

SU Imaging System Frequently Asked Questions

Cannot log in to AppXtender Web Access (WebXtender)

Ask the user if they previously had access. If so, ask if they are using their SU Network (Active Directory) Username and Password. If they need access, escalate a support ticket to EIS.

Other Access Issues

If the user does not have access to Imaging System from off-campus using WebXtender, they may need to be added to the proper AD group. Escalate a support ticket to EIS for delegated access support. EIS support staff, use IT ADMIN VM, ensure ADUC is installed (see RSAT/Installation instructions on this page: <https://kb.salisbury.edu/display/ITD/IT+Admin+Workstation+Documentation>) and ensure the user is in the proper AD group under Groups / Delegated / Imaging:

1. g_Imaging (all on campus access)
2. g_ImagingExternalWeb (web only access from internal/external)
3. g_ImagingInternalWeb (web only access from internal)

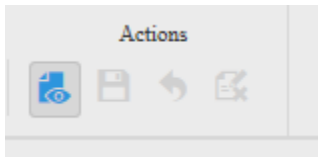
Cannot PRINT in WebXtender

If the user does not have the option "Open pop-ups in new window" selected in Internet Explorer the print option does not display in a new window. To remedy this:

1. Tools>>Internet Options>> TABS>>ALWAYS open pop-ups in a new window
2. [SU Imaging System Frequently Asked Questions](#)

Cannot see Annotations

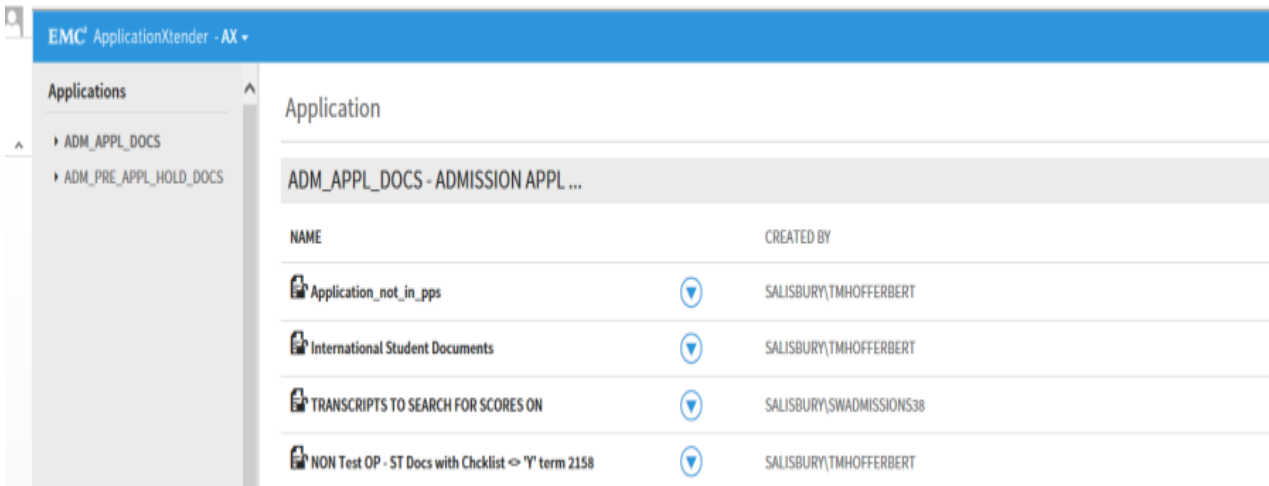
The Show/Hide Annotations have been clicked to hide:



On the tool bar – it's under actions. If the Annotations are set to SHOW – there is a light gray rectangle around the ICON.

Cannot find how to Look-Up a Person.

From the Application List Page:



1. Expand the Application by clicking on the black triangle next to the application name

2. Click NEW Query

EMC² ApplicationXtender - AX

Applications

ADM_APPL_DOCS

New Query

Application_not_in_pps

International Student Documents

TRANSCRIPTS TO SEARCH FOR

NON Test OP - ST Docs with Ch

FT RECEIVED AFTER 2015-05-23

CT'S NEEDING REGISTRAR REV

CT'S REVIEWED BY REGSTR REA

CT's Needing FTS Office Review

CT's Ready for Second Registra

CT's with no EMPLID

CT'S With NO Last Name

ADM_PRE_APPL_HOLD_DOCS

Application

ADM_APPL_DOCS - ADMISSION APPL ...

NAME

Application_not_in_pps

International Student Documents

TRANSCRIPTS TO SEARCH FOR SCORES ON

NON Test OP - ST Docs with Chcklist <=> 'Y' term 2158

FT RECEIVED AFTER 2015-05-23

CT'S NEEDING REGISTRAR REVIEW FOR CREDITS

CT'S REVIEWED BY REGSTR READY FOR PEOPLESOFT CREDITS

CT's Needing FTS Office Review

CT's Ready for Second Registrar Review


































CT's with no EMPLID

CT'S With NO Last Name

3. The User can then enter the Index fields to search for the document – they must click RUN at the bottom of this page

New Search - ADM_APPL_DOCS

Search Criteria
Enter a search term in the index fields to filter your results.

RECRUITER	<input type="text"/>	 
DOC_TYPE	Multiple select / Input and enter	
EMPLID	<input type="text"/>	 
LAST_NAME	<input type="text"/>	 
FIRST_NAME	<input type="text"/>	 
MIDDLE_NAME	<input type="text"/>	 
ADMIT_TERM	<input type="text"/>	 
ADMIT_TYPE	<input type="text"/>	 
PROG_ACTION	<input type="text"/>	 
ACTION_REASON	<input type="text"/>	 
BACK_CODE	<input type="text"/>	 
NOTIFICATION_PLAN	<input type="text"/>	 
SCORES_ON_TRANSCRIPT	<input type="text"/>	 
CHECKLIST_COMPLETE	<input type="text"/>	 
ADMIT_DATE	<input type="text"/>	  
REGSTR_REVIEWED	<input type="text"/>	 
AUTOMATED_SCHOOL_CODE	Multiple select / Input and enter	

File	Modified
PNG File worddav3543547c43550337ff3f54100d658a66.png imported from a Word document	Aug 09, 2018 by Stephen Ashby [X]
PNG File worddav2599c5b3820876e8b9f570add7c53edb.png imported from a Word document	Aug 09, 2018 by Stephen Ashby [X]
PNG File worddav2254aef6367396d303756f3d1ab706d9.png imported from a Word document	Aug 09, 2018 by Stephen Ashby [X]
PNG File worddav5fa94ba64c74859985e1b1f8cb29fa07.png imported from a Word document	Aug 09, 2018 by Stephen Ashby [X]
Microsoft Word Document AppXtender Challenge LOG.docx	Aug 17, 2018 by CJ Winger [X]

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