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PolicyStat Training

Use the test environment for this training: https://und.pstattraining.com/. Log in using your UND SSO.

To view the recorded training conducted by PolicyStat during the software implementation in 2018, please visit: https://recordings.join.me/dwu_Qa4hV0iMRfwUL4r4bQ. That training has been outlined below with corresponding, updated screen shots.

Administrative Housekeeping

Permission Levels

UND Employees (Can View Restricted Policies)
This level allows users to view policies that are marked as restricted. Normal users can not view these policies. This level also provides users with Creation and Editing permissions.

Area Editor (Can Create and Edit Policies)
Area Editors can create new policies and edit existing policies.
- Can view policies that are marked as restricted
- Can download reports of active and pending documents.

Area Managers (Can Create, Edit and Manage Policies)
Area Managers have the same abilities as Area Editors, but with the following additions:
- A subscription to receive all notifications for the policies in Areas where they have this permission. These notifications include comments, approval notifications, due for review notifications, etc.
- Can assign and report on policy acknowledgments
- Can create, edit and view user groups
- During the PolicyStat implementation phase, the ability to review uploaded and imported policies and mark them as accepted

Site Administrator (Can Administer Site)
In addition to the abilities provided by Can Create, Edit and Manage Policies, site administrators have full access to all PolicyStat functionality. This includes many powerful tools whose access should be limited to only those users with a good understanding of the goals you have for PolicyStat. In general, only a few users should have this level of permission. Their additional capabilities include:
- Ability to retire a policy
- Ability to completely delete an active or pending policy
- Ability to modify an approved policy without triggering the approval process via the Override tool. They can also perform these modifications in bulk via Bulk Admin-Override
- Ability to manage users, permissions, approval workflows
- During the PolicyStat implementation phase, access to the Implementation Dashboard and the ability to upload files for import into PolicyStat
- Access to various other site-wide configuration options, tools and reports accessible via the Admin Tab
UND’s site administrator is Jen Rogers (jen.rogers@UND.edu or 701-777-4392).

PolicyStat Landing Page: Help and Support
Anytime you need to contact the Policy Office for help or support, select “University of North Dakota” in the upper left corner of the screen. This will take you to the PolicyStat landing page where you can email UND’s policy administrators.

Search Features
Home
PolicyStat offers a full text-based search of all policies. Policies are searchable by keyword in either the title or within the policy itself. Results are shown in a quick dropdown menu or in full search page by order of relevance upon clicking the Search “magnify glass” button.

Note: Users may identify their default area (see My Account) which will prioritize their policy searches (e.g., if the area is Finance, policies under Finance will appear first in the search).
Title
Search each policy listed alphabetically by title using the **Policies > Policies by Title** tab in the menu bar. Type in the keyword/title in the search bar and select the Search “magnify glass” button.

Area
Search by the policy area by using the **Policies > Policies by Area** tab in the menu bar. Select one or more available areas from the list provided and select Search.
Owner
Search by the policy area by using the **Policies > Policies by Owner** tab in the menu bar. Select one or more available names from the list provided and select Search.

Reference Tags
Custom reference tags may be assigned to policies. These reference tags are user controlled. Please contact the Policy Office to implement a new reference tag.

Search by the policy area by using the **Policies > Policies by References** tab in the menu bar. Select one or more available reference tags from the list provided and select Search.
Note: Reference tags in the policy document also work as a hot link. Selecting a reference tag in a policy will display all policies with related tags.
Starting a New Policy

To request access to create or edit policies, complete the PolicyStat access request form. Contact Jen Rogers (jen.rogers@UND.edu or 701-777-4392) if you have questions or have difficulty completing the form.

Log in to PolicyStat online by using your UND SSO.

Start a new draft by using the Policies > New Draft from Template tab in the menu bar. Select the appropriate template to use. Templates can also be downloaded from the Policy Office website and uploaded to PolicyStat upon completion. Contact the Policy Office for additional guidance and instructions when using the upload option.
Policy Properties
A policy title, area and approval workflow must be completed before the document will autosave.

Identify the following
- Owner (your name)
- Area (your department/area)
- Workflow (Use 2. New Document or Major Modifications unless otherwise directed)
- Expiration date (i.e., when you want the policy next reviewed/revised) standard is three years or 1095 days. The expiration can be shorter, but not any longer than three years.

Creating Initial Content
Follow the guidance provided in the template. When complete, delete all highlighted information before starting the approval process.
Drafts
Should the power go out, computer lock up or you’ve simply finished working on a document for the day, the document is automatically stored in Drafts until it is routed for approval.

Editing a Draft
To make changes as the owner or prior to sending it to the owner for further review/revision, select the policy title to bring the document into view. Select Edit to begin making changes.

Policy Properties
This information should have been set up when the document was input into PolicyStat. It includes title, owner, area, approval workflow, review date and references. Contact the Policy Office before making changes to this section.
Editor
This section contains the content for the policy document that is published through PolicyStat. PolicyStat’s editor mirrors MS Word (formatting options, links, find/replace, etc.).

Note: Ordered lists must be selected from the menu bar. Indenting must also be selected from the menu bar.

Autosave runs every few seconds.

Attachments
The use of attachments is not a requirement but may be useful in some instances. Upload an attachment to a document by following the instructions found in Attachments. It can be renamed/replaced at any time. If attachments are referenced in the document as appendices, ensure they are named accordingly.
Effective Date
Policies may be set to take effect upon approval, on a specific date, or upon a certain number of days after the last approval. The standard is upon approval. Contact the Policy Office before making changes to this section.

Advanced
These settings are managed by the Policy Office and are applicable only in certain instances. Contact the Policy Office before making changes to this section.

Start Approvals/Save/Preview
These buttons at the top of the document are self-explanatory.
Comments are required when **Start Approvals** or **Approve** is selected. Briefly explain what has been modified in the document prior to routing it for approval.

*Example:*

*Policy Properties: Changed revision to 365 days; Policy Content: Updated links throughout document and modified contacts; made other minor revisions throughout*

Select **Approve**

**Comments**

Route the document for additional input to staff or subject matter experts without giving them access to edit the document by inviting a user to review and respond in the comments section. PolicyStat it tied to active directory. Type “@” and then the name of the employee from which you want to solicit input and pick their name from the list. Then type your comment, question or directions in the comment box. The individual(s) will receive email notification that a comment has been made. They can then respond to by logging in to PolicyStat. Again, these individuals are not able to edit the document, only provide feedback.

**Policies Requiring Your Approval**

Policies in this section require your action. To access one policy at a time, select the title of the policy from the list. To access the list of all policies that require your approval, select the circled number next to **Policies Requiring Your Approval**.
Selecting the circled number next to Policies Requiring Your Approval will provide access to a report of policies that includes title, area/category, who needs to approve it, step description, how long policy has been waiting on this particular step and the revision category (new, revised or unchanged).

**Bulk Review and Approval**

If the policies have been reviewed for compliance purposes and are unchanged, they may be bulk approved. Select the check box in front of the appropriate policies and then select **Bulk Approve**.
If there is a revision, the policy must be reviewed and cannot be approved in bulk.

**Individual Review and Approval**

Select the policy title to bring the document into view.

**Page Components**

**Menu Bar**

A menu bar is located at the top of the page and includes buttons to Approve or Reject policy changes. You can also choose to Edit the document, see All Versions, see the Approvers and workflow associated with the document, Print the document via PDF or Share it, and Show Changes recently made. Each policy is assigned an approval workflow. The current workflow step is highlighted in blue.

Each time an edit is made to policy, it reverts to the first step in the approval workflow. Therefore, it is important to have as many changes completed as possible prior to starting the policy through workflow. Consequently, content editors are up front in the workflow whereas authoritative approvals are located toward the end that would have the tendency to make fewer edits.

*Note: Minor changes can be sent to the Policy Office to be made via Override. A policy owner should never override a document unless the Policy Office approves doing so.*

**Editing and Reviewing Edits**

PolicyStat is similar to MSWord in that it tracks changes (deletions are red; additions are green). To see the change, select Show Changes on the right side of the document. This button changes to Changes: Newest when edits are being shown.
When reviewing a document prior to approval, pay special attention to the items in red and green. If all modifications look to be in order, select Approve and key in your feedback (e.g., confirmed all changes). If a pending version is not acceptable for any reason the policy can be rejected using the Reject button. This option is available only after the first step in the workflow. If rejected, the step will start over.

A policy will not be available in the search feature until it has completed its workflow.

To see where a policy is within the approval process, select Reports > Pending Approvals in the menu bar. When a policy has been fully approved, a notification will be sent to the policy owner.
Policies Due for Review

Policies in this section are coming up for review based on review dates assigned to documents within the system. To access one policy at a time, select the title of the policy from the list. Select the circled number next to Policies Due for Review to access the full list of all policies.

Selecting the circled number next to Policies Due for Review will provide access to a report of policies that includes title, preview (traditional the first few words of the policy statement), area, policy owner and next review date.

Selecting the check box for In Approval Process and active policies due for review that are currently in the approval process will be added to the list.
Managers will see all policies coming due for review within their area. This may include multiple owners. However, policy owners will see only the policies that they are responsible for in this section.

Policy owners should initiate the review of documents. However, a manager may also do so similarly to the bulk approval. Select the check box in front of the appropriate policies and then select Start Approval Process. This sends the policy to the first person in the workflow process.

Acknowledgments

Require staff to review and acknowledge that they’ve read new/revised policies. To access acknowledgements, select Manage > Acknowledgements in the menu bar. Then select Assign Acknowledgements from the right menu options.

Assigning Acknowledgments

Managers can assign acknowledgements on an individual basis or via user group. (To establish a user group, please contact the Policy Office.) Type in the name of the individual or user group, search for and select the policy to be acknowledged. If you require acknowledgement upon any revision to the document, check the box for Automatically Assign when new versions with changes are approved prior to assigning the acknowledgement. Select Assign Acknowledgements.
An initial email will be sent to the employee indicating a policy has been assigned to them for acknowledgement. Additionally, weekly, employees will receive (if necessary) the Policies Requiring Your Action This Week reminder which includes acknowledgements.

**Completing Acknowledgments**

Policies in this section require acknowledgement. To access one policy at a time, select the title of the policy from the list. To access the list of all policies that require approval, select the circled number next to **Policies Awaiting Acknowledgement**.

Once an employee reads the policy (must scroll to the bottom of the document), the **Acknowledge** button becomes available above the document.

**Viewing Acknowledgments**

To view acknowledgement status, select **Manage > Acknowledgements** in the menu bar. Then select **Assign Acknowledgements** from the right menu options.
Select the area you want to view and select Show Incomplete Acknowledgements.

A list showing those employees that have not yet acknowledge the policy are shown along with the date assigned, date acknowledge and the capability to unassign the document. The list can also be downloaded as a CSV file.

Notifications
Internal Notifications
Accessible through PolicyStat. New notifications are highlighted. Once you click on the notifications section, it will remove the highlighting; however, the notification will remain until you select the **Clear All Notifications** button.

External Notifications via Notification Settings
These notifications are tied to a user’s email address. Those with high impact (e.g., policies are approved, retired, require your approval) are sent immediately; others are sent weekly or monthly. Individual users can set their email notification preferences to either on or off.