



# **Employee Guide**

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# Introduction

The MetroScript service is a web-based tool used by transcription companies to help manage their business and better serve their clients. The core of our service is file management, whereby we provide a secure "portal" or online interface to allow the transcriptionists and clients (authors) to exchange files and information. The entire process can be managed remotely, through a browser-based interface. This eliminates the need for cassette tapes or C-phone-like devices, and also allows you to service clients all over the country.

<a href="#">Home</a>	<a href="#">About Us</a>	<a href="#">Getting Started</a>	<a href="#">Screen Shots</a>	<a href="#">Sign Up</a>
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**MetroScript, Inc.** is a Transcription Application Service Provider (TASP). Customers around the globe use our service as a secure, web-based means of transferring audio dictations and transcribed documents. MetroScript also provides toll-free phone-in dictation.

**Featuring ...**

- ▶ Secure HIPAA-compliant interface
- ▶ Toll-free phone-in dictation
- ▶ No software to install or FTP accounts
- ▶ Pay for usage only [ [view pricing](#) ]
- ▶ Create your own user accounts for free
- ▶ Work delegation
- ▶ Email notification
- ▶ Service branding (use your logo)

**Use Our Service For As Little As \$14.95 Per Month With No Contract!**

**Transcriptionists Exchange Files With Their Clients**

**Click here for a step by step overview**

You folks provide a super service; much better than the one we were using before. Your product and pricing are both vastly superior to anything else I've found. You offer more features, yet my costs have been halved.

**Deborah Levinson**  
Aces Up Medical Service

[Request More Information About MetroScript](#)

[Sign Up For A MetroScript Account](#)

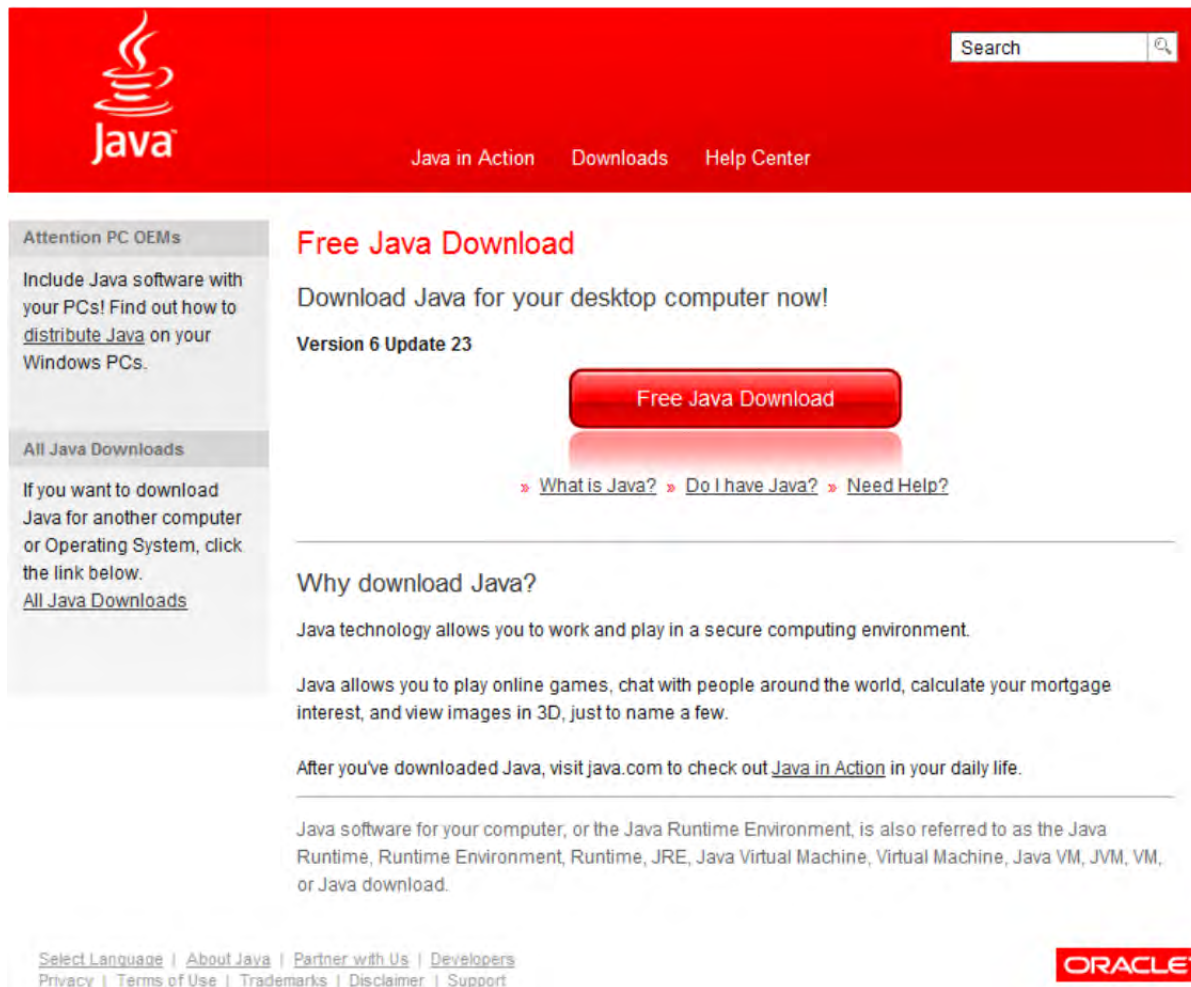
MetroScript, Inc.      866.408.5393      [info@MetroScript.com](mailto:info@MetroScript.com)

## Getting Started

The application has been optimized for the Microsoft Internet Explorer browser. Other browsers are not supported. The MetroScript service requires a Java or ActiveX control to be installed on the computer before uploading or downloading files. These components are free and simple to install.

### *Installing the Java control*

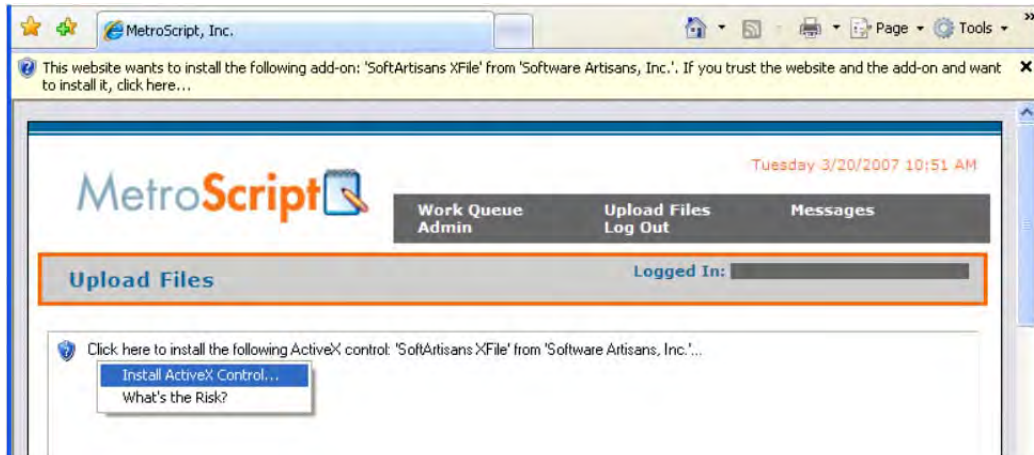
If you choose to use the Java, you must install the control before uploading or downloading files. Point your browser to [www.java.com/en/download/windows\\_automatic.jsp](http://www.java.com/en/download/windows_automatic.jsp) link to download the latest version. Click the **Free Java Download** button, and then follow the instructions.



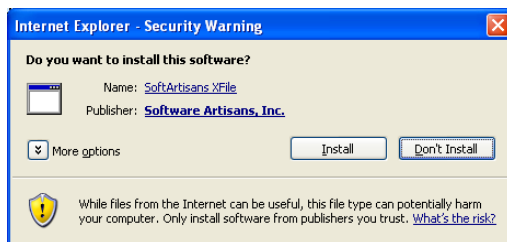
The screenshot shows the Java.com website interface. At the top, there is a red navigation bar with the Java logo on the left, a search box on the right, and links for 'Java in Action', 'Downloads', and 'Help Center'. Below the navigation bar, the main content area features a large red button labeled 'Free Java Download'. To the left of the button, there are links for 'What is Java?', 'Do I have Java?', and 'Need Help?'. Below the button, there is a section titled 'Why download Java?' with text explaining the benefits of Java technology, such as playing online games and using 3D images. At the bottom of the page, there is a footer with various links like 'Select Language', 'About Java', 'Partner with Us', 'Developers', 'Privacy', 'Terms of Use', 'Trademarks', 'Disclaimer', and 'Support', along with the Oracle logo.

## Installing the ActiveX component

If you choose to use the ActiveX, you must install the control before uploading or downloading files. Click anywhere in the box below the **Upload Files** bar, and then select **Install ActiveX Control** from the popup menu.

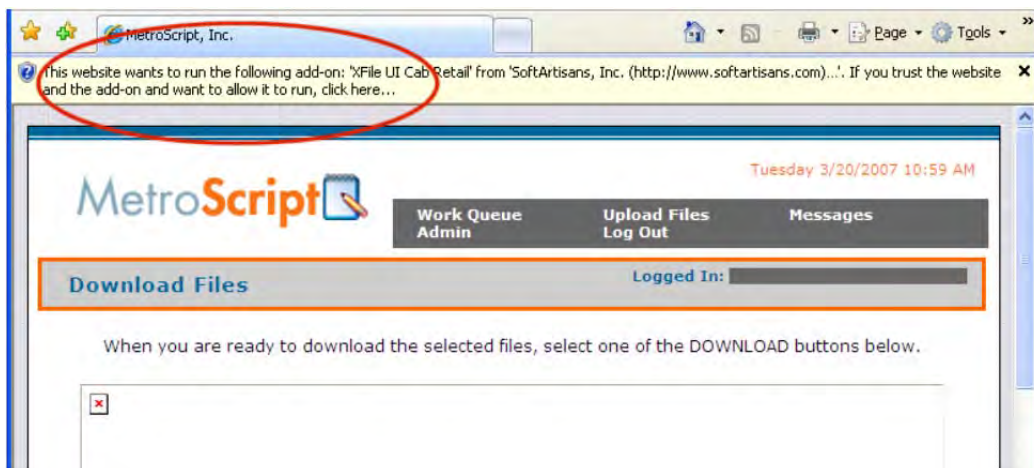


Click **Install** to start the installation process.

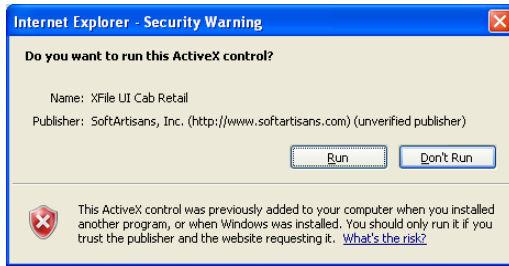


Once the installation is successfully completed, you will see the **Add/Remove Files** control.

The first time you try to download a file, At the top of your browser, there is a message that states 'This website wants to run the following add-on: XFile UI Cab Retail from SoftArtisans...'. Click the information bar, and then select **Run ActiveX Control** from the popup menu.



Click **Run** to use the ActiveX control.

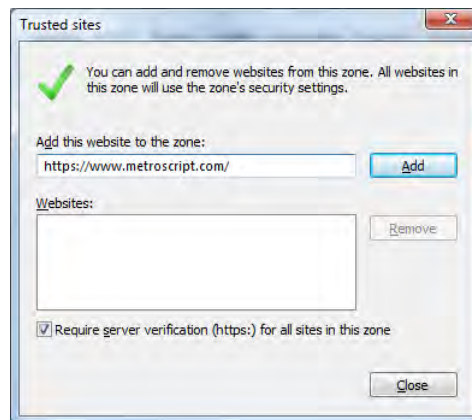


**Note:** you only have to complete this process the first time you try to use the ActiveX control.

## *Setting MetroScript as a Trusted Domain in Internet Explorer*

Some operating system, firewall, and virus software configuration require you to set the MetroScript domain as a trusted site.

1. Open Internet Explorer.
2. From the **Tools** menu, select **Internet Options**.
3. On the **Security** tab, click **Trusted Sites**, and then select **Sites**.
4. Type <https://www.metroscript.com> into the textbox. Make sure the **Require server verification (https:) for all sites in this zone** is checked, and then click **Add**.



**Note:** if you are using the business service level, type <https://www.metroscribe.com> in the textbox above.

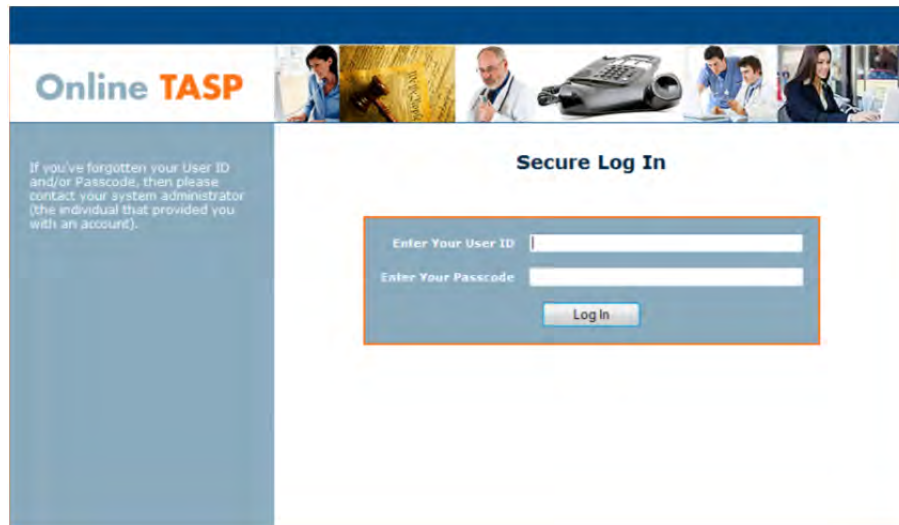
5. Click **Close** to exit the **Trusted Sites** dialog.
6. Click **OK** to exit the **Internet Options** dialog.

**Note: Windows Vista and Windows 7 do not allow you to save files to the C:\ root folder.**



## User Login

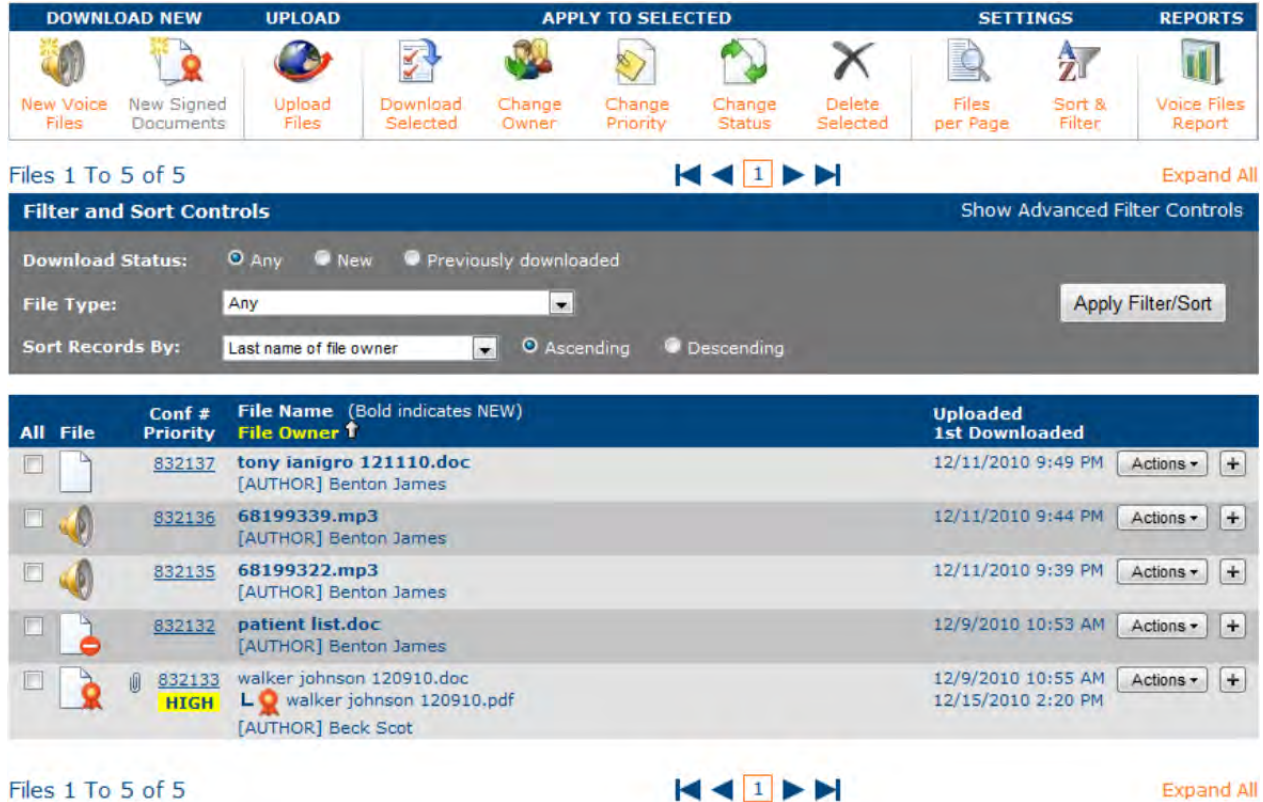
1. From the MetroScript home page, click **Login** in the top navigation area.
2. When you signed up for your MetroScript subscription, you were assigned a **Login** and **Passcode**. Typically, the login is your Email address. On the **Login** page, enter this information, and then click **Log In**.

A screenshot of the MetroScript "Secure Log In" page. The page has a blue header with the text "Online TASP" and a banner image showing medical professionals. Below the banner, there is a "Secure Log In" section with two input fields: "Enter Your User ID:" and "Enter Your Passcode:". A "Log In" button is positioned below the passcode field. To the left of the login form, there is a blue sidebar with white text that reads: "If you've forgotten your User ID and/or Passcode, then please contact your system administrator (the individual that provided you with an account)."

Note: If you signed up for the branding option, your **Login** page does not display any information about MetroScript.

## Work Queue

When you login, you are automatically sent to the **Work Queue**.



All File	Conf # Priority	File Name (Bold indicates NEW) File Owner ↑	Uploaded 1st Downloaded
<input type="checkbox"/>	<a href="#">832137</a>	<b>tony ianigro 121110.doc</b> [AUTHOR] Benton James	12/11/2010 9:49 PM
<input type="checkbox"/>	<a href="#">832136</a>	<b>68199339.mp3</b> [AUTHOR] Benton James	12/11/2010 9:44 PM
<input type="checkbox"/>	<a href="#">832135</a>	<b>68199322.mp3</b> [AUTHOR] Benton James	12/11/2010 9:39 PM
<input type="checkbox"/>	<a href="#">832132</a>	<b>patient list.doc</b> [AUTHOR] Benton James	12/9/2010 10:53 AM
<input type="checkbox"/>	<a href="#">832133</a> <b>HIGH</b>	walker johnson 120910.doc <b>L</b> walker johnson 120910.pdf [AUTHOR] Beck Scot	12/9/2010 10:55 AM 12/15/2010 2:20 PM

The Work Queue shows you all of the files in the system. As an Employee user you will be able to see all of the files for all the Author users to which you are “mapped” (as defined by your account Administrator). On this screen you can use the file filters to narrow down the list of files shown in the queue at any time.

A wide band spans the top of the Work Queue. This is called the ribbon and each section on the ribbon has different buttons and commands that are organized into ribbon groups. The ribbon adjusts its appearance to display only the commands available to each particular user type.

The Work Queue screen is basically the same for all user types but the Employee, Client, and Author users will have less functionality available to them and some of the options will be catered to what they most likely want to do on this screen. For example, the Client and Author users’ ribbon will be shown a button to “Download all new transcribed documents,” instead of “Download all new voice files.”



**File Type Icon**  
Each file has an icon that represents the type of file. Details are listed below.

**Signed Document**  
The second level document indicates that the document has been signed.

**Upload/Download Timestamp**  
The top row displays upload information and the bottom row displays the first download.

**Actions Menu**  
Commands appear on the Actions Menu only when you need them.

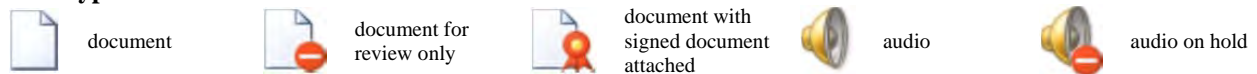
**File Notes**  
The indicates that a file has associated notes.

**File Priority**  
HIGH and STAT files are highlighted.

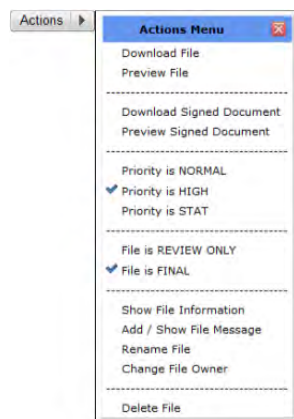
**File Details**  
Shows user information for whom uploaded and downloaded the file.

**Expand/Collapse Record**  
Expand the record to display user information for whom uploaded and downloaded the file.

**File Type Icons**



File specific links are within the Actions popup menu. A checkmark denotes the current state of any given file.



The Actions popup menu adjusts its appearance to show only options in the context of the associated file and for the commands available to your particular user account. Click to close the menu.

There are three ways to download files. The first is to simply click the file name. This will download the single file. The second method is to check one or more of the check boxes (far left column) and then click the “Download selected files” button on the ribbon. The third way is to click the “Download all new voice files” button on the ribbon. This will download all voice files in the system that have not yet been downloaded.

## *Download caveats*

There are several caveats to the download process. Here is a summary of the rules:

- A "final" transcribed document will not be marked as downloaded unless a CLIENT or AUTHOR user downloads it.
- A "normal" (not "on hold") voice file (voice via phone-in or voice via browser upload) will not be marked as downloaded unless an ADMIN or EMPLOYEE user downloads it.
- A file of type "other" will be marked as downloaded no matter which user type downloads it.
- A "review only" file can not be seen by CLIENT and AUTHOR users. The ADMIN user can see "review only" files as can EMPLOYEE users who have been designated as "reviewer/proofer" by the ADMIN user. If an ADMIN or EMPLOYEE user downloads a "review" only file, it will be marked as downloaded. If its status is changed to "final," then the downloaded status is removed (so it will appear as if it has not been downloaded), and the appropriate CLIENT and AUTHOR users will be able to see it in their work queues. Please note: we've added the ability to change the review status of a document to "final", even if the document has been downloaded.
- Analogous to the "review only" status described above -- an "on hold" voice file can not be seen by EMPLOYEE users (but the ADMIN user can see it). If a CLIENT or AUTHOR user downloads an "on hold" file, it will be marked as downloaded. If its status is changed to "normal" (not "not on hold"), then the downloaded status is removed (so it will appear as if it has not been downloaded), and the appropriate EMPLOYEE users will be able to see it in their work queues. Please note: we've added the ability to change the review status of a document to "normal", even if the document has been downloaded.
- You can always click the "file info" link in the right column of the work queue to view ALL of the file upload and download activity.
- A notification on the file download screen helps prevent multiple users from downloading audio files for transcription, which would have resulted in duplicate work. A red warning message will be displayed at the top of the download screen if one or more of the voice files you are attempting to download has already been downloaded (or is in the process of being downloaded) by another user. This warning will be displayed no matter what file download status is showing on the work queue screen at the time, and no matter how long your work queue screen has been sitting idle without a screen refresh. Also, this warning only applies to ADMIN users and your EMPLOYEE users and only for voice or type "other" files. So, CLIENT and AUTHOR users are not impacted by this change, and the warning will never be shown while downloading transcribed documents.

## The Admin Main Menu

### To access the Admin Main Menu

From any page, click **Admin** in the top navigation area.



The **Admin Main Menu** page lists all of the administrative functions for your MetroScript account. Employee, client, and author user types will only have a subset of these administrative functions available to them.



## Description of Options

### General Items:

<b>Determine which version of java you are running</b>	<p>Java applets are used in the MetroScript service to upload and download files. These applets seem to work best if you are running the latest version of SUN java in your browser.</p> <p>You can go to this test screen to determine which version of java you are using. There is also a link at the bottom of the test screen which you can use to automatically download and install the latest version of SUN java from the SUN web site.</p>
<b>Set default download folder</b>	<p>Use this feature to set the folder on your local machine into which you want your downloaded files to be stored. Although, this will be the default, you will be able to select a different folder at any time during the actual file download process.</p>
<b>Set default upload folder</b>	<p>Use this feature to set the folder on your local machine from which you typically will upload files. Although, this will be the default, you will be able to select a different folder at any time during the actual file upload process.</p>
<b>Change your login information</b>	<p>This feature will allow you to change your Web Login, Phone-In UserID, and passcode.</p>
<b>Turn unique file names display on/off</b>	<p>When a voice file or transcribed document file is uploaded to the MetroScript service (or phoned in using our call-in dictation service), a unique file ID is automatically appended to the file name. This is done to prevent the accidental deletion of a file that was uploaded and had the same name as a file that had been previously uploaded.</p> <p>Similarly, when you download files, if you were to download 2 files that had the same name into the same folder on your PC, the second file would overwrite the first.</p> <p>The work queue shows you these unique file names which consist of the name of the file as you or your client had named it, an underscore, and then the unique file ID; for example, <b>dr_jones_voice_file_Oct_5_1236678.dss</b>, where <b>dr_jones_voice_file_Oct_5.dss</b> was the original file name, and <b>1236678</b> is the unique ID which gets appended to the file name, before the file extension (.dss in this example).</p> <p>If you wish to "hide" these unique IDs and have your work queue simply display the file names exactly as you and your clients had named them, then you can use this feature to turn off the unique IDs display.</p> <p>If you do turn them off, you could run into the case where you have two files on the server with the same name. If that occurs and you try to download those two files into the same folder on your PC, the second file will overwrite the first. The download screen will, however, warn you if this is about to occur when you are downloading files.</p> <p>If the unique file names (with the unique ID appended to them) do not bother you, then you can leave this feature set to ON, and the work queue will always show the unique file names and, when you download files, they will carry the unique file name as well.</p>
<b>Change number of files per page</b>	<p>Your work queue screen has "paging" incorporated whereby only a certain</p>

<p><b>on work queue screen</b></p>	<p>amount of records (files) are displayed at any given time. For example, only 100 files are displayed initially when you first visit the work queue. To view the next or previous 100 files, you can then use the NEXT and PREVIOUS buttons.</p> <p>If your filter criteria (at the top of the work queue screen) resulted in 1000 files, then there will be ten pages, each having 100 records in our example (if you had chosen 100 files per page).</p> <p>This admin feature allows you to specify the number of files you wish to see in your work queue at any given time.</p>
<p><b>Change your default filter and sort for work queue screen</b></p>	<p>Each time you login to MetroScript you are taken to your work queue screen. The files that are displayed on the screen are sorted in some way; they are sorted on one of the columns (file name, upload date, etc.).</p> <p>At any time, you can change the filter and sort settings at the top of the work queue screen and click APPLY to refresh the work queue with your filter/sort choices. Each time you come back to the work queue screen, the system will remember your last filter/sort options and the files will be displayed accordingly.</p> <p>This admin feature allows you to specify your filter and sort preferences which will take effect when you first login to the service and come to the work queue screen.</p>
<p><b>Change your time zone</b></p>	<p>Use this feature to specify your time zone (Eastern, Central, Mountain, etc.). This will allow the system to display the correct information, applicable to you, wherever date and time are shown (such as the file upload and download date/time on the work queue screen).</p> <p>This will not affect any of the calculations that are involved with billing. That is, all file upload/download data is stored in the data base as North American Eastern time zone. Although, by using this feature, the date/time will be shown on the screen to match your time zone, the monthly billing figures are still calculated using Eastern time zone for file upload date/time.</p>
<p><b>Choose Java or ActiveX for file uploading and downloading</b></p>	<p>On this screen you can choose which technology you would like to use for uploading files and downloading files; and you can make different selections for each.</p> <p>If you choose Java (a SUN technology) for upload or download, then when you go to the upload or download screen you will be prompted to download/install a Java applet. If you choose ActiveX (a Microsoft technology) then you will be prompted to download/install an ActiveX control.</p> <p>Generally, we recommend you start by trying ActiveX for both uploading and downloading. Then, if you have difficulties, you can try switching to Java.</p>
<p><b>Determine which version of Java you are running</b></p>	<p>If you have chosen to use the java technology for file uploads and/or downloads, then java applets are used in the service to upload and download files. These applets seem to work best if you are running a recent version of SUN java in your browser.</p> <p>You can go to this test screen to determine which version of java you are using. There is also a link at the bottom of the test screen which you can use to automatically download and install the latest version of SUN java from the SUN web site.</p>

## General Items

General items address all other maintenance activity in the system including mapping employees to the authors they support, creating and distributing broadcast messages, and identifying email notification addresses.

General items also cover the administrative functions which are available to the other user types in the system. These include changing their own passcode, setting the file set option, setting the default folder, and deleting files.

- Determine which version of java you are running
- Set default download folder
- Set default upload folder
- Change your passcode
- Turn unique file names display on/off
- Change number of files per page on the **Work Queue**
- Change your default filter and sort for the **Work Queue**
- Change your time zone



## Choose Java or ActiveX for file uploading and downloading

The MetroScript service requires either Java or ActiveX components to upload and download files. By default, users are setup to use the Java. If you have a computer configuration conflict that causes the Java component to not work, you can change to ActiveX.

To change between Java and ActiveX, complete the following:

1. On the **Admin Main Menu**, click **Choose Java or ActiveX for file uploading and downloading**.
2. On the **File Upload/Download Technology** page, select the technology you want to use for file uploads and downloads. Note that the file upload and download components are selected independently.



The screenshot shows the MetroScript Admin interface. At the top right, the date and time are "Tuesday 3/20/2007 10:43 PM". The MetroScript logo is on the top left. A navigation bar contains "Work Queue Admin", "Upload Files Log Out", and "Messages". Below this is a breadcrumb trail: "Admin -- File Upload/Download Technology" and a "Logged In:" field. The main content area contains the following text:

It is recommended that you choose Microsoft Active-X for both upload and download. Then, if you have difficulties uploading or downloading files, you should try switching to Sun Java.

**Please note:**  
If you select java, when you go to the file upload or download screen, you will be prompted to approve/install a java applet. You must grant approval and you should select the "always trust" option so that you will not be prompted the next time you visit the upload/download screens.

If you select Microsoft Active-X, when you go to the file upload or download screen, you should get prompted to approve/install an Active-X control. If you do not, then you may need to enable Active-X controls in your browser. You may see a yellow bar at the top of your IE browser, underneath the address bar, telling you that an Active-X control is trying to install. You should follow the instructions in that yellow bar and you should grant permissions and install the Active-X control.

File Uploads:  Sun Java  Microsoft Active-X

File Downloads:  Sun Java  Microsoft Active-X

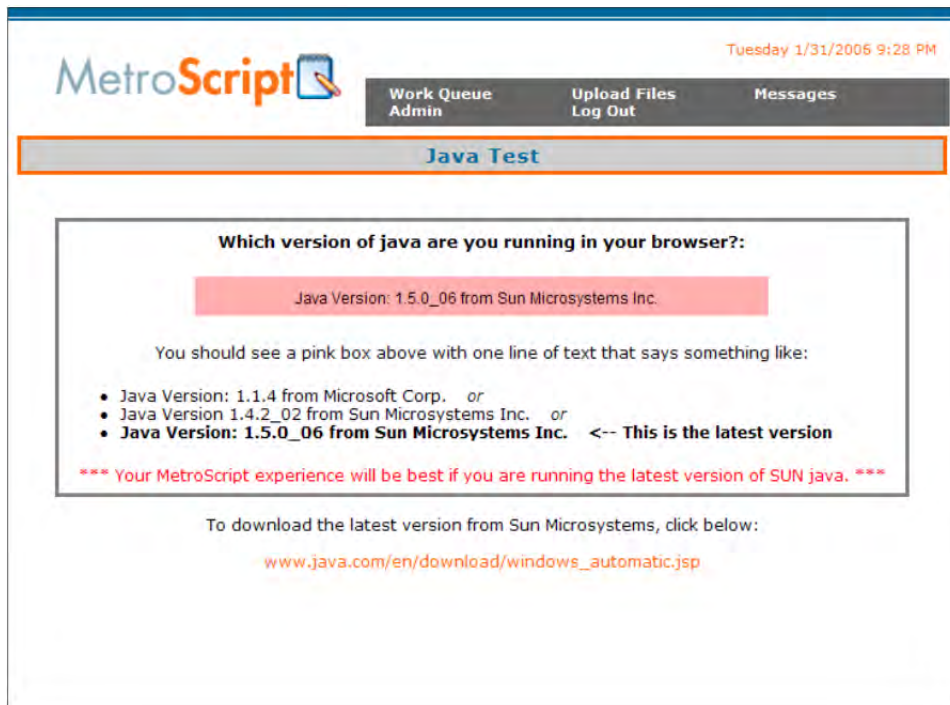
[Admin main menu](#)

**Note:** The Microsoft ActiveX control does not support a default upload folder.


## Determine which version of java you are running

If you have selected to use Java applets to upload and download files, you must be sure to use the latest version of SUN java in your browser. To determine what version is installed on your computer, go to the Java Test page. There is also a link at the bottom of the test page which you can use to automatically download and install the latest version of SUN java from the SUN web site.

1. On the **Admin Main Menu**, click **Determine which version of java you are running**.
2. On the **Java Test** page, the pink box displays your version of java. If it is not the current version, click the [www.java.com/en/download/windows\\_automatic.jsp](http://www.java.com/en/download/windows_automatic.jsp) link to download the latest version.



Tuesday 1/31/2006 9:28 PM

MetroScript 

Work Queue Admin    Upload Files Log Out    Messages

**Java Test**

**Which version of java are you running in your browser?:**

Java Version: 1.5.0\_06 from Sun Microsystems Inc.

You should see a pink box above with one line of text that says something like:

- Java Version: 1.1.4 from Microsoft Corp. or
- Java Version 1.4.2\_02 from Sun Microsystems Inc. or
- **Java Version: 1.5.0\_06 from Sun Microsystems Inc. <-- This is the latest version**

\*\*\* Your MetroScript experience will be best if you are running the latest version of SUN java. \*\*\*

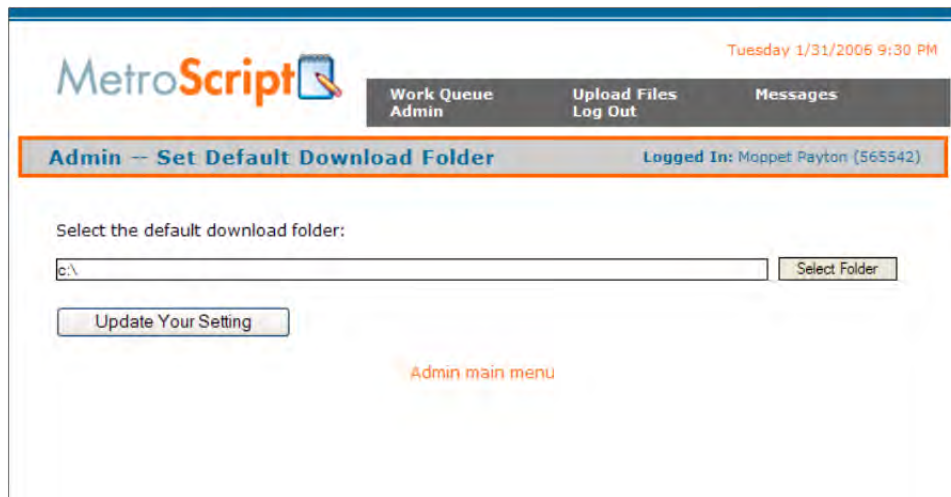
To download the latest version from Sun Microsystems, click below:

[www.java.com/en/download/windows\\_automatic.jsp](http://www.java.com/en/download/windows_automatic.jsp)

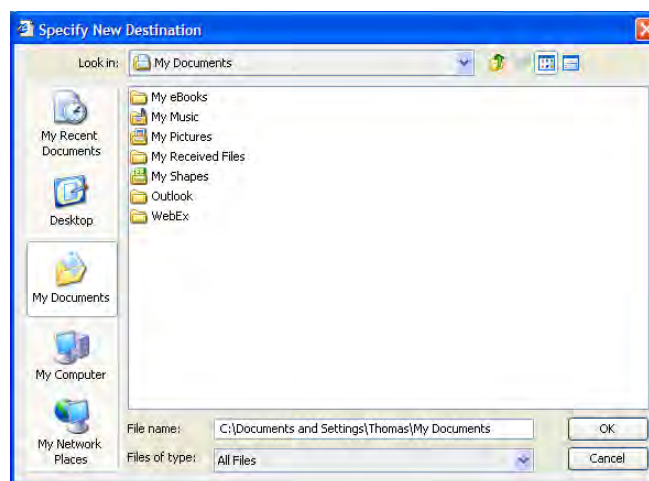
## To set the download folder

Use this feature to set the folder on your local machine into which you want your downloaded files to be stored. Although, this will be the default, you will be able to select a different folder at any time during the actual file download process.

1. On the **Admin Main Menu**, click **Set default download folder**.
2. On the **Admin - Set Default Download Folder** page, click **Select Folder**.



3. On the **Specify New Folder** dialog, **Look in** list, click the drive, folder, or Internet location that contains the file you want to open. In the folder list, locate and open the folder that contains the file. Click the file, and then click **OK**.

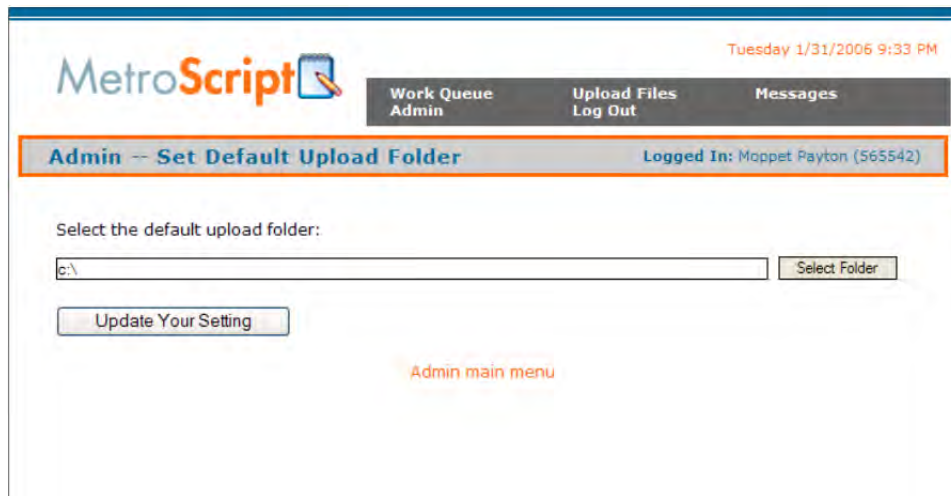


4. On the **Admin - Set Default Download Folder** page, click **Update Your Setting**.

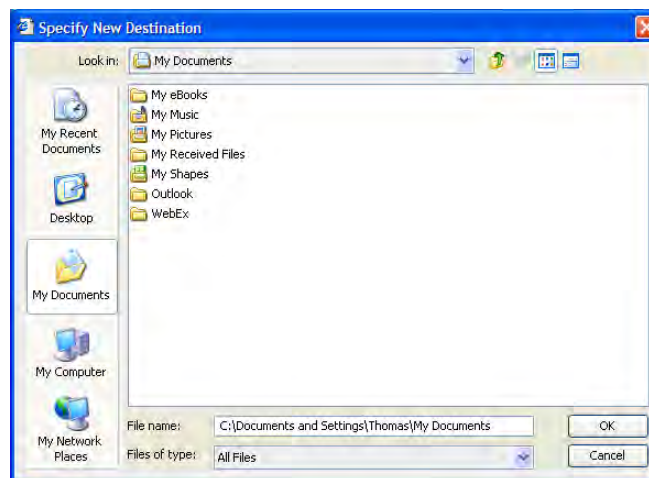
## To set the upload folder

Use this feature to set the folder on your local machine from which you typically will upload files. Although, this will be the default, you will be able to select a different folder at any time during the actual file upload process.

1. On the **Admin Main Menu**, click **Set default upload folder**.
2. On the **Admin - Set Default Upload Folder** page, click **Select Folder**.



3. On the **Specify New Folder** dialog, **Look in** list, click the drive, folder, or Internet location that contains the file you want to open. In the folder list, locate and open the folder that contains the file. Click the file, and then click **OK**.



4. On the **Admin - Set Default Upload Folder** page, click **Update Your Setting**.

**Note:** The Microsoft ActiveX upload component does not support default upload folders.

## Change your login information

This feature will allow you to change your web login or passcode.

### *To change your login information*

1. Click **Change Login Information**. The web login must be at least 6 characters, may include numbers and alphabetical characters, and can be defined as an email address.
2. On the **Admin – Change Login Information** page, enter the web login and password, and then click **Update**.

## Turn unique file names display on/off

When a voice file or transcribed document file is uploaded to the MetroScript service (or phoned in using our call-in dictation service), a unique file ID is automatically appended to the file name. This is done to prevent the accidental deletion of a file that was uploaded and had the same name as a file that had been previously uploaded.

Similarly, when you download files, if you were to download 2 files that had the same name into the same folder on your PC, the second file would over-write the first.

The **Work Queue** shows you these unique file names which consist of the name of the file as you or your client had named it, an underscore, and then the unique file ID; for example, dr\_jones\_voice\_file\_Oct\_5\_1236678.dss, where dr\_jones\_voice\_file\_Oct\_5.dss was the original file name, and 1236678 is the unique ID which gets appended to the file name, before the file extension (.dss in this example).

If you wish to "hide" these unique IDs and have your **Work Queue** simply display the file names exactly as you and your clients had named them, then you can use this feature to turn off the unique IDs display.

If you do turn them off, you could run into the case where you have two files on the server with the same name. If that occurs and you try to download those two files into the same folder on your PC, the second file will over-write the first. The download page will, however, warn you if this is about to occur when you are downloading files.

If the unique file names (with the unique ID appended to them) do not bother you, then you can leave this feature set to ON, and the **Work Queue** will always show the unique file names and, when you download files, they will carry the unique file name as well.



***To change your unique file names display setting***

1. On the **Admin Main Menu**, click **Change your passcode**.
2. On the **Admin – Toggle Unique File Names Display**, select the appropriate option, and then click **Update Your Setting**.



## Number of files per page

Your **Work Queue** has "paging" incorporated whereby only a certain amount of records (files) are displayed at any given time. For example, only 100 files are displayed initially when you first visit the **Work Queue**. To view the next or previous 100 files, you can then use the NEXT and PREVIOUS buttons.

If your filter criteria (at the top of the **Work Queue**) resulted in 1000 files, then there will be ten pages, each having 100 records in our example (if you had chosen 100 files per page).

This admin feature allows you to specify the number of files you wish to see in your **Work Queue** at any given time.

### *To change the number of files displayed per page*

1. On the **Admin Main Menu**, click **Change number of files per page on work queue screen**.
2. On the **Admin – Number of Files Per Page** page, select the number of files to display, and then click **Update Setting**.



The screenshot shows the MetroScript Admin interface. At the top left is the MetroScript logo. To the right of the logo is a navigation menu with links for 'Work Queue Admin', 'Upload Files Log Out', and 'Messages'. The current page title is 'Admin -- Number of Files Per Page' and the user is logged in as 'Moppet Payton (565542)'. The main content area contains the following text: 'Select the number of files per page you'd like displayed on your work queue screen and click the UPDATE SETTING button:'. Below this text is a dropdown menu set to '100' files per page and an 'Update Setting' button. At the bottom of the page are two links: 'Work Queue' and 'Admin main menu'.

## Change your default filter and sort for work queue

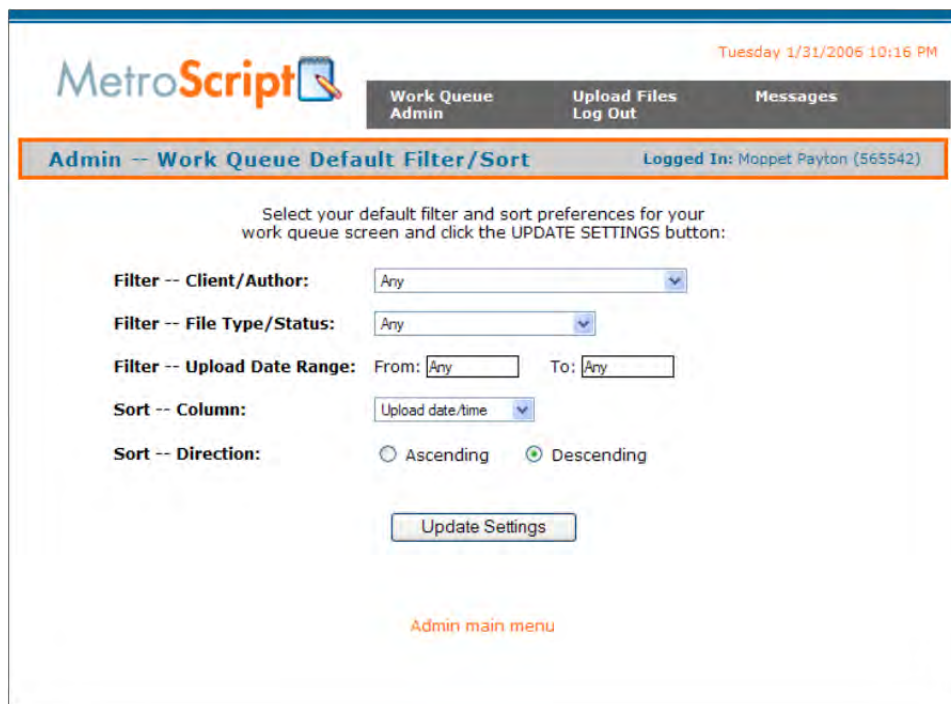
Each time you login to MetroScript you are taken to your **Work Queue**. a certain set of files is displayed based on criteria that you specify, e.g., which client/author, which file type, etc. Furthermore, the files that are displayed on the page are sorted in some way; they are sorted on one of the columns (file name, upload date, etc.).

At any time, you can change the filter and sort settings at the top of the **Work Queue** and click **APPLY** to refresh the **Work Queue** with your filter/sort choices. Each time you come back to the **Work Queue**, the system will remember your last filter/sort options and the files will be displayed accordingly.

This admin feature allows you to specify your filter and sort preferences which will take effect when you first login to the service and come to the **Work Queue**.

### *To change the default filter*

1. On the **Admin Main Menu**, click **Change your default filter and sort for work queue** screen.
2. Select the appropriate combination of options, and then click **Update Settings**.



The screenshot shows the MetroScript Admin interface. At the top right, the date and time are "Tuesday 1/31/2006 10:16 PM". The navigation menu includes "Work Queue Admin", "Upload Files Log Out", and "Messages". The current page is "Admin -- Work Queue Default Filter/Sort" and the user is logged in as "Moppet Payton (565542)".

Instructions: Select your default filter and sort preferences for your work queue screen and click the UPDATE SETTINGS button:

Filter -- Client/Author: Any

Filter -- File Type/Status: Any

Filter -- Upload Date Range: From: Any To: Any

Sort -- Column: Upload date/time

Sort -- Direction:  Ascending  Descending

Update Settings

Admin main menu

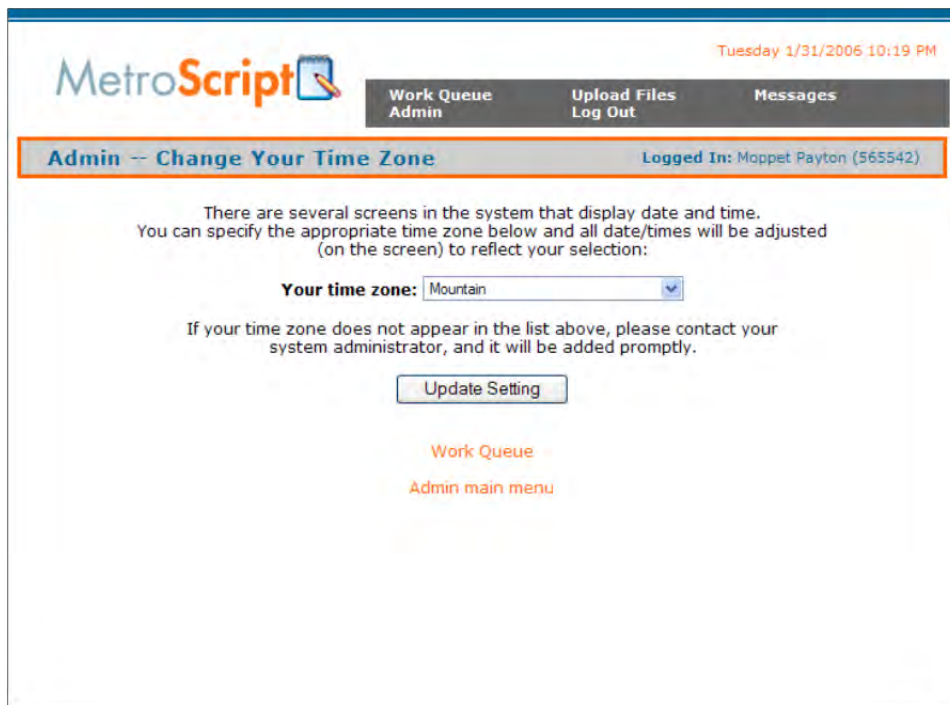
## Change your time zone

Use this feature to specify your time zone (Eastern, Central, Mountain, etc.). This will allow the system to display the correct information, applicable to you, wherever date and time are shown (such as the file upload and download date/time on the **Work Queue**).

This will not affect any of the calculations that are involved with billing. That is, all file upload/download data is stored in the data base as North American Eastern time zone. Although, by using this feature, the date/time will be shown on the page to match your time zone, the monthly billing figures are still calculated using Eastern time zone for file upload date/time. If your time zone does not appear in the pull-down list, please contact us and we will add it for you.

### *To change the default time zone*

1. On the **Admin Main Menu**, click **Change your time zone**.
2. On the **Admin – Change Your Time Zone** page, select your time zone from the list, and then click **Update Setting**.



The screenshot displays the MetroScript interface for changing the time zone. At the top right, the date and time are shown as "Tuesday 1/31/2006 10:19 PM". The navigation bar includes "Work Queue Admin", "Upload Files Log Out", and "Messages". The current page is "Admin -- Change Your Time Zone", with the user logged in as "Moppet Payton (565542)". The main content area contains the following text:

There are several screens in the system that display date and time. You can specify the appropriate time zone below and all date/times will be adjusted (on the screen) to reflect your selection:

Your time zone:

If your time zone does not appear in the list above, please contact your system administrator, and it will be added promptly.

[Work Queue](#)

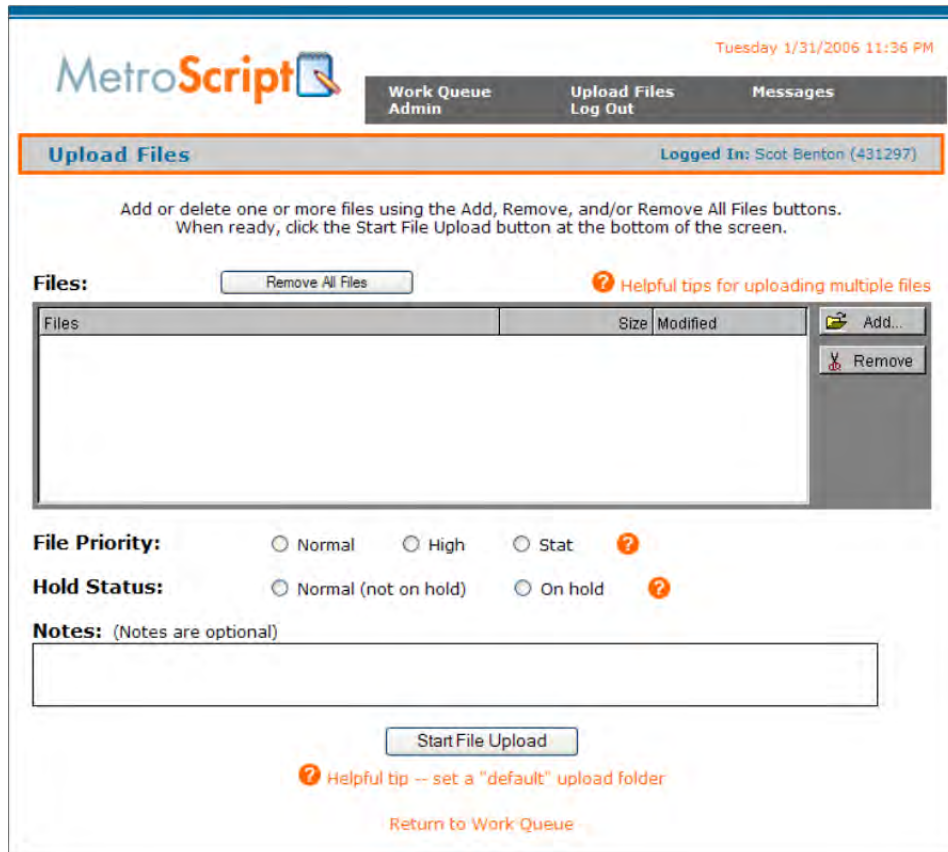
[Admin main menu](#)

## Uploading files

1. From the MetroScript home page, click **Upload Files** in the top navigation area.

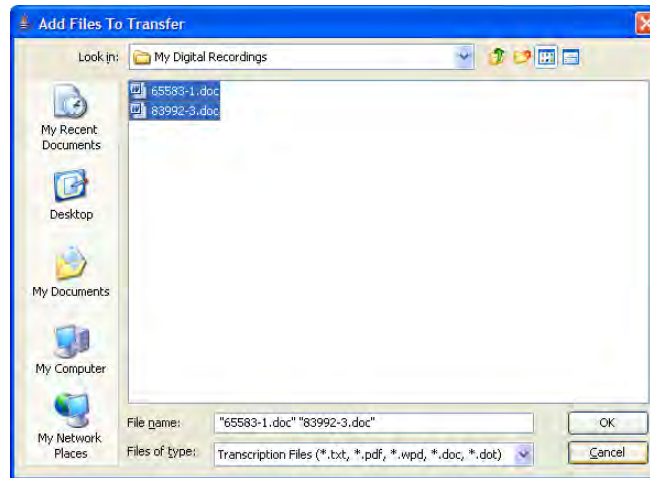


2. On the **Upload Files** page, click **Add**.

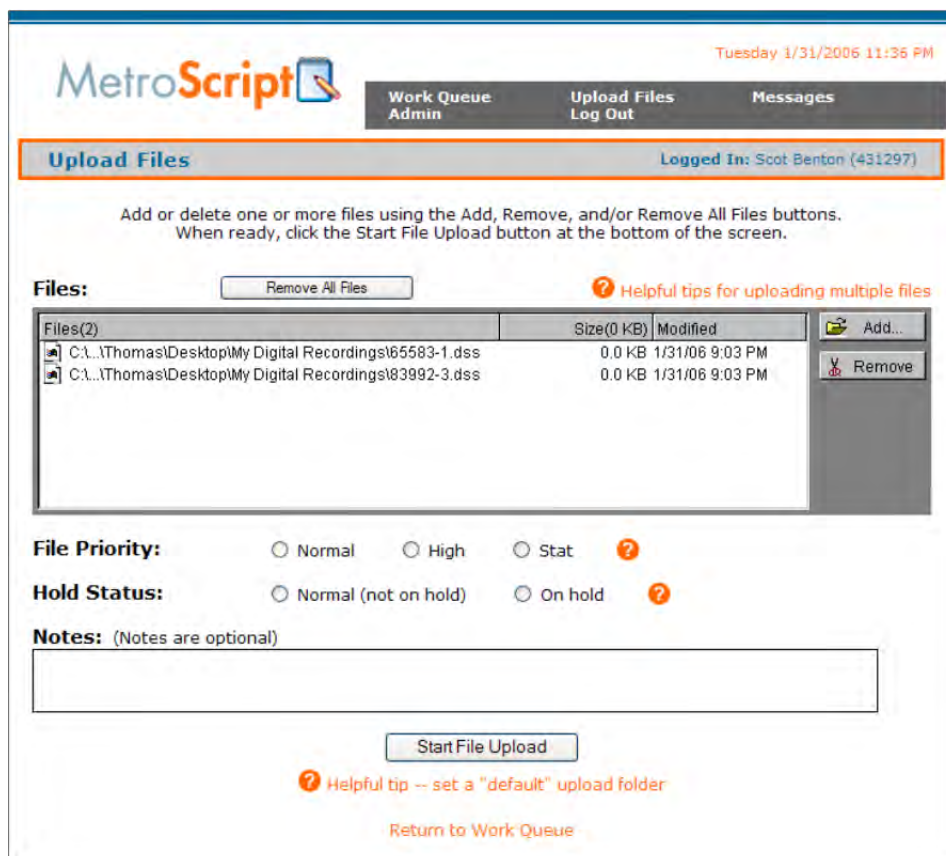


The screenshot shows the 'Upload Files' page in the MetroScript application. At the top right, the date and time are 'Tuesday 1/31/2006 11:36 PM'. The navigation bar includes 'Work Queue Admin', 'Upload Files Log Out', and 'Messages'. Below the navigation bar, the page title is 'Upload Files' and the user is logged in as 'Scot Benton (431297)'. The main content area contains instructions: 'Add or delete one or more files using the Add, Remove, and/or Remove All Files buttons. When ready, click the Start File Upload button at the bottom of the screen.' There is a 'Remove All Files' button and a helpful tip: 'Helpful tips for uploading multiple files'. A table with columns 'Files', 'Size', and 'Modified' is present, with 'Add...' and 'Remove' buttons on the right. Below the table are radio buttons for 'File Priority' (Normal, High, Stat) and 'Hold Status' (Normal (not on hold), On hold). A 'Notes' field is also present. At the bottom, there is a 'Start File Upload' button and another helpful tip: 'Helpful tip -- set a "default" upload folder'. A 'Return to Work Queue' link is at the very bottom.

- On the **Add Files to Transfer** dialog, click the files you want to upload, and then click **OK**.



- Select the **File Priority** and **Review Status**, and then click **Start File Upload**.





### *Description of Options*

<p><b>Uploading multiple files</b></p>	<p>If you need to select multiple files, you can do so in one set of actions.</p> <p>After you've clicked the ADD button to display the "Add Files To Transfer" dialogue box, and you have navigated to the correct folder on your PC, you can use the following steps to select multiple files.</p> <p>To select a contiguous set of files (an entire "block" of files), click the first file that you want to select. This will highlight that file. Then, hold down the SHIFT key while selecting the last file in the set. This should highlight the entire block of files for you. (It is also worthy to note that to select ALL of the files in a given folder you can use CTRL A (hold down the CTRL key then click your A key)). Finally, you can simply click OK and all of the selected files should be listed in the FILES window.</p> <p>To select individual files (not contiguous), click the first file that you want to select. This will highlight that file. Then, hold down the CTRL key while selecting the next file that you want to select. This should now show only the two files selected (and not the files in between them). You can continue to hold down the CTRL key while you select other files then, when you are finished, simply click OK and the FILES window should list only your selected files.</p>
<p><b>File Priority</b></p>	<p>While uploading transcribed document(s), you must specify the priority of the file(s).</p> <p>The available priorities are NORMAL, HIGH, AND STAT, and how these are interpreted is completely up to you and your users.</p> <p>The file priority is shown underneath the file name in the Work Queue.</p>
<p><b>Review Status</b></p>	<p>While uploading transcribed document(s), you must specify the review status of the file(s).</p> <p>Final: Files marked as "final" can be seen by everyone that has access to the file in their work queue.</p> <p>Review only: Files marked as "review only" can not be seen by client/author users in their work queue. You can use this setting to designate files as requiring review/proofing.</p> <p>The file review status is shown underneath the file name in the Work Queue.</p>
<p><b>Default Upload Folder</b></p>	<p>Use this feature to set the folder on your local machine from which you typically will upload files. Although, this will be the default, you will be able to select a different folder at any time during the actual file upload process.</p>

## Message Center

This feature allows you to send text messages within the MetroScript application. The Message Center functions much like a typical Email package, and allows you to send, forward, reply to, and delete messages. The number of new messages is displayed in parentheses on the Navigation Menu.

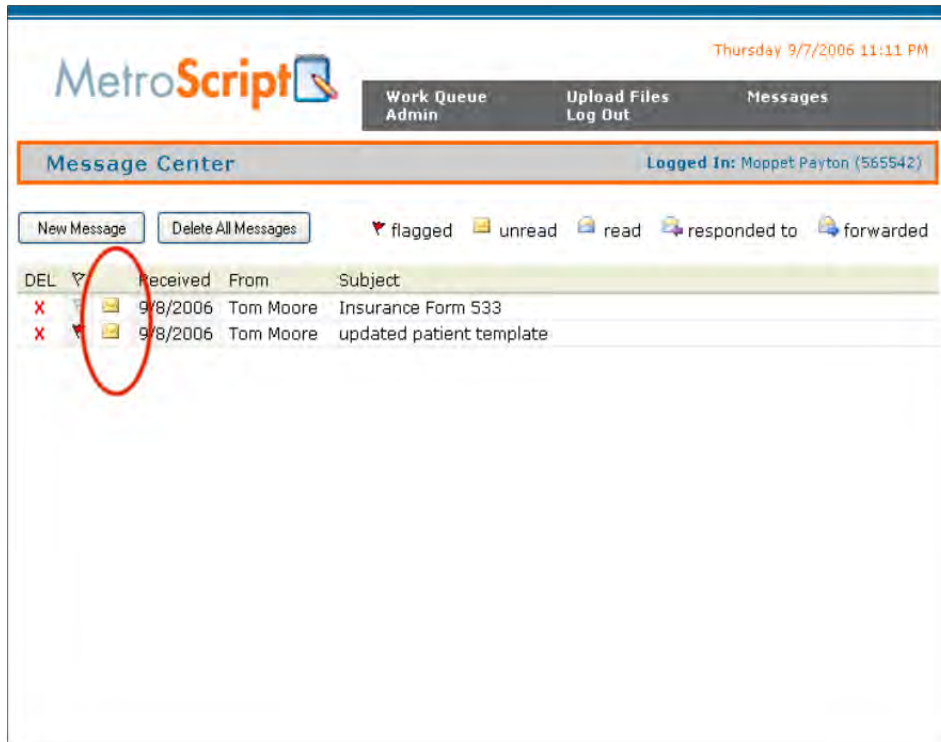


Employee user accounts can send/receive messages to/from other users in which they have file access. For example, Employee user accounts can only send to the Authors in which they are mapped.

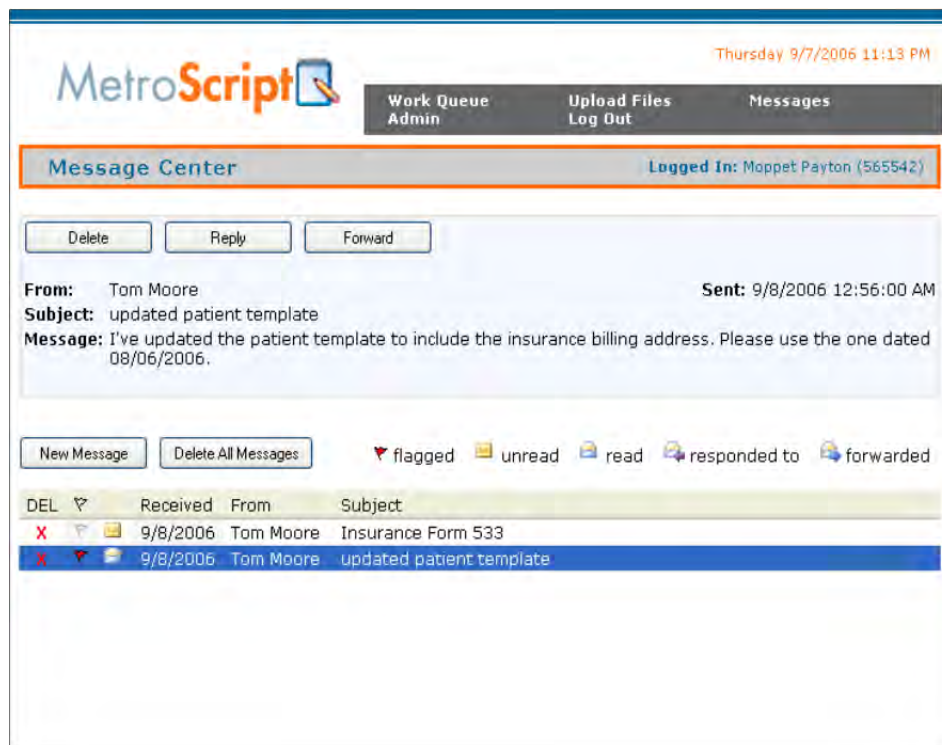
Note: Employees can send messages to other employees, only if both employees are mapped to the same author.

## To open the Message Center

On the **Admin Main Menu**, click **Messages**. The message status icon shows the current status for each message in your message center.



Initially, the message center displays the subject line only for each message. Click the message line to see the complete message.



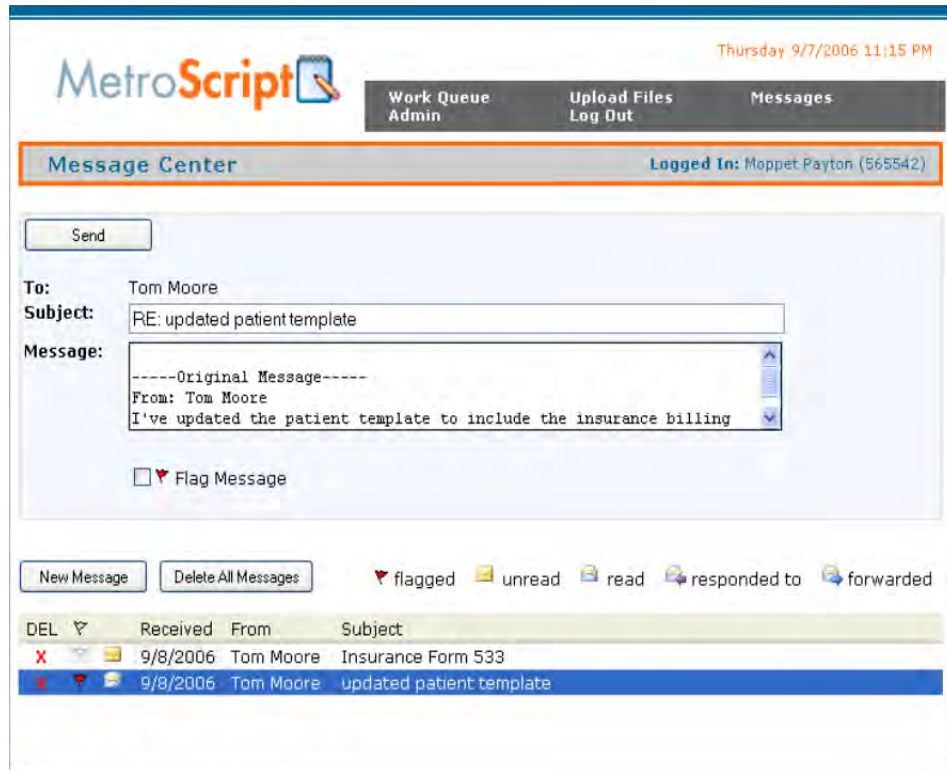
The screenshot shows the MetroScript Message Center interface. At the top right, the date and time are "Thursday 9/7/2006 11:13 PM". The MetroScript logo is on the top left. A navigation bar contains "Work Queue Admin", "Upload Files Log Out", and "Messages". Below this is a "Message Center" header with "Logged In: Moppet Payton (565542)". Action buttons for "Delete", "Reply", and "Forward" are present. The main message area shows:  
**From:** Tom Moore  
**Subject:** updated patient template  
**Sent:** 9/8/2006 12:56:00 AM  
**Message:** I've updated the patient template to include the insurance billing address. Please use the one dated 08/06/2006.  
Below the message are buttons for "New Message" and "Delete All Messages", and status icons for "flagged", "unread", "read", "responded to", and "forwarded". A message grid at the bottom has columns for "DEL", "Received", "From", and "Subject". The grid contains two rows:  
1. X [unread] 9/8/2006 Tom Moore Insurance Form 533  
2. X [unread] 9/8/2006 Tom Moore updated patient template (highlighted)

Note that the current message is highlighted on the grid.

When you are displaying a message, you have options to **Delete**, **Reply**, or **Forward** the message.

## Replying to a message

When replying to a message, the message subject automatically places **RE:** in front of the original subject. Also, the original message is copied to the message text section for the new message.



The screenshot displays the MetroScript Message Center interface. At the top right, the date and time are shown as "Thursday 9/7/2006 11:15 PM". The MetroScript logo is on the top left. A navigation bar contains "Work Queue Admin", "Upload Files Log Out", and "Messages". Below this, the "Message Center" header shows the user is "Logged In: Moppet Payton (565542)".

The main message area shows a "Send" button and the following details:

- To:** Tom Moore
- Subject:** RE: updated patient template
- Message:** A text area containing the original message: "-----Original Message-----  
From: Tom Moore  
I've updated the patient template to include the insurance billing"

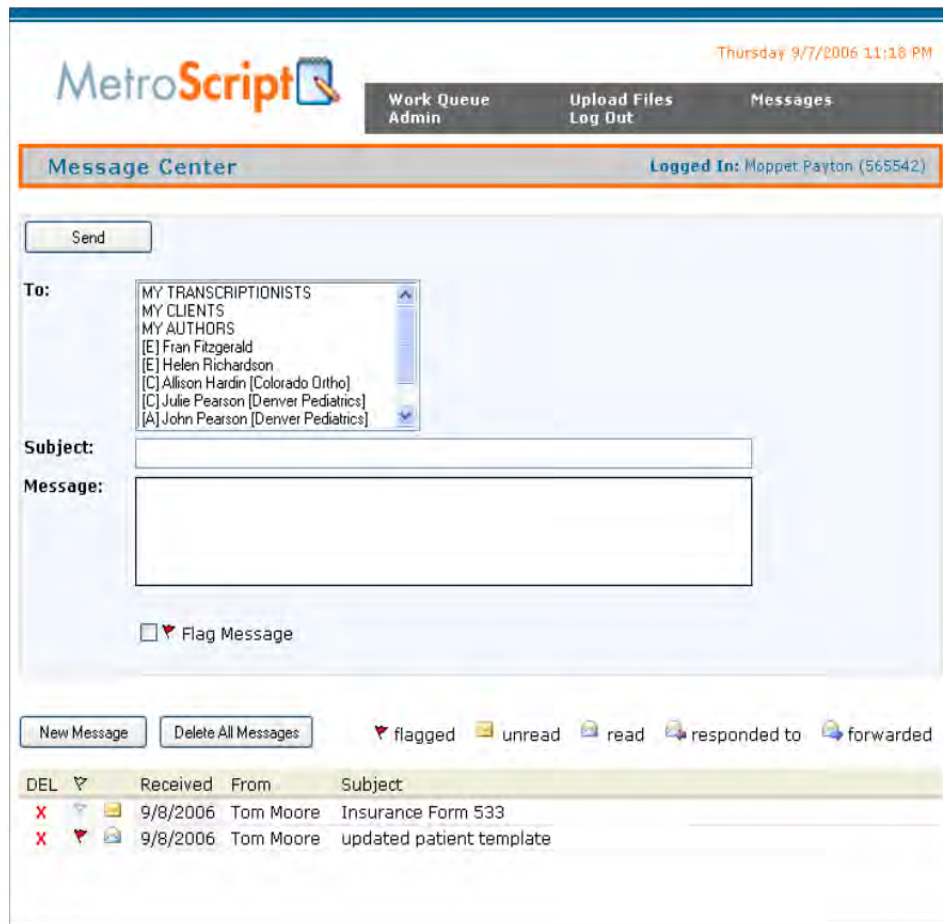
Below the message text is a checkbox labeled "Flag Message".

At the bottom, there are buttons for "New Message" and "Delete All Messages", along with status icons for "flagged", "unread", "read", "responded to", and "forwarded".

DEL	Received	From	Subject
X	9/8/2006	Tom Moore	Insurance Form 533
X	9/8/2006	Tom Moore	updated patient template

## Creating a new message

When creating new messages, groups are added to the selection list of recipients.



The screenshot shows the MetroScript Message Center interface. At the top right, the date and time are "Thursday 9/7/2006 11:18 PM". The MetroScript logo is on the top left. A navigation bar contains "Work Queue Admin", "Upload Files Log Out", and "Messages". Below this is a "Message Center" header with "Logged In: Moppet Payton (565542)".

The main form has a "Send" button at the top left. The "To:" field contains a multi-selectable list of recipients:

- MY TRANSCRIPTIONISTS
- MY CLIENTS
- MY AUTHORS
- [E] Fran Fitzgerald
- [E] Helen Richardson
- [C] Allison Hardin [Colorado Ortho]
- [C] Julie Pearson [Denver Pediatrics]
- [A] John Pearson [Denver Pediatrics]

The "Subject:" and "Message:" fields are empty text boxes. Below the message field is a checkbox labeled "Flag Message".

At the bottom, there are buttons for "New Message" and "Delete All Messages", followed by status icons for "flagged", "unread", "read", "responded to", and "forwarded".

DEL	Received	From	Subject
X		9/8/2006 Tom Moore	Insurance Form 533
X		9/8/2006 Tom Moore	updated patient template

You can select one of the groups, for example **MY AUTHORS**, if you want to send a message to all members of the selected group. The list is multi-selectable, so you can select as many recipients as desired.



## Uploading files message

Messages added by an employee when uploading files are sent to the Administrator and the author. The message is sent with the subject **Files Uploaded (confirmation #000)**.

Note: If a file is uploaded with a message by an employee as **Review Only**, the message is sent to the reviewers and administrator only. The Author does not receive the message.