NEW YORK STATE OF OPPORTUNITY. Office of General Services | Business Services Center

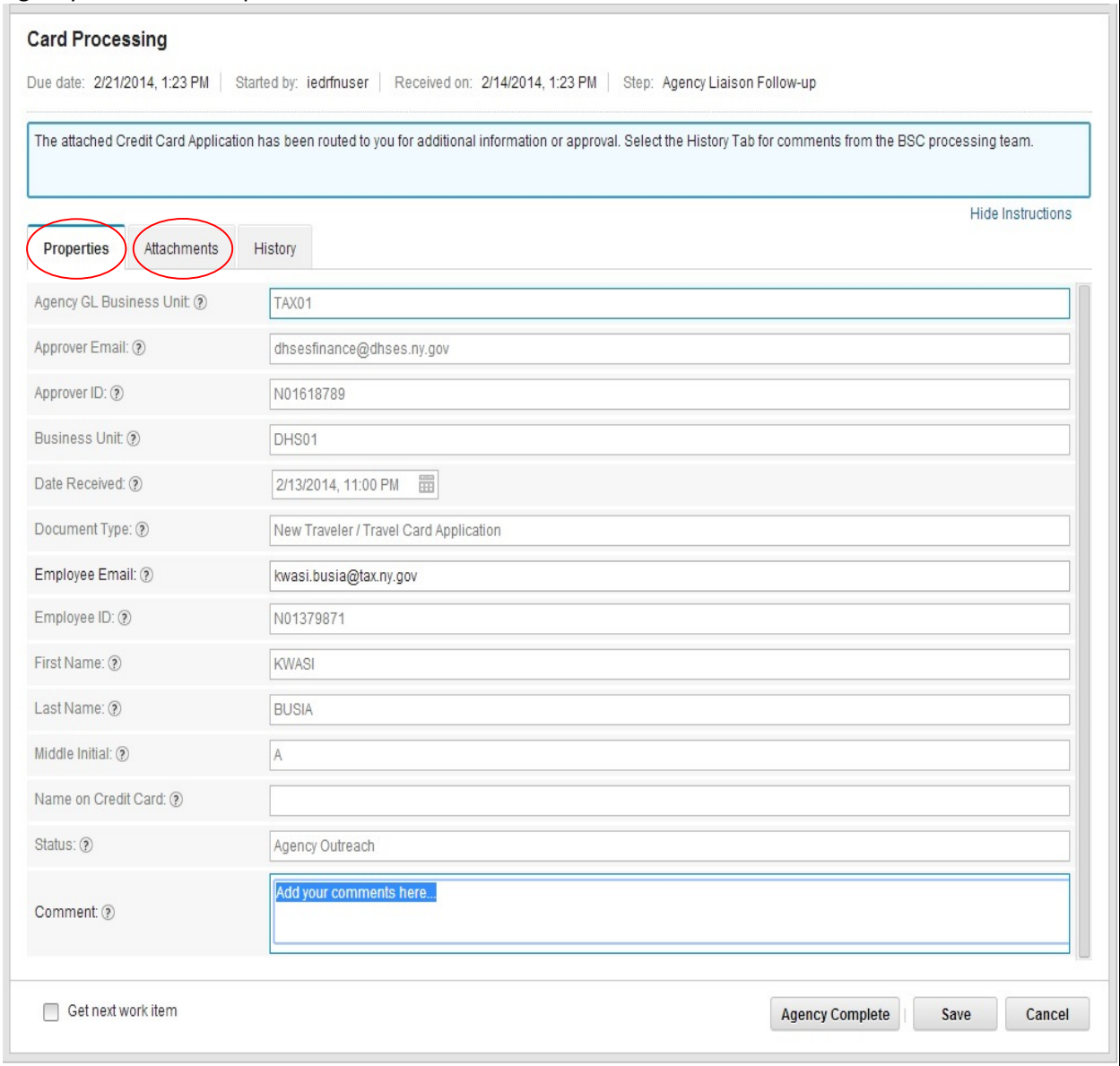
How to attach objects to e-mail

This aid illustrates how to e-mail documents out of the Credit Card Application Process from the Agency Step in the workflow.

From the Process In-Basket, click on the Play Icon next to the Work Item and the **Properties** Page will open.

Click on the **Attachments** Tab.

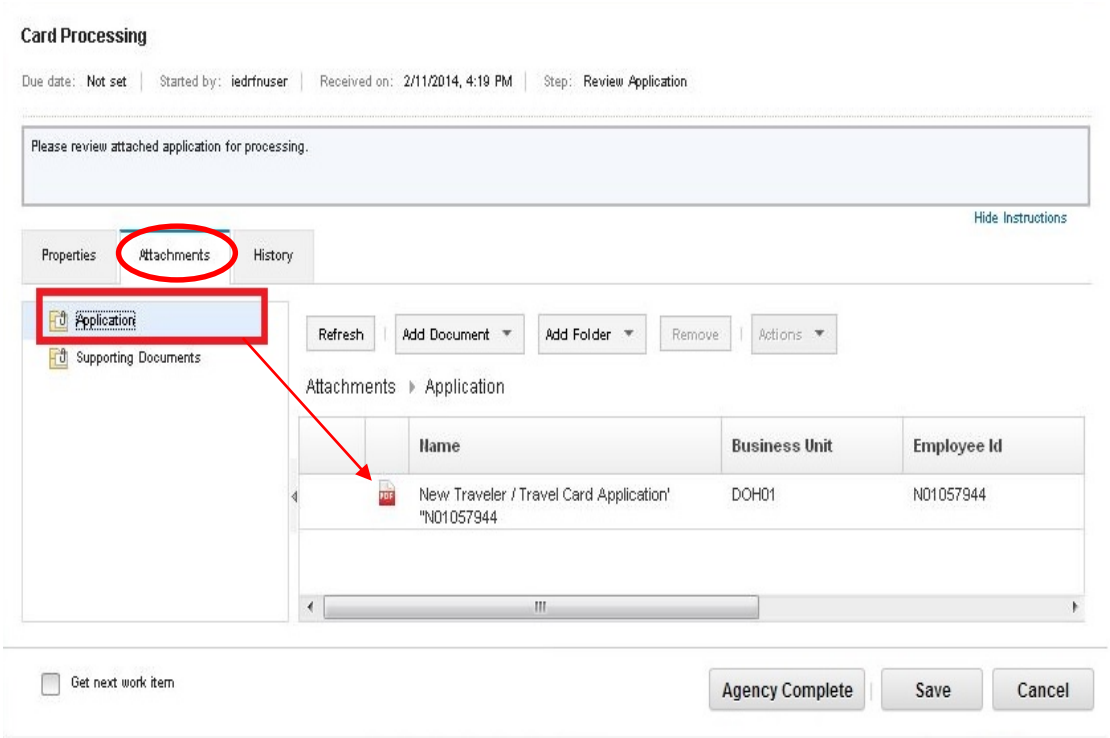
Agency Work Item Properties



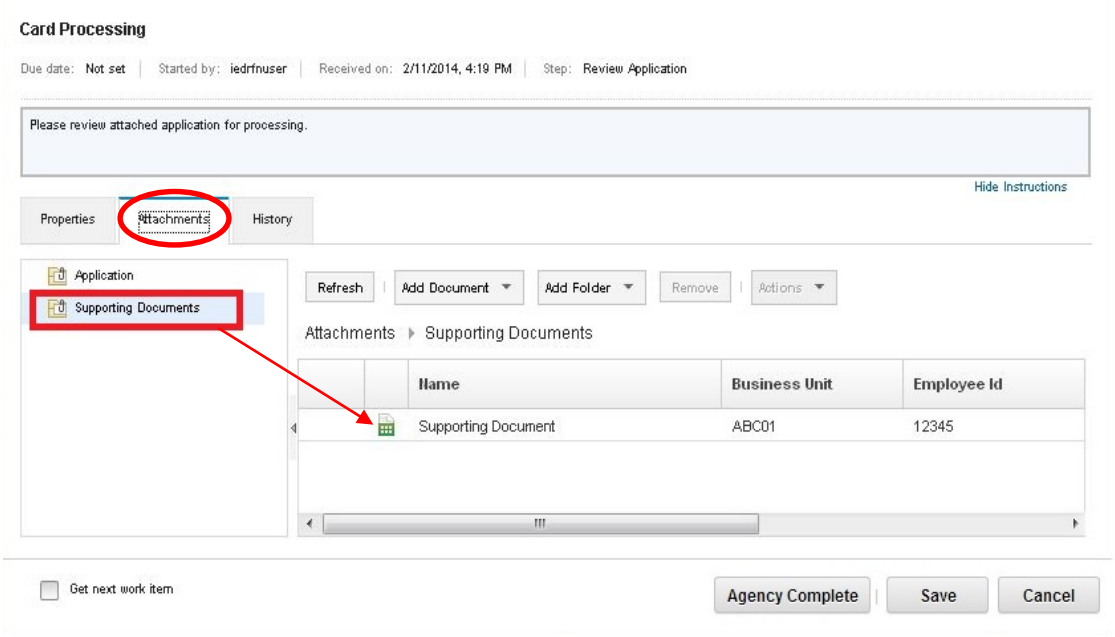
By clicking on the **Attachments Tab**, you will see a page as shown here.

You can view the **Application document** or the **Supporting Documents.**

E-mailing an Attachment



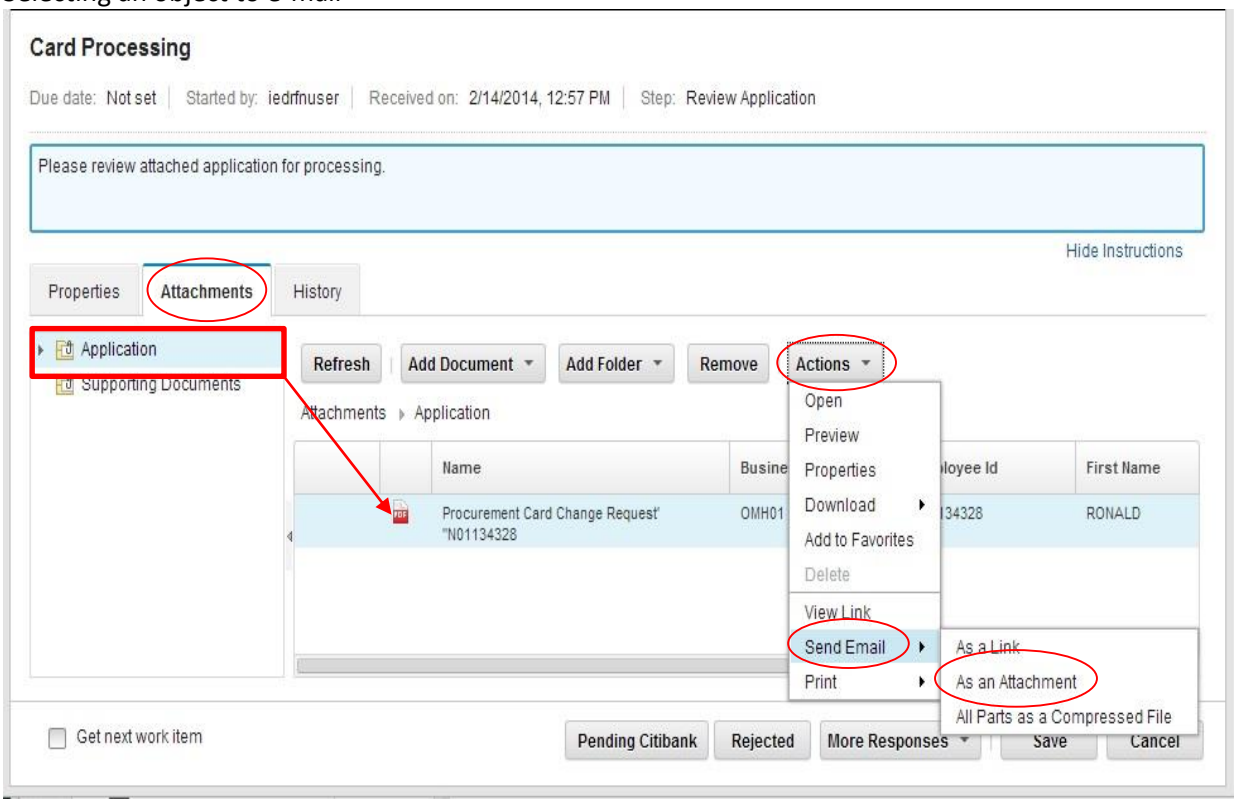
E-mailing an Attachment

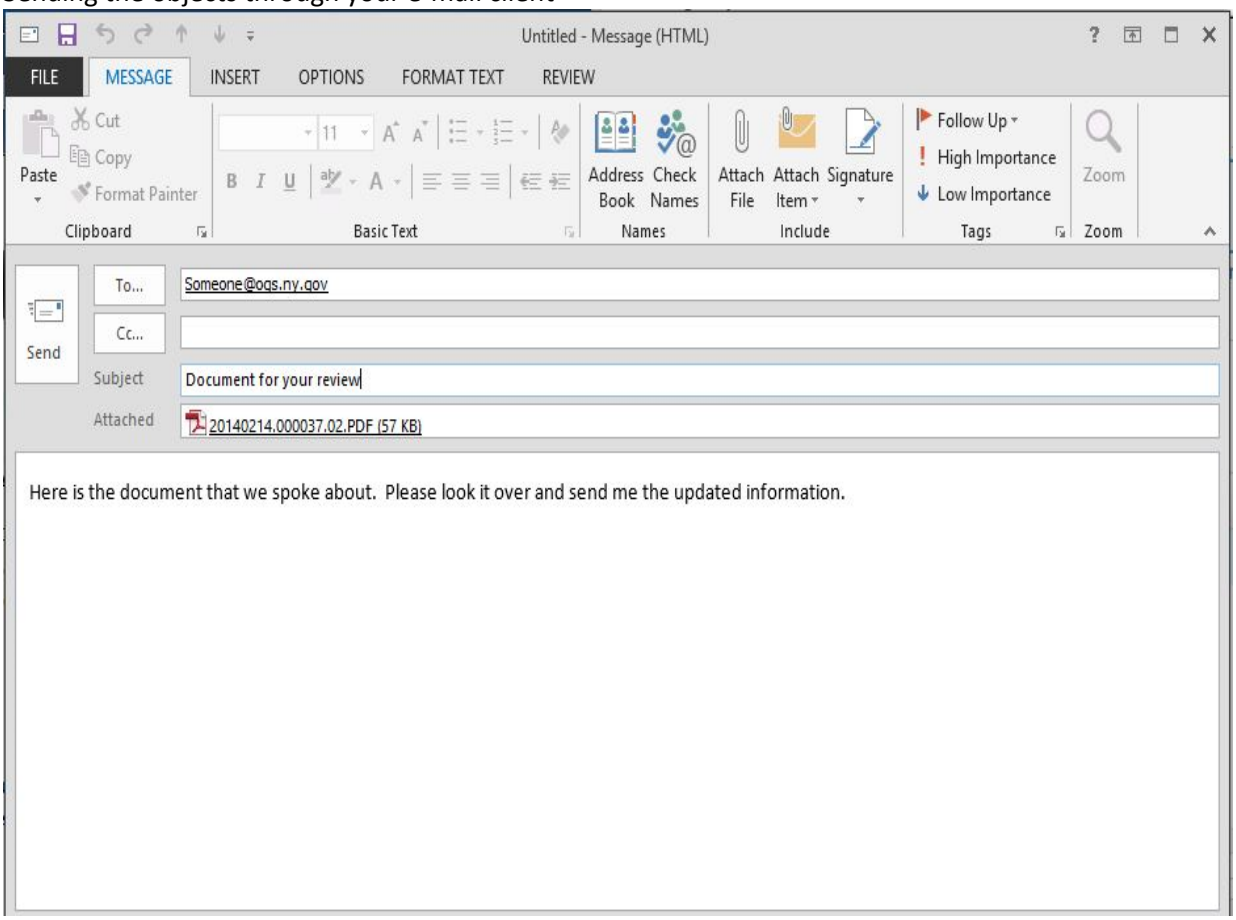


When you highlight and select a document as shown using either **Application** or **Supporting Document**, you will be able to then select the **Actions** button or click the right mouse button to open the context menu to select from the e-mail options.

The document can now be **an Attachment** to include in the e-mail.

Selecting an object to e-mail



The FileNet Workflow Solution will open your e-mail (through your e-mail client) and you can send your selected document as an attachment.	Sending the objects through your e-mail client 

Who should you call if you run into login issues or problems during processing tasks?	Call BSC Tech Services Team at (518) 457-4272 to assist you if you experience issues when logging into or while using the application. You may e-mail the Tech Services Team at BSCSecurity@ogs.ny.gov.