



PolicyTech

University of Memphis Policy Review Board

User Guide for Management of System-wide Policies and Procedures

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Getting Started

University of Memphis Policy Review Board uses PolicyTech to create and manage system-wide policies, procedures and related documents. Some features of PolicyTech:

- Policy owners can author policies in MS Word
- Ability to track revisions, retain previous versions and history of a policy
- Workflow for approvals, periodic review, and expiration
- Role based security
- Email notifications of events
- PDF automatically generated for public viewing
- Robust search: by department, document owner, approver, document type, policy type, or custom search

How to Access PolicyTech

PolicyTech Production Public Landing Page (view only)

<https://memphis.policytech.com/?public=true&siteid=1>

PolicyTech Production SSO login for administrators (uuid and password)

<https://memphis.policytech.com/>

The screenshot shows the PolicyTech production interface. At the top is the University of Memphis logo. Below it is a navigation bar with 'BROWSE' selected. On the left is a sidebar with 'Documents', 'Search', and 'Browse' options. The main content area has a 'Find...' search bar and a table listing documents. The table columns are 'Type', 'Title', 'Actions', 'Ver #', and 'Status'. The 'Status' column shows 'Approved' for all entries. The 'Actions' column has three dots for each row. The 'Title' column lists document titles like 'UM1279 - Curriculum Development and Revision', 'UM1669 - Faculty Authored Educational Material', and 'UM1704 - Study Week and Final Examination Scheduling'. The 'Type' column shows icons for each document. The 'Status' column shows 'Approved' for all. The 'Actions' column has three dots for each row. The 'Title' column lists document titles like 'UM1279 - Curriculum Development and Revision', 'UM1669 - Faculty Authored Educational Material', and 'UM1704 - Study Week and Final Examination Scheduling'. The 'Type' column shows icons for each document.

Type	Title	Actions	Ver #	Status
UM1279 - Curriculum Development and Revision	...	1	Approved	
UM1669 - Faculty Authored Educational Material	...	1	Approved	
UM1704 - Study Week and Final Examination Scheduling	...	1	Approved	

Desktop Requirements for Editing

Recommended browsers

Internet Explorer 11 or Chrome (Chrome requires installing extension – see installation guide)

- Not recommended / supported: Microsoft Edge and Firefox do not support plug-ins, including PolicyTech WordModulePlus. These browsers work for viewing but not for creating / editing policies in PolicyTech.
- Safari: WordModulePlus not available at this time

WordModulePlus (required for editing)

WordModulePlus integrates MS Word to function within a browser. This module is required to edit documents within PolicyTech. If you are a reader / viewer, you do not need to install the module. To have the plug-in WordModulePlus installed, please contact your Local Support Provider.

Training – On Demand

<https://events-na10.adobeconnect.com/content/connect/c1/301623210/en/events/catalog.html#currentSearchTag=1073726272>

Recommended OnDemand PolicyTech sessions:

- PolicyTech Overview Training
- PolicyTech Document Creation Training

NAVEX Global Product & Training Type

OnDemand PolicyTech

OnDemand IntegriLink

OnDemand RiskRate

OnDemand NAVEX Global's LMS

LIVE EthicsPoint

LIVE PolicyTech

LIVE NAVEX Global's LMS

LIVE RiskRate

OnDemand Training EthicsPoint

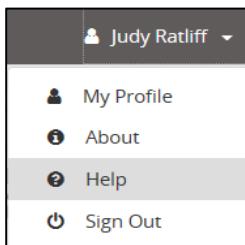
Getting Help with PolicyTech

Online Help is available from PolicyTech. As a Public Viewer, get Help by clicking down arrow next to Public Viewer and selecting Help:



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As an Administrator, log in, click down arrow next to your name, and select Help:



Online Help is available on a wide variety of subjects. Use the Search box to select topic:

A screenshot of the PolicyTech Online Help page. The URL in the address bar is http://helpfiles.policytech.com/onlinehelp/pt97/default.htm. The page title is "POLICYTECH™ Policy & Procedure Management". On the left, there's a "Contents" sidebar with links like "Getting Help", "User Topics by Subject", etc. The main content area has a "Search" bar at the top. It features a "Help and Support" section with a brief introduction about NAVEX Global providing resources for setup and use. Below it are three main sections: "Online Help" (with links to "User Topics by Subject", "Administrator Topics by Subject", "Topics by Document Role", and "Topics by System Permission"); "Training" (with a link to "Live Training Event Calendar and On-Demand Training Videos"); and "Quick Reference Cards (PDF)" (with links to "Quick Reference - Document Owner", "Quick Reference - Writer", and "Quick Reference - Reviewer").

Browse and Search Documents

Browse: The default view in PolicyTech is browse by Department:

The screenshot shows the 'BROWSE' interface with the following details:

- Site:** University of Memphis
- My Relationship:** All
- Status:** Published
- Search Bar:** Find...
- Filter Buttons:** Departments (dropdown), + (create new), ABC (sort order).
- Table Headers:** Type, Title, Actions, Ver.
- Document List:**
 - Type: [All] (selected)
 - Type: Academic Affairs (3) - Sub-items: Accounting Office (9), Advancement (4), Affirmative Action (2), AVP Campus Planning Design (3), AVP Finance (3), Bursar (7), Business Services (1), Center for International Programs and Services (2), CIO Information Technology Services (9), Conference Planning and Operations (1), Controller (4), Enterprise Application Services (3), Financial Aid Operations (1), Human Resources (30).
 - Type: 12a0601 - Utilization of The University of Memphis Alumni Center
 - Type: 12a1102 - Equal Educational Opportunity
 - Type: 12a1104 - Equal Opportunity Association
 - Type: 12a1201 - Legal Services
 - Type: 12a1203 - Claims Against the University
 - Type: 12a1701 - Food Service - Self-Catered or Off-Campus Vendor
 - Type: 12d0105 - Reimbursement and Responsibility for the Loss or Damage of University Property Due to Negligence
 - Type: 12e0301 - Scholarships, Fellowships, Grants and Awards

You can view by a number of different properties: Departments, Document Owner, Approver, or create a Custom View. To create a custom view, click the + next to Policy Type and define custom view:

The screenshot shows the 'BROWSE' interface with the following details:

- Site:** University of Memphis
- My Relationship:** All
- Status:** Published
- Search Bar:** Find...
- Filter Buttons:** Departments (dropdown), + (create new), Documents.

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Search: You can also search documents. All fields are available to search:

The screenshot shows the 'Find' search dialog box. At the top left is a 'Find' button and a close 'X' button at the top right. Below the title bar is a large empty text input field labeled 'Find'. Underneath the input field are two rows of search filters. The first row contains 'Site' (set to 'University of Memphis') and 'My Relationship' (set to 'All'). The second row contains 'Status' (set to 'Published') and 'Search Field' (set to 'All of the above'). Below these filter rows is a checked checkbox labeled 'Limit find to selected item in arrangement'. At the bottom right of the dialog are two buttons: 'Cancel' (outline) and 'Search' (solid grey).

Document Creation and Edit

Create New Document

Document Properties: The steps to create document properties:

1. In order to start a new document, you must get a policy number from the appropriate divisional representation. For policies that fall under the corresponding subject areas, you must contact the following:
 - a. Board of Trustees (BT): Office of Legal Counsel
 - b. Academic (AA): Office of the Provost
 - c. General (GE): Office of Legal Counsel
 - d. Finance (BF): Office of the Chief Financial Officer
 - e. Human Resources (HR): Office of the Vice-President for Human Resources
 - f. Information Technology (IT): Office of the Chief Innovation Officer
 - g. Research (RE): Office of the Vice-President for Research
 - h. Student Affairs (SA): Office of Vice-President of Student Affairs
2. New Document (left navigation menu).
3. Settings (required). Assign a title, owner, and template. Version number is automatic. Enter the number provided by the divisional representative as the reference # then Save.

The screenshot shows the 'Properties Wizard' interface for creating a new document. The 'Settings' step is selected on the left sidebar. The main area contains the following fields:

- Title:** GE9999 - New Title
- Document Owner:** Murry, Melanie (University Counsel)
- Template:** New University of Memphis Policy
- Version Number:** 1
- Reference #:** GE9999

At the bottom, there are three buttons: 'Save', 'Edit Document', and 'Next Step'.

- Adjust optional settings as necessary. Default review interval is 12 months; default warn before review interval is 3 months.

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GE9999 - New Title v.1 ★

Submit to Writers Submit for Review

Status: Draft - Draft

1 Settings

2 Categories

3 Writers

4 Reviewers

5 Approvers

6 Readers

7 Security

Review Interval Every 24 months from approve/last reviewed date

Assigned Proxy Author Unassigned - Choose an Assignable Proxy Author

Warning Period Warn 3 month(s) before Review Interval.

Publication Date Publish the document as soon as it gets approved.

Keywords

(Separate words with a comma) [Expand Textbox](#)

Notification Settings for Doc Owners & Proxies Company / Personal

Original Creation Date [\[Calendar\]](#)

External Review Date [\[Calendar\]](#)

Language English (English)

[Save](#) [Edit Document](#) [Next Step](#)

Note: Steps in workflow can vary. Typical System-wide workflows have five steps: Settings, Categories, Writers, and Readers (Reviewers, Approvers and Security are set by default in the template).

- Categories: Departments and Subject Area are required. Department will default to document owner's department which can be changed if needed. In order for the policy to be placed in the correct area, a subject area must be chosen. More than one subject area can be selected.

GE9999 - New Title v.1 ★

Submit to Writers Submit for Review

Status: Draft - Draft

1 Settings

2 Categories

3 Writers

4 Reviewers

5 Approvers

6 Readers

7 Security

Next: Choose where this document will be displayed

Required

Departments
Subject Area

No description. [View Category Properties](#)

Choose Subject Area Below

- [Subject Area]
 - Academic
 - Finance
 - General
 - Human Resources
 - Information Technology
 - Research
 - Student Affairs

Shift+Click selects a span of checkboxes.

Selected Departments & Categories

Departments (University of Memphis)
Department: University Counsel
Subject Area: General

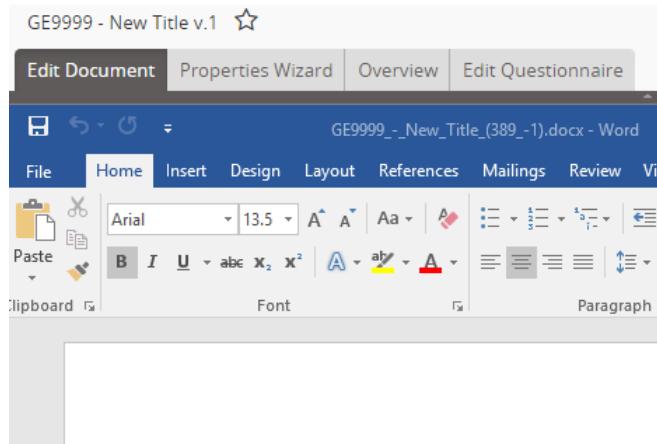
[Back](#) [Save](#) [Edit Document](#) [Next Step](#)

- Save document.

Edit Document Content and Properties

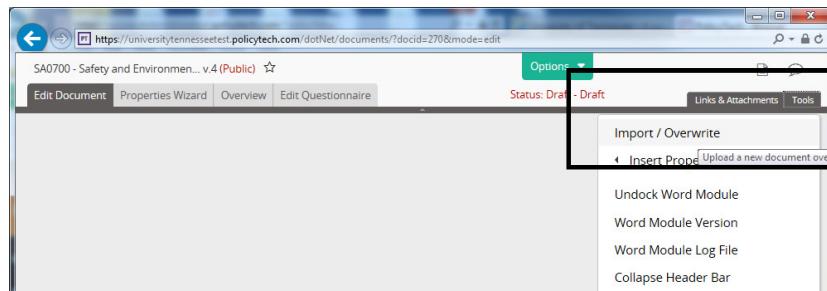
1. Edit document content using Word:

- Select existing document and Create New Version from top menu.
- Click Edit Document tab to use the full functionality of Word inside PolicyTech.
Installation of WordModulePlus is required. The template selected in step 1 of the Properties Wizard controls the initial content and look of the document and some document properties such as Reviewer and Approver. Enter document content.



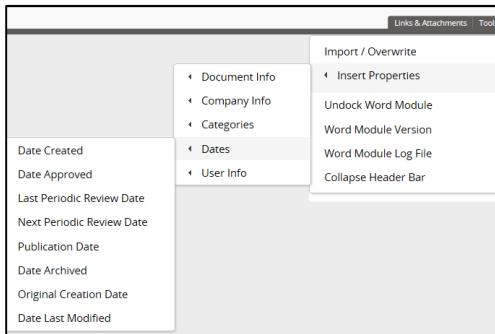
2. Import/Overwrite. Selecting this option completely overwrites the current document content with the imported file's content including the template settings.

- Select existing document and Create New Version from top menu.
- Click Edit Document tab.
- Tools > Import / Overwrite
- Upload existing document



- Upload existing document
- Reapply template, if required. If you reapply the template, you will need to reset categories as if you are creating a new document.

3. Insert Properties. From the Insert Properties menu under Tools, you can insert automatically populated data fields containing document properties, such as the document owner or approval date. Some fields are already included in the template. In upper right, choose Tools, Insert Properties, insert data field with document property:



Issued Date

The issued date is the date that the policy is set as approved.

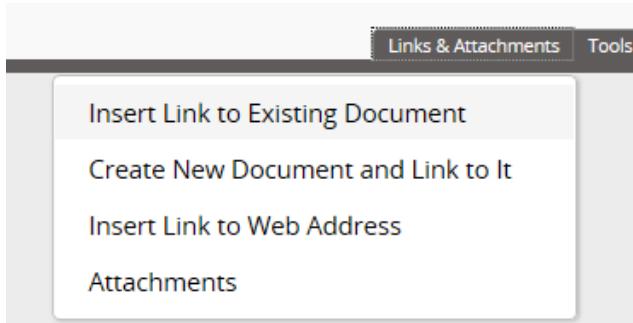
Update content

- Click on Edit Document. You are now in Word mode and may make the desired changes to content.

Links and Attachments

While editing a document, you can click Links & Attachments (upper right). There are several options for adding links and attachments:

- Insert Link to Existing Document
- Create New Document and Link to It
- Insert Link to Web Address
- Attachments



Links: Link to a Document or Website: Place the cursor where you want a link inserted, click Links & Attachments, click a link type and follow the prompts.

Attachments: To attach a file, click Links and Attachments, click Attachments, click an attachment type and follow the prompts. Attachments are only accessible from the document containing the link.

Finish: Save and close the document and finish it later. When you are finished with the draft, submit the document for approval.

Track Changes

You can review feedback from reviewers or approvers:

1. Reviewer or Approver Feedback. If a reviewer or approver choose to revise a document, the document is sent back to you with an explanation.
2. Track Changes. Changes in a revised document are marked up in colored font. Hover the cursor over a change to see who made it.
3. Accept or Reject Changes. Right-click a marked change and click Accept or Reject.
4. Comments. Reviewers and approvers have the option of inserting comments while revising a document. After reading a comment, you can right-click the comment and Delete Comment.

Periodic Review

You will be asked to review a document at specified intervals. The default interval is 24 months.

1. Periodic Review Task: At a designated time before a periodic review comes due you will receive a task assignment and email reminder. Check My Tasks.
2. Review the document. Check the document to see if changes are needed. If so, Create New Version and click Yes.
3. Make Changes. The document will open in draft mode. Make changes to content, Properties settings, or attachments.
4. Submit. When finished updating, submit the new version for review or approval.
5. No Revision Necessary. If you determine that no changes are needed, click Options and No Revision Necessary. This will reset the review date based.

Policy Links

It is often desirable to embed links to the policy system, or to specific policies, within other websites and external documents. Follow the steps below to identify the correct URL for a policy.

While viewing policies from the Public page or logged into PolicyTech as an administrator:

- Browse the policies to locate the desired policy

Type	Title
Materials	GE2013 - Hazardous Waste Reduction
Materials	GE2025 - Hazardous Material Disposal

- Click on the policy to open the policy. Click on the overview tab.

GE2013 - Hazardous Waste Reduc... v.1 (Public) ☆

View Document Properties Wizard Overview

Properties Version History Writer Status Reviewer Status

- Copy the **Public Access URL**

URL

URL

<https://memphis.policytech.com/docview/?docid=137>

Public Access URL

<https://memphis.policytech.com/docview/?docid=137&public=true>

Public Download URL

<https://memphis.policytech.com/docview/?docid=137&public=true&fileonly=true>

Document Approval

How to Access a Document Requiring Approval

As an Approver, you can access a document in two ways:

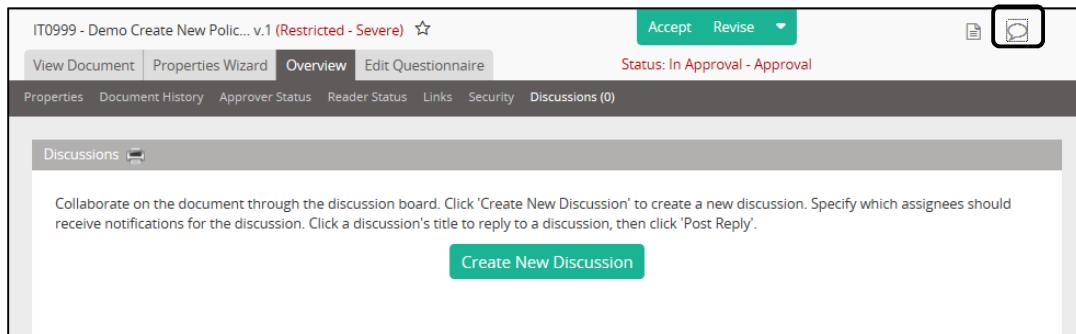
- In your email application, open the Approval Required message and click the link.
- In PolicyTech, click MyTasks and find the document under Approve.

If other approvers have already looked at the document and made revisions, you will see the approver's changes in different color text.

Approve a Document

You can choose one of several responses:

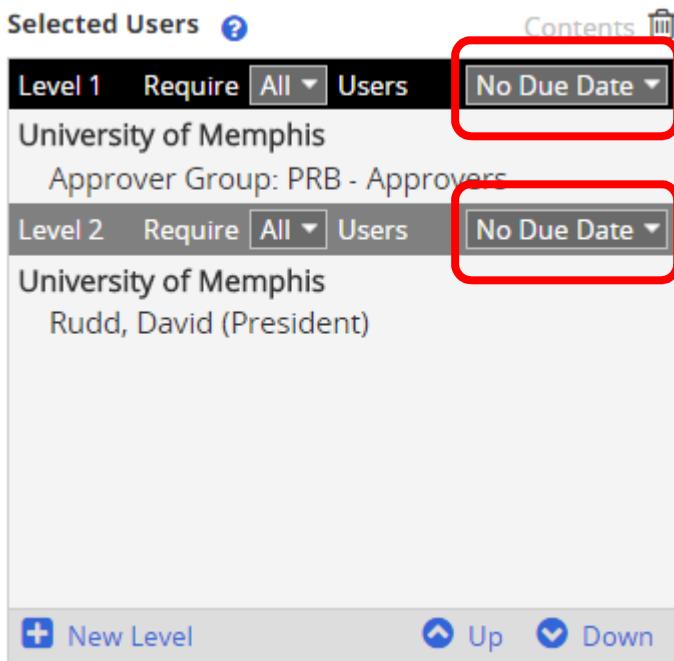
- Accept. Accept the document as accurate and complete indicating the document is ready for publication.
- Revise. Give suggestions for changes. Track Changes is on, so all edits are tracked.
- Decline. When you decline a document, provide a reason.
- Discuss. To avoid restarting the review and approval process, you may consider starting a discussion. Click the discussion bubble and create new discussion



Escalation

If you need policy approvals by a certain date, you will need to set a due date. Once the due date has passed, approvers will receive daily reminders to approve the policy.

- Escalation (based on due date) has to be set on a policy-by-policy basis prior to submitting for approval.
- The default is “No Due Date” and no reminders will be sent.
- Escalation has to be set for each level.
- Emails will go out daily once due date has passed to anyone who has not approved. If several people are defined at a level (level two, for example), but only one has not approved, only the one who has not approved will receive reminder emails.



Public Viewer Licenses

We have 25 concurrent public viewer licenses. If we exceed 25 public viewers, the following message will display. Licenses usually free up quickly:

You have reached this screen because all licenses are in use or you are not a named user. Please try again in a few minutes. If you reached this page unintentionally, click on "Visit our Public Site" (in blue letters).

For more information visit: <http://www.memphis.edu/policies/>. For questions / concerns, contact the [PRB](#) or enter a helpdesk ticket: <http://umhelpdesk.memphis.edu/>