

First Time Login Guide for PaperVision by RMMI:

1. Please open a web browser (Google Chrome is Recommended) and go to the following link:

https://www.rmm-i.com/client-portal/

2. For ease of access please Bookmark this page, this process depends on which browser you are using, but is usually done by hitting the star button in most browsers usually to the right of the address bar.

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| RM | Home Solutions Meet Our Family Client Portal Videos Contact Bi | |
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| 1001 10010 1001 1 10100 10 101000 0001 00010 010 | Client Portal | |
| Client Portal | Latest Post | Remote Assistance |
| Entity ID: 42 | New Website and User Experience | To initiate a remote assistance session, please call 303.427.0625 and enter the Session ID provided by the technician |
| UserName: danieLhenley | As I'm sure you've aiready noticed, we have rolled out our newly redesigned website. This project has been months in the making and includes some changes and enhancements that we're pretty excited about. | below. Session ID: |
| Password: | The first major change is the way the client portal acts – the updated PaperVision Site is now the default user interface. The updated GUI includes a lot of enhancements that we | Join Session |
| Login Forgot your Password? Click Here | hope will improve your experience and make you even more efficient. If you or your users need a little extra time to make this transition, the old interface is still available as an option and will remain so for the next few months. | Having trouble connecting? Click Here |
| Prefer the old site? Click Here | We've also introduced a new Knowledge Base that includes many how-to-guides' on performing various tasks in PaperVision. This library will continue to grow as we create new content and video guides – if you have any suggestions for guides you would like to | |
| View our SLA | see, please email us at support@rmm-i.com. Our new Industry Specific Library contains links to many policies and laws that affect the retention of your documents. We've also included case studies that highlight some of our | _ |
| | past successes. These are all great resources as you plan the next phase of your | Chat with Sup |

 For security reasons – the first time you log in you will need to use to Reset your Password link to set a permanent password – Enter your Entity Id, and Username and then click the password reset link:

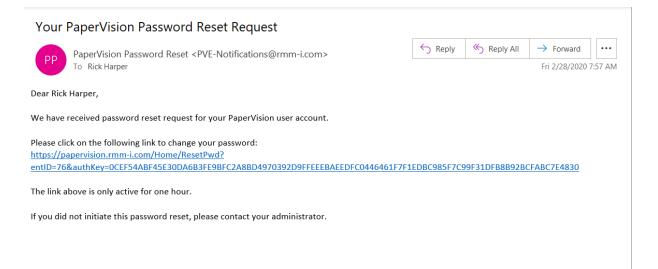
| | Client Portal | | |
|--|----------------------------|---------|--|
| | Entity ID: | | |
| | 75 | | |
| | UserName: | | |
| | RICK | | |
| | Password: | | |
| | Login | | |
| | Reset your Password - Clie | ck Here | |
| | View our SLA | | |
| | | | |
| | | | |



4. You will be taken to a new page where the form should already be completed with your Entity ID and Username – click Continue

| equest Passwo | rd Reset |
|---------------|--|
| | |
| Ent | er the Entity ID and User Name associated with your account. |
| Entity | |
| Entry | |
| | 75 |
| User | Vame |
| | |
| 2 | RICK |
| | |
| | Continue |
| Return | n to the Login Page |
| | The Dowered by Depart Vision® |
| | B Powered by PaperVision [®] |
| | Copyright [©] 1998-2020 Digitech Systems, LLC All Rights Reserved. |
| | PaperVision and the PaperVision logo are registered trademarks of Digitech Systems, LLC |
| | |

5. You will receive an email (shown below) with a link to reset your PaperVision Password:





6. Follow the link in the email and enter your Username and new password – then click Change

| nange Passwor | d |
|---------------|---|
| Plea | se enter your User Name and New Password |
| User N | lame |
| 2 | RICK |
| New P | assword |
| a | |
| Confir | m New Password |
| ¢ | |
| | Change |
| Return | to the Login Page |
| | Copyright [®] 1998-2020 Digitech Systems, LLC All Rights Reserved. PaperVision and the PaperVision logo are registered trademarks of Digitech Systems, LLC |

7. You will be taken back to a login screen where you will have to enter your new password one more time to access the system. For all future sessions, you can utilize the RMMI Client Portal for access.

Optional Steps to Install the Document Viewer

Please note: The document viewer is only required in certain scenarios and you may need the help if your IT department to complete the install.

1. Once you are logged in, you will click on the dropdown activated by clicking on what should say your name and entity ID, just to the left of the Help dropdown, and click on/select the "Downloads" button.

| Quick Search | [AII] - Q | L Daniel Henley (42) - Help - |
|--------------|-------------|--|
| | | Logout |
| Filter - 🗸 | ★ Documents | Change Password User Options |
| | No items | Destruction Lists Global Search Migration Jobs |
| 1 - 1 of 1 | < > All - + | Notifications Projects Recycle Bin |
| Filter - 🗸 | ★ Projects | Downloads |
| | No items | Reset Page Layout |
| | | |

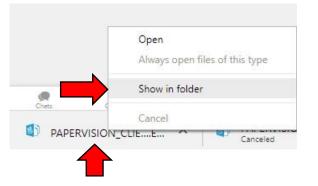


 Please click on the "Download" button underneath the RMMI – Digital Document Solutions Client as this will need to be installed to give you the best document viewing and user experience.

RMMI - Digital Document Solutions Client

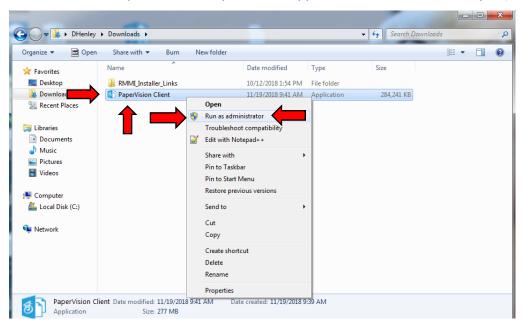
Description: RMMI - Digital Document Solutions Client is a Windows-based application that provides most of the same features found in the web client (browser-based interface) including searching, viewing, printing, as well as advanced administrative capabilities. The RMMI - Digital Document Solutions Client also includes the RMMI - Digital Document Solutions Assistant (formerly the RMMI - Digital Document Solutions Web Assistant). Requirements: Microsoft® Windows 8 (or higher); Microsoft .NET Framework 4.7 Full package (or greater) Approximate Size: 615 MB Version: 87.3.0.10

- 3. The PaperVision Client will need to download, time will vary based on your connection, but should not take too long. Once it is done downloading, please follow the instructions below to install.
- 4. To begin the installation process, once the PaperVision Client installer is finished downloading, please go to the folder or location it was saved to, in Google Chrome, you can right click on the download in your browser and select the option "Show in Folder" as seen below. By default it should save to your "Downloads" folder in Windows.





5. Now that you are in the download location, right click on the "PaperVision Client" installer file and click/select the option to "Run as Administrator". (Note: If you are denied access to do this, please contact your tech support to install the Client for you.)

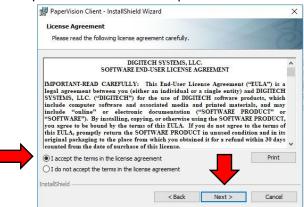


6. If you were able to complete the last step and did not need to contact your technical support team to carry out the installation, the installation process will begin, please hit the "Next >" button in order to proceed to the next step of the installation.





7. You will now proceed to the "License Agreement" screen, please click the radial button next to "I accept the terms in the license agreement" and hit the "Next >" button at the bottom to proceed to the next step.



8. You are now on the "Ready to Install the Program" screen, simply click/select the "Install" button to begin the installation.

| The wizard is ready to begin installatio | n. | |
|---|-----------------------------|----------------------------------|
| Click Install to begin the installation. | | |
| If you want to review or change any o exit the wizard. | of your installation settir | igs, click Back. Click Cancel to |
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9. Once the installation is complete you will have a screen saying "InstallShield Wizard Completed", simply hit the "Finish" button to complete the installation.

