

## 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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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:	<ul> <li>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</li> </ul>	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	<ul> <li>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</li> </ul>	
View our SLA	see, please email us at support@rmm-i.com. <ul> <li>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</li> </ul>	_
	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:

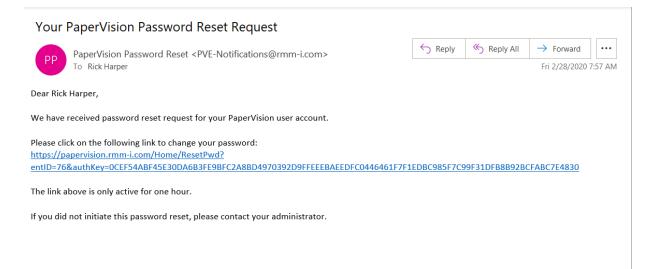
	Client Portal		
	Entity ID:		
	75		
	UserName:		
	RICK		
	Password:		
	Login		
	Reset your Password - Clie	ck Here	
	View our SLA		



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 <sup>®</sup>
	Copyright <sup>©</sup> 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
<b>a</b>	
Confir	m New Password
¢	
	Change
Return	to the Login Page
	Copyright <sup>®</sup> 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

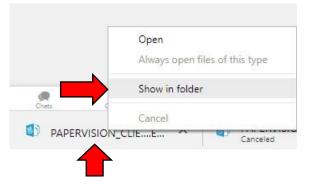


 Please click on the "Download" button underneath the RMMI – Digital Document Solutions Client as this will need to be installed to give you the best document viewing and user experience.

## **RMMI - Digital Document Solutions Client**

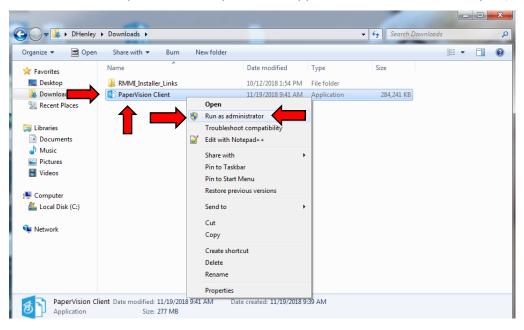
Description: RMMI - Digital Document Solutions Client is a Windows-based application that provides most of the same features found in the web client (browser-based interface) including searching, viewing, printing, as well as advanced administrative capabilities. The RMMI - Digital Document Solutions 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.)

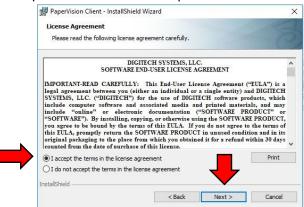


6. If you were able to complete the last step and did not need to contact your technical support team to carry out the installation, the installation process will begin, please hit the "Next >" button in order to proceed to the next step of the installation.





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.

