

# Guidelines for Using Doc Express

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On ARDOT Research Projects

Research Section

2/07/2019



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## INTRODUCTION

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The following guidelines discuss the workflow and for documents and correspondence submitted and stored in Doc Express.

The structure is set up as follows:

- Every Contract in Doc Express is similar to a filing cabinet.
- Within a Contract, there are multiple Drawers.
- Consultants will *always* submit documents initially to the “RSCH - CONSULTANT SUBMISSION” Drawer within the applicable Contract.
- Drawers have Types which allow the user to identify or mark documents based on content.
- More than one type may be selected for a single document.
- The Project Manager, who will be a Research staff member, will be responsible for moving all Consultant submitted documents to the appropriate next step Drawer and thus initiating the workflow process appropriate for that document.
- Some Drawers have a designated workflow allowing a user to review, approve/reject, and pass the document to another user for review and approval.
- If action is needed from the Consultant within this workflow, they will receive a notification (full instructions regarding notifications can be found on page 4).
- Other Drawers are simply for document filing/storage.

### Accessing Doc Express

Consultant and Universities –

To sign up for Doc Express please follow the instructions within Appendix A.

ARDOT Employees –

Research Administration will send out an invitation to create an account. This invite will be delivered by InfoTech to the user’s [first.last@ardot.gov](mailto:first.last@ardot.gov) email account. These invitations should not be forwarded because an account set up using a forwarded link will not be associated with ARDOT’s organization in Doc Express. Once a user sets up an account, Research Administration will place the user into appropriate groups and grant the user drawer access.

### **Signing Doc Express Documents**

Documents can be signed electronically using the checkbox feature within Doc Express. All submittals that require a signature must be submitted as a PDF. This will allow a signature page to be included at the end of the document. If another file type is to be sent, it should be uploaded as a supporting document to the PDF submittal.

### **Notifications**

It is important to turn on notifications when you first set up your Doc Express account. Be sure to select the options shown below for Progressed, Completed, and Rejected Documents. Note that all three have a different notification type selected. The types shown below are the best combination for Consultants working with Research to receive needed information and updates. Using the preferences shown below you will be notified when your action is needed on a document, when a document associated with your contract has been completed, and when a document you have worked on has been rejected somewhere in the workflow for any reason.

DocExpress | https://docexpress.com/preference/edit

Contracts / Notifications

## Notifications

Notification preferences successfully updated.

### Progressed Document

Email me when a document has progressed.

ON

- all documents I have access to
- documents I have worked on
- documents ready for me to work on
- only documents I submitted

Select types or drawers to limit the notifications you receive.

or

Limit notifications to only my favorite contracts

### Completed Document

Email me when a document workflow has been completed.

ON

- all documents I have access to
- documents I have worked on
- documents ready for me to work on
- only documents I submitted

Select types or drawers to limit the notifications you receive.

or

Limit notifications to only my favorite contracts

### Rejected Document

Email me when a document has been rejected.

ON

- all documents I have access to
- documents I have worked on
- documents ready for me to work on
- only documents I submitted

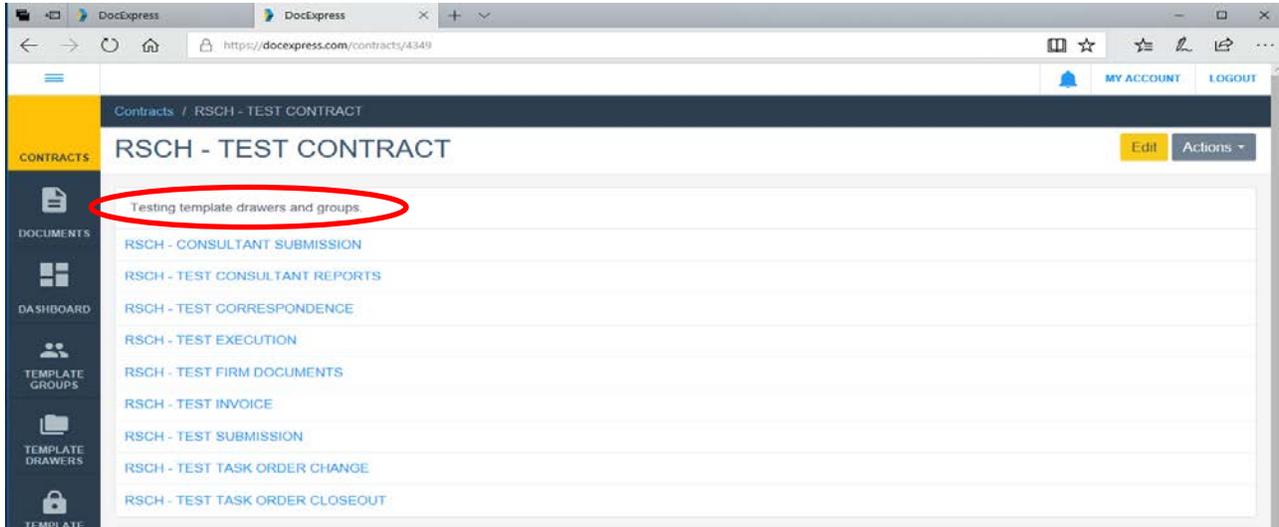
Select types or drawers to limit the notifications you receive.

or

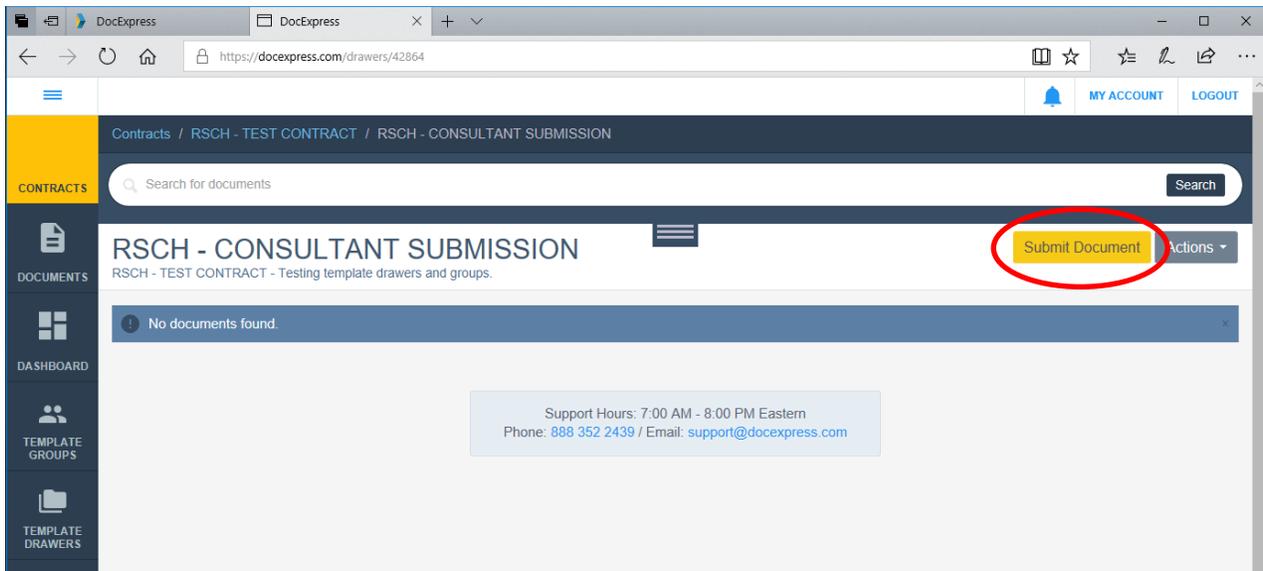
Limit notifications to only my favorite contracts

## SUBMITTING A DOCUMENT

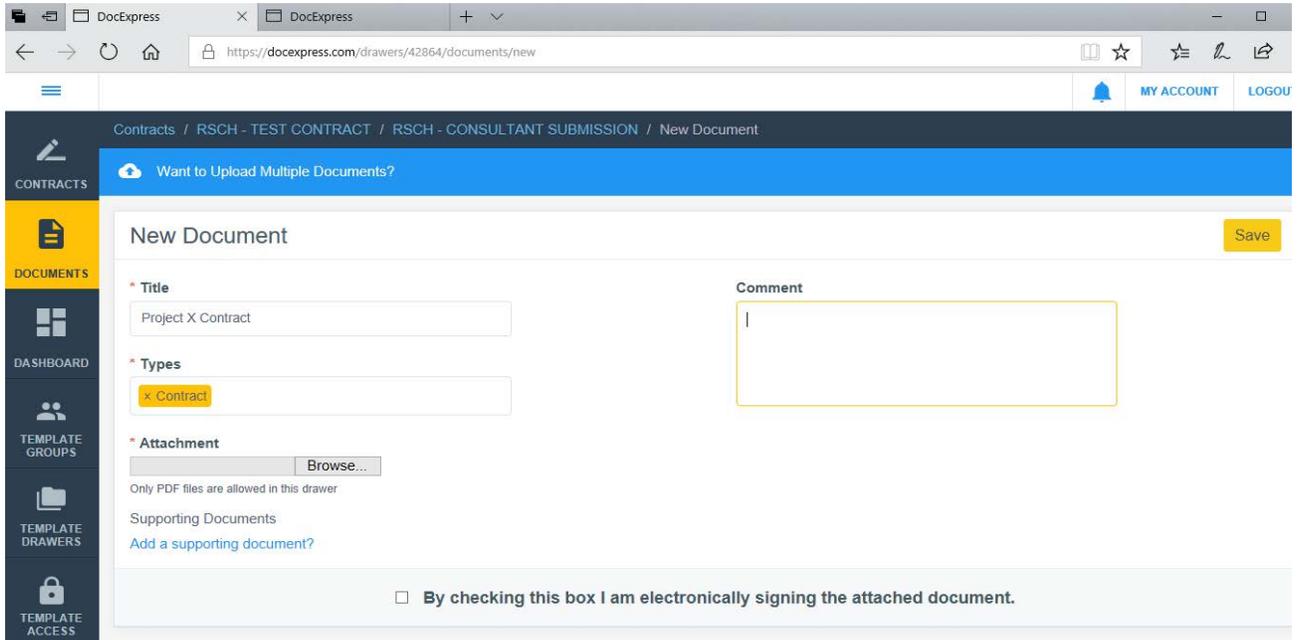
1. Select the RSCH - CONSULTANT SUBMISSION drawer in the appropriate Contract. In this example the selected drawer is RSCH - CONSULTANT SUBMISSION and is in the RSCH – TEST CONTRACT job contract.



2. Click the Submit Document button found on the upper right of the screen.

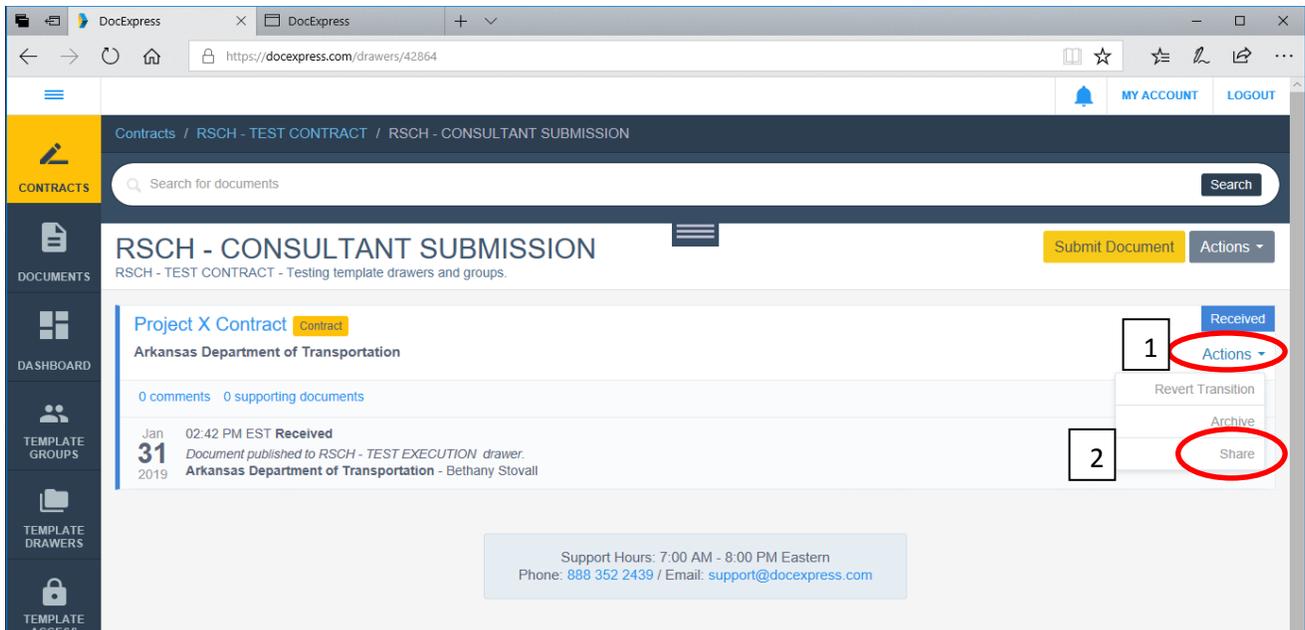


- Title the document and choose the file to attach. Adding a comment is optional if there is a Type that is applicable for the document. If the Type most applicable is vague (examples: Misc., Letter, Request, Data), please provide a brief description in the Comment box. Click Save.

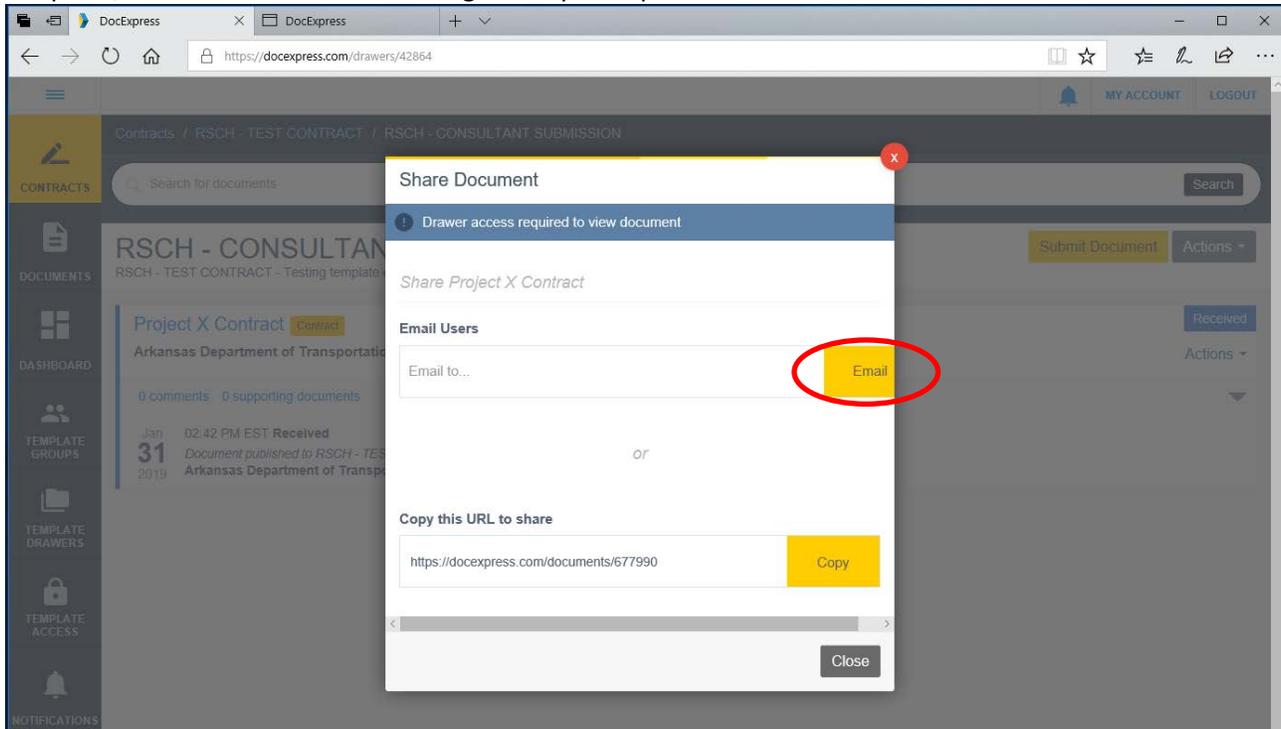


## Share Feature

When you add a document to the submission drawer, it is vitally important that you share this action with the Research Project Manager. The share feature allows a URL to be sent via email so the recipient can easily find the document. A brief description of the document should be included in the e-mail.



When the box containing “Email to...” is clicked, a list containing all users with access to that drawer is populated. If the intended recipients are not in this list, they will not be able to view the updated document. In that case, they can be mailed or emailed the document as an attachment to those recipients without Doc Express access (county judges, mayors, etc.). If the recipient needs access to Doc Express, direct them to the “Accessing Doc Express” portion of these *Guidelines*.

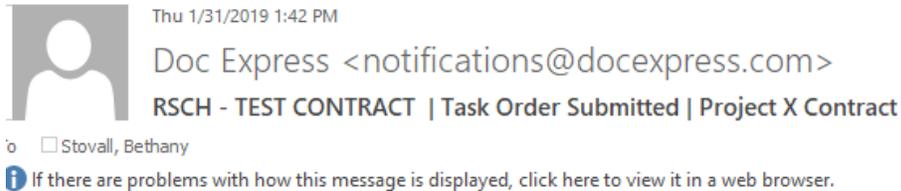


## CONSULTANT ACTIONS

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Once a document is submitted to the RSCH – CONSULTANT SUBMISSION drawer, you will be alerted via email when further action is required. In the example below, an email is received to alert the user that a document has entered a step in the workflow that required their attention.

1. Click on the document name in the email to be taken to the Doc Express site to see what action needs to be completed.



**Doc Express**<sup>TM</sup>  
Paperless Contracting

**Bethany Stovall,**

**RSCH - TEST CONTRACT** Testing template drawers and groups.

**Project X Contract** **Test Contract**

**Arkansas Department of Transportation**

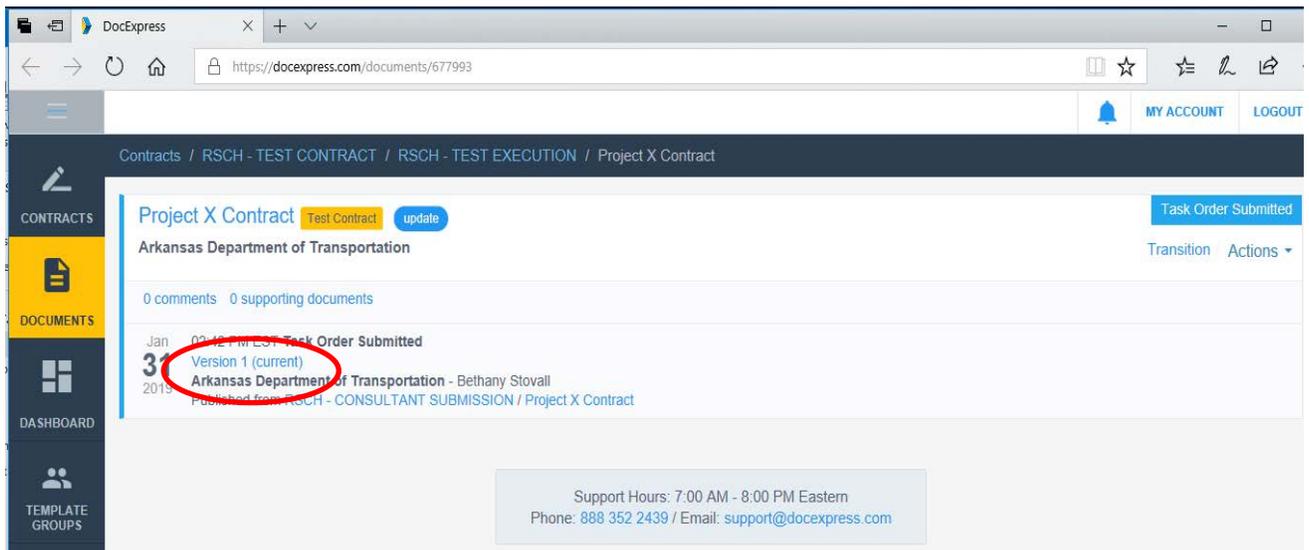
**Task Order Submitted**  
Arkansas Department of Transportation - Bethany Stovall - 01/31/2019 02:42 PM EST

The submittal is ready for further review and action.

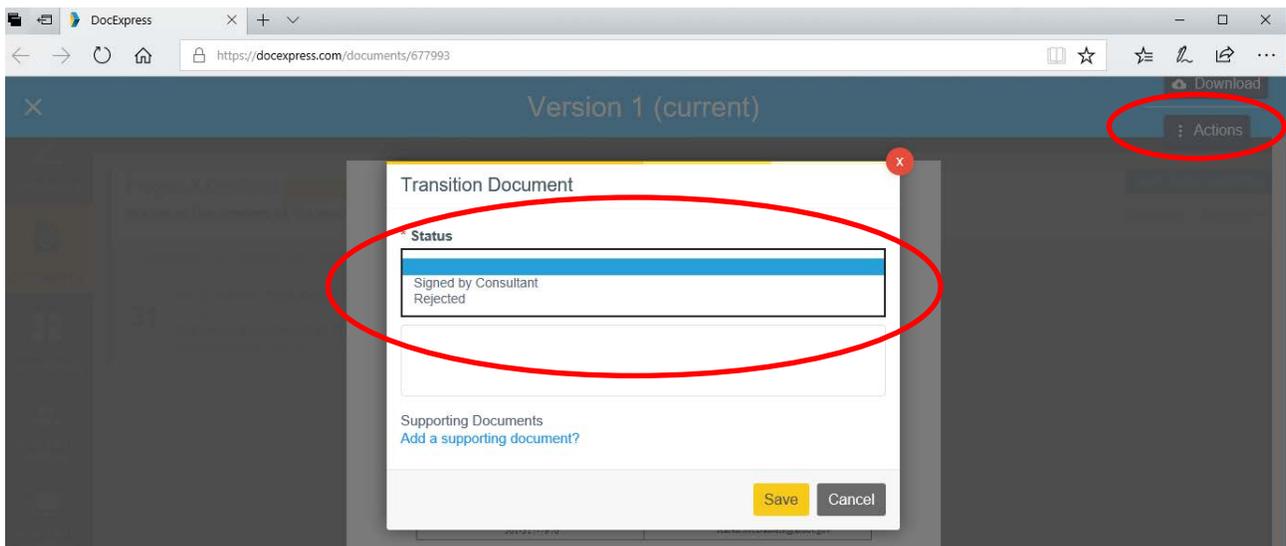
If you do not wish to receive notifications, please visit your [Doc Express Notifications](#) to disable them.  
Please **do not reply** to this message.  
If you have questions please contact customer support +1 888-352-2439.

You are taken into the appropriate Contract and Drawer directly to the applicable document. Here you can see what steps have been completed. In this example, the step is “Task Order Submitted”. The name of the Steps will vary depending on the type of document.

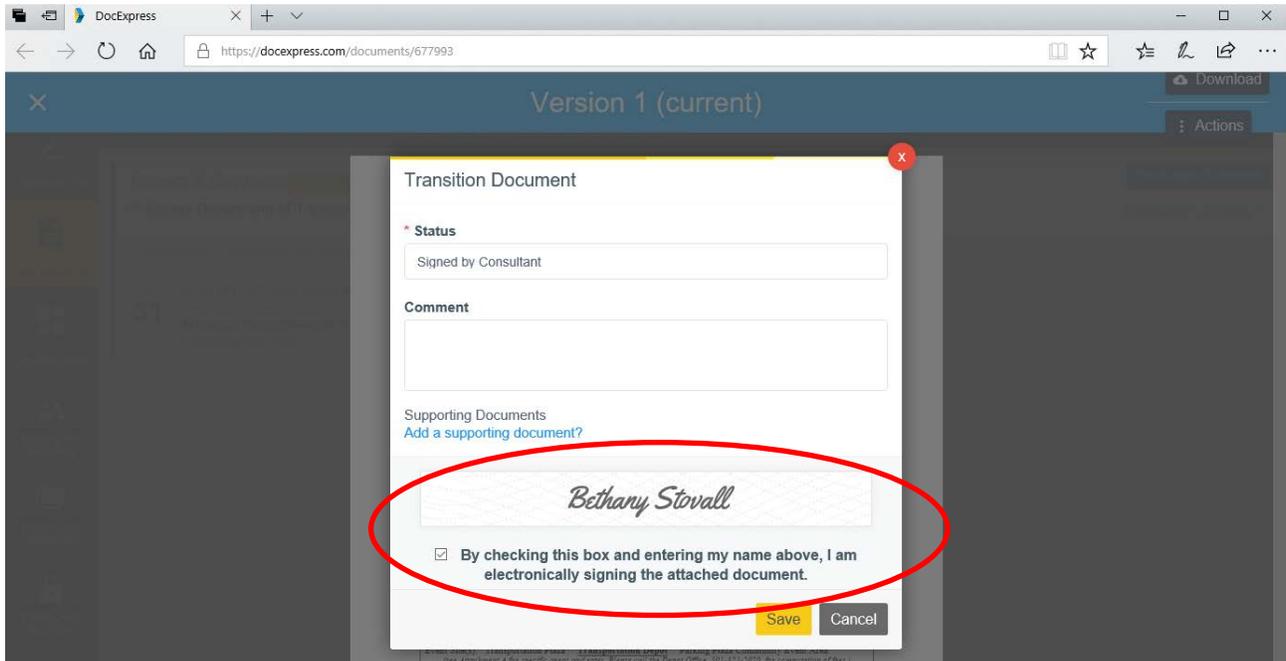
2. Click on Version 1 (current) to view the document.



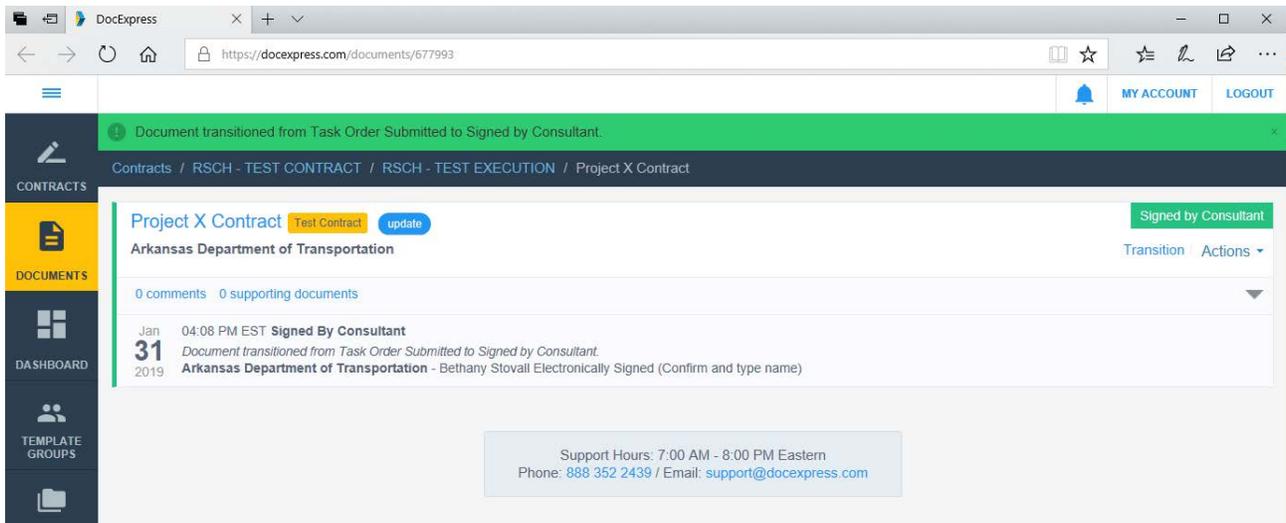
The document will populate the screen and can be reviewed. Click the Actions button in the top right corner to see what Transition options are available to you. There will generally be two transition options: Signed and Rejected. If there is a reason the document cannot be signed and needs to be altered in some way, a comment *must* be detailed in the box provided on that screen. Rejection starts the process over from the beginning. It is required therefore that the Project Manager from Research be consulted prior to rejecting a document to ensure that is the needed action.



- When the Signed by Consultant status is selected, a box to sign will appear. To sign you must enter your name exactly as it appears in your Doc Express account, or it will not be accepted.



You can now see that the document has progressed to the next step in the process.



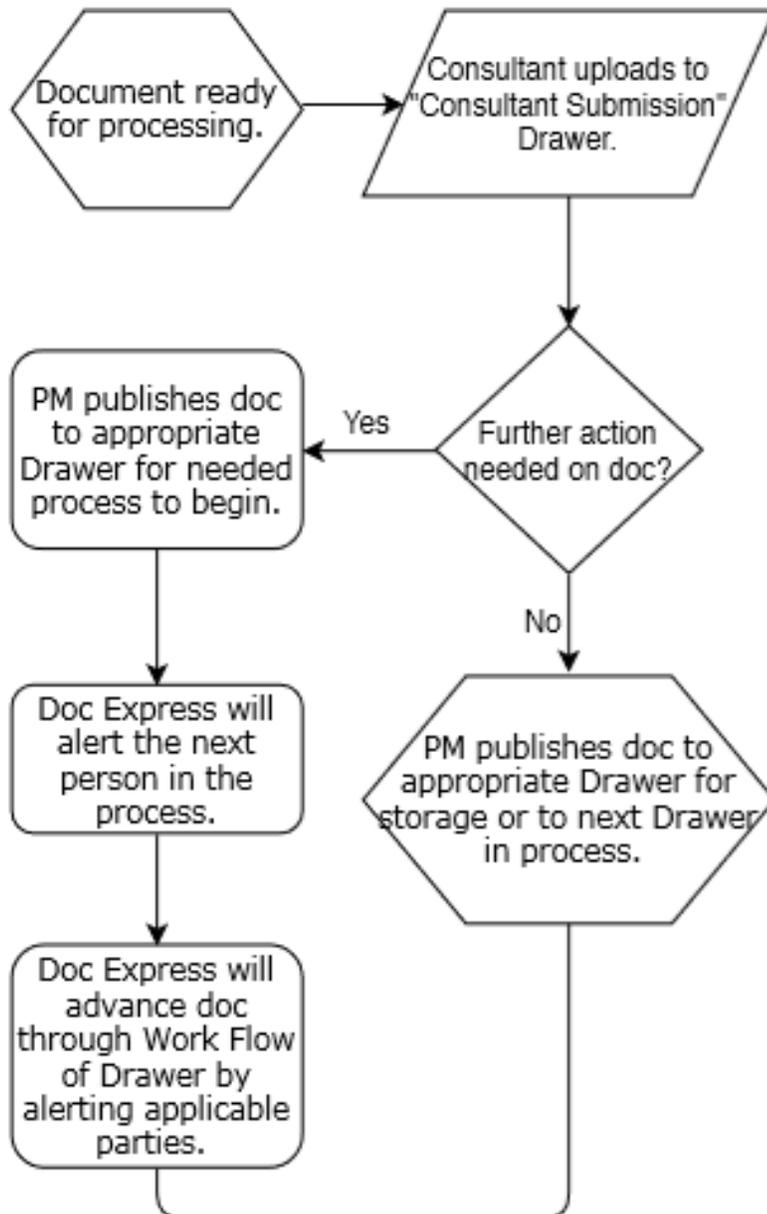
- Remember to Share your action with the Research Project Manager by selecting Actions>Share.

## FLOWCHARTS

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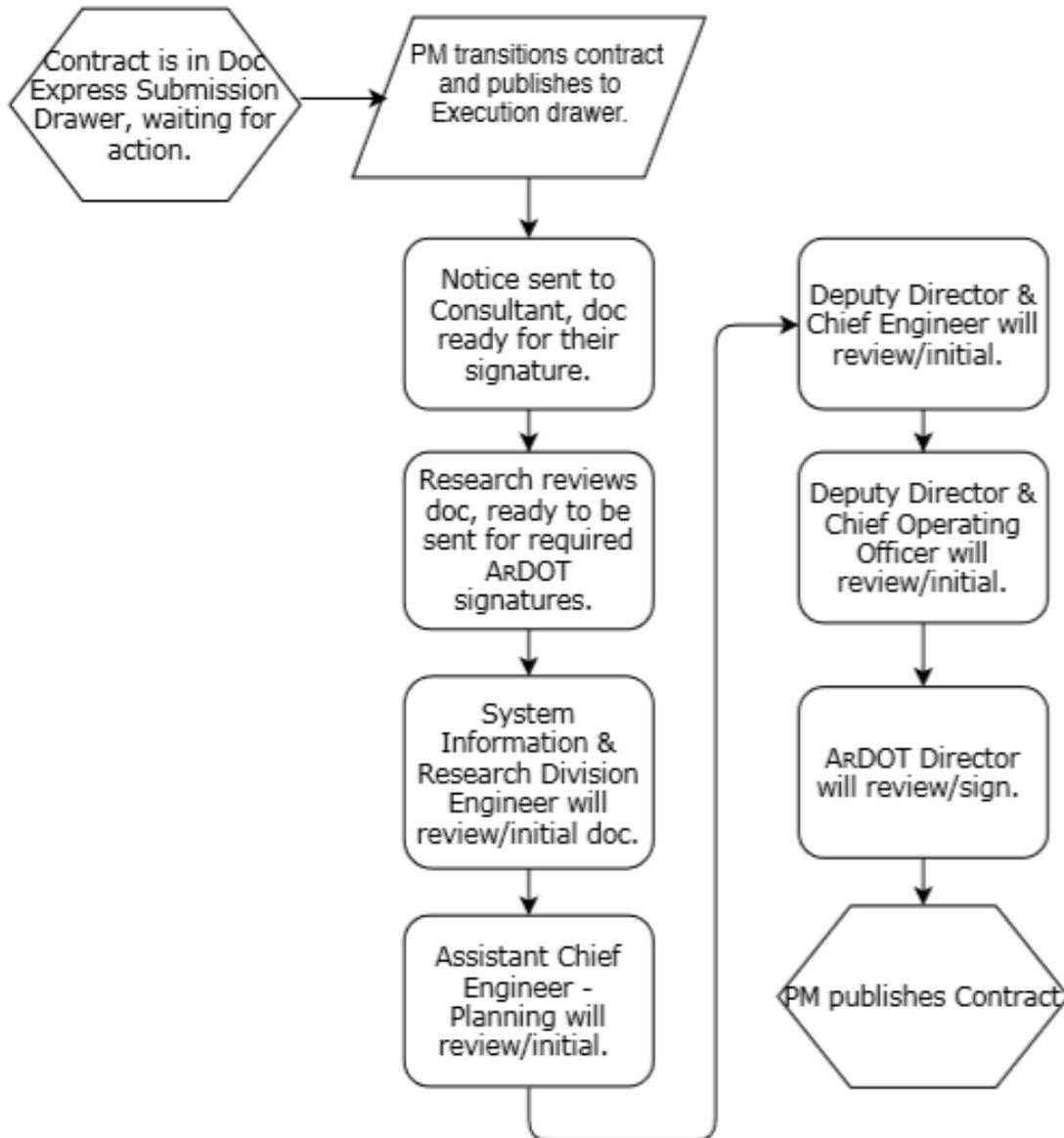
The process for any submittal will follow the same basic process shown below.

### **Basic Process for All Documents In Doc Express**



The PM in the Research Section who is assigned to a particular contract will be responsible for setting the document in the correct Drawer and on the right workflow path. The workflow is set by Research according to what actions are needed. As an example, the following chart outlines the workflow of the “RSCH – Execution” Drawer, which is the first workflow process for all contracts with Research after they have been submitted into Doc Express. After each action in the workflow, Doc Express will alert the appropriate parties for the next step in the process.

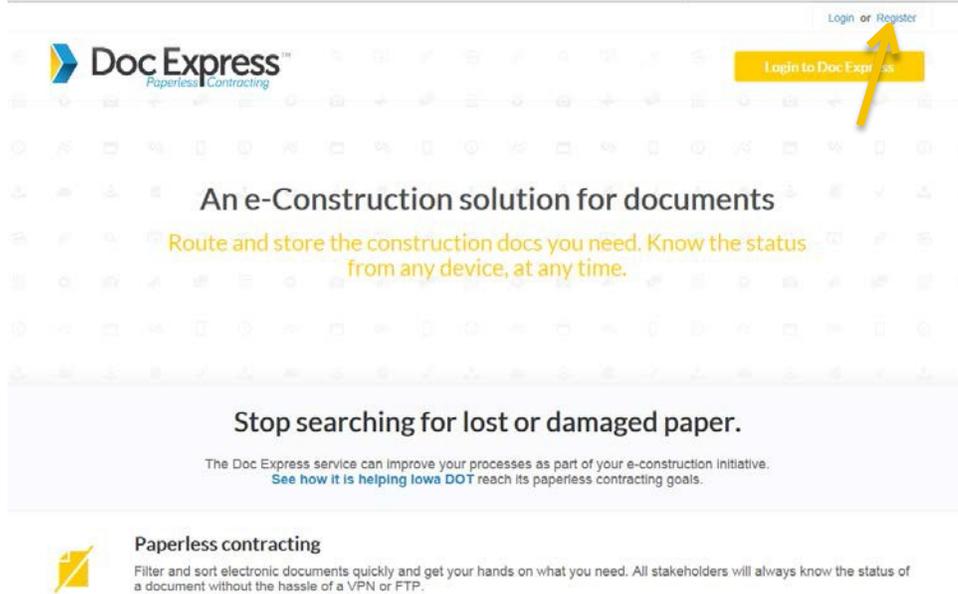
**Work Flow of "RSCH - Execution" Drawer**



## APPENDIX A: CREATING AN ORGANIZATION ACCOUNT IN DOC EXPRESS (For use by Consultants and Sub-consultants.)

For a company to sign up for Doc Express please follow the instructions below.

1. Go to [www.docexpress.com](http://www.docexpress.com) and click on Register

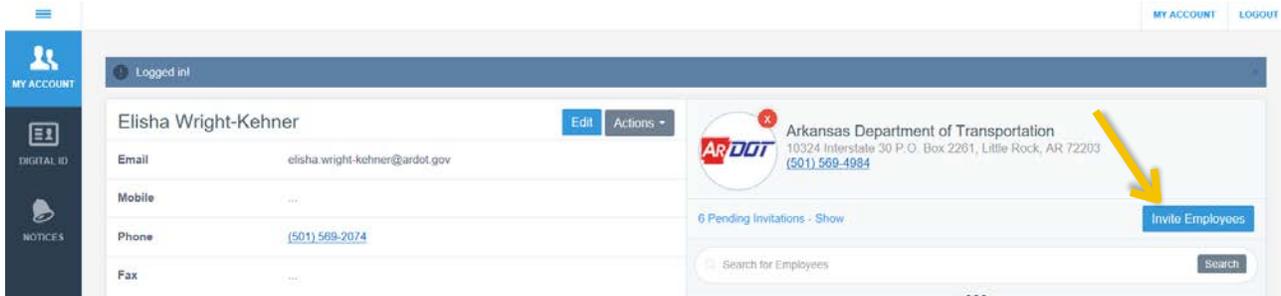


2. Complete all the required fields in the My Info and My Business section. (See example below)

**IMPORTANT:** The first person that signs up your company is the administrator of the account. This person will be responsible for inviting the other employees of your company. Only ONE person with your company should register with Doc Express. If the company only has one e-mail address, the name on the account must be an officer of the company.

Doc Express service features	Doc Express service benefits
Hosted, web-based service	Makes paperless contracting a reality
No VPN or FTP required - supports internal and external project needs	Real time access to documents by all stakeholders
Easy to implement, intuitive to use	Better communication
Searchable archives, convenient at audit or claim time	Less paper, fewer copies
Standardized process/location for documents	Reduced delays with payments when finalizing a project and at audit time
Email notification of document status	Contractors submit once
Electronic signatures	Accountability is easy - just view the activity log
Daily back-ups	Improved client and project stakeholder responsiveness
99% uptime	Always know the status of document and if it was submitted
Filtering/sorting for all docs	
Built-in security	
Storage for up to 7 years after notice to proceed	
Read-only access for stakeholders	

3. In order to invite the other employees of your company, click on Invite Employees. (See example below) They will receive an e-mail from Doc Express inviting them to accept the invitation. They should then complete the My Info section.



4. Please note if any notices are sent to your account regarding a Digital ID, please disregard. A Digital ID is not required at this time.
5. If you have any questions, please feel free to contact Doc Express at 888-352-2439 or [support@docepress.com](mailto:support@docepress.com) or ARDOT Research Section at [research@ardot.gov](mailto:research@ardot.gov) or (501)569-4922.

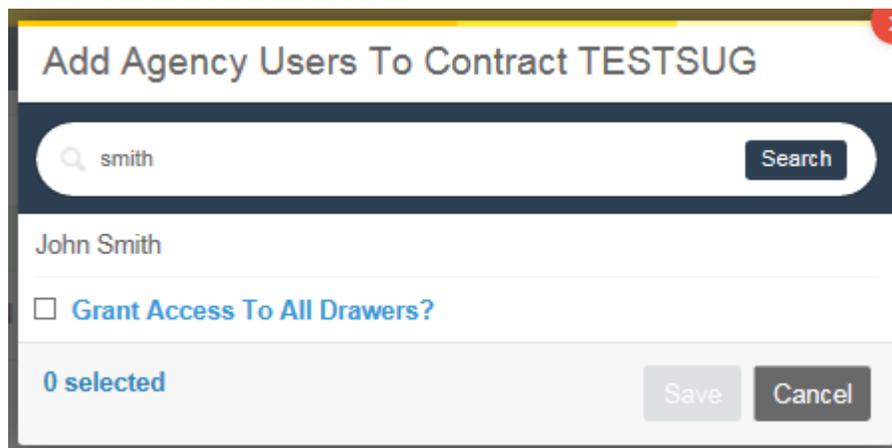
## APPENDIX B: ADDING USER ACCESS TO A PROJECT (For use by Consultants and Sub-consultants)

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1. Log into Doc Express
2. In top right, click “My Account”.
3. Click “Invite Employees”
4. Enter employees’ email addresses
5. Click “Invite Employees”
6. Wait for employees to activate account
  - a. Employee will receive an email from InfoTech Express – this email contains a link to set up a Doc Express account. Each employee will get a unique link that must be used by the employee it’s addressed to.
  - b. Manager will be notified by InfoTech Express when the employee accounts are activated.
7. Return to Doc Express. While in the “My Account” screen, click the button in the top left with



- 3 bars ( ) and select “Doc Express”.
8. Select the Contract you want to grant employees access to. You can select a contract by clicking on the job number/name.
  9. Click the “Actions” button in the top right and select “Manage Access”.
  10. Click “Add Organizations/Users”.
    - a. Type in your company’s name, click “Search”. Select your company’s name from the list, then click “Next”.
    - b. Search for the employee name you wish to add and select the employees you wish to add. At the bottom of the list of employees there is an option to “Grant Access to All Drawers”. Selecting this option will give your selected employees access to all the drawers on the Contract. Either way, you’ll be given the option later to grant/revoke access to individual drawers later.



- c. Click “Save”. The selected employee(s) will be granted access to the contract.

11. Employees will be assigned the “Associate” role. You will be able to turn On/Off all the drawers available to you. The “Enable Downloads” option will need to be checked to allow the employee to download/view documents in the drawer. If this option isn’t selected, the employee will be able to submit documents in the drawer, and they will be able to download/view the documents they submitted, but documents submitted by others will be unavailable to them.

The screenshot displays the Doc Express interface for managing access. At the top, there is a yellow header with the Doc Express logo and a dark blue navigation bar containing the text "Contracts / TESTSUG / Manage Access". Below this, the main content area is titled "Manage Access". A green notification bar at the top of the content area states "Contract access updated successfully." Below the notification is a table with two columns: "Name" and "CON - Correspondence - Contractor Submittal". The first row of the table shows the user "John Smith" with a "User" role. To the right of the user name is a blue "on/off" button. Below the user name is a toggle switch currently set to "OFF". At the bottom of the table row is a checkbox labeled "Enable Downloads".

12. The prime consultant may add sub-consultants to a project by following steps 8 through 11. The prime consultant will not be able to select the subcontractor’s organization until the subcontractor has created his/her account in Doc Express as described in Appendix A.