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1. COMMUNICATION

Is there a guide document in pdf format?

CEN does not have a guide document in pdf format. We suggest using the 'quick guide for experts and delegates' which will explain the basics to help you navigate and work with documents:

https://helpdesk-docs.iso.org/article/511-quick-guide-for-experts-and-delegates

2. USAGE

Is it possible to create sub-folders (e.g 1 folder per meeting) under the 'Meetings' folder?

Yes. You may create any folder structure and name them the way you want under the Level 1 folders

Will a list of items not migrated be provided to the manager (secretary, convenor) of the committee or subcommittee?

It is possible to provide you with a list so that you will be able to re-create URLs as Clinks on the new platform

Is it possible to export the committee document list in xls?

Yes, it is but it is currently limited to 2.000 documents.

What is 'rendition'?

When uploading a document, 5 types of renditions are possible:

- **None:** the document will keep its original format. It is recommended to use this for archives (e.g. Zip, RAR formats), codes snippets (e.g. HTML files) or graphics (e.g. photoshop files).

- **PDF Rendition without Coversheet:** the document will be simply converted in PDF (supported document types are PDF, Word, Excel, PowerPoint).

- **PDF Rendition with Coversheet:** the document will be converted in PDF and the CEN Coversheet will be appended at the beginning of the document. When choosing this option, the document description will be inserted into the cover page to give readers more context.

- **PDF Rendition with N-number stamp:** the document will be converted in PDF, and its N-number will be stamped at the top right-hand corner of each page

- **Coversheet only:** this option will generate a standalone Coversheet page using the document's metadata and description field (if any document is

uploaded, the latter will be ignored). One could use this option to post an announcement for committee members.

If a rendition is selected, the document will take several seconds to render. While rendering, the status of the document will be Rendition. Once rendered the status should change to To be notified. If you have a status Rendition Failed this means your selected rendition is not adapted to the document format.

What happens when you withdraw a document and then re-upload it?

The document gets a new number. The 'withdrawn' document keeps its original number, even if it cannot be accessed anymore.

My groups are all joint CEN and CENELEC. Will the cover page have a double logo CEN and CENELEC?

We will analyze the need and check with ISO to see if it is possible to add a second logo. If this is possible, it will probably be added after the migration.

Will the application host joint CEN/CLC and CLC BT documents?

Documents used by joint committees CEN and CLC which are hosted on the CEN side will be found on CEN Documents. Specific CLC committee documents won't be accessible on CEN Documents as they will remain at IEC.

Can anyone who is a member of a committee upload a document in the 'Member area' folder?

Yes, any committee member can upload a file in the Member area folder. This is the purpose of the folder.

Can meeting documents only be found in subitem folders or also as a full set of documents for a meeting?

Usually, documents related to a meeting will be found in a Subfolder created for this meeting. The Secretary/Convenor/Support Team may however include other documents when he/she notifies the set of documents for a meeting.
In the future, when the Meetings registration application will become available for Governance committees, it will be possible to link different documents to a given Meeting.

For the CEN/BT, where will we find content from the 'BT for information' or 'BT for commenting' folders?

The 'BT for information' and 'BT for commenting' folders can be found as subfolders under the 'General' folder.

Is it possible to upload a new version of the document if the document is already notified?

Yes, the Secretary/Convenor/Support team can add a new version of the document once the document has already been notified and is in 'available' status. When you are in the document preview, you can click on the 'add version' icon on the top right side of the screen.

When I search for my committee in the title on the Dashboard page, I can never find the committee I am looking for. What can I do?

When you search for a committee in the list of committees in which you have a role, you need to add quotation marks. For example, if you are looking for the CEN/BT, then you need to search for "CEN/BT" and the committee will appear first in the list.

We also recommend using the **add to Favorites icon** by clicking on the star icon next to the committee. This action will automatically list the favorite committees on the top of the list.

In which order are the members presented in the Members List?

It is based on roles: Officer roles first, the other roles after

My users appear in the Members List but they receive an error message when they click on one of the documents in the committee. How can I give them access to the document?

If the users have a role in the committee and appear in the Members List, this means that the document they are trying to access is probably still in 'to be notified' status. In order for a document to be visible for the rest of the committee, the secretary or support Team need to notify the document. Only then will the members have access to it.

Is it possible to 'add a version' like for instance upload a word document and later upload a pdf version?

Yes, it is possible. To update a new version, click on the 'add version' icon at the top right of the screen. This action will add a major version to the document number (+1.0)

I am trying to upload documents for the next meeting but I can't see the "+DOCUMENT" icon. How should I proceed?

If the **+DOCUMENT** icon doesn't appear, there are usually 2 reasons:

1. You need to enter the folder in which you want to upload your document in order to have the "+ Document" available.
Then you select the type of document you wish to create and fill the metadata. The type of document is important as it determines the available metadata.

2. You do not have sufficient permissions to create documents in that folder.

I am trying to read a zip file on CEN Documents but the document shows strange characters, What should I do?

For any document that contains links to zip files, you should download the zip files and open the files on your computer.

4. AG, CA, BT, PC related questions

Where are the titles of the documents that we used to see in Livelink?

The description you used to see under the title in Livelink has been migrated to CEN Documents and appears in the title. We migrated all 8065 titles that were in Livelink.

I cannot see any folder or documents in the CEN and CLC/CAs or CEN and CLC/BTs and CEN and CLC/AGs committees. Why is that?

These CEN and CLC/CAs, CEN and CLC/BTs and CEN and CLC/AGs are placeholders (empty shells) that were created to host all the committees that report to both CEN and CENELEC. These placeholders can only be found at the Main Committee level. They will remain empty, which means no folders, no Members list.

What happens to the numbering on documents processed in WorkflowGen?

Documents processed in WorkflowGen will keep their specific way of handling documents:

- The official number of the document is the name of the document and can be found in the 'Title' field. The N-Number field will be set at '0'.
- Documents which are uploaded manually for the AG, BT, CA and PC will get an N-Number which will follow the numbering sequence.

I don't seem to receive any notifications to inform me that the documents are ready?

The notifications of new documents uploaded on the BT committee (platform) are directly sent from 'CEN Documents' (Nuxeo) instead of 'Mail BT'. If you haven't received notifications, please check your SPAM folder or contact **bt@cencenelec.eu**.

I used to have access to all the BT subgroups (eg BTWGs) but I don't have access anymore. Why is that?

Users do not have default access to subgroups (BTWGs). Should you need access to one or several groups, you need to notify **bt@cencenelec.eu**. Also, the new procedure for granting access to the CEN/BT committee on CEN Documents requires a validation from the concerned BT member.

2. MISCELLANEOUS REQUESTS

Is it possible to change the 'gender' salutation in CEN Documents?

The information comes from the Global Directory (Salutation field has following options: Mr, Ms, Dr, Other or empty).

This field is managed by the National Administrator who created the user, and the user may change it him/herself.

Will CENELEC users be managed on the Global Directory?

Yes, CENELEC users will also be managed on the Global Directory

Is a 'Committee Member' a person or an organization?

Committee members are roles assigned to people who are appointed by an organization

In the case of the CEN/BT, how would it be made visible in the 'Member list' whether a 'Contributor' is a member or an observer?

The 2 roles are different in the Global Directory and will appear as such in the Member List.

If we realise that the presentation of the CEN/BT automated 'Member list' is misleading, would there be flexibility to change the presentation?

The presentation of this Member list page is the same for all the committees across all the tenants (Governance, Technical and National committees) which would make it difficult to change unless a major part of the users complains about it being misleading too.