Withheld pursuant to exemption

(b)(4)

Page 114 of 179

Withheld pursuant to exemption

(b)(4)

Page 115 of 179

Withheld pursuant to exemption

(b)(4)

Page 116 of 179

Withheld pursuant to exemption

(b)(4)

Page 117 of 179

Withheld pursuant to exemption

(b)(4)

Page 118 of 179

Withheld pursuant to exemption

(b)(4)

Page 119 of 179

Withheld pursuant to exemption

(b)(4)

Page 120 of 179

Withheld pursuant to exemption

(b)(4)

Page 121 of 179

Withheld pursuant to exemption

(b)(4)

Page 122 of 179

Withheld pursuant to exemption

(b)(4)

Page 123 of 179

Withheld pursuant to exemption

(b)(4)

Page 124 of 179

Withheld pursuant to exemption

(b)(4)

Page 125 of 179

Withheld pursuant to exemption

(b)(4)

Page 126 of 179

Withheld pursuant to exemption

(b)(4)

press Version 10.5

Basic Training Guide

V1.0

March 2020



Office: (301) 670-2300

www.ains.com

Fax: (301) 670-2841

806 W. Diamond Avenue, Suite 400 Gaithersburg, MD 20878

FOIAXpress[®] **Basic Training Guide** V10.5

Notice of Copyright © 2020, AINS, Inc. All rights reserved. No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system, or Rights translated into any language, in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without prior written permission of the publisher: AINS, Inc. For information on obtaining permission for reprints and excerpts, contact info@ains.com.

Additionally, all copyrights, confidential information, patents, design rights and all other intellectual property rights of whatsoever nature contained herein are, and shall remain, the sole and exclusive property of the publisher.

Liability

Notice of The information in this publication is believed to be accurate and reliable. However, the information is distributed by the publisher (AINS, Inc.) on an "As Is" basis without warranty for its use, or for any infringements of patents or other rights of third parties resulting from its use.

> While every precaution has been taken in the preparation of this publication, neither the author (or authors) nor the publisher will have any liability to any person or entity with respect to any loss or damage caused or alleged to be caused, directly or indirectly, by the information contained in this publication or by the computer software and hardware products described in it.

Notice of Trademarks

The publisher's company name, company logo, company patents, and company proprietary products are trademarks or registered trademarks of the publisher: AINS, Inc. All other trademarks or registered trademarks are the property of their respective owners.

Non-Disclosure Statement

This document's contents are confidential and proprietary to AINS, Inc. This document cannot be released publicly or outside the purchasing agency without prior written permission from AINS, Inc.

Images in this manual are used as examples and may contain data and versioning that may not be consistent with your version of the application or information in your environment

Additional Notice

Information in this documentation is subject to change without notice and does not represent a commitment on the part of AINS, Inc.

Notwithstanding any of the foregoing, if this document was produced as a Deliverable or other work for hire under a contract on behalf of a U.S. Government end user, the terms and conditions of that contract shall apply in the event of a conflict.

Page 129 of 179

Withheld pursuant to exemption

(b)(4)

Page 130 of 179

Withheld pursuant to exemption

(b)(4)

Page 131 of 179

Withheld pursuant to exemption

(b)(4)

Page 132 of 179

Withheld pursuant to exemption

(b)(4)

Page 133 of 179

Withheld pursuant to exemption

(b)(4)

Page 134 of 179

Withheld pursuant to exemption

(b)(4)

Page 135 of 179

Withheld pursuant to exemption

(b)(4)

Page 136 of 179

Withheld pursuant to exemption

(b)(4)

Page 137 of 179

Withheld pursuant to exemption

(b)(4)

Page 138 of 179

Withheld pursuant to exemption

(b)(4)

Page 139 of 179

Withheld pursuant to exemption

(b)(4)

Page 140 of 179

Withheld pursuant to exemption

(b)(4)

Page 141 of 179

Withheld pursuant to exemption

(b)(4)
Page 142 of 179

Withheld pursuant to exemption

(b)(4)

Page 143 of 179

Withheld pursuant to exemption

(b)(4)

Page 144 of 179

Withheld pursuant to exemption

(b)(4)

Page 145 of 179

Withheld pursuant to exemption

(b)(4)

Page 146 of 179

Withheld pursuant to exemption

(b)(4)

Page 147 of 179

Withheld pursuant to exemption

(b)(4)

Page 148 of 179

Withheld pursuant to exemption

(b)(4)

Page 149 of 179

Withheld pursuant to exemption

(b)(4)

Page 150 of 179

Withheld pursuant to exemption

(b)(4)

Page 151 of 179

Withheld pursuant to exemption

(b)(4)

Page 152 of 179

Withheld pursuant to exemption

(b)(4)

Page 153 of 179

Withheld pursuant to exemption

(b)(4)

Page 154 of 179

Withheld pursuant to exemption

(b)(4)

Page 155 of 179

Withheld pursuant to exemption

(b)(4)

Page 156 of 179

Withheld pursuant to exemption

(b)(4)

Page 157 of 179

Withheld pursuant to exemption

(b)(4)

Page 158 of 179

Withheld pursuant to exemption

(b)(4)

Page 159 of 179

Withheld pursuant to exemption

(b)(4)

Page 160 of 179

Withheld pursuant to exemption

(b)(4)

Page 161 of 179

Withheld pursuant to exemption

(b)(4)

Page 162 of 179

Withheld pursuant to exemption

(b)(4)

Page 163 of 179

Withheld pursuant to exemption

(b)(4)

Page 164 of 179

Withheld pursuant to exemption

(b)(4)

Page 165 of 179

Withheld pursuant to exemption

(b)(4)

Page 166 of 179

Withheld pursuant to exemption

(b)(4)

Page 167 of 179

Withheld pursuant to exemption

(b)(4)

Page 168 of 179

Withheld pursuant to exemption

(b)(4)

Page 169 of 179

Withheld pursuant to exemption

(b)(4)

Page 170 of 179

Withheld pursuant to exemption

(b)(4)

Page 171 of 179

Withheld pursuant to exemption

(b)(4)



FOIAXpress Dashboard Management

V1.0

September 2020



Table of Contents

1. Das	hboards	.3
1.1	Dashboards Configuration	.3
1.1.	1 Create a Dashboard	.4
1.1.	2 Delete a Dashboard	. 5
1.1.	4 Dashboard Assignments	.6
2. Cor	ntact Information	.8
2.1	FOIA - Point of Contact and Resources	. 8
2.2	FOIAXpress User Support	. 8



1. Dashboards

The Dashboard is the array of information presented to you when you log in to FOIAXpress. Multiple dashboards are configured in the system to display specific information targeted at different types of users.

Each user will have their own personal dashboards, but may have multiple dashboards based on their roles. However, if you are assigned multiple dashboards, you will have the ability to switch between these from the FOIAXpress Home Page.

The screen below shows an example Administrator dashboard, other types of dashboards include User and FOIA Officer dashboards. Using the dropdown menu highlighted in the sample image, you can choose between any of the dashboards assigned to you.



1.1 Dashboards Configuration

The Dashboard Configuration settings allow users with certain roles the ability to create custom Dashboards. These dashboards can be customized to provide easy access to the information and controls users access most frequently.

Dashboards can be created for access via the entire Enterprise, by Action Office, by User, or for Admin users.

The Dashboard Configuration screen is shown below. Access this screen via Administration > Dashboards



System Configuration	Dashboard Configuration					
System Administration	New Edit Delete Design Assignme	nts	_	_		
Dashboards	Dashboards					
	Name	Layout	Active	Туре	Access Type	
Security	Action Office Manager Dashboard	Action Office Manager Home	Yes	System	Action Office	
Organization Setup	Administrator Dashboard	Administrator Home	Yes	System	Admin	
organization secup	FOIA Officer Dashboard	FOIA Officer Home	Ves	System	Enterprise	
Collaboration Room	User Dashboard	User Home	Yes	System	User	
	New D8	3 Columns	Yes	User	Enterprise	
Lookups	too long too long too long too long too long t	3 Over 2	Ves	User	Enterprise	
Request Management	et	2 Columns	Yes	User	Enterprise	
nequest management	Cool New Dashboard	3 Over 2	Yes	User	Enterprise	
Document Management	K K 1 M Page size 10 +	(K) ≪ 1 → (M) Page size 10 + 8 items in 1			8 items in 1 pages	
Retention Module	1					
Jobs						
Electronic Document Review (ED	R)					

1.1.1 Create a Dashboard

Follow the steps below to create a new custom dashboard.

1. Navigate to Administration> Dashboards:

System Configuration	Dashboard Configuration						
System Administration	New E-lit Delete Design As	signments	_	_	_		
Dashboards	Dashbours						
	Name	Layout		Active	Туре	Access Type	
Security	Action Office Manager ashboard	Action Office Manager Home	-	Yes	5ystem	Action Office	
Organization Setup	Administrator Dashboard	Administrator Home		Yes	System	Admin	
	FOIA Officer Dashboard	FOIA Officer Home		Yes	System	Enterprise	
Collaboration Room	User Dashboard	User Home		Yes	System	User	
	New DB	3 Columns		Yes	User	Enterprise	
Lookups	too long too long too long too long too i	ong t		Yes	User	Enterprise	
Request Management	et	2 Columns		Yes	User	Enterprise	
	Cool New Dashboard	3 Över 2		Yes	User	Enterprise	
Document Management	KC1>H Page size 10 * 8 items in 1 p				8 items in 1 pages		
Retention Module							
	the strength of the strength						
Jobs							
Electronic Document Review (EDR)							
Features and Licenses							

2. Click New. The New Dashboard screen appears as shown below:

New Dashboar		- x
Custom Dash	board	
Name *		
Layout *	3 Columns 2 Columns 3 Over 1 3 Over 2	
Active		
Access Type	Enterprise •	
		Save Close
		Save Close

3. Provide a dashboard Name in the Name column (this is required)

4. Select a **Layout** for the dashboard. There are four layouts available, as shown in the following table:



FOIAXpress Dashboard Management

Layout	Example
3 Columns	
2 Columns	
3 over 1	
3 over 2	

5. Determine if the dashboard is Active using the checkbox provided.

6. Select the *Access Type*. Options are Enterprise, Action Office, User, and Admin... (Access type controls who can access the dashboard, Enterprise covers all users in the system while the other three cover the associated users with that selection)

7. Click **Save** to save the new Dashboard. The screen refreshes to show the Dashboard Configuration with the new Dashboard included on the list.

1.1.2 Delete a Dashboard

To delete an existing dashboard:

- 1. Navigate to Administration > Dashboards
- 2. Select an existing **Dashboard** from the list
- 3. Click **Delete**. A confirmation message appears. Click OK to continue and delete the dashboard





- 4. After clicking **OK** the dashboard is removed from the list
- 5. Edit the details as needed. When complete, click Save to save the changes

1.1.4 Dashboard Assignments

Follow the steps below to assign a custom dashboard.

- 1. Navigate to Administration > Dashboards
- 2. Select the **Dashboard** to be assigned from the list, then click **Assignments**. The *Dashboard Assignments* screen appears as shown below:

Dashboard Assignments		
Dashboard Assignments		
User Group : All	•	
Users :	•	
Dashboards	Default Dashboard	
		Close

- 3. Use the *User Group* drop-down to select from users within a group, or select **All** to see all users
- 4. The *User* drop-down populates with the users from the group selected in the previous step. Use the checkboxes to select all users to be assigned the custom dashboard

Dashboard Assignments		o x
Dashboard Assignments		
User Group :	HQ Group	
Users :	•	
Dashboards	(b)(6)	
		Close

5. When all users are selected, the available Dashboards to assign are listed under *Dashboards* as shown in the following example:



board A	ssignments				
U	ser Group :	HQ Group			J
	Users :	All		•	J
Dash	boards		Default Dashb	voard	
	Action Office	Manager Dashboa	rd		
	Administrato				
	FOIA Officer	Dashboard			
	User Dashbo	ard			
	New DB				
		long too long too l g too long too long			
	et				
	Cool New Da	ashboard			
	Action Office	e Example			
				Save	Close

- 6. Use the checkboxes to select all the dashboards to assign to the selected users. All selected dashboards appear in the Default Dashboard column
- 7. Under *Default Dashboard*, select one **Dashboard** from the list to serve as the default dashboard for the selected users

board A	Assignments			
U	ser Group : HQ Group Users : All		*	
Dash	boards	Default Dashboard		
	Action Office Manager Dashboard Administrator Dashboard FOIA Officer Dashboard User Dashboard New DB too long too long too long too long too long too long too long too long too long too lon et Cool New Dashboard Action Office Example	 FOIA Officer Dashboard New DB Cool New Dashboard 		
	Action onlice Example		Save	Clos

8. When complete, click **Save** to save the assignment details. A confirmation message appears as shown below:





2. Contact Information

2.1 FOIA - Point of Contact and Resources

If you have any questions related to FOIA processing, please contact the FOIA team at FOIA@treasury.gov.

For all other FOIA-related resources, please visit Treasury's Freedom of Information Act page

2.2 FOIAXpress User Support

- All FOIAXpress training and demonstration related materials are posted on <u>myTreasury's</u> FOIAXpress page
- To request technical support, please submit a <u>Service Desk</u> ticket
 - All access requests require PTR's approval and the completion of *Access Request and Rules of Behavior* forms
- For all other FOIAXpress related inquiries, please contact the support team at <u>FOIAXpressSupportTeam@treasury.gov</u>