

# Perceptive Content Launch

Perceptive Content

ImageNow name change.  
Updated document imaging tools.

The document imaging software has changed to **Perceptive Content**.

ImageNow is retired and **Perceptive Content** is the upgraded version that we are using.



The login screen no longer has sunflowers but the icon to open **Perceptive Content** is very similar.





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Only Use Internet Explorer






Only use the Internet Explorer (IE) browser for **KEES** and **Perceptive Content**!!



Functions and features will not work correctly in other browsers.




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What's New



You must use the Perceptive Content direct login when you are processing any documents being captured like:

- Loose mail
- Using the eForm tool
- Using desktop scanner
- Adding notes
- When workers want to view all documents associated with the case



The Perceptive Content Toolbar looks and functions very similar to the previous ImageNow toolbar.

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New, Changing or Same

What's New or Changing in KEES and Perceptive Content?

- Capture buttons have been removed from all KEES pages.
- Images buttons have been removed on Resource Detail and Case Summary.
- Use Perceptive Content for applications and all documents captured from desktop scanners.
- Must use **Perceptive Content** for resource documents and any documents associated to the case.
- eForm – must use Perceptive Content.
- Perceptive Experience* is a web app that logs-in automatically through KEES.

What's the Same as Before the Transition?

- The Perceptive Content Toolbar has changed names but basically performs the same functions that ImageNow did.
- IN Printer is the same as it was before the transition.




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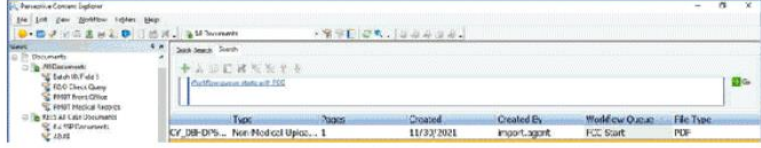
# INMAC is Gone!!



INMAC has been replaced with FCC

**File Conversion Component (FCC)** is

- Much faster!
- Has fewer items going to the error drawer!
- Should not cause documents to hang up like before!



FCC is *faster*, *better*, and **more efficient!**

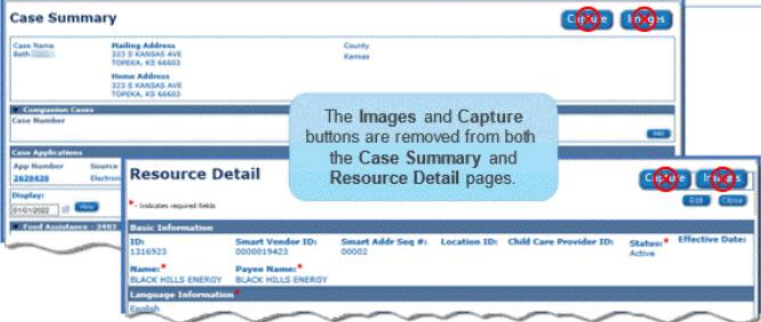
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# Perceptive Experience

The Perceptive Web-based Tool

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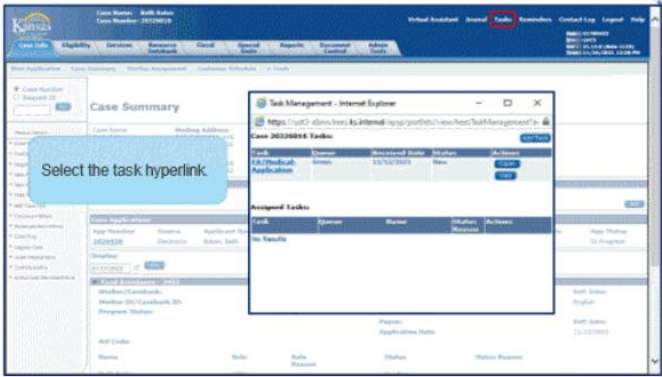
# Images and Capture Buttons Removed From...



The Images and Capture buttons are removed from both the Case Summary and Resource Detail pages.

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# Choose Tasks to Open Task Management



Select the task hyperlink.

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### KEES Opens the Task Details window.

In KEES, when you choose the Images button from Task Details the Perceptive Experience web page is displayed.

KEES must be opened in Internet Explorer (IE) to access Perceptive Experience.

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### Perceptive Experience Opens in Task View

Clues that KEES opened Perceptive Experience in Internet Explorer (IE)

1. URL at top of page
2. Perceptive tab
3. Perceptive logo

Choose the document to open.

Note: If there is only one document on the task, you will not have to select it. That document will automatically display opened.

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### Application Document through Perceptive Experience

Toolbar features will help you navigate the documents.

The documents displayed in Perceptive Experience should look very similar to the document images viewed before the transition.

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### Application Document through Perceptive Experience

DO NOT Use the eForms

New Field

The eForms button is intentionally disabled. Please use the Perceptive Content Toolbar instead.

The Name field is new. It is a unique identifier that Perceptive Content needs. This is NOT a person or resource.

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# Refresher

Only New Screens

Not New Processes

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## Search for KEES Case Documents

***A worker needs to view all the documents associated with a case.***


That worker will login to the **Perceptive Content Application** to find the documents using the:

- > **Perceptive Content Toolbar** to search for the documents.
- > **Perceptive Content Explorer** to choose the documents to view.
- > **Perceptive Content Viewer** to review the imaged documents chosen.

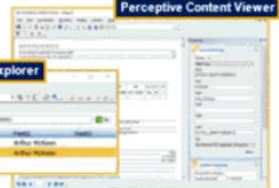
Perceptive Content App Login




Perceptive Content Explorer



Perceptive Content Viewer



Perceptive Content Toolbar




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## Search for KEES Case Documents

1. Access **Perceptive Content**.
2. Left-click the drop-down caret next to the **Documents** button on the **Perceptive Content toolbar**, then select **KEES All Case Documents**.
3. When the **Perceptive Content Explorer** opens, select **Case Number** from the first drop-down menu on the **Quick Search** tab.
4. Enter the **Case Number** in the **Search** box and click the **Go** button. The search results displays.
5. Double-click the document the user wants to view. The document opens in the **Perceptive Content Viewer** window.



To launch the **Perceptive Content Application** use the icon or the **Windows menu** item.




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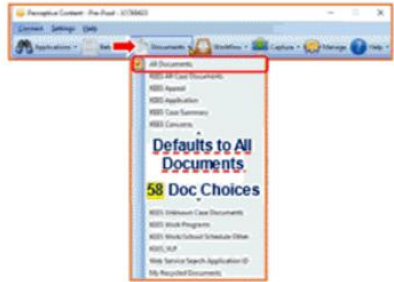
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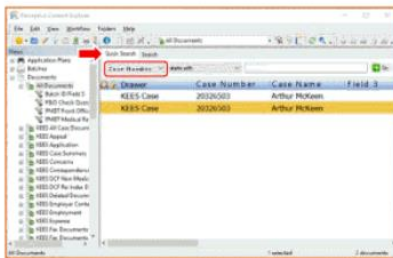
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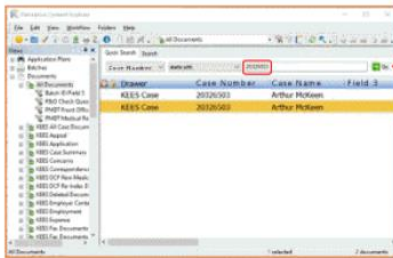
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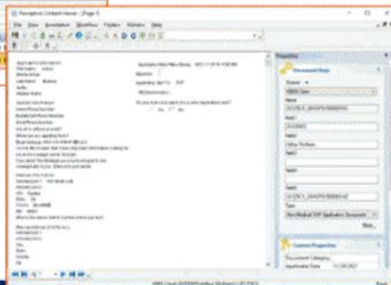
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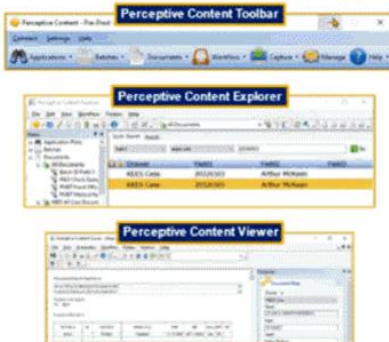
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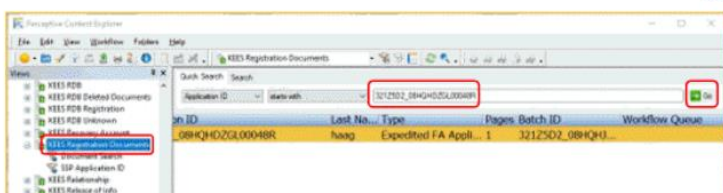
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## Perceptive Content Explorer



2. In **Perceptive Content Explorer**, in the **Views** pane, select **KEES Registration Documents**. In the **Quick Search**, enter the **Application ID** then click **Go**. When the document displays, **double-click** the selection to open the **Perceptive Content Viewer**.

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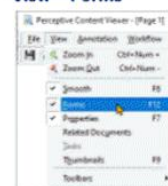
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## In the Perceptive Content Viewer



3. Select **F12** on keyboard

follow the menu path  
**View – Forms**



to launch the **Forms** tool.

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## Search for KEES Case Documents

*A worker has a new application on a case and needs to re-index the documents.*

That worker will get that Application ID from KEES and login to the **Perceptive Content Application** to find the documents and re-index them using the:

- **Perceptive Content Toolbar** to search for the documents.
- **Perceptive Content Explorer** to choose the documents to view.
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## KEES Task Inventory Search for Task



1. In **KEES**, from the **Task Inventory**, search for the **Application** to get the **App ID**.  
Note: Paper Apps have a 23 -character unique identifier, while Electronic Apps have a 7 -character unique identifier.

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## In the Perceptive Content Viewer

4. Enter the Case Number. The Case Name will autofill when you tab or select a different field.
- Choose the Document Category and Doc Type, then Submit.

When the confirmation message displays, select OK.



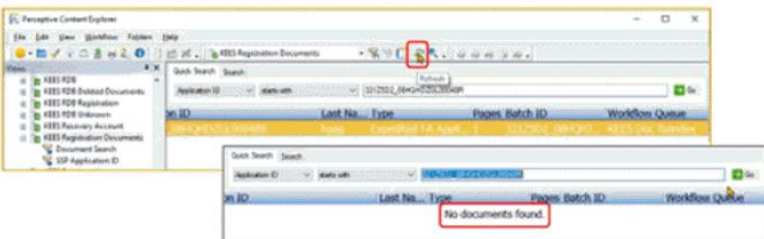
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## Best Practice: Verify Re-indexing Success

A few moments after re-indexing the documents, you can verify success. Just Refresh the Perceptive Content Explorer screen. When the "No documents found." message returns, you can check the documents associated with the Case Number.

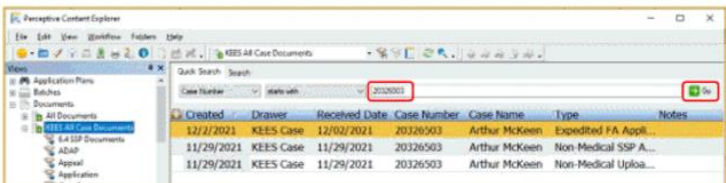


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## Best Practice: Verify Re-indexing Success



In the Perceptive Content Explorer, in the Views pane, select KEES All Case Documents.

In the Quick Search, enter the Case Number then select Go.

Success!! The document is indexed to the correct Case.

Congratulations!

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## FAQs

- Why can't I use other browsers?** The browser you choose can have downstream impacts - functions and features may not work correctly. Trying to scan from another browser will generate an error. Please only use Internet Explorer (IE) at this time.
- Why is the capture button and images button gone?** There were issues preventing the buttons from effectively performing. This new solution resolves those previous issues.
- How does KEES automatically log-in to my Perceptive Experience profile?** Your KEES login and Perceptive Experience login are already linked to save you time and hassle.



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