

BSI Documents

Frequently Asked Questions

How to use this FAQ

Please find the list of frequently asked questions in the contents section of this document (pages 2-4).

Click on the question you need help with to be taken to the answer.

Questions are categorized into the following topics:

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2.	Search facilities
3.	Document management
4.	Notifications
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6.	Ballot
7.	Use of published standards
8.	Enhancements and known issues
9.	Training and support
10.	Quick hacks, troubleshooting and workarounds

This edition (Issue 9) is the final weekly update of this document. Each FAQ is individually dated (in grey, directly below the answer) – check the Revision History at the end of the document to see if an answer given in a previous issue has been superseded.

Frequently Asked Questions Issue 9 (12 August 2022)

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1 Accessing BSI Documents.

1.1 How do I log onto the system for the first time?

If you are a new user to BSI Documents and are not using the ISO or CEN platform currently, you will be sent an activation email to setup your account for the first time once the system is available for use on 27th June.

If you already use the ISO or CEN platform, your national committee documents for BSI will appear on the screen via the same login as your current one.

JP 17.06.22

1.2 I've forgotten my username – how do I find it?

Your username will be the same as your email address.

JP 17.06.22

1.3 I've forgotten my password – how do I reset it?

Once you are setup on the system, if you have forgotten your password there is a link you can use – “Forgot my password” – which will send you an email you can use to reset it.

JP 17.06.22

1.4 Should I use my existing BSI login or my ISO login (I currently have both)?

If your existing BSI login is for eCommittees, that one is not the one to use! That will go along with eCommittees. The ISO login will be the right one - BSI Documents National committees will appear in the system under the same login, and on the same screen.

Note: If you have log ins for any other National Standards Bodies (i.e. AFNOR) these will also NOT work with BSI Documents.

JP 08.07.22

1.5 I don't think I am a member of ISO. If possible, how do I go about applying for such? I was referred here by my BSI committee.

You don't need to be a member of ISO to use the system for your BSI work – BSI Documents is our own version of the system and you will be able to access all of your committee work through that.

JP 15.07.22

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1.6 I would like to give my assistant access so that she can put together and update a list of my standards under review and what stage they are at. Is that possible?

All standards being developed or under review pass through some main stages and these will be in the ballots area when they are launched. If this is a regular activity for your assistant then you can request they be given observer status on the committee or papers member so they can access the documents. Please discuss with your Committee Manager.

JP 24.06.22

1.7 What if there are committees that seem to be missing off the home page?

Anything that does not seem to be structured or included (e.g. missing documents) as it should needs to be referred to our support team – either contact your Committee Manager or email BSIDocuments.Support@bsigroup.com.

JP 01.07.22

1.8 I have a log in to the IEC system - will the new BSI Docs login be completely new?

The BSI Docs login will be a different one. The system is the same login is you are with ISO or CEN, but IEC and CENELEC are different systems.

JP 15.07.22

1.9 Should the dashboard list international IEC groups that I'm involved with?

The BSI Documents system is only linked directly to ISO and CEN. There will not be any link to your IEC committee (same applies to CENELEC). If your BSI national committee mirrors an IEC committee any relevant documents will be uploaded into your national committee's documentation, as happened with eCommittees.

JP 15.07.22

1.10 Does 'Related Committees' show those ISO TC's with a liaison to the 'main' committee?

No. Related Committees shows only committees that have a formal mirroring relationships.

GB 05.08.22

1.11 Which browsers can I use successfully in relation to BSI Documents?

BSI Documents (and the other applications in the ISolutions suite) is supported on the following browsers:

- Chrome Android
- Google Chrome
- Microsoft Edge
- Mozilla Firefox
- Safari 11+
- Safari Mobile

JP 12.08.22

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2 Search facilities.

2.1 How do I find a document that has been migrated from eCommittees?

2.2 How do I find a document that was circulated to my committee colleagues?

2.3 How do I find a document on BSI Documents when I can't remember where it was stored?

The search facilities within BSI Documents are far more powerful than we are used to in eCommittees. There are three different search facilities:

Quick Search: clicking on the icon found in the top right hand corner of the screen will give you access to a search bar. Entering the search criteria in this bar will search across all documents you have access to. You can enter words, metadata, title, users, etc – all types of information and the search will look through the content as well as the file information to find what you are looking for.

Committee Documents: Clicking Committee Documents will open a side window to facilitate the search with different boxes and options to be entered and selected; criteria entered here will search through the documents for a specific Committee. These types of search can be saved to avoid having to specify the criteria each time.

Advanced Search: This option allows you to search across everything to which you have access – all documents, all committees. The side window that appears is almost the same as a Committee Document search, but the search will go wider and work through all committees (National and International if applicable) as well as emails. It is designed to be followed by Normal text.

JP 17.06.22

3 Document management.

3.1 Why are my BSI Documents all numbered zero?

When we migrated all of the documents from eCommittees across to BSI Documents (>1.4 million), all of the numbers were reset to zero as the numbering system is different from one system to another. The original N number is still available for searching upon however.

JP 17.06.22

3.2 Some documents have two numbers – an ISO number and a BSI number; is there a way to see both?

You are not able to see both of these number, however they can be searched for using any of the Search methods described above (Quick Search, Committee Search, Advanced Search) to help find the required file.

JP 17.06.22

3.3 How do I upload a document?

You can upload a document using the Member Upload area – all members of your committee will receive a notification to say the file is available.

JP 17.06.22

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3.4 Can I upload an N numbered document?

If you wish for an uploaded document to have a more official designation, inform your Committee Manager who will be able to organize an N number to be allocated to your document.

JP 17.06.22

3.5 Will the old N doc number always appear, as that is often the easiest key for searching?

The old N doc number will be available to search upon as they are held as part of the document data as well as in the document itself, but it will not show in the same way as on eCommittees. Documents migrated from eCommittees will all show as N0 in the BSI Documents interface. Any new documents added to BSI Documents will be given a N number using the new format of N1, N2, N3 etc..

JP 24.06.22

3.6 Will ISO documents always be renumbered as BSI N documents or will the ISO document number be retained?

In eCommittees, ISO and CEN documents had to be uploaded to the system which then generated an additional N number unique to BSI, so the documents had two numbers. This will not happen going forward ISO and CEN documents will appear automatically on the BSI Documents lower area of the committee home page and will retain their original numbering.

GB 15.07.22

3.7 I see the same document but with different numbers as I receive it direct from ISO.

In the new BSI Documents system ISO documents will no longer be given an additional N number as, due to the connectivity into ISO, the documents will now automatically be linked from the national committee.

In our old eCommittees system we would upload ISO documents into the National committees, therefore, giving them an additional N number – this will no longer be the case.

JP 24.06.22

3.8 Will both the ISO numbers and BSI N numbers be displayed/available?

The search functionality in BSI Documents searches both the metadata of a document AND the content of the document itself. Therefore, you can find documents using either the ISO or BS N numbers using the search functionality.

JP 24.06.22

3.9 What is the retention period of documents on the system e.g. decisions?

There is no time limit for the retention of documents.

JP 01.07.22

3.10 Will there be a listing available of all the old-system N-documents for each committee with number, date and title?

We will have available a separate spreadsheet with all the historical N numbers on, title and date. This will be provided to your Committee Manager whom you should contact if you want to use it.

JP 15.07.22

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3.11 Can convenors or even committee members upload N documents? How is the N number assigned?

Documents can be uploaded, but N document number allocation is managed by your Committee Manager or the Business Support team.

JP 15.07.22

3.12 I need an amendment to an uploaded document - do I send my request to the person indicated as the one who has uploaded?

No. All requests for modification to the uploaded document should be directed to the contact specified on the document cover sheet. (See the Members List for contact details for this person.)

JP 12.08.22

4 Notifications.

4.1 Why am I not receiving notifications?

There may be no activity on your committee to notify you of, but check your junk mail in case the notifications are landing there instead of your inbox. It's a good idea to add the 2 addresses from which notifications may come to your safe senders list – these addresses are:

biznotif@iso.org

sd.bsi.documents@iso.org

JP 17.06.22

4.2 Are automated 'overnight' mails sent during the night across all ISO time zones (so at night in Australia, US etc...)?

No - it's overnight Central European/GMT.

JP 01.07.22

4.3 How can I get the frequency of notifications changed so they are less frequent, and will this change affect all notifications?

You are able to request that the frequency of notifications is changed from daily to weekly by emailing either BSIDocuments.Support@bsigroup.com or the ISO helpdesk. This will affect all automatic notifications for national documents.

JP 12.08.22

5 Internal committee communications.

5.1 Can I email all of my committee colleagues?

You are able to email all of your colleagues, but not just one or two – it's all or nothing if emailing via BSI Documents. You can also upload a file to the Member Upload area to make it available to all members – they will receive an automatic notification to say the file is there.

JP 17.06.22

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5.2 When using 'Email To All Members' can one deselect some of the members (e.g. corresponding members) from the mail circulation?

No - the only email option is to email all.

JP 24.06.22

5.3 Do emails sent using BSI Documents get stored within the app or within your usual (local) mail program?

Emails sent from the BSI Documents system will be stored in the Mail Archive folder.

JP 15.07.22

6 Ballot.

6.1 I can see different acronyms applied to ballots – what's the difference?

Firstly, don't worry! Your Committee Manager will arrange for the right ballot to be used according to the vote required. You may see some ballots shown as NCIB – this type of ballot is used for voting on National Standards and can also be used to gather votes/views on opinions or positions. NPOS is another you may see – these are used to gather national consensus before the vote is placed on an international or regional standard.

If you are involved in National work, the NCIB will be the one used.

JP 17.06.22

6.2 There is a ballot coming up but I won't be able or available to place my vote – can my Committee Manager place the vote on my behalf?

Yes – your Committee Manager will be able to cast the vote on your behalf if you are unable to access the system to do so. All votes cast are also visible on the system.

JP 01.07.22

6.3 Will the closing dates for Ballots/voting match the international committee dates?

The BSI closing dates will be earlier than the international committee dates to allow time for review, discussion and collation and then to submit the vote in good time.

JP 15.07.22

6.4 Will "Ballot documents" show IEC "Q" and "DC" documents? These also need NC responses by a set date.

Any ballots from IEC that are relevant for BSI national committees will be created in the ballot module of BSI Documents with a due date prior to the IEC deadline. Your Committee Manager will liaise with the BSI Docs team to set this up. Any documents that are sent out from IEC that require comment will also be uploaded into BSI Documents and an email sent from the Committee Manager confirming the action/comment required.

JP 15.07.22

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6.5 Will we get updates when anyone votes?

You will not receive notifications when other users vote on a ballot. Votes cast are visible within the system however.

JP 15.07.22

6.6 Where can we find templates, for example the BSI comments form for commenting on a particular standard?

If a comment template is being used for responding to a ballot, the template will be attached to the ballot questions within the BSI Documents system.

JP 15.07.22

6.7 What about old ballots that were in the old system?

Ballots prior to the launch of the BSI Documents system have not been migrated.

JP 15.07.22

6.8 Currently for ballots our committee discusses the subject or ballot, and our combined view is logged by our Committee Manager. Can we still do this or do we need to submit our individual votes?

Your Committee Manager will still prepare the national response to a ballot and submit this on the committee's behalf to the relevant body. You should still vote using the system to put forward your view when prompted by the notification emails; discussion within the committee is of course always welcome in addition to this.

GB 05.08.22

7 Use of published standards.

7.1 Can I get a PDF copy of a published standard?

We are piloting read-only access to all published British Standards through our British Standards Online Library (BSOL) product for all eligible committee members. That means you have access to the full catalogue of published British Standards "on-demand".

This BSOL access replaces our existing Complimentary Standards Online (CSO) service, and also removes the need for you to request and wait for us to provide PDF copies to you. You can log into BSOL [here](#).

Through this pilot, we want to encourage the use of BSOL as the resource to view any standards needed to support your committee work, in place of PDF copies. However, if you have a technical need for a PDF copy, please contact us at BSIDocuments.Support@bsigroup.com to discuss.

The first review of the BSOL pilot will be in October 2022, and we will adjust our approach based on your feedback to ensure our members have access to the information needed to be able to complete their committee work most effectively.

Through the pilot, please continue to share your feedback with us using the BSIDocuments.Support@bsigroup.com mailbox, letting us know what works and what doesn't work, to enable us to improve the service in the future..

JP 17.06.22

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7.2 Does BSOL interact in any way with BSI Documents?

BSOL access is on a separate system. If you qualify for BSOL access, this will be created 1-2 weeks after your BSI Documents account has been activated. If you have activated your BSI Documents account you will soon receive a BSOL welcome email with instructions for how to log on and access documents.

JP 15.07.22

8 Enhancements and known issues.

8.1 Can the 'Workspace' column be moved closer to the 'N' column?

We aren't able to make this change as the system is managed and developed by ISO, and is used by a number of other NSBs. We are able to make requests for changes but there is no guarantee they will happen. We will make a note of this request on our log to discuss with ISO.

JP 15.07.22

8.2 Some ZIP files do not download correctly if the title is too long – how many characters can be used to name these files?

We asked ISO about this and received the following response:

The max number of characters in the title is 250, but we do not recommend using long filenames as the maximum length for a Windows filename is 255 characters and this includes its path. And the application is also automatically adding the committee reference and N-number when the document is downloaded.

Note that you can also use the description field for additional information. Remember also that the National Documents has full document indexation meaning that you can search (using the Quick Search in the upper right corner) and preview any content of a file.

JP 12.08.22

9 Training and support.

9.1 Will there be further training available after the last scheduled session of 5th July for those who have been unable to attend any of the dates provided?

A second series of demos of the system was made available in late July/early August. No more sessions in this format are planned. A new course will be included in our Committee Member Training range, which we expect to be available from this autumn. The outline for this session is yet to be finalized and we do not yet have dates arranged, but if you missed this summer's offerings then you might like to [bookmark this page](#) which will be populated with the course outline and dates/times later this year.

GB 12.08.22

9.2 What has/will happen to the previous eCommittees site?

Support has ended for eCommittees and all its previous services will be delivered via BSI Documents going forward.

GB 15.07.22

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9.3 How can I get my email or personal details changed on the system?

Please email BSIDocuments.Support@bsigroup.com with the changes they will be actioned.

JP 15.07.22

9.4 Why should I click the logout button and not simply close my browser down when I am finished using the system?

At present, we have found no loss of functionality or bugs from users closing down their browsers to exit the system at the end of a session. However, it's best practice to use the system as it was designed it to be used: software developers don't add buttons to systems that aren't needed! A typical consequence of closing the browser down on some sites is that next time you go to log on by opening a new browser, an error message 'User already logged in' appears, preventing you from logging back in. This isn't happening on BSI Documents, but we don't know if a problem will occur from doing that in a future release of the software - and new releases of the software are being made regularly.

GB 29.07.22

9.5 What colour is the Beacon icon for the different committees?

The Beacon changes colour depending on which standards organization's documents you are looking at. For national (BSI) committees, the colour is orange; for a European (CEN) committee it is blue; for international committees (ISO) it is red. The Beacon will appear as grey when you are looking at Dashboard as no documents can be viewed at that level.

GB 05.08.22

9.6 Is there a preferred way for uploading spreadsheets and being able to then view them in the reading pane?

The view of all document files in the preview window is similar to the preview you see when you go to print a file without applying any print formatting.

If your spreadsheet upload is to provide summary data at a glance, save it as a pdf first and then upload the pdf for others to view. This will ensure the information displays correctly in the reading pane.

If you want others to have access to the source file (and retain the functionality in the Excel file), then upload the original file and [disable online reading](#). This will mean there is no preview of the document in the reading pane. There will be a message instructing readers to download the file to view it.

The same principle described here also applies to Word documents and other file types.

GB 12.08.22

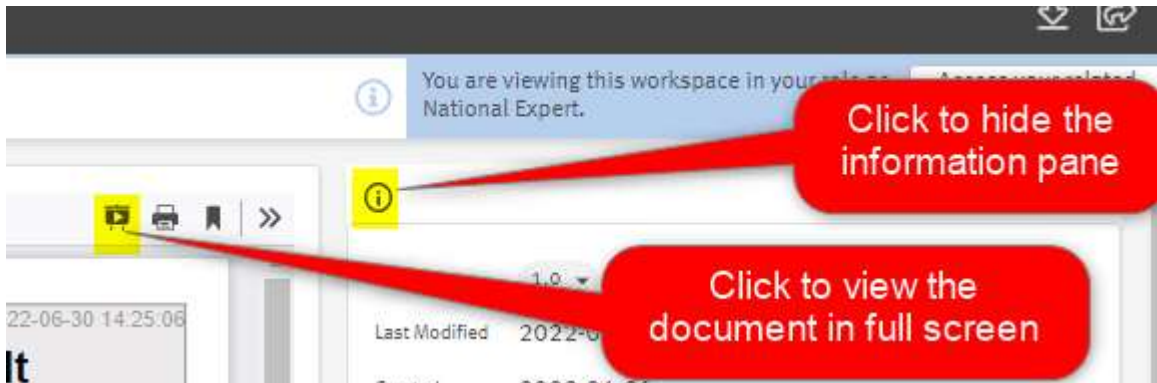
9.7 How can I give myself more space on the screen to see a document more clearly?

There are several options to have more space on the screen to see a document.

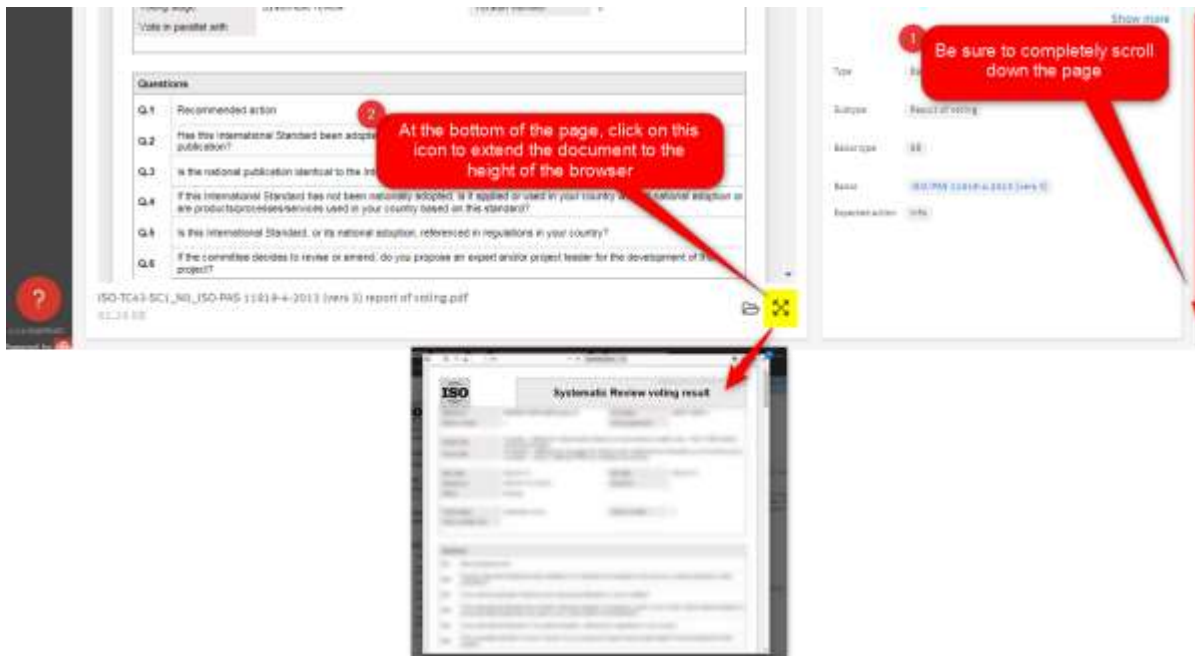
Option 1) You can click on the small (i) icon on the upper left corner of the information pane to close it

Option 2) You can click on the small "presentation" icon on the right corner of the document to view the document in full screen

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Option 3) Be sure to completely scroll down the web page (sliding bar the most on the right (1) and then click on the small "crossed arrow" icon to extend the document to the height of the browser.



JP 12.08.22

10 Quick hacks, troubleshooting and workarounds.

10.1 Is there spell check on emails sent via BSI Documents?

There is a spell check facility and formatting options for emails sent via Email To All Members.

GB 22.07.22

10.2 Is there a facility for enlarging sections of print/screen to make it easier to see?

There is a zoom in, zoom out feature on open documents.

JP 22.07.22

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10.3 Rather than download documents one at a time, can several documents be selected and downloaded together?

Yes, you can download multiple documents at one time but clicking the circle next to the document title, this will then update to a blue circle with a tick - once you have selected everything you wish to download you will get a blue bar at the top of the page with a download button on the far right.

JP 22.07.22

10.4 When I log in via the portal, I do not get the menu across the top or down the side. What do I do to get these to come up?

Once you have logged in, please click on the 'New National Documents'; if you then click on the committee you would like to look at you will go on to the Committee homepage, which has the options down the side and the folders at the top.

JP 22.07.22

10.5 When I open the New Documents area for my committee, I get a pop up Q&A box that obscures the document list. How do I close this pop up?

The Circle at the bottom left contains a 'X' which allows you to close the pop up. Depending on the screen, it can sometimes be a bit obscured by the pop up box itself!

JP 22.07.22

10.6 There is a blue banner that appears on the screen when members are on the ISO page which states "This workspace is related to some national committees"; however, this banner can sometimes block the Download Documents button – is there a way to move or remove it?

If this does happen, if you reduce the font size using *[CTRL and -]* this will make the button visible again. The font can be increased again once you've carried out the required action with *[CTRL and +]*

JP 12.08.22

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Revision History

Issue	Date	Author	Approved By	Changes
01	17 Jun 2022	Julie Paice		New document.
02	24 Jun 2022	Julie Paice		Added new Q&As 1.4, 1.5, 1.6, 3.5, 3.6, 3.7, 3.8, 5.2. Added new topic (section 8) and Q&A 8.1.
03	1 Jul 2022	Julie Paice		Updated Q&A 6.2. Added new Q&As 1.7, 3.9, 4.2. Added new topic (section 9) and Q&A 9.1.
04	8 Jul 2022	Julie Paice		Updated response to Q&A 1.4
05	15 Jul 2022	Guy Burton		Updated responses to Q&A 1.5, 3.6, 8.1, 9.1. Added new Q&As 1.8, 1.9, 3.10, 3.11, 5.3, 6.3, 6.4, 6.5, 6.6, 6.7, 7.2, 9.2, 9.3.
06	22 Jul 2022	Guy Burton		Added new topic (section 10) and Q&As 10.1, 10.2, 10.3, 10.4, 10.5.
07	29 Jul 2022	Guy Burton		Added new Q&A 9.4.
08	5 Aug 2022	Guy Burton		Added new Q&As 1.10, 6.8, 9.5.
09	12 Aug 2022	Guy Burton		Updated 'How to use this FAQ' and Q&A 9.1. Added new Q&As 1.11, 3.12, 4.3, 8.2, 9.6, 9.7, 10.6.