TIBCO iProcess® Workspace (Windows)

User Guide

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Starting iProcess

This section explains how to run iProcess on your client computer.

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Logging into iProcess

To log in to iProcess:

Procedure

1. Click **Start**, point to Programs and then to the iProcess sub-menu. (By default this is called TIBCO iProcess Workspace (Windows).)

2. Click **TIBCO iProcess Workspace (Windows)**.

   The TIBCO iProcess Workspace (Windows) Login dialog box is displayed. This dialog prompts you for the following information:

Box	Description
User	Enter your iProcess username.
Password	If the iProcess Engine node you have selected is set up to require password entry, you should enter your password (on the iProcess Engine computer) here. If the Password box is not available, click Browse, then ensure that your iProcess Engine is selected from the list.
Server	Select iProcess Engine you want to log in to from the drop-down list

Box	Description
	Click **Browse** to update the drop-down list with iProcess Engines that you commonly use. You are taken to the Browse iProcess Engines dialog box.

3. When you have entered the correct information, click **OK** to log in.

If you cannot log in, try the following:

- If you are logging into an iProcess Engine node for the first time, check that the computer name where the iProcess Engine node is installed is in your hosts file. (The location of this depends on your client/network type. If you are unfamiliar with this file, ask your system administrator for help.)

- You may not be a valid user on the iProcess Engine node, or you may have entered the wrong (or no) password in the box (if enabled).

- TIBCO iProcess Workspace (Windows) is unable to access the iProcess Engine node. You need to enable the access from iProcess Workspace (Windows) to iProcess Engine by configuring the RPC_BLOCK attribute. For more information about this issue, see "Administering Process Attributes" in *TIBCO iProcess Engine Administrator's Guide.*

After login, you are taken to the Using Work Queue Manager for full details.

> **Note:** If the iProcess command line includes a tool parameter, you will be taken directly to that function instead. See "Starting and Configuring iProcess From the Command Line" in *TIBCO iProcess Workspace (Windows) Manager's Guide* for more information.

Using the Browse Dialog

This dialog enables you to update the server drop-down list of the TIBCO iProcess Workspace (Windows) Login dialog with iProcess Engines that you commonly use.

After a few seconds, you are shown a list of all the active iProcess Engines on your network, plus any others that are already selected.

Column	Description
Server	This is the server computer name.
Service No.	This is the RPC service number, which distinguishes between different iProcess Engines on the same computer.
Description	This consists of the iProcess Engine nodename, followed by the iProcess licen name.

Select or de-select iProcess Engines required (by clicking the mouse on the items, or with the ARROW keys and SPACEBAR to select), then click **OK** to close the dialog box.

> ℹ **Note:** To ensure the browse list is up to date, de-select all iProcess Engines, click **OK**, then **Browse** again.

Changing Your Server Password

To change your password on the server you are connected to:

Procedure

1. From the **Work Queue Manager**, click **Tools > Change Password**.

   The **Change Password** dialog box is displayed.

> ℹ **Note:** This dialog box is displayed automatically if you attempt to log in when your password has expired.

2. Fill out the boxes in the dialog as follows:

Box	Description
Old password	Enter your current password. (If you have forgotten your current password, you will have to ask your system administrator to change your password on the server

Box	Description
	directly.)
New password	Enter your chosen new password. This password must conform to the requirements of your server's operating system.
Confirm new password	Enter your chosen new password again.

> ℹ **Note:** Passwords are not displayed when you type them - they appear as asterisks instead.

3. Click **OK**. You must use the new password when you next log in or use an electronic signature on a form.

If you encounter problems trying to change your password:

- Read any error message that is displayed. This will probably indicate the cause of the problem.

- Passwords are usually case sensitive, so check that your CAPS LOCK key is off.

- Did you enter your current password correctly?

- Is the new password sufficiently different from the current one?

- Try entering a longer new password.

- Try mixing digits and letters, or use mixed case letters.

If you still cannot get iProcess to accept your new password, contact your system administrator for further assistance.

Keyboard Use

Although use of the mouse is usually more convenient, all aspects of iProcess can be controlled from the keyboard.

- Your operating system help and/or user documentation should describe the standard keys for using menus, dialog and list boxes etc.

- Some of the menu options have keyboard shortcuts noted on the right hand side of the menu which may be used as an alternative.

- Some buttons and other controls may have an underlined character; as an alternative to pressing the button, ALT+ the key for the underlined character may be pressed.

- A button surrounded by a dark line is the *default* option and will be chosen by pressing ENTER; the default may be moved by TAB and SHIFT+TAB.

- An object in a window (button, list box or field) can also be *in focus*, meaning that it is responsive to keyboard entry. TAB and SHIFT+TAB may be used to move the focus, usually shown by a surrounding dotted line, flashing cursor or highlight.

Exiting iProcess

To exit iProcess:

Procedure

1. Click **Close** from the **Work Queue Manager** window.

2. Confirm in the **Exit TIBCO iProcess** dialog - if you have any active iProcess windows, you may be asked to close them.

> **ⓘ** **Note:** If you select the **Save Changes** check box, the settings on the **Options** menu will be saved.

You can also log out of iProcess externally. See "Starting and Configuring iProcess From the Command Line" in *TIBCO iProcess Workspace (Windows) Manager's Guide* for more information about using iProcess command line parameters.

Using Work Queue Manager

The *Work Queue Manager* gives quick on-screen access to your outstanding work. It is the main window you are taken to after logging in to iProcess Workspace on most installations.

Getting Started shows you the basics of how to use Work Queue Manager to start major iProcess functions and process your work items. It describes the window areas, menus, buttons and icons you will see when using it.

The remaining sections in this section explain the features provided by Work Queue Manager, which enable you to manage your work queues simply and effectively:

- Getting Started

- The Work Queues List

- The Work Items List

- Participant Records List

- The Status Bar

- Menus and Toolbar Buttons

Getting Started

When you log in to iProcess Workspace, the Work Queue Manager starts automatically. The Main Work Queue Manager window is displayed. (The window could be minimized as a button on your taskbar.)

The window is divided into two parts:

- The **work queues list**, on the left hand side of the window, shows the list of work queues you have access to.

- The **work items list**, on the right hand side of the window, shows the work items in the currently selected queue.

> ✅ **Tip:** To change the size of either part of the window, drag the bar that separates the two sides.

The Work Queues List

The work queues list, on the left hand side of the window, lists all the work queues that you have access to. To make them easier to find, queues are organized into the following folders:

- The **User Queues** folder, containing your personal work queue 🔴 , which only you can access. (Even iProcess administrators cannot access your personal work queue.)

  If you are logged in as the iProcess Administrator user, **swadmin**, this folder may also contain an undelivered mail queue.

- The **Group Queues** folder, containing group work queues 🎊 . All users who are members of the same group can work on that group queue.

- The **Test Queues** folder. This folder is only displayed if you are a user who is allowed to define iProcess procedures. It contains:

  — 🔵 test user queues for any unreleased procedures.

  — 🟢 test group queues for any unreleased procedures.

- The **Queues Administration** folder - If you are a Queue Supervisor, you will have a folder containing the queues you are supervisor of.
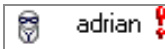
Note that:

- Queues may also be sorted by queue description if this option has been set by your system administrator.

- You may sometimes see a **Rebuild Queues** button at the top of the work queues list. See Rebuilding the Work Queues List for more information about this button.

- When you select a work queue you may occasionally see one of the following error messages.

If you see this message...	Do this...
Work queue not responding	Click **OK**. The queue gets grayed out. This means that the work queue server has temporarily failed. Try selecting another queue before selecting this queue again. If the queue is still unavailable, contact your system administrator.
The Work Item Server (WIS) is fetching the work items for this queue. Please wait...	Wait for the list of work items to appear. How long this takes will depend on the size of the queue and the load on your system. If this message continues to be displayed and the list of work items does not appear, contact your system administrator.

Queue Status Indicators

Work Queue Manager provides several indicators to let you easily see the status of a work queue, library, procedure or sub-procedure. You may see these indicators either on their own or in combination on any work queue, library, procedure or sub-procedure.

Indicator	Description
	A yellow envelope on top of an icon means that the queue contains work items that have not yet been opened.
	A yellow circle with an arrow on top of an icon means that the queue contains work items that have deadlines.
	A red exclamation mark to the right of a queue name means that the queue contains urgent work items.
	User/group queues with active redirection are shown with a red arrow attached to the right side of the icon. Redirected queues in the Queue Administration folder are shown with a attached to the right side of the icon, plus to the right of the description, or

Indicator	Description
	if the redirection is currently active, plus the destination queue name.
	If a queue icon is animated - blinking on and off - something has changed since you last opened the queue or updated its work items list. For example, a new work item has arrived or a deadline has expired. Clicking the animated icon updates the work items list for the queue. Setting Work Queue Manager Options explains how you can set up which events cause a work queue icon to animate. **Note:** If the queue is not visible the animated page appears on top of the parent folder instead, so that you can see that something has changed in one of its queues.

The Work Items List

If a Work Queue is highlighted on the left, the area on the right hand side of the window lists the Work Items in the current Queue. By default, the following information is shown about each work item:

- its **Case Description** and **Case Reference**.

- its **Status**. See Work Item Status Indicators.

- the **Form Description** which will appear when the work item is opened.

- any **Deadline** attached to it:

- A **yellow circle with an arrow** indicates a deadline which will expire on the date and time shown.

- A **red circle with an arrow** indicates a deadline which has already expired on the date and time shown.

You can tailor the information displayed about each work item to individual queue requirements. See Organizing Your Work Items Lists for more information.

> ✓ **Tip:** You can change the order in which columns are displayed by clicking in a column heading, dragging it left or right to a new position and releasing it. You can change the width of a column by dragging the right hand border of the column left or right until it is the size you want.

Work Item Status Indicators

A work item's status is shown visually using the following indictors.

Indicator	Description
	A yellow envelope means that the work item has not been opened since it arrived in the queue. (The work item text is also shown in blue to indicate this.)
	A white page means that the work item has been previously opened and kept.
	A grey page means that the work item cannot be opened because it belongs to a case that has been suspended.
	An envelope with a red arrow means that the work item can be released directly from the work queue. See Releasing Work Items Directly from a Queue.
	A padlock means that the work item is locked and cannot be accessed - usually because somebody has it open already. The work item text is also shown in gray to indicate this. (An item's lock status is updated automatically - see Updating Your Work Queues.)
	A red cross through an icon means that the work item is not available - you may see this on a work item which another user has already released.

Indicator	Description

> **Note:** You may also see the following indicators in combination with any of the above:

	A red exclamation mark to the side of an icon means that the work item is urgent. See Work Item Priorities.
	Work items awaiting redirection are shown with a red arrow to the right of the status icon, and the text is grayed out.

Work Item Priorities

Work items are given priority values when they arrive in a queue. Priority values range between 1 (the highest) and 999 (the lowest):

- A work item's priority may change over time once it has arrived in a queue. (The procedure definer determines whether or not a work item's priority escalates in this way.)

- You can display work item priorities, and use them to sort, filter or find items in your queues. See Organizing Your Work Items Lists.

- A work item will be marked as urgent if its priority value is equal to or less than a specific value. By default this value is 10, but the iProcess administrator can change it as required for individual queues.

Participant Records List

If an Administration Queue (a queue in the Queue Administration folder) is highlighted on the left, the area on the right hand side of the window lists the Participant Records for the current Queue.

A Participant Record consists of information about which Users can be Participants in a Queue and for what period(s). The following information is shown about each Participant Record.

- **Participants**. This is a list of users who have access to the current queue.

- **Active Time**. This shows the date(s) and time(s) when access is possible for the listed users.
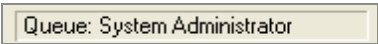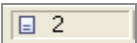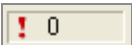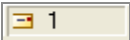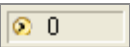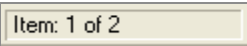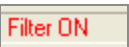
> ✓ **Tip:** You can move or resize the columns by using the mouse to click and drag the headings.

The Status Bar

The status bar provides summary information about the currently selected folder or work queue:

- If a folder is selected, the status bar shows the name of the folder and the number of queues it contains.

- If a work queue is selected, the status bar shows the following information.

Status Bar Component	Description
Queue: System Administrator	Name of the currently selected queue.
☐ 2	Total number of work items in the queue.
! 0	Number of urgent items in the queue.
⊒ 1	Number of unopened items in the queue.
⊙ 0	Number of items with deadlines in the queue.
Item: 1 of 2	Number of the currently selected work item.
Filter ON	Status messages are sometimes shown. This example shows that a filter is applied to the queue. **Note: All counts are made according to this filter.**

Menus and Toolbar Buttons

The options from the **Tools** menu (and the set of buttons on the left hand side of the toolbar) correspond to the major iProcess functions available to you, depending on your system configuration and user type. (Some also require extra software installed on your computer.) The following sections describe the full set of options (organized by menu):

- Tools Menu

- Window Menu

- Queue Menu

- Work Item(s) Menu

- Procedure Management Menu

- Options Menu

- Help Menu

ⓘ **Note**	Keyboard shortcuts are also available. To see what a keyboard shortcut is, select the menu option or rest your pointer over the button.

Tools Menu

The following table describes the menu options and their associated icons for the **Tools** menu.

Option	Button	Description
Case Start	▶	Enables you to start a new case of a main procedure. See Starting Cases.
Case Administration		Enables you to perform case administration tasks such as closing cases, purging cases and examining the audit trail for a particular case of a procedure. See "Administering Cases" in *TIBCO iProcess Workspace (Windows) Manager's Guide*

Option	Button	Description
		for information about administering cases.
Process Administrator		Enables you to create or edit users, groups, roles, attributes, lists or tables; purge or close cases and initiate the Move Sysinfo process to update iProcess data. See *TIBCO iProcess Workspace (Windows) Manager's Guide* for more information.
EIS Reports		Runs an Executive Information Service (EIS) Report, either directly or via a selection dialog. See "Reporting on Case Data" in *TIBCO iProcess Workspace (Windows) Manager's Guide* for more information. The third party data viewer must be installed on your computer to use this.
RunStep		Opens a form window of a particular step of a procedure without starting a case (a caseless form). See Caseless Forms.
Queue Monitor		Starts TIBCO iProcess Monitoring. See *TIBCO iProcess Monitoring User's Guide* for more information. **Note**: You must have TIBCO iProcess Monitoring installed on your computer.
Change Password	*None*	This command enables you to change your password on the Server your client is connected to. See Changing Your Server Password.

Window Menu

The following table describes the menu options and their associated icons for the **Window** menu.

Option	Button	Description
Create New Work Queue Window		Create a new Work Queue Manager window. See Using Multiple Work Queue Windows.
Work Queues Charting Mode		Switch between the work items list and loading chart. See The Loading Chart.

Queue Menu

The following table describes the menu options and their associated icons for the **Queue** menu.

Option	Button	Description
		Update the work items list for the current work queue. See Updating Your Work Queues.
Update		Updates the list of Participant Records for the currently opened Administration Queue.
Change Access Criteria		View or change the sort, filter or display options for the current work queue. See Setting Sort, Filter, and Display Options.
Administration	*See below*	Takes you to a submenu with the following options. *This is only available if you are a Queue Supervisor.*
Administration > Add Participant Record		Adds a Participant Record to the currently selected Administration Queue. See To Add a Participant Record.
Administration > Modify Participant Record		Enables you to modify the currently selected Participant Record. See To Modify a Participant Record.

Option	Button	Description
Administration > Delete Participant Record		Deletes the currently selected Record (after confirmation).
Administration > Redirect Work Items		Enables you to redirect all Work Items for the currently selected Administration Queue. See Redirecting Work Items.
Administration > Unlock Participant Record	*None*	(iProcess Administrator user only) Forcibly unlocks a record which has been left locked accidentally. See To Unlock a Participant Record.
Rebuild Queues List	Rebuild List	Forces the queues list to be rebuilt. See Rebuilding the Work Queues List.

Work Item(s) Menu

The following table describes the menu options and their associated icons for the **Work Item(s)** menu.

Option	Button	Description
Open		Open the currently selected work item. See Opening and Processing a Work Item.
Open First/Next Unlocked		Open the first (or using the CTRL key, the next) unlocked work item in the work items list. See Locked Work Items.
Release		Release the currently selected work item(s) directly from the queue. See Releasing Work Items Directly from a Queue.

Option	Button	Description
Forward		Forward the currently selected work item(s) to another user. See Forwarding Work Items from a Queue.
Find		Find a particular work item in the current queue. See Finding Particular Work Items.

Procedure Management Menu

For a description of the Procedure Management menu options, see "Standard Toolbar Buttons and Menu Items" in *TIBCO iProcess Modeler Procedure Management*.

Options Menu

The following table describes the menu options and their associated icons for the **Options** menu.

Option	Button	Description
Font		Change the font used in the Work Queue Manager window. See Changing the Display Font.
Window Options		View or change your current work queue window, animation or notification or Procedure Management options. See Setting Work Queue Manager Options.
Form Window	None	Choosing this command gives a submenu with the following options, which take you to standard dialogs affecting all forms: • Select Font

Option	Button	Description
		• Select Background Color • Select Text Color
Always on Top	None	When ticked, the Work Queue Manager will be always be on top of other open windows.
Case Start Auto-Repeat	None	When ticked, specifies that the Case Start Dialog should reappear after a successful Case Start.
Auto-Repeat Open Work Item	None	When ticked, after you release a form the first available work item in the queue is opened.

Help Menu

Option	Button	Description
various		Display iProcess Help.

Personalizing Work Queue Manager

This section explains how you can personalize Work Queue Manager to suit the workstation you use and your personal preferences. See:

- Changing the Display Font

- Setting Work Queue Manager Options

> **Tip:** Whatever options you set are saved when you log out of iProcess Workspace (Windows) and used again when you next log in.

Changing the Display Font

To change the font, style or size of text displayed in the current **Work Queue Manager** window:

Procedure

1. Click .

   The **Font** dialog box is displayed.

2. Select the font, style, size and script you want to use and click **OK**.

> ℹ️ **Note:** Any new Work Queue Manager windows you open will use these settings. Any existing windows are not affected. (If, on the other hand, you wish to change the font for the Form window, click **Options > Form Window**.)

Setting Work Queue Manager Options

To change the events which animate a work queue icon, how and when you are notified about new work items, or some general window options:

Procedure

1. Highlight the a folder or queue in the Work Queue List.

2. Click .

   The **Work Queue Manager Options** dialog box is displayed.
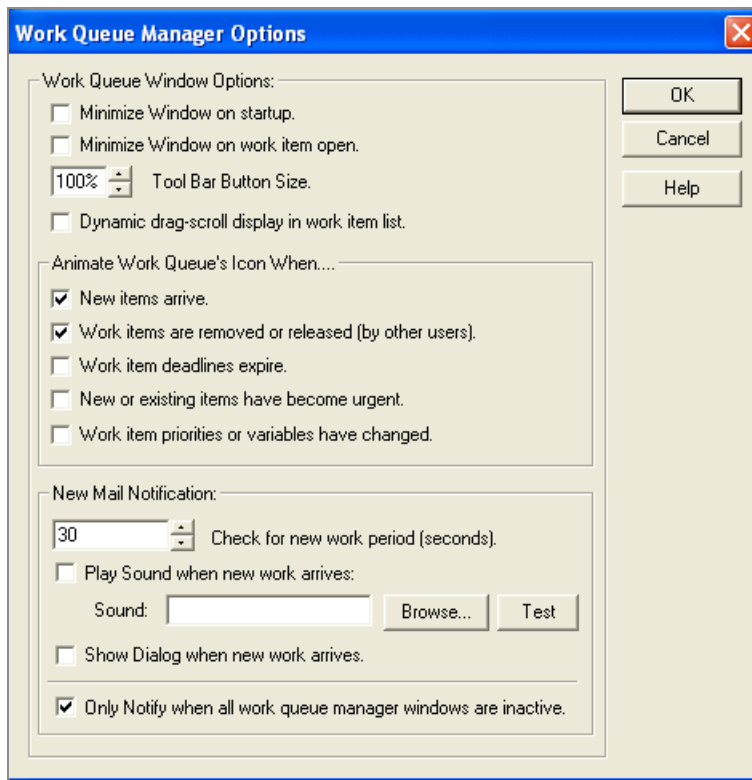
3. Select the options you want to use (as shown in the following table) and click **OK**.

Option	Description
Minimize Window on startup	Set this option to control how the window appears when you login to iProcess Workspace: • Select this box if you want the window to appear minimized. • Leave it blank if you want the window to reappear in the same size and position it was in when you logged out.
Minimize Window on work item open	Select this box to minimize the window when you open a work item.
Tool Bar Button Size	Use the arrow buttons (or enter a value) to make the toolbar buttons proportionately larger or smaller.
Dynamic drag-scroll	Set this option to control how you scroll through work item

Option	Description
display in work item list	lists which are too big to fit in the window: • Select this box to update the work item list dynamically when you drag the scroll bar slider. (This is the recommended option if you want to be able to browse through large queues.) • Leave it blank if you want the work item list to update only when you release the slider (which is faster).
New items arrive	Select this box to animate a work queue's icon when new work items arrive.
Work items are removed or released (by other users)	Select this box to animate a work queue's icon when other users in a group queue remove or release a work item.
Work item deadlines expire	Select this box to animate a work queue's icon when a deadline expires on a work item.
New or existing items have become urgent	Select this box to animate a work queue's icon when a new item arrives which is urgent, or when an existing item becomes urgent. See Work Item Priorities.
Work item priorities or variables have changed	Select this box to animate a work queue's icon when an existing work item's priority value, case description or work queue field changes.
Check for new work period	Use the slider controls (or enter a value) to set the interval between automatic queue refreshes. See Managing Your Work Queues.
Play Sound when new work arrives	Select this box if you want Work Queue Manager to play a sound when a new work item arrives in a queue.
Sound	If you have the appropriate hardware and want to use a different sound from the default system bleep specify the

Option	Description
	pathname of a **.WAV** file. You can use the **Browse** button to locate an appropriate file and the **Test** button to test the sound.
Show Dialog when new work arrives	Select this box if you want Work Queue Manager to display the **New iProcess Work Has Arrived** dialog when a new work item arrives in a queue. This dialog lists all the queues which have *just* received new work items. A **Go To Queue** button enables you to select a queue and jump to it to view the updated work items list.
Only notify when all work queue manager windows are inactive	Select this box if you want to be notified of new work (by sound and/or dialog) only if you are not already working in a **Work Queue Manager** window.

Processing Work Items

This section explains how to process your work items.

- Starting Cases

- Opening and Processing a Work Item

- Releasing Work Items Directly from a Queue

- Forwarding Work Items from a Queue

Starting Cases

A case is an instance of running an iProcess procedure. To start a new case of a procedure:

Procedure

1. Click the **Case Start** tool ⊙ from the **Work Queue Manager window**. The **Case Start** dialog box appears.
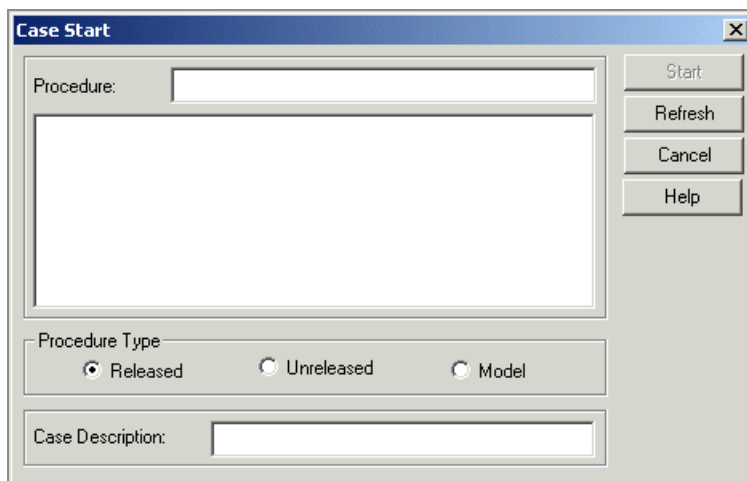
2. In the **Procedure Type** section of the dialog, make sure you select **Released**. All available procedures of that type are listed (along with the version number). For a description of the **Model** and **Unreleased** buttons, see "Testing Procedures" in *TIBCO iProcess Modeler Procedure Management*.

3. Either click one of the procedures in the list, or enter its name in the **Procedure** text box.

> ℹ **Note:** You can only start cases for a main procedure. You cannot start cases for sub-procedures.

4. Enter some text for reference in the **Case Description** box (unless **Case Description** is grayed-out).

5. Click **Start** to start the case.

> ✅ **Tip:** If you are starting several cases in succession, click **Options > Case Start Auto-Repeat** from the Work Queue Manager window. This will return you to the **Case Start** dialog after each successful case start (until you click **Cancel**).

Caseless Forms

Caseless forms is a facility that enables you to open the form window for any step of a procedure without starting or accessing a case.

If you have a Runstep command tool 🖼 like the one on the left in your **Work Queue Manager** window, choosing it will open a specific caseless form as set up by your system administrator.

Opening and Processing a Work Item

Procedure

1. Double-click an (unlocked) work item in the work items list to open it.

   A Form window is displayed, containing a form for you to fill in.

2. When you have finished working on the form, click **File** > **Exit** and either:

   — release the work item back to iProcess Engine for further processing. The work item disappears from your queue.

   — keep the work item in your work queue so that you can work on it again. Any information you have entered into the form is saved.

For more information about filling in forms, see Filling in Forms.

Locked Work Items

A work item, which is shown in gray, with Status 🔒 is locked. This means that you cannot open it because somebody *already* has it open. (Locking prevents two people from working on the same work item at the same time.) You will see locked work items in two situations:

- When you open a work item its status immediately changes to locked, and remains so until you keep or release it.

- When you are working in a group queue, items that other users are currently working on are shown as locked.

Work Queue Manager automatically updates the lock status of work items (see Managing Your Work Queues). You can see work items in group queues changing between locked and unlocked as other members of the group work on them.

> ✓ **Tip:** When you are working in a large or busy group queue, rather than search for an unlocked work item to open you can simply click 📲 to open the first unlocked item in the queue. (If you hold down the CTRL key at the same time you open the next unlocked item from where you are in the queue.)

Releasing Work Items Directly from a Queue

If a work item's form simply displays information (that is, it does not contain any fields for you to fill in) you can release it directly from the queue, without opening it first.

Such queue releasable items are shown with Status 📤 . New items (with status 📧) may also be releasable, in which case the 📤 button is shown as available when you click the item.

The ability to directly release items in this way is useful if, for example, you receive large numbers of 'for information only' copies of work items completed by other users.

To release a work item directly from a queue:

Procedure

1. Click the work item you want to release. If you want to release several work items, hold down the CTRL key and click each additional one.

> ✓ **Tip:** If you want to select a block of work items, click the first item, then hold down the SHIFT key and click the last item.

2. Click 📤 .

   The **Release Work Item(s)** dialog appears.

3. Click **Yes** to confirm that you want to release the work items.

The work items are released and disappear from your queue.

> ℹ **Note:** When you release a work item directly from a queue, any initial and release scripts associated with the work item are not run.

If you accidentally select a group of work items which includes one or more that cannot be released, the Release Work Item Problem dialog appears. This dialog identifies the work item which can't be released, and enables you to either skip this item and continue, or stop releasing items at this point.

> ✓ **Tip:** Sort your queue by Queue Releasable Items to make it easy to select a list of items to release in a single operation. See The Work Queue Sort Criteria Dialog.

Forwarding Work Items from a Queue

You may be able to forward certain work items from your queue to other users. Forwarding enables you to pass a work item on to another queue without progressing the case.

The procedure definer determines whether or not a particular work item can be forwarded when they set up a procedure. For example, a procedure may be set up which sends all new work items for a group queue to a supervisor, who can then forward them on to different people in the group, according to their current workload.

> **(i)** **Note:** Whether you as a user can forward work items also depends on the setting of your USERFLAGS attribute - see "Managing Users" in *TIBCO iProcess Workspace (Windows) Manager's Guide*.

To forward a work item to another queue, perform the following steps:

Procedure

1. Click the work item you want to forward. If you want to forward several work items (to the same user), hold down the CTRL key and click each additional one (or extend the selection by holding down the SHIFT key).

2. Click ![icon]. (If the item cannot be forwarded this button is not available.)

- The **Forward Work Items** dialog appears. From the list shown, select a queue to forward the work item to and click **Forward**.
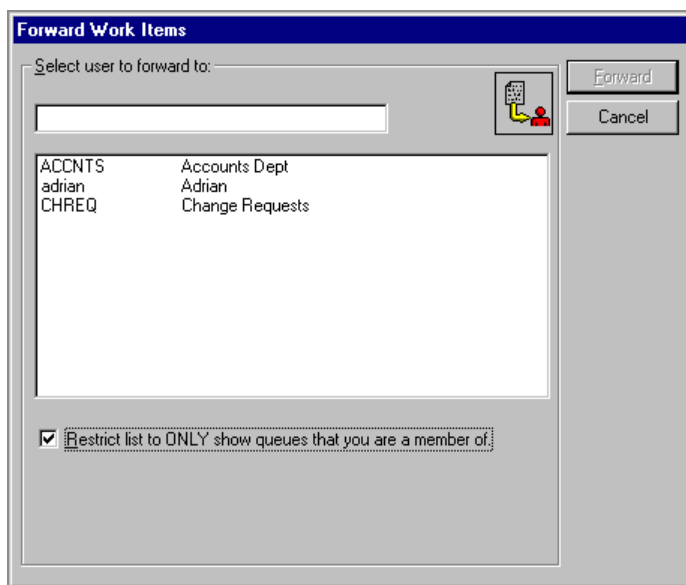
Select the **Restrict list to ONLY show queues that you are a member of** check box if you want to list only those group queues which you are a member of. If you leave the box blank, all user and group queues are listed.

Note that:

— you cannot forward work items to test queues or (if you are logged in as an iProcess Administrator user) to the Undelivered Work Items queue. Consequently these queues are never listed.

— the current setting of this box is saved when you log out and used when you next log in.

Alternatively, you can use drag and drop forwarding:

Procedure

1. Click the work item you want to forward to highlight it (or select multiple items by holding down the CTRL or SHIFT keys as described above).

2. Drag the highlighted work item(s) with the mouse to one of the Work Queues in the list on the left hand side of the window.

> **ⓘ** **Note:** You can drag a work item between different Work Queue Manager windows, provided they belong to the same client session.

In either case, the items are forwarded to the selected user and disappear from your queue.

If you accidentally select a group of work items which includes one or more that can't be forwarded, the Forward Work Item Problem dialog appears. This identifies the work item which can't be forwarded, and enables you to either skip this item and continue, or stop forwarding items at this point.

Filling in Forms

This section shows you how to fill in the form of a work item when opened from a work queue or when you start a case.

- Opening a Form

- Completing a Form

- Closing a Form

- Using Other Field Types

- Field Editing

- Copying a Form

- Printing a Form

Opening a Form

You can open a form in two ways:

- By double-clicking on a work item in a work queue (see Processing Work Items).

- By starting a case (see Starting Cases).

In both instances you are presented with a Form Window on your screen.

Completing a Form

This section describes how to complete a form. It discusses:

- entering information into fields

- field types

- field origins

- drop down lists

- field help

Entering Information into Fields

When you open a form that has one or more fields that you can fill in, the cursor is automatically placed on the first field.

To enter information:

Procedure

1. Type the information in the field.

2. Press **Return** or **Tab** to move to the next field.

> ℹ **Note:** Some forms, such as a letter, may only display information and will not have any fields to fill in.

Field Types

The information that you enter into a field depends on the field type:

Field Type	Characteristics of Input	Example
Text	Any characters.	56 Bath Crescent
Numeric	+/- numbers with decimal places where specified.	6050.75
Date	By default, dd/mm/yyyy, but your System Administrator can change this.	24/10/1998
Time	24 hour clock.	17:01
Memo Field	Large amounts of text.	See MemoFields
Application Field	No input is allowed.	See Application Fields

If you try to enter the wrong kind of information, such as text in a numeric field, it is not accepted by iProcess.

Field Origins

Fields are shown in different ways depending on what you need to do with them. This is called the **Field Origin**:

Origin	Displayed as	Action
Required	Red, turns to white when filled.	You must complete this field before you can Release the work item.
Optional	White	You can enter information into this field but you do not have to.
Display	White	This field is for information only. You cannot enter information into it. The information will have been entered in a previous step or by abox file or calculated by the procedure.

Drop-down Lists

A field that has a selection of responses that you can choose from is shown with a drop-down list:

To select an item from the drop-down list, click the appropriate item.

Alternatively, typing the first letter of the item takes you to the first entry beginning with that letter.

Where a range is specified e.g. 1000 to 2000, enter a number within the range.

When the list is displayed with a blank field, you can enter any value into the field and it is automatically added to the list.

Field Help

Some fields have help information provided by the procedure definer.

When a field has a ![help button] button next to it, click the button to see the help for the field.
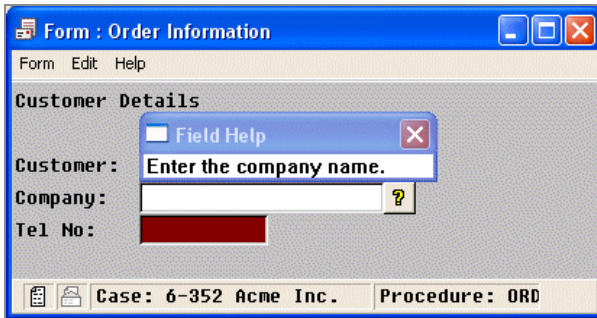
Closing a Form

You can close a form by either Keeping it or Releasing it.

- Keeping a form returns the form to your Work Queue and you can open it again later to continue working on it.

- Releasing a form removes the Work Item from your queue and allows the case of the procedure to progress to the next step. You Release a form when you have finished working on it.

Note that:

- You cannot Release a form until you have completed all of the Required fields.

- If you have a work item open and the work queue server fails for any reason, you can keep or release the item but the effect will always be to keep the work item. When the work queue is working again, you can go back to the work item and then release it.

- If you see the following error message when you try to keep or release a work item:

    Error case data updated elsewhere since item opened. Please open item and edit it again.

    It means that iProcess Engine has updated the work item with new data since you opened it. This means that you are, effectively, working on an out-of-date copy of the work item. As a result, your keep or release instruction is ignored. The work

item is returned to your queue with the changes made by iProcess Engine, but any changes you made to the work item are lost.

Keeping a Form

To keep a form, double-click the **Keep** icon ▣ on the status bar. The Work Item is returned to your queue. You can re-open the form at any time.

> ℹ️ **Note:**
> - TIBCO iProcess Engine can update some or all of the field values in a work item while it is in your queue. The server will do this if, for example, new data relevant to the work item has been received from another system. If this happens, you may not see the field values you expect when you next open the form.
>
> - If a case is suspended while you have the work item open, and you keep it, any changes you have made are lost. (Cases can only be suspended by SPO or SAL applications.)

Releasing a Form

Once all of the Required fields have been completed, the **Release** icon 🖃 on the status bar is enabled with a yellow envelope displayed. Double-click this icon to release the form. This case then moves on to the next step in the procedure.

> ✓ **Tip:** If the Release icon is not enabled (grayed-out), check that all Required fields have been completed and that you have tabbed off or pressed <Return> on the last Required field.

Using Other Field Types

This section explains how to use:

- MemoFields

- Application Fields

MemoFields

A memo field is a text field that enables you to enter a large amount of information.

 A memo field in a form is indicated by this icon. Where the paper on the right is blank, the memo field is empty.

 When the paper has writing on it, the memo field contains information.

To Open a Memo Field

Click the field to open the memo.

To Complete a Memo Field

Enter your information within the memo. You may enter as much or as little information as you need.
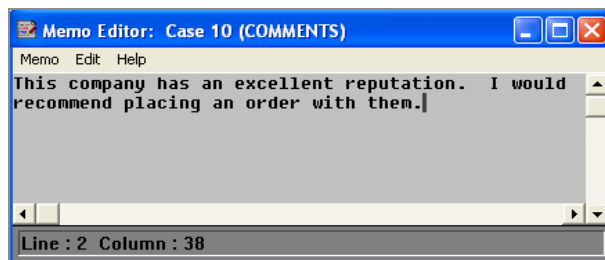
To Save a Memo Field

Procedure

1. Click the **Exit** button. You are asked if you would like to save your changes.

2. Click **Yes** to save the memo. Click **No** to discard your changes.

Application Fields

Application fields are used in a form to call another Windows application or an iProcess expression or script. The field appears as a button which, when clicked, runs the application.

The button can have an icon and/or a description or neither:

- Icon and description. Clicking this opens Windows Notepad. (Clicking it twice runs Notepad again - not the same one).

- Icon only. Clicking this opens Microsoft Excel.

- This button appears when there is no icon or description.

Field Editing

You can cut, copy and paste field contents from one field to another and you can undo your editing.

Operation	Description
Cut	To cut, select the field contents you want to delete and click **Edit > Cut**.
Copy	To copy, select the field contents you want to copy and click **Edit > Copy**.
Paste	To paste, select the field you want to paste into and click **Edit** > **Paste**.
Undo	To undo the last key stroke in a field, click **Edit** > **Undo**.
Undo All	To undo ALL the changes you have made to a form in this editing session, click **Edit** > **Undo All**. You will be asked to confirm that you want to undo all changes. Click **Yes** to undo or **No** to keep your changes. Note: You cannot undo an Undo.

Copying a Form

You can copy the form (fixed text and fields) to the clipboard so that it can be pasted into another application such as a word processor.

To copy the form, click **Edit** > **Copy All**.

> **Note:** This option is only available if the form has been given Edit permission by the procedure definer.

Printing a Form

To print the form click **Form** > **Print**. The standard Windows Print dialog box is displayed. Select the options you want and click **OK**.

Organizing Your Work Items Lists

This section explains how you can organize and search your work items lists so that you can easily find the information you need when you need it.

- Setting Sort, Filter, and Display Options

- Finding Particular Work Items

Setting Sort, Filter, and Display Options

A default set of sort, filter and display options are defined on iProcess Engine. These defaults control the way your queues are displayed in Work Queue Manager. If these defaults do not suit you, you can customize them for individual queues.

To set sort, filter or display options for the current work queue:

Procedure

1. Click 📇. The **Work Queue Access Criteria** dialog box is displayed.
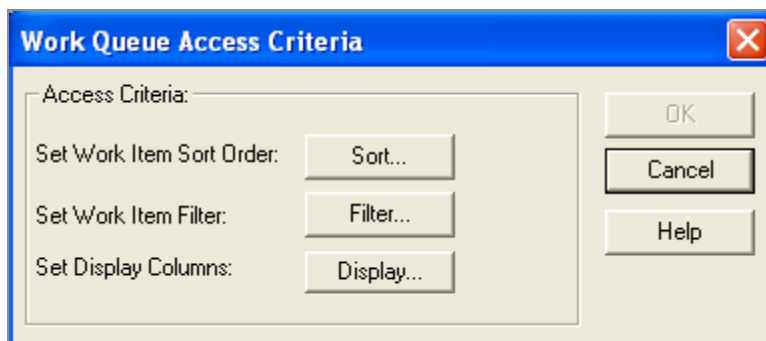
2. Click:

   — **Sort** to define the order in which work items are displayed. See The Work Queue Sort Criteria Dialog.

   — **Filter** to control which work items are displayed. See The Work Item List Filter Dialog.

— **Display** to define which columns of information are displayed about each work item. See The Display Criteria Dialog.

3. Click **OK** when you have selected the options you want (or **Cancel**, to discard any changes).

The options you have set are applied to the current queue. If you have applied a filter the message [Filter ON] is displayed in red on the right hand side of the status bar.

> **Note:** These options are saved when you exit from iProcess, and are used when you next log in and open the queue, either from the same or from a different workstation.

> **Tip:** Use the Sort, Filter and Display options to customize your individual queues to suit your working practices and personal preferences. For example, display all queue releasable items at the top of the list, or show only urgent work items in order of priority.

The Work Queue Sort Criteria Dialog

You use the **Work Queue Sort Criteria** dialog to define the order in which work items are displayed. See Sort Criteria for a description of the different sort criteria that you can use.

Sort Criteria

The following table lists the sort criteria that you can use in the **Work Queue Sort Criteria** dialog box.

Sort Criteria	Description
Procedure host node	Node name of the system hosting the procedure that generated the work item.
Procedure name	Name of the procedure that generated the work item, supplied by the procedure definer.

Sort Criteria	Description
Case number	Case number of the case which the work item is part of.
Form name	Name of the form that is displayed when the work item is opened, supplied by the procedure definer.
Arrival Date and Time	Date and time when the work item arrived in the queue, in the format *dd*/*mm/yyyy hh*:*mm.*
Deadline Date and Time	Date and/or time when the deadline on the work item expires (if one is set), in the format *dd*/*mm/yyyy hh*:*mm.*
Case Description	Text describing the case (up to 24 characters).
Priority	Priority value of the work item. See Work Item Priorities.
WQ Parameter*n*	Work queue field. See Using Queue-Specific Data to Organize or Search Your Work Items Lists.
Deadline Items Deadline Expired Items	Use these criteria to sort work items according to whether or not they have deadlines. (Use **Deadline Date and Time** as well to sort items within these categories.) See Work Item Status Indicators.
Urgent Priority Items Unopened items Forwardable Items Queue Releasable Items	Use these criteria to sort work items by their status. See Work Item Status Indicators.
Procedure Description	Description of the procedure that generated the work item, supplied by the procedure definer.
Form Description	Description of the form that is displayed when the work item is opened, supplied by the procedure definer.

Sort Criteria	Description
Queue-specific items	Items containing queue-specific data, as defined by the iProcess administrator. See Using Queue-Specific Data to Organize or Search Your Work Items Lists.

The Work Item List Filter Dialog

You use the **Work Item List Filter** dialog to set up filters to control which work items are displayed. See Filter Criteria for a description of the different filter criteria that you can use.

Filter Criteria

The following table lists the filter criteria that you can use in the **Work Item List Filter** dialog.

Filter Criteria	Description
Host name	Node name of the system hosting the procedure which generated the work item.
Procedure name	Name of the procedure which generated the work item, supplied by the procedure definer.
Procedure description	Description of the procedure which generated the work item, supplied by the procedure definer.
Case reference	Unique case reference, in the form *procedure number-case number*, of the case which the work item is part of.
Case description	Text describing the case (up to 24 characters).
Form name	Name of the form which is displayed when the work item is opened, supplied by the procedure definer.

Filter Criteria	Description
Form description	Description of the form which is displayed when the work item is opened, supplied by the procedure definer.
Deadline	Date and/or time when the deadline on the work item expires (if one is set), in the format *dd/mm/yyyy hh:mm.*
Priority	Priority value of the work item. See Work Item Priorities.
WQ Parameter*n*	Work queue field. See Using Queue-Specific Data to Organize or Search Your Work Items Lists.
Queue-specific items	Items containing queue-specific data, as defined by the iProcess administrator. See Using Queue-Specific Data to Organize or Search Your Work Items Lists.

The Work Item Filter For: Name Dialog

This dialog allows you to set the filter criteria for the field selected in the Work Item List Filter dialog (see The Work Item List Filter Dialog).

The Display Criteria Dialog

You use the **Display Criteria** dialog (shown below) to set up which columns of information are displayed about each work item in the work items list. See Display Criteria for a description of the different display criteria that you can use.

Display Criteria

The following table lists the display criteria that you can use in the **Display Criteria** dialog.

Display Criteria	Description
Status	Work item status. See Work Item Status Indicators.

Display Criteria	Description
Procedure	Name of the procedure which generated the work item, supplied by the procedure definer.
Procedure Description	Description of the procedure which generated the work item, supplied by the procedure definer.
Host	Node name of the system hosting the procedure which generated the work item.
Form	Name of the form which is displayed when the work item is opened, supplied by the procedure definer.
Form Description	Description of the form which is displayed when the work item is opened, supplied by the procedure definer.
Case Reference	Unique case reference, in the form *procedure number-case number*, of the case which the work item is part of.
Case	Case number of the case which the work item is part of.
Case Description	Text describing the case (up to 24 characters).
Arrival Time	Date and time when the work item arrived in the queue, in the format *dd/mm/yyyy hh:mm*.
Deadline	Date and/or time when the deadline on the work item expires (if one is set), in the format *dd/mm/yyyy hh:mm*.
Starter	User name of the person who started the case the work item belongs to.
Locker	User name of the person who currently has the work item open (displayed only if the item is currently locked. See Locked Work Items.)
Priority	Priority value of the work item. See Work Item Priorities.
WQ Parameter*n*	Work queue field. See Using Queue-Specific Data to Organize or Search Your Work Items Lists.

Display Criteria	Description
Queue-specific items	Columns containing queue-specific data, as defined by the iProcess administrator. See Using Queue-Specific Data to Organize or Search Your Work Items Lists.

Finding Particular Work Items

Work Queue Manager provides a powerful search facility which you can use to find specific work items in a work items list.

You can do a simple search to find text in a work item's **Case Description**, or use different or additional search criteria based on information in other columns of the work items list.

To find a particular work item, perform the following steps:

Procedure

1. Click ![icon].

    The **Find Work Item** dialog box appears.
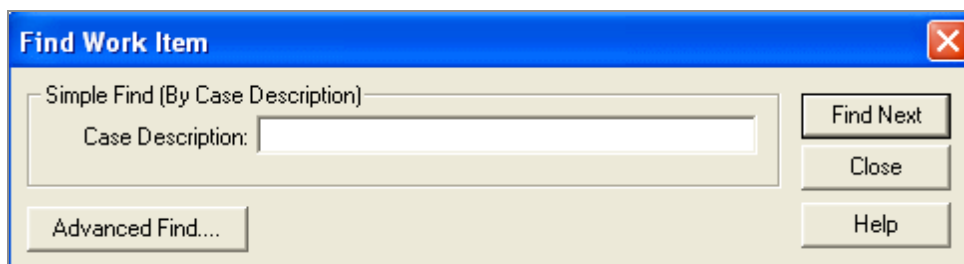
2. Type the characters you want to search for in the **Case Description** box:

    If you want to use different or additional search criteria based on information in other columns of the work items list, click **Advanced Find**. The dialog expands to include additional search criteria - see The Expanded Find Work Item Dialog.

    Note that:

    — Even if a column is not displayed in your work items list, you can still use it in your search criteria.

— When entering search criteria strings, you can use wildcard characters in your search criteria: **?** will match *any one character* at the position it is included; ***** will match *zero or more of any characters* at the position it is included.

— When entering search criteria strings, there is an assumed *** at the beginning and end of all your search criteria strings (except for case reference, which only has an assumed *** at the beginning). For example, the search string "18965" will find a work item with **Case Description** "Invoice: 18965/a1b".

3. Click **Find Next** to start the search.

   The next work item in the queue that matches your search criteria is displayed. If no matches are found a dialog box is displayed to inform you of this.

4. Click **Find Next** if you want to search for the next item matching your criteria.

5. Click **Close** when you have finished your search.

The Expanded Find Work Item Dialog

The expanded Find Work Item dialog allows you to define different or additional search criteria based on information in other columns of the work items list, other than **Case Description**.

Advanced Search Criteria

The following table shows the advanced search criteria that you can use in the **Advanced Search Criteria for:** *Name* dialog.

Criteria	Description
Case Description	Text describing the case (up to 24 characters), supplied when the case was started.
WQ Parameter*n*	Work queue field. See Using Queue-Specific Data to Organize or Search Your Work Items Lists.
Queue-specific items	Fields containing queue-specific data, as defined by the iProcess administrator. See Using Queue-Specific Data to Organize or Search Your Work Items Lists.

Criteria	Description
Priority	Priority value of the work item. See Work Item Priorities.
Host name	Node name of the system hosting the procedure which generated the work item.
Procedure name	Name of the procedure which generated the work item, supplied by the procedure definer.
Procedure description	Description of the procedure which generated the work item, supplied by the procedure definer.
Case reference	Unique case reference, in the form *procedure number-case number*, of the case which the work item is part of.
Form name	Name of the form which is displayed when the work item is opened, supplied by the procedure definer.
Form description	Description of the form which is displayed when the work item is opened, supplied by the procedure definer.
Deadline	Date and/or time when the deadline on the work item expires (if one is set), in the format *dd/mm/yyyy hh:mm.*

Using Queue-Specific Data to Organize or Search Your Work Items Lists

There are two types of data item that you can use to organize and search your work items lists, using the **Work Queue Sort Criteria**, **Work Item List Filter**, **Display Criteria** and **Find Work Item** dialogs described in the previous sections:

- A *iProcess data item* is a piece of case data that is made available by iProcess itself, such as **Case Description** or **Procedure Name**. iProcess data items always have the same name, and are available to every queue.

- A *queue-specific data item* is a piece of case data that is defined within a specific iProcess procedure, such as **Invoice Number** or **Customer Name**. The iProcess

administrator determines what items are available in what queues, and what their names are, according to the way iProcess is being used.

iProcess provides two ways of defining and using queue-specific data:

— *Work queue fields* are special iProcess fields that can be used to store queue-specific data, but are always available in the Work Queue Manager dialogs. If the iProcess administrator has not assigned names to these fields they are shown as **WQ Parameter***n* (where *n* is 1, 2, 3 or 4).

— *Case Data Queue Parameters* (CDQPs) are fields defined and assigned to queues by the iProcess administrator. A queue may have none of these, or many of these. (Only the first 50 CDQPs assigned to a queue are shown in the **Display Criteria** dialog.)

For example, you may want to be able to sort your work items by customer name, but also be able to search for a specific work item using its invoice number. You can do this if the iProcess administrator has made these items available to your queue, so that they appear in the relevant dialogs.

For more information about how to make queue-specific data items available in Work Queue Manager, see the following references:

- "Importing and Exporting Case Data Queue Parameters" in *TIBCO iProcess Engine Administrator's Guide* explains how to define CDQPs and assign them to queues.

- "Using Work Queue Parameter Fields" in *TIBCO iProcess Modeler Advanced Design* explains how to define and use work queue fields in iProcess procedures.

- "Setting Work Queue Field Identifiers" in *TIBCO iProcess Workspace (Windows) Manager's Guide* explains how to assign names to work queue fields to identify them in Work Queue Manager queues.

Managing Your Work Queues

This section explains how to manage your work queues.

- Updating Your Work Queues

- The Loading Chart

- Using Multiple Work Queue Windows

Updating Your Work Queues

Work Queue Manager periodically (by default, every 30 seconds) checks your queues and:

- updates the lock status, priority and deadline of each work item in the currently open queues.

- animates queue icons in the work queues list to show that changes have occurred. See Setting Work Queue Manager Options.

Updating the Work Items List

When a work queue icon animates, click it to update your work items list.

Alternatively, clicking ⊞ forces an update of your work items list. You may want to do this if, for example, you are waiting for a work item to arrive in the queue but do not want to wait for the next automatic update.

> ✓ **Tip:** When you are working in a group queue, you should periodically update the work items list to capture any changes which other users have made - for example, to remove a work item which is marked as unavailable (because another user has already released it). See Work Item Status Indicators.

Rebuilding the Work Queues List

Sometimes, a **Rebuild List** button appears at the top of your work queues list (as shown below). This means that the list of work queues you have access to has changed and could happen if, for example, your iProcess administrator adds you to a new group while you are logged in.
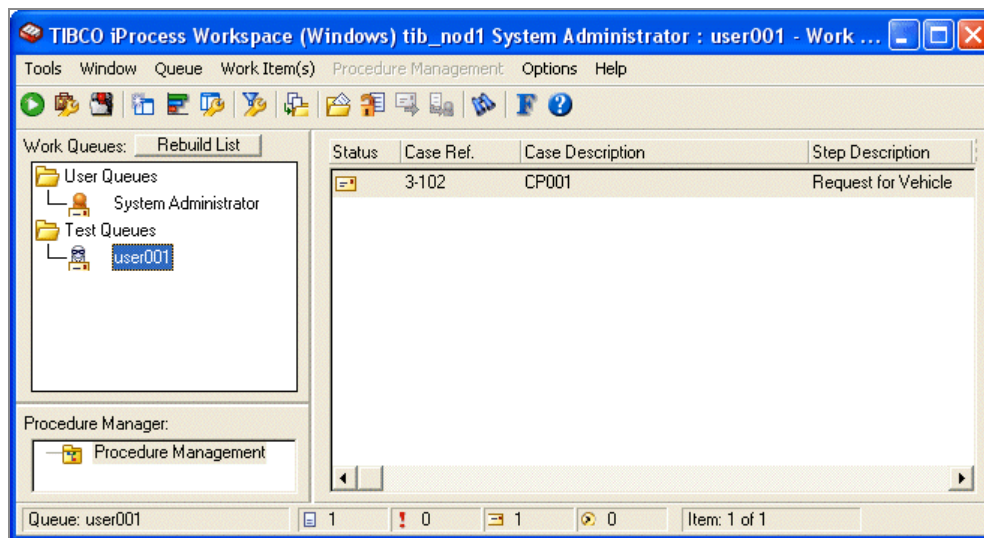
Click **Rebuild List** and your work queue list is redisplayed. You may have additional queues visible or some queues may have disappeared.
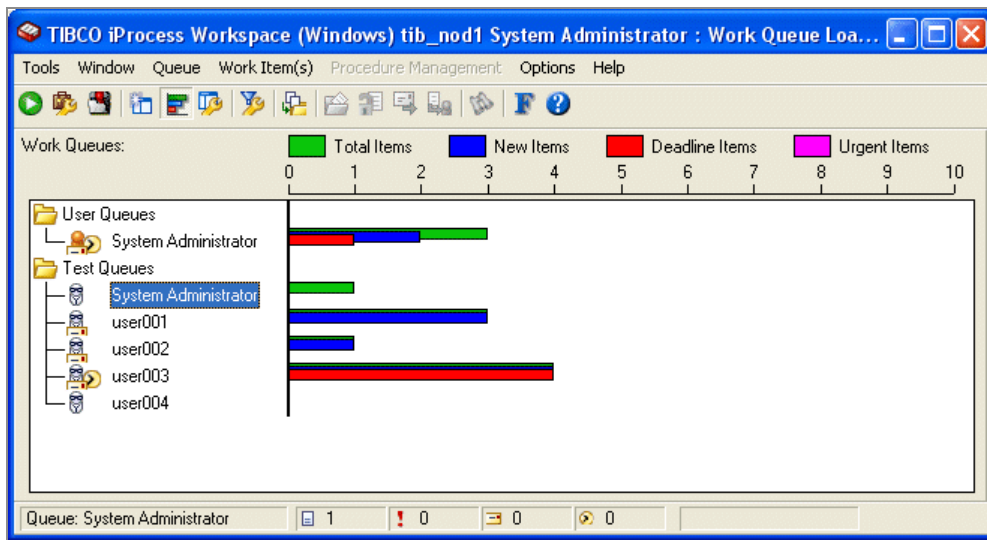
The **Rebuild List** button disappears.

The Loading Chart

The **Work Queue Loading Chart** (shown below) is a tool that shows you a graphical summary of your current workload across all your queues.

> ✓ **Tip:** Use the loading chart if your work is spread across several queues and you want to know where to start; or if you want an 'at a glance' summary of the contents of a very large queue.

Click to switch between displaying the loading chart and work items list.

The loading chart shows, in bar chart form, the following information for each visible work queue. (If any queues are not shown, open their folder to display them.)

- the total number of items in the queue (in green)

- the number of new items in the queue (in blue)

- the number of items in the queue which have deadlines (in red)

- the number of urgent items in the queue (in magenta).

> **Note:** Counts and scales shown in the loading chart do not take into account any filters that are set on the queue.

Using Multiple Work Queue Windows

You can view and switch between all your queues in the **Main Work Queue Manager** window. However, if you prefer you can create additional windows.

> **Tip:** Organize your desktop to show the queues you most frequently use in separate windows.

You can open a new window in two ways:

- by clicking ⊞. A new **Work Queue Manager** window appears, with all folders closed.

- by double-clicking a work queue in the loading chart. A prompt appears asking if you want to create a new window for this queue. If you click **Yes**, a new window appears, showing the work items list for the selected queue.

You can close additional **Work Queue Manager** windows (in the normal way) if you no longer need them. Note that if you are using the Tools window, you can only minimize the **Main Work Queue Manager** window - you cannot close it.

When you log out of iProcess Workspace (Windows) your window information is saved so that when you next log in, all your windows will reappear in the same size and position, with the same queues displayed (but see the option Minimize Window on startup on Minimize Window on startup).

> **i** **Note:** If you see the message [Already Opened] on the status bar when you click a work queue to open it, it means that the queue is already open in another window. If you double click the queue the other window is activated, displaying the work items list for the queue.

Managing Participant Records

This section explains how you can grant users temporary access to another user or group queue by creating Participant Records which record information about which users can be participants in a queue and for what period(s).

> **ℹ Note:** You must be a Queue Supervisor for a Queue to be able to change its Participant Records.

- To Add a Participant Record
- To Modify a Participant Record
- To Delete a Participant Record
- To Unlock a Participant Record
- Redirecting Work Items

To Add a Participant Record

Procedure

1. Select the relevant queue in the Queue Administration folder on the left hand side of the window.

2. Click .

   The **Add Participant Record to Queue** dialog box is displayed.

> **ℹ Note:** Omitting the Time range will result in continuous Participation within the date range (as long as all days are selected).

> **ⓘ** **Note:** A iProcess user can have access to a maximum of **32,767** work queues. If this number is exceeded the user cannot log in to iProcess. Users can access personal, group and test queues, either directly or by supervision or participation.
>
> For more information, see "How Many Work Queues Can an iProcess User Access?" in *TIBCO iProcess Workspace (Windows) Manager's Guide*.

To Modify a Participant Record

Procedure

1. Select the relevant queue in the Queue Administration folder on the left hand side of the window, then the relevant record in the participant records list on the right.

2. Click 🖼️.

   The **Modify Participant Record on Queue** dialog box is displayed.

> **ⓘ** **Note:** Omitting the Time range results in continuous Participation within the date range (as long as all days are selected).

To Delete a Participant Record

Procedure

1. Select the relevant queue in the Queue Administration folder on the left hand side of the window, then the relevant record in the participant records list on the right.

2. Click 🖼️. The current record is deleted (after confirmation).

To Unlock a Participant Record

There may be occasions where a participant record has been left locked accidentally (for example if a client computer is powered down during editing).

In these circumstances, iProcess Administrator users are allowed to forcibly unlock the item by performing the following steps:

Procedure

1. Select the locked record.

2. Click **Queue > Administration**, then click **Unlock Participant Record** from the submenu.

3. Click **Yes** in the dialog box to confirm.

Redirecting Work Items

This section explains how you can redirect all work items sent to one queue to an alternative queue. This could be useful, for example, when a member of staff goes on leave.

> ℹ **Note:** You must be a Queue Supervisor for a Queue to be able to redirect its work items.

To Redirect All Work Items for a Queue

Procedure

1. Select the relevant queue in the Queue Administration folder on the left hand side of the window.

2. Click .

   The Redirect Work Items for Queue dialog box is displayed.

Click **OK** and at the specified date and time all existing work items and any new work items that are received for that queue, are re-directed.

Command Line Access to Work Queue Manager

Work Queue Manager provides a command line interface which you can use (either directly or from an external application) to perform the following tasks:

- Update a queue's work items list.

- Set a filter on a work queue.

- Open a work item in a work queue.

For information about using the command line interface, see the "Starting and Configuring iProcess From the Command Line" topic in *TIBCO iProcess® Workspace (Windows) Manager's Guide*.

> **Note:** You must be logged in to iProcess to use these commands. If you are not already logged in to iProcess the normal login dialog box is displayed when you execute the command.

TIBCO Documentation and Support Services

For information about this product, you can read the documentation, contact TIBCO Support, and join TIBCO Community.

How to Access TIBCO Documentation

Documentation for TIBCO products is available on the TIBCO Product Documentation website, mainly in HTML and PDF formats.

The TIBCO Product Documentation website is updated frequently and is more current than any other documentation included with the product.

Product-Specific Documentation

The following documentation for this product is available on the TIBCO iProcess® Workspace (Windows) Product Documentation page:

- *TIBCO iProcess® Workspace (Windows) Release Notes*

  Read the release notes for a list of new and changed features. This document also contains lists of known issues and closed issues for this release.

- *TIBCO iProcess® Workspace (Windows) Installation*

  Read this manual for instructions on site preparation and installation.

- *TIBCO iProcess Suite Documentation Library*

  This library contains all the manuals for TIBCO iProcessWorkspace (Windows), TIBCO iProcess® Modeler, and other TIBCO products in TIBCO iProcess Suite. The manuals for TIBCO iProcess® Workspace (Windows) and TIBCO iProcess® Modeler are the following:

  - *TIBCO iProcess Workspace (Windows) User Guide*

  - *TIBCO iProcess Modeler Getting Started*

  - *TIBCO iProcess Modeler Procedure Management*

  - *TIBCO iProcess Modeler Basic Design*

- *TIBCO iProcess Modeler Advanced Design*

- *TIBCO iProcess Modeler Integration Techniques*

- *TIBCO iProcess Expressions and Functions Reference Guide*

- *TIBCO iProcess Workspace (Windows) Manager's Guide*

- *TIBCO iProcess COM Plug-in User Guide*

- *TIBCO iProcess Database Plug-in User Guide*

- *TIBCO iProcess Email Plug-in User Guide*

- *TIBCO iProcess Script Plug-in User Guide*

- *TIBCO iProcess Plug-in SDK User Guide*

Other TIBCO Product Documentation

When working with TIBCO iProcess® Workspace (Windows), you may find it useful to read the documentation of the following TIBCO products:

- TIBCO ActiveMatrix BusinessWorks™

- TIBCO Business Studio™

- TIBCO Enterprise Message Service™

- TIBCO Hawk®

- TIBCO Rendezvous®

How to Contact TIBCO Support

Get an overview of TIBCO Support. You can contact TIBCO Support in the following ways:

- For accessing the Support Knowledge Base and getting personalized content about products you are interested in, visit the TIBCO Support website.

- For creating a Support case, you must have a valid maintenance or support contract with TIBCO. You also need a user name and password to log in to TIBCO Support website. If you do not have a user name, you can request one by clicking **Register** on the website.

How to Join TIBCO Community

TIBCO Community is the official channel for TIBCO customers, partners, and employee subject matter experts to share and access their collective experience. TIBCO Community offers access to Q&A forums, product wikis, and best practices. It also offers access to extensions, adapters, solution accelerators, and tools that extend and enable customers to gain full value from TIBCO products. In addition, users can submit and vote on feature requests from within the TIBCO Ideas Portal. For a free registration, go to TIBCO Community.

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