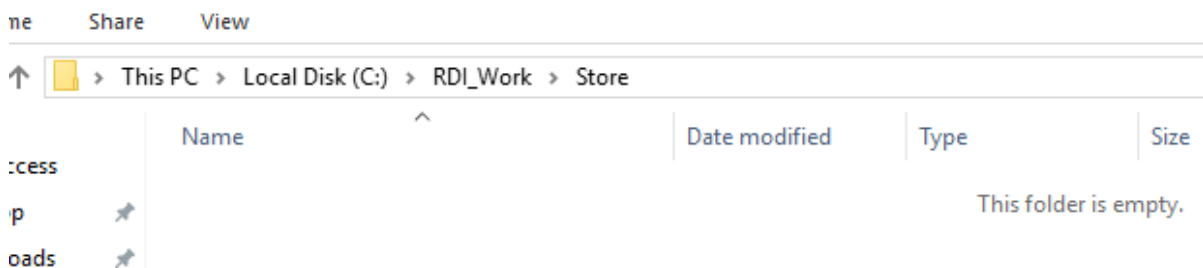




Tech Tip #44: Pending and Saved Documents “MIA”

*****These settings and features may not be available for all clients. If you do not see them, please contact your solution provider.*****

We are seeing more users working remotely due to the COVID-19 Crisis. Working remote has the potential of introducing connectivity issues that would otherwise not present in the normal in-branch environment. For example, it is possible that if you are not seeing all the documents that have been pending in packages or saved documents in idocVAULT, this is likely due to your workstation having temporarily lost connectivity with your server. To confirm whether connectivity has been lost, you can look in the **Store** folder located at **C:\RDI_Work\Store** or **C:\RDI_Work\Pending**.



Recent documents will be stored in these two areas until workstation connectivity has been restored. You can use the **UPLOAD** option from the ProDOC menu to manually upload the documents or wait for the workstation to do this automatically for you.

Setup...

Upload...

Reload Form Definitions

Create...

Scan...

Load Pending...

Send Document for Signing...

Document Signing Status...

Get Signing Device Key

Packages...

Saved Documents...

Change Password...

Edit Users and Groups...

About ProDOC...

... (SUPPORT)