**Shared Service Onboarding**

Laserfiche Shared Service customers get the below items set up when they join the shared service:

1. Repository Set up:
   1. The Repository is used for document management. Web Access is used to access the repository contents. The repository has different features such as ability to add annotations, redact sensitive data, ability to search for documents etc... . The Test, Staging and Production repositories will be set up as part of the shared service.
2. User Set up:
   1. Setting up users in the repository and providing basic admin functionality walk through.
3. Forms Set up:
   1. Forms is a business process automation tool. It is used to automate any manual approval or submission process. Access to shared service Test Forms will be set up to be able to create processes.
4. Workflow Set up:
   1. Workflow is an automation tool that can integrate with Forms or be set up to run independently. Access to Test Terminal server will be set up to be able to create new workflows.
5. Quick Fields Set up:
   1. Access to Test Terminal server will be set up to be able to create new quick fields sessions.
6. Providing an hour long high level walk through of Forms and Workflows

**Help Resources**

Help videos are available in the site <https://answers.laserfiche.com> or [https://support.laserfiche.com](https://support.laserfiche.com/). Please see the instructions below to create a support account to access these sites:

**To obtain a support account, please follow the instructions below.**

1. Visit [https://support.laserfiche.com/reg/register\_form.aspx](https://urldefense.proofpoint.com/v2/url?u=https-3A__support.laserfiche.com_reg_register-5Fform.aspx&d=DwMFAg&c=ODFT-G5SujMiGrKuoJJjVg&r=0jwgYPdWJoDsO3wxyGa0XiAigfUo8hYEIltbmL-mlUE&m=CfSHzutqURLPAy4GY_vVTseUM7pknndRz1EOsbFb3jc&s=3_Se7CXUm7e_nD-FAef5T-Fs0BdZrWBdNB7ctyUB2ug&e=)
2. Create an account by completing the required entry fields.
   1. For the Product Serial Number, enter the code – **VNSM-RSTN-CAII-RLRL**.
3. Click Submit.
4. Laserfiche logs the user into the newly created account and redirects to the "Welcome" page.