

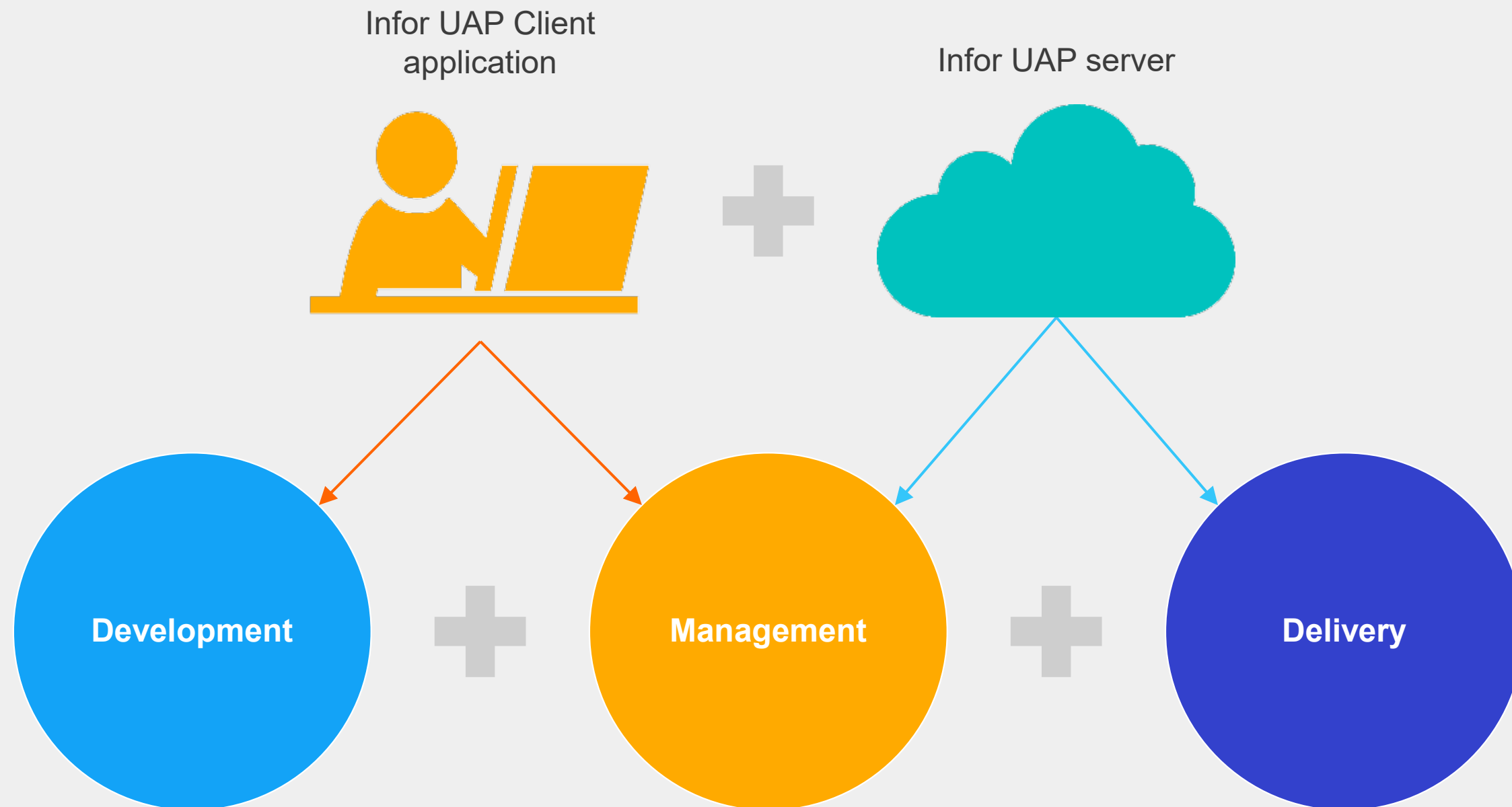


# Infor UAP – Infor User Adoption Platform

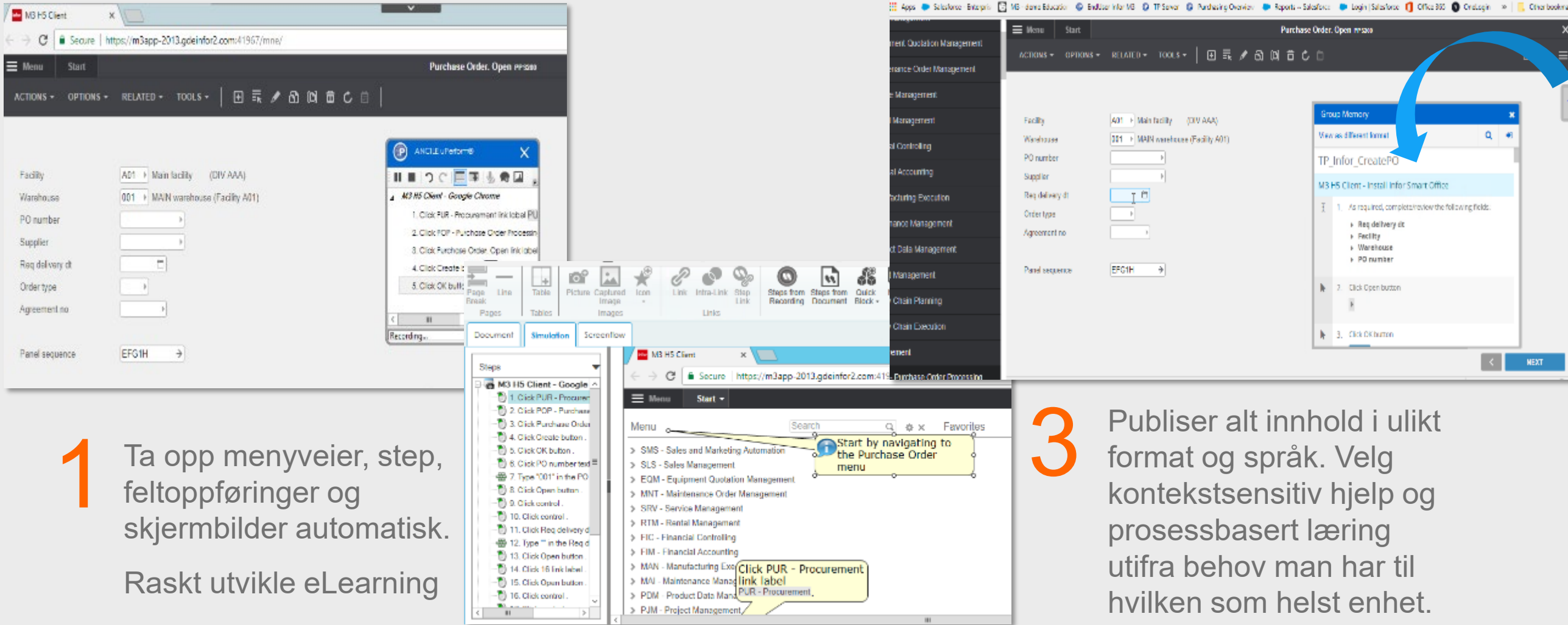
# UAP - User Adoption Platform

- ANCILE og deres uPerform®-produkt
- Infor User Adoption Platform er et dokumentasjonsprogram
- Til alle programtyper
- Til oppgradering eller oppstart av nye programmer.
- Dokumentasjonene lages raskt og oversiktlig, så man vil spare mye tid på å ta i bruk disse
- Prosedyredokumenter, simuleringer, eLearning-kurs og mer
- Reduksjon på dokumenttid: 75%
- Reduksjon på Help-desk call: 50 - 80%

# System strukturen



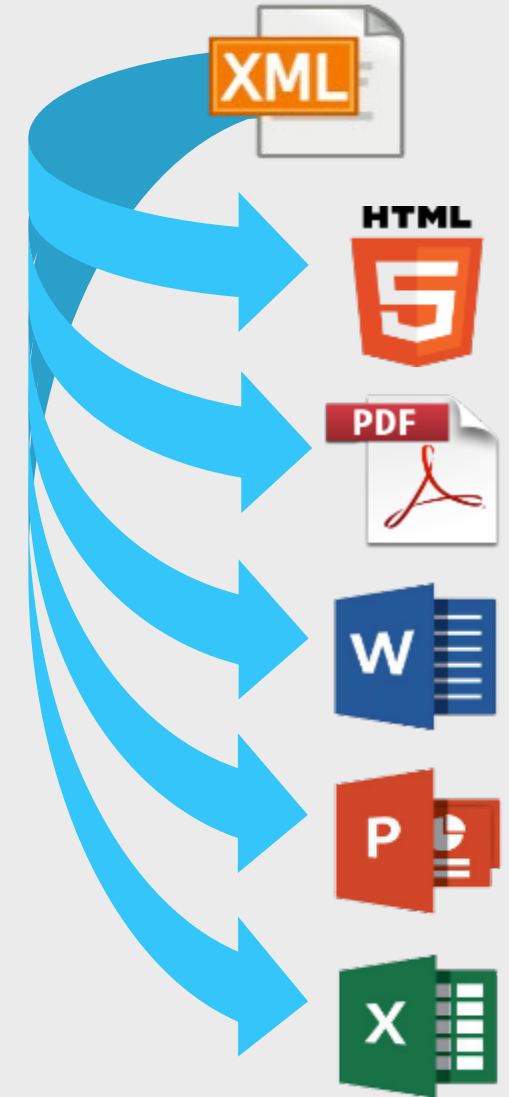
En komplett løsning for raskt å kunne opprette, organisere, distribuere, få tilgang til og vedlikeholde innhold etter behov for læring og sanntids ytelsesstøtte



**1** Ta opp menyveier, step, feltoppføringer og skjermbilder automatisk. Raskt utvikle eLearning

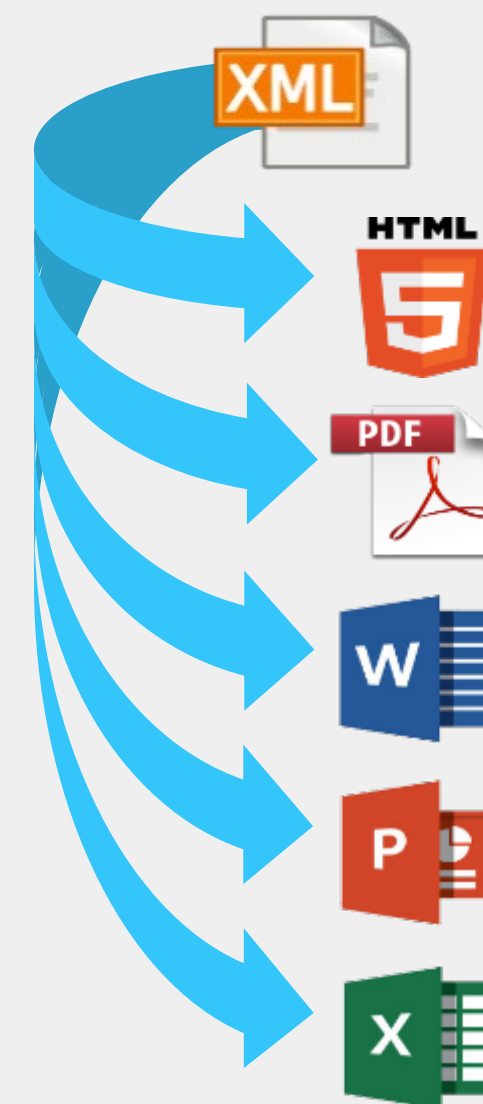
**2** Rediger et dokument, en simulering eller et kurs i en XML-fil med én kilde

**3** Publiser alt innhold i ulikt format og språk. Velg kontekstsensitiv hjelp og prosessbasert læring utifra behov man har til hvilken som helst enhet.



# Dokumentasjon

- Via UAP, kan du gjennom et enkelt opptak opprette flere dokumenter (excel, word, power point), nettbaserte simuleringer og læringsbibliotek som brukes gjennom hver fase av programvarens livssyklus
- Ved hjelp av Infor UAP kan de som lager opptak ta skjermbilder, utføre mushandlinger og tastetrykk i praktisk talt alle Microsoft® Windows®, nettbaserte og større ERP-applikasjoner
- Infor UAP gir også muligheten til raskt å utvikle et eLearning-kurs, som også kan publiseres i en rekke formater (f.eks. Sharable Content Object Reference Model [SCORM] og Aviation Industry CBT [Computer-Based Training] Committee [AICC], PDF, Word og Microsoft PowerPoint®).



# Simulering

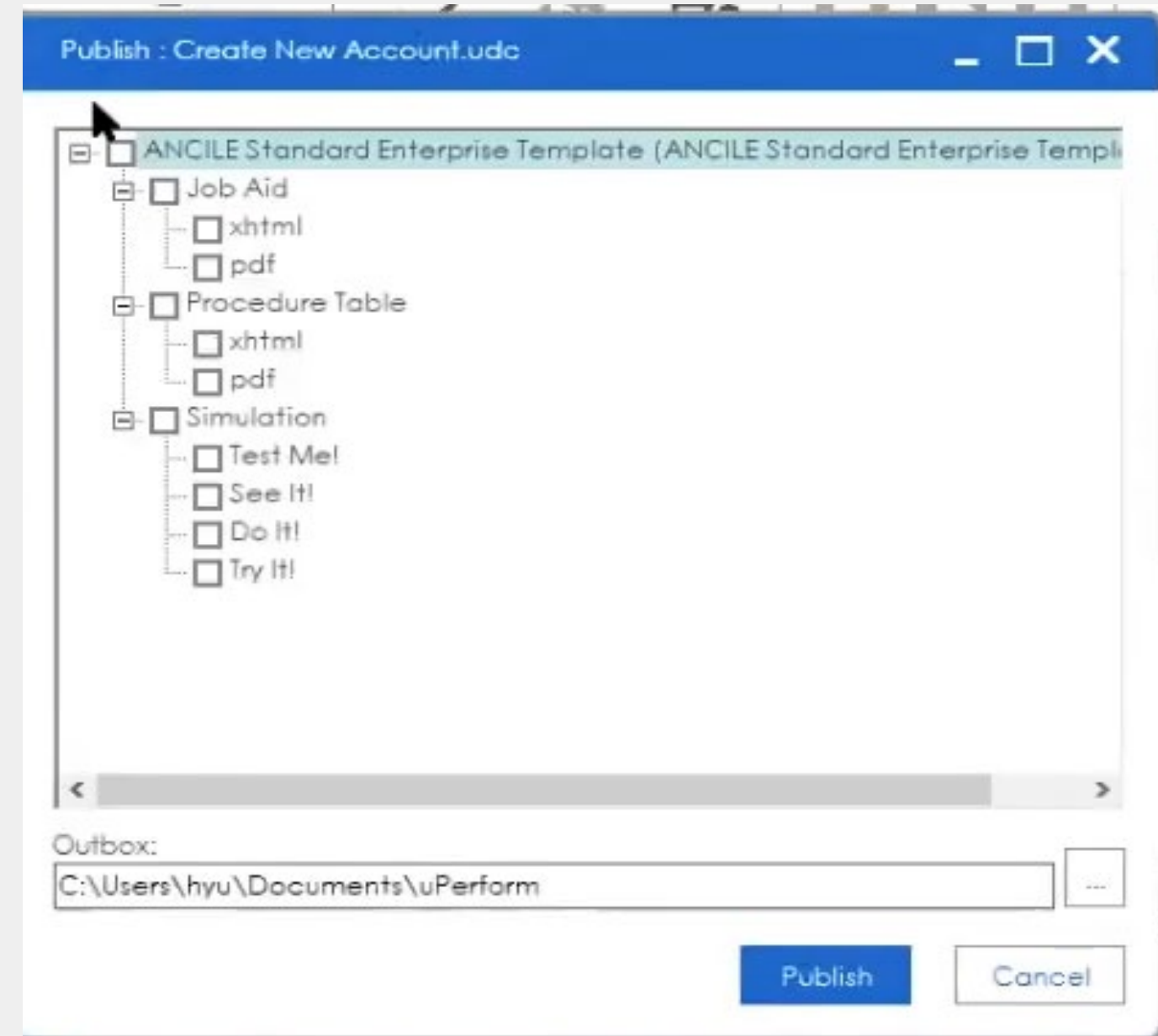
Viser trinnvis gjennomføring av prosessen og transaksjon. Simuleringsutgangene vil være tilgjengelig i følgende moduser:

- See it
- Try it
- Do it
- Test me



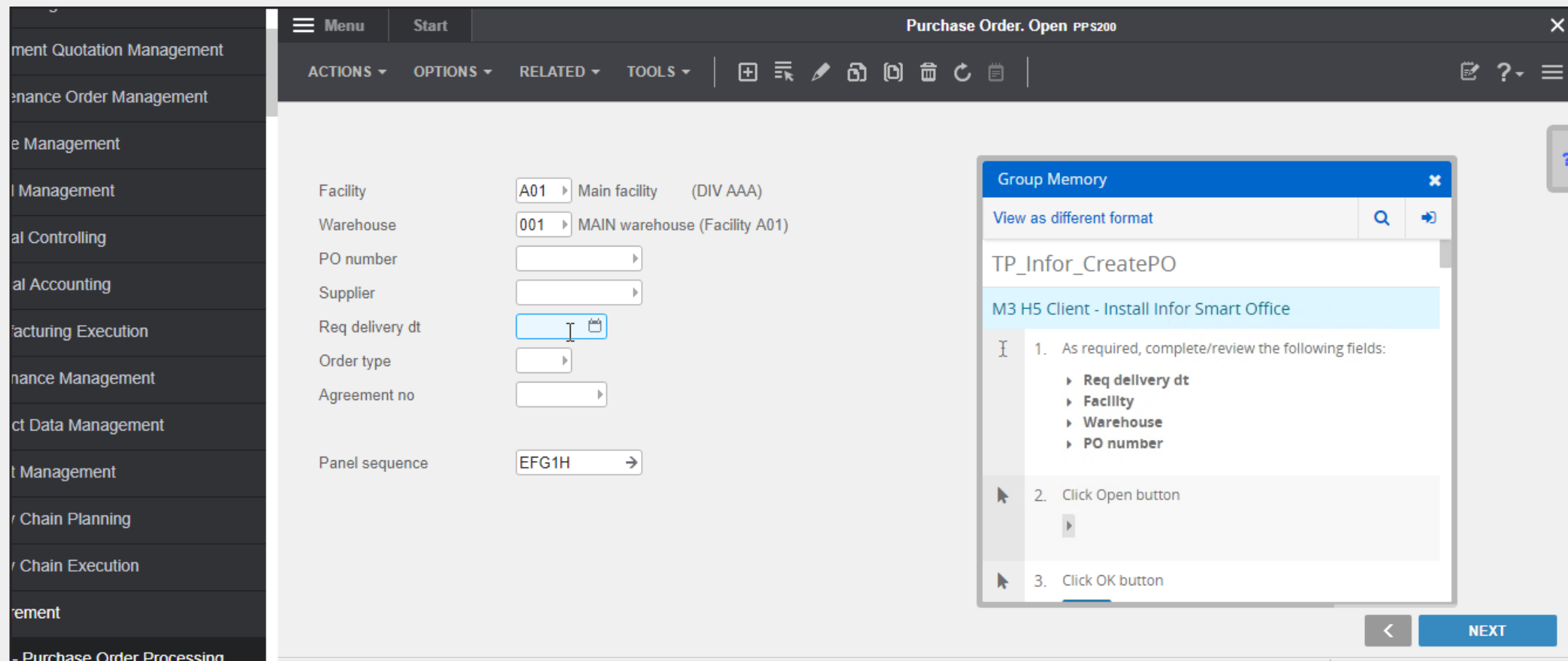
# Administrerte dokumenter

Når man skal publisere dokumentasjonen så får man opp disse valgene. Her kan man hake av på de dokumentasjonstypene man ønsker.



# Context Sensitive Help – In Application Help

Infor UAP tilbyr også muligheten til å levere innhold til ansatte direkte via Context Sensitive Help (CSH) i andre applikasjoner. Ansatte får hjelp direkte fra applikasjonen slik at de kan få svar på sine egne spørsmål mens de er på jobben.





# Roller

Evnen til å utvikle, få tilgang til og administrere innhold er definert av rollene som er tildelt Infor UAP - brukerkontoen din. Brukerkontoer opprettes for forfattere, sluttbrukere og administratorer. Roller som er tildelt disse kontoene, definerer tilgang til innhold og bestemmer hvilke oppgaver som kan utføres på Infor UAP - serveren.

Prosjektspesifikke roller (dvs. tilgang og evner kun innenfor utpekt prosjekt)

- Author
- End User
- Project Administrator

Universelle roller (dvs. tilgang og evner på tvers av alle prosjekter på Infor UAP-server)

- Universelle roller (dvs. tilgang og evner på tvers av alle prosjekter på Infor UAP-server)
- System Administrator
- Publishing Administrator
- Glossary Administrator innhold og bestemmer hvilke oppgaver som kan utføres på Infor UAP-serveren.

# Rollesammenligning

Role	Manage projects	Manage folders, binder, and documents	Manage Document Library and End User site	Administer settings for End User site	Administer settings for server	Administer settings for users, roles, and groups	Manage publishing queue	Manage glossary	Manage workflows	Manage Recycle Bin	Manage reports	View End User site
System Administrator	●	●	●	●	●	●	●	●	●	●	●	●
Publishing Administrator with Project Administrator	●	●	●		○	○	●	○	●	●	●	●
Glossary Administrator with Project Administrator	●	●	●		○	○		●	●	●	●	●
Project Administrator	●	●	●		○	○		○	●	●	●	●
Author	○	○	○			○		○	○	○	○	●
End User												●

Legend: ● - Role includes full rights ○ - Role includes some rights <blank> - Role does not have access to that area or function

*Infor UAP roles comparative*



# Utforske Infor UAP server

- Få først tilgang til Infor UAP-serveren, standardvisningen er sluttbrukervisning. For å få tilgang til Forfatter/Administrator-visningen, må kontoen være tildelt forfatter- eller administratorrolle.
- Påloggingsprosessen avhenger av hvordan organisasjonen konfigurerer Infor UAP-serveren
  - Enkel pålogging (SSO) kan være tilgjengelig
  - Hvis prosjektet er konfigurert til å tillate anonym surfing, kan du få tilgang til publiserte filer og dokumenter i sluttbrukervisningen uten konto



# Infor UAP Server

Top banner

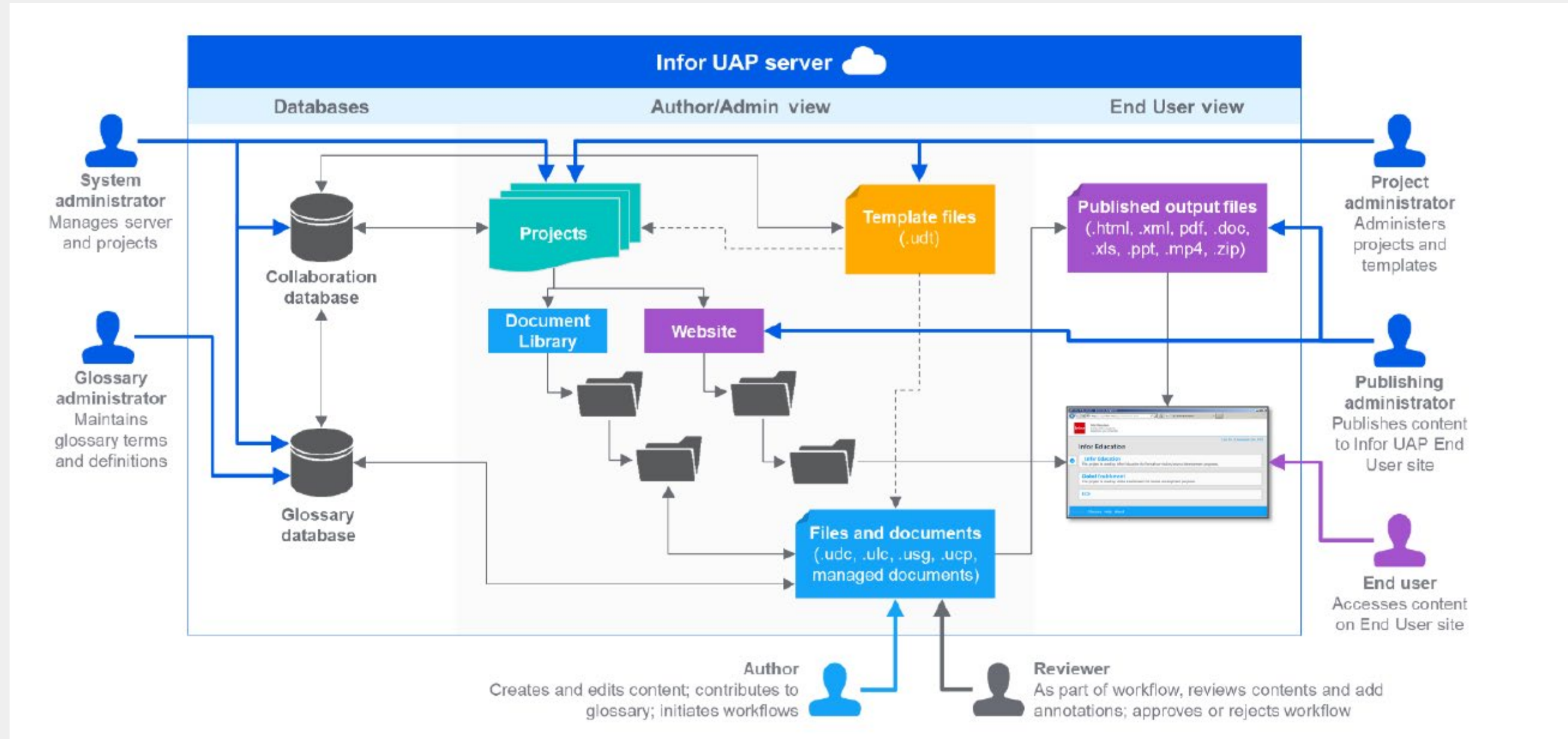


Command bar

Dashboard



# Rollesammenligning



INFOR EDUCATION - End User Training

# Infor UAP Content Libraries (Published Tasks)

- ✓ M3 (264 tasks)
- ✓ EAM (169 tasks)
- ✓ WFM (286 tasks)
- ✓ Distribution SX.e (221 tasks)
- ✓ Global HR & Talent Management (324 tasks)
- ✓ LN (267 tasks)
- ✓ CloudSuite Financials & Supply Chain (374 tasks)

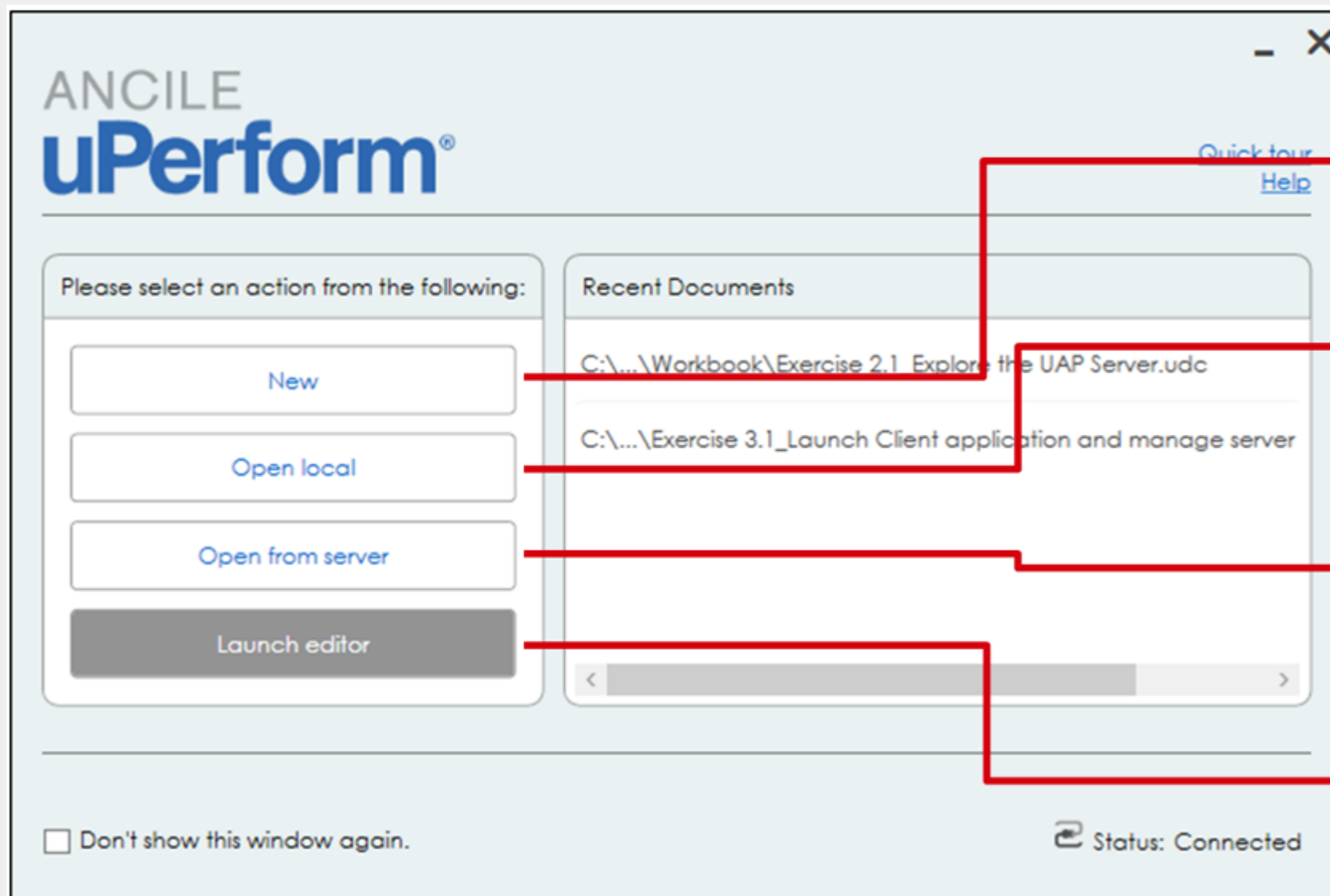
**Speed up your training development with UAP Content Libraries**

Info's User Adoption Platform (UAP) is a powerful content authoring and development tool. It enables end users to rapidly create custom learning content that directly reflects their specific user experience with new technology in your teams use. It is easy to use through your business processes. Authors can rapidly create and publish new training from procedural documents to learning courses. To extend further the speed of creating the training and user support material in the Infor UAP Content Libraries. The library content of go-built content for UAP covering the most common tasks and processes in the software, following best practices. You can edit the content to follow the practices of your organization.

Available processes for UAP are listed by area:

<p><b>Basic Navigation</b></p> <ol style="list-style-type: none"> <li>1. Open a session.</li> <li>2. Work with data.</li> <li>3. Work with overview screens.</li> <li>4. Save the default values.</li> <li>5. Work with dialogs.</li> <li>6. Use the browser button.</li> <li>7. Use the context button.</li> <li>8. Use views.</li> <li>9. Define settings for the front and report.</li> <li>10. Advanced report to back.</li> <li>11. Quick report to back.</li> </ol> <p><b>Financials:</b></p> <p><b>Accounts Payable</b></p> <p><b>Supplier Data</b></p> <ol style="list-style-type: none"> <li>1. Define Business Partners.</li> <li>2. Define Supplier Sites.</li> </ol> <p><b>Purchase Invoice</b></p> <ol style="list-style-type: none"> <li>1. Create Invoice Transaction.</li> <li>2. Purchase Invoice-Create Invoice.</li> <li>3. Purchase Invoice-Create Invoice-Edit.</li> <li>4. Create Invoice-Create Invoice.</li> <li>5. Invoice-Related to PO Transaction.</li> <li>6. Single Purchase Invoice for Single PO.</li> <li>7. Single Purchase Invoice for Multiple POs.</li> <li>8. Multiple Purchase Invoice for Multiple POs.</li> <li>9. Partial Mailing Purchase Invoice for POs.</li> </ol> <p>Info UAP - LN</p>	<p><b>Process Credit Notes</b></p> <ol style="list-style-type: none"> <li>1. Credit Note Transaction.</li> <li>2. Credit the Negative Lines on a PO.</li> <li>3. Purchase Invoice-Credit for Credit Invoice.</li> <li>4. Invoice-Related - Credit Note.</li> </ol> <p><b>Assign Credit Notes to Invoices</b></p> <ol style="list-style-type: none"> <li>1. Credit in APS Transaction.</li> <li>2. Assign a Credit Note to an Invoice.</li> <li>3. Invoice-Related - Assign Note.</li> </ol> <p><b>Block Invoices</b></p> <ol style="list-style-type: none"> <li>1. Invoice-Block Customer-Block Open Order.</li> <li>2. Purchase Invoice-Block.</li> </ol> <p><b>Perform AP Inquiries</b></p> <ol style="list-style-type: none"> <li>1. View Invoice-Block Customer-Block Open Order.</li> <li>2. Print Invoice-Block AP Aging Analysis.</li> </ol> <p><b>Process/Assign Advice or Unallocated Payments</b></p> <ol style="list-style-type: none"> <li>1. Copy transactions.</li> <li>2. Bank transactions.</li> <li>3. Assign advice or unallocated payments to a bank.</li> <li>4. Transfer bank for bank transactions.</li> </ol> <p><b>Reconcile Anticipated Payments</b></p> <ol style="list-style-type: none"> <li>1. Cash transactions.</li> <li>2. Bank transactions.</li> <li>3. Reconciliations of anticipated payments.</li> <li>4. Reconcile bank for anticipated payments.</li> </ol> <p><b>Accounts Receivable</b></p> <p><b>Customer Master Data</b></p> <ol style="list-style-type: none"> <li>1. Add business partner.</li> <li>2. Customer roles.</li> </ol> <p><b>Manual Sales Invoices</b></p> <ol style="list-style-type: none"> <li>1. Create manual sales invoice.</li> <li>2. Customer master data invoice line.</li> <li>3. Invoice-Related.</li> <li>4. Complete print and invoice.</li> <li>5. Invoice-Related sales invoice.</li> </ol> <p><b>ACR Sales Invoicing</b></p> <ol style="list-style-type: none"> <li>1. Transactions for sales invoicing.</li> <li>2. Sales invoice.</li> <li>3. Sales invoice transaction.</li> <li>4. Invoice-Related-Related Transactions.</li> <li>5. Transactions for recurring invoices.</li> <li>6. Sales invoice for recurring invoices.</li> <li>7. Sales invoice transactions for recurring invoice.</li> <li>8. Recurring sales invoice.</li> <li>9. Generate recurring transaction instructions.</li> <li>10. Invoice-Related-Related Transactions.</li> <li>11. Generate recurring sales invoice.</li> </ol> <p><b>AP Inquiries and Reports</b></p> <ol style="list-style-type: none"> <li>1. Inquiries and reports.</li> <li>2. Accounts Receivable-360.</li> </ol> <p>Info UAP - LN</p>	<p><b>General Ledger</b></p> <p><b>Tax Master Data</b></p> <ol style="list-style-type: none"> <li>1. Create tax codes.</li> <li>2. Define tax codes by country.</li> <li>3. Define single tax codes.</li> <li>4. Add codes for single tax codes.</li> <li>5. Assign tax codes by country.</li> <li>6. Tax-Related-Related Transactions.</li> <li>7. Tax-Related-Related Transactions.</li> <li>8. Tax-Related-Related Transactions.</li> <li>9. Tax-Related-Related Transactions.</li> <li>10. Tax-Related-Related Transactions.</li> </ol> <p><b>Period Closing</b></p> <ol style="list-style-type: none"> <li>1. Generate recurring transactions.</li> <li>2. Process inventory valuations.</li> <li>3. Process inventory valuations.</li> <li>4. Map and post migration transactions.</li> <li>5. Map and post migration transactions.</li> <li>6. Process recurring transactions.</li> <li>7. Print recurring transactions.</li> <li>8. Transfer recurring transactions to another user.</li> <li>9. Period closing.</li> </ol> <p><b>GL Master Data</b></p> <ol style="list-style-type: none"> <li>1. Create a ledger account.</li> <li>2. Create a dimension code.</li> <li>3. Create a transaction type.</li> <li>4. Create and transfer a journal entry.</li> </ol> <p><b>Reverse Entry</b></p> <ol style="list-style-type: none"> <li>1. Create a journal entry.</li> <li>2. Transfer journal entry to the ledger.</li> </ol> <p><b>Recurring Transactions</b></p>	<p><b>Integration Reconciliation</b></p> <ol style="list-style-type: none"> <li>1. Create periods.</li> <li>2. Define a reconciliation group.</li> <li>3. Post reconciliation data.</li> <li>4. Print the reconciliation report.</li> <li>5. Account reconciliation data.</li> <li>6. Print reconciliation report data.</li> <li>7. Account reconciliation data.</li> <li>8. Create reconciliation history.</li> </ol> <p><b>Defining Periods</b></p> <ol style="list-style-type: none"> <li>1. Create periods.</li> <li>2. Maintain period data.</li> <li>3. Period-Related Transactions.</li> <li>4. Reconcile period data.</li> <li>5. Define time periods.</li> <li>6. Transfer recurring transactions to another user.</li> <li>7. Create a journal entry.</li> <li>8. Create and transfer a journal entry.</li> </ol>	<p><b>Operations: Production</b></p> <p><b>Master Data</b></p> <ol style="list-style-type: none"> <li>1. Create a department.</li> <li>2. Create a work center.</li> <li>3. Create a machine.</li> <li>4. Create a rule.</li> <li>5. Create the work center.</li> </ol> <p><b>Routing</b></p> <ol style="list-style-type: none"> <li>1. Create a routing.</li> <li>2. Create a routing operation.</li> <li>3. Create a routing part.</li> <li>4. Modify the routing.</li> </ol> <p><b>Bill of Material</b></p> <ol style="list-style-type: none"> <li>1. Create a bill of material.</li> <li>2. Print a BOM.</li> <li>3. View BOM and related items.</li> <li>4. Modify BOM and related items.</li> </ol> <p><b>Copy Project Structure</b></p> <ol style="list-style-type: none"> <li>1. Copy standard product structure to custom structure.</li> <li>2. Copy custom product structure to custom structure.</li> </ol> <p><b>Item Data</b></p> <ol style="list-style-type: none"> <li>1. Create a new item.</li> <li>2. Define item codes by item code system.</li> <li>3. View the item code system.</li> </ol> <p><b>Conversion Factors</b></p>	<p><b>Master Planning</b></p> <ol style="list-style-type: none"> <li>1. Initialize, roll, and update the scenario.</li> <li>2. Enter special demand by item.</li> <li>3. Generate master planning.</li> <li>4. Review the item master plan.</li> <li>5. Convert master plan to planned orders.</li> </ol> <p><b>Order Planning</b></p> <ol style="list-style-type: none"> <li>1. Initialize, roll, and update the scenario.</li> <li>2. Generate planned production purchase orders.</li> <li>3. Confirm the planned orders.</li> <li>4. Transfer planned orders.</li> <li>5. View the item master plan.</li> <li>6. Review exception message settings.</li> </ol>	<p><b>Warehouse Management</b></p> <p><b>Receiving Expedited Items</b></p> <ol style="list-style-type: none"> <li>1. Create new warehouse receipt for expedited item.</li> <li>2. Confirm receipt for expedited item.</li> </ol> <p><b>Receiving Unexpedited Items</b></p> <ol style="list-style-type: none"> <li>1. Create a warehouse receipt for an unexpedited item.</li> <li>2. Assign receipt data for an unexpedited item.</li> <li>3. Confirm the receipt for an unexpedited item.</li> </ol> <p><b>Receiving Corrections</b></p> <ol style="list-style-type: none"> <li>1. Receiving corrections.</li> </ol> <p><b>Receiving Cost/Service Items</b></p> <ol style="list-style-type: none"> <li>1. Create a receipt for cost item.</li> <li>2. Verify receipt information.</li> <li>3. Confirm the cost/service receipt.</li> </ol> <p><b>Inbounding Inspection Process</b></p> <ol style="list-style-type: none"> <li>1. Create receipt for inspection item.</li> <li>2. Verify receipt information for inspection item.</li> <li>3. Verify receipt information for inspection item.</li> <li>4. Confirm receipt of an inspection item.</li> <li>5. Assign items to inspection location.</li> <li>6. Assign receipt goods after inspection.</li> <li>7. Process inspection.</li> <li>8. Destroy inspection items.</li> <li>9. Accept inspection items.</li> </ol> <p><b>Replenishment Parameters for Items</b></p> <ol style="list-style-type: none"> <li>1. Create a new item.</li> <li>2. Define warehouse site/area.</li> <li>3. Define warehouse site/area type.</li> <li>4. Stock controlling.</li> <li>5. Stock controlling by transaction.</li> <li>6. Define stock controlling.</li> </ol> <p><b>Outbound Processing</b></p> <ol style="list-style-type: none"> <li>1. Billing.</li> <li>2. Invoice control shipment.</li> <li>3. View sales shipment.</li> <li>4. Print shipping slip.</li> <li>5. Create and print bill of lading.</li> </ol> <p><b>Inventory Movement</b></p> <ol style="list-style-type: none"> <li>1. Create transfer.</li> <li>2. Transfer-Related Transactions.</li> </ol> <p><b>Cycle Count and Inventory Adjustment</b></p> <ol style="list-style-type: none"> <li>1. Cycle counting.</li> <li>2. Inventory adjustment.</li> </ol> <p><b>Warehouse Master Data</b></p> <ol style="list-style-type: none"> <li>1. Create warehouse.</li> <li>2. Update warehouse in warehouse master.</li> <li>3. Create warehouse location.</li> <li>4. Field location by SSI.</li> </ol> <p><b>User Profiles</b></p> <ol style="list-style-type: none"> <li>1. Setup user profile.</li> </ol> <p><b>Warehouse Order Types</b></p> <ol style="list-style-type: none"> <li>1. Create warehouse order type.</li> <li>2. Setup warehouse order type.</li> <li>3. Define default order type by region.</li> </ol>
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# Quick Start window



Om man trykker på «**New**» så starter man rett på å ta et nytt opptak av en prosess

Om man trykker på «**Open local**» så vil man kunne åpne en dokumentasjon som allerede er spilt inn og lagret lokalt

Om man trykker på «**Open from server**» så vil man kunne åpne en dokumentasjon som allerede er spilt inn og lagret på server

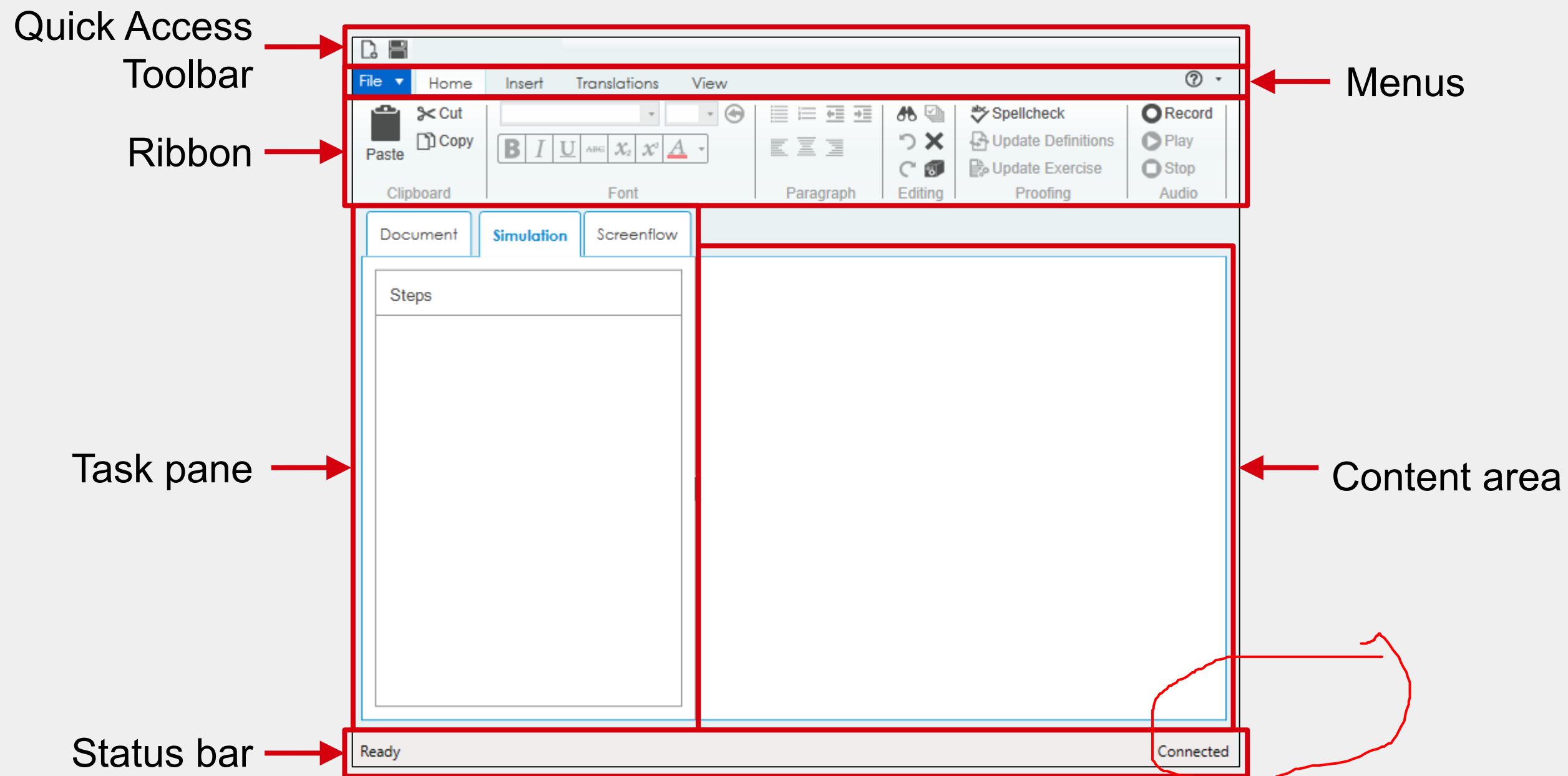
Om man trykker på «**Launch editor**» så vil man åpne selve Infor UAP redigeringsprogrammet uten å være inne på en bestemt dokumentasjon



Bare én Infor UAP-fil kan være åpen i klientapplikasjonen om gangen



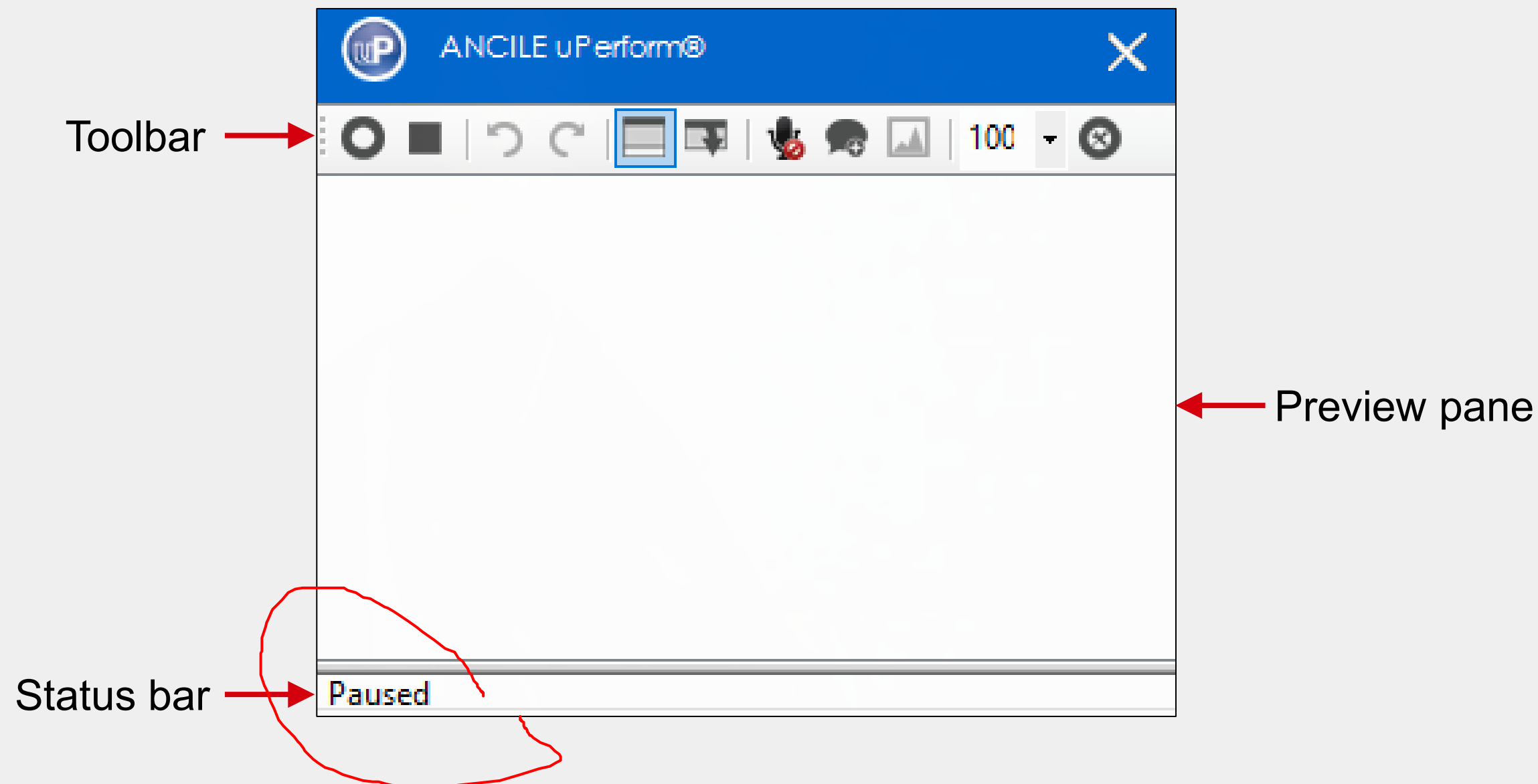
# The Editor workspace







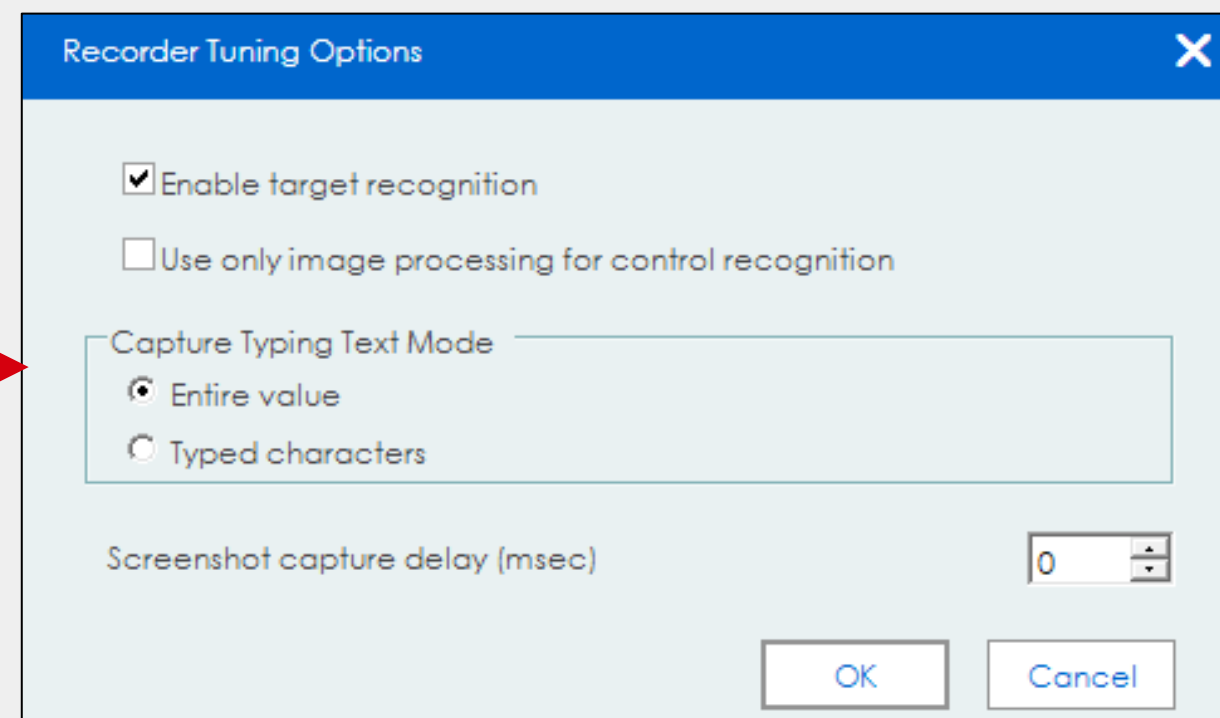
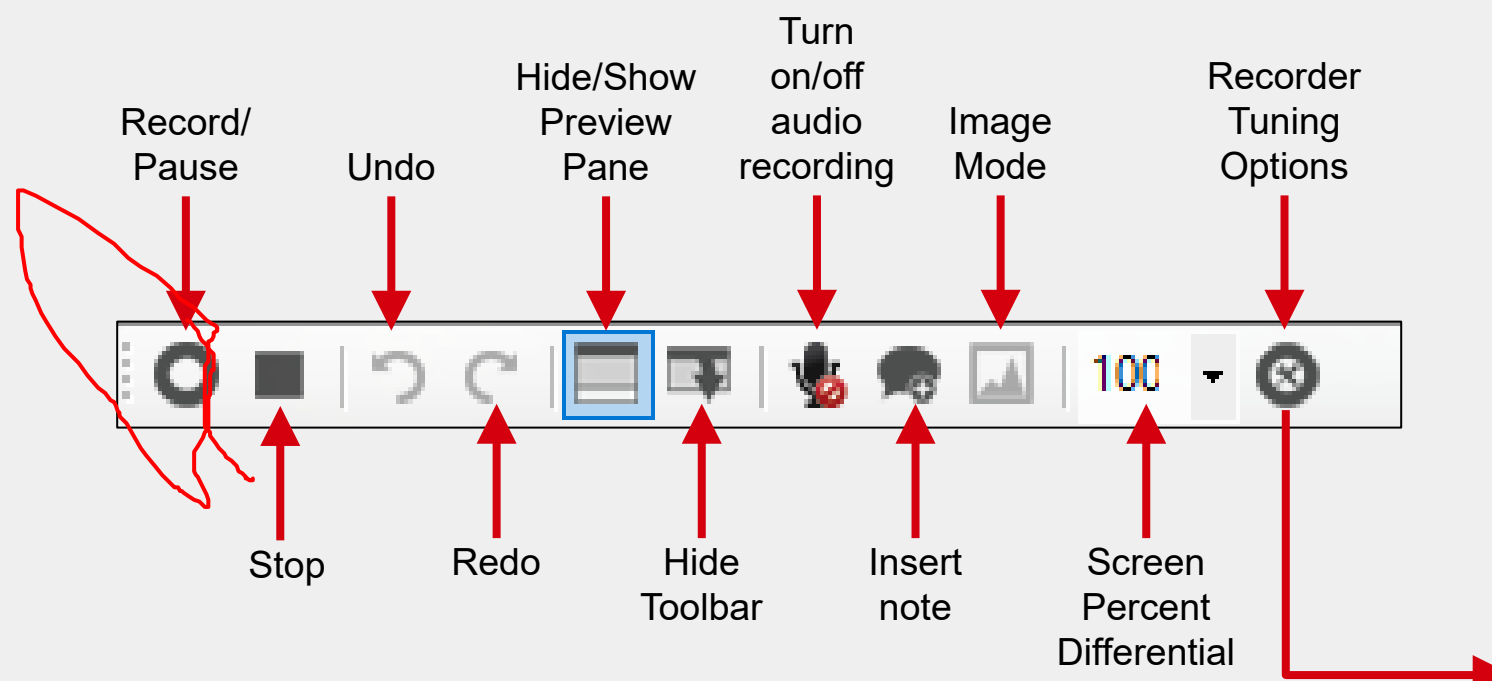
# Opprette en innspilling: Innspillingsboksen





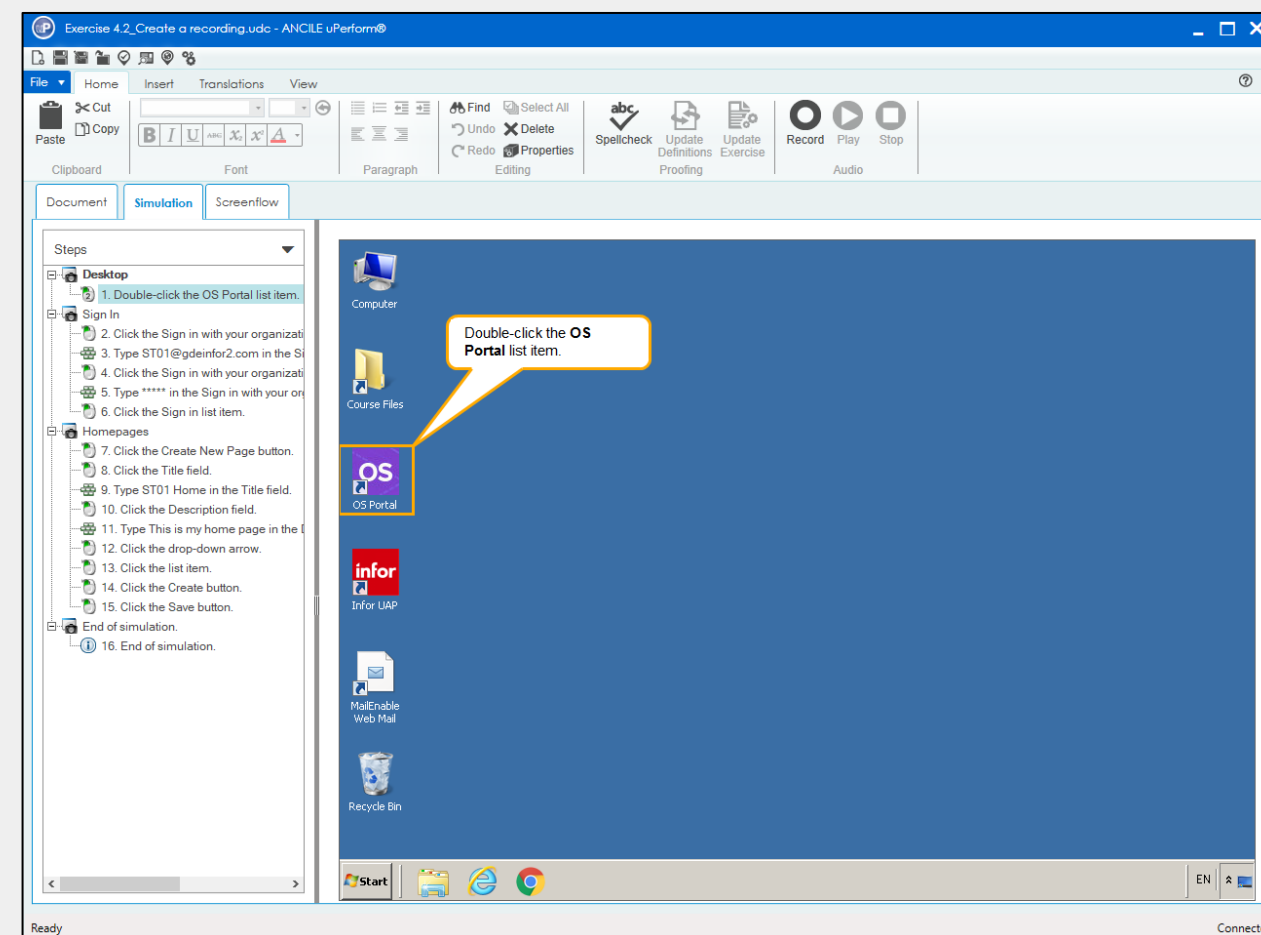
# Opprette en innspilling: Innspillingsboksen

## Innspillingsboksen



# Opprette et opptak: Avslutte opptaksprosessen

- Klikk på Stopp-knappen på opptakerverktøylinjen for å avslutte innspillingsprosessen
- Lukk opptaksboksen.
- Åpne Redigerings-arbeidsområdet for å vise fangede trinn ved hjelp av «simuleringsvisning» («Simulation») i oppgaveruten.



# Redaktørens arbeidsområde: Oppgaveruten

- Dynamisk og fleksibel visning av informasjon relatert til åpne fil
  - Velg visning ved hjelp av faner
    - Tilgjengelige faner avhenger av hvordan filtype du har åpnet
    - Når visningen er valgt, oppdateres data i innholdsområdet automatisk
  - Kan oppleve en liten forsinkelse når du bytter visning; Infor anbefaler å lagre filen før du klikker på ny fane



The image shows two screenshots of the Infor software interface, illustrating the task pane views for different file types. A red hand-drawn circle highlights the task pane area in both screenshots.

The top screenshot shows the interface for a recording/document (.udc). The task pane has three tabs: Document, Simulation, and Screenflow. The main content area is labeled "Steps". Below the tabs, the text reads: "Task pane views for a recording/document (.udc)".

The bottom screenshot shows the interface for a course (.ulc). The task pane has three tabs: Course, Audio, and Preview. The main content area is labeled "Course". Below the tabs, the text reads: "Task pane views for a course (.ulc)".

Both screenshots show the software's ribbon menu with tabs for File, Home, Insert, Translations, and View. The bottom status bar of the second screenshot indicates "File loaded." and "Connected".

# Tilgang til 32 ulike språk

	English (US)		Spanish		Arabic
	English (UK)		Swedish		Croatian
	German		Russian		Korean
	French		Portuguese		Italian
	Hungarian		Polish		Greek
	Turkish		Norwegian		Finnish
	Czech		Japanese		Danish
	Thai		Chinese (Simplified) Chinese (Traditional)		French (Canada)
	Dutch (Belgium)		Dutch (Netherlands)		Portuguese (Brazil)
	Bulgarian		Catalan		Romanian
					Bahasa Indonesian



# Vise eksempel

- Nå vil jeg vise dere et eksempel på hvordan man lager en dokumentasjon, og deretter vise dere en simuleringsmulighet

