SOP Tracker: User's Guide Version 2.5

Table of Contents

Getting Started	1
Logging In and Setting a Password	1
Navigation Menu	2
Changing Your Password	2
My SOPs	3
Completing SOPs with No Quizzes	3
Completing an SOP with an Associated Quiz	4
SOPs Menu	5
Search SOPs Screen	5
All SOPs Screen	6
Reports Menu	8
Running the Assignment Status Report	8
Running the Grouped Assignment Status Report	9
Running the Pending SOPs Report	10
Running the Pending Notification Alert History Report	11
Running the SOP Information Report	11
Running the Employee Group Report	12
Running the SOP Collections Report	12
Running the Quiz Results Report	13
Rerunning Recent Reports or Saved Reports	13

Getting Started

SOPTracker is a browser-based system that organizes your company's important documents, such as policies, procedures, training and benefits. It assigns documents to employees, quizzes them on their content and tracks who has signed off on their assigned documents.

Note: 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** or **Changing your Password** sections. The **Report** section only applies to users who have reporting permissions.

Logging In and Setting a Password

When your administrator opens an account for you in **SOPTracker**, you will be given the URL of your system, and a username. If your administrator gives you a temporary password, you should change it immediately when you log in to **SOPTracker** for the first time because your username and password are your digital signature. If you have any problems with your account, let your administrator know about them.

Note: You should bookmark the URL for the Login screen so you can find SOPTracker whenever you need to access it. When you are assigned new SOPs to read, you will receive an email with a link to SOPTracker.

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. There will be four or five menu links on your screen depending on your permissions, **My SOPs**, **SOPs**, **Reports** (depending on your permissions), **Support**, and your display name which opens your profile screen (see Figure 3).

Navigation Menu

The navigation menu is at the top of the screen. Depending on your permissions you may have four or five menus. The Logout link logs you out of the system.

- My SOPs Takes you to the My SOP screen.
- SOPs Has two choices, **Search** and **Listing**.
- Reports Is present only for those who have **Reports** permission (see **Reports** section).
- Support Opens this User Manual.
- Display name Opens your profile so you can change your password.



Figure 3: Navigation Menu and Logout Link

Changing Your Password

This section does not apply to systems using Single Sign On (SSO) or Identity Provider (IP) software for logging on.

- 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 saying **Profile Saved** at the top of the screen.

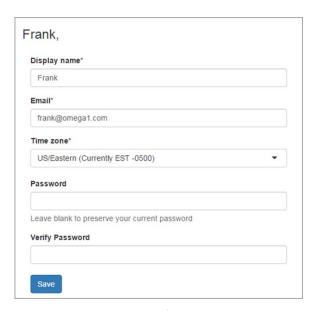


Figure 4: Profile Screen

Note: Passwords, they must be at least eight 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

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 SOPs** in Figure 5, some SOPs may have associated guizzes 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.

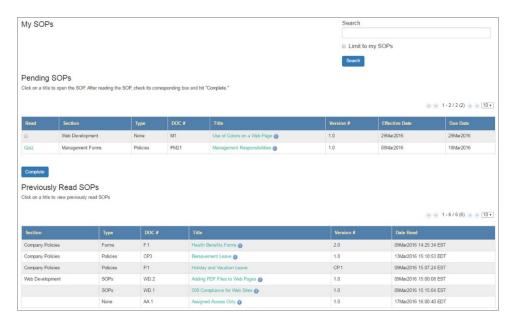


Figure 5: My SOPs Screen

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. (If your organization uses Single Sign On (SSO) or Identity Provider (IP) software, your Digital Signature will be handled by that software.)
- 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.

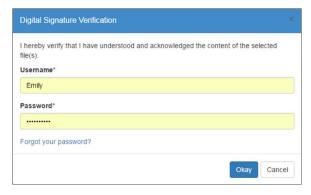


Figure 6: Digital Signature Verification

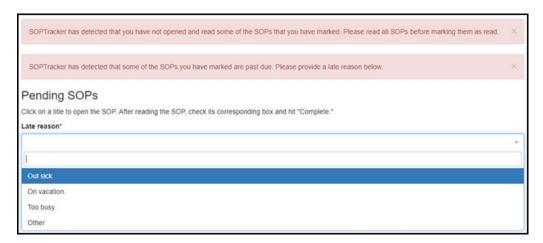


Figure 7: Messages for Unread and Late SOP Assignments

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 a dropdown and/or 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 message seen in figure 7 if you try to take the quiz without opening the SOP.

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. (If your organization uses Single Sign On (SSO) or Identity Provider (IP) software for logging into SOPTracker, your Digital Signature be handled by that software.)

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 two items, **Search** and **Listing**. **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.

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 Prerelease 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.

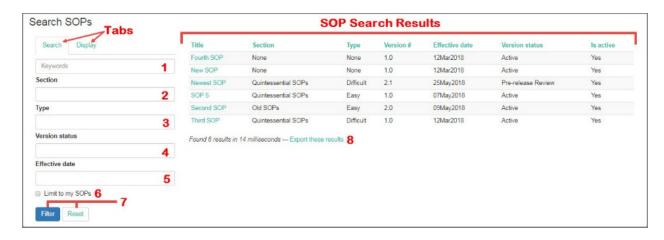


Figure 8: Search SOPs Screen

All SOPs Screen

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 navigate through the **All SOPs** screen by using the scroll bar or clicking on the section titles at the top left of the screen to go to the section. Use the **All SOPs** screen to open any SOPs by clicking on their titles.

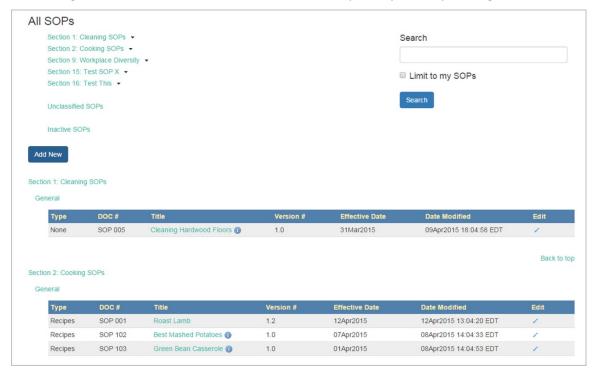


Figure 9: All SOPs Screen

There are two ways to search the All SOPs screen:

- 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.
- From the **SOPs** navigation menu select **Search**. The Search SOPs screen will open (Figure 9). This screen can filter on a key word, by **SOP Type** or by **Effective date**. There is also a **Limit to my SOPs** checkbox to limit your search to those SOPs which have been assigned to you.

Reports Menu

This section only applies to the users who have **Reports** permission. Reports results include a date/time stamp and the criteria used. Most report types (with the exception of the **Pending** reports) allow you rerun a recent unsaved report (one of the last four reports run) or to save report criteria specifically to be rerun. This functionality is useful if you have reports that you need to run regularly.

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

- **Assignment Status** Generates a list of individual assignment status by employee of assigned SOPs including 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. These two reports are currently the
 only reports that do not allow you to save report criteria.
- **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.
- **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 guizzes were taken by each employee and their results.

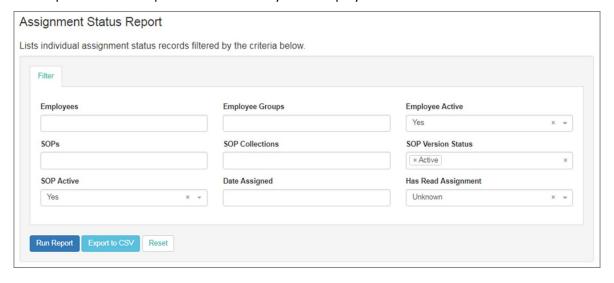


Figure 10: Assignment Status Report

Running the Assignment Status Report

- 1. Go to Reports>Assignment Status. The Assignment Status Report screen (Figure 10) 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.

- 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.

- Go to Reports>Grouped Assignment Status. The Grouped Assignment Status Report screen Figure 11) 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.

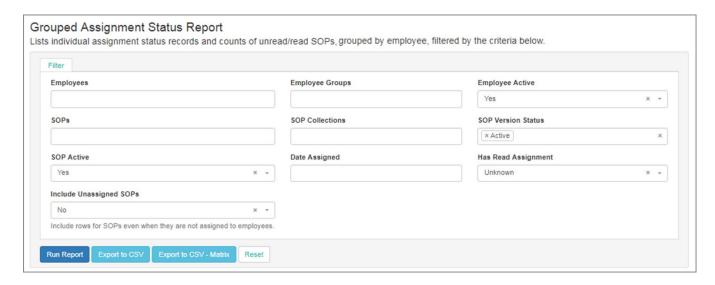


Figure 11: Grouped Assignment Status Report

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 12) 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 13).
- 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.

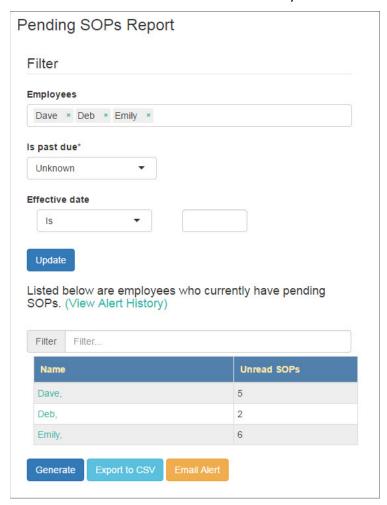


Figure 12: Pending SOPs Report Screen



Figure 13: 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 12). The Pending Notification Alert History screen (Figure 13) 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.

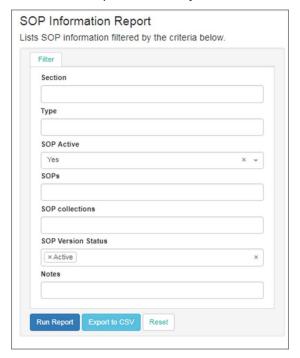


Figure 14: SOP Information Report

Running the SOP Information Report

- 1. Go to Reports>SOP Information. The SOP Information Report screen (Figure 14) 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 the **Run Report** button to see the results at the bottom of the page, or the **Export to CSV** button to open the file 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 15).
- 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 15: Employee Group Report Screen

Running the SOP Collections Report

- 1. Go to Reports>SOP Group. The SOP Collections Report screen (Figure 16) 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.
- 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 16: SOP Collection Report Screen

Running the Quiz Results Report

- 1. Go to Reports>Quiz Results. The Quiz Report screen will open (Figure 17).
- 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.

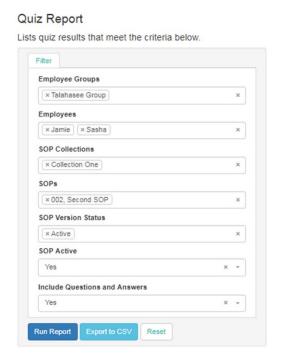


Figure 17: Quiz Results Report Screen

Rerunning Recent Reports or Saved Reports

- 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 18) at the top of the report to edit. This is particularly useful for running regular reports where you can change the date range.

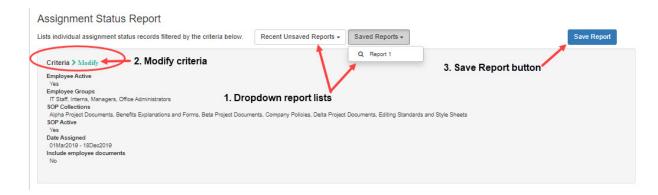


Figure 18: Rerunning and Saving Reports

- 3. Save reports by selecting criteria and clicking the **Save Report** button. The **Save Report** dialog opens (see Figure 19).
- 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).
- 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).
- 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.

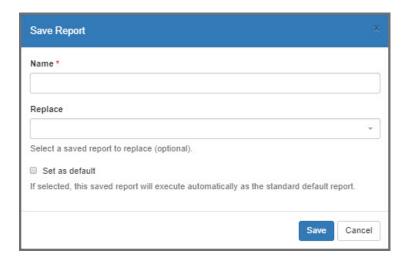


Figure 19: Save Report Dialog