Document Imaging
UMASS

Correcting Linking Mistakes in a Multi-Page Document

You may occasionally see a multi-page document linked to one student, when, in fact, some pages may need to be linked to one or more different students.

An example of this scenario might be when two grade changes for two different individuals have both been linked to the first student.

Use the following steps to link the document correctly:

1. In the Image Now Explorer, open the multi-page document that you just linked incorrectly to one person and add it to Workflow – Recycle Bin queue.

2. Go to the page that is incorrectly linked. Usually this will be page 2 or later. On the File menu, select **Copy Document.**

3. In the **Copy Document** dialog box, under **Document Keys**, select, if necessary, a different application plan.

4. Open the **Custom linking page in PeopleSoft** and enter the correct ID to which you want to link the document and click Search.

5. Return to the document in ImageNow and click on the **gold key**.

6. Change any other document keys (such as document type) as necessary to differentiate the copy from the parent document.

7. Now, go back to the original document in the Recycle Bin and again select **Copy Document.**

8. Click on **page range**, enter the page(s) you want to delete, and select the box beside "Remove selected pages from current document." You must also **change the seconds value** in the date scanned to differentiate this document from the original. Then click **OK** and **Save**.

9. If you search on the ID in Documents, you should now see the corrected copy with the correct number of pages, as well as the original version that is in the Recycle Bin awaiting deletion.

10. The end result is that you will have made two copies of the original, sent the original, incorrectly-linked document to the Recycle Bin, removed the inappropriate pages from each copy and then linked the pages in one of the copies to a new ID.