USER GROUP GOALS

- Communicate & Share Ideas with Others
  - Discuss What Works / Best Practices
  - Discuss Common Problems & Issues
  - Coordinate Efforts between Offices
  - Share Knowledge & Coordinate Training

- Promote use of ImageNow across campus
TODAY’S AGENDA

- Introductions & Office Updates
- Participating Office Review
- News & Notes
- Demonstration/Discussion Topics
- Your Questions
INTRODUCTIONS & OFFICE UPDATES

*** Please sign the Attendance Sheet ***
## Participating Offices

<table>
<thead>
<tr>
<th>Office</th>
<th># of Users</th>
<th># of Licenses</th>
<th># of Scanners</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admission</td>
<td>19</td>
<td>10</td>
<td>2</td>
</tr>
<tr>
<td>Bison Connection</td>
<td>10</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>Customer Account Services</td>
<td>9</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Enrollment Management</td>
<td>2</td>
<td>1</td>
<td>--</td>
</tr>
<tr>
<td>Graduate School</td>
<td>12</td>
<td>7</td>
<td>1</td>
</tr>
<tr>
<td>HR/Payroll</td>
<td>16</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>International Programs</td>
<td>15</td>
<td>5</td>
<td>1</td>
</tr>
<tr>
<td>IT Services</td>
<td>11</td>
<td>2</td>
<td>1</td>
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<tr>
<td>Registration &amp; Records</td>
<td>30</td>
<td>15</td>
<td>3</td>
</tr>
<tr>
<td>Residence Life</td>
<td>18</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Student Financial Services</td>
<td>21</td>
<td>8</td>
<td>1</td>
</tr>
<tr>
<td>VP Finance &amp; Administration</td>
<td>3</td>
<td>(view only)</td>
<td>--</td>
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<tr>
<td><strong>TOTALS</strong></td>
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<td><strong>58</strong></td>
<td><strong>14</strong></td>
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</table>
Upcoming Upgrades

What Needs to Happen:

• Upgrade Client to a new “build” of 6.7
• Hardware switch to new server
• Database clean-up to improve searches
• Switch Authentication to Active Directory

Target Timeline:

• Before July 1st (start of Fall term at the latest)
**UPCOMING UPGRADES**

- Scheduling Required Outages:
  - Need 2 weekend dates for outages (Fri-Sun)
    - *May 10, 11, 12*
    - *May 17, 18, 19*
    - *May 24, 25, 26*
    - **REMINDER**: Campus-wide IT Outage *June 1st*
      - *June 7, 8, 9*
      - *June 14, 15, 16*
      - *June 21, 22, 23*
      - *June 28, 29, 30*
**Meetings & Training**

- **Minnesota Regional Users Group Meeting**
  - Friday, June 14\(^{th}\), Rochester, MN

- **ImageNow Client Administrator Training**
  - 3-day “Live Classroom” ($2200)
  - 3-day “Virtual Classroom” ($2200)
  - 5-day “Blended Virtual Classroom” ($1850)
    - Next Date Offered: June 24-28
What Are We Missing?

What Additional Features Would You Like to See Added to ImageNow?
Where Do We Go From Here?

How do we move forward with interested departments without a Campus- or State-wide system?
**ImageNow Start-Up Costs**

- **Capture License/Hardware:**
  - Scanner (one-time) $1,500
  - CaptureNow license (one-time) $1,500
  - Support & Maintenance (20%) (on-going) $300

- **Client Software:**
  - Concurrent Client License (one-time) $2,400
  - Support & Maintenance (20%) (on-going) $480

- **Shared Server Cost**
  - Total / 11 Participating Offices (on-going) $1,860
Total Cost for a 1-License Start-up:

First Year = $4,740 ($8,040)*
Each Year After = $2,340 ($2,640)*

*(cost if scanner is added)

NOTE: Server cost is reduced with each additional department
eForm Troubleshooting:

What to do when eForms don’t work?
eForm Troubleshooting

1. Try a Different Browser
2. Make sure Java is up-to-date
3. Enable Java Add-ons in Browser
4. Clear your Java Cache
5. Clear your Browser Cache
6. Contact Registration & Records

www.ndsu.edu/registrar/forms/troubleshooting
On-Campus Students

• *Try the Troubleshooting Tips*
• *Try a Cluster Computer (should be up-to-date)*
• *Use the R&R kiosk computer*
• *NOTE: not all campus computers are supported by ITS*

Off-Campus Students

• *Try the Troubleshooting Tips*
• *Try a different computer*
• *Take information over the phone*
QUESTIONS???
直至下次会议

- 主题/演示文稿：下次会议的主题/演示文稿？
- R&R 网站 – “文档成像”
  - www.ndsu.edu/registrar/imaging
- 用户组列表服务器：
  - NDSU-IMAGENOW-USERS-GROUP@listserv.nodak.edu