SOP TRACKER:

ADMINISTRATOR'S GUIDE

VERSION 2.5

Information Management Services, Inc.

December 2019

Table of Contents

Getting Started

SOPTracker is a browser-based system that allows you to organize your company's important documents, such as policies, procedures, training and benefits, and make them available to the employees who need them. **SOPTracker's** organizational structure makes it simple to assign the appropriate readings to each employee, quiz them on content, track who has completed their assigned documents and send reminders to those who have not. You decide if you want your documents, stored on your company Intranet or hosted in the cloud.

Note: If your company is using an internal server to host your documents, and their addresses follow file protocol rather than the secure internet protocol (https) you should consider whether the browser(s) being used by your company support file protocol and what support your users may need to use one of these browsers or a browser with an add on for file protocol.

Before you begin to enter your documents into **SOPTracker** you should take the time to determine how you would like to organize them. Documents can be organized by section, subsection and type. You can create your own organizational structure from the **Configuration** menu and selecting **Layout**. Documents can also be put into collections, which can be assigned either to individuals or employee groups. Collections and Groups are created by going to the **Manage Groups** menu and selecting **Employee Groups** or **SOP Collections**. You should also create a document numbering system of letters and numbers that indicate the sections and document types of each document. All documents in the system must have a unique ID.

As an administrator, you will create accounts for employees in **SOPTracker**, which sends them an email with the URL of your system, as well as their usernames and *temporary* passwords if you configure the system for administrators to assign them. These passwords can either be generated by the system or assigned by the administrator depending on how you configure your system. However, if your organization is using Single Sign On (SSO) or Identity Provider (IP) software for your network and **SOPTracker**, you will not be given the option of setting passwords for users. Each person's unique username and password are their digital signature, so in the case where they forget their password they will only be sent a link to change their passwords through SOPTracker when the organization is not using SSO or IP to log in.

Note: You can bookmark the URL for the Login screen to make it easy to find **SOPTracker** whenever you need to access it. When a new document is assigned by email there is always a link to **SOPTracker** in the email.

Logging In and Setting a Password

If your organization is using Single Sign On (SSO) or Identity Provider (IP) software for your network and **SOPTracker**, you will not be using the **Logging In and Setting a Password** section.

1. To log into **SOPTracker**, key in your username and password, then click on the **Log In** button.

Figure 1: Log In Dialog **Figure 2: Set Password Dialog**

2. The first time you log in or any time you use the *Forgot your password?* link to get a new password assigned, you will be sent to the Set Password dialog screen to change your password. Enter your username and your password twice then click on the **Save** button to save your new password.

   Note: When you use the *Forgot your password?* link you will get an email with the link to the Set Password dialog (see Figure 2).

3. Your account will open to your **My SOPs** screen. As an Administrator, there will be also be six dropdown menus on your screen, **SOPs**, **Employees**, **Manage Groups**, **Reports**, **Configuration**, and **Support** (see Figure 3).

Logging Out

To log out of SOP Tracker, click on the Logout link at the upper right corner of the screen (see Figure 3). The Log In dialog will open.

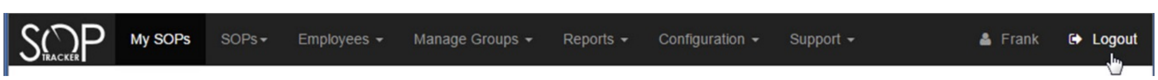

Figure 3: Navigation Menu and Logout Link

Changing Your Password

If your organization is using Single Sign On (SSO) or Identity Provider (IP) software for your network and **SOPTracker**, you will not be using the **Changing your Password** section. If you are not using an SSO or IP for your network, the administrator can set the length of time a password is valid and notify participants before you are required to change your password.

1. Click on your display name at the top right corner of the **SOPTracker** screen header (see Figure 3). Your profile screen will open (Figure 4). You can change your display name, your email address, the time zone and your password from this screen.
2. Key your new password into the **Password** and **Verify Password** fields. Click on **Save**. The profile screen will be open and there will be a note sayin**g Profile Saved** at the top of the screen.

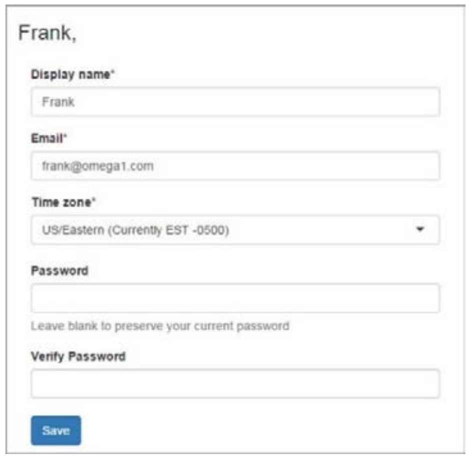

Figure 4: Profile Screen

Note: Passwords, they must be at least 8 characters long, and contain at least two of the following: uppercase letters, lowercase letters, numbers and other characters and they must be exactly the same in both fields. All new passwords must be different than the user's previous 10 passwords.

My SOPs

When you log into **SOPTracker** your account opens to the **My SOPs** screen, where you find a listing of all the SOPs that have been assigned to you organized into a **Pending SOPs** list, which are waiting for you to read, and a **Previously Read SOPs** list which you have completed. You can also reach the screen by clicking on the **My SOPs** menu. As you can see, by looking at the list of **Pending SOP**s in Figure 5, some SOPs may have associated quizzes while the SOPs with a checkbox do not.

Note: Depending on how your organization has decided to configure the system, you may be required to submit an excuse for being late. If so, you will get the message in Figure 7 that you must provide a late excuse. You may be given a dropdown list with standard excuses, a text field to enter an excuse, or both, before submitting your digital signature or quiz answers.

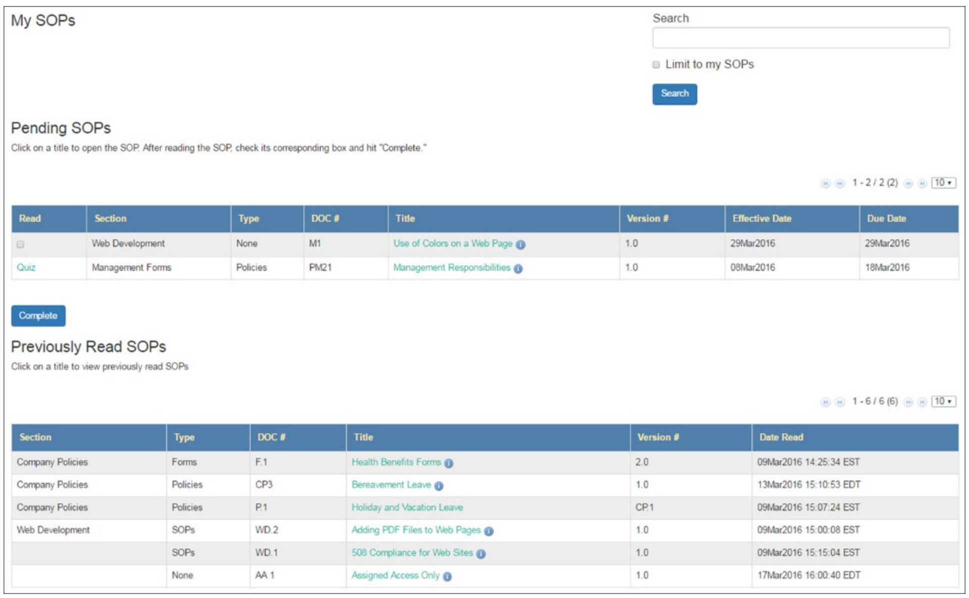

Figure 5: My SOPs Screen

Completing SOPs with No Quizzes

1. Click on the title of an SOP in your **Pending List** to open the SOP. The SOP will open for you to read.
2. Once you have read the SOP, click on the back button of your browser to return to the **My SOPs** screen.
3. To complete the SOP, check the checkbox in the **Read** column and click on the **Complete** button. The **Digital Signature Verification** dialog shown in Figure 6 will open.
4. Key in your username and password and click the **Okay** button. The **Digital Signature Verification** dialog will close and the SOP will have moved from the **Pending SOPs** list to the **Previously Read SOPs** list. You can always reread an SOP from the **Previously Read SOPs** list by clicking on the title.

   Note: If your organization chooses to configure the system to enforce reading an SOP before signing off on it, you will get the message in Figure 7, saying that you must open the SOP and read it before trying to input the digital signature.

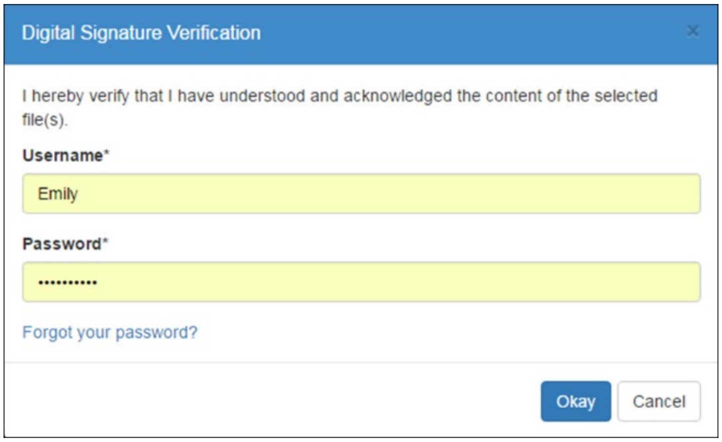

Figure 6: Digital Signature Verification

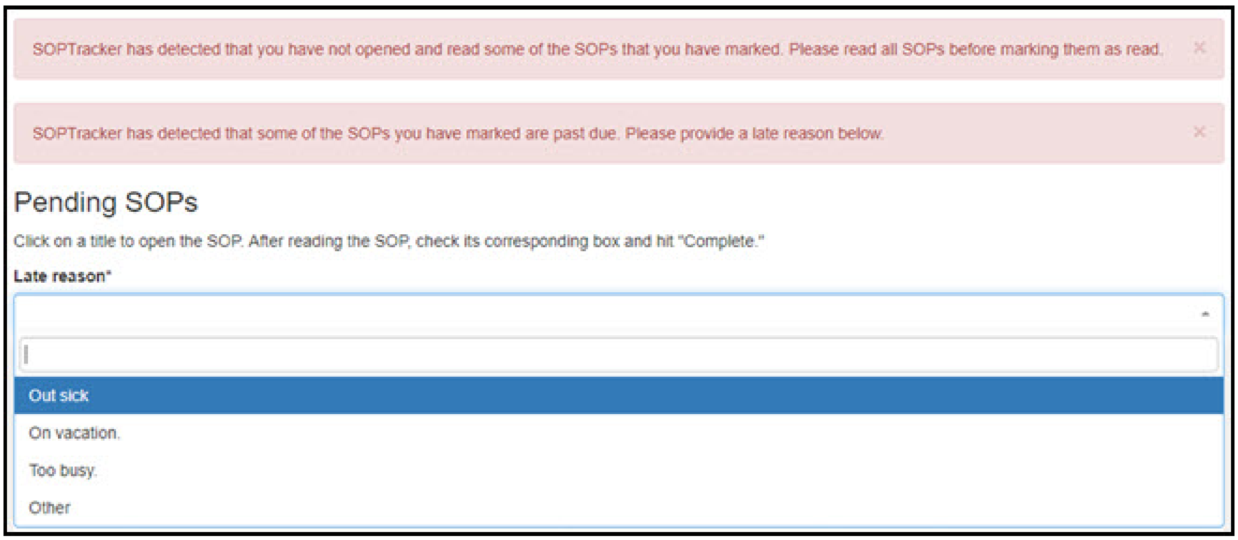

Figure 7: Messages for Unread and Late SOP Assignments

Completing an SOP with an Associated Quiz

1. Click on the title of an SOP in the **Pending List** to open the SOP. The SOP will open. If the SOP assignment is late there will be a message and text field for the late excuse.
2. Once you have read the SOP, click on the back button of your browser to return to the **My SOPs** screen. Click on the *Quiz* link in the **Read** column. The quiz associated with that SOP will open.
3. When the quiz opens you will see how many of the questions you must answer correctly to pass. The quizzes are in multiple choice format. Each question has only one acceptable answer. To select an answer, click on the radio button. You must answer all the questions.

   Note: If your organization chooses to configure the system to enforce reading an SOP before signing off on it, you will get the top message seen in figure 7 if you try to take the quiz without opening the SOP. If your company requires a late reason, you will get the second message and an area to supply your reason. There may be a text field for you to enter your reason or there may be a dropdown list to select a reason. If there is a selection for **Other**, that will allow you to enter your own reason.

4. When you have finished the quiz, click on the **Submit Answers and Mark as Read** button. The **Digital Signature Verification** dialog shown in Figure 6 will open.
5. Key in your username and password and click the **Okay** button. The **Digital Signature Verification** dialog (see Figure 6) will close. If you have passed the quiz, the SOP will have moved from the **Pending SOPs** list to the **Previously Read SOPs** list and a message lets you know that the SOP has been marked as read.

   Or

   If you have **not** passed the quiz, you will get a message at the top of your **My SOPs** screen telling you that you have not correctly answered the minimum number of questions. You can reread the SOP and take the quiz as many times as necessary to pass it.

SOPs Menu

The **SOPs** navigation menu has three items, **Search**, **Listing,** and **Add New**. **Listing** opens the **All SOPs** screen that lists all of the SOPs by section. **Sections** are used to categorize the different types of documents your company. A list of SOP Sections are at the top of the screen, and each one links to the corresponding Sections of documents. Any SOPs that are not in a section appear under **Unclassified SOPs**. You can use the **All SOPs** screen to open any SOPs by clicking on their titles. There is a **Search** box at the top of the screen to help you search for SOPs by key words that appear in the text or the title. There is also a checkbox to limit the search to the SOPs which have been assigned to you. As an Administrator, you can also create new SOPs from this screen or edit existing SOPs.

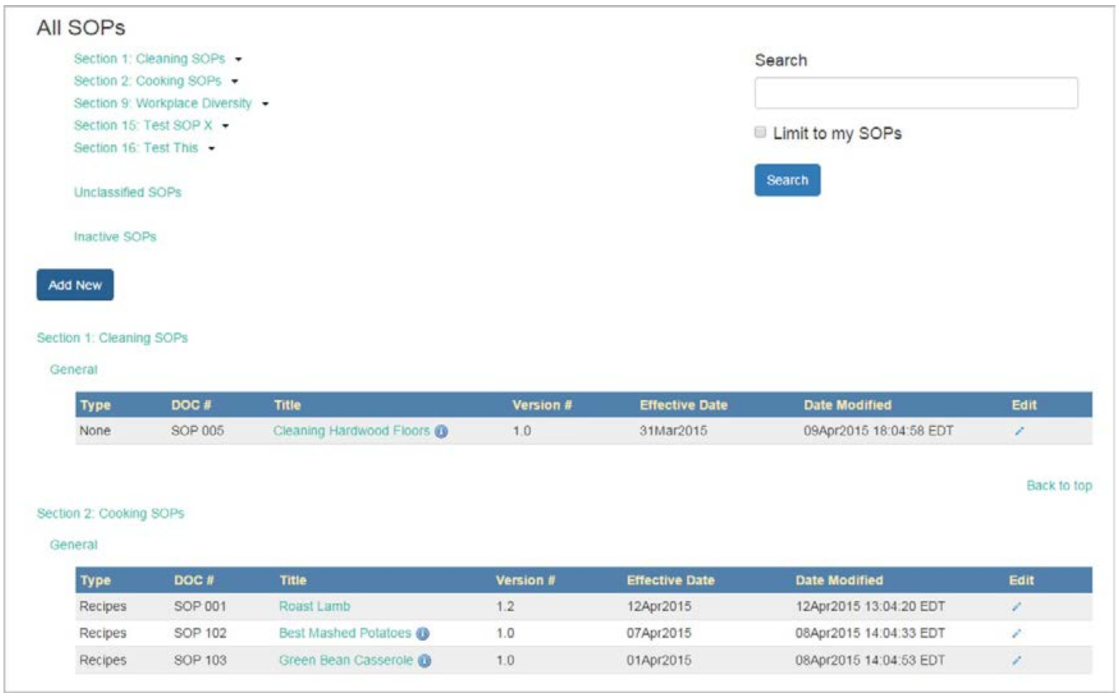

Figure 8: All SOPs Screen

Whenever you are creating a new SOP or adding a new version, you will need to select a status:

- **Active** status is available to employees and is the currently accepted version of the SOP.
- **Pre-release Review** status is available to employees during the review period but has not gone into effect. When it changes to **Active** status, the previously **Active** SOP becomes **Obsolet**e. It automatically goes into effect on the **Effective Date**.
- **Obsolete** status is a previous version of an SOP that is no longer available to employees.
- **Draft** status indicates that the SOP is in the draft stage and not available to users.

Note: If your company is using an internal server to host your documents, and their addresses follow file protocol rather than the secure internet protocol (https) you should consider whether the browser(s) being used by your company support file protocol and what support your users may need to use one of these browsers or a browser with an add on for file protocol.

Search SOPs Screen

The Search SOPs screen has two tabs, **Search** and **Display**, and a section to the right with a linked list of SOPs. The SOPs that appear on the list depend on filtering choices, made in the search fields on the left side of the screen. When no filtering has taken place, all SOPs with the **Version Status** of Active and Pre-release Review are shown. You can open specific SOPs by clicking on their titles in the search results.

The SOPs can be filtered on the **Search** tab by:

1. **Keywords** by the entering keywords into the text field. If tags have been added to an SOP, the search results will include any SOPs with tags matching keywords.
2. **Section** by selecting section names from the dropdown list.
3. **Type** by selecting SOP types from the dropdown list.
4. **Version Status** by selecting version statuses from the dropdown list.
5. **Effective Date** by using the calendar control to enter dates or date ranges.
6. **Limited to my SOPs** by using the checkbox.
7. The **Filter** button runs the search and the **Reset** button empties the search fields.
8. A link to **Export these results** exports a .csv file of the filtered SOPs.

To change the columns that are included in the SOP search results, click on the **Display Tab** then check or uncheck the checkboxes for the column names. They include **Title**, **Section**, **Type**, **Version #**, **Effective date**, **Version status**, **Is active**, and **Notes**.

Note: There are two possible SOP statuses that may show up in your search results, **Active**, which is the status of SOPs currently in effect, and **Pre-release Review**, which is the status of SOPs still in review that will soon replace the Active SOP.

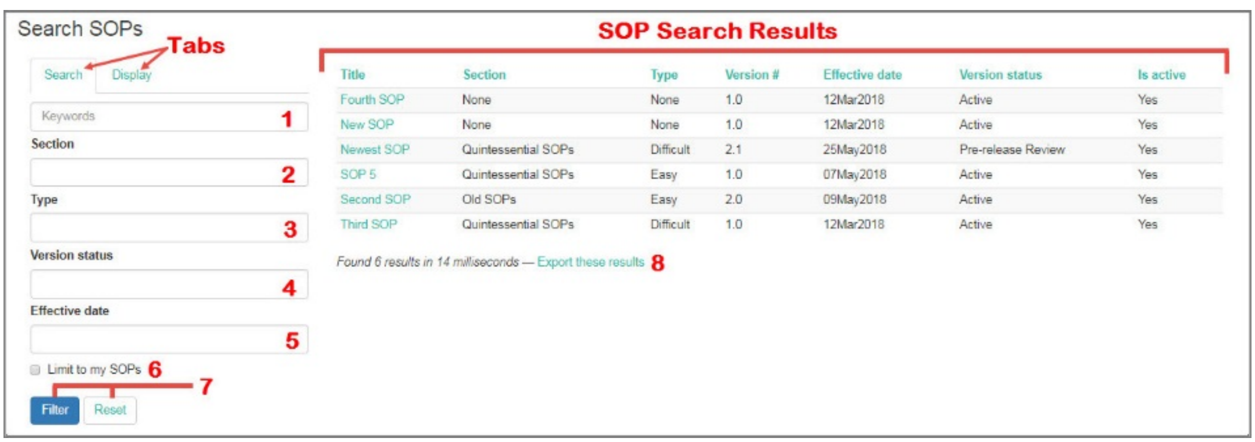

Figure 9: Search SOPs Screen

Creating an SOP

1. You can create an SOP from the **All SOPs** screen (Figure 8), which you reach by going to **SOPs>Listing**. Click on the **Add New** button or select **Add New** from the **SOPs** navigation menu by going to **SOPs>Add New**. The **Add New SOP** screen opens with two tabs, one for **Properties**

(i.e., classification into sections, subsections, types and document number) and a tab for **Assignment** (i.e., to assign the SOP to individuals and groups).

2. Sections, subsections and types are used for organizing SOPs into different categories, subcategories and types. If you want to assign a section, subsection or type to the SOP, open the dropdown menu for that field and highlight the name you want to select. The selected name will appear in its field. (Sections, subsections and types are created in Configuration>Layout.)

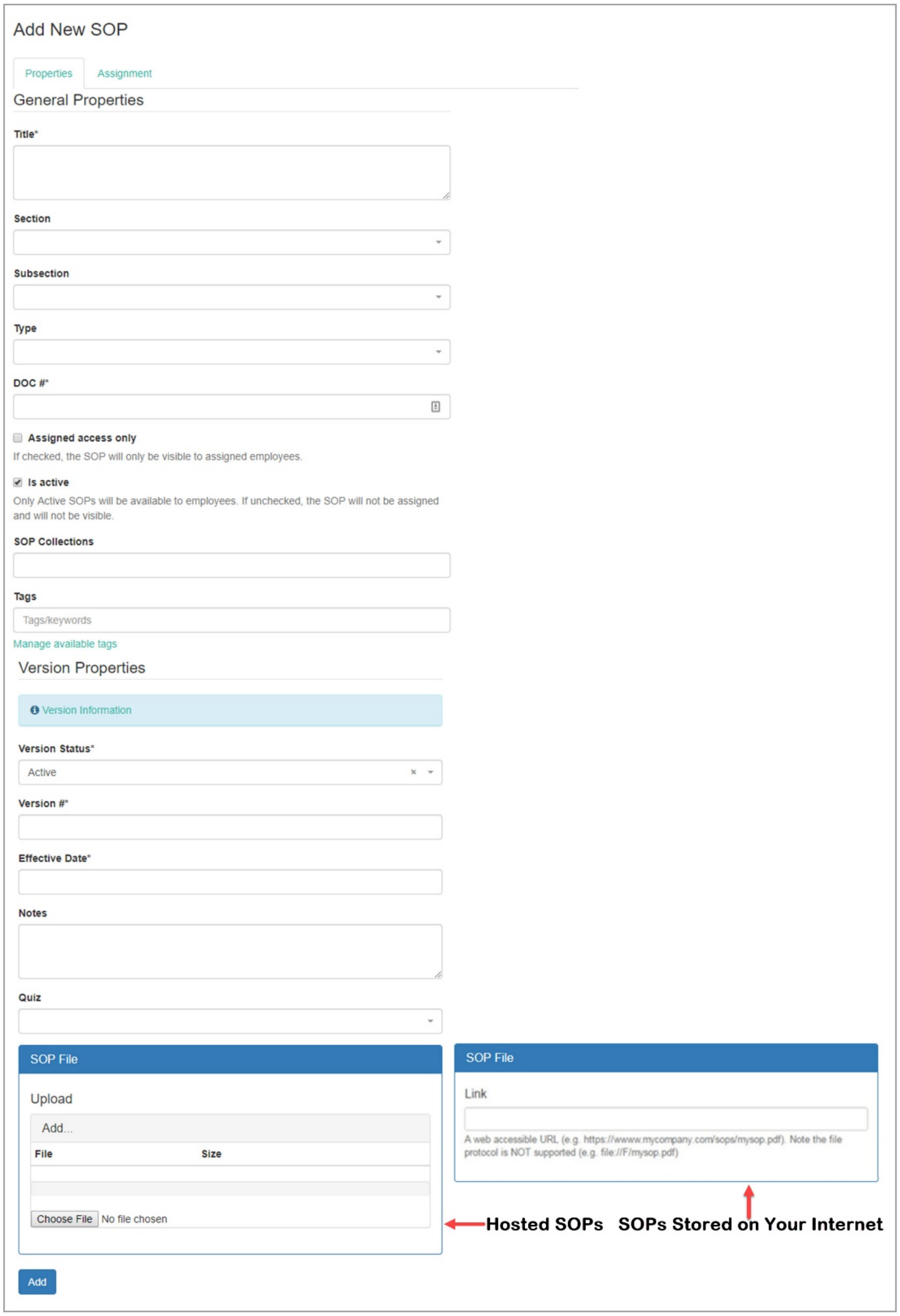

Figure 10: Add New SOP Screen

3. A document number is required to save an SOP. Key the number into the **DOC#** text field.
4. The **Assigned access only** checkbox allows you to have certain SOPs that are only accessible by the specific people to whom they have been assigned. By checking this box only the Administrators and assigned users can read that SOP.
5. The **Is active** checkbox indicates whether the SOP is active. Uncheck the box if an SOP is no longer active.
6. SOPs can belong to collections which are used to assign multiple SOPs to an individual or group of employees. An SOP can be in multiple collections. Click on the field to select collections from the dropdown list. Each collection added has an X at the right that can be clicked on to remove it from the field.
7. Tags can be added to an SOP to expand the keywords that come up in keyword searches.
8. Click on **Version Information** to open an explanation of what the various version statuses indicate.
9. The version number is a required field. Key it into the **Version #** filed.
10. The title is also a required field. Key the SOP name into the **Title** text field.
11. The **Effective Date** is required. Click on the **Effective Date** filed to open the calendar control. The calendar control opens with today's date selected. The month can be changed by using the left (<<) and right arrows (>>) to go backwards or forward a month at a time or click on the current month to open a field with months that can be selected with a click. By clicking on the month and year at the top of the calendar you can open controls for selecting the month from a list and the year can be changed by selecting the left (<<) and right arrows (>>) to move backwards or forward a year at a time, or you can click on the year at the top of the calendar to get a list of year from which to select.
12. You can use the Notes field to key in notes about the document. They are not required.
13. If you want to assign a quiz to the document, it can be selected from the Quiz dropdown list.
14. You must include an **SOP Link** if you are storing your documents on your own network. If you have the hosted version of **SOPTracker** you will be required to add a file by locating it using the **Choose File** button and clicking **Add** in the **Upload** field.
15. The notes field is not required. If you add a note to the **Notes** text box, the SOP title will have an information icon next to the title (see Figure 8) when you hover over it.
16. The **Add** button allows you to save the new SOP. If you leave the screen without saving, the information will be lost.
17. Once the document has been saved, you can access the **Assignment** tab to assign it to individual employees and employee groups. The Assignment tab is also available from the **Edit SOPs** screen.

Note: If you have SOPs intended for all your company's employees, create an **Employee Group** that includes everyone in the company. Then create an **SOP Collection** to hold the SOPs meant for everybody and assign the collection to that employee group. Whenever you add a new SOP to that collection, **SOPTracker** will notify all of your company's employees that it is available for them to read.

Add a New Version of an SOP

When changes are needed to your company's documentation you should add an updated version. Once the new version has been added, if you are using the automatic email feature, people to whom the original document was assigned will be automatically notified that there is a new version that they need to read.

1. From the Edit SOP Screen click on the **Add New Version** Add New Version link at the right. The **Add New Version** screen (Figure 10) opens with a link back to active version at the top of the screen.
2. Select **Active**, **Pre-release Review**, **Obsolete**, or **Draft** from the status dropdown list. The **Draft** status allows you begin making changes without making the new version active until you are ready. Change the version number in the **Version#** field. If there are major changes you might decide to go up an entire numeral, for example, from version 1.0 to 2.0. If the changes are minor you might only want to go up a fraction, for example, from 1.0 to 1.01 or 1.1 or you can even make corrections to a draft version and wait until there are more major changes to release a new version. (For information on the statuses available click on **Version Information**.)
3. The title will probably remain the same, but you can change it if necessary.
4. The Notes setion is optional but you can keep what is there, add to them or delete them as needed.
5. Add, delete or change the quiz as necessary.
6. Use the **SOP File** section to add a file if you have your documents hosted or make changes in the url for your Intranet stored files as needed.

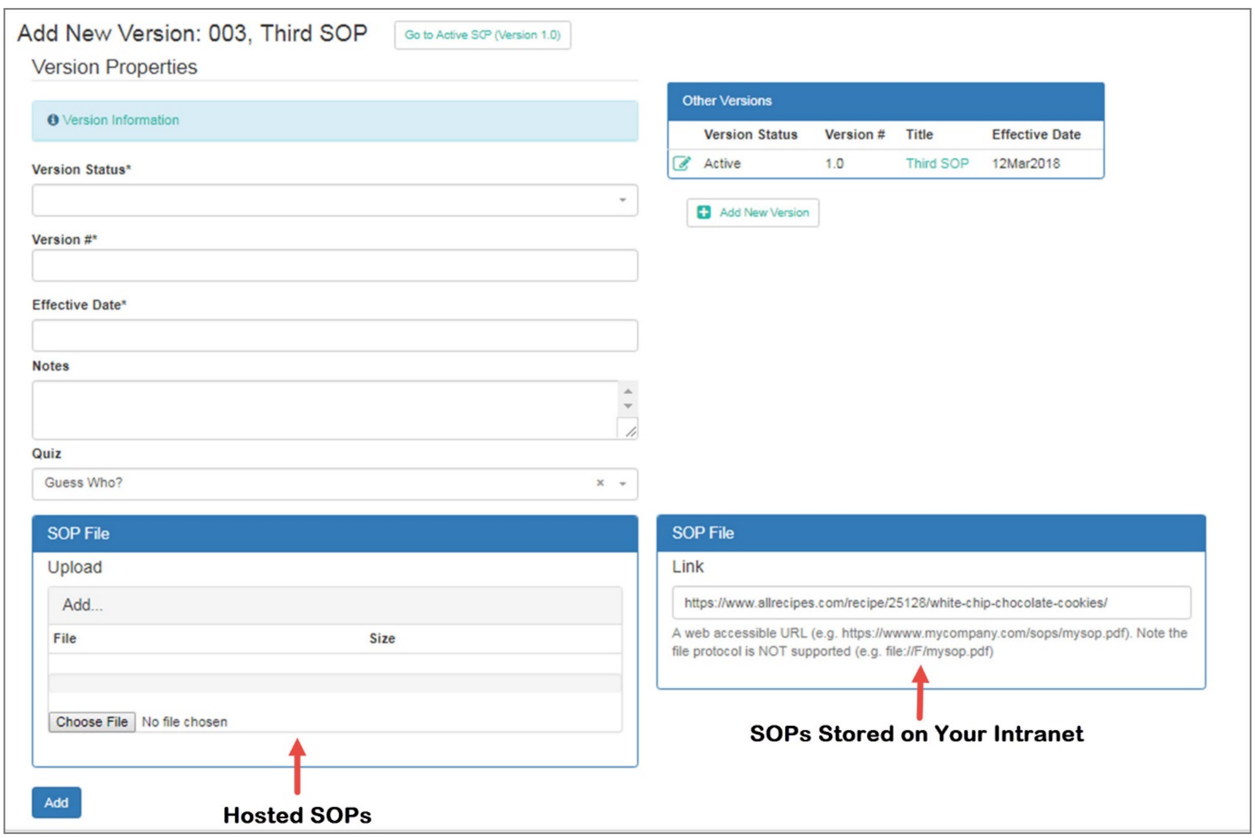

Figure 11: Add New Version Screen

Editing SOP Properties or Deleting an SOP on the SOP Properties Tab

You can change the SOP Properties, add or delete SOP assignments or add a new version of an SOP by going to the **Edit SOP** screen from the **All SOPs** screen or from the **Search SOPs** screen by selecting **Search** in the SOPs navigation menu.

1. From the **All SOPs** or **Search SOPs** screens, find the SOP you want to edit or delete and click on the editl icon next to the SOP. The **Edit SOP** screen opens. It is identical to the **Add New SOP** screen (Figure 9) except that instead of the **Add** button at the bottom of the screen is replaced by **Update** and **Delete** buttons, and information about previous versions and drafts (if they exist), as well as an **Add New Version** link Add New Version appears on the right side of the screen.
2. Make whatever changes you want to the SOP Properties on the **Properties** tab (see **Adding a New SOP**), make changes to assignment on the **Assignment** tab, or use the Add New Version link if you want to make changes in the actual document.
3. Select **Update** to save the changes made on the **Properties** and/or **Assignment** tabs, or select **Delete** to delete the document information from **SOPTracker**.

SOP Assignment Tab

The **SOP Assignment** tab (Figure 11) can be used to assign or unassign an individual SOP to **Employee Groups** or individual employees. The tab has two main parts, the **Groups** section and the **Employee** section. A filter at the top of each section allows you to filter the list of groups and individuals to whom the SOP is currently assigned. When the filters are not being used there is a scrolling list beneath each section showing all groups and individuals currently assigned this SOP.

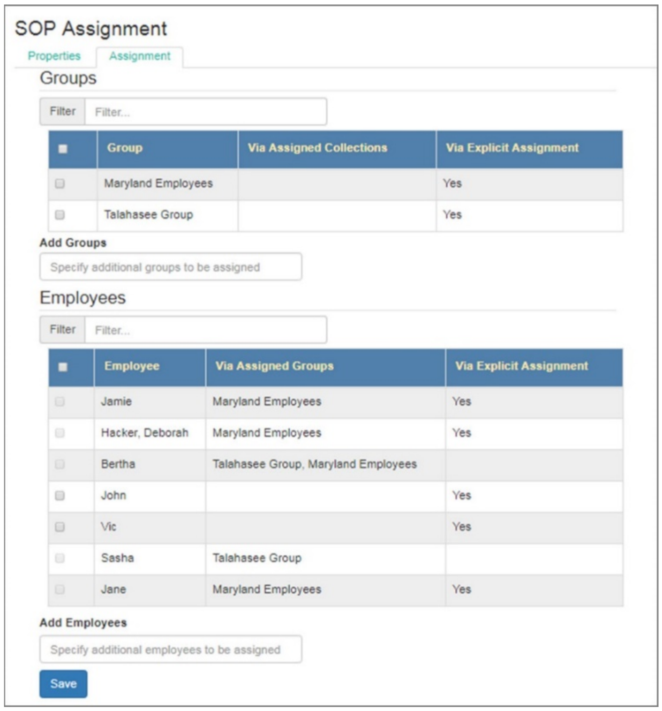

Figure 12: SOP Assignment Tab

Assigning SOPs

1. To assign the SOP to groups or individual employees, click on the **Add Groups** or **Add Employees** dropdown lists at the bottom of each section. As you click on a group or an employee it will appear in the **Add Groups** or **Add Employees** field with an X next to it. Clicking on the X will remove that group or employee from the field.
2. When you have the correct groups and employees selected, click on the **Save** button and the **Assignment** list will be updated.

Unassigning SOPs

1. To remove groups or individuals from the assignment list, check the boxes next to their names.
2. Click on the **Save** button and the **Assignment** list will be updated.

Note: You cannot remove individuals from the list if they were assigned the SOP through a group. To unassign them from the SOP you must remove them from the group by editing it on the **Employee Groups** screen.

Employees Menu

The **Employees** menu has three selections:

- **Search** opens the **Employees Search** screen (Figure 12) where you can select to edit an employee's properties or assignments.
- **Email** opens an email form that can be sent to selected employees and employee groups.
- **Add New** opens the **New Employee** screen (Figure 13).

Editing the Properties in an Employee Account

1. From the **Employees Search** screen (Figure 12) click on the edit properties icon in front of the **Employee** name on the list below the search filter. The employee's account opens to the Property tab (Figure 13).
2. Click on the **Edit** button to open that employee's account. Make changes on the **Properties** screen (see Figure 13) by:
    - Using the text fields to change username, first name, last name, display name, and email address or select or deselect a role. You can also set the password if this feature is selected in the **System Configuration** and you are not using Single Sign On (SSO) or Identity Provider (IP) software for logging in.
    - Use the dropdown list to change the time zone.
    - Use the checkboxes to change whether the user is an administrator and their active status.
3. To make changes on the **Assignment** tab you can either open the Assignment tab from inside the account or from the **Employees Search** screen (Figure 12) click on the edit properties icon in front of the **Employee** name (See the sections **Assigning SOPs** and **Unassigning SOPs** for instructions**)**.
4. Click on the **Save** button when you have finished editing the employees account. A message saying **Employee saved** appears at the top of the screen.

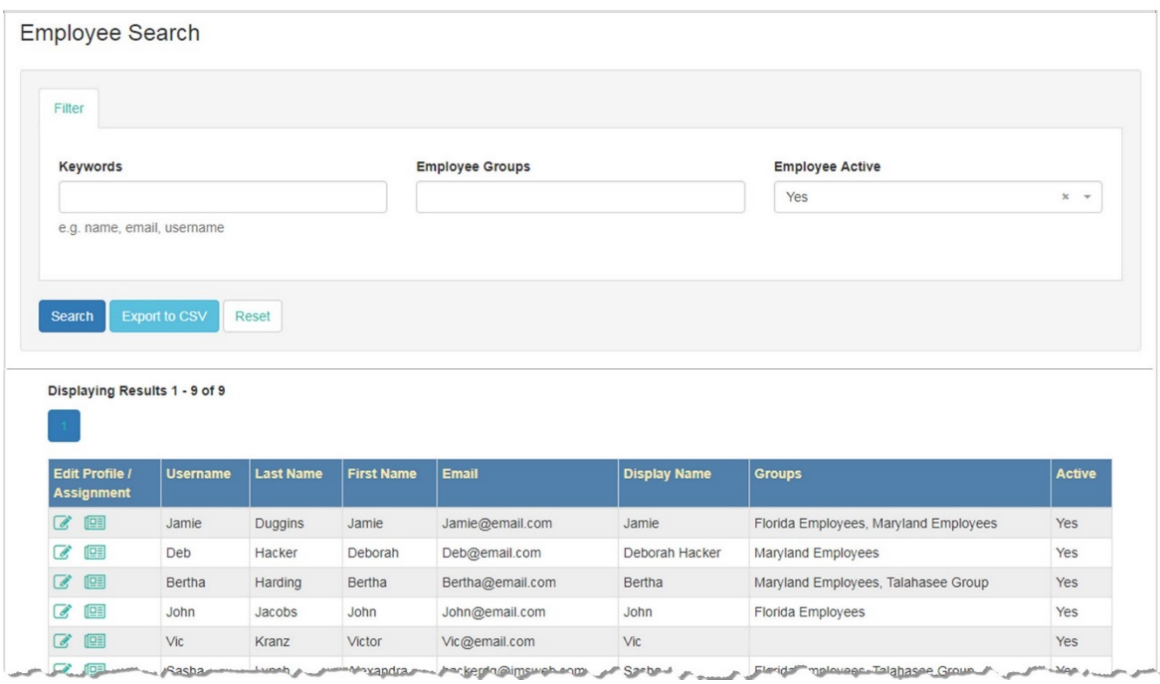

Figure 13: Employee Search Screen

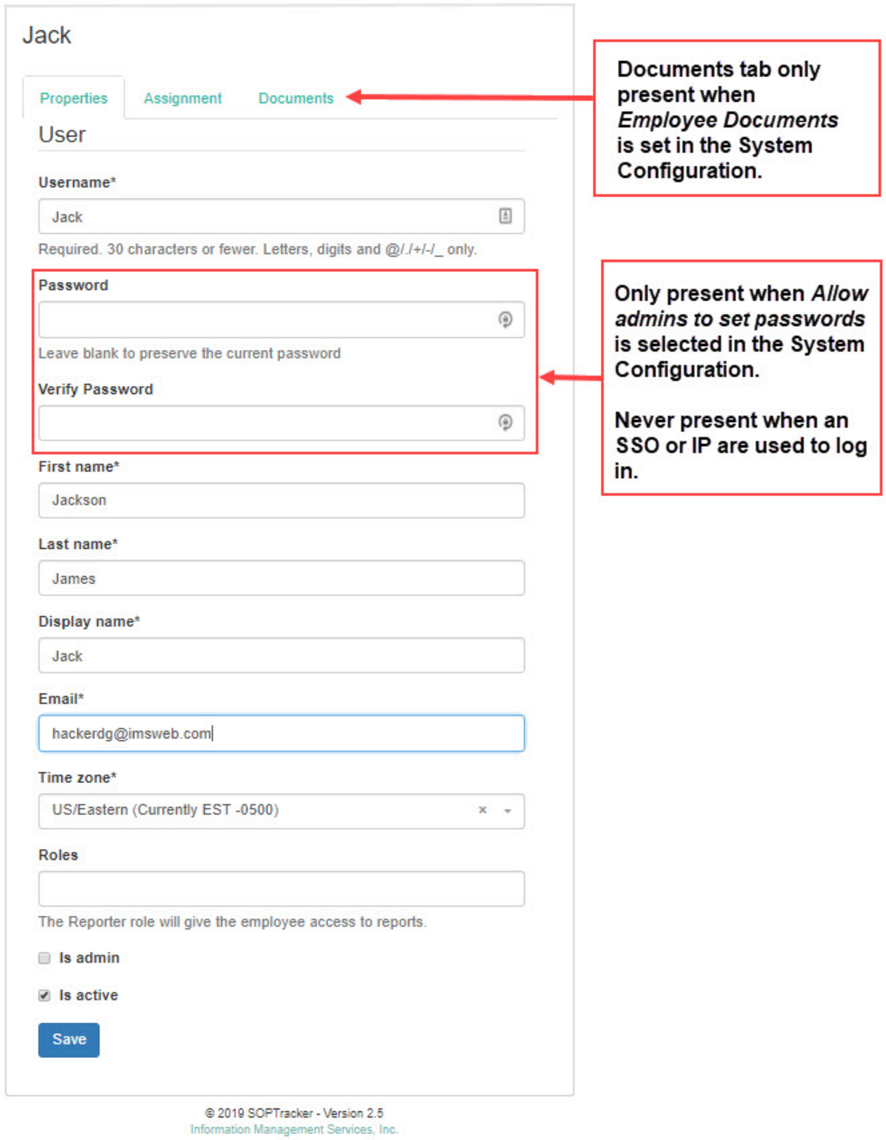

Figure 14: Employee Properties Tab

Creating a New Employee

1. When you select **Employees>Add New** an empty employee account opens to the employee property tab with **New Employee** at the top of the screen in place of an employee name (see Figure 13).
2. Complete the New Employee screen by:
   - Using the text fields to complete username, first name, last name, display name, and email address and to select a role if appropriate. You can also set the password if this feature is selected in the **System Configuration** and you are not using Single Sign On (SSO) or Identity Provider (IP) software for logging in.
   - Using the dropdown list to select the time zone.
   - Use the checkboxes to select whether the user is an administrator and their active status.

3. Click the **Save** button. The employee's display name will appear at the top. A message will also appear saying "Employee saved." Once the employee has been saved, the **Assignment** and **Document** tabs become active.
4. Click on the **Assignment** tab to open it and use the dropdown lists to assign the employee to **Groups** and assign **SOP**s to the employee.
5. Click on the **Documents** tab to open it and click on the **Add Document** button to open the **Add Document** dialog.
6. Click the **Save** button to save the new employee's assignments.

Note: Specific **SOPs** and **SOP Collections** that are assigned to employee groups will be automatically assigned to an employee when added to a group. SOPs and SOP Collections can also be added individually.

Note: When the system is configured to send automatic alerts, the assignments will be sent automatically to the new employee.

Adding Employee Documents

Employee Documents, such as certifications, training records, or résumés, can be added if the System is configured to allow them. Employees can insert documents into their own accounts and users with Administration permissions can insert documents into any user's account when entering a new employee or editing and existing employee's account.

1. From the Add Employee or editing employee screens click on the **Documents** tab to open the tab.
2. Click on the **Add Document** button to open the **Add Document** dialog. The A**dd Document** dialog (see Figure 15) allows you to upload a document or add the link, depending on whether your system uploads documents like SOPs and Employee documents, or links to information on your Intranet.
3. Select the **Document type** from the dropdown menu. (This field is optional.)
4. Key the document name into the **Name** text field. (This field is required.)
5. Select the **Choose File** button to upload a file or key the url into the **Document link** field. (This is step required to save a document.)
6. Add the D**escription** to that text field. (This field is optional.)
7. Click on the **Save** button. The **Document** tab (Figure 16) for the employee will open with all documents in that employee's file in the table.

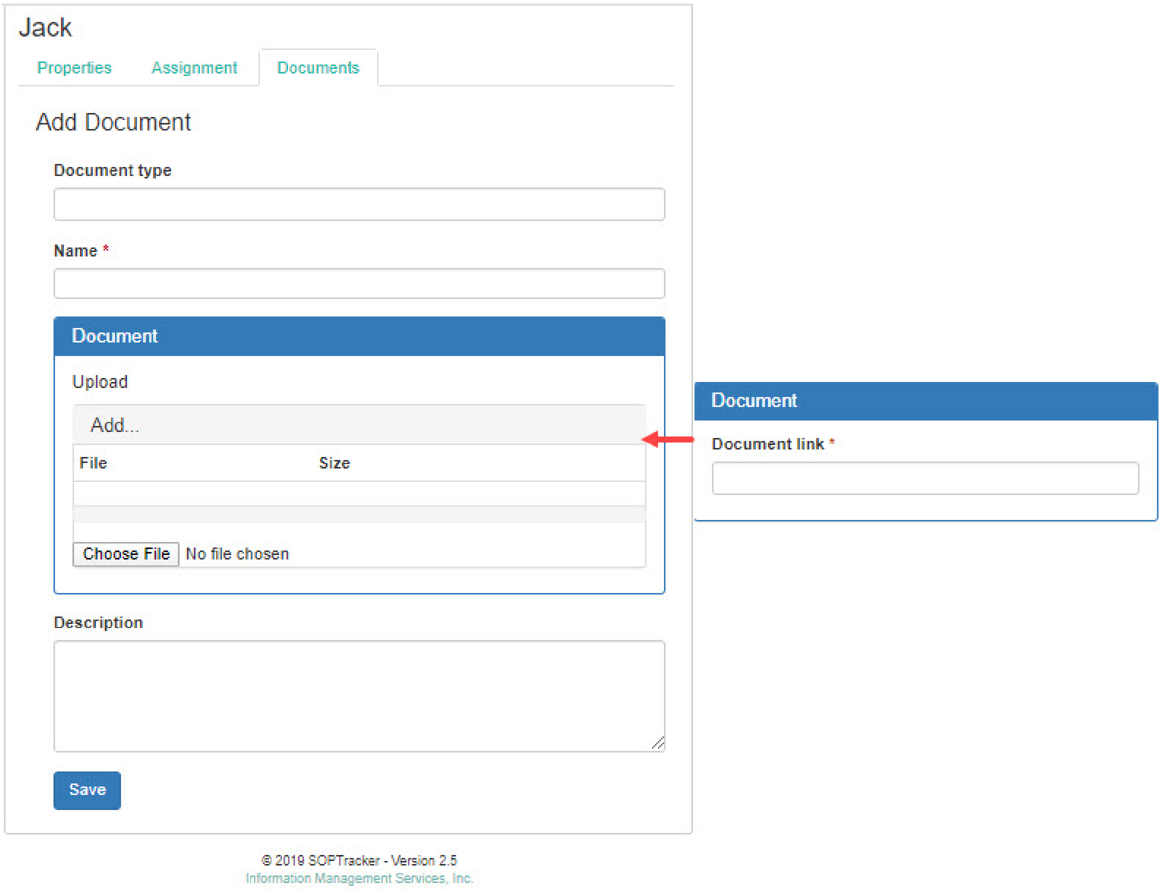

Figure 15: Add Document Dialog

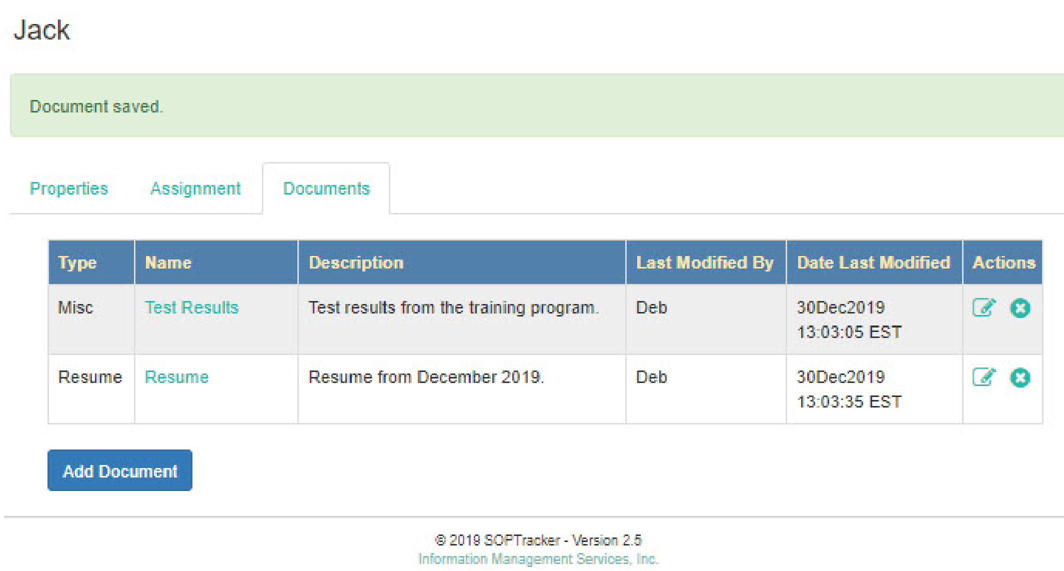

Figure 16: Document Tab

Managing Groups Menu

From the Manage Groups menu you can select **Employee Groups** or **SOP Collections**.

Creating **Employee Groups** that have common documentation needs, allows you to assign and remove groups from an employee's assignments when there is a change in responsibilities. **Employee Groups** can be used for:

- Projects, to ensure that everyone on a specific project is assigned that project's documentation.
- Functions, such as project management or training, to make it easier to assign documentation that is specific to an employee's functional needs.
- Departments, such as Human Resources, or IT to make it easier to assign documentation that is specific to an employee's departmental needs.

Creating **SOP Collections** around common functions, departments or projects ensures that no SOPs are left out when a group is assigned new functions or an individual is added to a new group.

Note: When SOPs are assigned multiple times through different groups or collections, **SOPTracker** ignores the duplicate assignments.

Employee Groups Screen

Employee Groups are groups who have a common set of SOP collections and SOPs. To open the **Employee Groups** screen, select **Employee Groups** from the **Manage Groups** menu. The **Employee Groups** screen will open.

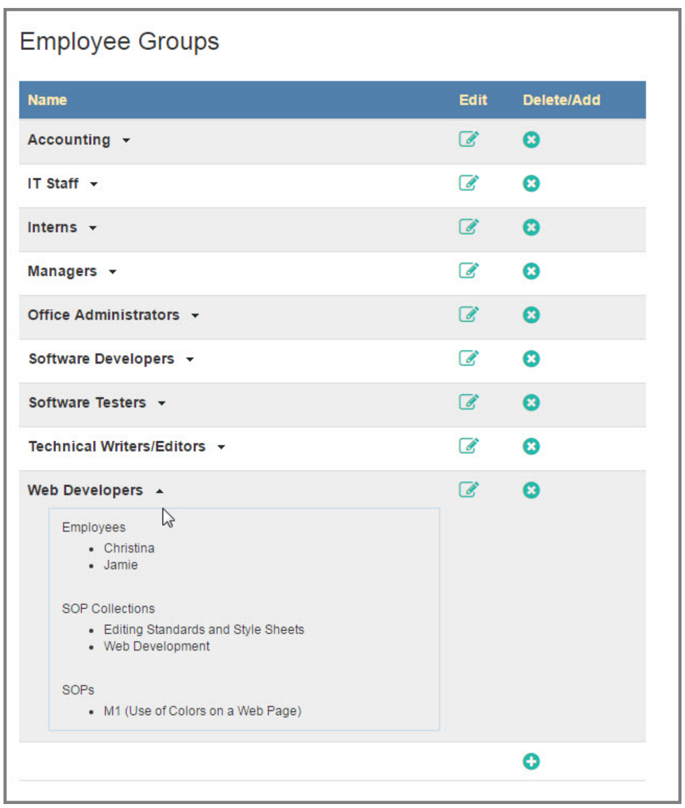

Figure 17: Employee Group Screen

From the **Employee Groups** screen (Figure 17) you to create, edit or delete **Employee Groups**. By clicking on the down arrow next to the group's name you can also see the group members, assigned **SOP Collections** and assigned SOPs.

Adding Employee Groups

1. From the **Employee Groups** screen (Figure 17) click on the plus sign at the bottom of the **Delete /Add** column. The **Add Employee Group** screen opens (Figure 18).
2. Key in a name for the group in the **Name** field.
3. Add **Employees** to the group using the dropdown list.
4. Assign appropriate **SOP Collections** and **Individual SOPs** using the dropdown lists.
5. When your selections are all made, click on **Save**. A **Changes saved** message will appear.
6. When you open the **Employee Group** screen the new group will appear in alphabetical order in the group list.

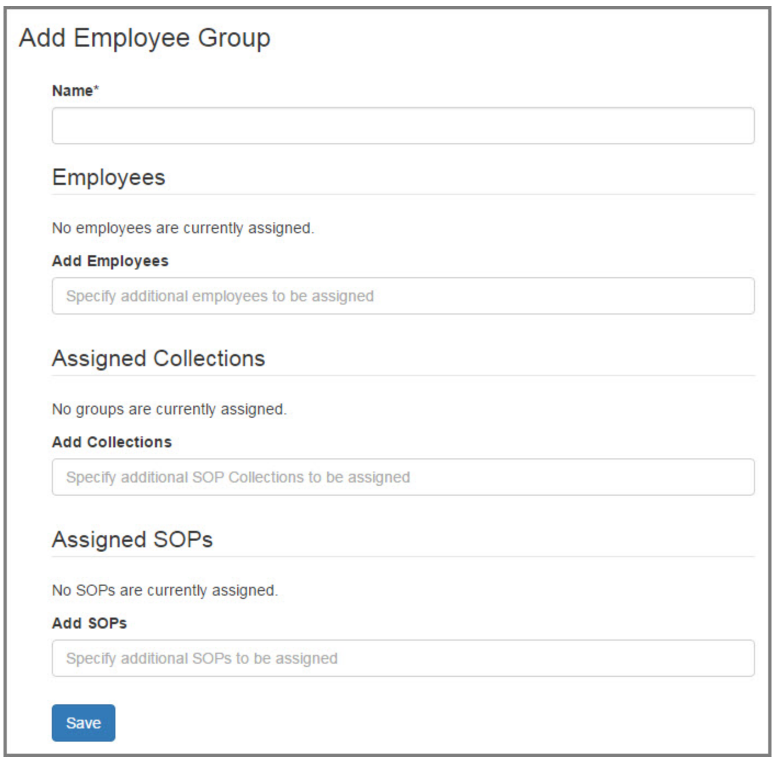

Figure 18: Add Employee Group Screen

Editing an Employee Group

1. From the **Employee Groups** screen (Figure 17) click on the edit icon in the **Edit** column next to the group. The **Edit Group** screen opens. It is identical to the **Add Employee Group** screen (Figure 18) except the title is **Edit Employee Group** and the name and other fields already have information.
2. Change the **Name** by keying in a new name in the text field.
3. Delete employees, assigned **SOP Collections** or assigned **Individual SOPs** by clicking on the X next to the name in the field.
4. Add employees, SOP Collections and individual SOPs by selecting them from the dropdown lists.
5. When all changes are made click on **Save**. A **Changes saved** message will appear.

Note: An employees can also be added to or removed from a group by editing the **Assignments** screen of that employee.

Deleting Employee Groups

1. To delete an employee group from the **Employee Groups** screen, click on the **x** in the **Delete Add** column (see Figure 17) next to the name of the group. A message **saying Employee Group Deleted** appears.
2. When you open the **Employee Groups** screen the deleted the group it is gone.

SOP Collections Screen

SOP Collections are groups of SOPs that can be assigned as a group. By creating groups of related SOPs, you can assign them to **Employee Groups** that have specific functions, by department, by project or fit certain situations, such as hiring a new employee, without having to decide each time which SOPs are appropriate. For example, you may have groups of SOPs for specific projects. When other employees join those projects they can be assigned to the project group and all SOP collections and individual SOPs assigned to the group are automatically assigned to new group members.

From the **SOP Collections** screen (Figure 19) you can create, edit or delete **SOP Collections**. You can see the SOPs in a collection by clicking on the down arrow next to the collection's name to open the list of SOPs in the collection.

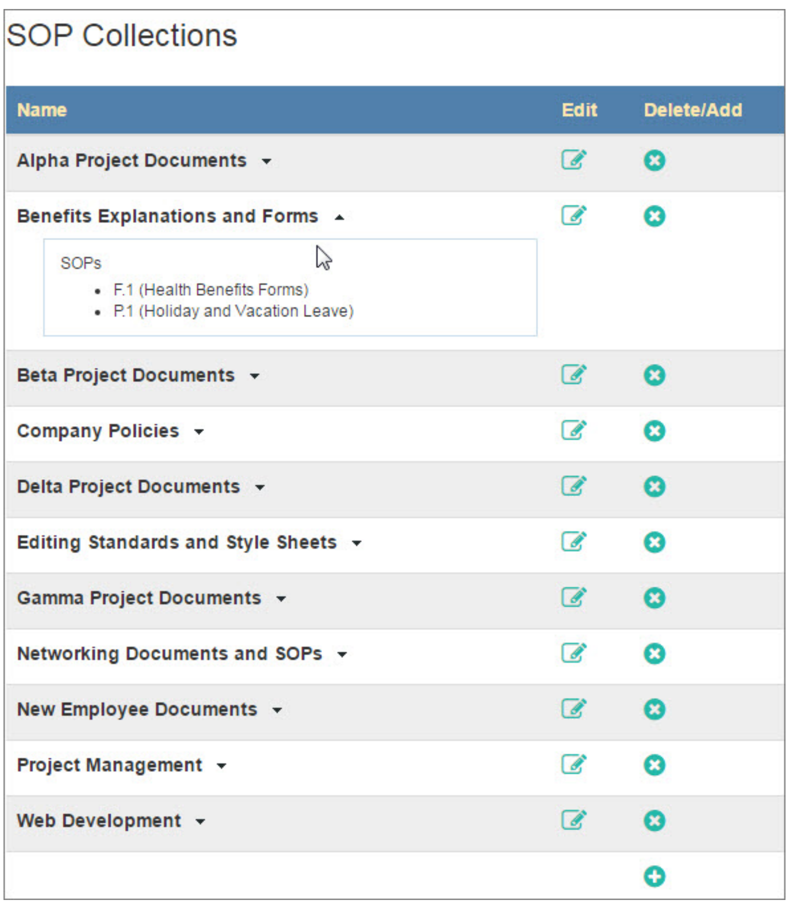

Figure 19: SOP Collections Screen

Adding an SOP Collection

1. To add an **SOP Collection**, click on **Manage Groups> SOP Collections**. The **SOP Collections** screen opens.
2. Click on the plus sign (**+**) at the bottom of the **Add/Delete** column (see Figure19). An empty **Add SOP Collection** screen opens (see Figure 20).
3. Key in a name for the new collection in the Name field.
4. Add SOPs to the collection by using the SOPs dropdown menu. Click on a menu to open the list of existing SOPs. You can filter the SOPs by entering a key word. There are also **Clear Selection** and **Select All** buttons to make it easy to add or delete large numbers of SOPs.
5. When your selections are all made, click on **Save** and a message letting you know that the changes have been saved will appear at the top of the screen.
6. The next time you open the **SOP Collections** screen the new collection will appear in alphabetical order.

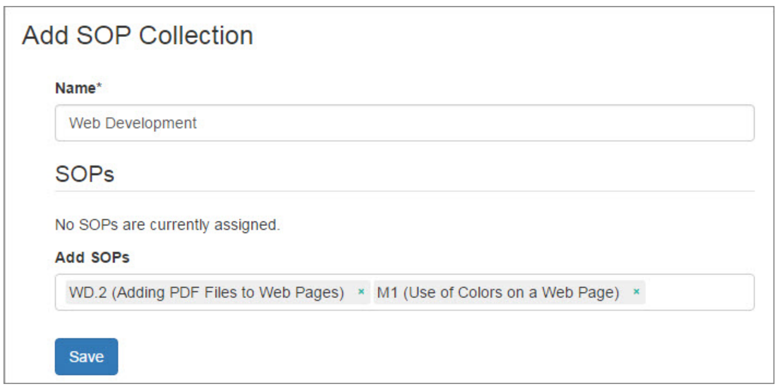

Figure 20: Add SOP Collection

Deleting SOP Collections

1. To delete an **SOP Collection**, click on **Manage Groups> SOP Collections** screen. The **SOP Collections** screen opens.
2. Select the group you want to delete and click on the **x** in the **Delete/Add** column (see Figure 19) next to the name of the group. The collection is removed and a message saying that the collection has been removed appears at the top of the screen.

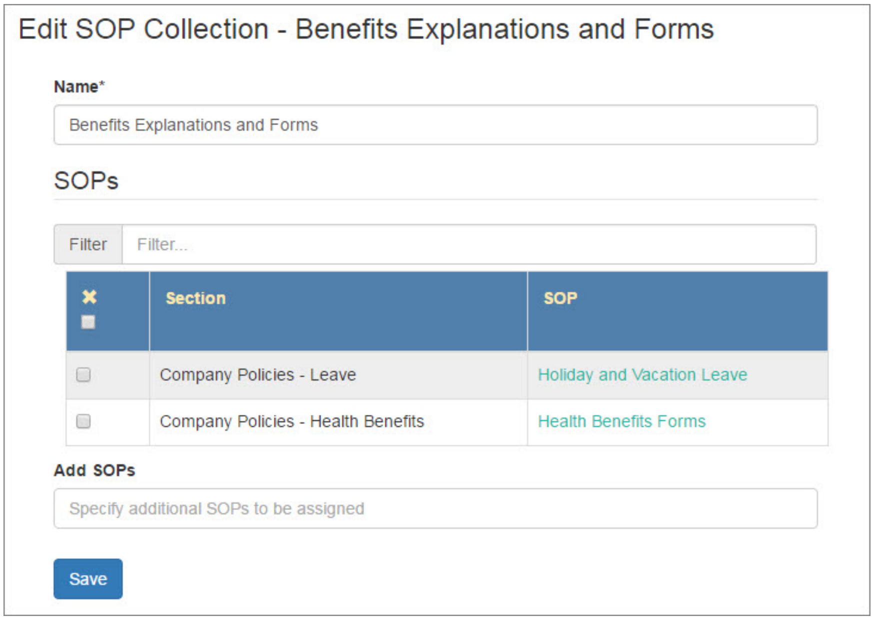

Figure 21: Edit SOP Collections Screen

Editing an SOP Collection

1. To edit an **SOP Collection**, click on **Manage Groups> SOP Collections** screen. The **SOP Collections** screen opens.
2. Click on the pencil icon  in the **Edit** column (see Figure 19). The **Edit SOP Collection** screen for the collection opens (see Figure 21).
3. Delete SOPs from the collection by clicking on the check box next to SOP. Click the X in the upper right corner of the menu once you have made your selections. The menu will close.
4. Add SOPs to the collection by using the SOPs dropdown menu. Click on a menu to open the list of existing SOPs. You can filter the SOPs by entering a key word. There are also **Clear Selection** and **Select All** buttons to make it easy to add or delete large numbers of SOPs.
5. When your selections are all made, click on **Save** and the message Changes Saved will appear at the top of the screen.
6. The next time you open the **SOP Collections** screen the new in alphabetical order.

Reports Menu

Reports opens a dropdown menu to access the following report screens:

- **Assignment Status** – Generates a list sorted by employees showing which assigned SOPs have been completed and which are pending, the date read and any late reasons.
- **Grouped Assignment Status** – Generates the assignment status and counts of unread/read SOPs grouped by employee.
- **Pending SOPs** – Generates a list of employees that have pending SOPs, can report which SOPs are pending and has an email function to remind selected employees reminding them they have pending SOPs. There is also a **Pending Notification Alert History** that is only accessible from this report screen by clicking on the **View Alert History** link.
- **SOP Information** – Generates a list of SOPs by section and or type.
- **Employee Group** – Generates a list of **Employee Groups** that have any combination of selected employees, selected SOP collections and/or selected individual SOPs.
- **Employee Group Training Matrix**
- **SOP Collection** – Generates a list of SOP collections that have any combination of selected individual SOPs.
- **Quiz Results** – Generates a table of selected employees and/or selected SOPs with quizzes and reports when the quizzes were taken by each employee and their results.
- **Change History** – Has five tabs with different history reports, including **SOP History**, **Collection History**, **Employee History**, **Employee Group History** and **Configuration History**.
- **Assignment Status History** – Generates a table of selected employees with their status on selected SOPs.

Rerunning Recent Reports or Saved Reports

Some report types allow you rerun a recent unsaved report (one of the last four reports run) or to save reports specifically to be rerun. This functionality is useful if you have reports that you need to run regularly. Most report types (with the exception of the **Pending** reports and the **History** reports) allow you rerun a recent unsaved report (one of the last four reports run) or to save report criteria specifically to be rerun.

1. Select a report from one of the dropdown lists. (All except the **Pending SOPs Report** and the **Pending Notification Alert History** allow you to save report criteria.) As soon as you select the report it will run.
2. If you want to change any of the criteria click on **Criteria>Modify** (see Figure 22) at the top of the report to edit. This is particularly useful for running regular reports where you can change the date range.
3. Save reports by selecting criteria and clicking the **Save Report** button. The **Save Report** dialog opens (see Figure 23).
4. Enter a report name into the Name field (required).
5. Select a report it is replacing from the dropdown list of saved reports (optional).

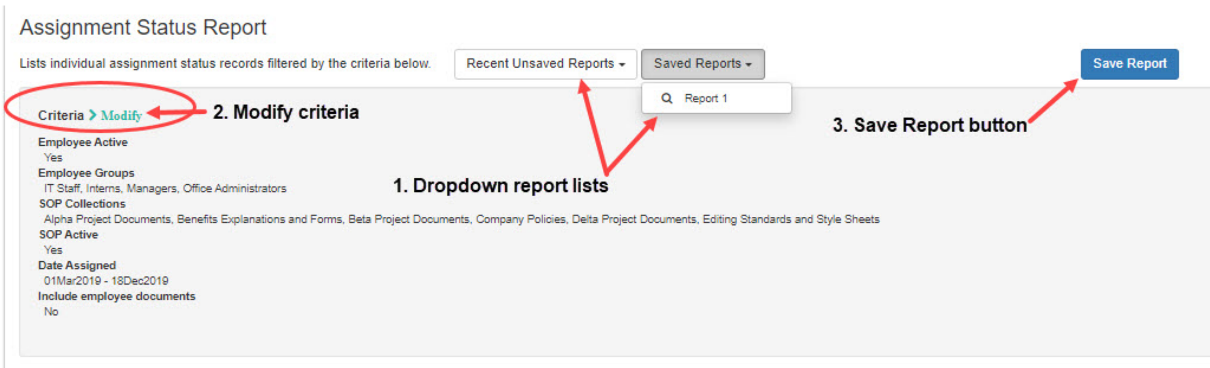

Figure 22: Rerunning and Saving Reports

6. Click the **Set as default** checkbox if you want to save it as the default report that comes up when you open that type of report (optional).
7. Click on the **Save** button. The **Report** will open and the **Save Report** button will be replaced by a **Set/Unset as Default** and **Delete Saved Report** buttons. **Note:** These buttons will appear whenever you run a saved report.

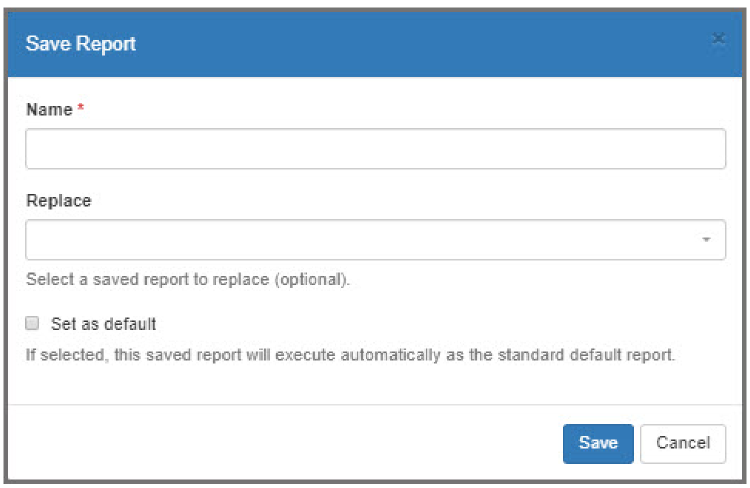

Figure 23: Save Report Dialog

Running the Assignment Status Report

1. Go to **Reports>Assignment Status**. The **Assignment Status Report** screen (Figure 24) will open.
2. Use the dropdown lists to select one or more selections from the **Employees**, **Employee Groups**, **SOPs** and **SOP Collections** fields. As you select from the dropdowns the selections will appear in the text field with an **x** that can be used to remove that selection from the field.

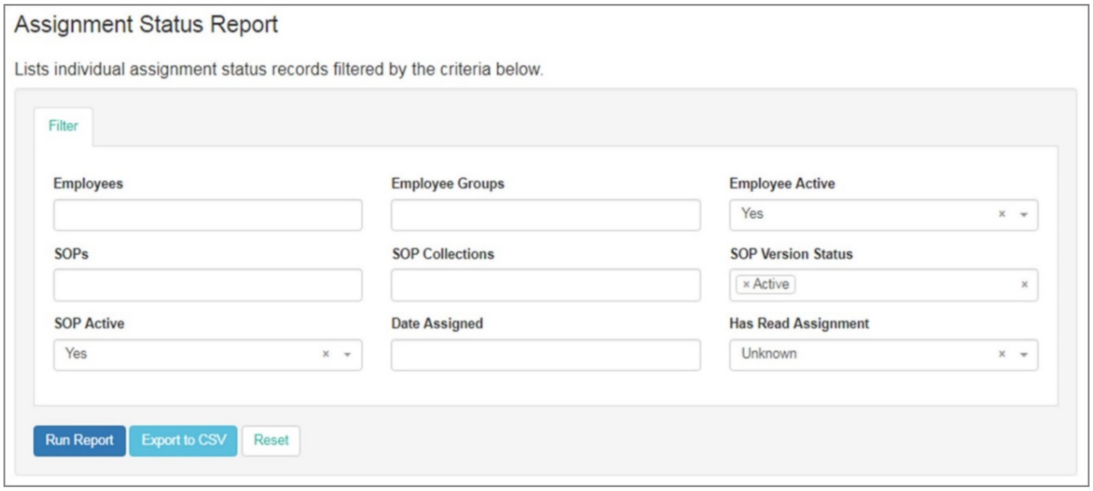

Figure 24: Assignment Status Report

3. Select the operator for the date (**Is**, **Is not**, **Is Before**, **Is After**, **Is Between**) from the dropdown then use the calendar controls to select the date(s).
4. Select **Yes, No** or **Unknown** from the **Is read** field to look at completed or pending SOPs.
5. Select **Yes, No** or **Unknown** from the **Is active** field to look at active or inactive SOPs.
6. Select the **Run Report** button to see the results at the bottom of the report screen or the **Export to CSV** to open a report in *Microsoft Excel* or a similar program.

Running the Grouped Assignment Status Report

The Grouped Assignment Status Report can give you a picture of which employees have been assigned and have read or not read specific SOPs.

1. Go **to Reports>Grouped Assignment Status**. The **Grouped Assignment Status Report** screen Figure 25) will open.
2. If you want information on specific employees or employee groups, select one or more from either or both of these dropdown lists.
3. If you are interested in finding who has been assigned a specific SOP or SOP Collection, select one or more from either or both of these dropdown lists.
4. Using the other fields (**SOP Active**, **Include Unassigned SOPs**, **Date Assigned**, **Employee Active**, **SOP Version Status**, and **Has Read Assignment**) you can narrow your search to include only information that is important to you.
5. Click on the **Run Report** button to create a report at the bottom of the screen.
6. Click the **Export to CSV** or **Export to CSV – Matrix** button to run a report that is exported to a .csv file, readable on Excel or other similar spreadsheet software.
7. Click on the Reset button to empty the fields.

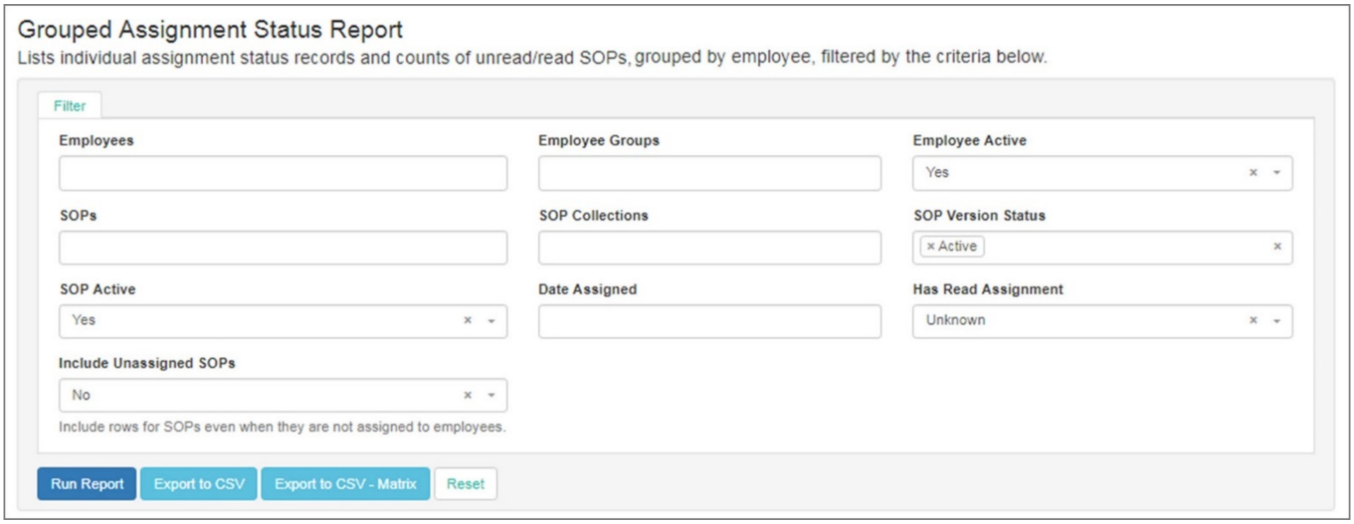

Figure 25: Grouped Assignment Status Report

Running the Pending SOPs Report

The Pending SOPs report screen has a list of all employees who have pending SOPs.

1. Go to **Reports>Pending SOPs**. The **Pending SOPs Report** screen (Figure 26) will open.
2. Select one or more employees from the dropdown list.
3. Make a selection from the **Is past due** dropdown list.
4. Select an operator and for the **Effective date** and use the calendar controls to set the date(s)
5. Click on the **Update** button. A list of those employees and the number of their pending SOPs matching your criteria will appear (If no names are selected all employees will be in the list.)
6. Click on the **Generate** button to see the list of pending SOPs by each of the checked employees at the bottom of the screen.
7. If you want the report in a .csv file select **Export to CSV** to create and save the file.
8. Click on the **View Alert History** link to get a report **Pending Notification Alert** (see Figure 27).
9. To generate an email to the employees whose names are checked, click on the **Email Alert** button. An email will be sent to them with the url to their My SOPs screen.

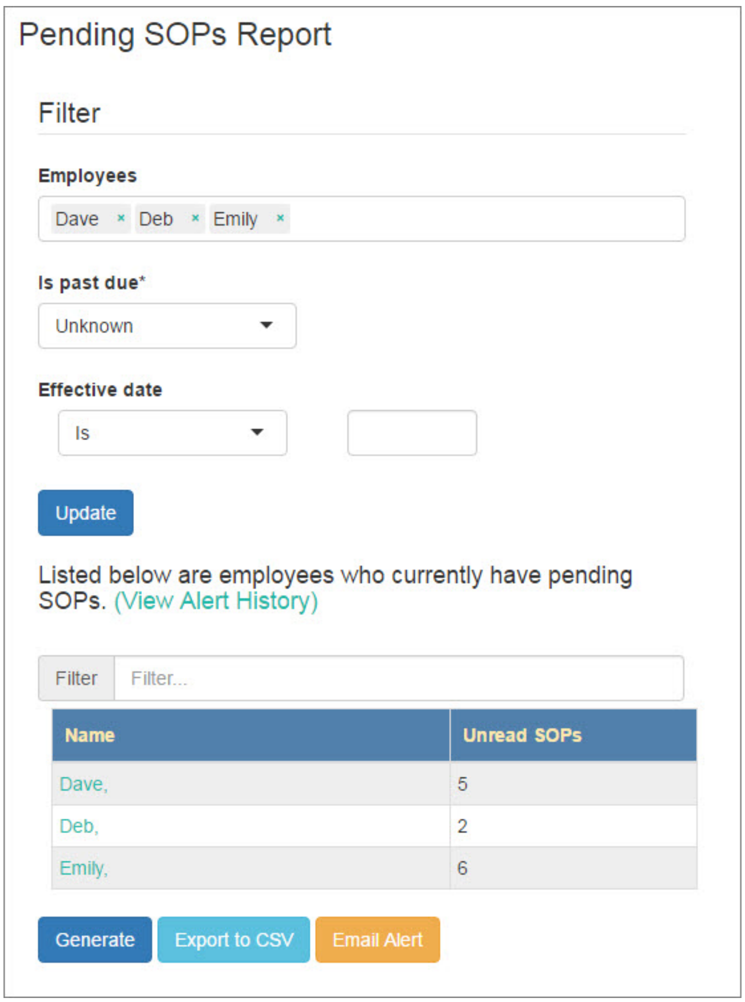

Figure 26: Pending SOPs Report Screen

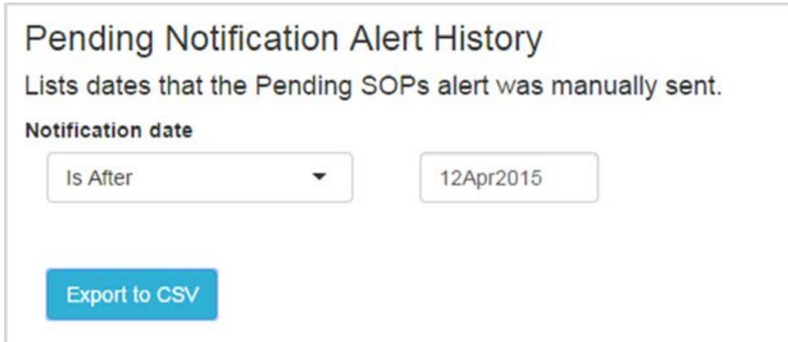

Figure 27: Pending Notification Alert History Screen

Running the Pending Notification Alert History Report

1. Click on the **View Alert History** link on the **Pending SOPs Report Screen** (Figure 26). The **Pending Notification Alert History** screen (Figure 27) will open.
2. Select an operator from the dropdown list. They include **Is**, **Is Not**, **Is Before**, **Is After**, and **Is Between**.
3. Select a date from the calendar control (two dates if using the operator **Is Between**).
4. Click on Export to CSV. The file will open in *Microsoft Excel* or a similar program.

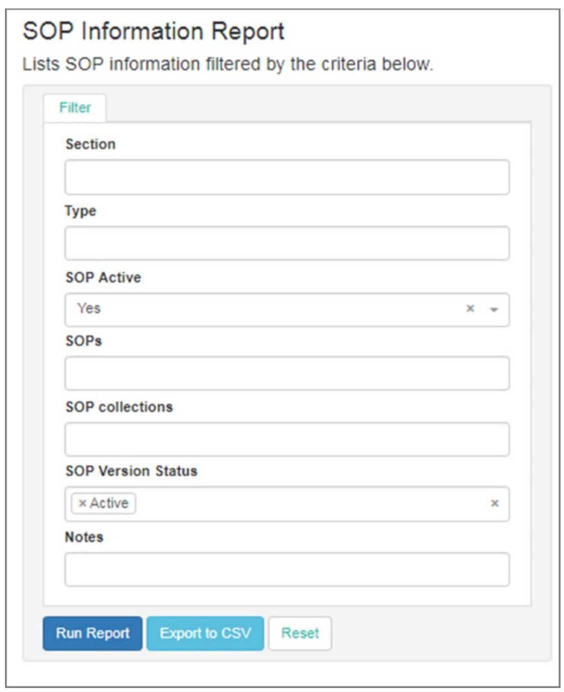

Figure 24: SOP Information Report

Running the SOP Information Report

1. Go to **Reports>SOP Information**. The **SOP Information Report** screen (Figure 28) will open.
2. Make selections from the **Section** and/or **Type** dropdown menus.
3. Use the **Notes** fields to narrow your selection if necessary. Select the operator (**Contains** or **Does not Contain**) and key the text into the text field. (This step is optional.)
4. Click on the **Export to CSV** button. The file will open in *Microsoft Excel* or a similar program.

Running the Employee Group Report

1. Go to **Reports>Employee Group**. The **Employee Group Report** screen will open (see Figure 29).
2. Make selections from the **Employees**, **SOP Collections** and/or **SOPs** dropdown lists. The selected employees, collections and SOPs will appear in the text fields with an **x** next to them. Click on the **x** to delete any from the search.
3. Click on the **Export to CSV** button. The file will open in *Microsoft Excel* or a similar program.

Figure 25: Employee Group Report Screen

Running the SOP Collections Report

1. Go to **Reports>SOP Group**. The **SOP Collections Report** screen (Figure 30) will open.
4. Make selections from the **SOPs** dropdown menu. The selected collections will appear in the text fields with an **x** next to them. Click on the **x** to delete any from the search.
2. Click on the **Run Report** button to see the results at the bottom of the screen or the **Export to CSV** button to create a file that will open in *Microsoft Excel* or a similar program.

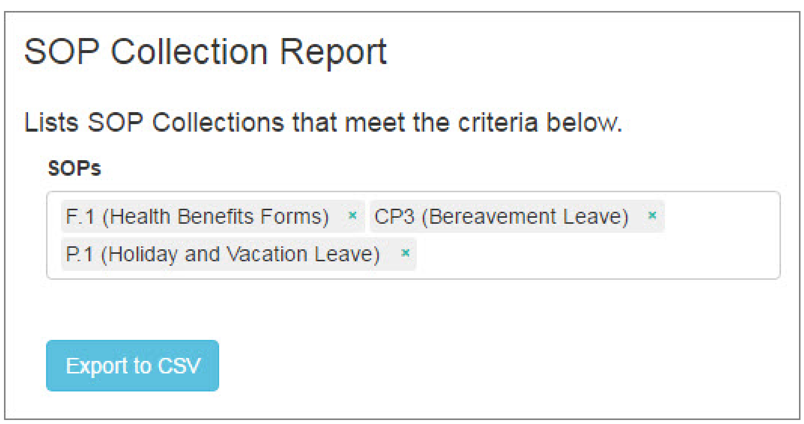

Figure 30: SOP Collection Report Screen

Running the Quiz Results Report

1. Go to **Reports>Quiz Results**. The **Quiz Results Report** screen will open (Figure 31).
2. Make selections from the **Employee Groups**, **Employees**, **SOP Collections**, **SOPs**, **SOP Version Status**, **SOP Active**, and/or **Include Questions and Answers** dropdown menus.
3. Click on the Run Report button to see the results at the bottom of the screen, or the **Export to CSV** button to create a file that will open in *Microsoft Excel* or a similar program.
4. Click on the **Reset** button to empty the fields.

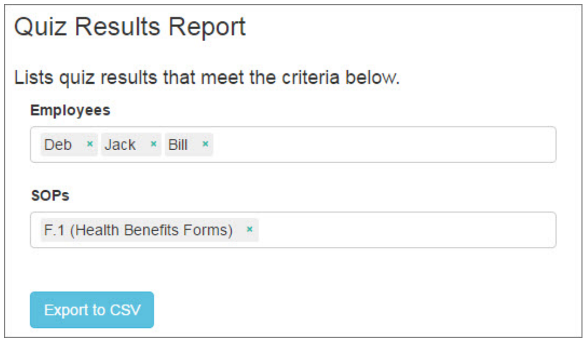

Figure 31: Quiz Results Report Screen

Change History Reports Screen

Reports>Change History Reports opens the **History Reports** screen to the **SOP History** report tab (Figure 32). Each available report has its own screen at the top of the screen. Select another report by clicking on the screen.

Figure 32: History Reports Screen Opened to SOP History

SOP History

The **SOP History** report (Figure 32) uses **Doc#** and **Date modified** to search for the history of when SOPs have been added or modified. Doc # uses the operators **Contains** and **Does Not Contain** with a text field. The **Date modified** uses operators **Is**, **Is not**, **Is Before**, **Is After**, **Is Between** and a calendar control.

The **Search** button runs the report and gives the results at the bottom of the screen. The **Export to CSV** button opens the report in *Microsoft Excel* or a similar program.

Collection History Report

The **Collection History Report** tab (Figure 33) searches on the names of the SOP Collections. The search can be done with one of two operators, **Contains** or **Does Not Contain**. The keyword goes into the field below that operator. The second operator is for the dates (**Is**, **Is Not**, **Is Before**, **Is After**, or **Is Between**). Set the calendar control to select dates.

The **Search** button runs the report and gives the results at the bottom of the screen. The **Export to CSV** button opens the report in *Microsoft Excel* or a similar program.

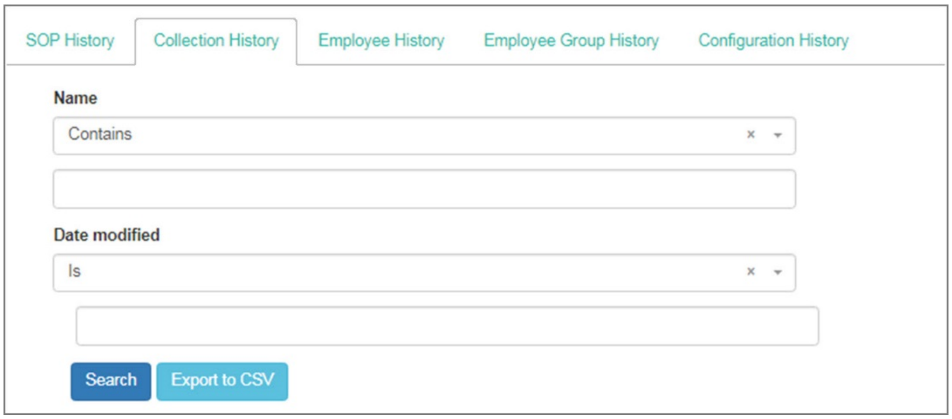

Figure 33: Collection History Report Screen

Employee History

The **Employee History** report tab (Figure 34) uses **Username** and **Date modified** to search for the history of when a change has been made a change to an employee's account profile. **Username** uses the operators **Contains** and **Does Not Contain** with a text field. The **Date modified** uses operators **Is**, **Is not**, **Is Before**, **Is After**, **Is Between** and a calendar control.

The **Search** button runs the report and gives the results at the bottom of the screen. The **Export to CSV** button opens the report in *Microsoft Excel* or a similar program.

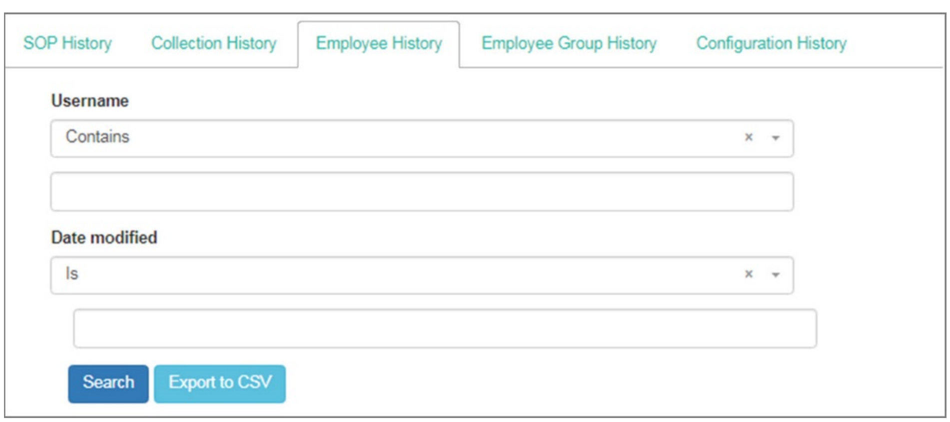

Figure 34: Employee History Report Screen

Employee Group History

The **Employee Group History** report (Figure 35) uses the group **Name** and **Date modified** to search for the history of when an **Employee Group** has added or changed something in an **Employee Group**. **Name** uses the operators **Contains** and **Does Not Contain** with a text field. The **Date modified** uses operators **Is**, **Is not**, **Is Before**, **Is After**, **Is Between** and a calendar control.

The **Search** button runs the report and gives the results at the bottom of the screen. The **Export to CSV** button opens the report in *Microsoft Excel* or a similar program.

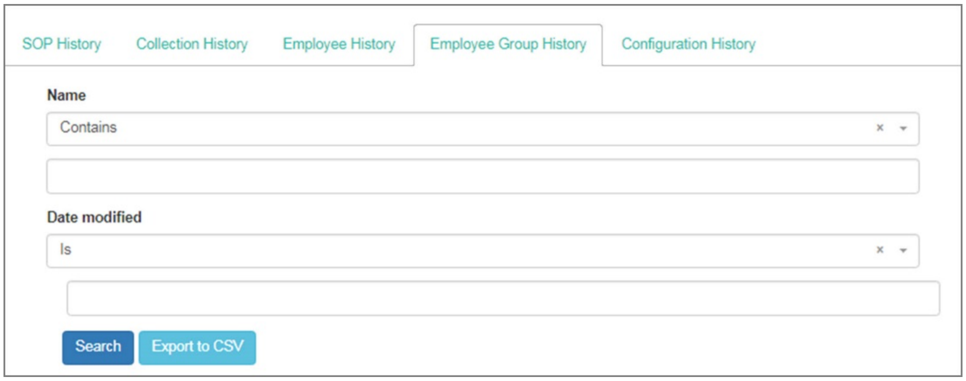

Figure 35: Employee Group History Report Screen

Configuration History

The **Configuration History** report (Figure 36) uses **Date modified** to search for the history of when changes were made in the **Configuration**. The **Date modified** uses operators **Is**, **Is not**, **Is Before**, **Is After**, **Is Between** and a calendar control.

The **Search** button runs the report and gives the results at the bottom of the screen. The **Export to CSV** button opens the report in *Microsoft Excel* or a similar program.

Figure 36: Configuration History Report Screen

Assignment Status History Report

Reports>Assignment Status opens the **Assignment Status History Report** screen to the **SOP History** report tab (Figure 37).

1. Use the calendar control that appears when you click in the **Snapshot Date** field to pick a date.
2. Select the employees whose assignment status you want to see from the dropdown list. To remove selected employees from the Employees field, click on the “X” next to their names. If you don’t select any employees you will get a report on all employees.

3. Select assignment status of the SOPs you want to see from the dropdown list. To remove a selected SOP from the SOPs field, click on the "X" next to the SOP. If you don't select any SOPs you will get a report on all SOPs.
4. Select a button at the bottom of the screen to run the report, export the report to a csv file, or reset the parameters for the report.

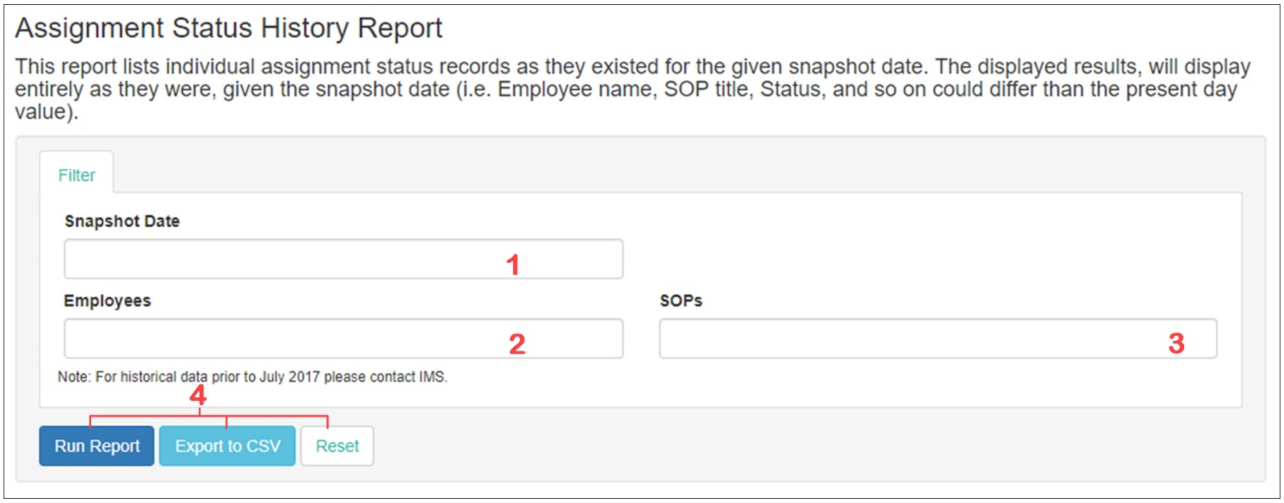

Figure 37: Assignment Status History Report

Configuration Menu

The **Configuration** menu has four selections:

- **System** –customizes the company's software settings.
- **Layout** – organizes company documents into sections and types (see **All SOPs Screen**).
- **Email** –customizes the automatic emails for SOPs.
- **SOP Quizzes** – allows you to create and revise quizzes.

System Configuration Screen

The **System Configuration** screen (Figure 38) has the following items:

- **Company name** appears at the top right next to user's name.
- **Short name** is used in the URL.
- **Administrative email** is the address where users can send emails with questions about their **SOPTracker** accounts.
- **Automatic logout seconds** sets time of inactivity before the system logs out (zero seconds disables the automatic logout).
- **Employee Properties**
  - **Default time zone** is set for all employees unless changed.
  - **Allow admins to set passwords** allows the administrators to set passwords for users. **Note:** This doesn't apply to companies that use Single Sign On.
  - **Number of days a password is valid** allows the administrator do make passwords expire. A zero allows the password to never expire. **Note:** This doesn't apply to companies that use **Single Sign On**.
- **Assignment Properties**
  - **Enforce click** does not allow employees to sign off on an SOP or take a quiz if they haven't opened the SOP.
  - **Use effective due date** requires employees to complete the SOP by a specified due date or have to include the reason they are late.
  - **# of days until due** is the number of days allotted to read the SOP before being late.
  - **Notification days** is set to the number of days before the due date that reminders will be sent to employees to read the SOP.
  - **Provide late reason** when checked the employee must state why they are late completing the assignment in order to sign off.
  - **Standard late reason choices** allows you to create standard late reasons that employees can select by clicking on the **+Add Late reason** control.
  - **Allow free text for late reason** is a checkbox that allows employees to add their own reason.
  - **Show time for date assigned** is checked when you want the time and the date for the assignment specified.

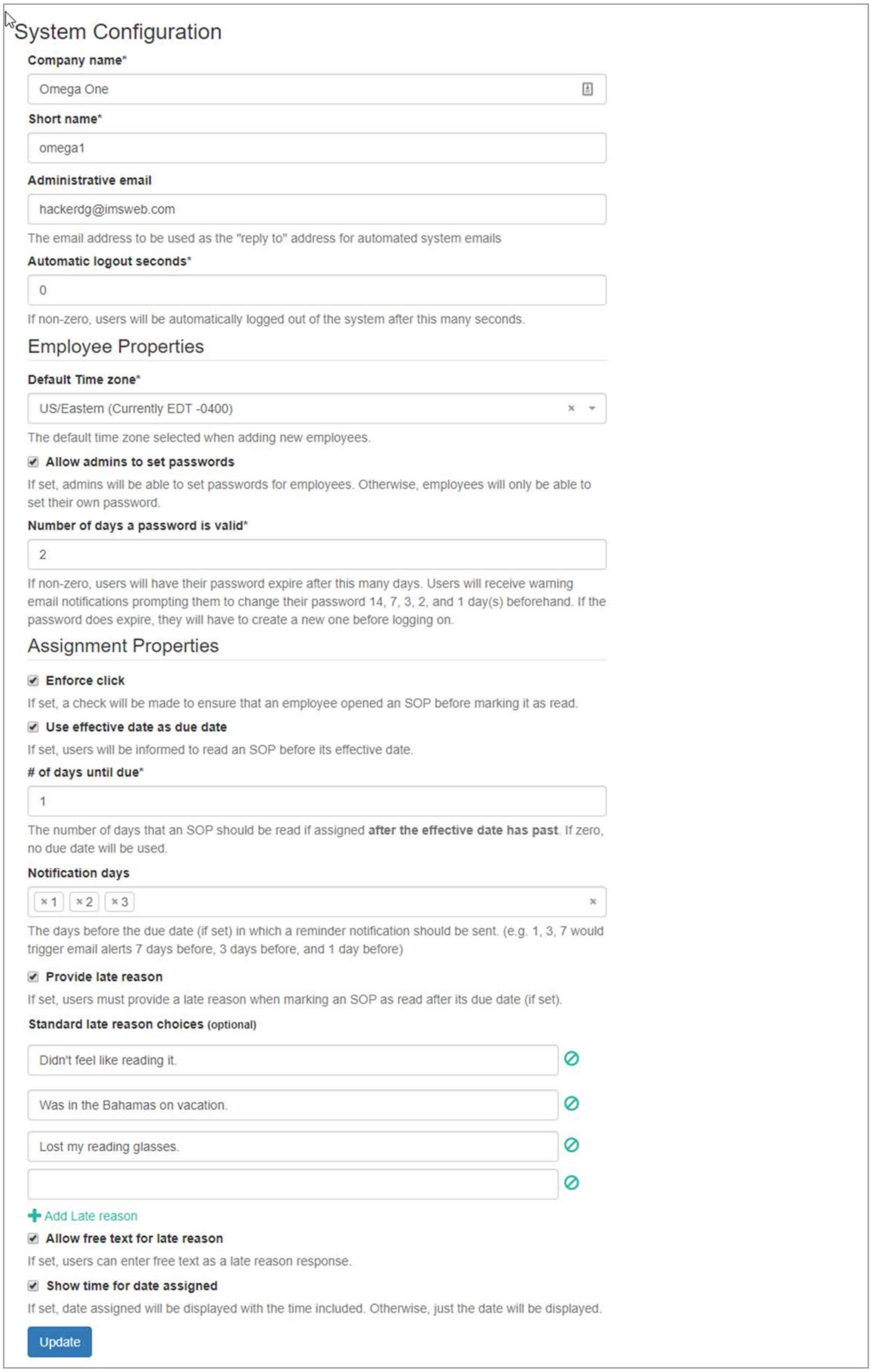

Figure 38: System Configuration Screen

Layout Customization

This screen allows you to create a customized layout configuration for your company's documentation. You can create sections to divide your documentation into different groups of subjects or departments that fit your company's needs; and types, that you may use for documentation types or whatever suits your company's purposes.

Layout Customization

Section	Display Order	Edit	Delete/Add
Company Policies	1		
Software Development	7		
Web Development	8		
Management Forms	9		

Type	Display Order	Edit	Delete/Add
Employee Benefits	1		
SOPs	2		
Forms	4		
Style Sheets	6		
Project Schedules	10		

Figure 39: Layout Customization Screen

Creating a New Section

1. To create a new **Section**, click on the plus sign in the **Add/Delete column** of the **Layout Customization Screen** (Figure 39). The **New Section** screen will open (Figure 40).
2. Key the **Name**, **Display Order** and **Description** into the appropriate text fields. Only the name is required. **SOPTracker** will assign a display order if you do not.
3. Add subsection if desired by clicking on the **Add Subsection** button and keying the name into the subsection text field.
4. Click on the **Save** button to save the new Section or leave the screen without saving.

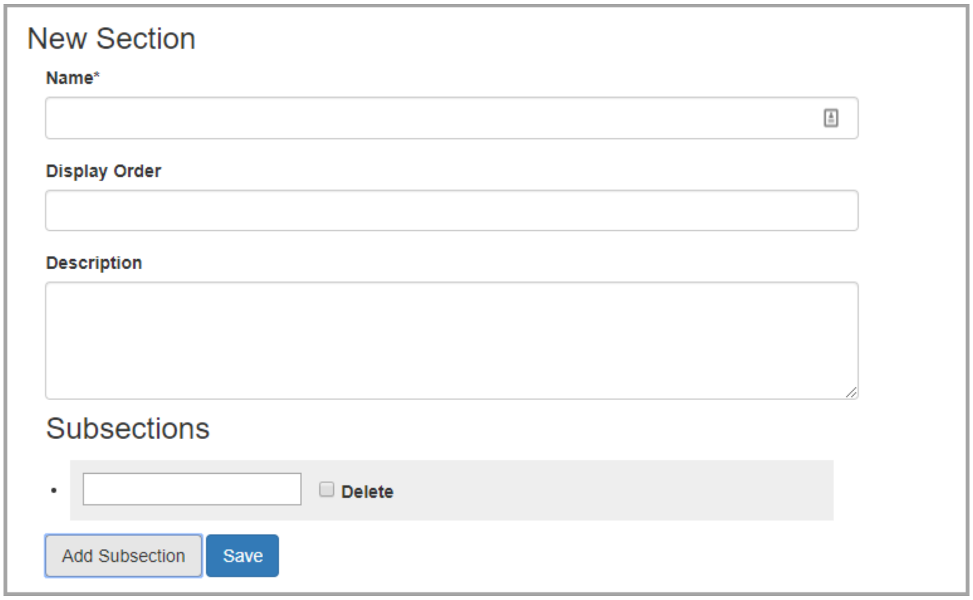

Figure 40: New Section Screen

Editing a Section

1. To edit a **Section**, click on the pencil icon in the **Edit** column. The **Section Edit** screen will open. It is identical to **New Section** screen (Figure 40) except the information fields are filled.
2. Change the **Name**, **Display Order** or **Description** by keying new information into the text fields.
3. **Subsections** can be added using the Add Subsection button or removed using the Delete checkboxes.
4. Click on the **Save** and a dialog opens allowing you to select OK to save or **Cancel.**

Creating a New SOP Type

1. To create a new **SOP Type**, click on the plus sign in the **Add/Delete column**. The **New SOP Type** screen will open (Figure 41).
2. Key the **Name** and **Display Order** into the appropriate text fields. Only the name is required. **SOPTracker** will assign a display order if you do not.
3. Click on the **Save** button to either save the new section or go back to **the Layout Customization** screen without saving.

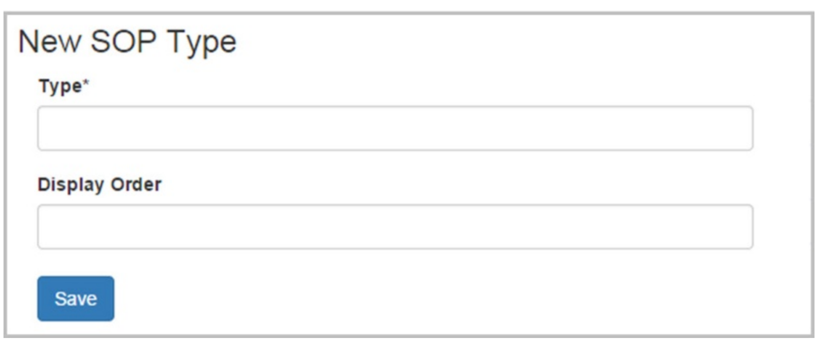

Figure 41: New Type Screen

Editing an SOP Type

1. To edit a **Type**, click on the pencil icon in the **Edit** column. **The Edit SOP Type** screen will open. It is identical to the **New SOP Type** screen (Figure 41) but is called **SOP Type Edit** and the fields are already filled.
2. Change the **Name** or **Display Order** by keying new information into the text fields.
3. Click on the **Save** button to preserve the changes or go back to the **Layout Customization** screen without making changes.

Email Customization

The **Email Customization** screen (Figure 42) allows you to automatically send emails by selecting the **Automatic email frequency** from the dropdown list. Unless you select **Never**, which prevents automatic emails from being sent, whenever an SOP is assigned or updated or when you click on the **Email Alert** button on the **Pending SOPs Report** screen, an email will be sent to the people to whom they have been assigned.

The **Email Customization** screen also allows you to append a customized message for your employees for newly assigned SOPs, newly updated SOP and alert messages using the **Manual SOP pending alert message** and the **SOP update message** fields.

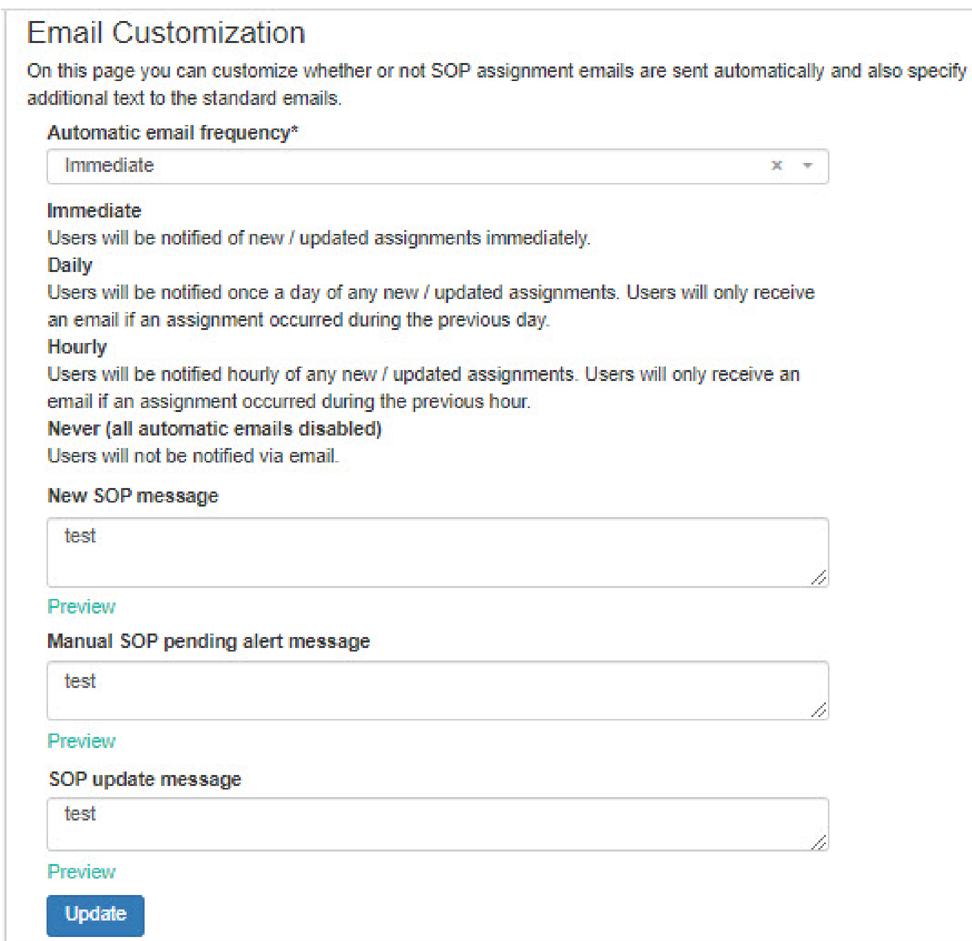

Figure 42: Email Customization Screen

SOP Quizzes Screen

The **SOP Quizzes** screen (Figure 43) displays the existing quizzes. From this screen, you can create new quizzes, and edit or delete existing ones.

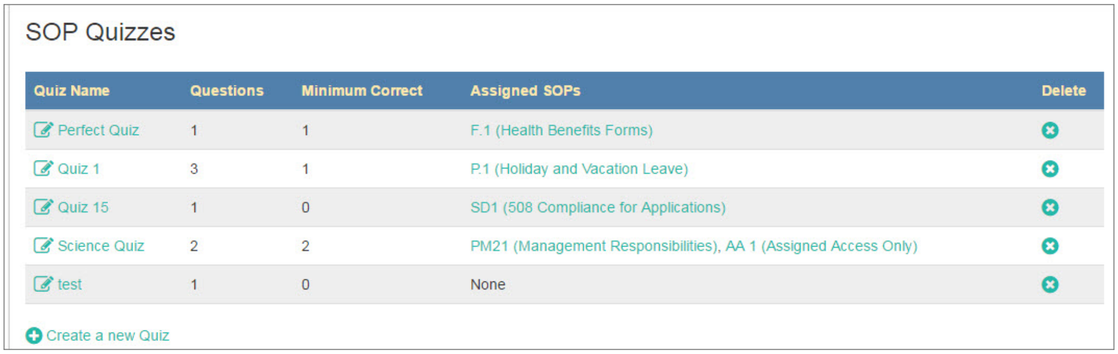

Figure 43: SOP Quizzes Screen

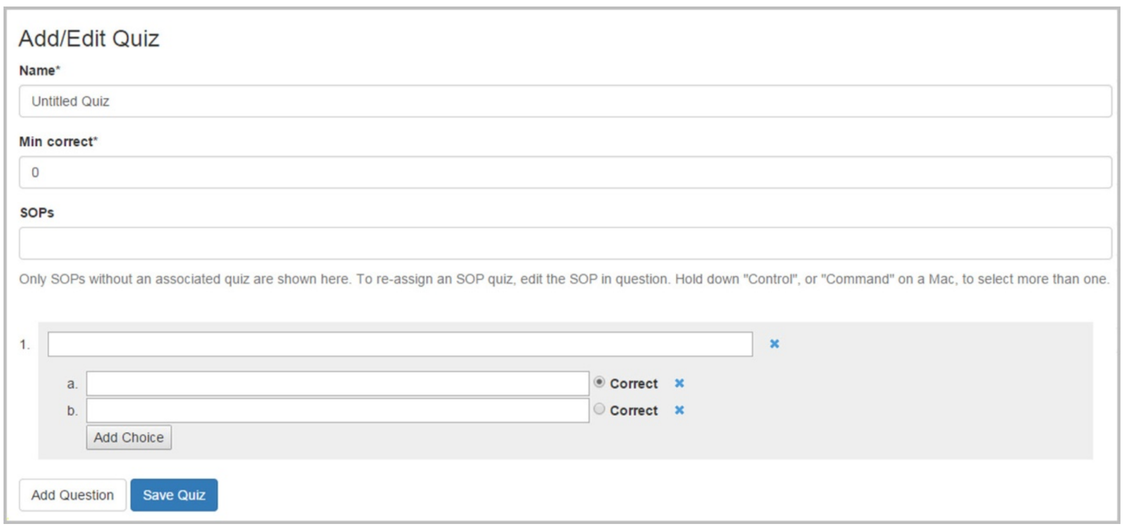

Figure 44: Add/Edit Quiz

Creating a Quiz

1. Click on the plus sign icon at the bottom left of the **SOP Quizzes** screen (Figure 43). The **Add/Edit Quiz** screen (Figure 44) opens.
2. Key in the quiz title in the **Name** field at the top of the screen.
3. Determine the minimum of correct answers that are acceptable to pass the quiz. You can select any number from 0 to the total number of questions that will be on the quiz.
4. Use dropdown list to select one or more SOPs to tie to the quiz.

   Note: You may use the same quiz for multiple SOPs if, for example you have SOPs for different employee groups that covers similar information.

5. Select the **Add Question** button to open the **Add Question** section of the **Add Edit Quiz** screen (as seen in at the bottom of Figure 44).
6. Key the question into the top text field.
7. Key choices into the text field under the question.
8. Choose the answer that is “correct” by selecting the radio button at the end of the answer line.

9. Add more possible choices by clicking on the **Add Choice** button.
10. Save the quiz when you have all of the questions you want to ask by selecting the **Save Quiz** button.

Editing a Quiz

1. Click on the pencil icon  next to the quiz name on the **SOP Quizzes** screen (Figure 43). The **Add/Edit Quiz** screen (Figure 44) opens.
2. Make additions and changes to the quiz as needed.
3. Save the quiz when you have all of the questions you want to ask by selecting the **Save Quiz** button.

Support Menu

The Support menu on the navigation bar opens the **User Manual** and this **Administrator's Guide** for help using the SOPTracker system.