

Document Management and Imaging (Controller's Office)

Frequently Asked Questions (FAQ's)



Question:

What is the On Base system and how is access requested?

Answer:

On Base is the new Document Management System that allows imaged documents to be viewed electronically. On Base is user friendly and will allow you to research, retrieve, view and print information. For additional information and to request access, please contact Business Intelligence area at (305)-284-4659 or send an e-mail to [Carlos Quesada](#) or [Alejandro Canetti](#).

Question:

How do I search for a document using On Base?

Answer:

Go to the OnBase link or icon on your desktop to access the OnBase Logon screen. Type your Cane ID and password then click Log In.

The system will take you to the file cabinet selection screen. Select the file cabinet you need to view and input the information in the desired field. Leave the asterisk (*) in the field you are NOT using as part of your selection search criteria or if you are unsure of the spelling. Then view your search results.

Question:

Why can't I view imaged documents from On Base or DMAS on my PC?



Answer:

This problem is a result of message '**An unsupported Web Browser has been detected**' on your PC, as per screen above. To correct this problem, you need to:

1. Verify which browsing you are using. If the browsing is other than Internet Exploring, switch to Internet Explorer.
2. Upgrade the Internet Explorer version on your PC to IE 10
3. Try logging into OnBase file cabinet and search for documents or in DMAS and search by clicking the green OnBase icon to see results. If The problem reoccurs again, please follow the link '**IT Support**' from DMAS (**This will generate an email to Service Now and open an incident ticket with Point Solution-ECM Team**)

IF you have any further problems or questions, please contact Business Intelligence area at (305)-284-4659 or send an e-mail to [Carlos Quesada](#) or [Alejandro Canetti](#).