

HOW TO USE THE ELECTRONIC DOCUMENT VIEWER – SEPTEMBER 2016

The Electronic Document (EDMS) Viewer was recently updated. This document will provide instruction for using the updated EDMS Viewer.

EDMS Viewer is compatible with the following browsers: Internet Explorer 11, Chrome, and Firefox.

Providers with large RA files will see the RA files in new EDMS Viewer.

1.0 Updated EDMS Viewer – Upon Page Load

The following screenshots show how the page appears when the EDMS Viewer is opened.

- When there are multiple documents, the EDMS Viewer will be blank and you must select the document from the Document List to view the document. Previously, the first document in the list would load by default.
- When there is only one document, the document will load.

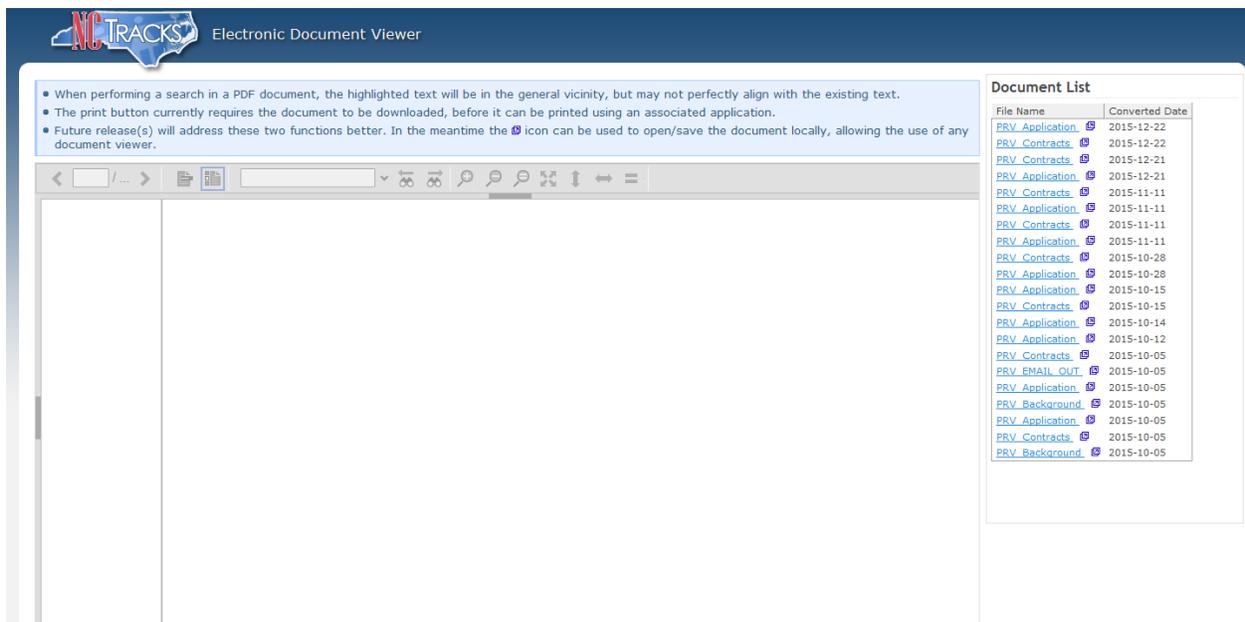


Exhibit 2 – EDMS Viewer Upon Page Load (Multiple Documents)

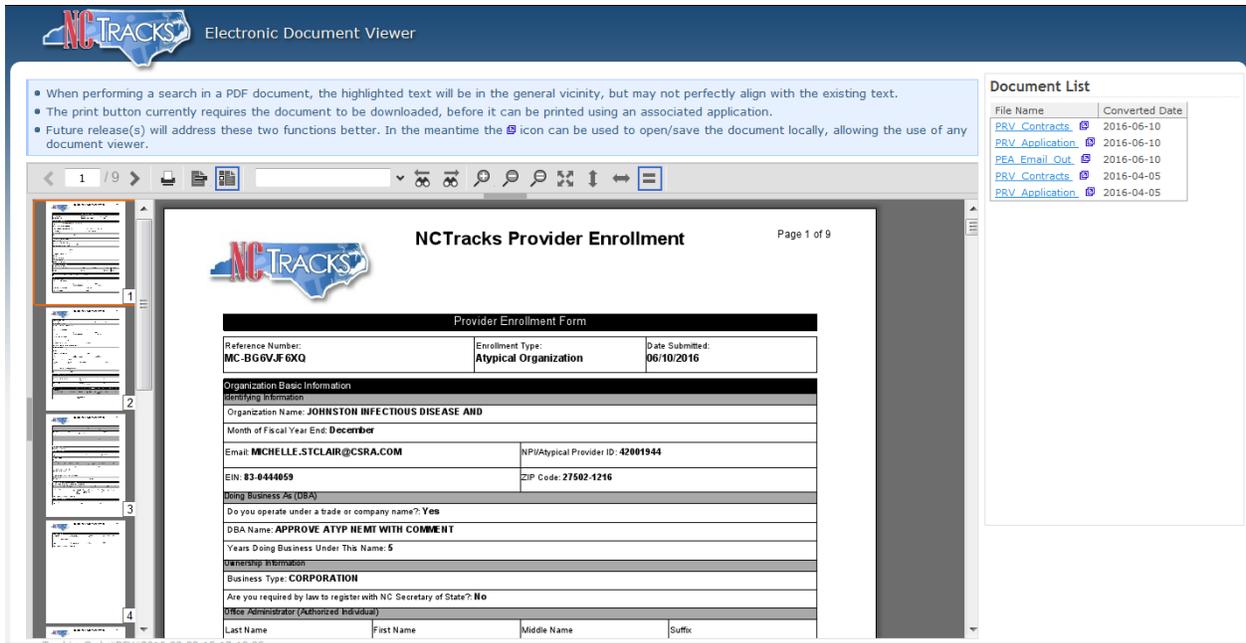


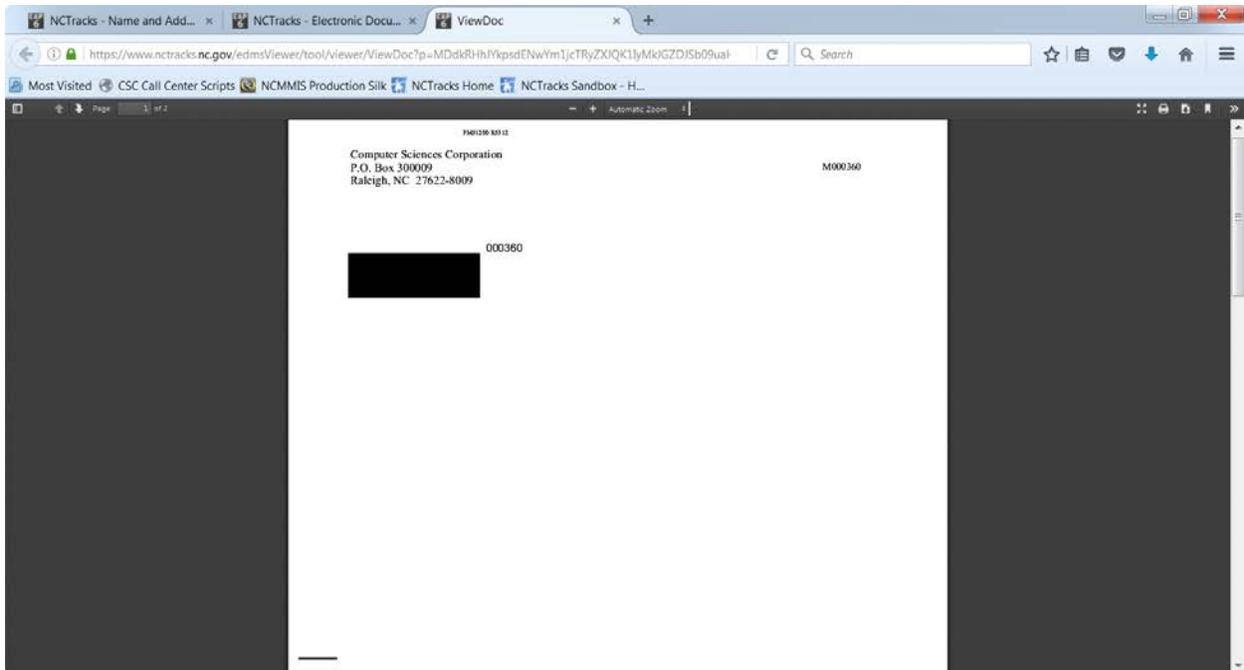
Exhibit 3 – EDMS Viewer Upon Page Load (Document Open)

2.0 Open in New Window Feature

In the Document List section, there is an Open/Save in New Window Tab icon () next to each File Name. When you click the icon, if the file type is supported by your browser, it will open in a new window.

2.1 Firefox – PDF Document

The following screenshot depicts how the browser loads a PDF file from Firefox when the icon is clicked:



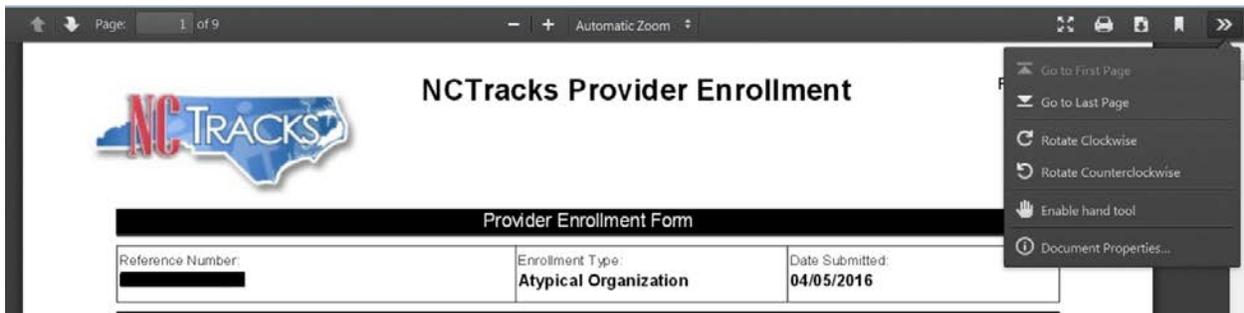
Within the Firefox browser window, the user has several options:



From the menu, the user can:

- Navigate through the pages
- Zoom in/out
- Print documents
- Download/save document

To view additional features, select the Tools double arrow icon.



Note: How the features display will vary depending on which browser and plug-in installed on your computer.

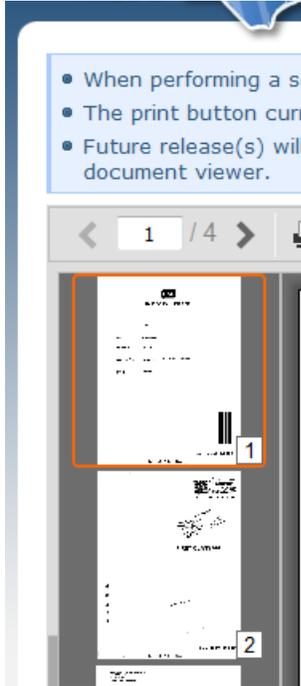
Tip: Using this Open/Save in New Window Tab icon () to view the documents will resolve the issue of documents taking too long to load.

3.0 Using EDMS Viewer in EDMS Viewer Window

If you do not want to open the document in a new window, you can still navigate through the pages, zoom in and out, print, and download/save the documents.

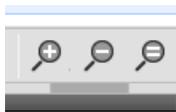
3.1 Navigate

You can navigate through the pages using the page arrows or by selecting the page:



3.2 Zoom

You can zoom in/out using the magnifying glass icon.



Tip: If the document you are viewing blurs when you zoom in, use the Open/Save in New Window Tab icon () described in Section 2.0.

3.3 Download, Save, and Print Documents

When you select the Print icon, the EDMS Viewer will download the document. Click on the downloaded document and then print the document.



Tip: If you anticipate printing documents, it will be fewer clicks to use the Open/Save in New Window Tab icon () described in Section 2.0.

4.0 Frequently Asked Questions

How do I get my documents to load quicker? Using the use the Open/Save in New Window Tab icon () described in Section 2.0 will increase the speed in which the document loads.

Why do I have spinning wheel in the viewer? The spinning wheel means that the system is working on your request. Even though for some documents the delay is long, the spinning wheel means that there is no problem. Upon an error or timeout, the spinning wheel will be replaced with an error message.

Why should I not close my viewer tab and retry? When you select a document to view, a call is made to the system to retrieve the document. Each time you link the link, it makes a call to the system; it does not cancel out the previous call to the system. It will not make the document display quicker if you keep clicking the link; it will actually make the system even slower.