**FREQUENTLY ASKED SYSTEM QUESTIONS**

**Does my ImageNow account time out?**
Yes, if there is no activity for sixty minutes, you will automatically be logged out of the application and redirected to the login page.

**Will ImageNow be available 24/7?**
Yes, except for planned and unplanned downtime. Planned downtime will be scheduled for application maintenance and communicated to the campuses in advance.

**Are there any technical requirements?**
Yes, there are system requirements for both ImageNow and WebNow. Your campus technical coordinator has applied these requirements to your work computer. If you need to access WebNow from your home computer, please refer to the Document Imaging Site and Software Requirements on the Document Imaging website.

**What is the Help link?**
When you log in to ImageNow, you will notice a Help link. This link provides you with access to textbook definitions of the ImageNow functionality. For step-by-step instructions on an ImageNow process, please access UPK through your Document Imaging website.

**Where can I learn more about ImageNow processes or practice my ImageNow skills?**
The UMass Productivity Kit (UPK) is available 24/7 for you to learn and practice your ImageNow skills. You can see or try a functional process within UPK.

**Will I receive system downtime notifications?**
For planned downtimes, we will notify the Document Imaging Core Team and Campus Project Managers of the upcoming downtime plan through email. The Graduate Admissions Director will notify her staff.

In case of unplanned downtime, we provide immediate service announcements to your campus representatives on the status of the system.

For more information, please go to the Campus Administrative Systems page on the UMB IT web site.

**SYSTEM SUPPORT INFORMATION**

**System Issues**
*Whom do I contact for assistance with any system issues?*
If you need assistance with the application, please contact the Graduate Admissions Director, Peggy Roldan Patel.

*What happens when I submit a request?*
The Graduate Admissions Director will, if necessary, direct the issue to the appropriate person in IT, who will, in turn, refer it to UITS if necessary.

**Security Access Requests**
*Whom do I contact if I have a security access question (e.g., page, functionality)?*
If you have a question regarding security access, please contact:

Peggy Roldan Patel, Data Custodian  
Phone: 617-287-6406  
E-mail: peggy.patel@umb.edu

University of Massachusetts Boston  
www.umb.edu
**INTRODUCTION**

You are receiving this user packet in preparation for the ImageNow system. This packet provides you with the following information:
- How to Login
- Your Training Center
- Frequently Asked Questions
- Support Contact Information

As part of your next steps, please read through this packet and begin to practice the skills you learned during training.

*Remember:* The ImageNow system is a live database. You should not practice within the system but should utilize the UPK tutorials for all practice needs.

**HOW TO LOG IN TO IMAGENOW**

1. Click the ImageNow icon on your desktop. The ImageNow Logon window opens.

2. Enter your campus-email (firstname.lastname@umb.edu) in the User name field.
3. Enter the password associated with your campus e-mail in the Password field.
4. Click the Connect button.

*Important:* When your campus e-mail password expires and you reset the password, don’t forget to use your new password here.

**HOW TO LOG OUT OF IMAGE NOW**

1. Click the Connect dropdown list on the ImageNow Toolbar.
2. Click the Disconnect list item.

*Important:* You should not click the red X button on the ImageNow toolbar to log out of the system. This does not log you out of the system.

**WEBNOW**

You will also have access to the WebNow system, which is a web-based application. This system will not provide you with all your ImageNow functionality (e.g., scanning, linking), but can be used if you need quick access to your documents. You can access the WebNow system through the Document Imaging website: [http://www.umb.edu/it/di](http://www.umb.edu/it/di)

*Note:* You should only login to one system at a time. Using both your WebNow and ImageNow account simultaneously will take up two user licenses.

**YOUR TRAINING CENTER**

**Quick Reference Guides**

You can find quick reference guides for all your ImageNow functionality on the Document Imaging website. These guides can be printed and posted at your desk.

**Job Aids/Training Guides**

You can access and print job aids or training guides on the Document Imaging website. Job Aids provide quick step-by-step instructions on the process. Training Guides provide screenshots and steps on the process.

**Online Tutorials**

The UMass Productivity Kit (UPK) provides you with online tutorials you can access at your desk or during instructor-led training.

**UPK provides four playback modes:**

- **See It!**
  - This web video allows you to learn by watching. You can pause, resume, and replay the training at any time.
  - *This interactive simulation allows you to move through the steps. If you need help on a step, the tool will offer hints.*
  - *This interactive simulation allows you to assess your skills without the step-by-step instructions.*
  - *This pop up window will act as a coach in the system.*

**How can I access UPK?**

You can access UPK through the Campus Administrative Systems page on the UMB IT web site.

**Accessing UPK**

Please follow the instructions below to use UPK:

1. Click on the UPK link. The UPK Player will open in your browser.
2. Expand the appropriate **Section** (🔍 📝) in the navigation menu located on the left side of the player.
3. Click on a **Topic** (🔍). The Player mode buttons in the top right corner will become active (buttons turn blue).
4. Click on a **player mode**. The UPK player opens in a new browser window.

**Pop-up Blockers**

The UPK Player will not load if you have pop-up blockers turned on, so be sure to allow pop-ups in your web browser. *Note:* If you have a Google or MSN toolbar installed, these act as pop-up blockers as well.

**Macintosh Computers**

If you use a Macintosh, you can access the UPK player through Firefox, but not Safari.

**Do It! Mode Compatibility**

The Do It! mode is only compatible with Internet Explorer at this time. You will not be able to access this mode with Firefox or Safari.