OnBase New Customer Information [1]

Welcome to the OnBase New Customer Information page! On this page you will find guides and information for new customers looking to use OnBase.

Are you new to OnBase and Content Services? Do you want to start using OnBase in your organization? Start here.

These materials are for new CU customers (departments) wishing to learn more about OnBase and Content Services. You'll need to work with the UIS Enterprise Content Services Team [2] to coordinate the implementation of OnBase for your organization.

The basic process for onboarding new OnBase customers is as follows:

Learn More

   ○ This will allow us to understand the scope of your project along with your goals, objectives and timelines.
   ○ This is a simple OnBase E-Form (Unity form), just to give you an idea of how they can look and behave.

2. Join us for the OnBase Weekly New Customer Onboarding Webinar:
   ○ Weekly: Fridays 1:00-2:00 PM Mountain Time
   ○ Zoom Meeting: https://cusystem.zoom.us/j/434370129 [4]
     If using phone, dial +1 669 900 6833
   ○ In this webinar, you will connect with other groups that are also in their own OnBase go-live process, allowing you to trade ideas and experiences. Additionally, the Enterprise Content Services team [5] can provide guidance and assistance with the go-live process and provide insights into lesser known aspects of OnBase.

3. Create a Hyland Profile [6]. Be sure to use HSI:7995 when creating your profile to have your personal account tied to the larger CU account

   This account will allow you to access all of the Hyland-provided services, such as OnBase Training [7](including Premium Subscription content).

4. Using your Hyland Profile, watch these introductory videos to get an understanding of
the basics of OnBase

- Introduction to OnBase [8] (19 min) Explore the world of OnBase in this brief, non-technical overview of OnBase
- End User Essentials: OnBase 18 Unity Client [9] (57 min) Explore the basic features and functionality of the OnBase Unity Client
- End User Essentials: OnBase 18 Web Client [10] (52 min) Explore the basic features and functionality of the OnBase Web Client

5. To get a better understanding of how OnBase is implemented at CU and to prepare your organization to use OnBase, watch the CU-provided OnBase New Customer Presentation [12] (45 min) while reviewing the OnBase New Customer Presentation PowerPoint [13]

- Topics include: Service Overview, Architecture & Infrastructure, Configuration, Security, Clients, OnBase Resources

Get Started

6. Using your Hyland Profile, explore more of the trainings and resources offered by Hyland.

- OnBase Training [7]
  - eLearning, Self-Paced and Instructor-led courses
  - 200+ hours of Premium Subscription [14] video training
  - On-demand hands-on training lab environments [15]
  - Learning Paths [16]: Each learning path is a logical, step-by-step sequence of OnBase courses focused on a single role, such as Business Analyst [17], Workflow Administrator [18], Forms Developer [19].

- OnBase Community [20]
  - OnBase Guides [21]: Discover valuable business content, technical information, presentations and Q&A forums.
  - OnBase Technical Support Knowledge Base [22]: New articles are continually added to the Knowledge Base by Hyland's Technical Support team.

7. Consider OnBase Certifications.

Hyland offers a variety of certifications, such as OnBase Certified System Administrator (OCSA) [23] and OnBase Certified Workflow Administrator (OCWA) [24].

If your department does not obtain certification, the Enterprise Content Services team [5] at UIS will complete configuration for your department.

In order for your department to configure OnBase and access advanced functionality, a member of your department will need to complete the System Administrator certification.

More information about certifications is available on our Online Training and Certifications [25] page.
8. Read through the CU-provided OnBase New Customer Packet, which includes:
   - OnBase Support information
   - Scope of expectations for communication, training, organizational readiness
   - Roles and Responsibilities
   - Content Services Go-live Checklist

9. Continue attending (as needed) the OnBase Weekly New Customer Onboarding Webinar:
   - Weekly: Fridays 1:00-2:00 PM Mountain Time
     Zoom Meeting: https://cusystem.zoom.us/j/434370129
     If using phone, dial +1 669 900 6833
     Meeting ID: 434 370 129
   - In this webinar, you will connect with other groups that are also in their own OnBase go-live process, allowing you to trade ideas and experiences. Additionally, the Enterprise Content Services team can provide guidance and assistance with the go-live process and provide insights into lesser known aspects of OnBase.

Implementation

10. When ready, begin working on the CU-provided OnBase Configuration Template:
    - This spreadsheet will help you define the Document Types, Document Types Groups, Keyword Types, Keyword Type Groups, Users and User Groups for your organization.
    - The Enterprise Content Services team (or your departmental certified administrator) will complete configuration based on this template.
    - The following OnBase Reporting Dashboards contain information about existing OnBase configurations which may be helpful while completing the template.
      - OnBase Doctypes, Doctype Groups, Keyword Groups, and AutoName Strings: See what document types and document type groups are in use by other departments at CU.
      - OnBase Keyword List: These are the keyword types that are already configured and in use. These can be used on your new document types as well, in addition to any new keyword types you need.
      - Functional Security Group Definitions: Details of what privileges and permissions are granted to each functional level group.

11. Once configuration is complete, you will need to verify and test prior to go-live.
    More details are included in the OnBase New Customer Packet.

12. The Enterprise Content Services team can assist with large imports of files you already have saved.
    Content import can be automated under certain conditions. Please work with the Enterprise Content Services team early on to minimize manual processing.
    Some departments choose to work with a third-party vendor for large scanning projects. Contact the Enterprise Content Services team for more information.
13. The Enterprise Content Services team [5] will come to your location for end-user training.

More details are included in the OnBase New Customer Packet [26].

Additional training materials and resources are available on the OnBase Training page [31].

Please reach out to the UIS Enterprise Content Services Team [32] if you have any questions.

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OnBase New Customer Presentation.mp4 [12]

OnBase New Customer Presentation.pptx [13]

OnBase New Customer Packet.pdf [26]

OnBase Configuration Template.xlsx [27]

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Groups audience:
University Information Services

Right Sidebar:
OnBase Training and Support
UIS - OnBase Online Training and Certifications
UIS: Enterprise Content Services Service Catalog - OnBase
UIS - Enterprise Content Services Campus Contacts

Source URL: https://www.cu.edu/uis/onbase-new-customer-information

Links
[1] https://www.cu.edu/uis/onbase-new-customer-information
[2] mailto:UIS_DM_SUPPORT@cu.edu?subject=OnBase
[3] https://dm-unityform.prod.cu.edu/UnityForms/UnityForm.aspx?d1=AeLXJebu9poDhWOI8fgveJd71p68r5A5QJwA49y43Au7dOGcXX1keI7aD2B8JUg%2bWM7n8 ... 2fKCX%2fyNhkfucteShDiz905mUtKDlM20z1uoPb0lCrIAtizamiWVyNJSOgEpYpnUf0rBySf%2fTfIcDTTWaa8knYYP%2f9Nu7csGC7mVJmHHoqFQGQ%3d%3d
[5] mailto:UIS_DM_SUPPORT@cu.edu
[8] https://training.hyland.com/courses/P0525-Introduction-to-OnBase
[12] https://www.cu.edu/video/onbase-new-customer-presentationmp4
[14] https://training.hyland.com/Premium
[15] https://training.hyland.com/premium/hands-on-lab-courses
[16] https://training.hyland.com/paths