



New York State
EDUCATION DEPARTMENT

Knowledge › Skill › Opportunity

New York State Education Department
Office of Facilities Planning

Laserfiche Users' Guide

For Architectural and Engineering Reviews

Last Updated by: KAS
11-14-2024

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Disclaimer:

This is for internal guidance only. The information provided is not all-encompassing and all questions/concerns should be communicated with Dataflow Support (NYSEDSupport@goDataflow.com)

All information provided within the examples is considered confidential.

Laserfiche Overview

Laserfiche is a custom-designed platform for the electronic submission of NYSED K-12 projects reviews, created and managed by Dataflow. Dataflow's Laserfiche Review was developed specifically to replace the legacy SED Electronic Review System, commonly known as DFM, that housed the electronic review process since 2008. The Laserfiche platform can be accessed from the Dataflow website: <https://www.godataflow.com/nysed/>

The screenshot displays the Dataflow Laserfiche Review website. At the top, a dark navigation bar features the Dataflow logo (PRINT. SINCE 1998) and several action buttons: "Submit an Order", "NYSED Submissions", "NYPlanroom", "Request a Quote", "THiNK Store", and "THiNKHUB". The main content area is divided into three primary sections: "REGISTRATION", "PROJECT SUBMISSION & ADMINISTRATION", and "INSTRUCTIONS & TUTORIALS".

- REGISTRATION:** Provides instructions for new users, including a link to register for an account. It includes a "Please note" section regarding the use of the system for architectural and engineering review of projects requiring NYSED review. A reminder section explains the login process and password recovery options.
- PROJECT SUBMISSION & ADMINISTRATION:** Offers links to submit a new project, work on an addendum, and view project files. It includes a "Please note" section about the submission process and a link to the NYSED guidelines website.
- INSTRUCTIONS & TUTORIALS:** Lists available guides for AE Firm Users and Reviewers, and provides a contact email for questions.

On the right side of the interface, there is a "PRICING" section with a "PRICING INFORMATION" button. At the bottom, there are two video player thumbnails, one labeled "0:00 / 6:49" and the other "0:00 / 4:11".

Access to Laserfiche

To access the folders in Laserfiche, follow Steps 1-3:

1. Sign into Laserfiche by selecting “Work on an addendum submission task.”

PROJECT SUBMISSION & ADMINISTRATION

When you are ready to submit a project, or if you would like to work on an ongoing project, continue on to the links below to begin the review process:

✔ [Submit a new project for electronic review](#)

Please note – do not submit this form more than once per project or you will get billed for each submission. You are not able to update projects with this form.

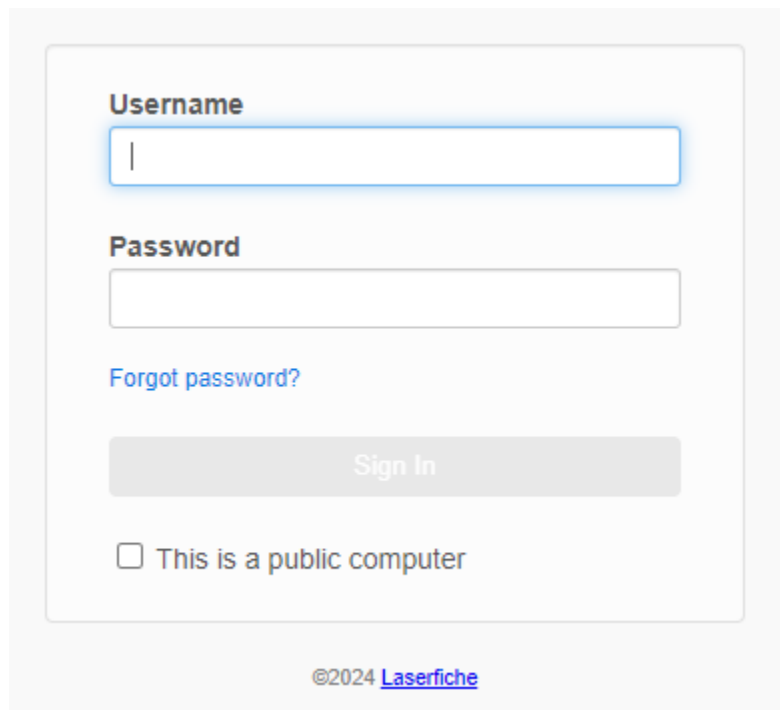
✔ [Work on an addendum submission task](#)

✔ [View Project Files and Status in the file repository](#)

Please make sure you have read the NYSED guidelines at the Facilities Planning website, which you can find at www.p12.nysed.gov/facplan/. This includes specific notes regarding project submission and steps required.

Note: Please check the [Facilities Planning](#) website for further details on the current submission process, which has had a number of changes due to the COVID-19 pandemic.

2. Enter in your Username and Password



The image shows a login form for Laserfiche. It contains a 'Username' field with a blue border and a cursor, a 'Password' field, a 'Forgot password?' link, a 'Sign In' button, and a checkbox for 'This is a public computer'. The footer includes the copyright notice '©2024 Laserfiche'.

Username

Password

[Forgot password?](#)

Sign In

☐ This is a public computer

©2024 [Laserfiche](#)

3. Select “File Repository”

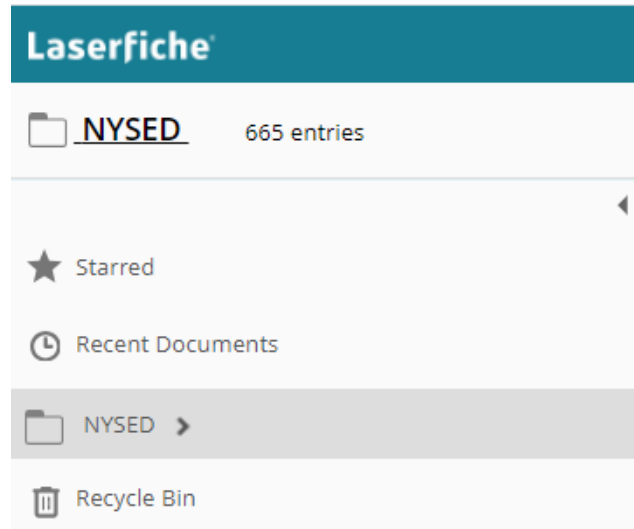
The screenshot displays the Laserfiche Forms application interface. At the top, a blue navigation bar contains the following tabs: "Inbox", "Start Process", "File Repository" (highlighted with a red rectangle), "Reports", "Design", and "Manage". Below this bar, there are two sub-tabs: "My Tasks" (selected with a green underline) and "Team Tasks". On the left side, a sidebar menu lists "Open Tasks" (highlighted in grey), "Drafts", "Unassigned Tasks", and "Completed Tasks". The main content area on the right features a search bar with the placeholder text "Search my open tasks". Below the search bar is a table with the following headers: a checkbox, "Process", a dropdown arrow, "Task", a dropdown arrow, and "Instance". The table body is currently empty.

<input type="checkbox"/>	Process		Task		Instance
--------------------------	---------	--	------	--	----------

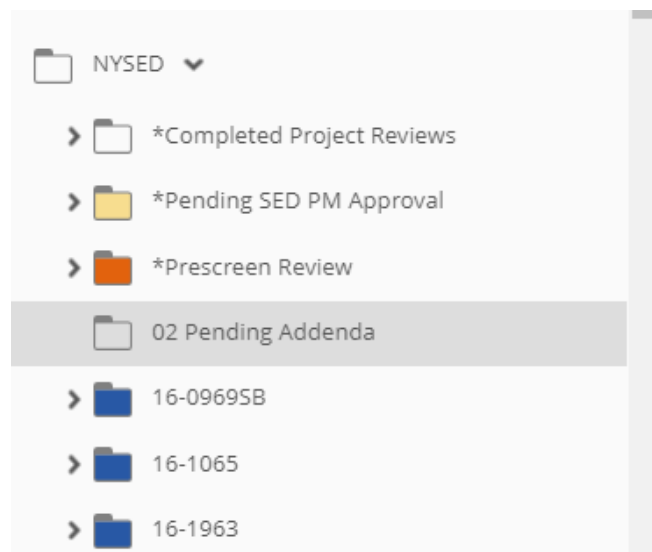
Folder Structure

General Overview

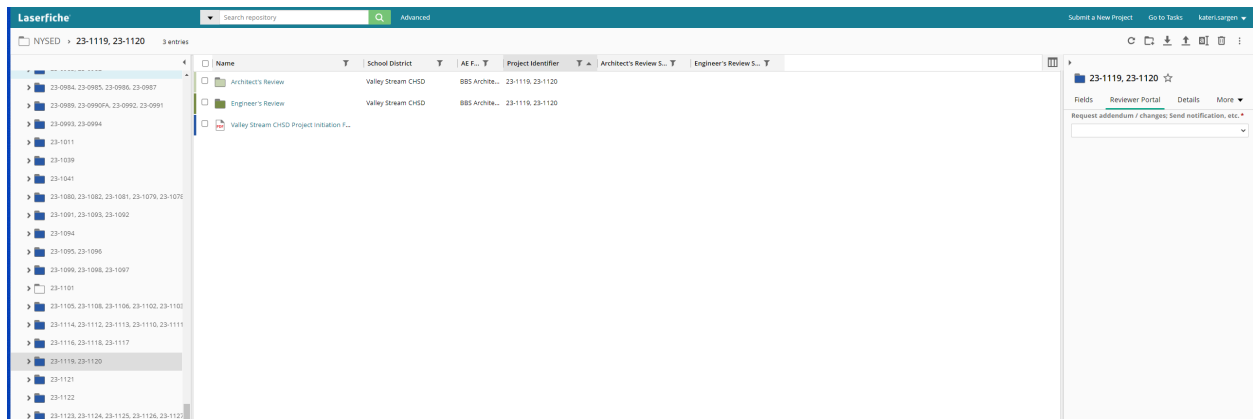
The folders in Laserfiche consist of one main folder (NYSED), shortcuts to the folders and files in them (Starred and Recent Documents), and the Recycle Bin.



Select the NYSED folder to see "Completed Project Review," "Pending SED PM Approval," "Prescreen Review," "02 Pending Addenda" (currently not used and may be deleted), and the different project folders that are in the review stage.

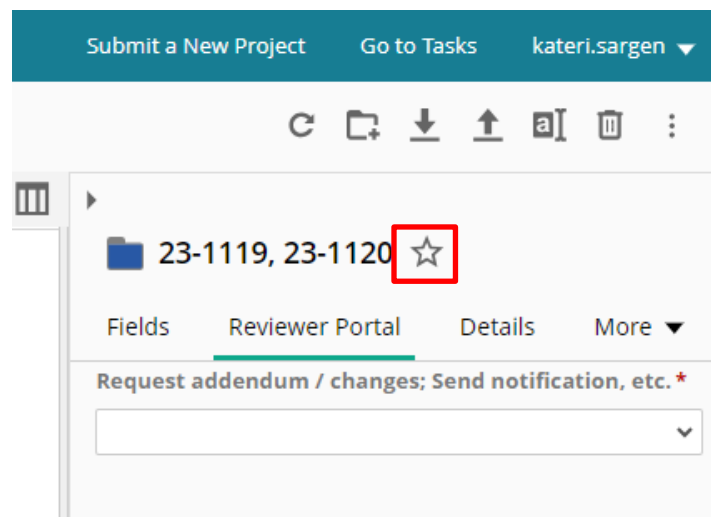


If you would like to review a project that is pending review, scroll down the left sidebar until you see the project number(s).



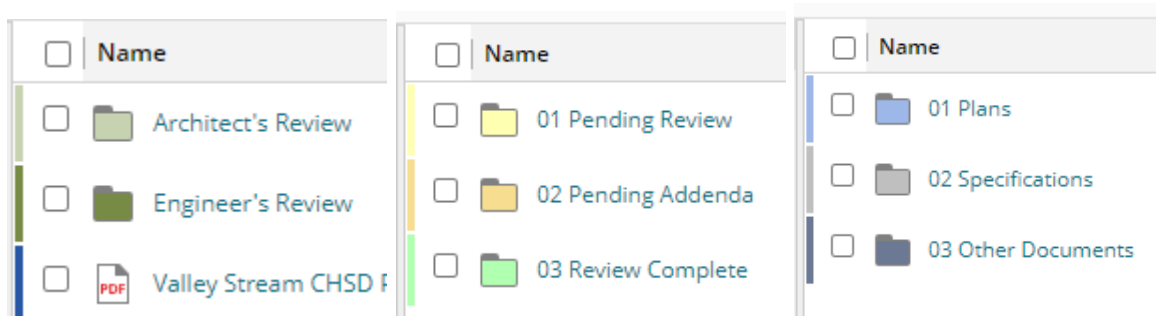
Starring a Project for Quick Future Access

To save this project for easy access in the future, select the star next to the project number in the upper right corner (now you can access it from the “Starred” option in the top left side bar).



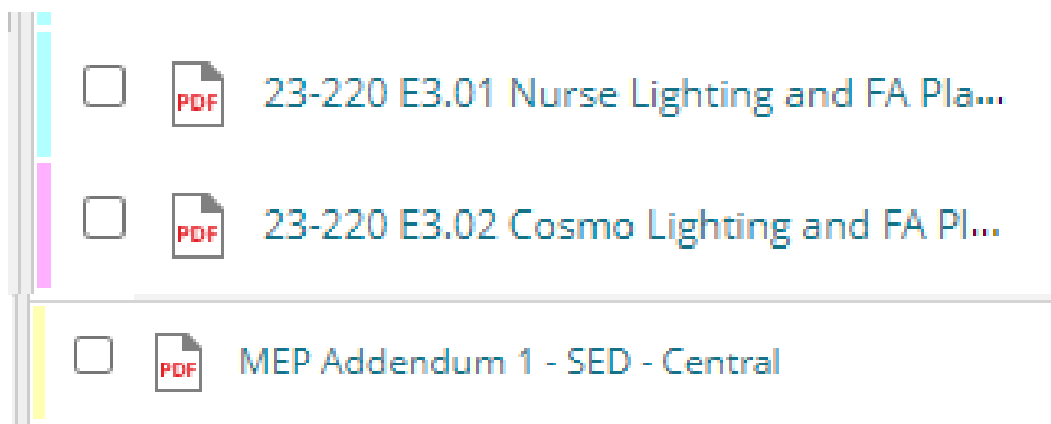
Folder Hierarchy and Coding

In the project folders are the review folders (Architect's Review and Engineer's Review). In each of those, there is "01 Pending Review," "02 Pending Addenda," and "03 Review Complete." In each of those, there will be "01 Plans," "02 Specifications," and "03 Other Documents."



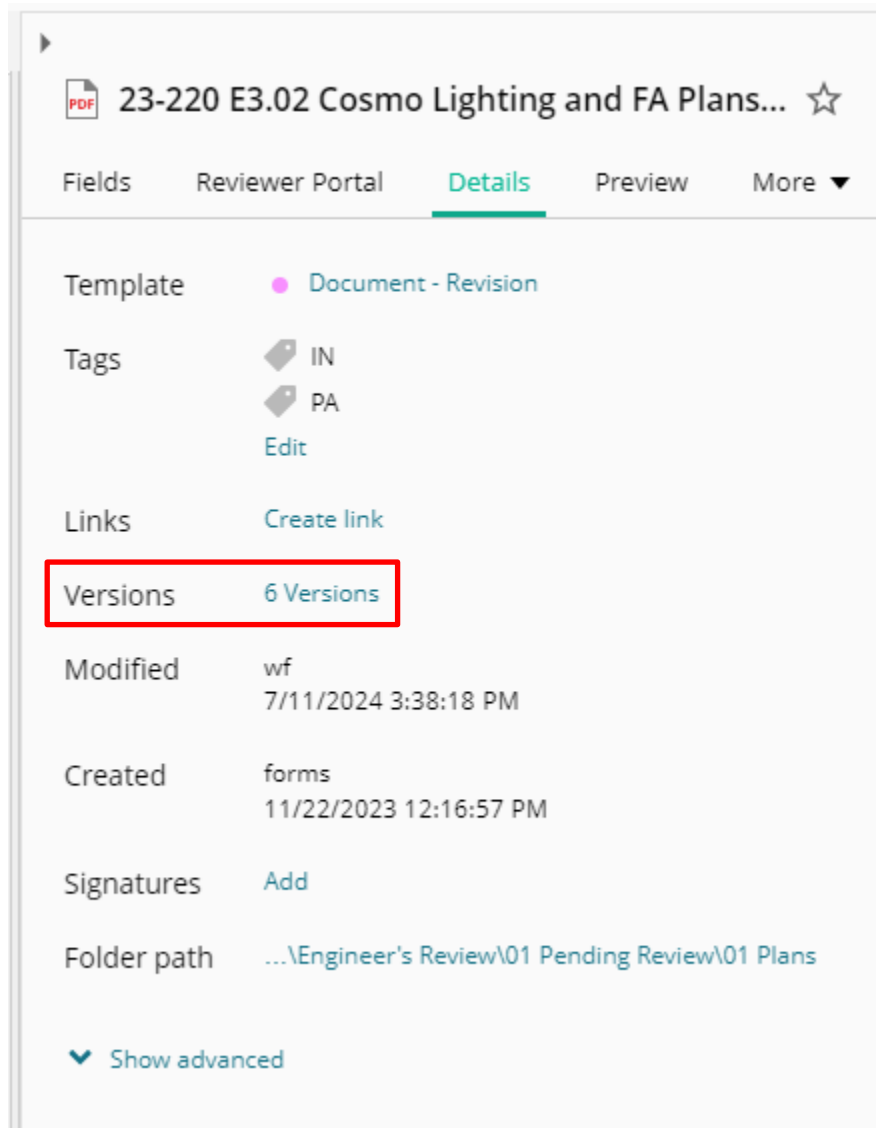
The files in the folders are color-coded based on their status:

Blue means the file is the originally uploaded file. Pink means the file is a new revision of the original file. Yellow means that the file is a new file in the submission.



Viewing a Previous Version of a File

To see previous versions of a file, select it and go to the “Details” tab in the right sidebar.

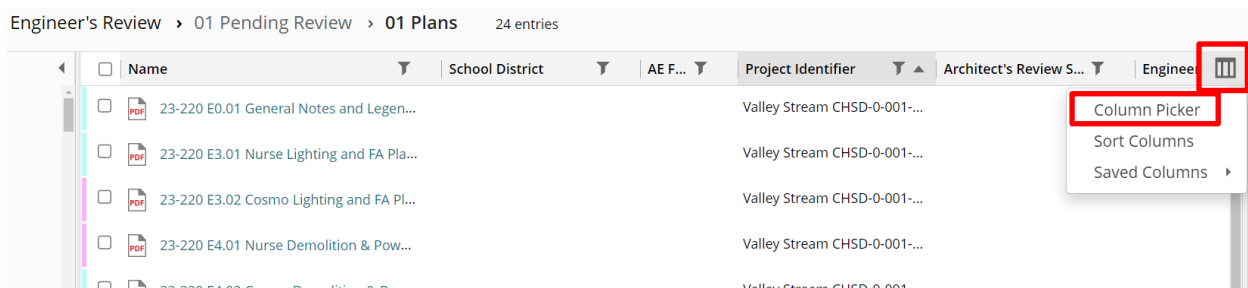


Selecting “Versions” brings up another panel, where you can select the Version, you wish to view. Clicking on the Version you wish to view will open a “Read-Only” version of the pdf in the Laserfiche viewing pane.

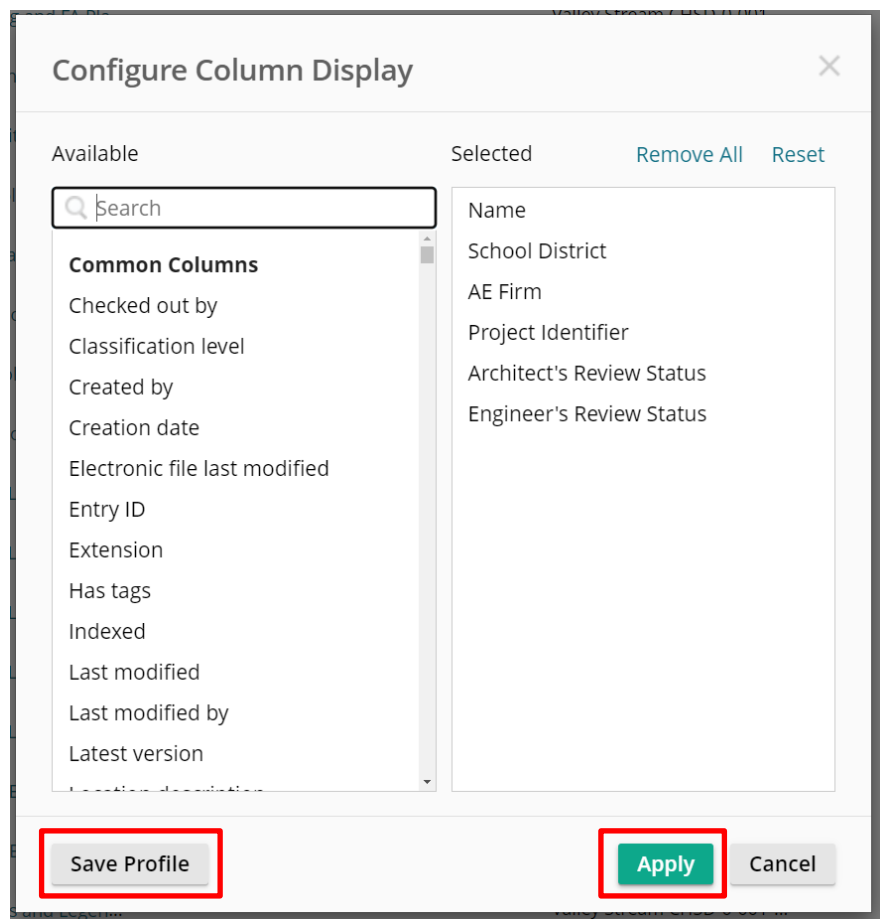
<div> <div> <div><</div> <div>Versions</div> </div> <div> <div>↑</div> </div> </div>	
<input type="checkbox"/> Version 6	<div> <div>Date</div> <div>7/11/2024 3:38:19 PM</div> </div> <div> <div>Creator</div> <div>wf</div> </div> <div> <div>Changes</div> <div>Metadata</div> </div>
<input type="checkbox"/> Version 5	<div> <div>Date</div> <div>7/11/2024 3:38:17 PM</div> </div> <div> <div>Creator</div> <div>wf</div> </div> <div> <div>Changes</div> <div>Electronic file</div> </div>
<input type="checkbox"/> Version 4	<div> <div>Date</div> <div>7/1/2024 9:02:52 AM</div> </div> <div> <div>Creator</div> <div>wf</div> </div> <div> <div>Changes</div> <div>Metadata</div> </div>
<input type="checkbox"/> Version 3	<div> <div>Date</div> <div>7/1/2024 9:02:52 AM</div> </div> <div> <div>Creator</div> <div>wf</div> </div>
<input type="checkbox"/> Version 2	<div> <div>Date</div> <div>7/1/2024 9:02:50 AM</div> </div> <div> <div>Creator</div> <div>kateri.sargen</div> </div> <div> <div>Changes</div> <div>Electronic file, Metadata</div> </div>
<input type="checkbox"/> Version 1	<div> <div>Date</div> <div>12/5/2023 2:03:56 PM</div> </div> <div> <div>Creator</div> <div>wf</div> </div>

Changing Column Display

There is a variety of information for each file displayed in the columns to the right of each file. In the upper right corner, click on the “display” symbol and select “Column Picker.”



Select the column data from the “Available” select on the left and drag it into the “Selected” section on the right. Click “Apply” and “Save Profile.”



Type in a name for the profile (or select “Replace an existing column profile”) and select “Save.”

Save Column Profile

Save as a new column profile

Replace an existing column profile

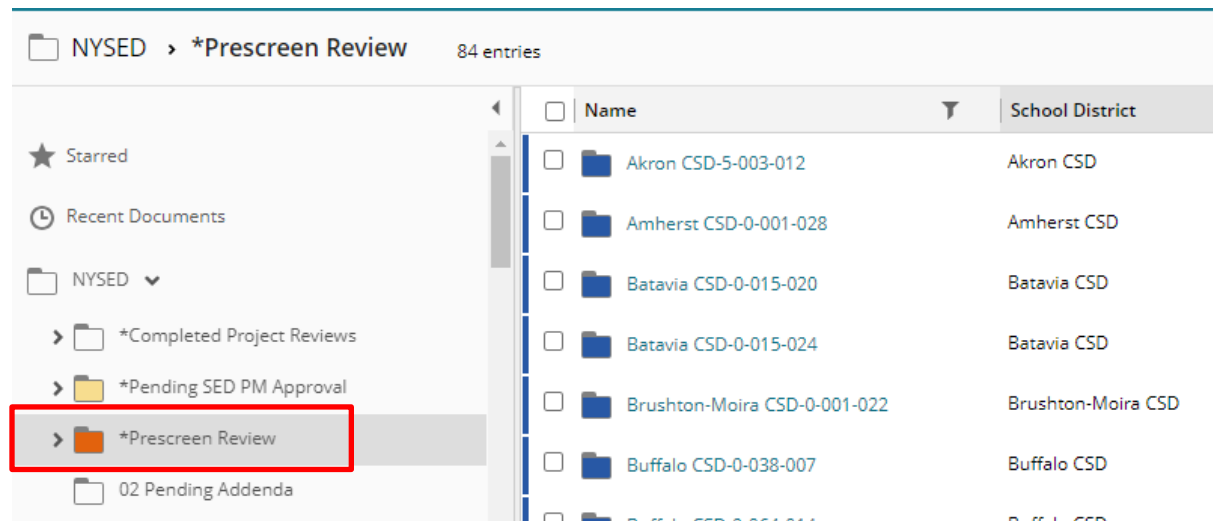
KAS-1

Save

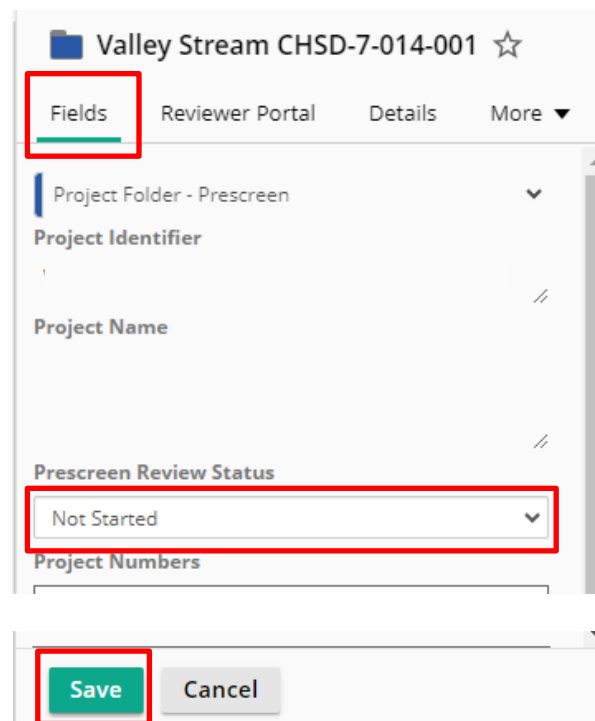
Cancel

Completing a Prescreen Review

If the project you wish to review is not in the pending folder, it might be in the “Prescreen Review” Folder. After selecting this folder, you can find your project under the school district that submitted it.



Select the folder you wish to view. On the right side of the screen, select the “Fields” tab and under “Prescreen Review Status,” select “In Progress”. Hit “Save” at the bottom of the screen.



Enter in the Set Project Review Number associated with each SED Project Number, confirm the contact information is correct, change the Prescreen Review Status to “Prescreen Review Complete,” and hit “Save” at the bottom of the screen. After saving, the project automatically moves to the left sidebar under its review number(s). This may take a several minutes.

Prescreen Review Status

Not Started

Project Numbers

Set Project Review Number(s)

SED Project Number

28-02-51-07-7-014-001

Set Project Review Number(s)

SED Project Number

28-02-51-07-7-015-001

AE Firm

PrescreenControlID

7-014-001

Submitter

Additional Contacts

Engineer Contacts

District Contacts

School District Contacts

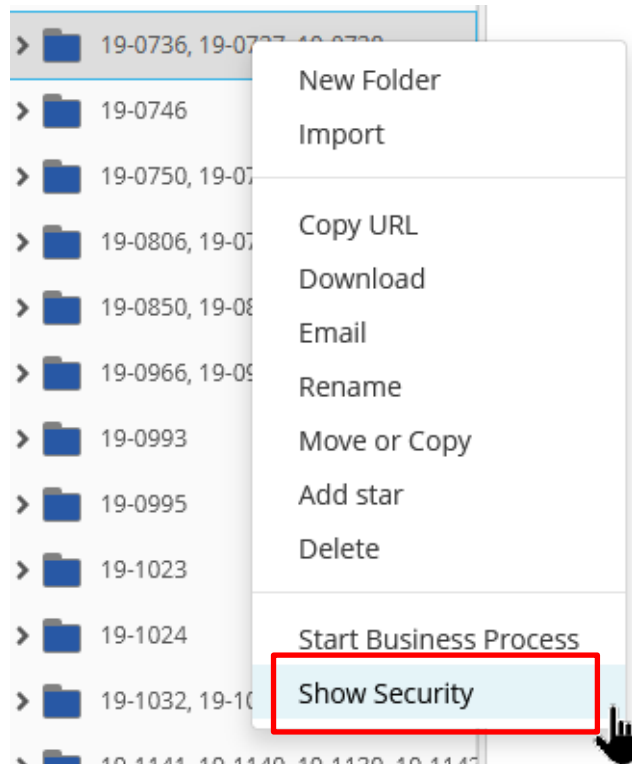
Confirm the contacts for the project are entered in correctly (not shown in this example).

Assigning an Outside Review Vendor (Third Party Reviewer)

To assign an outside review vendor (more commonly known as third party reviewer), go to the “Fields” tab of a project, scroll down to the bottom, and type the third-party name (this does not need to be, nor should it be, the username) and select the review category (“Architectural”, “Engineering”, or “Combined”). Then, select “Save.”

The screenshot shows a web interface with three tabs: 'Fields', 'Reviewer Portal', and 'More'. The 'Fields' tab is selected and highlighted with a red box. Below the tabs is a search bar and a section titled 'School District Contacts'. Below that is a form titled 'Outside Review Vendor' with two fields: 'Outside Review Vendor' (a text input) and 'Outside Review Category' (a dropdown menu). The form is highlighted with a red box. At the bottom of the form are two buttons: 'Save' (a green button) and 'Cancel' (a grey button). The 'Save' button is highlighted with a red box.

In the left side panel, right click on the project number you wish to assign to the third-party reviewer and select Show Security.



Verify if the TPR group is listed in the window under Trustee. If not, start typing in “outsource” in the Add Trustee section. You will be presented with a list of outsource vendor groups. Select the appropriate group and click on Add.

Access Rights

NYSED\19-0736, 19-0737, 19-0738

Access Rights Effective Rights

☒ Display inherited rights

Trustee ▲

- ADMIN
- Administrators
- Dataflow Admin
- forms
- import_agent
- NYSED
- Outsource StieglitzSnyderArcd
- steve.thorsell
- wf

Scope:

Choose an option: This folder, subfolders and documents

Right	Allow	Deny
View	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Add	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Modify	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Delete	<input checked="" type="checkbox"/>	<input type="checkbox"/>
See Through Redactions	<input type="checkbox"/>	<input type="checkbox"/>
Manage Security	<input type="checkbox"/>	<input type="checkbox"/>

ON ☐ Inherit rights from parent

Expand all

outsource

- Outsource BBSArchitects
- Outsource BCAArchitects
- Outsource BCKIBI - Arcadis
- Outsource CSArch
- Outsource Dataflow AES
- Outsource EITeam

Add

Cancel

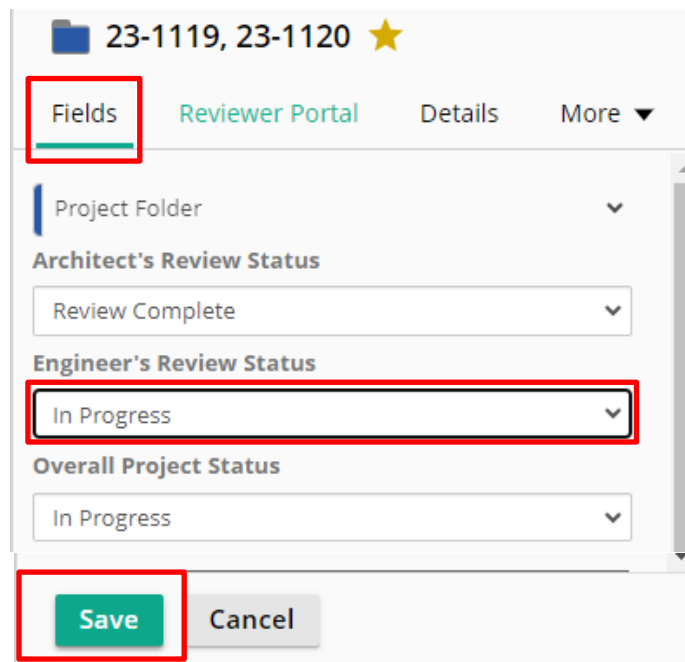
Select the newly added user, and verify that under Scope the permissions are to: Allow “View”, “Modify”, “Delete” (with a full checkbox in the column) and that the “Add” has only “Create Documents” and “Append Data” selected. “Create Folders” should be blank. Then, click “Save” to confirm permission settings.

Right	<input type="checkbox"/> Allow	<input type="checkbox"/> Deny
➤ View	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▼ Add	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Create Documents	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Create Folders	<input type="checkbox"/>	<input type="checkbox"/>
Append Data	<input checked="" type="checkbox"/>	<input type="checkbox"/>
➤ Modify	<input checked="" type="checkbox"/>	<input type="checkbox"/>
➤ Delete	<input checked="" type="checkbox"/>	<input type="checkbox"/>
See Through Redactions	<input type="checkbox"/>	<input type="checkbox"/>
➤ Manage Security	<input type="checkbox"/>	<input type="checkbox"/>

This will provide the vendor with rights to get to the folder and perform review tasks. There is no automated email at this time to notify the vendor that a new project has been assigned to them, so you will need to send them a separate email notification, and they will be able to work on the project.

Reviewing a Project

To start the review, select the “Fields” tab. Select the discipline you are reviewing and select “In Progress” from the drop down. Hit “Save” at the bottom of the screen. After you hit “Save,” you will get a notification via email stating the technical review has begun.

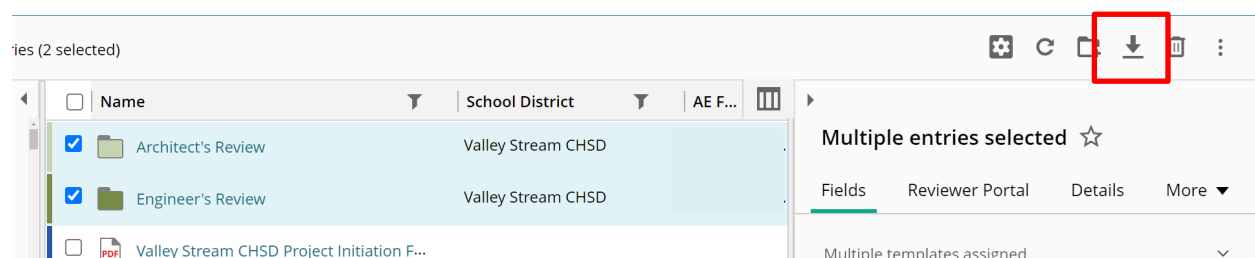


The screenshot shows the 'Fields' tab selected in a project review interface. The interface includes a header with the project ID '23-1119, 23-1120' and a star icon. Below the header, there are tabs: 'Fields' (highlighted with a red box), 'Reviewer Portal', 'Details', and 'More'. The main content area contains three dropdown menus: 'Project Folder', 'Architect's Review Status' (set to 'Review Complete'), and 'Engineer's Review Status' (set to 'In Progress', highlighted with a red box). Below these is the 'Overall Project Status' dropdown, also set to 'In Progress'. At the bottom, there are 'Save' and 'Cancel' buttons, with the 'Save' button highlighted by a red box.

To view or download drawings, specification, and/or other documents, you can download or click on the Review folders.

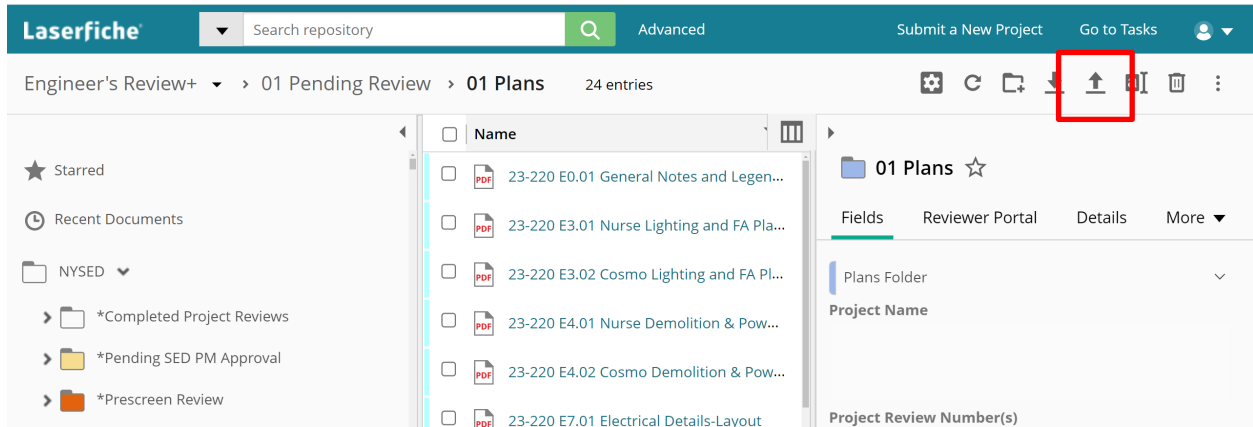


To download, select the folders/files you want, and select the download arrow.

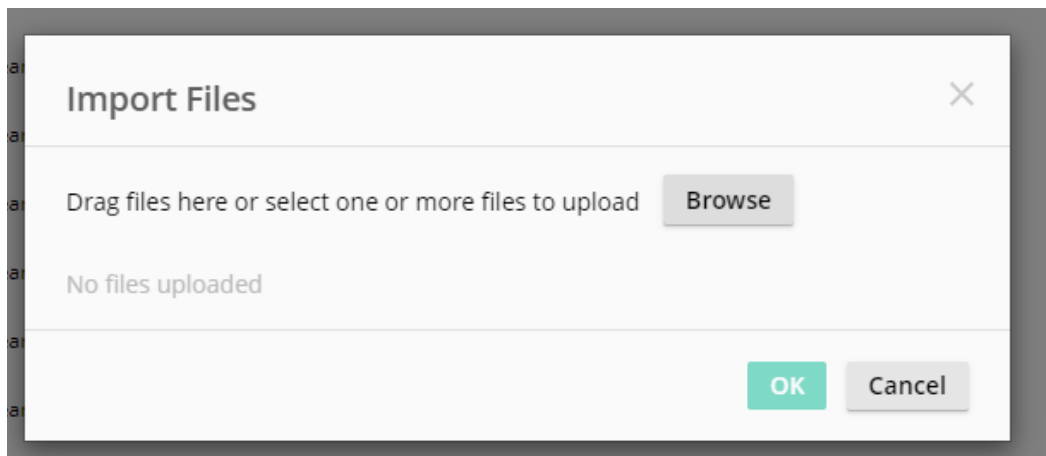


Requesting an Addenda

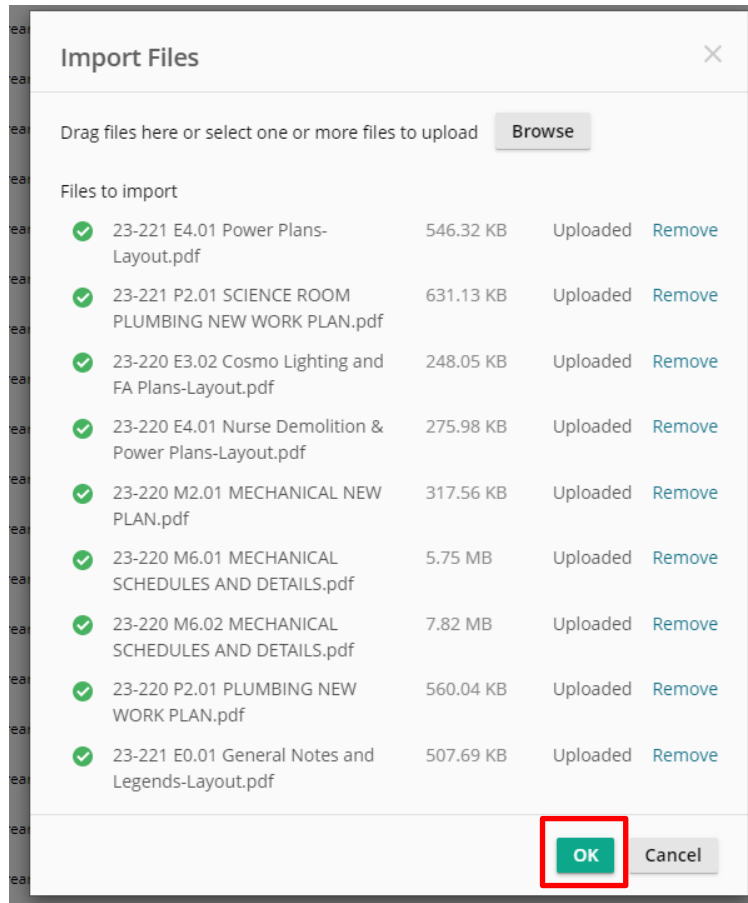
Go to the location where the files for which you wish to request an addenda are located and select import in the upper right corner.



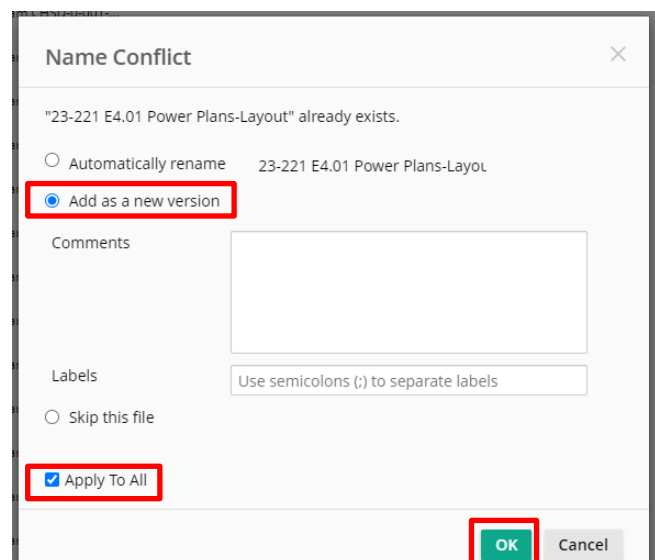
When the following pops up, drag the files you wish to import onto it:



After the files are dragged over, select OK.



Select “Add as a new version” and “Apply to All” and select “OK.” It is important not select “add as a new version” because the file you wish to upload needs to replace the original file. Your upload will create a new version of the original file (don’t worry you can still view the original file at any point if you wish).



In the General tab, Select "Show advanced." The, uncheck "Generate pages." While this step is not critical for data management and retention, it is recommended since Dataflow has explained doing this saves space on the server, makes things move quicker, and prevents confusion since any edits to the file directly on the system will be reflected in the "Pages" version and not the original PDF which might be downloaded only to be missing some of the comments.

Import document "23-220 M2.01 MECHANICAL NEW PLAN.pdf"

General Fields

Name *

23-220 M2.01 MECHANICAL NEW PLAN

Folder

\23-1119, 23-1120\Engineer's Review\01 Pending Review\01 Plar Browse

Tags

+Add more tags

Hide Preview

Automatic Zoom

Import Cancel

Import document "23-220 M2.01 MECHANICAL NEW PLAN.pdf"

General Fields

Name *

23-220 M2.01 MECHANICAL NEW PLAN

Folder

\23-1119, 23-1120\Engineer's Review\01 Pending Review\01 Plar Browse

Tags

+Add more tags

Hide Preview

Automatic Zoom

Import Cancel

Hide advanced

Pages

☒ Generate pages

Signatures

☐ Sign the document

Uncheck this box

In the Fields tab, select “Addendum Required” in the “Review Decision” drop down. Select “Apply these properties to all imported files” at the bottom of the dialog box. Then, select “Import.”

Import document "23-221 E4.01 Power Plans-Layout.pdf" (1/9)

General **Fields** Hide Preview

Document - Original Submission

Review Decision
Addendum Required

Category
Engineer's Review

Addendum Number
0

Last Modified By

Previous Comments

Submission History / Notes
Submitted 2023-11-22 12:16:01 by

project_entryid
1600136

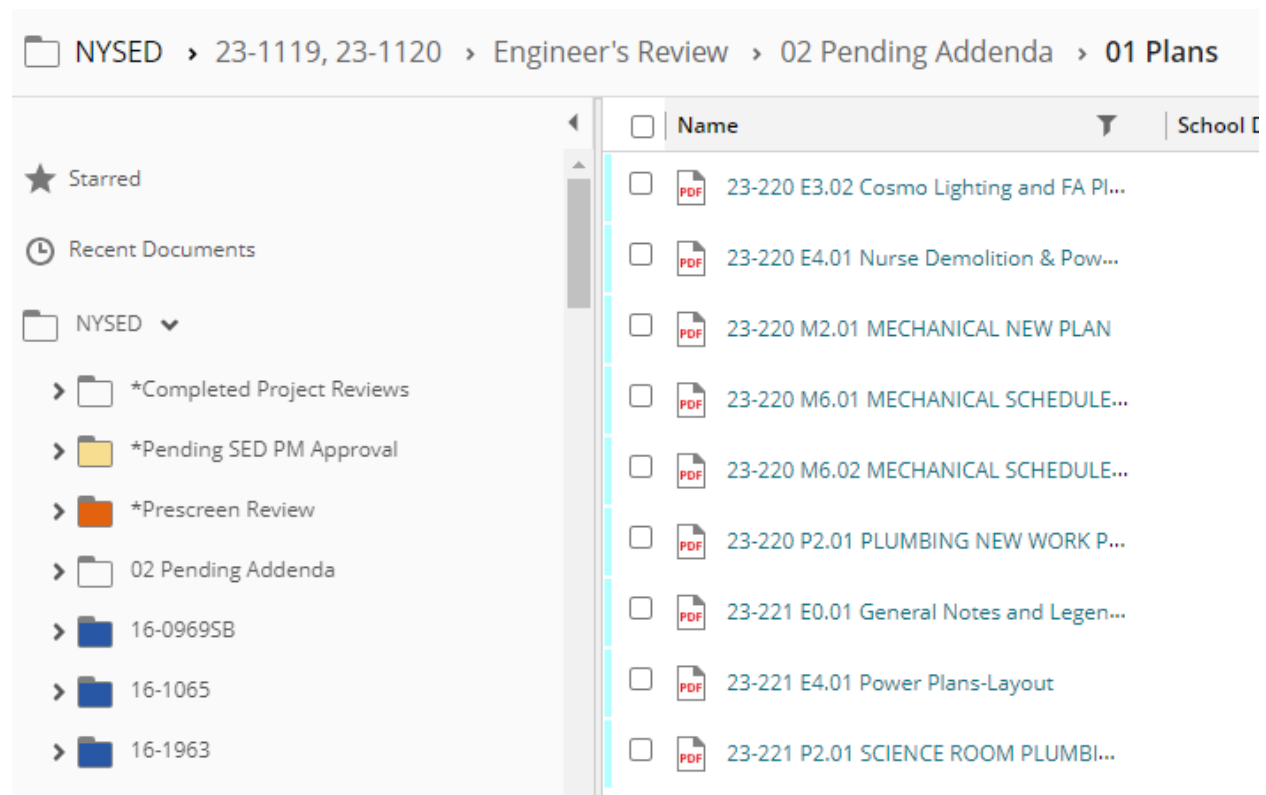
Doctype

PrescreenControlID
0-001-052

☒ Apply these properties to all imported files

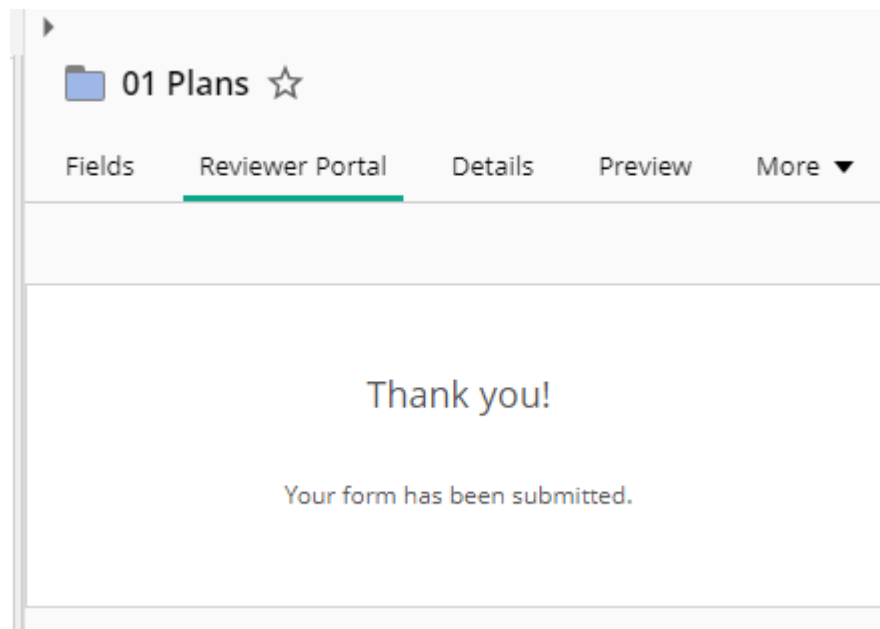
Import Cancel

The files will move to “02 Pending Addenda” folder. It will not be immediately visible that they moved out of the “01 Pending Review” folder, but if you move out of the folder and then back in, it will show the current state.




After all the files have been moved to the pending addenda folder, go to the “Review Portal” tab and select “Request Addendum” in the “Request addendum / changes; Send notification, etc.” dropdown. Select which type of addendum it is in the “Choose Addendum Type” dropdown. Confirm the contact information is correct and add additional contacts as needed. Then, select “Send Request” at the bottom of the screen.

You should receive a notification that the files have been submitted in the “Review Portal” tab in an email.



NYSED Review: 23-1119, 23-1120 Engineer's Addendum 1 Requested

 NYSEDsupport@godataflow.com on behalf of NYSEDsupport@godataflow.com
To: Kateri Sargen
Cc: loperw@vscsd.org

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

The following addendum request has been submitted:


Engineer's Addendum 1 has been requested for Valley Stream CHSD Interior Alterations at Central High School and Interior Alterations and Visitor's Grandstand at Memorial Jr. High School, review number(s) 23-1119, 23-1120. Provide corrected design documents to address any comments/questions by the SED reviewer that require revision to the design documents, and provide a written response to any comments/questions by the SED reviewer that do not require revision to the design documents. Members of the AE Firm and Engineer Consultants will receive an additional notification with a link the Review Portal, where they may view comments and upload revisions.

Kateri Sargen

Members of the AE Firm and consultants, listed below, have received this notification as part of their response task:

christopher.wehrman@nyseed.gov
kateri.sargen@nyseed.gov
loperw@vscsd.org
rettig@bbsarch.com
simnett@bbsarch.com

If you have any additional questions, please call (866) 829-2821, or email nyseedsupport@godataflow.com.

Thank you! 

It was recommended by Dataflow, that Architectural and Engineering addenda be requested separately since grouping them together would mean that all of the files for both disciplines would need to be uploaded together. However, if a reviewer is reviewing both disciplines, it may be ideal to have everything submitted under one addenda. It is up to reviewers' discretion as to what makes the most sense for the different projects.

Adding Files to an Open Addenda

Dataflow has noted that if you wish to add files to an existing/open addenda, you can move these files into the “02 Pending Addenda” folder and they will be included in the open addenda. You will not need to request another addenda. In fact, it is discouraged because this can create another addenda with no files in it and it will remain open since it cannot be addressed by the A/E firms (since they cannot upload any files if they are not in the new request). However, it is recommended to send a notification that files have been added. To do this, go to the “Review Portal” and select “Send Notification” in the drop down.

In the body of the notification, you can add a message. For example, you can copy the original addenda request and add “Additional files for” to the beginning. It like look something like this:

“Additional files for Engineer's Addendum 2 have been requested for XX, review number(s) 23-XXXX. Provide corrected design documents to address any comments/questions by the SED reviewer that require revision to the design documents, and provide a written response to any comments/questions by the SED reviewer that do not require revision to the design documents. Members of the AE Firm and Engineer Consultants will receive an additional notification with a link the Review Portal, where they may view comments and upload revisions.”

Or simply:

“Additional files for Engineer's Addendum 2 have been requested for XX, review number(s) 23-XXXX.”

After adding the message, confirm the project contacts, and hit “Send Request.”

Fields

Reviewer Portal

Details

More ▼

Request addendum / changes; Send notification, etc. *

Send Notification ▼

Subject *

NYSED Review: :

Body *

NYSED Review: :

Signature (?)

Kateri Sargen

Attach Comments

Select File

Project Contacts

Name

Email

Add

Send Request

Cancel

Moving Files into the Complete Folder

Please note that this step is not necessary to approve a project and that the files can remain in the “01 Pending Review” folder, but Dataflow has advised this process.

If you review files that do not require an addenda, you can upload them back into Laserfiche the same way you upload for an addenda request but instead of selecting “Addendum Required” in the “Review Decision” drop down (in the Field Tab), select “Review Complete.”

Select “Apply these properties to all imported files” at the bottom of the dialog box. Then, select “Import.” The files should now be in the “03 Review Complete” folder.

Import document "23-221 E0.01 General Notes and Legends-Layout.pdf"

General Fields

Document - Revision

Review Decision

Review Complete

Category

Engineer's Review

Addendum Number

1

Last Modified By

Previous Comments

Submission History / Notes

Submitted 2023-11-22 12:16:01 by

Automatic Zoom

Hide Preview

Import Cancel

You can also select the files you wish to move, and, in the Fields Tab, Select “Review Complete” in the Review Decision dropdown. Once you select “Save”, the file(s) should be moved to the “03 Review Complete” folder.

Please note that the files must be of the same type (color code) if a multi-select is attempted. If you wish to move over the “blue files” and the “pink files,” you will need to do this in two different transactions.

er's Review > 01 Pending Review > 01 Plans 24 entries (1 selected)

<input type="checkbox"/>	Name	School District	AE F...
<input checked="" type="checkbox"/>	23-220 E0.01 General Notes and Legen...		
<input type="checkbox"/>	23-220 E3.01 Nurse Lighting and FA Pla...		
<input type="checkbox"/>	23-220 E3.02 Cosmo Lighting and FA Pl...		
<input type="checkbox"/>	23-220 E4.01 Nurse Demolition & Pow...		
<input type="checkbox"/>	23-220 E4.02 Cosmo Demolition & Pow...		
<input type="checkbox"/>	23-220 E7.01 Electrical Details-Layout		
<input type="checkbox"/>	23-220 E9.01 Technology Notes-Layout		
<input type="checkbox"/>	23-220 E9.02 Nurse Technology Plans-L...		
<input type="checkbox"/>	23-220 E9.03 Cosmo Technology Plans...		
<input type="checkbox"/>	23-220 M1.01 MECHANICAL DEMO PLAN		
<input type="checkbox"/>	23-220 M2.01 MECHANICAL NEW PLAN		
<input type="checkbox"/>	23-220 M6.01 MECHANICAL SCHEDULE...		

23-220 E0.01 General Notes a... ☆

Fields Reviewer Portal More ▼

Document - Original Submission ▼

Review Decision

Review Complete ▼

Category

Engineer's Review

Addendum Number

0

Last Modified By

Previous Comments

Submission History / Notes

Submitted 2023-11-22 12:16:01 by

Save Cancel

0.45 AM

Reviewing an Addenda

When an addendum has been submitted for SED Review, you should receive an email.

NYSED Review: 23-1119, 23-1120 Engineer's Addendum 1 Submitted



NYSEDSupport=godataflow.com@mg.godataflow.com on behalf of NYSED
To: Christopher Wehrman; Kateri Sargen; loperw@vschsd.org; rettig@bbsarch.com; sinnott@bbsarch.com
Cc: NYSEDSupport@godataflow.com



Thu 7/11/2024 3:38 PM

Flag for follow up.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Engineer's Addendum 1 has been submitted for Valley Stream CHSD Interior Alterations at Central High School and Interior Alterations and Visitor's Grandstand at Memorial Jr. High School, review number(s) 23-1119, 23-1120.



To view the new files, log into Laserfiche and go to the project folders where the files are located. Select and download the files you wish to view (typically, these will be pink for new versions of existing files and/or yellow for new files which are part of this submission).

Approving a Project

Once all comments have been addressed (or if there are no comments to be addressed), select the “Fields” tab and select “Review Complete” in the drop down for the discipline you wish to approve and select “Save”.

23-1141 ★

Fields Reviewer Portal Details Preview More ▼

Project Folder ▼

Architect's Review Status

In Progress ▼

Engineer's Review Status

Review Complete ▼

Overall Project Status

In Progress ▼

School District

Save Cancel

You should receive an email notification within a few minutes.

23-1141 Byram Hills CSD - NYSED Review: Engineering Review Complete



NYSEDsupport=godataflow.com@mg.godataflow.com on behalf of NYSEDsupport@goDataflow.com

To: jlamia@byramhills.org; oclarke@ksq.design; tzhang@ksq.design

Cc: Oliver Milot; Kateri Sargen

[Click here to download pictures.](#) To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Good morning,

SED engineering technical review for Byram Hills CSD BYRAM HILLS HIGH SCHOOL LEARNING COMMONS RENOVATION, review number(s) 23-1141, is complete.

Kateri Sargen


-- This message was sent from a notification-only email address that does not accept incoming email. Please do not reply to this message. If you have any questions, please contact your reviewer directly.

JKS210708

Once you receive the email, repeat the process as needed to approve all disciplines and the project overall (only approve this if the SED Fiscal Associate has already signed off on the project in PMIS). Please note, only one status can be changed at a time. Please wait for the notification email for each status update before making another status update.

Troubleshooting Common Errors

If you experience any issues with Laserfiche, please follow these steps:

1. Document the issue in the tracker:  [Laserfiche Issue Tracker.xlsx](#). The tracker may already have a resolution to the issue. If so, please follow the Method of Resolution listed in the tracker.

	A	B	C	D	E	F	G	H
1	Laserfiche Issue Tracker							
2	Number	Laserfiche Issue Description	Logged By	Date and Time Issue Started	Date and Time Issue Resolved	Total Amount of Down Time	Method of Resolution	Workaround
3	1	Message received: The repository cannot be mounted at the current time because it is being mounted or unmounted. Please wait until the current operation completes. [9526] Sign out of Laserfiche Directory Server. I believe I received message as I was trying to download or upload files; I cannot remember		unsure; 3/18/2024	unsure; 3/18/2024	~10-15 minutes	worked on a different project and emails; opened up a new browser window to redo- unsure of exact times on either side	
4	2	Delayed notifications, sometimes up to a year late (see screenshot on next worksheet)		ongoing	ongoing	NA	Unresolved	
5	3	No notification received for project "23-0712" addenda (files uploaded by A/E firm on 4-17-24)	KAS	unsure; after 4-17-24 but before 5-13-24	ongoing	NA	Unresolved	
6	4	Unable to log on; Error: "Retrieving data. Wait a few seconds and try to cut or copy again."	KAS	5/24/2024 at 10:30:00 AM	5/24/2024 at 3:30:00 PM	5hrs	emailed Kris but eventually came back on; unsure what the issue was or how it was resolved. Kris did advise if this happened again to try incognito mode in the browser window to log in	
7	5	Completed engineering review (23-1692). Auto notification was not received		6/12/2024 at 2:05pm	N/A	N/A	Created a notification and emailed it to A/E and CSD.	
8	6	Laserfiche down 06/26/24		06/26/24 at 8:00 AM	0/26/24 at 2 pm			
9	7	Addenda Request 2 for previously approved project (Eastport-South Manor 23-0862 approved on 6/7/24) was sent on 6/26/24	KAS	aware of issue on 6/27/24	N/A	N/A	emailed Kris - no resolution	
10								

2. Email Dataflow Support at nysedsupport@godataflow.com
 - a. Let the representative at Dataflow know what the issue is and when it occurred and who has experienced it.
 - b. CC the OFP Laserfiche Users' group so everyone is aware of the issue: OFPLaserficheUsers@nysed.gov
3. Document the resolution (from Dataflow or resolved internally) in the Issue Tracker.

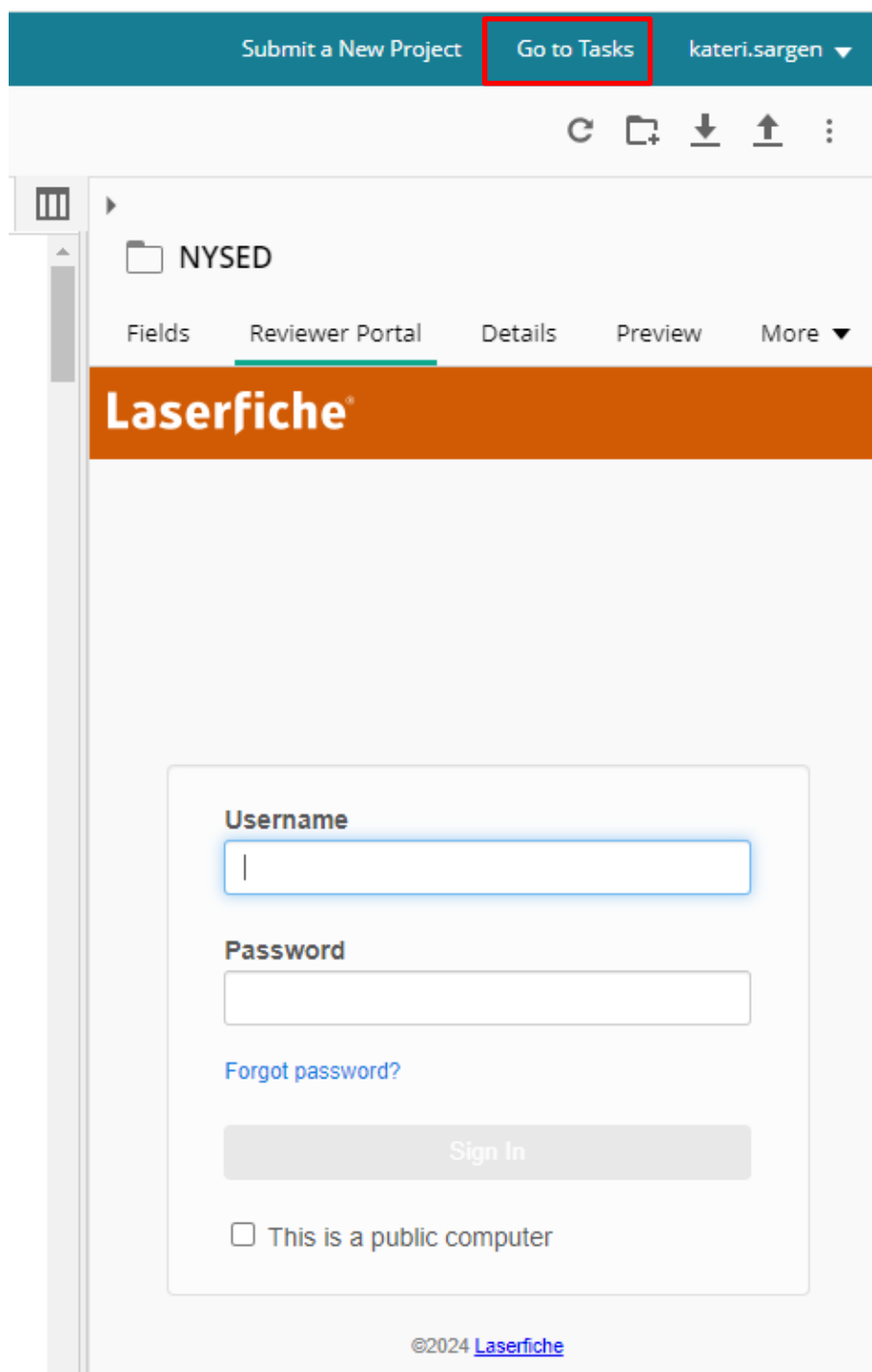
Common Error #1 – Unable to Login

One of the most common errors is the inability to log into Laserfiche. Normally, the error will be a blank screen that says "Redirecting" but it never actually brings up the login screen. This should be brought to the attention of Dataflow but there are two ways to work around this:

1. Clear cookies for the lf1.godataflow.com and lf1.corp.dataviz.biz domains.
2. Open Laserfiche in an incognito tab.

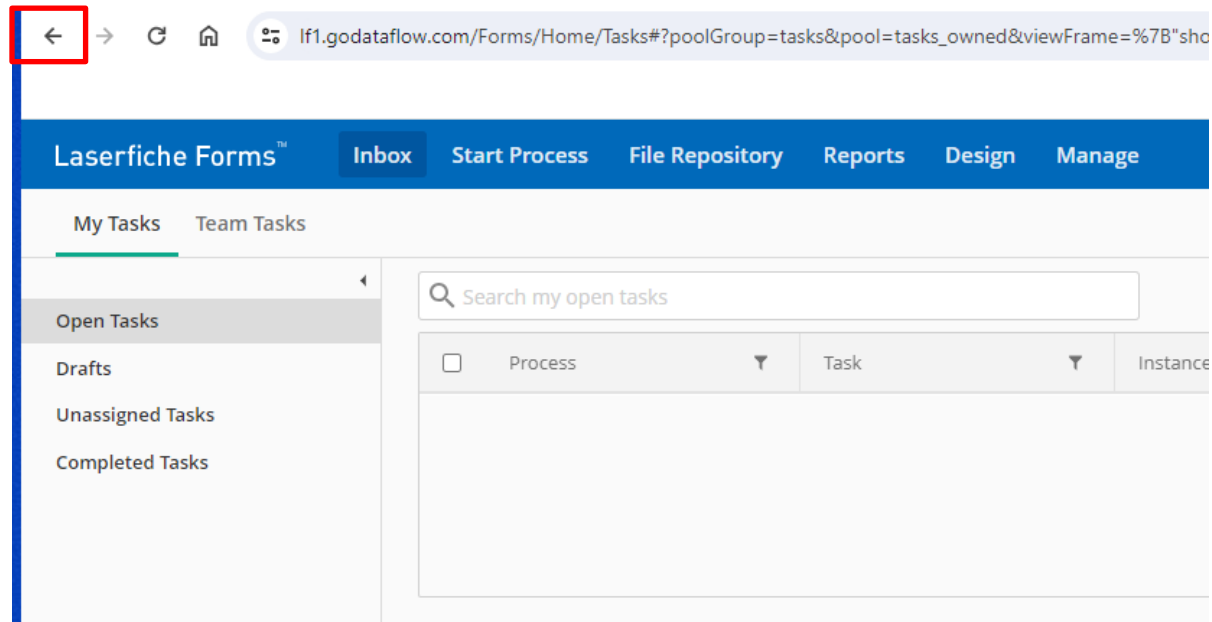
Common Error #2 – Unable to Request an Addendum

If you try going to the “Review Portal” tab and you see a login prompt, logging in may not work. This is because you need to be signed into the “Laserfiche Forms” (which processes the user interface in the background). To sign into Laserfiche Forms, select “Go to Tasks.”

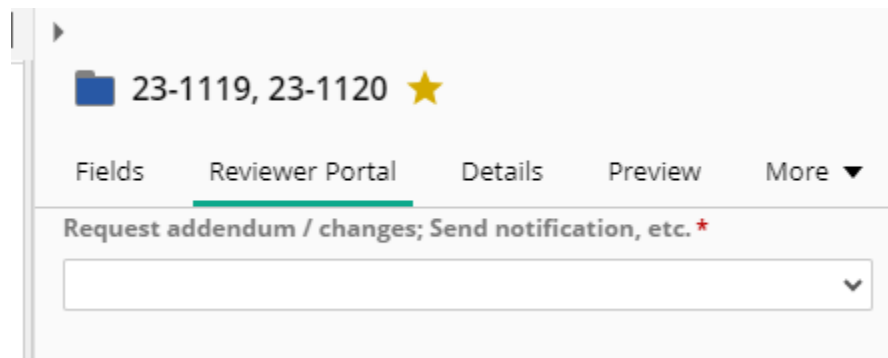


The screenshot displays the Laserfiche web interface. At the top, a teal navigation bar contains the links "Submit a New Project" and "Go to Tasks" (which is highlighted with a red rectangle), and the user profile "kateri.sargen" with a dropdown arrow. Below the navigation bar is a toolbar with icons for refresh, copy, download, upload, and a menu. The main content area shows a sidebar with a folder icon and the label "NYSED". The main panel has tabs for "Fields", "Reviewer Portal" (which is selected and underlined), "Details", "Preview", and "More" with a dropdown arrow. Below the tabs is an orange banner with the "Laserfiche" logo. The central area contains a login form with the following elements: a "Username" label above a text input field, a "Password" label above a text input field, a blue link "Forgot password?", a grey "Sign In" button, and a checkbox labeled "This is a public computer". At the bottom of the page, the copyright notice "©2024 Laserfiche" is visible.

This should bring you to Laserfiche Forms. From here, you may be prompted to sign-in. If you are, sign-in with your username and password. If not, select the “back” arrow to return to the project.



The Review Portal tab should update and give you the option to request an addendum.



Common Error #3 – Auto Notifications Are Not Sent

The cause of this is still unknown but a way to manage this is to send timely correspondence with the A/E firm regarding your request for addenda. It is helpful to follow up and make sure they received the request if you did not see an email go to them within 30 minutes of requesting it. Also, check back on projects that have had an addendum requested over 4 weeks prior.

Common Error #4 – File Path Is Too Long

If there is an error for the file path being too long, it may be because Windows will not accept a path name of more than 256 (or technically 260) characters by default. The easiest fix is to shorten the path of where the files are to be saved.

You can rename the ZIP file that the system downloads for you from “ExportedFolderContents.zip” to something much shorter, which will automatically create a shorter folder that it extracts to. Thus, if you rename that ZIP file to for instance “DL.zip” then the extraction of the files will go to a folder called DL, with everything after that.

You can also elect to extract the files at a “lower” folder name in your system. For instance, if you had a folder called EXT at the C:\ (root of the C drive), you would be able copy the file to C:\EXT, then rename the ZIP from ExtractedFolderContents.zip to something more obvious, e.g. 16-0000.zip, and extract there. At that level, the initial path would simply be C:\EXT\16-0000\ with the folders after that, which will be dramatically shorter to begin with.

Additional Resources

For instruction and tutorials visit the DataFlow webpage: <https://www.godataflow.com/nysed/>
At the bottom of the page, there are available guides and videos. You can also click on the links below:

- Review User Guide PDF: <https://www.godataflow.com/wp-content/uploads/Reviewer-User-Guide-3.pdf>
- NYSED Guide Video: <https://www.godataflow.com/wp-content/uploads/Dataflow AE Reviewer Guide.mp4>
- A/E Firm User Guide PDF: <https://www.godataflow.com/wp-content/uploads/AE-Firm-User-Guide.pdf>
- A/E Firm Guide Video: <https://www.godataflow.com/wp-content/uploads/Dataflow AE Firm Guide v4.mp4>
- Third Party Review User Guide PDF: <https://www.godataflow.com/wp-content/uploads/TPR-Reviewer-User-Guide-3.pdf>
- Third Party Review Guide Video: <https://www.godataflow.com/wp-content/uploads/Dataflow AE Third Party Reviewer Guide.mp4>

If you have questions about this process, please contact Dataflow via email at NYSEDSupport@goDataflow.com.