CODYSOFT®

Policy and Procedures
module®

User Guide

For use with application release July 8th, 2021

Policies and Procedures®

The CodySoft® Policies and Procedures (P&P®) module centralizes and streamlines the life cycle management of a health plan's policies and procedures documents. It is a collaborative tool that implements a standardized process for the policy and procedure life cycle:

- Creation, review and approval
- Implementation and distribution
- Library storage with powerful search capabilities
- Comprehension and certification
- Scheduled review / update / expiration

It is designed to reduce compliance risk through an integrated workflow for the entire document life cycle, providing consistency and a documented audit trail.

Project and Policy Process Overview

Every project in P&P follows these general high-level steps:

1. The Project Manager adds a new draft project to the projects list. See *Add New Project*
2. The project is populated with project information, including metadata for all documents to be included in the project.
3. Discussions are started to identify and resolve project issues. See *Add Discus*sion
4. Attachments relevant to the project are uploaded. See *Add Attachment*
5. Documents are added to the project. See *Add Document*
6. The project is sent for approval. See *Get Project Approval*

When the project is approved, work begins on the documents in the project

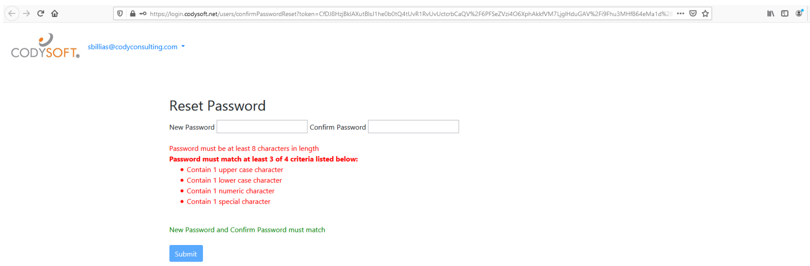
1. Tasks are created for the document review work. See *Tasks*
2. Team members collaborate on the policy, procedure, or contract documents. They edit the draft documents. See *Edit Documents*
   a. Assign tasks to subject matter experts to review the documents and make edits, updates or corrections as needed. See *Tasks*
   b. Monitor task completions
3. Documents are approved or canceled. See *Approve Document.*
4. When all documents are approved, the project is marked as Complete. See *Complete Project*
5. The documents are published to a library and remain in Approved status
6. Obtain Acknowledgment. After the project is complete, the next step is to obtain acknowledgment. See *Send a Document for Acknowledgment*.
7. At the end date specified, the project is archived

Accessibility

Logging in for the first time

CodySoft® sends you a confirmation email when you are first added to the list of registered users at the start of a project.

1. From the confirmation email, click the link to confirm your email address. When you log in for the first time, you are prompted to create a new password.

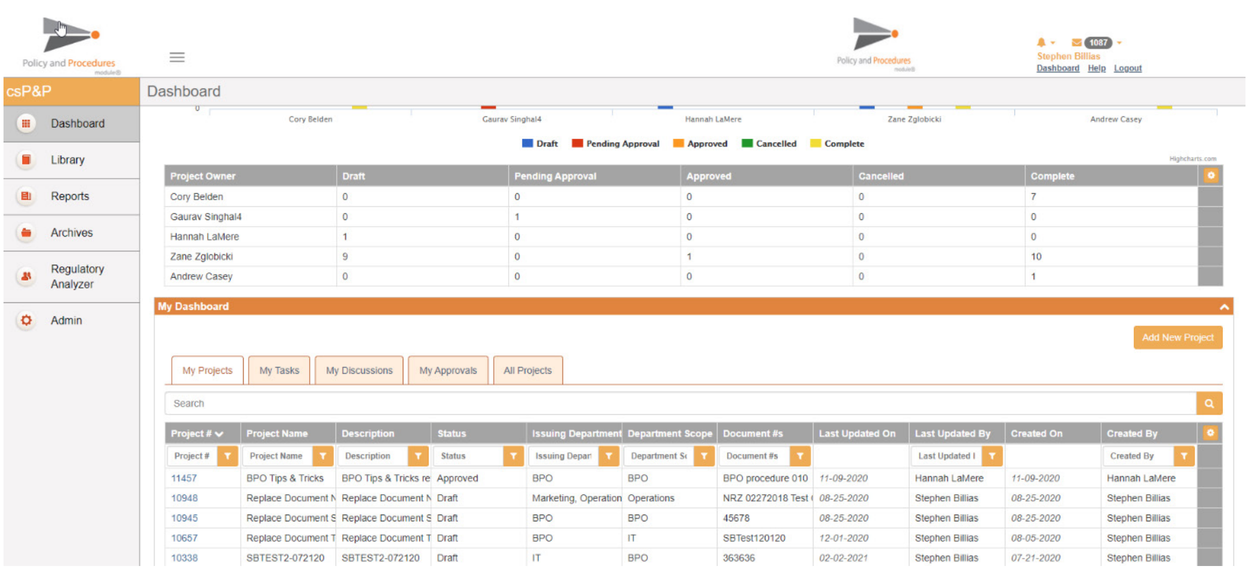


2. In the New Password field, enter a **new password.** Follow the instructions for meeting the password requirement.
3. In the Confirm Password field, enter the **new password** again
4. Click **Submit.** The login screen displays.
5. Enter your **user name**
6. Enter the **password** you just created
7. Click **Sign in**. You are logged in to the main dashboard of CodySoft.

NOTE: If your company uses Single Sign On (SSO) then you will not be asked to create a CodySoft password when you log in for the first time.

Dashboard

When you log into csP&P®, the main dashboard displays.



Statistics

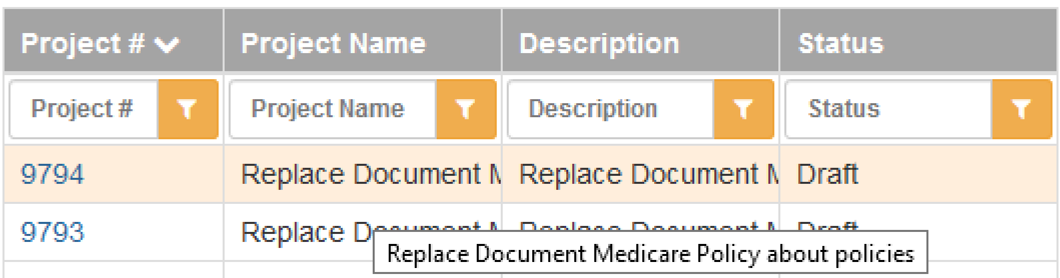
The top part of the main displays is a set of statistics in graph from, showing who is working on P&Ps, and what statuses those P&Ps are in. The statuses are:

- Draft
- Pending Approval
- Approved

NOTE: Completed and Canceled projects are moved to the Archives. See *Archives*.

You can filter on the P&P by entering a date range in the Start date and End date fields.

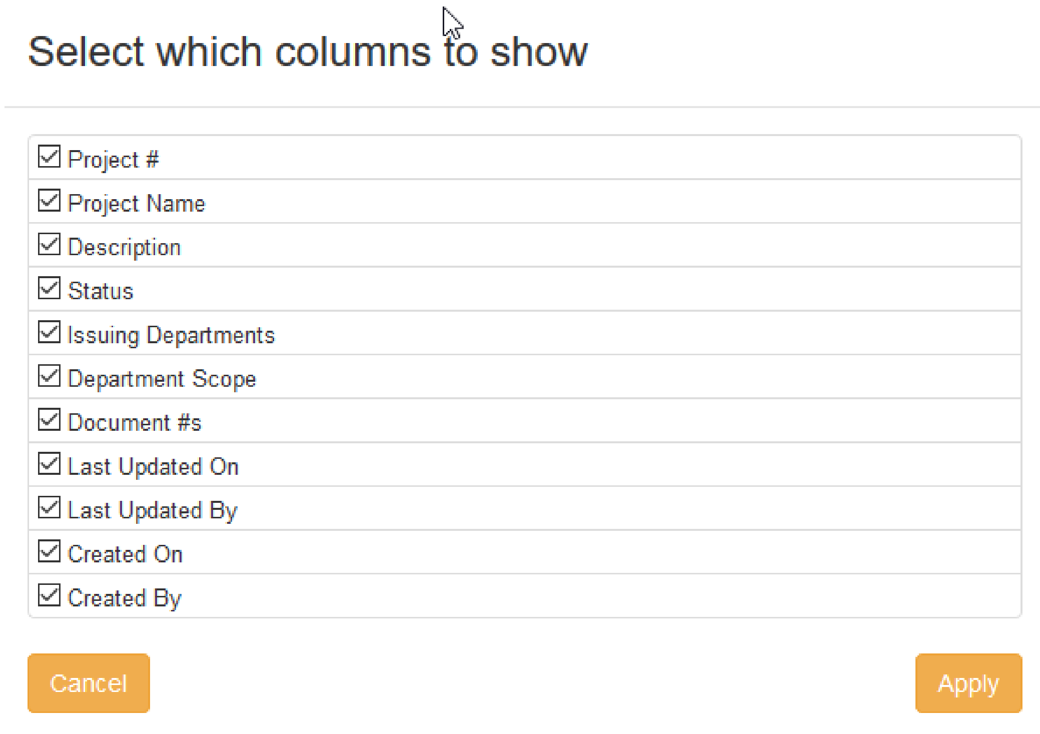
Also, if you hover over any cell in any row and column on any tab in the module, hover over text displays additional detail, as in this example:



Beneath the graph, the Statistics area of the main dashboard screen also provides the same statistics in table format by Project Owner. You can configure the table for a personal view of the information:

1. Click the configure icon .

2. Select which columns to show in our personal view:



3. Click **Apply**.

NOTE: You can sort alphabetically on any column on any screen in the P&P module, by clicking the column name. Dropdown lists in the module are sorted alphabetically.

My Dashboard

Below Statistics is My Dashboard, which is the work area for your P&Ps. My Dashboard consists of five tabs:

- My Projects
- My Tasks
- My Discussions
- My Approvals
- All Projects

My Projects

In My Projects you can search for your projects, and you can filter on these categories:

- Project #
- Project Name
- Description
- Status
- Issuing Departments
- Department Scope

- Document #s
- Last Updated By
- Created BY

Search My Projects

To filter and search on one or more categories:

1. Enter a value in the first column you want to filter on
2. Click the filter icon . The table displays a list of items containing the value you entered.
3. To continue to filter on the list, enter a value in another column.
4. Click the filter icon . The table displays a list containing only those items that meet the values in both columns in which you entered values.

For example, enter “Draft” in the Status column and “Compliance” in the Issuing' Departments column to see only those that are in Draft Status and were issued by the Compliance Department.

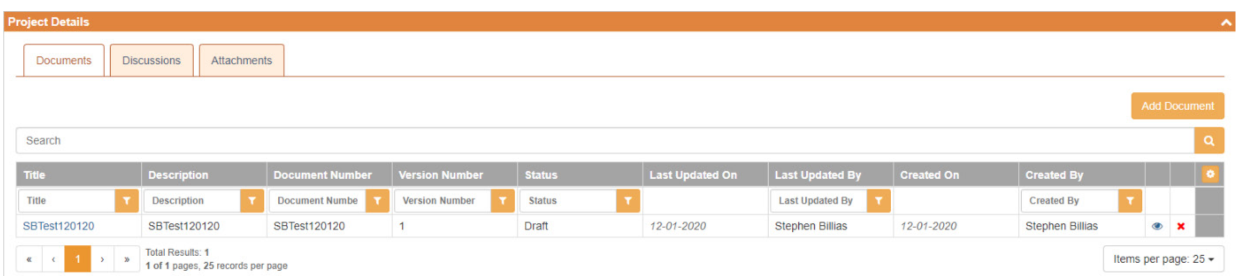
NOTE: Completed and Canceled projects are moved to the Archives. See *Archives*.

Access Project Information

From the My Projects list, click the number for any project in the list. The General information screen displays, with information on the following items:

- Project Name
- Project Manager
- Issuing Departments
- Department Scope
- Project Description

Below this information is the Project Details area, with three tabs:



Documents

The Documents tab lists all policies or procedures in this project, in a table with the following columns:

- Document Title
- Document Description
- Document Number
- Document Version Number

- Status
- Last Updated On
- Last Updated By
- Created On
- Created By

NOTE: Documents might be either Policies or Procedures.

Discussions

The Discussions tab lists all discussion related to this project, in a table with the following columns:

- Id
- Subject
- Description
- Users
- Status
- Last Updated On
- Last Updated By
- Created On
- Created By

Attachments

The Attachments tab lists all attachments for this project, in a table with the following columns:

- #
- File Name

My Tasks

In My Tasks you can search for tasks assigned to you, and you can filter on these categories:

- Task Id
- Name
- Description
- Start Date
- Due Date
- Completed On
- Status

My Discussions

In My Discussions you can search for discussions that you are a part of, and you can filter on these categories:

- Id
- Subject
- Description
- Users

- Status
- Last Updated On
- Last Updated By
- Created On
- Created By

My Approvals

In My Approvals you can search for P&Ps that you have approved, and you can filter on these categories:

- Id
- Name
- Description
- Type Name

All Projects

In All Projects you can search for all projects in the module and you can filter on these categories:

- Project #
- Project Name
- Description
- Status
- Issuing Departments
- Department Scope

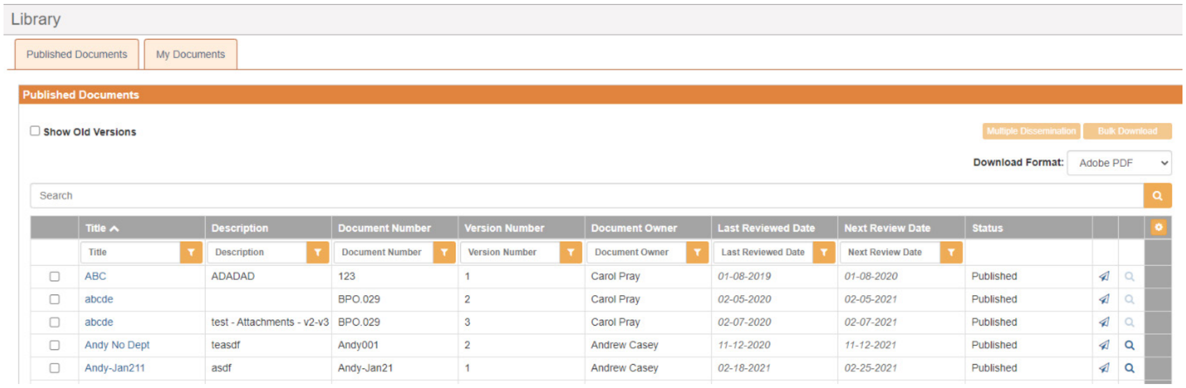
Library

In the Library you can view all Published Documents, or just those documents assigned to you on the My Documents tab.

Published Documents

You can search for published P&Ps and you can filter on these categories:

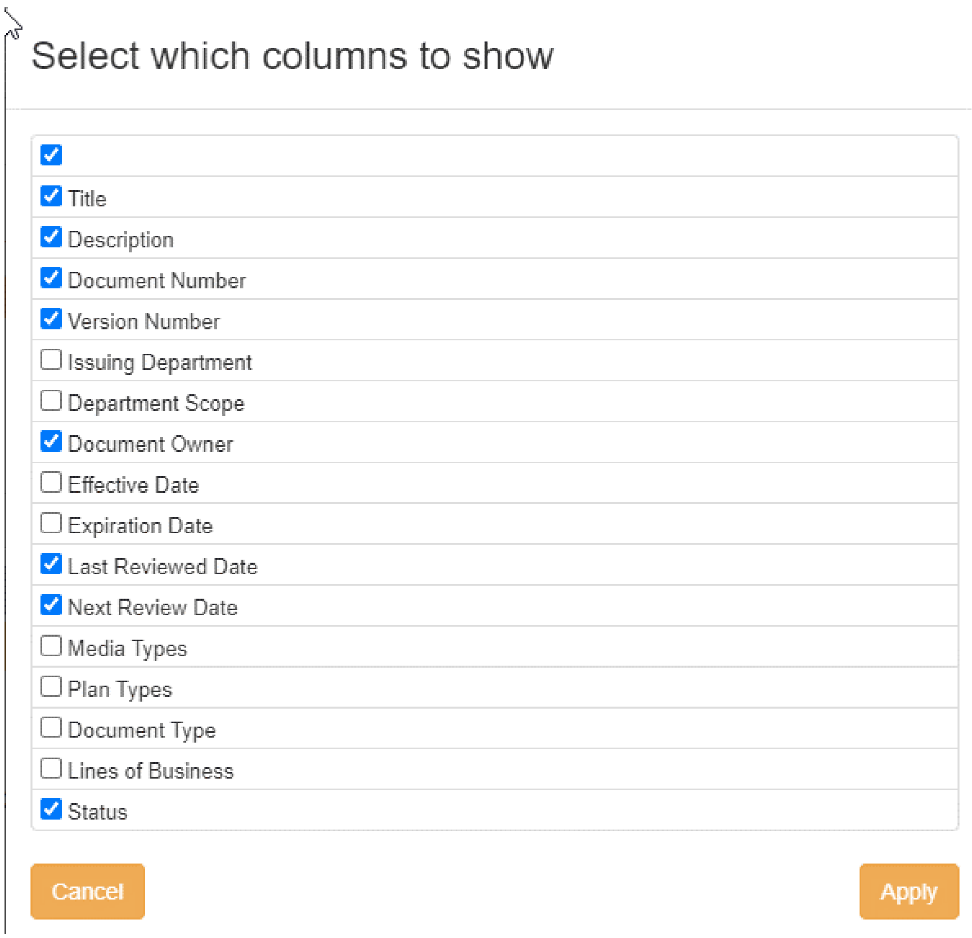
- Document Title
- Document Description
- Document Number
- Document Version Number
- Document Owner
- Last Reviewed Date
- Next Review Date



The library displays only the latest versions of every document. Select the **Show Old Versions** checkbox to show all versions of each document.

NOTE: You can add other columns of information to this display.

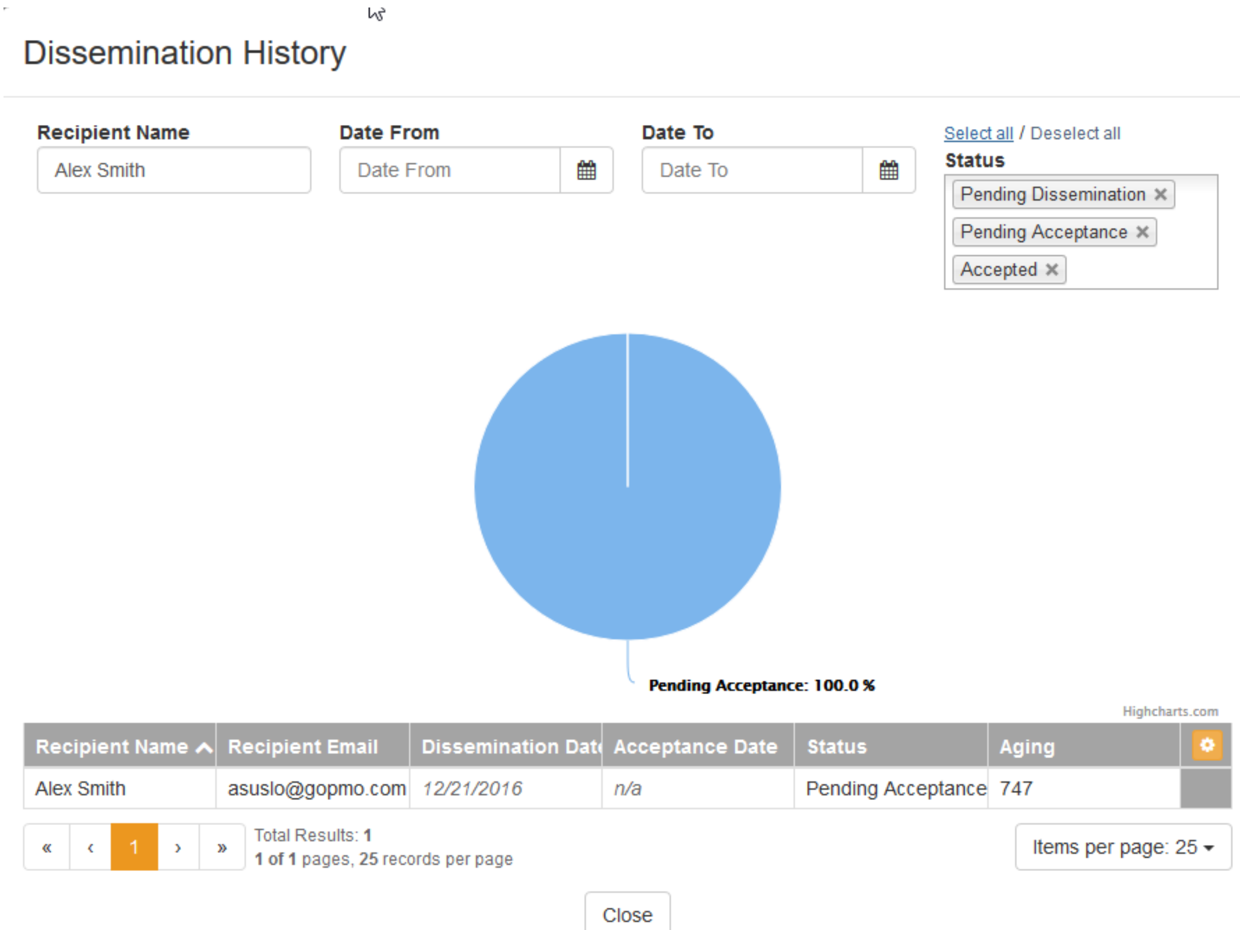
1. Click the settings icon . The Select which columns to show dialog box displays:



2. Select the checkboxes for the columns you want to add to the view.
3. Click **Apply**. The selected columns are added to the display.

View Dissemination History

1. Click the Dissemination History icon on any document to view its dissemination history. The Dissemination History dialog box displays:



2. Filter on these fields to refine your view of the dissemination history:
   - Recipient Name
   - Date From
   - Date To
   - Status
     - Pending Dissemination
     - Pending Acceptance
     - Accepted

   The results display on chart form and in a list with these columns:
   - Recipient Name
   - Recipient Email

- Dissemination Status
- Acceptance Date
- Status
- Aging (the number of days between dissemination date and accepted date. If the acceptance is still pending, this is an incremented number based on the number of days between dissemination today's date.

3. Click **Close** to close the Dissemination History dialog box.

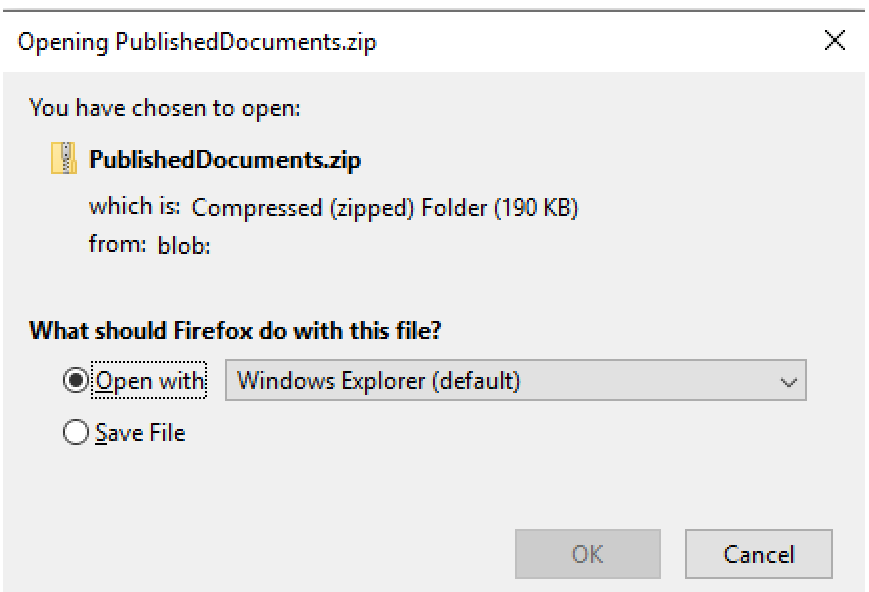
Send Document for Review

If you are a Librarian, Admin, or Document Owner, you can send documents for review also. Click the Review icon to initiate a review on any document. See *Review Document*. To be eligible for review, a document must be the latest version and not already under review. If you try to replace or review a document for which a replacement is underway, you receive an error message:

Bulk Download PDF

You can download multiple published documents at one time.

1. Select the checkboxes for the documents you want to download.
2. Click **Bulk Download PDF**. The dialog box for the resulting zip file displays:

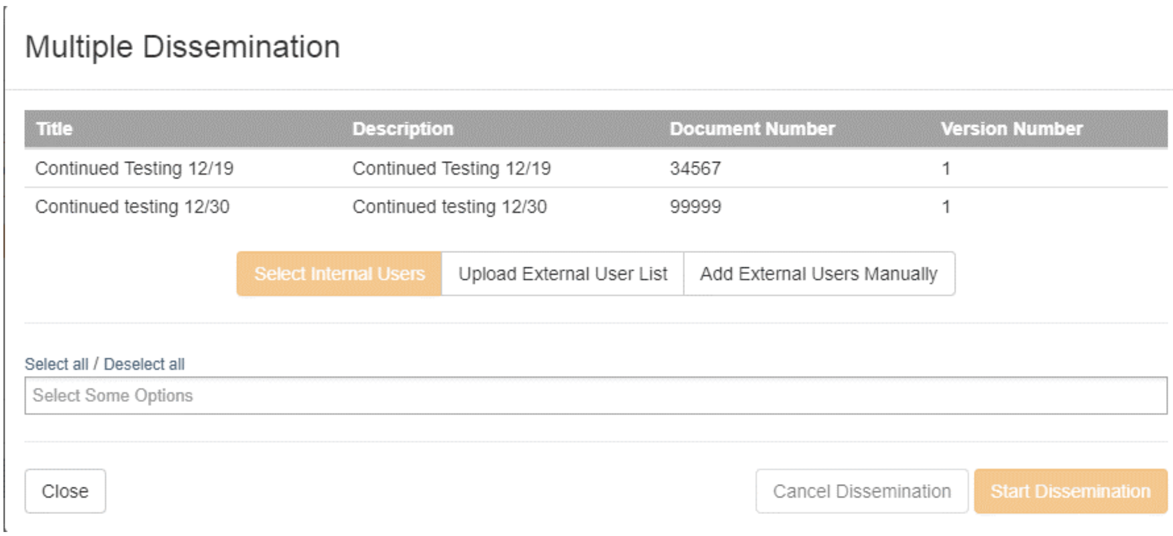


3. Select to open or save the .zip file
4. Click **OK**.

Multiple Dissemination

In the Library, if you are a Librarian or the Document Owner you can disseminate multiple published documents also.

1. Select the checkboxes in the farthest left column for all documents you want to disseminate
2. Click **Multiple Dissemination. The Multiple Dissemination dialog displays:**



3. Select the users to whom you want to disseminate the document, either by selecting internal users, uploading an external user list or by entering external users manually.

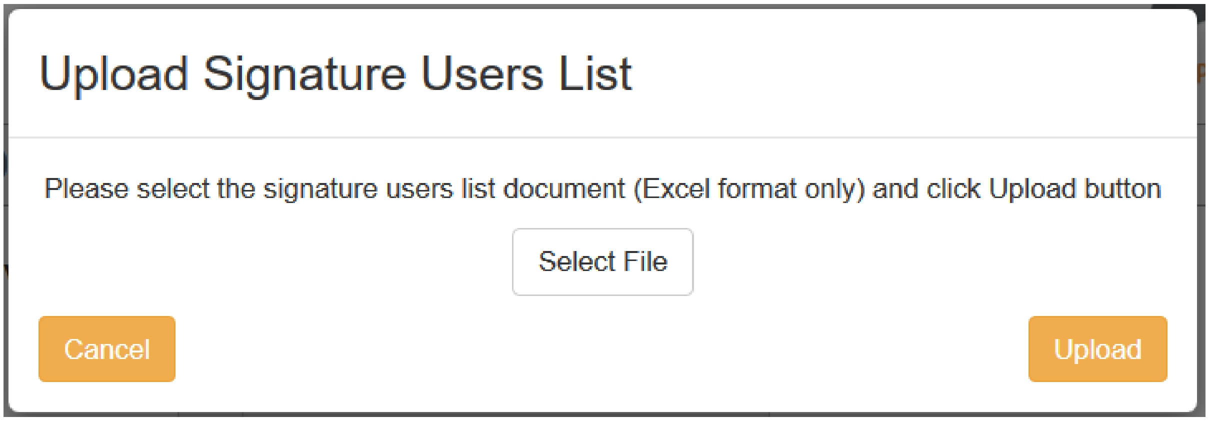
   To select users for internal distribution manually:

   a. Click **Select Internal Users**.
   b. Select any users you want to receive the acknowledgment dissemination. You can Select all to send to the entire list.
   c. Click **Start Dissemination**
   d. Click **Cancel Dissemination** to stop a dissemination already in progress

   To upload a list of external users who must acknowledge the document:

   a. Click **Upload External User List**.

b. Click **Select File**. The Upload Signature Users List dialog box displays.



c. Browse to select a **.xls or .xlsx file** for upload.

NOTE: The filename maximum length is 100 characters. The characters in the filename can be anything that Windows allows; if you are working on a Windows Operating System (OS) any valid filename can be used in CodySoft.

d. Click **Upload**. The list of signatories appears on the Multiple Dissemination dialog. You can replace the file before starting dissemination by clicking Select File again from the Multiple Dissemination dialog.

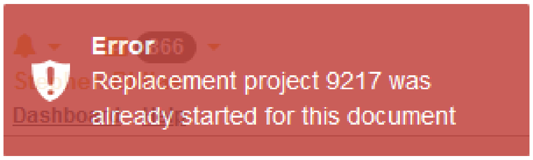
To enter external users manually:

a. Click **Add External Users Manually.**
b. Enter the following information for each user:
   i. First Name
   ii. Last Name
   iii. Email
   iv. Department
c. Click **Add User** to add another user to the list
d. Click **Confirm** after you have entered additional users.

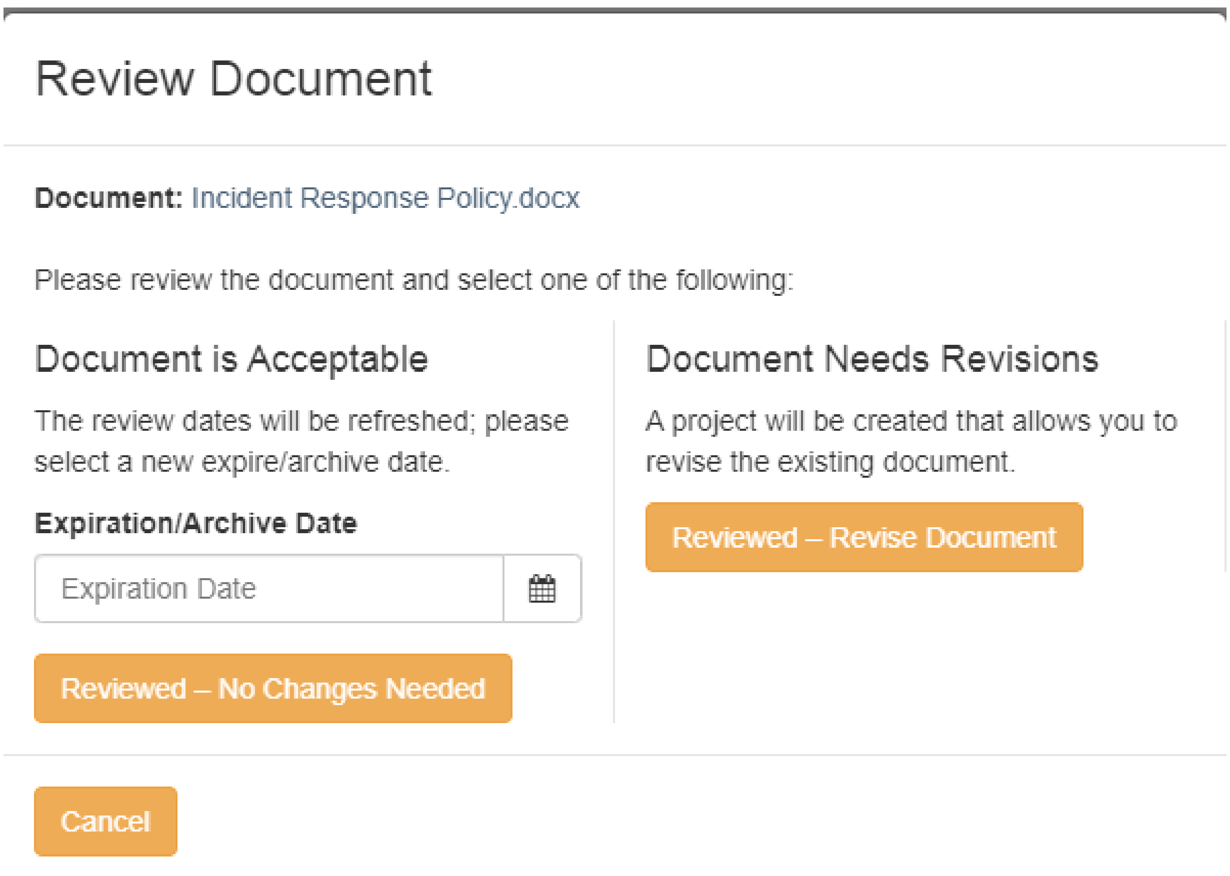
4. Click **Start Dissemination**

Review Document

In the Library, if you are a Librarian, Admin, or Document Owner, you can send documents for review also. To be eligible for review, a document must be the latest version and not already under review. If you try to review a document for which a replacement is underway, you receive an error message:

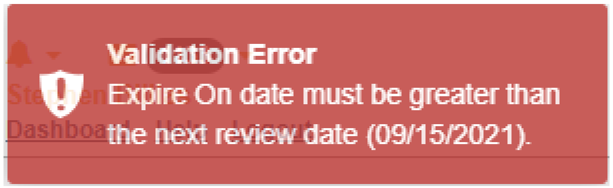


1. Click the Review icon to initiate a review on any document. The Review Document screen displays:



2. If the document is acceptable:
   a. Enter the new Expiration/Archive date for the document, using the calendar widget provided.

NOTE: The Expiration Date must be later than the Next Review Date. If not, an error message displays:

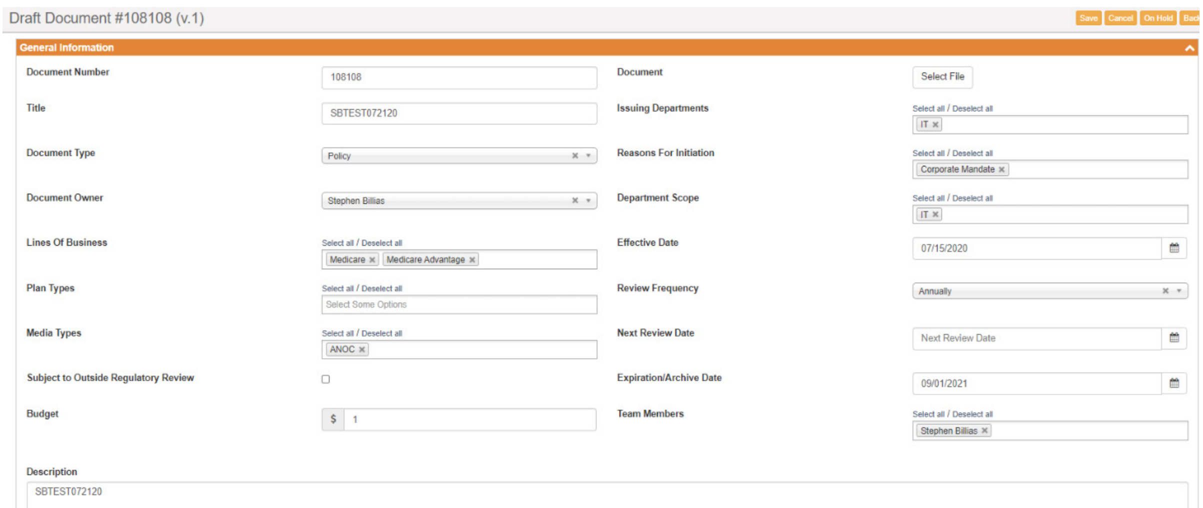


Change the expiration date to meet the criterium.

b. Click **Reviewed – No Changes Needed**

3. If the document needs to be replaced

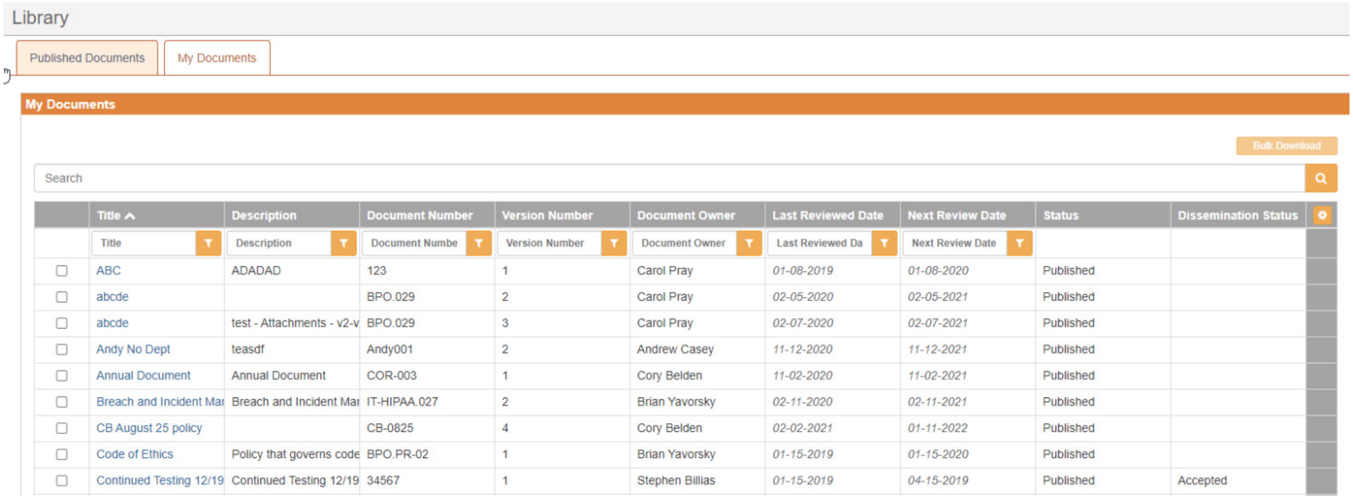
a. Click **Reviewed—Replace Document.** A new Draft project opens with a replacement draft document available:



b. Follow the steps to move the new document through the P&P workflow. See *Add New Project.*

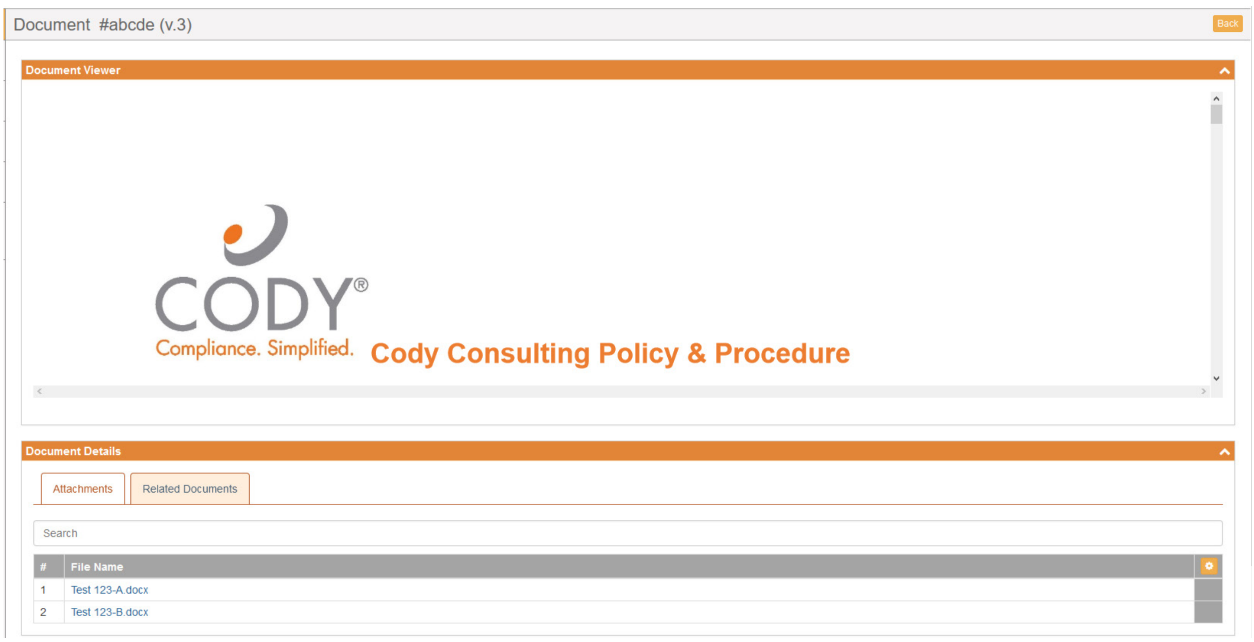
My Documents

On the My Documents tab you can see all documents for which you are the owner, and any documents that have been disseminated to you and their Status and Dissemination Status:



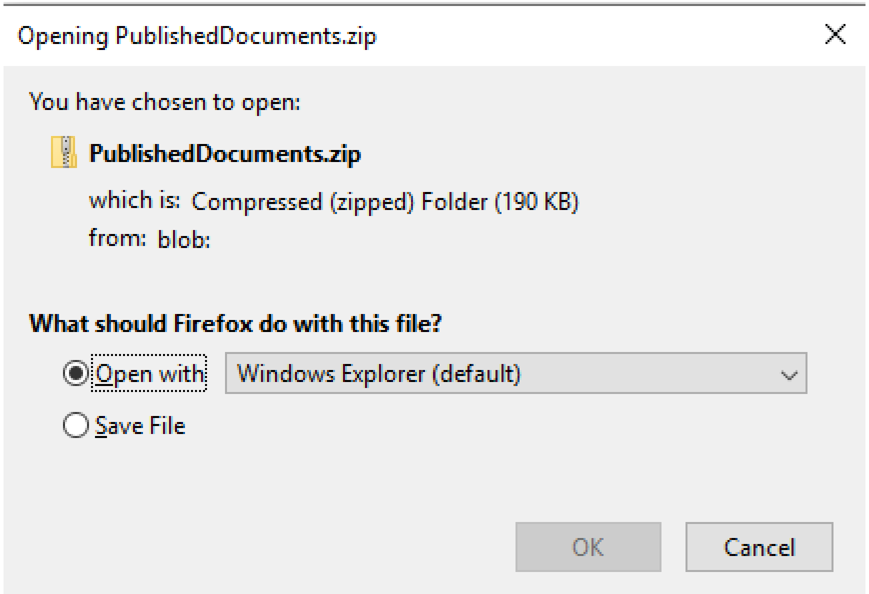
	Title	Description	Document Number	Version Number	Document Owner	Last Reviewed Date	Next Review Date	Status	Dissemination Status
	Title	Description	Document Numbe	Version Number	Document Owner	Last Reviewed Da	Next Review Date		
☐	ABC	ADADAD	123	1	Carol Pray	01-08-2019	01-08-2020	Published	
☐	abcde		BPO.029	2	Carol Pray	02-05-2020	02-05-2021	Published	
☐	abcde	test - Attachments - v2-v	BPO.029	3	Carol Pray	02-07-2020	02-07-2021	Published	
☐	Andy No Dept	teasdf	Andy001	2	Andrew Casey	11-12-2020	11-12-2021	Published	
☐	Annual Document	Annual Document	COR-003	1	Cory Belden	11-02-2020	11-02-2021	Published	
☐	Breach and Incident Mai	Breach and Incident Mai	IT-HIPAA.027	2	Brian Yavorsky	02-11-2020	02-11-2021	Published	
☐	CB August 25 policy		CB-0825	4	Cory Belden	02-02-2021	01-11-2022	Published	
☐	Code of Ethics	Policy that governs code	BPO.PR-02	1	Brian Yavorsky	01-15-2019	01-15-2020	Published	
☐	Continued Testing 12/19	Continued Testing 12/19	34567	1	Stephen Billias	01-15-2019	04-15-2019	Published	Accepted

Click the Title of any document on the My Documents tab to view the document and any Attachments and Related Documents:



You can Bulk Download PDFs of the documents also.

1. Select the checkboxes for the documents you want to download.
2. Click **Bulk Download**. The dialog box for the resulting zip file displays:

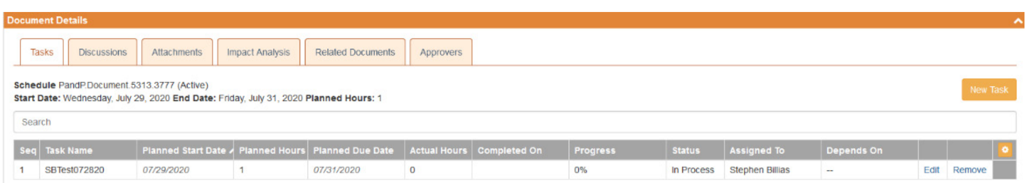


3. Select to open or save the .zip file
4. Click **OK**.

NOTE: If you are a Librarian, Admin, Document Owner, or Project Manager, you have the additional option of being able to download Word documents, or both Word and PDF version of documents. Otherwise, you can download only PDFs.

Published Document Details

The General Information screen for each published policy, procedure, or contract in the Library has an additional set of tabs:

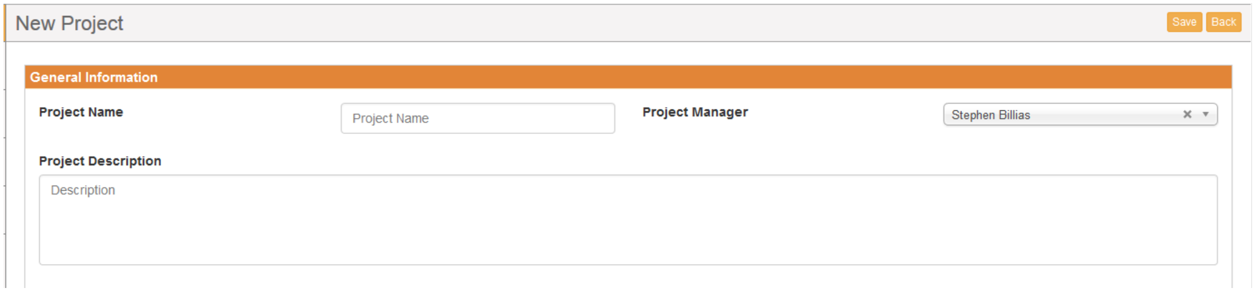


- Tasks – lists all task for the document
- Discussions – lists all discussion related to the document
- Attachments – lists all attachments uploaded to the document
- Impact Analysis – provides an **Upload Impact Analysis Document** button to upload a file from Regulatory Analyzer module that document the impact of the P&P to the organization.
- Related Documents – lists any other polices related to this document
- Approvers – lists the approvers of the document
- Acknowledge – provides a place to upload the list of signature users for the document, to show which recipients have received, read, and acknowledged their review and understanding of a document. This tab is only visible when the document is published and ready for Acknowledgment.

Add New Project

To add a new project in the P&P module:

1) Click **Add New Project** from the My Dashboard area of the Dashboard screen. The New Project dialog box displays:



2) Enter a **Project Name**
3) Select a **Project Manager** from the dropdown list
4) Enter a **Project Description**
5) Click **Save**. The General Information screen appears with the new project listed as Draft in the graph and table. All new P&P projects end in "-A" while older projects may not share this naming convention.

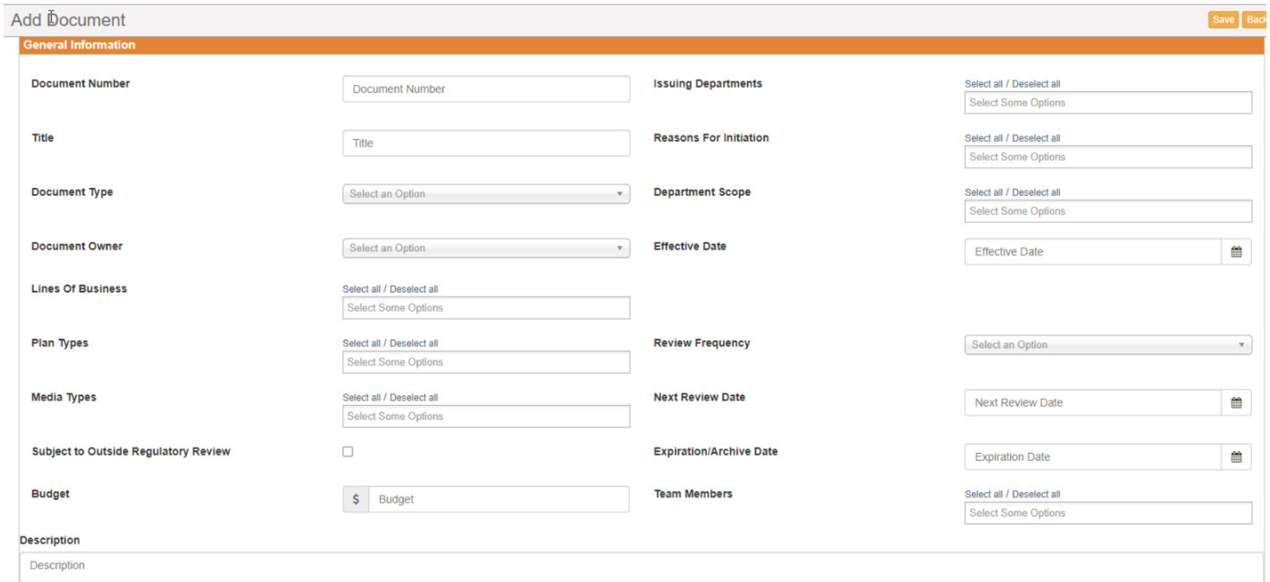
As the initiator of the project you are the Project Manager when you create a new project (you must have the Project Manager role in your user profile), but you can assign the project to another Project Manager by changing the user listed in the Project Manager drop down on the project's General Information screen.

Add Document

To add a new document to a project:

1. Select a **Project**
2. From the General Information screen, click **Add Document**

3. Enter information in the fields on the New Document screen:



   a. Enter a **Document Number—This field is free text.** Use your company's numbering convention for your document numbers if you have one.
   b. Enter a **Document Title This field is free text.** Use your company's naming convention for your document titles if you have one.
   c. Select a **Document Type** from the dropdown list. Specify whether the document is a policy, procedure, or contract.
   d. Select a **Document Owner** from the dropdown list
   e. Select one or more **Lines of Business** from the available options
   f. Enter the **Plan Types** relevant for this document, based on the Line of Business you select
   g. Select the relevant **Media Types** from the available options
   h. Select the "Subject to Outside Regulatory Review" checkbox to mark this document as subject to that review
   i. Enter a dollar value for the **Budget** for this project
   j. Enter a **Description** of the document
   k. Select the **Issuing Department** from the dropdown list
   l. Select the **Reason for Initiation** from the dropdown list
   m. Select one or more departments from the available options for **Department Scope**.
   n. Enter an **Effective Date** for the document
   o. Enter the **Review Frequency** for review of this document
   p. Enter the **Next Review Date**. This date is populated based on the Review Frequency selected but can be changed if necessary.
   q. Enter the **Expiration/ Archive** date for the document
   r. Select **Team Member**s for the document for review and approval purpose
4. Click **Save**. The properties for the new document are created and the Select File field displays:

5. Add a **Document**
    a. Click **Select File**
    b. Browse to the file you want to upload and click **Open**

    NOTE: The filename maximum length is 100 characters. The characters in the filename can be anything that Windows allows; if you are working on a Windows Operating System (OS) then any valid filename can be used in CodySoft.

6. Click **Save**

The document is now ready for review and approval.

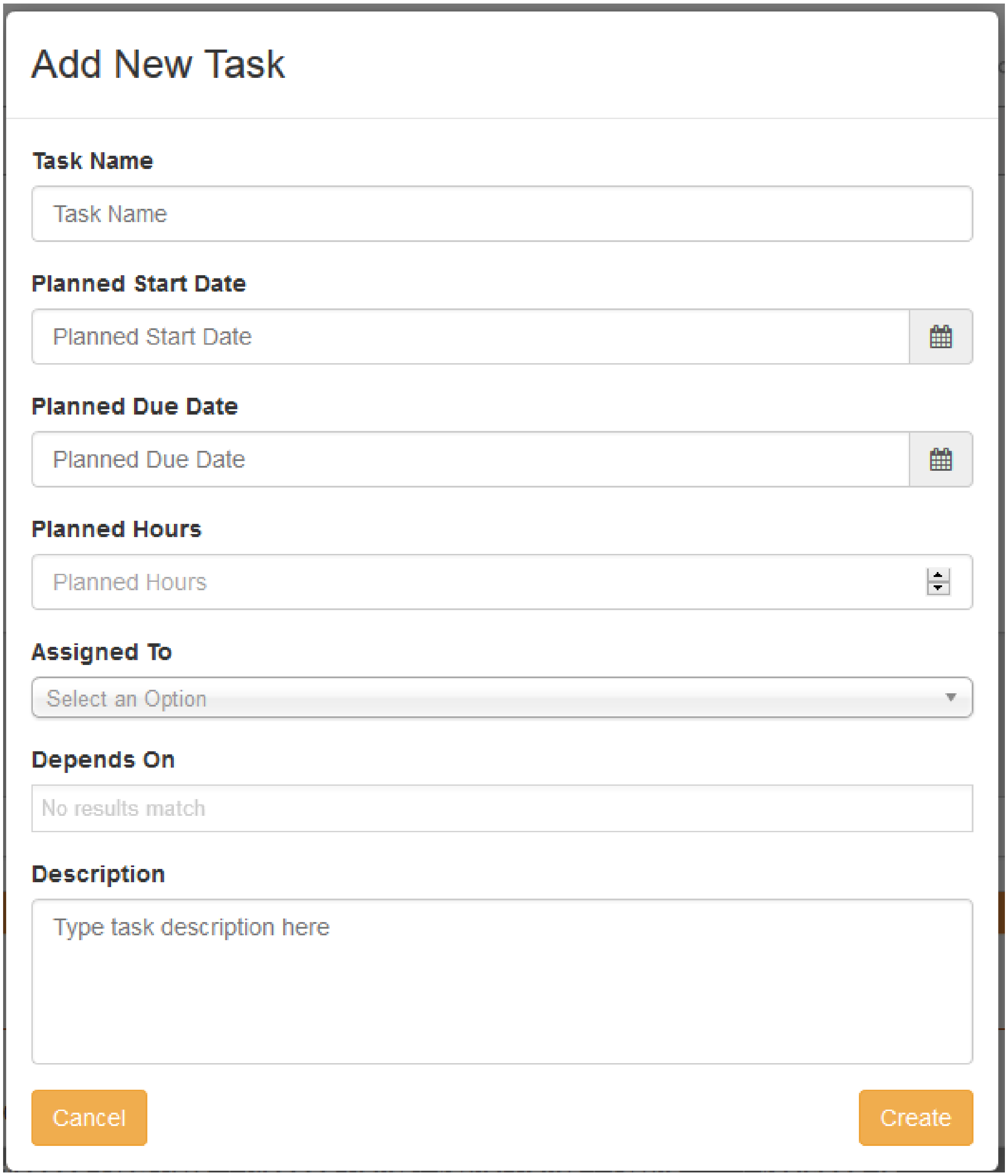
Tasks

Use the Tasks tab in Document Details to assign tasks to project and document team members.

NOTE: You must add Team Members on the General Information screen of the document before you can select them in the Assigned To field in the Add New Task dialog box.

To add a task:

1. Click **New Task. The Add New Task dialog box displays**

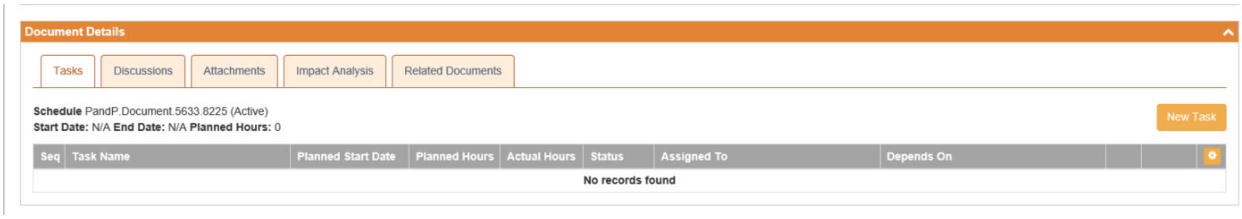


2. Enter information about the task
3. Click **Create**

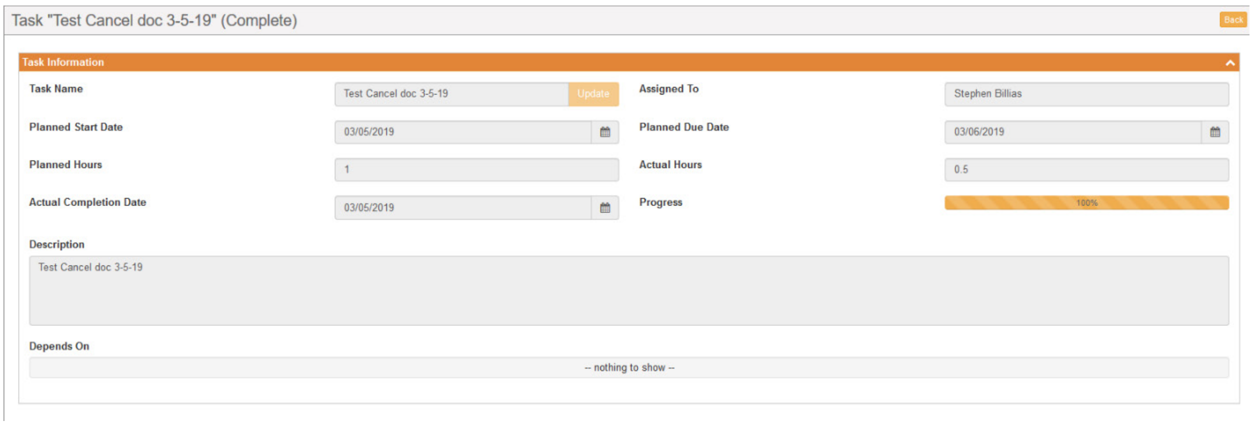
The task is added to the task list and appears in the My Tasks tab for the person(s) assigned to it.

Edit Tasks

You can edit tasks from the Tasks tab on the Document Details screen of a Document.

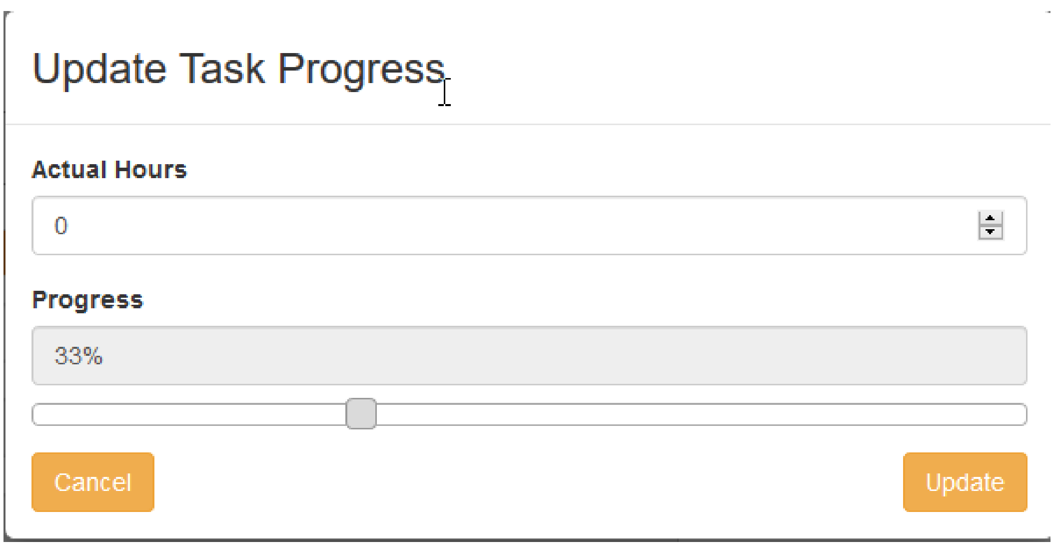


1. Click the Tasks tab
2. Click **Edit**. The Task Information screen displays.



Update Progress

1. On the Task Information screen, click **Update Progress** to add information on the task.
2. Enter the **Actual Hours** spent on the task



3. Use the slider to set the percentage of task that is completed. If you set the Progress to 100%, the task is marked Complete.
4. Click **Update**
5. Optionally you can also update the following Task fields:
    a. Task Name
    b. Actual Completion Date
    c. Description
    d. Depends On

Assign To

You can assign the task to another owner

1. Click **Assign To**

2. Select a new Task Owner from the list
3. Click **Assign**

Edit Documents

Team members are assigned tasks to edit the document. See *Tasks*. When a team member is assigned a task, they access the document from the link in the Document field on the General Information portion of the Draft Document screen.

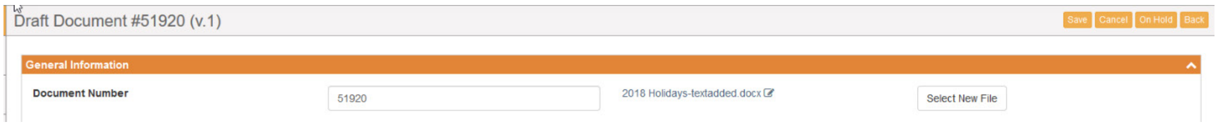
Only documents in Draft status can be edited or replaced. Documents in Published status are available for download only.

Replace Draft Document

1. Click **Select New File**
2. Browse to locate the replacement file and click **Open**
3. Click **Save**. The new document replaces the previous document.

Edit Draft Document

1. Click the document name to open the document. A lock is placed on the document so that no one else can edit it:

   If someone else has the document open for editing, their name appears on the lock of the document.

2. Make edits in MS Word with Track Changes on.
3. Save and close the document. Changes are visible to other people assigned to edit the document.
4. Mark the task as complete. See *Update Progress*

Replace an Existing Document

You can replace an existing document only from the Library. See *Review Document*.

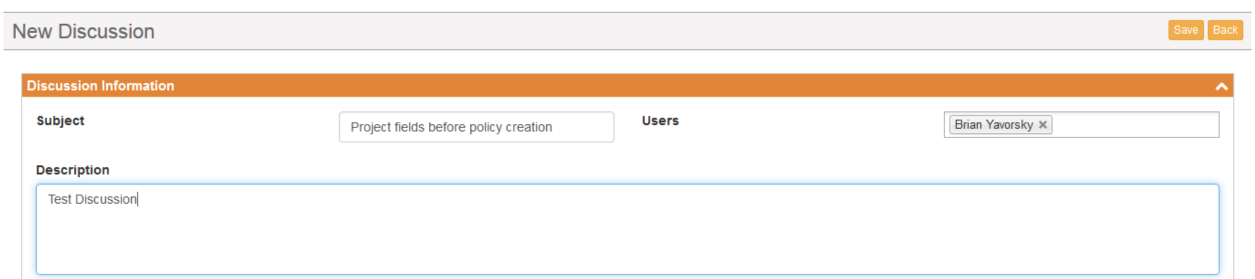
Add Discussion

Use the Discussion tab to create and moderate discussions between team members on issues affecting P&Ps. Discussions can be created at the Project level and the Document level.

At the Project level only the assigned Project Manager can create or close a discussion. At the Document level, both the document owner and the project owner can initiate and close discussions. Also, any user with Admin rights can open, close, or manage discussions.

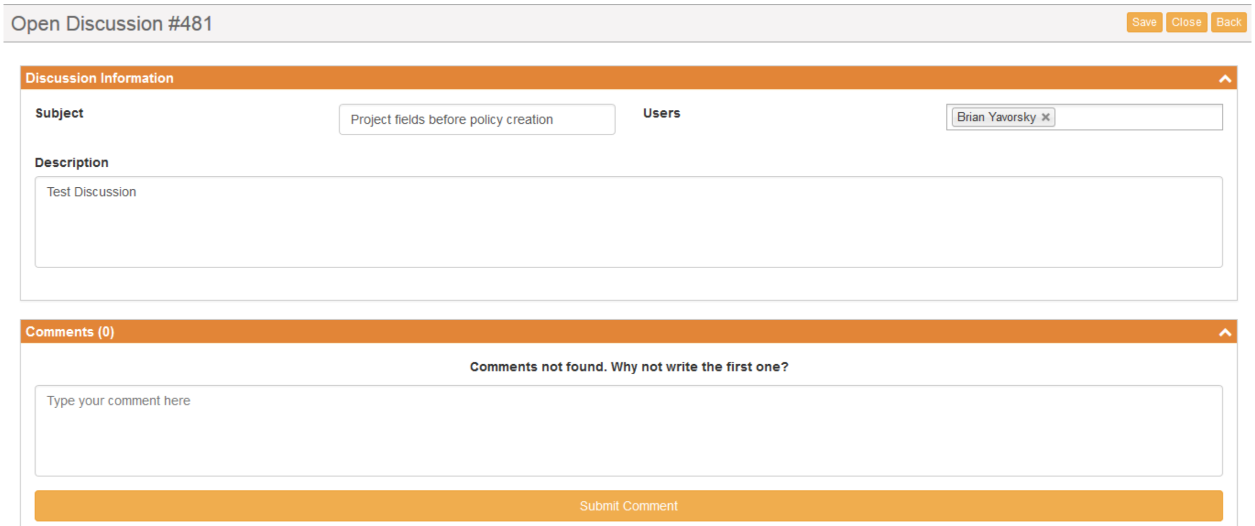
To add a discussion item:

1) From the Discussion tab either on a Project or on a Document within a Project, click **Add Discussion**. The New Discussion dialog box displays:



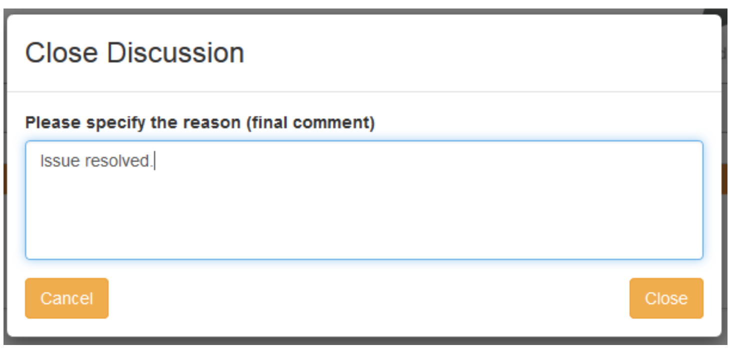
2) Enter a **Subject**
3) Select the user or users you want included in the discussion
4) Enter a discussion **Description**

5) Click **Save**. The Open Discussion screen displays, with the number of the discussion in the header:



Close Discussion

To close a Discussion:

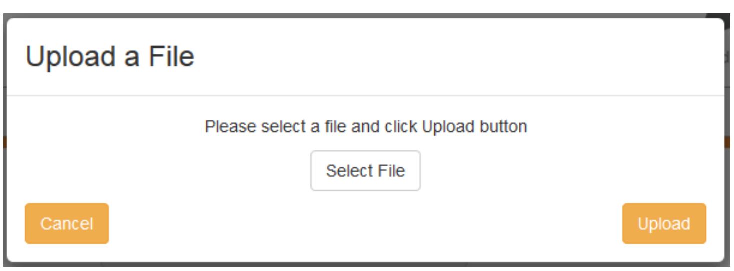


Add Attachment

Use the Attachment tab to add attachments related to P&Ps.

To add an attachment:

1) From the Attachments tab in My Dashboard, click **Add Attachment**. The Upload a File dialog box displays:



2) Click **Select File**

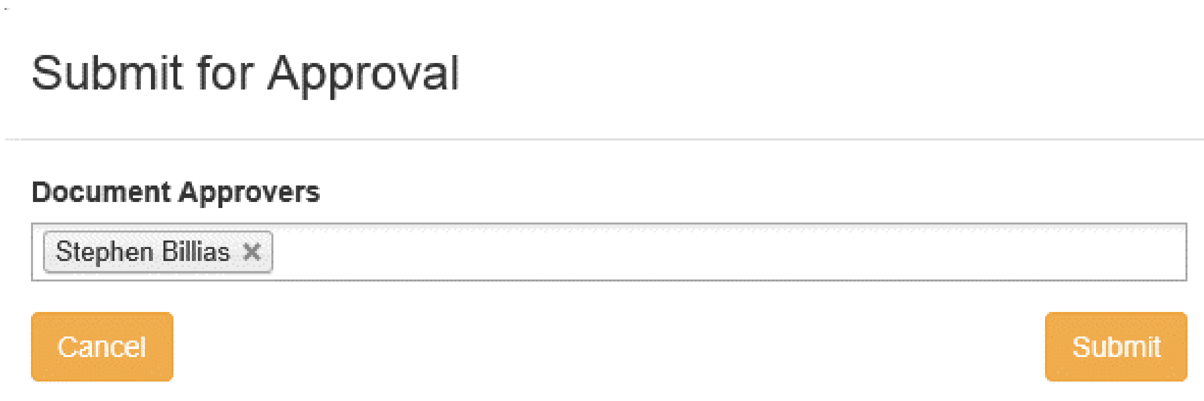
3) Navigate to the file you want to upload and click **Open**

   NOTE: The filename maximum length is 100 characters. The characters in the filename can be anything that Windows allows; if you are working on a Windows Operating System (OS) then any valid filename can be used in CodySoft.

4) Click **Upload**. The file you selected is uploaded to the project and displays in the attachments list. After you upload an attachment, you can't edit it. You can delete it and replace it with a new attachment. You can upload multiple attachments.

Approve Document

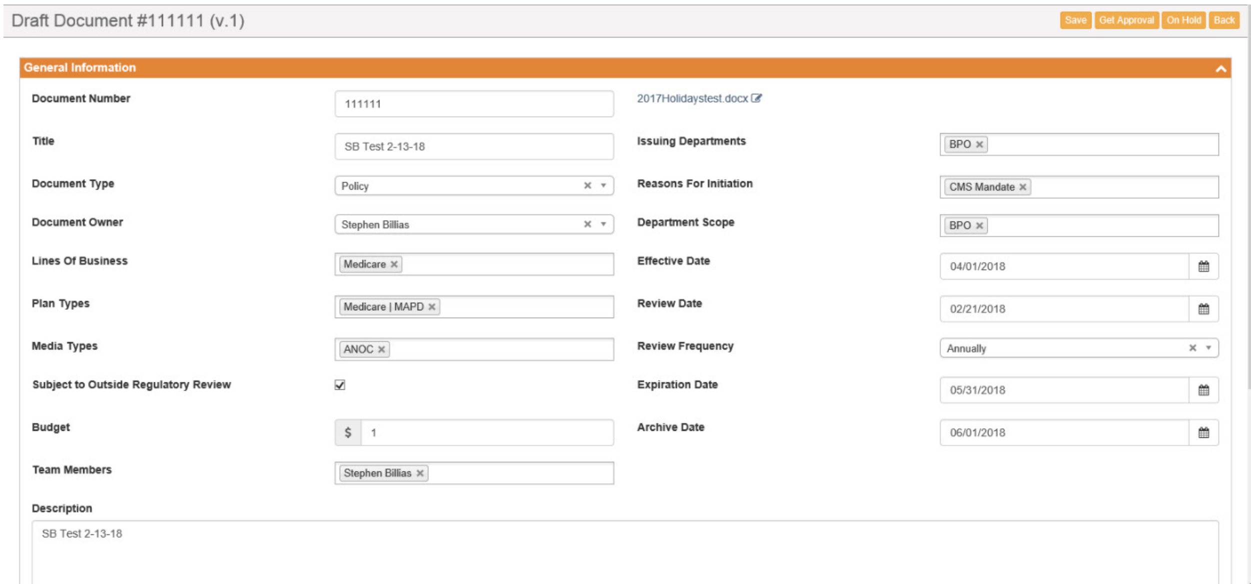
1. To approve a document:
2. Select a Document from the list of documents in a project
3. Click Get Approval. The Submit for Approval dialog box displays.



4. Click Submit. The document is submitted for approval and notifications are sent to the Project Manager and all Document Approvers listed.

Place a Document On-Hold

When a project is approved, team members work on the documents. There may be instances when a document owner or project manager wants to pause the work on a document or group of documents because questions have arisen in the organization about the document in question, and the document may eventually be cancelled. In this case, the document owner or project manager can place the document On-Hold:



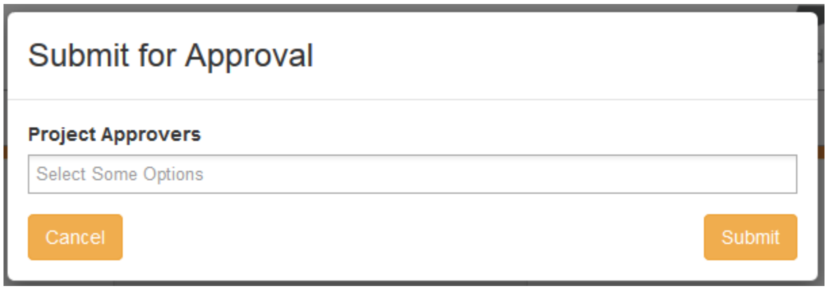
1. From the General Information screen of the document, click On Hold. The Place the Document On Hold dialog box displays.

2. Click **Yes** to place the document on hold. A Release button appears on the General Information screen for the document. Use this button to release the document from On Hold status.

Get Project Approval

After all documents in the project are approved, submit a project for approval:

1) From the Project Details screen, click **Get Approval**. The Submit for Approval dialog box displays



2) In the Project Approvers field, select the names of the people you want to approve the project.
3) Click **Submit**. The project is submitted for approval and the status of the project is changed to Pending Approval.

Approve or Reject a Project

If you are identified as a person who should approve a project, when that project is submitted for approval you will receive an email notification.

To approve or reject a project:

1. Click the link in the notification email.
2. On the Project Details screen, click Approve or Reject.

Approve a Project

To approve a project:

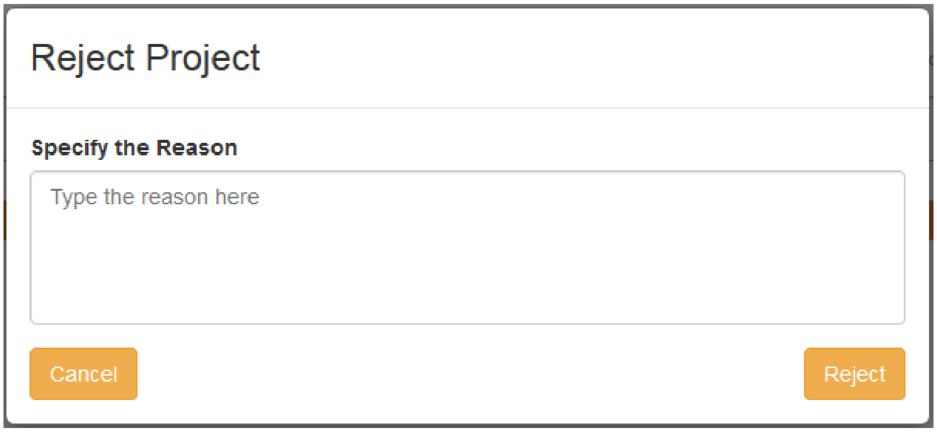
1. From the notification email you receive, click the link from the project name
2. Click **Approve**. Your approval is registered, and Notifications are sent to the Project Manager and Document reviewers.

Reject a Project

To reject a project:

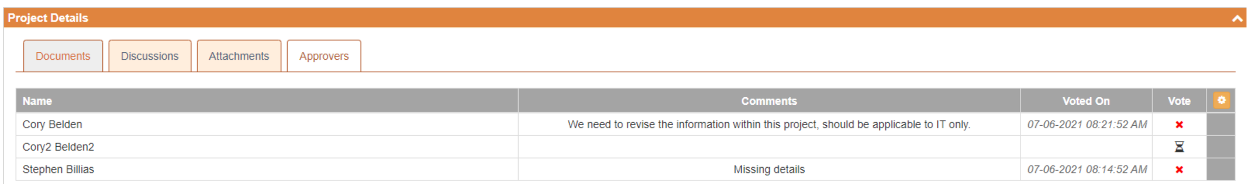
1. From the notification email you receive, click the link from the project name
2. Click **Reject**.

3. In the Reject Project dialog box, enter the reason why you are rejecting the project



4. Click **Reject**. The project reverts from Pending Approval to Draft status and the Project Manager and Document Owner are notified of the rejection.

The Approvers tab on the Project Details screen shows the status of the approvals:



- Name of the approver
- If the project is rejected, the comment reason
- Date and time the project was voted on
- The vote.
  - Green checkmark for approved
  - Red X for rejected
  - Hourglass icon for vote pending

When all approvers have approved the project, the project's status changes to Approved and work on the Documents can begin. Once all documents in a project have been approved, the project manager can move the project to Complete status.

Complete Project

When all documents are approved, the Project Manager can mark the project as complete:

To complete a project:

1. Select a **Project**
2. From the General Information screen, click **Complete**

3. At the “Are you sure?” prompt, click **Yes**. The project is marked as Complete and moved to the Archives. Any Published documents from the project that have expiration dates in the future remain in the Library.

Send a Document for Acknowledgment

After all documents are approved and the project is marked complete, the documents are published, and you can obtain acknowledgment of the approved documents.

NOTE: You must be the document owner to request acknowledgment.

On the Acknowledge tab of the Published Document screen:

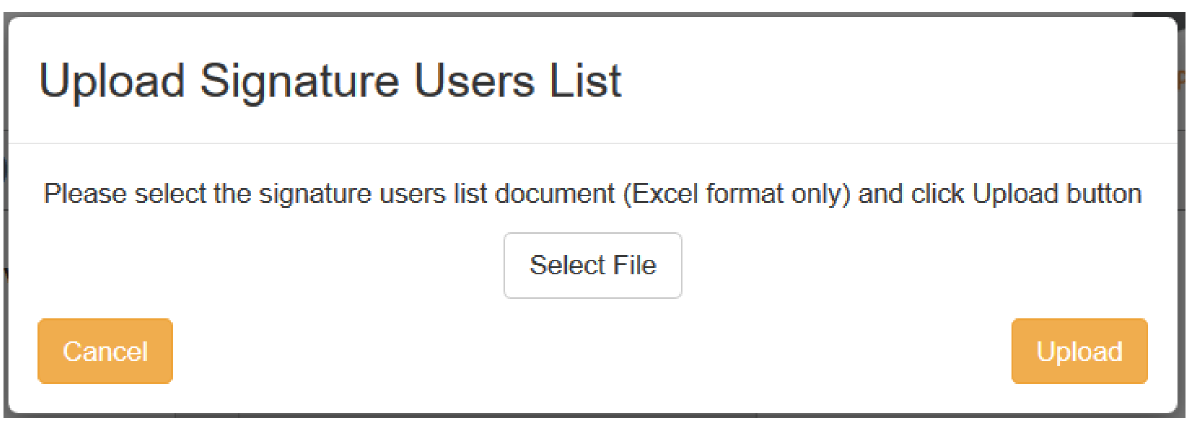
1. Click **Select Internal Users** OR **Upload External User List** OR **Add External Users Manually:**

Click **Cancel Dissemination** to stop a dissemination already in progress

- Click the trash can icon 🗑 to remove a user from the list of people that are being asked to acknowledge the document. For audit purposes, this icon will be greyed out if the user has already signed the document. Also note that the Last Status Change column identifies the last time the user was sent an acknowledgment.
- Deselect the checkbox in the first column next to any user to remove them from the dissemination list.

To upload a list of external users who aren’t licensed CodySoft users but have access to published documents in the library, such as outside vendors, partners, and contractors who must acknowledge the document:

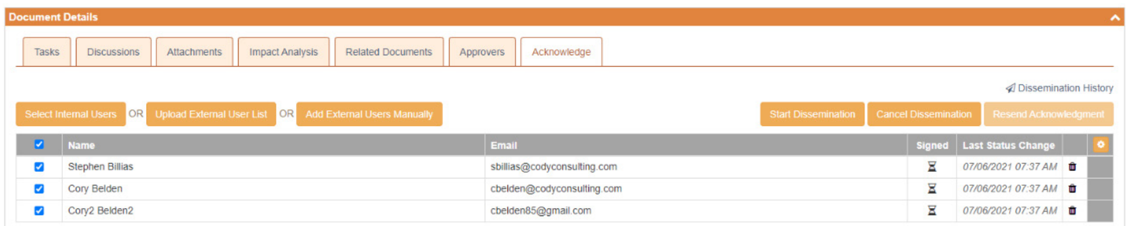
a. Click **Upload External User List**. The Upload Signature Users List dialog box displays.



b. Browse to select a **.xls or .xlsx file** for upload.

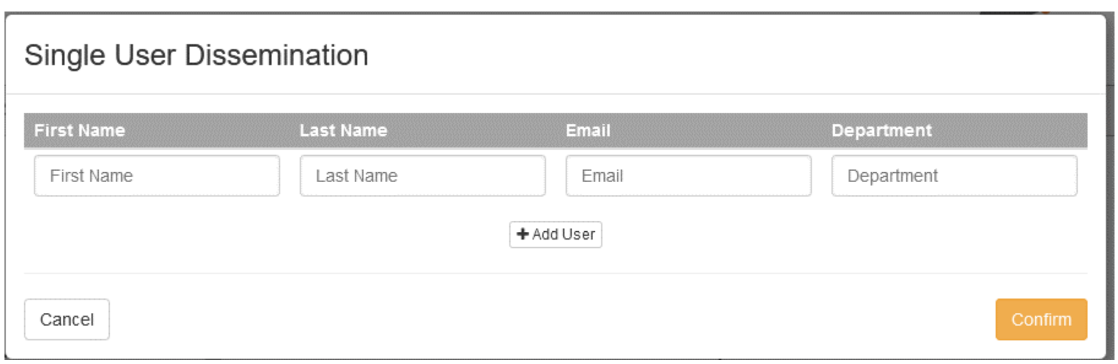
NOTE: The filename maximum length is 100 characters. The characters in the filename can be anything that Windows allows; if you are working on a Windows Operating System (OS) any valid filename can be used in Codysoft.

c. Click **Upload**. The list of signatories appears in the Acknowledge tab, with the following information:
   - Checkbox that indicates acknowledgment was sent. The checkbox is greyed out if the user has acknowledged the document
   - Name of person to whom the acknowledgment was sent
   - Email of person to whom the acknowledgment was sent
   - An indicator of whether or the acknowledgment was signed. The hourglass icon is replaced by a green checkmark when a user acknowledges a document
   - The date of the last status change
   - A trash can icon for removing a user from the list



To enter the names and emails of individual external users who aren't licensed CodySoft users but have access to published documents in the library, such as outside vendors, partners, and contractors who must acknowledge the document manually:

a. Click **Add External Users Manually**. The Single User Dissemination dialog box displays.



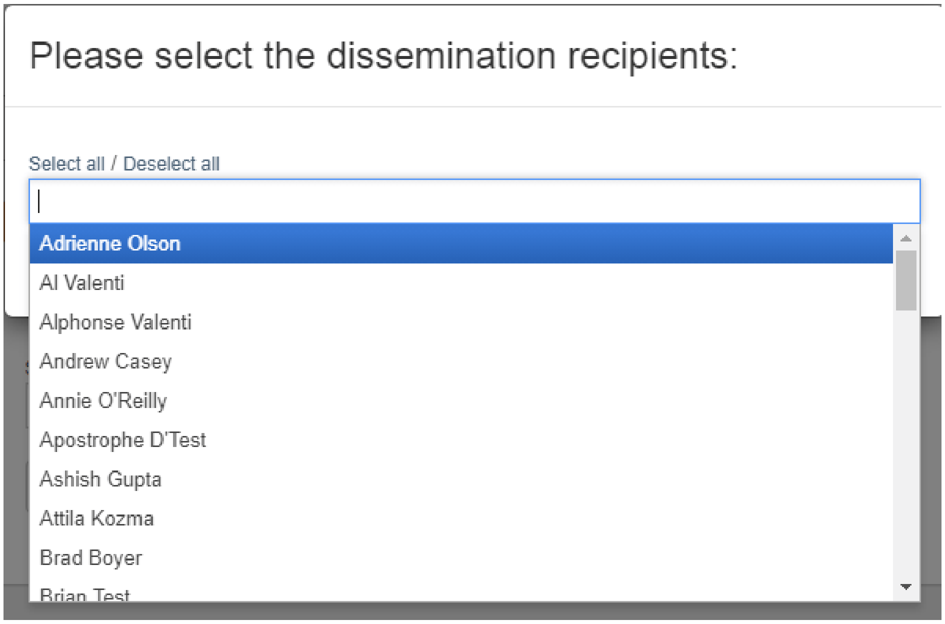
b. Click **Add User** to add another person to the dissemination list

c. Click **Confirm** to complete the list

2. Click **Start Dissemination** to send the document for signatures. An email notification goes to each email address in the list with a URL to link to the PDF of the document. The PDF has a checkbox that states: "I hereby acknowledge and accept this document".

To select internal PandP users:

a. Click **Select Internal Users**.



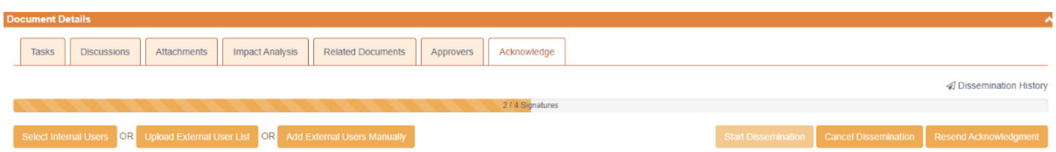
b. Select users you want to receive the acknowledgment dissemination. You can Select all to send to the entire list.

c. Click **Confirm** to confirm the list of users

d. Click **Start Dissemination**

Dissemination Options

When a document is out for acknowledgment, you have several options for managing the dissemination:



- Click **Cancel Dissemination** to stop a dissemination already in progress
- Click the trash can icon to remove a user from the list of people that are being asked to acknowledge the document. For audit purposes, this icon will be greyed out if the user has already signed the document. Also note that the Last Status Change column identifies the last time the user was sent an acknowledgment.
- Deselect the checkbox in the first column next to any user to remove them from the dissemination list.

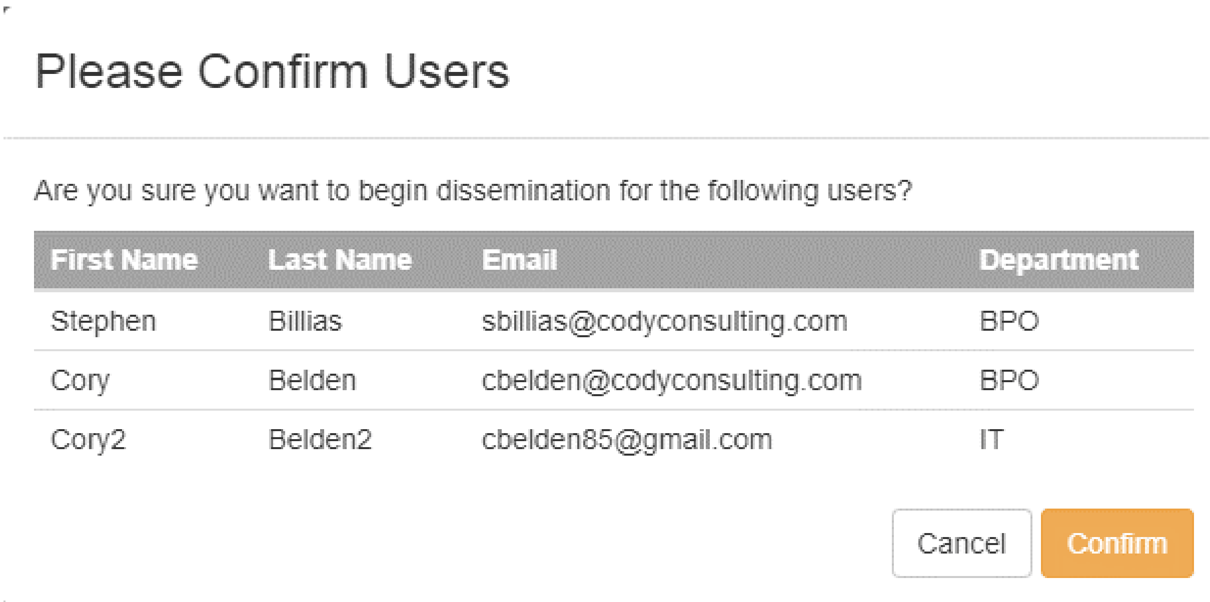
You can add users to the acknowledgment list even after the dissemination has begun. Click **Select Internal Users**, **Upload External User List**, or **Add External Users Manually**. See *Multiple Dissemination*.

Resend Acknowledgment

You can resend the acknowledgment at any time.

1. Click **Resend Acknowledgment**

   A confirmation message displays with only the names of those users who have not yet signed the acknowledgment.



2. Click **Confirm** to resend the acknowledgment.

Acknowledge a Document

If you receive a request to acknowledge a document:

1. Click the link in the email you receive

   NOTE: Your acknowledgment differs depending on whether you are a licensed user of CodySoft.

   For licensed users, after you review the Document and any attachments:

   a. Select the checkbox next to 'I hereby acknowledge and accept this document'.

   For external, non-licensed users, after you review the Document and any attachments:

   a. Enter your first name
   b. Enter your last name
   c. Enter your email address
   d. Select the checkbox next to 'I hereby acknowledge and accept this document'.
2. Click **Accept.** The list on the Acknowledgment tab is updated with your acceptance

Reports

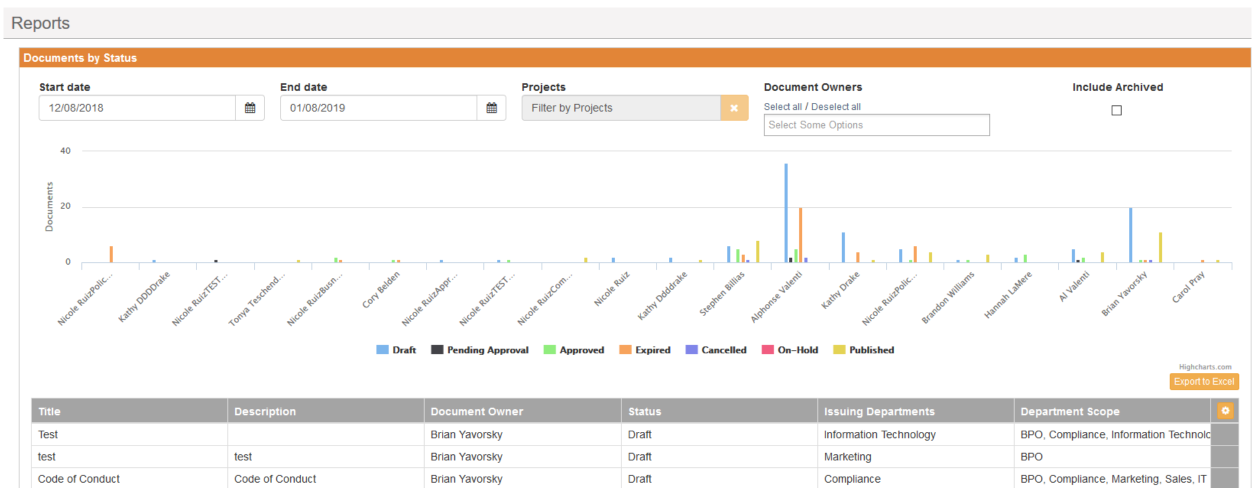
In Reports you can view reports in a variety of categories using the tabs provided:

- Documents by Status
- Approved Document List with Critical Action
- Recently Archived Documents
- Documents that are Subject to Outside Regulatory Review
- Dissemination History Report

Documents by Status

The **Documents by Status** report provides a set of statistics in graph from, showing who is working on documents, and what statuses those documents are in. The statuses are:

- Draft
- Pending Approval
- Approved
- Expired
- Cancelled
- On-Hold
- Published

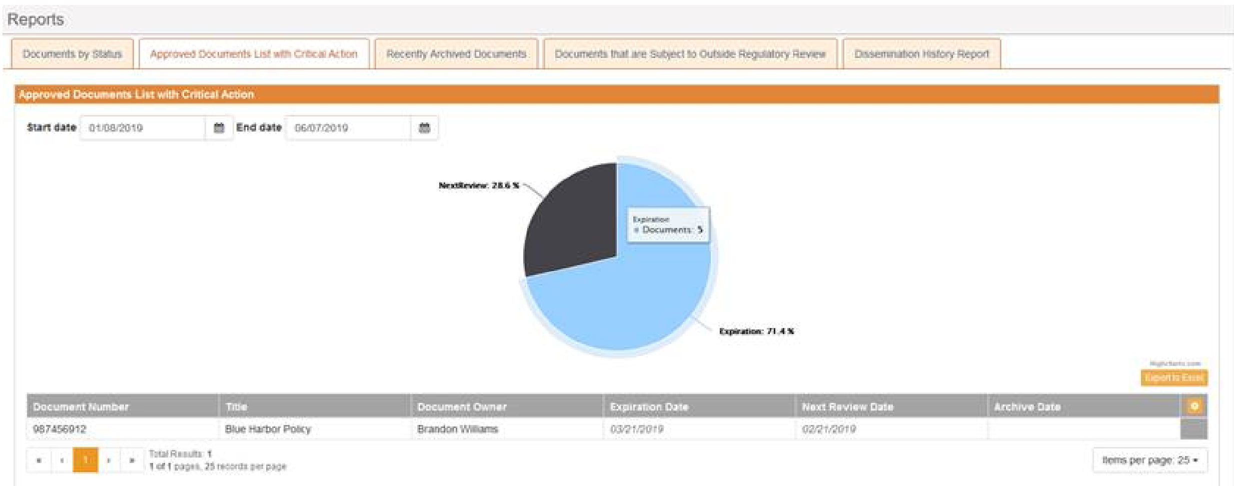


Title	Description	Document Owner	Status	Issuing Departments	Department Scope
Test		Brian Yavorsky	Draft	Information Technology	BPO, Compliance, Information Technolo
test	test	Brian Yavorsky	Draft	Marketing	BPO
Code of Conduct	Code of Conduct	Brian Yavorsky	Draft	Compliance	BPO, Compliance, Marketing, Sales, IT

You can filter on the documents by entering a date range in the Start date and End date fields, and by filtering by projects or document owners. You can also select the Include Archived checkbox to display documents that are cancelled or beyond their archived date.

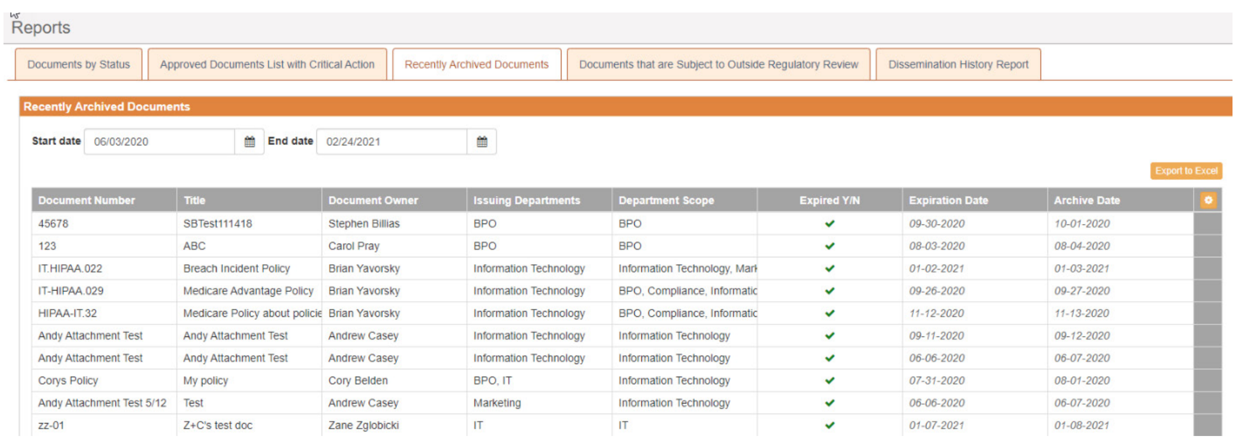
Approved Documents List with Critical Action

The **Approved Documents List with Critical Action** report lists all approved documents that have an upcoming Expiration, Next Review, or Archive date. You can specify a date range to refine the list.



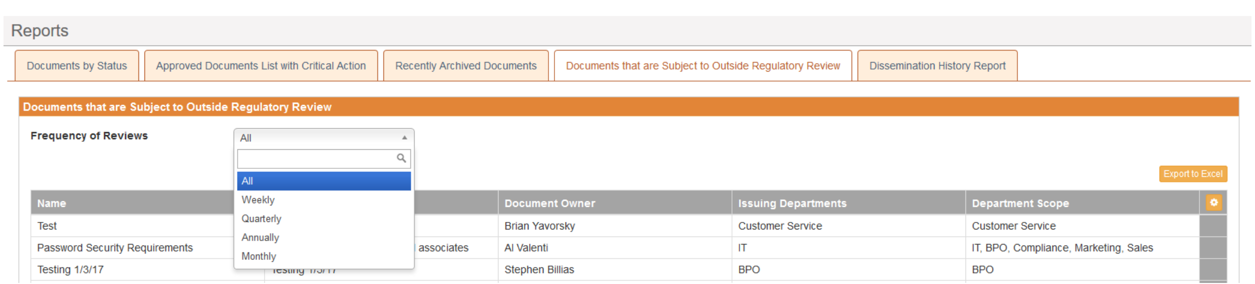
Recently Archived Documents

The **Recently Archived Documents** report lists all documents that have been archived within a date range you specify:



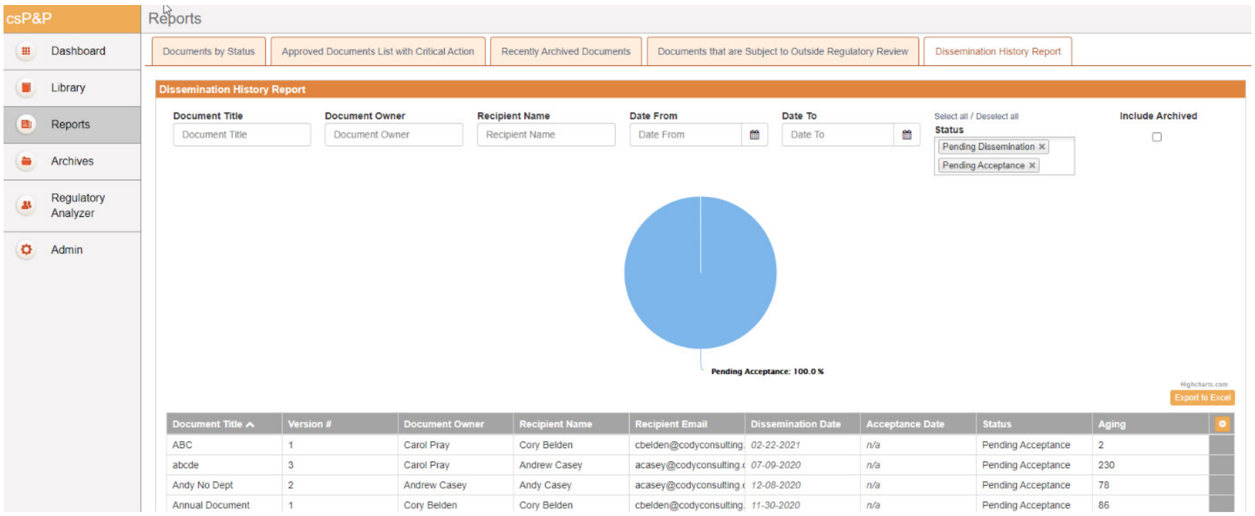
Documents that are Subject to Outside Regulatory Review

The **Documents that are Subject to Outside Regulatory Review** report lists all documents that have the *Subject to Outside Regulatory Review* checkbox selected on the General Information screen of the document. You can filter the list by review frequency:



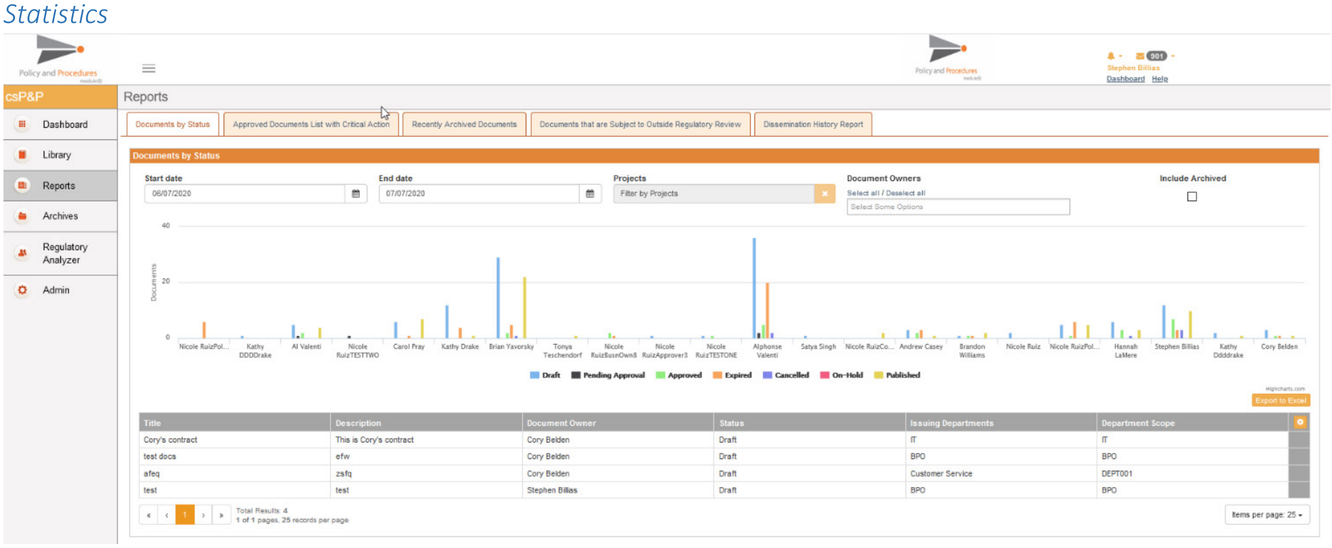
Dissemination History Report

The **Dissemination History Report** provides a list of documents and their associated dissemination information including status, and a pie chart showing the overall status of dissemination of documents.



Filter on any or all fields on the Dissemination History Report screen to see a subset of all history. Select the *Include Archived* checkbox to include archived documents also. Click **Export to Excel** to save the Dissemination History Report as an Excel file.

Statistics



The Statistics area of the Reports screen also provides these statistics in table format by Project Owner.

Archives

In Archives, you can view Archived items in two categories:

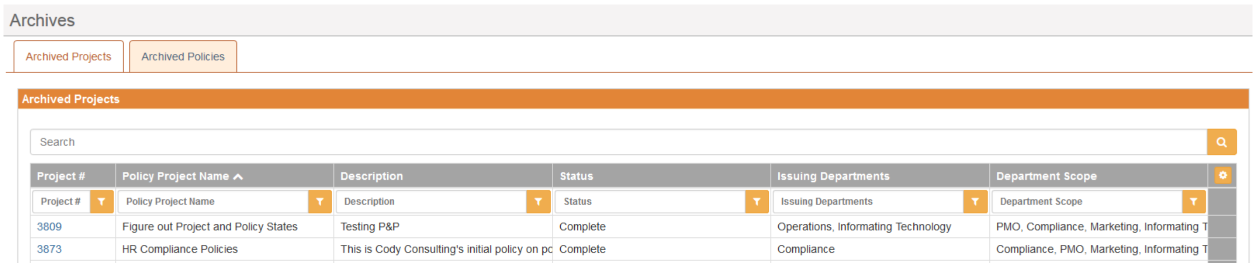
- Archived Projects
- Archived Documents

You can also search for archived projects or documents

1. Enter a search string in the search bar
2. Click the filter icon 

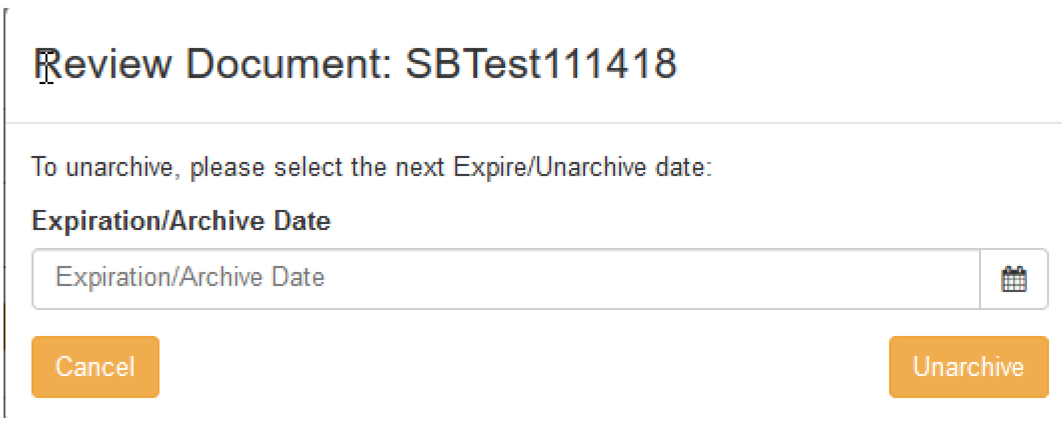
The table displays all projects or documents that meet the search criteria.

You can also search using the filters on the columns in the table. See *Search My Projects*

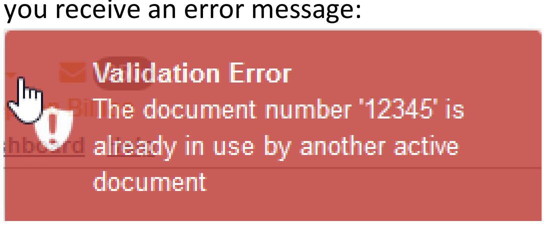


Unarchive a Document

1. You can unarchive a document if you are an admin or the document owner. In the Archived Documents list, click the unarchive icon  on any row. The Unarchive dialog displays:



2. Enter a new Expiration/Archive date
3. Click **Unarchive**. The document is unarchived, and the Expiration/Archive Date is updated on the General Information section of the document.
   NOTE: You cannot unarchive an active document. If you try to unarchive an existing document, you receive an error message:



Regulatory Analyzer

Click Regulatory Analyzer to open that application from the P&P module.

Admin

If you are a Project Manager, you have access to the Admin tab in the P&P module.

In Admin you can manage items and settings

Items

To manage items:

Click **Items**. The Manage Items screen displays:

There are two tabs on the Manage Items screen:

- Document Types
- Reasons for Initiation

Document Types

To add new Document Types:

1. Click **Document Types**
2. Click **Add Item**
3. In the Add New Item dialog box, enter a new **Name**
4. Click **OK**.

To edit Document Types:

1. Click **Document Types**
2. Click **Edit** in the row for the Document Type for which you want to edit the Name
3. Enter a different **Name**
4. Click **OK**

To remove Document Types:

1. Click **Document Types**
2. Click **Remove** in the row for the Document Type you want to remove
3. Click **Remove** again to remove the Document Type from the list

Reasons for Initiation

To add a new Reason for Initiation:

1. Click **Reason for Initiation**
2. Click **Add Item**
3. In the Add New Item dialog box, enter a new **Name**
4. Click **OK**.

To edit a Reason for Initiation:

1. Click **Reason for Initiation**
2. Click **Edit** in the row for the Reason for Initiation for which you want to edit the Name
3. Enter a different **Name**
4. Click **OK**

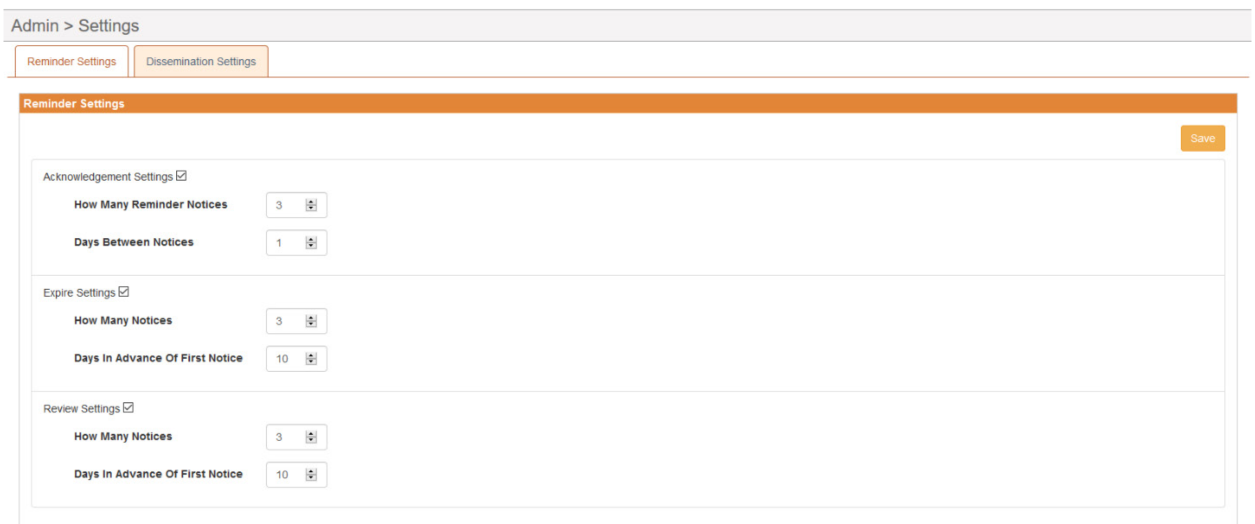
To remove a Reason for Initiation:

1. Click **Remove** in the row for the Reason for Initiation you want to remove
2. Click **Remove** again to remove the Reason for Initiation from the list

Settings

Reminder Settings

In Settings, you can set the intervals for and iterations for Acknowledgment, Expire and Archive, and Review notifications that are sent to users.



To activate notifications, select the checkboxes for the notifications you want to send. Then you can configure how many notices to send and at what intervals in advance of the first notice.

Acknowledgment Settings

The "How Many Reminder Notices" setting allows you to specify how many rounds of reminders you want to send for an acknowledgment.

The “Days Between Notices” setting lets you set the interval between notices.

Expire and Review Settings

The “How Many Notices” setting allows you to specify how many notices you want to send for an upcoming Expiration or Review.

The “Days in Advance of First Notice” setting allows you to specify how many days before the date of Expire or Review that the 1st notice goes out. For example, if someone sets “How Many Notices” to “3” and “Days in Advance of First Notice” to “10”, then the user would get notices on Days 10, 9, and 8.

Dissemination Settings

1. Select the **Required Employee Id** checkbox to enforce the requirement for the Employee Id field to be filled out when sending a document for dissemination.
2. Click **Save**.

Notifications

The system sends notifications when there are changes to status or other changes about which an owner needs to be notified. Here is a chart that details when and to whom notifications are sent. Blue color and underlining indicate a linked field:

Notification Condition	Notification/Email subject line	Notification/Email text
When a project is assigned, notify Assigned Document Owners	You have been assigned a Document	You have been assigned a Document. Project Number, Project Name, Assigned Project Manager Document Id, Document Name, Document Owner,
When task is created, notify all task owners, notify Task Owners	You may begin [Task Name]	The following task has been assigned to you (see below) and you may begin now. Document #, Document Name, Project #, Project Name, Task Name, Task Description, Start Date, Due Date, Link to Document.
When a task has been completed.	COMPLETED: [Task Name] [Task Assignee]	The following task has been completed for this document: Document #, Document Name, Next Review Date, Review Frequency, Project #, Project Name, Tenant #, Task Name, Task Description, Task Assignee, Link to Document.
When Project is ready to be approved, notify Assigned Project Approvers	Please approve	Document [Project #] is ready to be reviewed Project Number, Project Name, Assigned Project Manager, Tenant #
When Project is approved, notify Project Manager	Project Approved	Project [Project #] has been Approved Project Number, Project Name, Project Manager, Tenant #, Project Approvers

Notification Condition	Notification/Email subject line	Notification/Email text
When Project is rejected, notify Project Manager	Project Rejected	Project [Project #] has been Rejected Project Number, Project Name, Project Manager Tenant #, Document Approver Name, Vote Date, Vote, Comment
When Project is approved, notify the Project Team	[Project Name[] has been approved	Project Number, Project Name, Assigned Project Manager is approved
When a Document is ready for approval, notify Assigned Document Approvers	Please Approve	There is a Document that is ready to be reviewed. Document Id, Document Name, Document Owner, Expires On Date, Next Review Date, Review Frequency, Project #, Project Name, Project Manager, Tenant
When a Document is approved, notify Document Owner and Project Manager	Document Approved	Document 'Document Name' has been Approved. Document Id, Document Name, Document Owner, Expires On Date, Next Review Date, Review Frequency, Project #, Project Name, Project Manager Tenant, Document Approvers
When a Document is rejected, notify Document Owner and Project Manager	Document Rejected	Document 'Document Name' has been Rejected. Document Id, Document Name, Project Number, Document Name, Document Owner, Expires On Date, Next Review Date, Review Frequency, Project #, Project Name, Project Manager, Tenant, Document Approver Name, Vote Date, Vote, Comment
When Document is finally approved, notify the Document Team	Document Name has been approved	Project Number, Document Name, Document Owner.
When a Document is Distributed, send email To Distribution of End Recipients list supplied	Document Acknowledgment Assigned	Dear [Employee First Name] [Employee Last Name], One or more Policy and Procedures documents require your review. Click the link(s) below to review and accept the document(s): Document Name, Next Review Date, Review Frequency, Click here to review and Accept the Document

Notification Condition	Notification/Email subject line	Notification/Email text
Reminders to Document Owners when nearing Next Review Dates Reminders on above within [OFF, or 1-N DAYs] of requested date and [X Frequency] where [] denotes configurability in the system.	Next Review Date Approaching	A document is up for review. Please access the document in the Library and use the magnifying glass to Review with no changes or Review and Revise. Document Id, Document Name, Document Owner, Expires On Date, Next Review Date, Review Frequency, Project #, Project Name, Project Manager Tenant #
Reminders to Document Owners when nearing Expire Dates Reminders on above within [OFF, or 1-N DAYs] of requested date and [X Frequency] where [] denote configurability in the system	Expiration Date Approaching	A document is set to expire and archive. Please access the document in the Library and use the magnifying glass to Review with no changes or Review and Revise. Document Id, Document Name, Document Owner, Expires On Date, Next Review Date, Review Frequency, Project #, Project Name, Project Manager Tenant #
When a discussion is created on a document	Discussion Created	You have been assigned to a discussion by [Discussion Owner] Document Id, Document Name, Document Owner, Discussion Subject, Description Next Review Date, Review Frequency
When a discussion is created on a project	Discussion Created	Project #, Project Name, Project Manager Tenant #, Discussion Subject, Description
When a discussion is closed	Discussion [Discussion Name] has been closed	Project #, Project Name, Project Manager Tenant #, Discussion Subject, Description, Close Reason
When a discussion is reopened	Discussion [Discussion Name] has been reopened	Project #, Project Name, Project Manager Tenant #, Discussion Subject, Description
When a comment is added to a discussion	Comment has been added to discussion [Discussion Name]	Project #, Project Name, Project Manager Tenant #, Discussion Subject, Description, Discussion comments

User Types

The P&P module has a variety of user types. If you are unsure which user type you have been assigned, please check with your project administrator.

Project Manager –Project and traffic manages each document from creation through completion, ensuring the process is progressing and deliverables are being met. Project managers submit projects for approval by document owners. Project managers cannot approve their own projects.
Document (Policy) Owner - Owns the document or procedure and serves as the final publishing authority on a policy, procedure, or contract. A document may require multiple approvals from multiple users assigned at the time the document is created. Document owners upload and edit documents. They approve projects submitted by project managers also.

Policy Team Member –Representative(s) of specific departments or functional roles in a health plan that collaborate in the creation and publication of a policy, procedure, or contract. Document team members provide key content and approvals of documents. Document Team Members are assigned scheduled tasks at the Document level. Team members may edit documents in projects, and complete tasks assigned to them by the project manager.

Project Approver - Approvers of projects. Project approvers are the final arbiters of whether documents in a project are published and the project is marked complete.

Policy Approver - Approvers of documents. When documents are ready to be approved, approval is requested of document approvers. These approvers must be chosen and listed as Team Members on the General Information screen for the document.

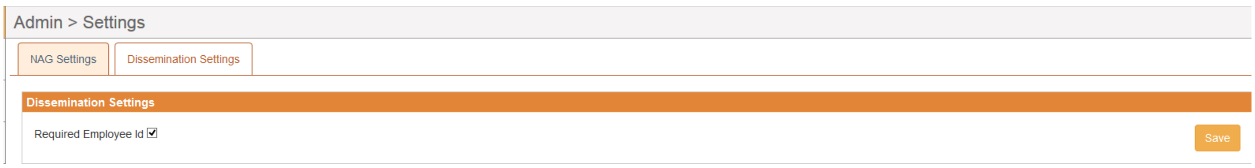
End User – Employees, vendors, partners, or contractors that review final published P&Ps and legally accept and sign off on their understanding and compliance for each P&P. These are not users in the system. They access, review, and audit their responses to appropriate P&Ps through assignment via an employee census file uploaded to a P&P by the Document Owner. End recipients cannot edit documents. They can only acknowledge that they have read and reviewed the documents. This is the default role in the csP&P module.

Librarian – Accesses the P&P Library to view and archive approved final/published P&Ps, legacy P&Ps, edit and maintain P&P templates, and disseminate multiple published documents to one or more users. Librarians have no editing capability. They manage the published documents. This work includes sending documents for review or replacement as needed.

Admin – Cody or client admins that add, edit, and delete configuration options for the system, including user roles and responsibilities, and bulk upload P&Ps in Excel format.

Dissemination Settings

On the Dissemination Settings tab you can specify whether to include the Employee Id as a field on the Acknowledge form that is sent to individuals who must acknowledge the receipt of a published document.

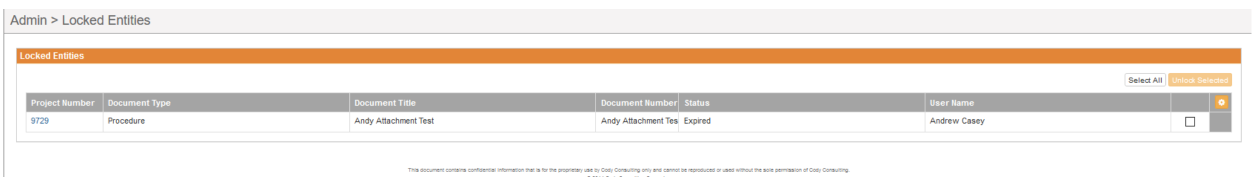


1. Select the *Required Employee Id* checkbox to include the Employee Id on the Acknowledge form in addition to First Name, Last Name, and Email.
2. Click **Save**.

Locked Entities

As Admin, you can unlock any items that may be locked by another user.

1. Click **Locked Entities**. The Admin>Locked Entities screen displays:

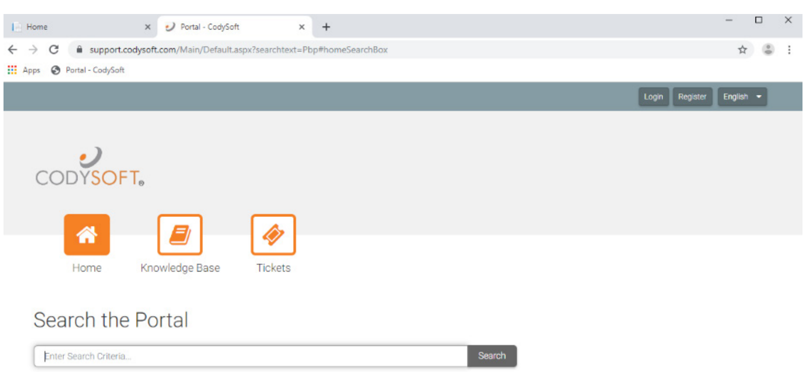


2. Select the checkboxes for the item you want to unlock or click **Select All** to select all locked entities.
3. Click **Unlock Selected**. The selected items are unlocked and available, for example for editing.

Support

In the Support Portal, CodySoft® provides several ways to get more information about how to use the CodySoft product.

1. From any screen in CodySoft, click **Help** in the upper right corner of the screen to enter the Support Portal. The Support Portal home screen displays:



2. From the Support Portal home screen, you have three choices:

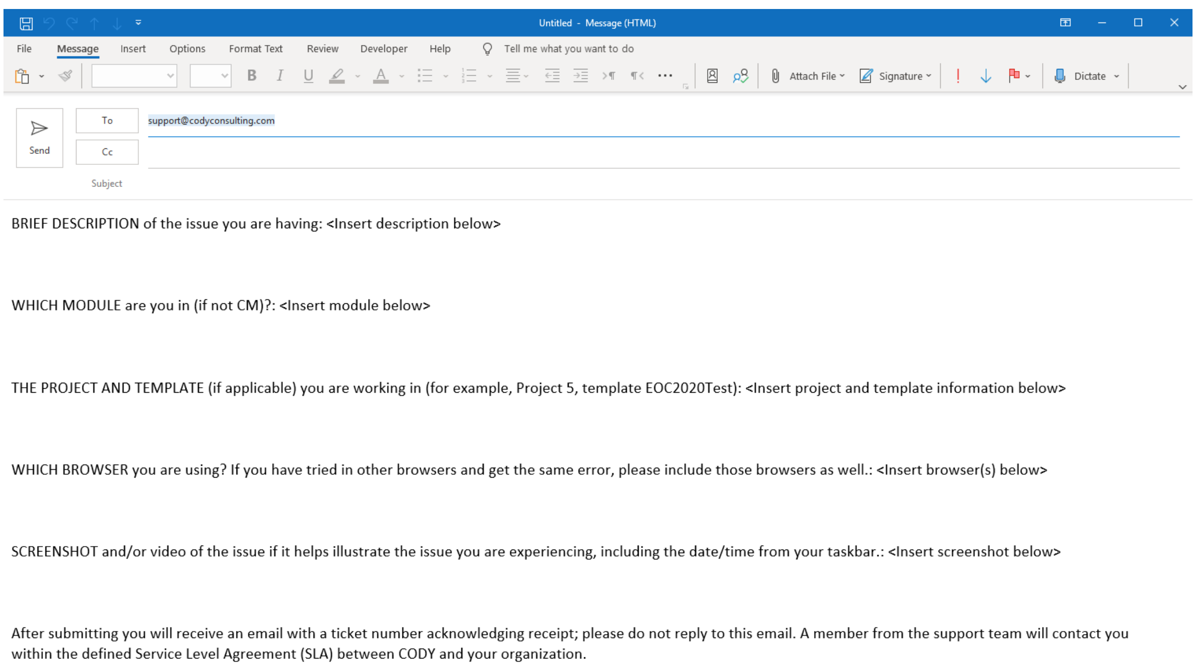
a. Knowledge Base
b. Tickets
c. Search the Portal

Using the Knowledge Base

1. Click **Knowledge Base** to enter the Knowledge Base
    a. Enter a Search term
    b. Click Search to look for topics related to your search criteria. The system displays a list of relevant Knowledge Base topics.
    c. The Knowledge Base choice provides links to user guide documents on many CODY modules, including a set of videos on how to accomplish basic CodySoft Collateral Management (CM) tasks

Open a Ticket

1. Click **Tickets** to enter a new support ticket:
2. Click **Start Ticket**. An email opens addressed to Cody Support:



3. Fill out the email, providing as much information as possible for each requested item:
    a. Description
    b. Module
    c. Project/Template
    d. Browser
    e. Attached screenshot or video

4. Click **Send.** After you submit the email you will receive an email with a ticket number acknowledging receipt; please do not reply to this email. A member from the support team will contact you within the defined Service Level Agreement (SLA) between CODY and your organization.

Search the Portal

You can search the Support portal, including the Knowledge Base for information.

1. Enter search criteria, for example "PBP."
2. Click **Search**. Any items related to your search appear below the Search bar, with live links to the information.