ZY LAB
an IPRO company

Manual

Contact. Help. Training. Documentation.

For full contact details, visit the ZyLAB website - http://www.zylab.com

Ask us any question about installing, configuring and using ZyLAB at https://help.zylab.com with a support request. We offer a variety of information, resources and a knowledge base.

Follow our online training program - https://learn.ipro.com/

For our latest, most up to date documentation, please refer to https://docs.zylab.com

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The contents of this manual is subject to change in the future without notice. We made every effort to ensure the accuracy of the contents of this manual.

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Get Started

	Note: As a reviewer, you will analyze complex information and make judgment calls with respect to responsiveness, relevance, privilege and confidentiality. The available review options may vary, depending on whether you are participating in a Preliminary, First Pass, or Additional Pass review. Or depending on the permissions set by your Administrator.

Log In and Select, Create or Delete Matter

The ZyLAB ONE user interface is entirely web-based. The following browsers are supported (older versions or other browsers might not work as expected):

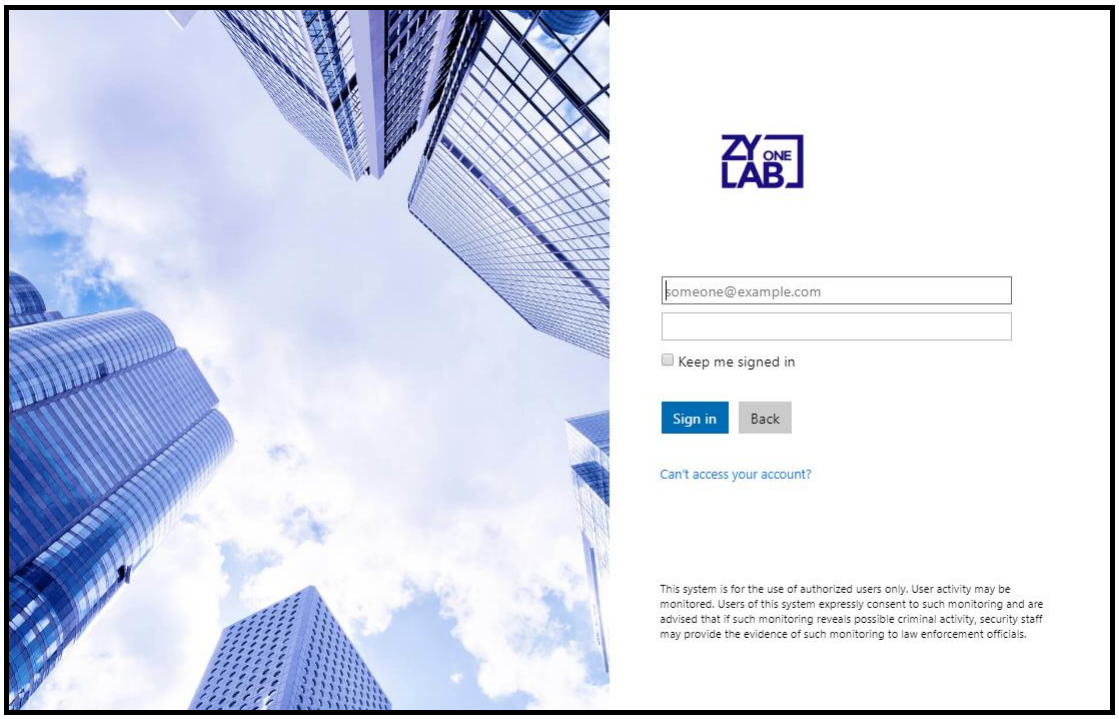
- **Chrome**: As of version 95.0.4638.54 (Official Build) (64-bit)
- **Firefox**: As of version 93.0 (64-bit)
- **Edge Chromium**: As of version 94.0.992.50 (Official build) (64-bit)

One or more accounts have been created by the Administrator.

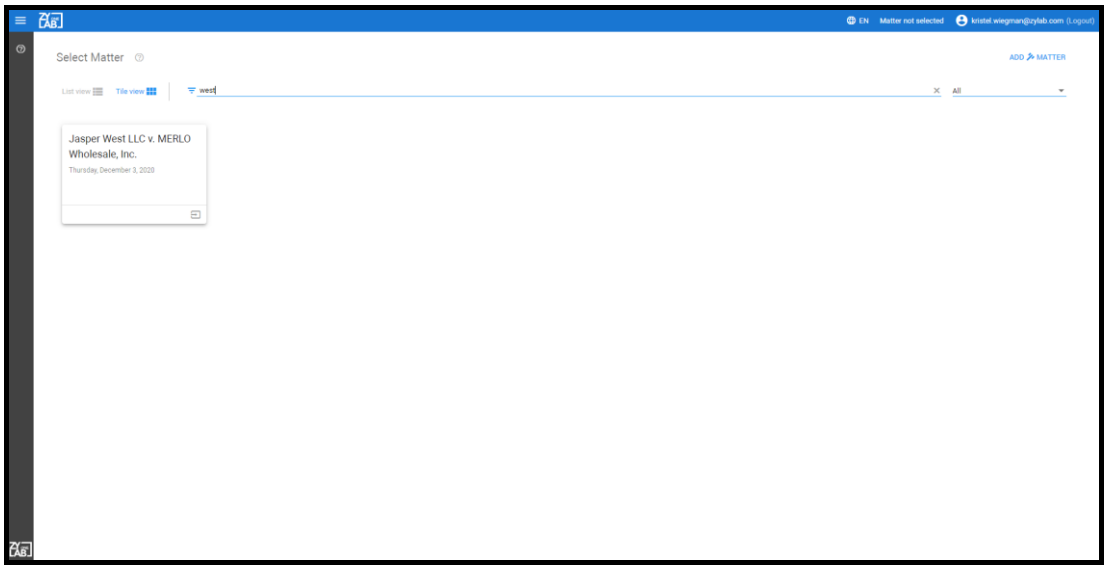
Instructions

1. Browse to your ZyLAB ONE website. If you do not know the correct address anymore, view your invitation email or contact your Administrator. If you did not receive an invitation email, please check your Spam or Trash folder.

   The Login screen appears.



2. Enter your user name and password. If you do not know your user name and password, contact your Administrator.
3. The Select Matter screen appears. In the example below we searched on the matter name via Search



4. Select the tile of a Matter to open it.
   If no matter is available, create one via Create Matter.
5. To Continue Review, select

Result

You have started a review session or continued with an existing one.

	Note: The matter name can always be seen in the top right corner of the screen. Click (Open another) *to select another matter.*

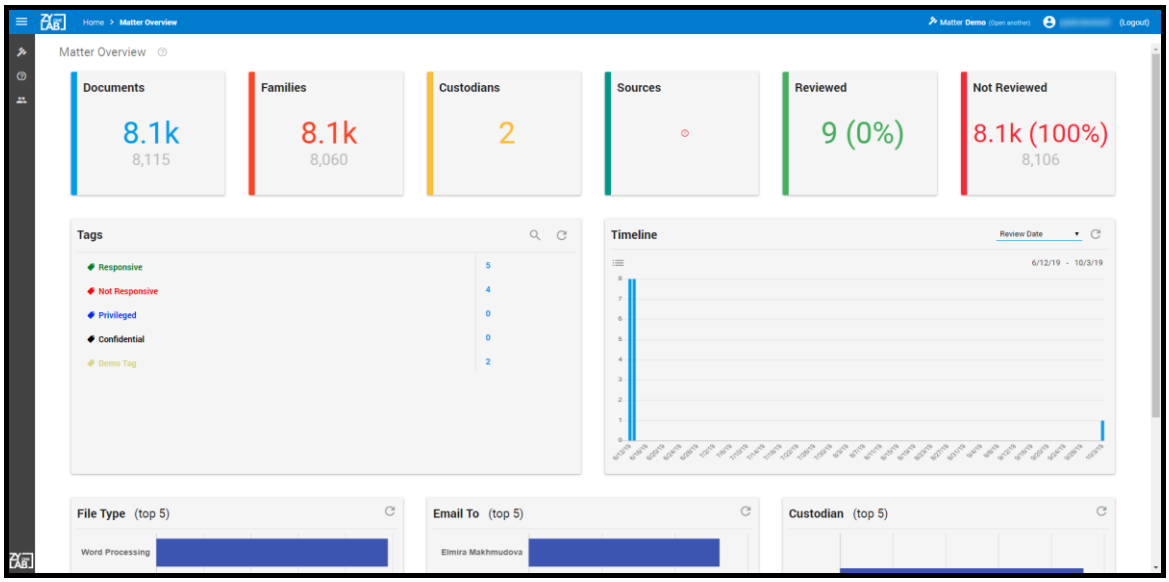
Delete Matter

Click on the Delete icon to delete the matter.

	Note: Deleting the matter here will also delete the processing case.

Matter Overview

For a description of the various components displayed on the Matter Overview page, review the documentation below.



Documents Tile

Click to view all matter documents in the Document List - displayed with the Flat List view. This simply displays the individual documents, without reference to family documents.

Families Tile

Click to view all matter documents in the Document List - displayed with the Full Family Tree view. This displays documents with their family groupings. Child documents, such as email attachments, are shown beneath their parent documents.

Custodians and Sources Tile

View the number of related custodians and sources.

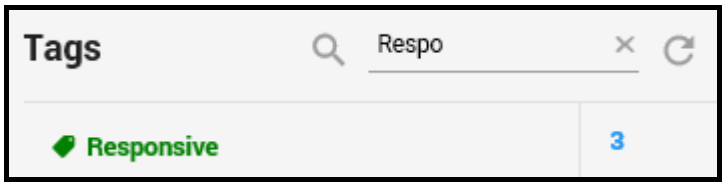
Reviewed and Not Reviewed Tile

Click to view documents with either the review status Reviewed or Not Reviewed.

Tags

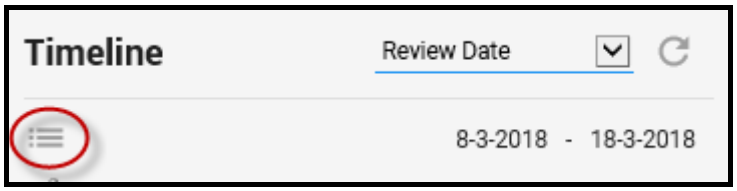
- View five of the available tags. The tags are sorted according to the order used in Document View. Click Show More to view all available tags.
- The number of labeled documents is displayed behind each tag.
- Click on a tag to open the documents labeled with this tag in the Document List.

- Refresh the list for the latest information.
- Search the list of tags:

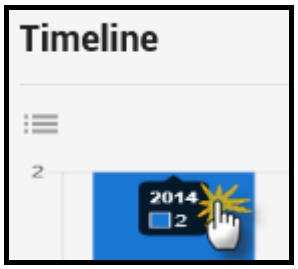


Timeline

- View the files in the matter according to Review Date, Created, Modified, Accessed, Email Sent Time, Email Creation Time, Email Delivery Time, Appointment Start, Appointment End.
- Open the files displayed in the Timeline in the Document List:



- Or drill down, by clicking on a bar. For example, click on the bar with files created in 2014 (year):



- Select the arrow to go back one step. Click a bar to drill down even more (month). Or, click the Document List icon to view all documents displayed in the timeline.

- You can drill down the bars until you have reached the bottom one (days). Then the Document List will be opened.

	Tip: For a time range search, it is advised to use Date Search

Facet Values

The first 3 facets from Facet View are displayed here, with the top 5 values per facet.

Click on a bar to open these documents in the Document List.

Create Matter

A matter includes electronic data that is converted to TIFF and a link to the data in its native format is provided. For review, only the TIFF image is used to avoid spoliation. The integrity of the native file (and its metadata) is retained.

Text and metadata is extracted and entered into a database (matter) so that the documents are searchable. Due to the uniform state of the data, reviewers can move from item to item quickly and efficiently.

	Note: Depending on the permissions you have received, you may not be able to create a matter. *The Matter creator is automatically the Matter administrator, and can, for instance, upload data and manage security.*

To create a new matter, follow the steps below.

1. Go to the Select Matter page and click **Add Matter**.

2. Define a Matter Name.
3. Select a Matter template.

   The Matter template describes a set of features and behaviors. For example, the fields (columns) that are displayed in the Document List, the tags that are shown in Document View, the language of the user interface and a set of auto-classification rules. Most of these predefined settings can be adjusted after matter creation.

   - **eDiscovery_EU**: Default template for eDiscovery in EU. Only difference with the eDiscovery US template are some auto-classification rules for PII and a few DisplayNames for the Tags (Responsive - Relevant, Issue - Motivation).
   - **eDiscovery_US**: Default template for eDiscovery in US.
   - **FOIA_US**: Default template for the US for the Freedom of Information Act use case.

- **Wob**: Default template for the Netherlands for the Wet openbaarheid van bestuur.
- **Woo_actief**: Default template for the Netherlands for the Wet open overheid:

  Proactively making information public in phases.

- **Woo_passief**: Default template for the Netherlands for the Wet open overheid:

  Providing information on request.

4. Select the Processing Rules. By default, the recommended Matter Processing Rules are selected.

   The Matter Processing Rules define how your data will be processed. For example, you can choose to OCR (Optical Character Recognition) your data or not. Please note that you cannot switch to another set of processing rules after matter creation. If you want to process your data differently, you need to create a new matter.

   - **Processing_Deduplication_NoOCR**: Data will be processed without OCR.

     Note: Duplicate files are filtered out and not available for review.

   - **Processing_Deduplication_NoOCR_AudioSearch**: Data will be processed without OCR and with Audio Search.

     Note: Duplicate files are filtered out and not available for review.

   - **Processing_Deduplication_OCR**: Data will be processed with OCR.

     Note: Duplicate files are filtered out and not available for review.

   - **Processing_Deduplication_OCR_AudioSearch**: Data will be processed with OCR and Audio Search.

     Note: Duplicate files are filtered out and not available for review.

   - **Review_Deduplication_NoOCR**: Data will be processed without OCR.

     Note: Duplicate files are available for review.

   - **Review_Deduplication_NoOCR_AudioSearch**: Data will be processed without OCR but with Audio Search.

     Note: Duplicate files are available for review.

   - **Review_Deduplication_OCR**: Data will be processed with OCR.

Note: Duplicate files are available for review.

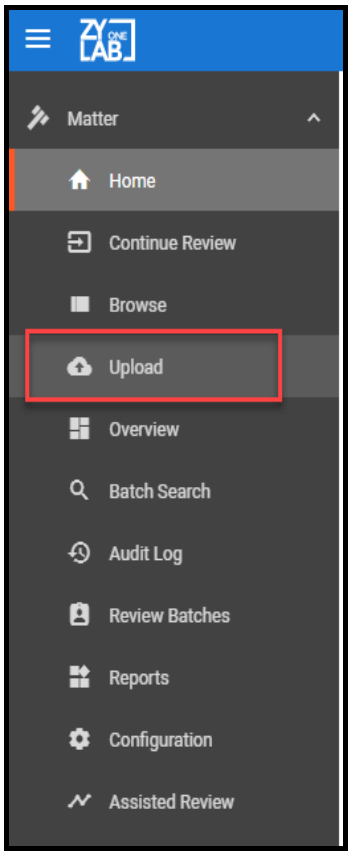
- **Review_Deduplication_OCR_AudioSearch**: Data will be processed with OCR and Audio Search.

  Note: Duplicate files are available for review.

5. Click Save.
6. Open your newly created matter from the Select Matter screen.

   Note: New matters are always displayed in the top-left corner as matters are sorted on last created date.

7. Upload data to your matter.



Upload

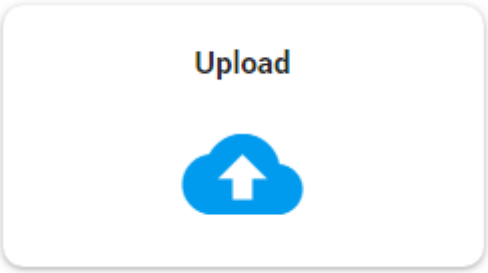
Upload data directly to save valuable time in making files accessible for review. The following are recommendations to keep in mind when uploading data:

- Upload less than 100.000 documents per instance, with a maximum of 500 GB (total file size).
- ZIP data first in order to maintain the file properties such as date created, date accessed, etc.

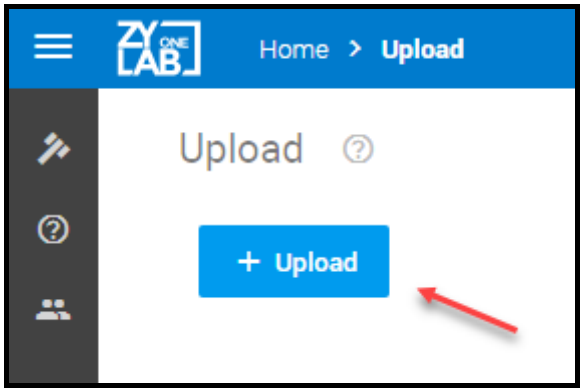
  Exception: The file property 'date modified' is always maintained.

Add New Upload

1. On the Home page, select **Upload**.



2. On the Upload page, select **+ Upload**.



3. Select one of the following upload options:
    - File Upload
    - Microsoft Exchange
    - Google G Suite

View Upload Status

After defining and starting your upload, return to the main Upload page. Here you can view the status and progress of all uploads.

The status of an upload can be one of the following:

- **Uploading**

  The files/folders are being uploaded.

- **Upload complete, waiting for transfer to processing**

  The uploaded files/folders are pending to get started with processing.

- **Upload complete, processing**

  The uploaded files/folders are being processed.

- **Abandoned**

  The upload has been interrupted or timed-out.

- **Deleting**

  The upload is being deleted.

- **Upload complete, waiting for review**

  The uploaded files/folders are processed and are ready to be reviewed.

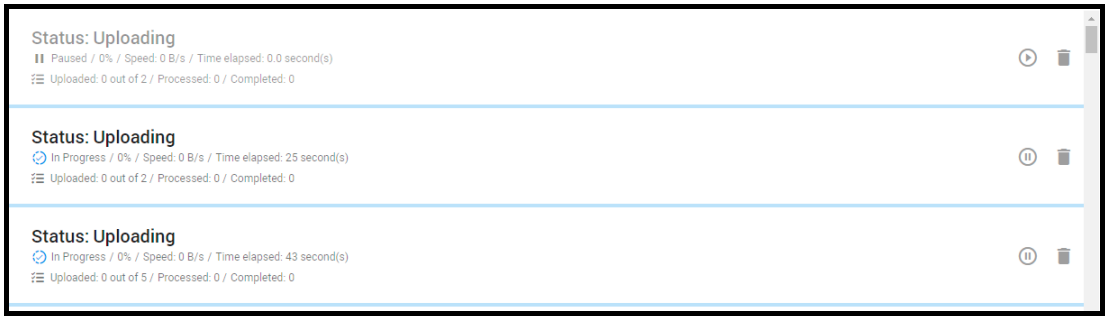
- **Upload complete, in review**

  The uploaded files/folders are processed and being reviewed.

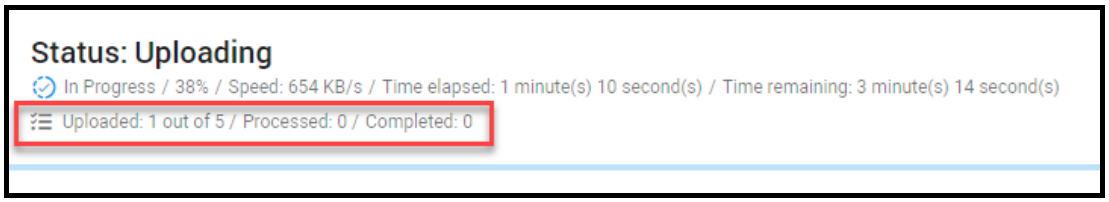
Additional Status information

- By default, only two uploads can be in progress (are active) simultaneously. When a third upload is added, it will be paused (inactive) until one of the two previous uploads is finished.

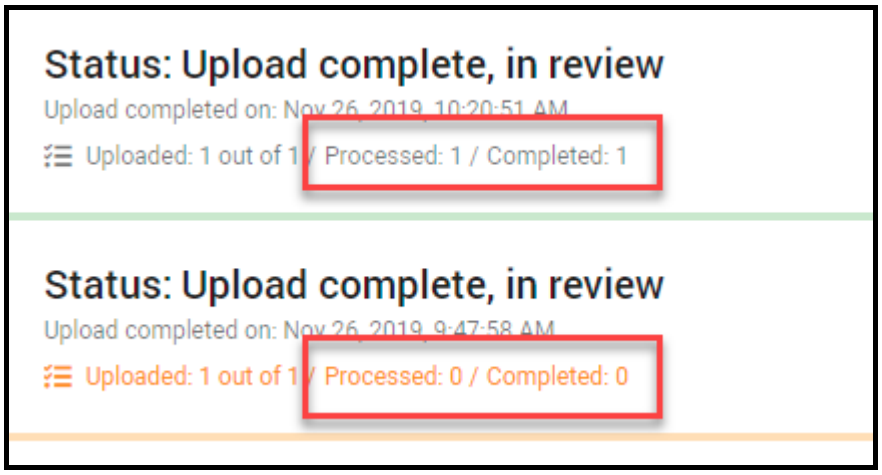
	Note 1: If you pause an active upload, the inactive upload that is next in queue will start automatically. *Note 2: If you start an inactive upload, an active upload will be paused.*



- During uploading, you can view how many documents are already uploaded, processed or completed.



- When some files are not completed (for example, corrupted or password protected), the progress line and status line text is orange to warn you.



- When an error occurs during upload, you will be warned with a yellow background and red text. Also, the number of errors is shown.

Options per Upload

You can choose to pause or resume, delete, retry an upload, or download the uploaded files/folders using the icons behind each upload.

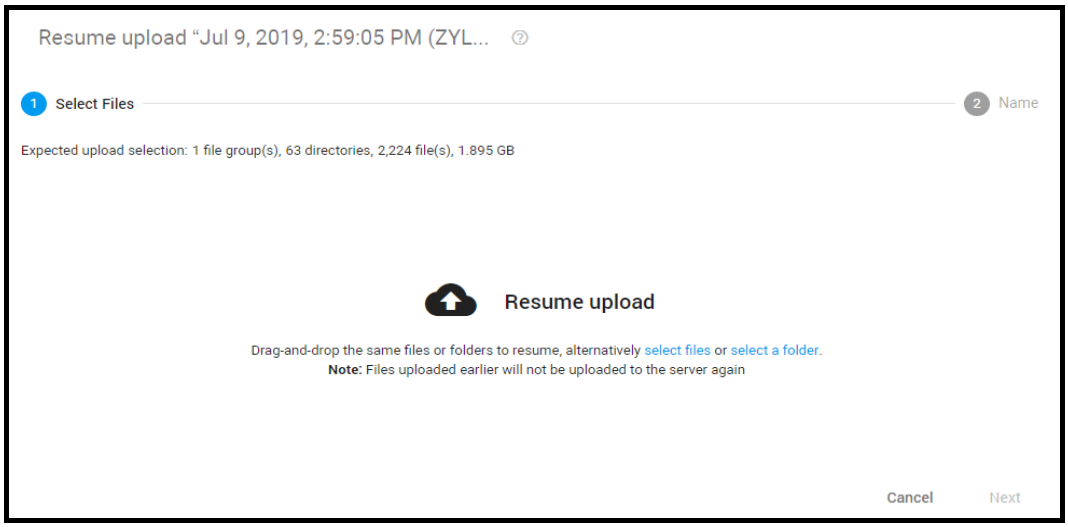
The available options depend on the status of the upload.

- Pause an upload by clicking Pause upload:

- Resume by clicking Resume upload.

When you resume after navigating to another page in ZyLAB ONE, you must reconfigure the upload.

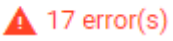
Select the same files/folders again (files already uploaded, will not be uploaded again), define the custodian/source again and start the upload.

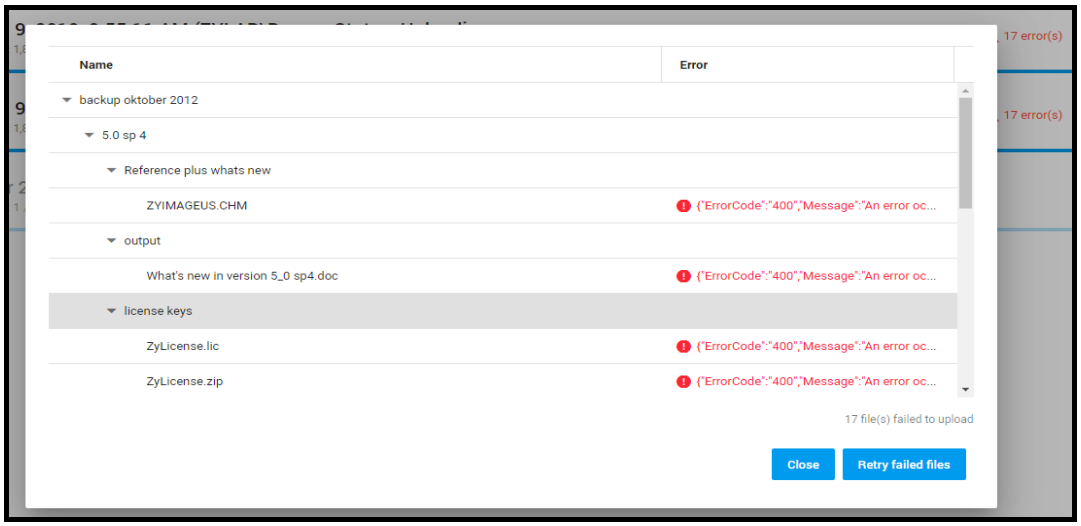


- Delete an upload by clicking Delete upload:

- Retry failed files by clicking Retry to upload failed files:

- View errors that were found during upload by clicking the red warning sign:





Close the log file or Retry failed files.

Additional Options on the Upload Page

- Search for a specific upload with the **Filter** bar.

- While waiting for your upload(s) to be processed, continue with review by clicking **Open Home in new tab**.

- Create a .csv report of all listed File Uploads by clicking **Download File Upload Report**.

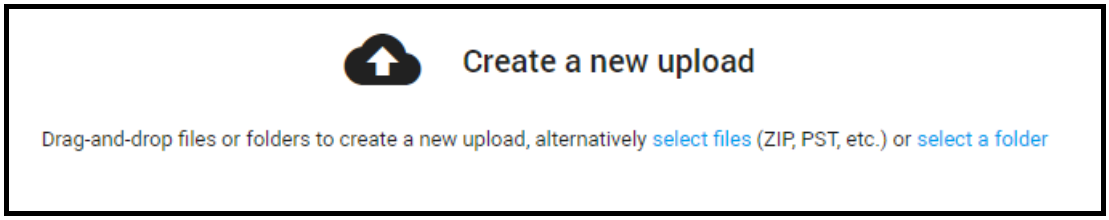
- Create a .csv report of one upload (with all uploaded files) by clicking **Download CSV**.

File Upload

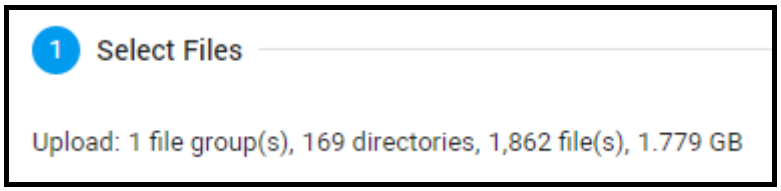
Review the documentation below to learn the procedure for uploading files.

1. Drag-and-drop files or folders to upload, alternatively select files (ZIP, PST, etc.) or select folders.

   Attention: In Internet Explorer you cannot upload folders, due to a limitation of that browser.



2. Click Upload.
3. View what is going to be uploaded.



4. Add more files/folders, or clear all files/folders:

   Add files | Add folders | Clear all

	*Note: You can remove specific files/folders by selecting their checkbox and clicking **Remove selected items**.* Add files | Add folders | Remove selected items

5. Select one or more files or file groups. If nothing is selected, all files will be uploaded.
6. Add and/or select the Custodian and Source.

7. Click **Next**.
8. Adjust the Upload Name when prompted.
9. Click **Start**.
10. View the status and progress of your upload on the main Upload page.

Cloud Upload: Microsoft Exchange

***Note**: You'll require full read access to all mailboxes residing in Microsoft Exchange. To accomplish this, it is necessary to create an account in Microsoft Exchange with read rights across all mailboxes.The steps for configuring Exchange Impersonation are dependent on the particular version of Exchange used.*

***Attention**: With the deprecation of Microsoft's Basic authentication, users must instead configure Exchange to use OAuth authentication.*

Connection

Connect with Exchange

- Login Account: Fill out the (ExCon Admin) account.
- Login Password: Fill out the password.
- Login Domain: Fill out the domain for authentication.

Exchange Version

- Exchange Version: Make sure the correct Exchange Version is selected.
- Exchange Web Services URL: Exchange Web Services URL is optional if the Autodiscover service has been configured correctly. Using Autodiscover service is necessary in environments with multiple Client Access Servers.

  By default: https://outlook.office365.com/EWS/Exchange.asmx

- When ready, click Next.

Data Selection

Define Date Range

- Date Range Type: Select a Date Range Type from the dropdown list.

  Date Range: Define the Date Range that must be searched. Use the calendar.

Define Exchange Data

- Subject: Define the subject to filter the messages you collect.
- Body: Define the body to filter the messages you collect.
- Mailboxes: Define the mailboxes accounts that must be collected. Make sure accounts are split with either a comma or a semicolon.

  For example: user01@zylab.com, user02@zylab.com

- Checkbox: Skip Journal Body: Choose Skip Journal Body to skip journal items and only archive the attachments from journal items.
- When ready, click Next.

Settings

Assign Custodian and Source

- Set the custodian(s) and source(s) at the bottom of the screen.

  Tip: First select the custodian/source that needs to be assigned to all or most mailboxes. Then, select one or more mailboxes in the table for which a different custodian/source needs to be assigned.

	***Attention**: Please note that whenever no mailboxes are selected and you assign another custodian/source, all previously assigned custodians/sources will be overwritten.*

- View the list of assigned custodian(s) and source(s) in the table.
- When ready, click Save.

Set Custodian and Source

- Custodian: Select a Custodian from the dropdown list or create a new one.
- Source: Select a Source from the dropdown list or create a new one.

Cloud Upload: Google G Suite

	Attention: *You need Service Account credentials to connect to GMail API. Also, you need access to specified domains to collect. To get it, you need a GSuite account with access to:* • *https://console.developers.google.com - Google API Console* • *https://admin.google.com - Google Admin Console*

View the steps below for creating a Service Account.

1. Service account creation:
    a. Go to https://console.developers.google.com
    b. Create project if needed.
    c. Go to hamburger-button > IAM & admin > Service accounts.
    d. Click "Create service account".
    e. In "Service account details" window:
        i. enter name ("gmail-reader-1" for example)
        ii. continue.
    f. In "Grant this service account access to project" window:
        i. skip roles granting
        ii. continue.
    g. In "Grant users access to this service account" window:
        i. "Create key"
        ii. select JSON format
        iii. json file will be downloaded automatically, store it securely!
        iv. done.

   h. In list of all service accounts:
      i. open your new account
      ii. Copy Unique ID somewhere
2. GMail API enabling:
   a. Go to https://console.developers.google.com
   b. Go to Library
   c. Go to GMail API
   d. Click Enable
3. Giving access to gmail api of organisation:
   a. Go to https://admin.google.com > Security > Advanced settings > Manage API client access
   b. Create new client access:
      i. Client Name - previously copied Unique ID
      ii. API Scopes - "https://www.googleapis.com/auth/gmail.readonly"

Connection

Connect with Gmail

- Service Account JSON Key: Enter the content of the JSON key file.
- Click Next.

Data Selection

Select GSuite Data

- Search Query: Enter the same query that is used in the search box of Gmail website. Avoid using queries that are specific to a particular mailbox - this query will be applied to all mailboxes.

	Note: Please note that text queries used in Gmail will become exact in ZyLAB ONE, which may lead to different results. For example, where the text query 'invite' in Gmail will also find the word 'invitation', in ZyLAB ONE it will only find the word 'invite'.

- Mailboxes: Define the mailboxes accounts that must be collected. Make sure accounts are split with either a comma or a semicolon.

  For example: user01@zylab.com, user02@zylab.com

- Checkbox: Include spam and trash
- Checkbox: Skip mailboxes validation: Select this checkbox, if you want to skip the verification of settings and validation of all mailboxes. You might want to do this if you are collecting from many mailboxes.
- Click Next.

Settings

Assign Custodian and Source

- Set the custodian(s) and source(s) at the bottom of the screen.

  Tip: First select the custodian/source that needs to be assigned to all or most mailboxes. Then, select one or more mailboxes in the table for which a different custodian/source needs to be assigned.

	Attention: Please note that whenever no mailboxes are selected and you assign another custodian/source, all previously assigned custodians/sources will be overwritten.

- View the list of assigned custodian(s) and source(s) in the table.
- When ready, click Save.

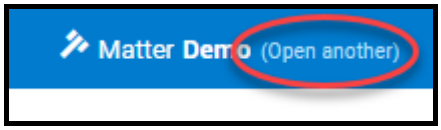
Set Custodian and Source

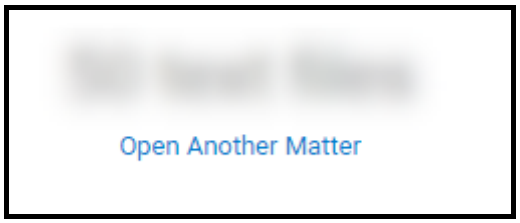
- Custodian: Select a Custodian from the dropdown list or create a new one.
- Source: Select a Source from the dropdown list or create a new one.

Continue Review

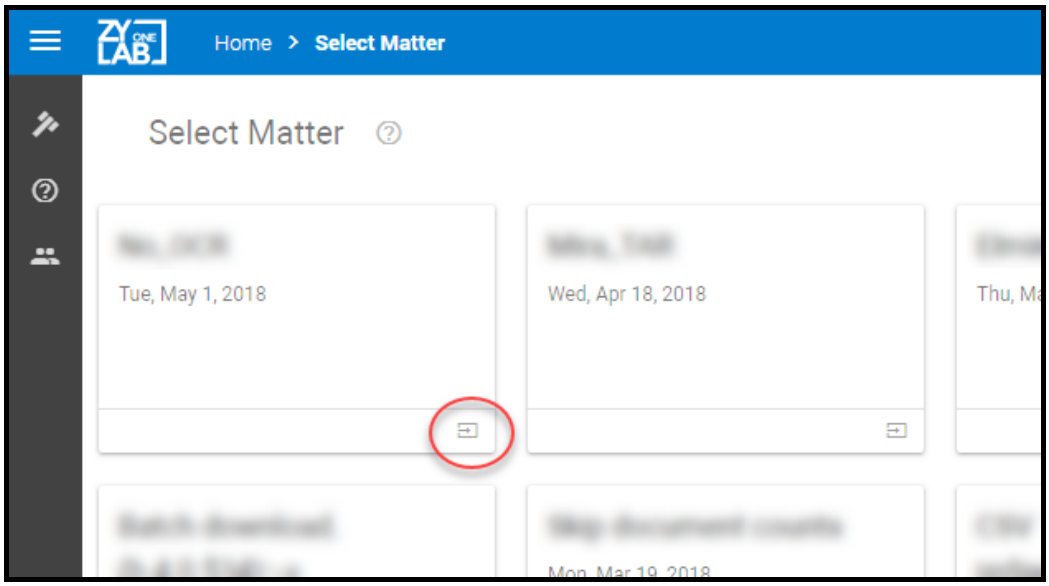
You have two options to continue review:

1. Using the Select Matter page.
    - Select **Open another** from the menu bar, or **Open Another Matter** located underneath the Matter name.

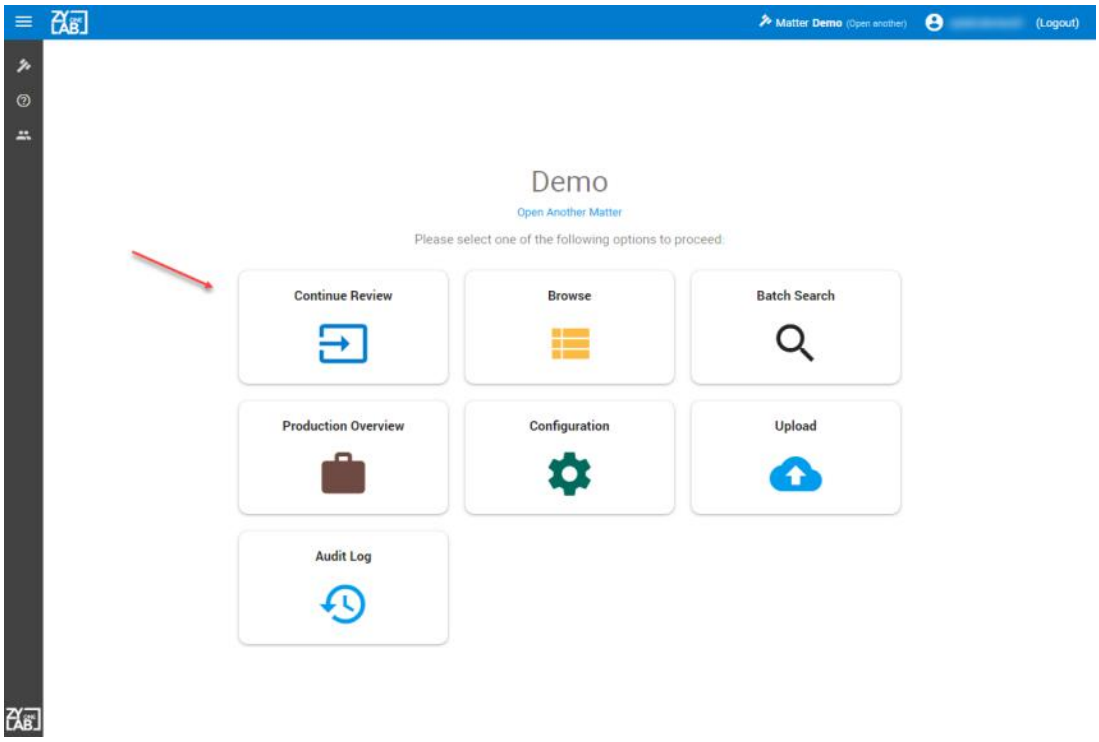




    - For the correct matter, select **Continue Review**.



2. Using the Home page.



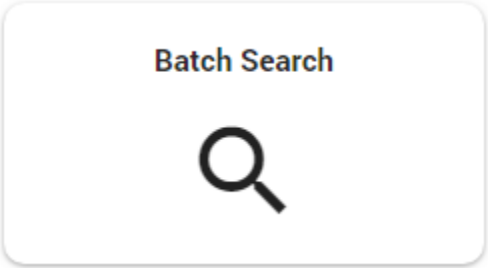
Batch Search

You can perform a batch search to pull up relevant documents across multiple queries at the same time. You can also batch update these found documents, as well as their families, with an assigned metadata value, making it easier to sort data and create Review Batches.

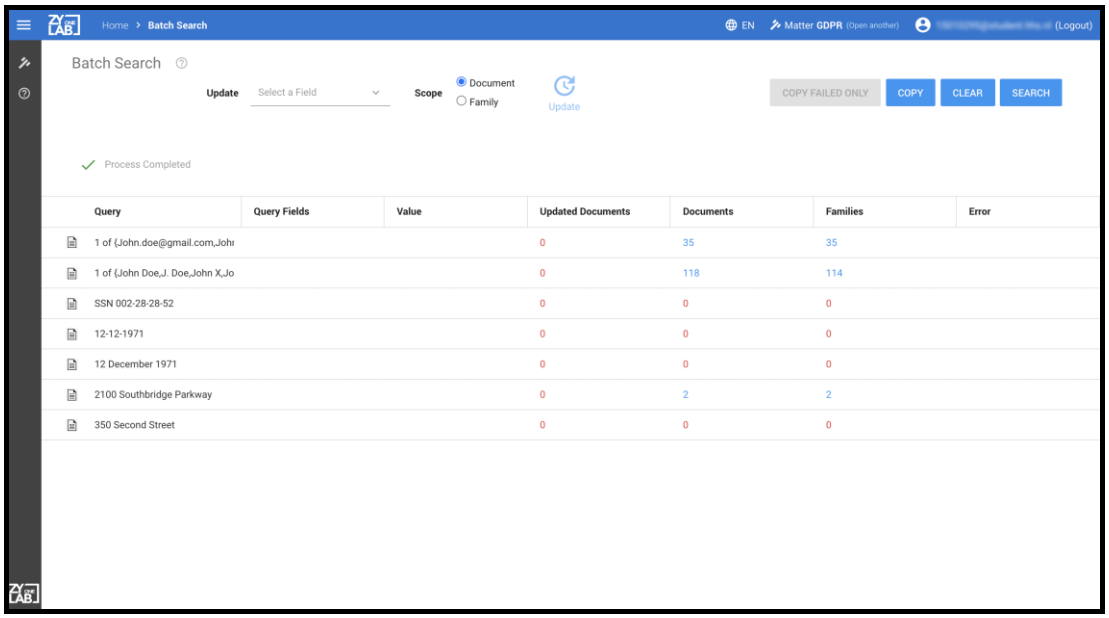
Perform Batch Search

Perform Batch Search (multiple queries at once) on your Matter.

1. On the Home page, select **Batch Search**.



2. Open your data sheet (for example, a Word or Excel document) with queries you have created.
3. Copy a selection of them.
4. Select the Batch Search section in ZyLAB ONE and paste your queries.

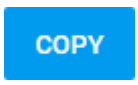


Values assigned to queries in your data sheet will be listed in the Value column.

5. Click **Search** to view the search results of each query.

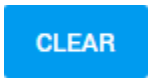
6. Select the found documents of a query to view them in the result list.

7. Click **Copy** if you want to copy all information (queries, values, search results, etc.). You can paste this information in a new data sheet.



8. Click **Copy Failed Only** if you want to copy only information about the failed searches. Paste this information in a new data sheet to evaluate the queries.

9. Click **Clear** to remove all queries from ZyLAB One and start over again.



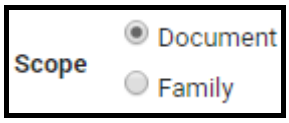
Batch Update Fields

Enhance your found documents with assigned values, which can be added to these documents as metadata. The values will be added to a selected field.

	Note: A role with the 'Bulk field update' permission needs to be assigned to you in order to use this functionality.

1. Select a Field to add the listed values to.

2. Select the scope.



   - Document: Only the found documents.
   - Family: The found documents plus related documents (for example, all documents from an email conversation).

3. Click **Update**.

   The values will be added to the selected field. The added field values can be used to sort data. For example, when creating Review Batches.

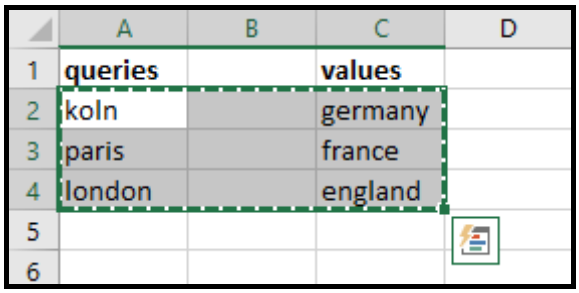
4. View the Updated Documents column for the number of updated documents.

Assign Values to Batch Search Queries

Assign values to your batch search queries. Each query will return a number of found documents. The assigned values can be added to those documents as metadata. The values will be added to a selected field.

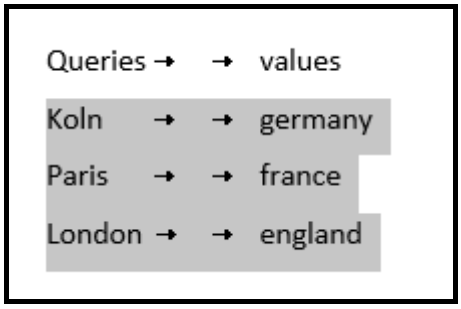
Create Queries and Assign Values

1. Create your queries in a spreadsheet (such as Excel) or a text document (such as Word).
    - When using a spreadsheet, leave an empty column between the queries and assigned values.

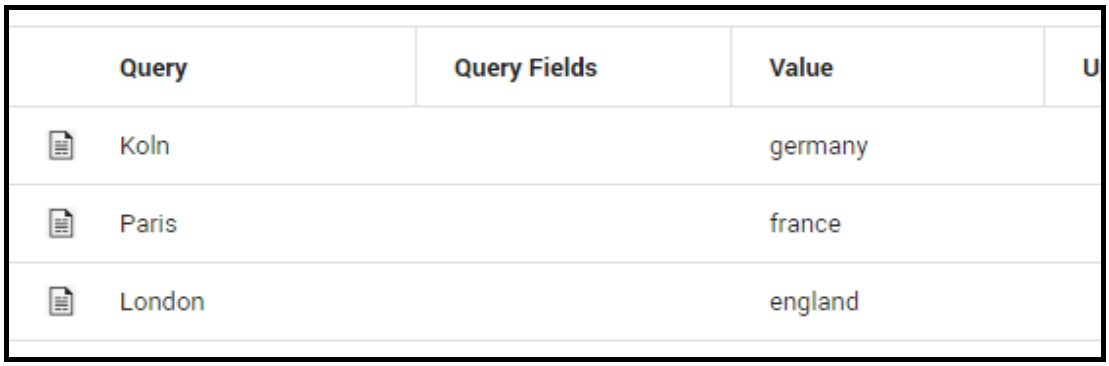


	A	B	C	D
1	**queries**		**values**	
2	koln		germany	
3	paris		france	
4	london		england	
5				
6				

    - When using a text document, leave two tabs between the queries and assigned values.

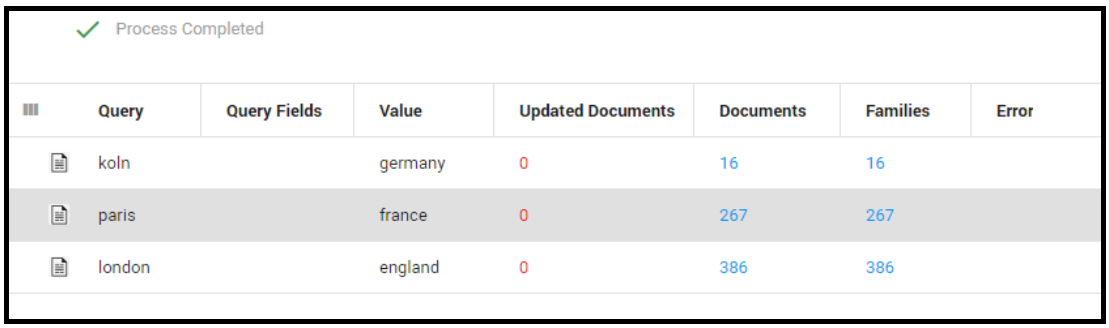


2. Copy and paste the queries and their assigned values into Batch Search. The assigned values will be added to the Value column.

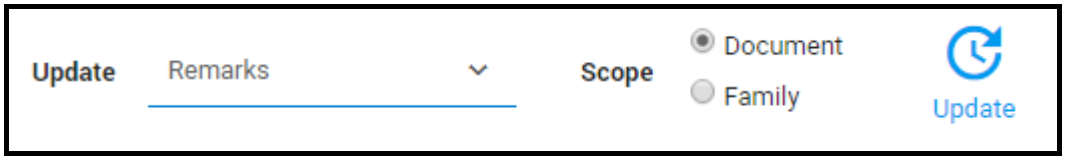


3. Click **Search**.

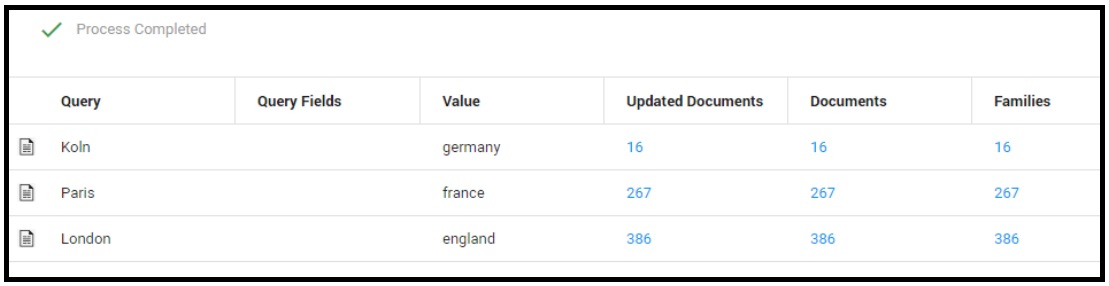
4. For each query a number of documents/families will be found. For example, the query "koln" returns 16 found documents. These documents can be updated with the value "germany". This value will be added to a selected field. The value "france" will be added to documents found with the query "paris".



5. Select a field from the dropdown listbox. For example, the field Remarks.



6. Select the Scope:
   - Document: Only the found documents.
   - Family: The found documents plus related documents (for example, all documents from an email conversation).
7. Click Update.
8. Click OK.
9. The values are added to the field Remarks.

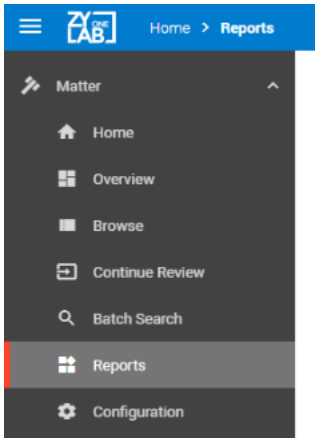

Process Completed
Query
Query Fields
Value
Updated Documents
Documents
Families
Koln
germany
16
16
16
Paris
france
267
267
267
London
england
386
386
386

Reports

Reports keep the process of uploading, processing, reviewing, and other tasks transparent. There are multiple options to create/view reports:

Reports Page

Select **Reports** in the Matter menu to create and view one of the available reports.



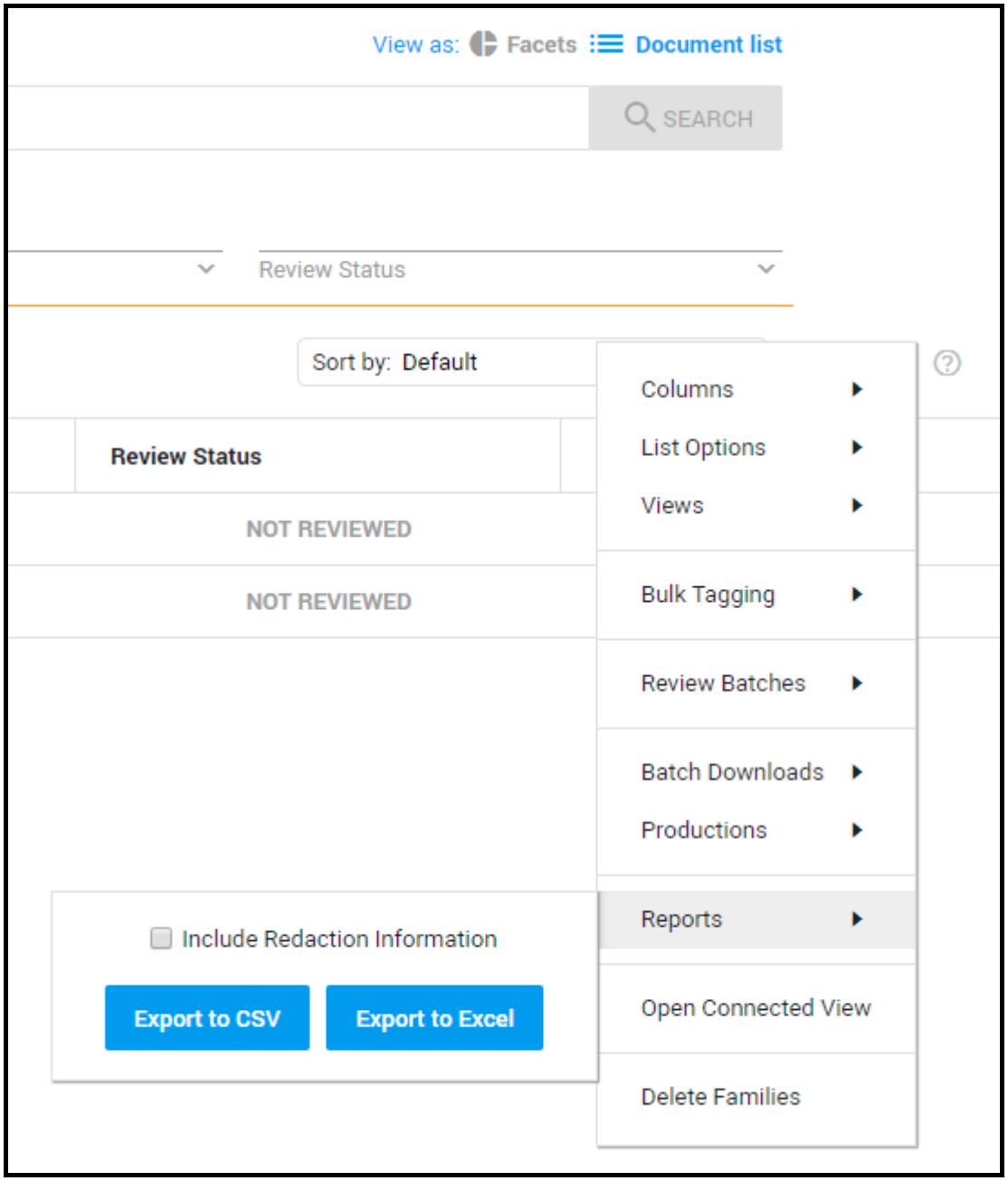
For each report the following options are available:

- Page navigation
- Refresh the contents of the report
- Go back
- Enlarge or reduce the size of the report page
- Save to Word, Excel, PowerPoint, PDF, TIFF, MHTML, CSV, XML or data feed
- Print the report
- Search for content in the report

Additional Reports

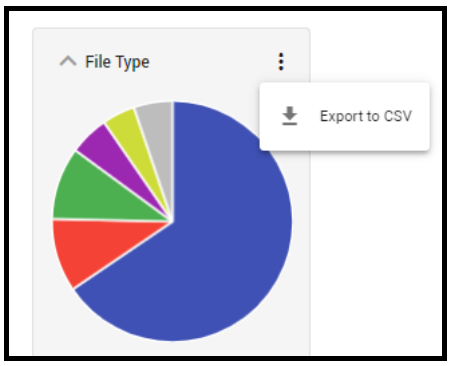
There are additional reports you can run apart from those available on the **Reports** page.

- Document List



The Document List report allows you to run a report on all or select documents in the Document List table.

- Facets



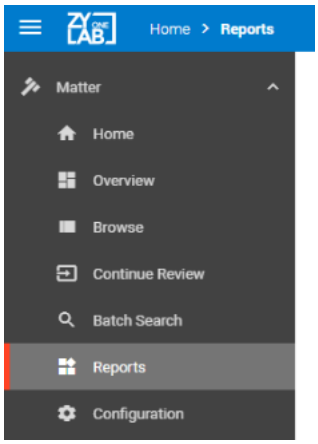
  Download Values and Counts from Facets with the Export to CSV option.

- Uploads

  Create a report on your Uploads with the Download CSV option.

Available Reports

Select **Reports** in the Matter menu to create and view one of the available reports listed below.



Processing

Processing reports provide information on the performance of processing jobs and act as a control mechanism to ensure that all files have been handled correctly. To meet the needs of project management, it is important to track the work performed on all items submitted for processing. Every item has tracking information as to the various tasks that have been performed on it. Item level tracking information can result in reports

representing overall status or status of any particular item or group of items whether they are ultimately moved forward into review or not.

- **Collected Locations Summary Expanded**

  Shows you the locations of the files and volume processed for each custodian in the matter. The following information is provided in the report:

  - Job Id
  - Start Time
  - End Time
  - Custodian
  - Source
  - Location
  - Extension
  - Collected Count
  - Collected Volume
  - Zip Expanded Count
  - Zip Expanded Count (Processed - Deletions)
  - LP Expanded Count (Deduplicated)
  - LR Expanded Count (Processed - Deletions)
  - LR Current Volume (Current)
- **Failed Actions Details**
  - Action Id

    ID of the failed action

  - Retries (number of restarts)

    If there are several errors for one action, only the last one will be displayed with information about the number of retries for this action.

  - Job Id
  - Document Id
  - Error Message

    Failures can be caused by - for example - password protected files, corrupt files or not supported file types.

Failed actions of the Email Extractor are often related to an Invalid TNEF signature. This means that the file is either not a valid TNEF file (outlook attachment) or it is corrupted.

Failed actions of both the Object Extractor and the Field Appender are often related to the Content Reader (which purpose is to read a file and return a representation of it). There can be various causes for a failed ContentReader action.

Failed actions of the Archive Extractor are often related to an invalid password.

- Performer Name
- Configuration Name
- Machine Name
- Custodian
- Source
- Mimetype
- Execution Time (ms)
- File Size

- **Filtered Items Details**

  A list of all documents that are filtered during processing and not processed. This reporting works for all Legal Processing collectors. Categories of filtered documents are:

  - No Processing Rule Assigned

    If no processing rule is associated with a document, then that document is skipped during processing. In the Filtering Items Details report you can view which files existed in the original collection, but were excluded.

  - NSRL Exclusions

    In the Filtering Report you can view which files existed in the original collection, but were excluded due to NSRL (or NIST) exclusions.

- **Matter Actions Summary**

Details about the processing jobs (status) for a specific matter. Specifically, how many documents are scheduled/started/failed/completed and/or canceled, sorted by machine name/performer.

- **Processing Summary Report**

  Details about the processing stages for a specific matter. Specifically, the document count per stage (Collected, Processed (Not in Review / In Review)) and the size per stage in MB and in bytes. An explanation of the different stages is added at the bottom of the report.

Review

Review reports provide information on the progress of the review, if/how files are tagged and/or annotated or if there are duplicates. There are also reports on emails in a matter (who sent/received them and the count).

- **Email From Details**

  Details about who sent an email (Email From) and how many times emails were sent from each email address/name (Count).

- **Reviewer Daily Summary**

  An overview (categorized per review date) of how many documents a reviewer has reviewed and tagged as responsive, non responsive, privileged and/or confidential.

  This report can be used for tracking the progress.

- **Privileged Log**

  A list of all files that were tagged as privileged. The following information is provided in the report:

  - ID
  - Original File Name
  - Hash Value
  - Custodian
  - Date
  - In case of an electronic file the modified date.

    - In case of an email the sent date.
    - Privileged Reason
    - Privileged Category
    - Mime Type
    - Extension
    - Email Subject
    - Email From
- **Senders Domain Details**

  Details about the origin (Senders Domain) of the emails and how many times emails were sent from that domain (Count).

- **Annotations Report**

  A list of all documents that are annotated. The following information is provided in the report:

    - Document Id
    - Name
    - Page Number
    - Content
    - Author Name
    - Editor Name
    - Last Modification Date
- **Email to Details**

  Details about who received an email (Email To) and how many times emails were received from each email address/name (Count).

- **Reviewer Summary**

  An overview of how many documents each reviewer has reviewed and tagged as responsive, non responsive, privileged and/or confidential.

  This report can be used for tracking the progress.

- **Duplicates Report**

A list of all duplicate documents in the matter. The following information is provided in the report:

- Hash Value
- Duplicate Count (Total number of copies)
- Custodian
- Mimetype
- Name
- Id

- **Recipient Domain Details**

  Details about the receiver (Recipient Domain) of the emails and how many times emails were sent from that domain (Count).

Other

- **Matter Overview**

  Details about the matter. The following information is provided in the report:

  - Matter Name
  - Creation Date
  - Days Active
  - Review Template
  - Number of Documents
  - Number of Families
  - Number of Custodians
  - Number of Sources
  - Percentage Reviewed
  - Percentage Not Reviewed
  - Tag: Responsive
  - Tag: Not Responsive
  - Tag: Privileged
  - Tag: Confidential

Configuration

To configure your Matter, you need to be assigned a Global Role with at least one of the Configuration permissions (like Batch assignment or Manage security). Learn more about configuring your matter by viewing the topics below.

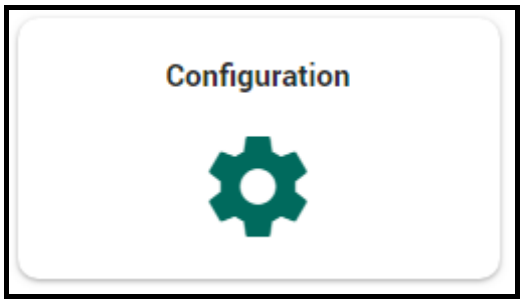
- Create a Tag
- User Management
- Role Management
- Document Security
- Functional Document Security
- Keyword Highlighting
- Review Status
- Auto Redactions
- Auto Classification
- Deduplication

Create a Tag

Configure the tags that will be available for users/reviewers in Document View. Administrators can make changes while users/reviewers are active in the Matter.

Create a Tag

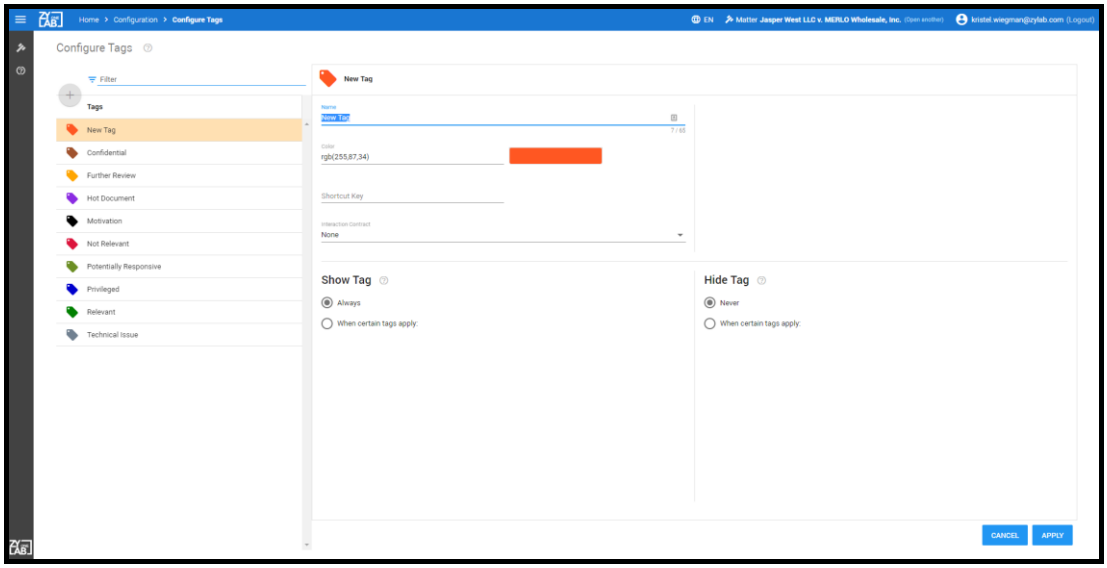
1. On the Home page, select **Configuration**.



2. Select **Tags**.

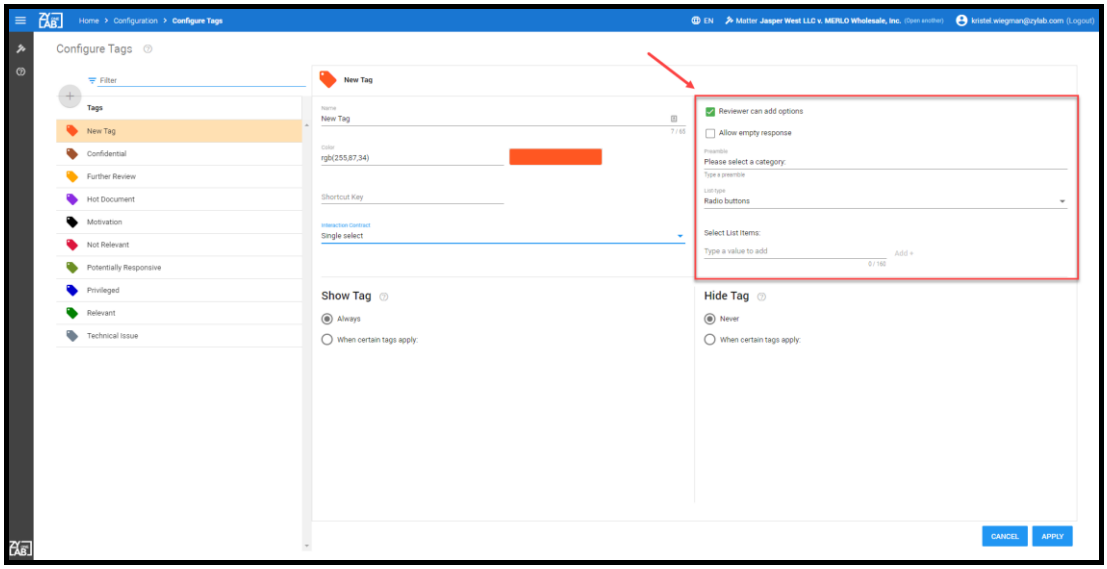
3. Select the **plus** icon.

The New Tag section appears.



4. Define a **Name** for the tag.
5. Use the **Color** picker to select a unique color for the tag.

6. Define a **Shortcut Key** for the tag. This should be a single letter (Alphanumeric, Arrow or Page buttons).
7. Select the **Interaction Contract** type. Choose from:
    - **None**: The tag will have no additional value.
    - **Single select**: The reviewer will need to select one additional value for the tag.
    - **Multi select**: The reviewer can select multiple additional values for the tag.
8. For Single select/Multi select, define your options as needed:



- **Reviewer can add options**

  If checked, users are allowed to add their own values to the tag. If *not* checked, you must create List Items that users will choose from.

- **Allow empty response**

  If checked, users are not forced to add an additional value to the tag.

- **Preamble**

  Add a line to explain the options to your users.

- **Number of items to display** (if using Multi select)

  Set the Number of items to display to a maximum.

- **Select List Items**

Define the tag options a user can choose from. Type a value to add and click Add +

	Note: To edit a Tag List Item, select it. Modify the tag text. After you have defined a new tag, click Apply. *To remove the tag, click on the **x** in the green box.*

9. Define when the tag is shown to the user.
    - **Always show this tag**

      User always sees this tag.
    - **When certain tags apply**

      User only sees this tag after he selected another tag.
        - All of these tag(s) apply

          Only if **all** these tag(s) are selected first, new tag is shown.

          For example, the user first selected the tag Privileged. After that, he can see the new tag.
        - Any of these tag(s) apply

          And if **one** of these tag(s) are selected too, new tag is shown.

          For example, the user first selected the tag Privileged, and also the tag German or French. Only after those two selections, he can see the new tag.
10. Define when the tag is hidden from the user.
    - **Never hide this tag**
      User always sees this tag.
    - **When certain tags apply**

User cannot see this tag after he selected another tag.

- All of these tag(s) apply

  Only if **all** these tag(s) are selected first, new tag is hidden.

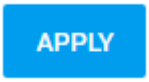
  For example, the user first selected the tag Responsive. After that, the new tag is hidden and cannot be selected anymore.

- Any of these tag(s) apply

  And if **one** of these tag(s) are selected too, new tag is hidden.

  For example, the user first selected the tag Responsive, and also the tag Confidential or Privileged. Only after those two selections, the new tag is hidden.

11. Click **Apply**.

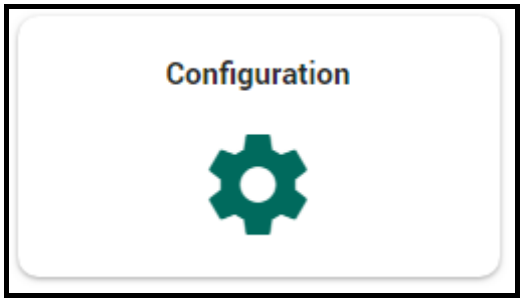


	Note: After ZyLAB ONE is restarted, users can use the new tag. Each listed tag can be deleted or edited.

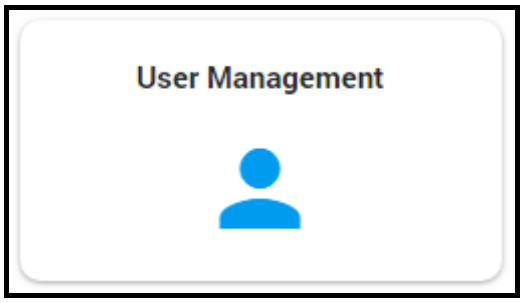
User Management

Add or delete users/groups and assign roles to them.

- On the Home page, select **Configuration**:



- Select **User Management**:



Add Users/Groups

Select + to add users/groups from the Active Directory.

Delete User/Group

Delete a user/group from User Management, if no longer needed.

You can always add the user/group again from the Active Directory.

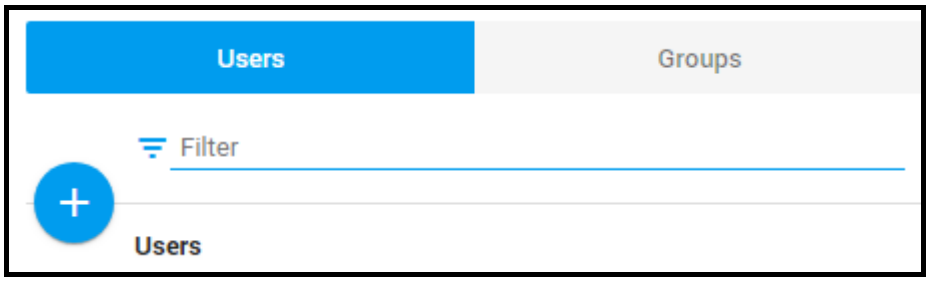
Assign Role to User/Group

Global roles assigned to users/groups apply to all matters. Matter roles apply to one specific matter.

Users and groups are derived from the Active Directory.

1. Select a User/Group from the tab on the left.

   Filter if needed.



- For a selected group, you can select the **Related Users** tab for an overview of all users in this group.

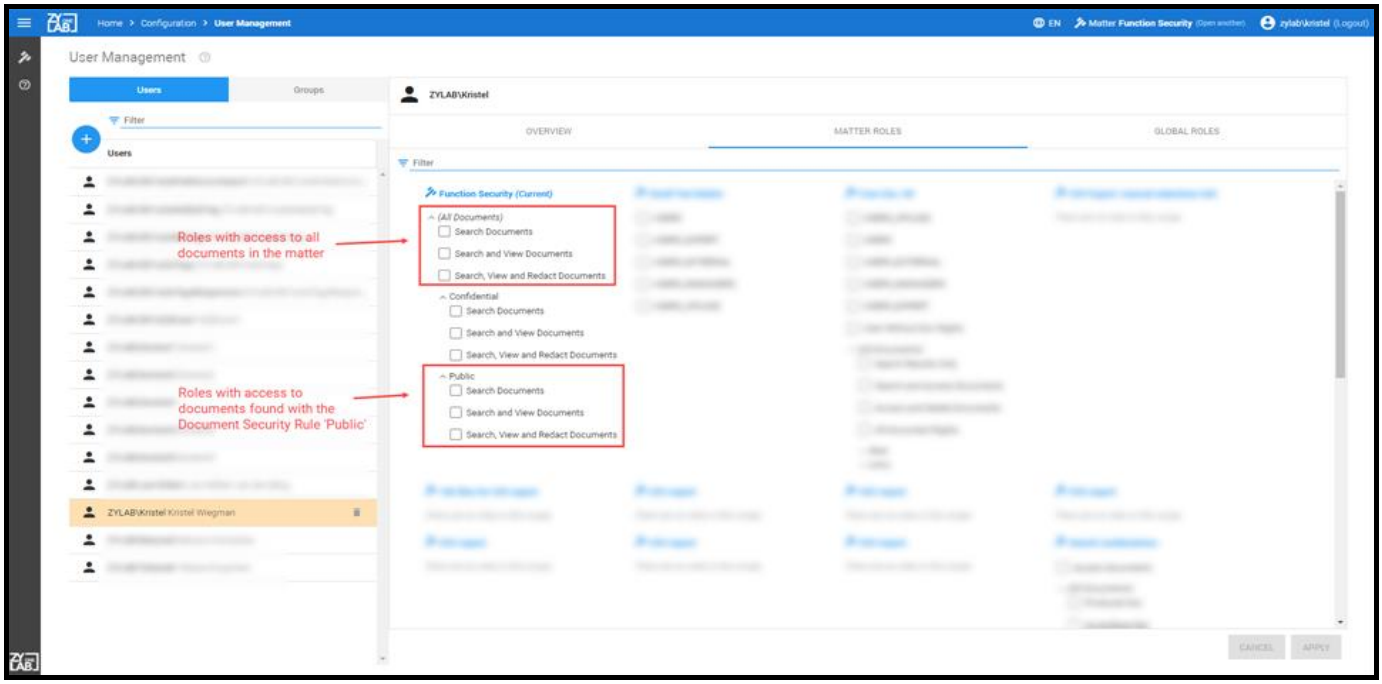
You can select and copy this list and paste it into a spreadsheet.

2. Assign/remove a Global role via the **Global Roles** tab. Assign/remove a Matter role via the **Matter Roles** tab.
    - In the Matter Roles tab, you can select a role that can be assigned in combination with Document Security rules (when such a role is created in Role Management).

      Document Security rules enable you to refine access to documents per user (group).

      You can assign roles with access to all documents and/or roles with access to the documents found with a specific Document Security Role. View the example below.

      Note: It is possible to combine roles for one user (group). For example, a user might be allowed to search all documents, but only be allowed to view the set of Public documents.



3. For an overview of all assigned roles to a user or group, select the **Overview** tab.

Role Management

Roles can be created, deleted or edited as needed, with permissions added to or removed from roles. Roles are assigned to users.

What is a Role?

A role is a selection of permissions. For example, a role might consist of two permissions: **Access Matter** and **Access Documents**. Let's call this role 'Search Documents'. When a user is assigned this role, the user can search for documents and view them in the Document List, but cannot open/view them. To open them, the user requires a role with the added permission **Access Document Content**.

A role can be assigned in combination with Document Security Rules. This means that the selected permissions of a role are linked to a selection of documents (as defined in the Document Security Rule).

For example, a user that has been assigned with the role 'Search Results Only', can only search within documents that are retrieved with the Document Security Rule 'Public'.

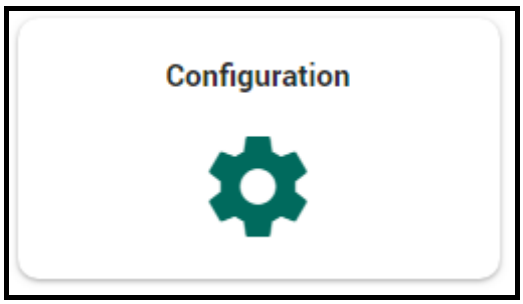
Global roles (eDiscovery or Legal Review) assigned to users/groups apply to all matters. Matter roles apply only to one specific matter.

	Note: A Matter Role can be configured to be assigned in combination with Document Security Rules. This allows you to control who has access to specific documents.

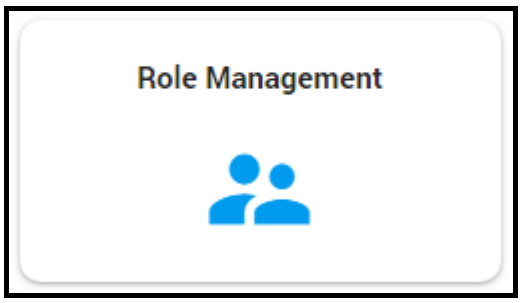
Open Role Management

To open Role Management:

1. On the home page, select **Configuration**:



2. Select **Role Management**:

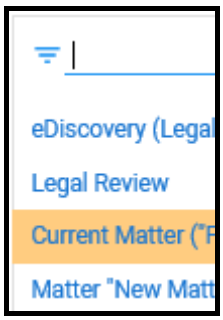


Create Role

1. Select the scope (role type).

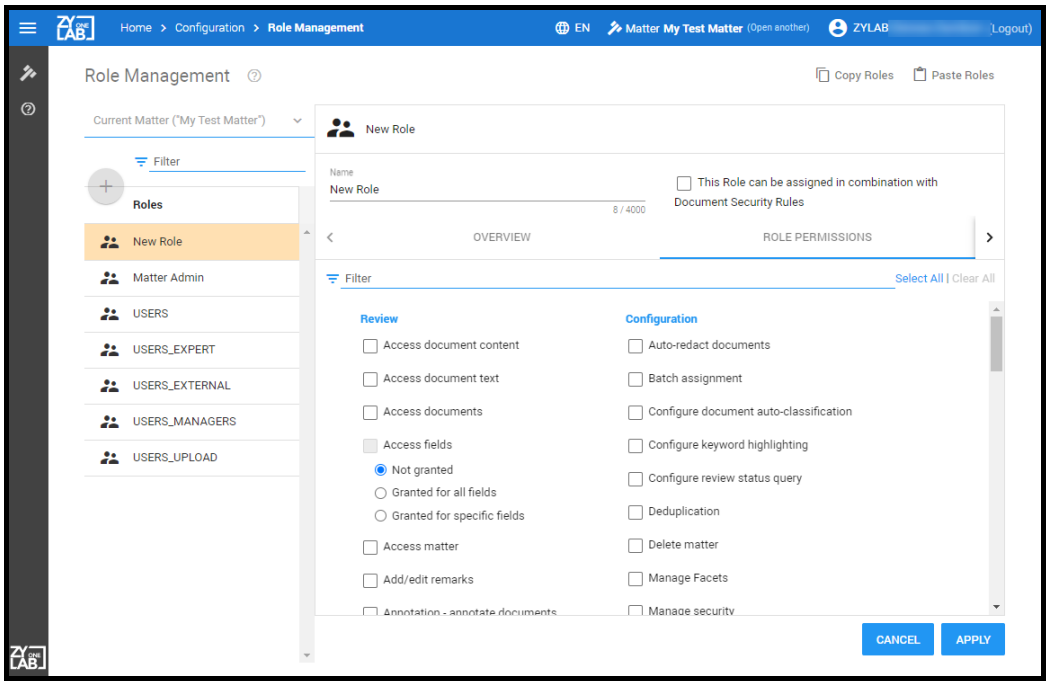
   Global roles (eDiscovery or Legal Review) apply to all matters. Matter roles apply to one specific matter.

   Filter on the role types if needed.



2. Select **Create a New Role**:

3. Define a name for the role.
   - If this role is assigned to user (groups) in combination with Document Security Rules, select the checkbox 'This Role can be assigned in combination with Document Security Rules'.



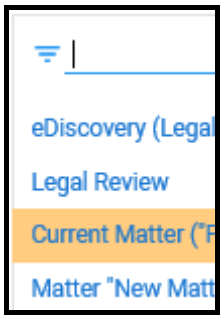
4. In the Role Permissions tab, select the permissions for this role.
   - If you selected the checkbox 'This Role can be assigned in combination with Document Security Rules', then you can create the role 'Search Documents'. This role allows users to search documents, but not to view them and perform actions on them. This role can then be assigned to user (groups). When no Document Security rules have been created (and/or have not been combined with a role), users assigned with this role will have access to all documents.

	***Note**: Metadata (Properties) are not part of Document Security.*

   - Add the 'Manage security' permission to a role, to grant the user control over the administration of security permissions within a matter. When the 'Manage security' permission is included in the role assigned, the user can administer security permissions for all other users within the matter.
5. Click **Apply**.

Delete Role

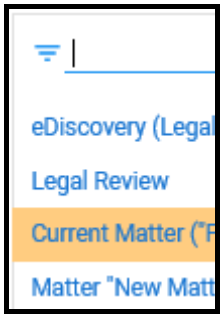
1. Select a role type (filter if needed).



2. Select a role (filter if needed).
3. Select the **Delete** icon.

View and/or Edit Role

1. Select a role type (filter if needed).

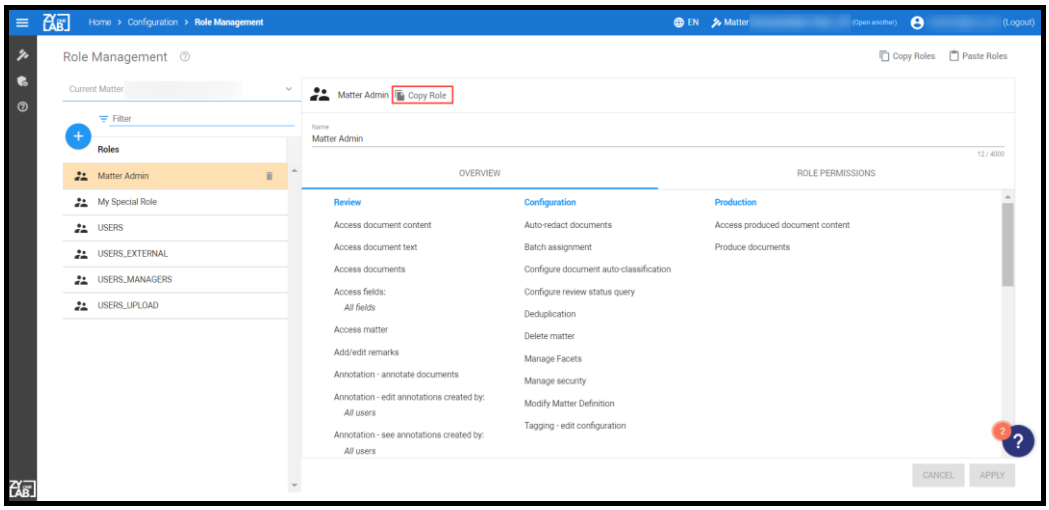


2. Select a role (filter if needed).
3. In the Overview tab, see the selected permissions for this role.
4. In the Role Permissions tab, change the permissions.
5. Click **Apply**.

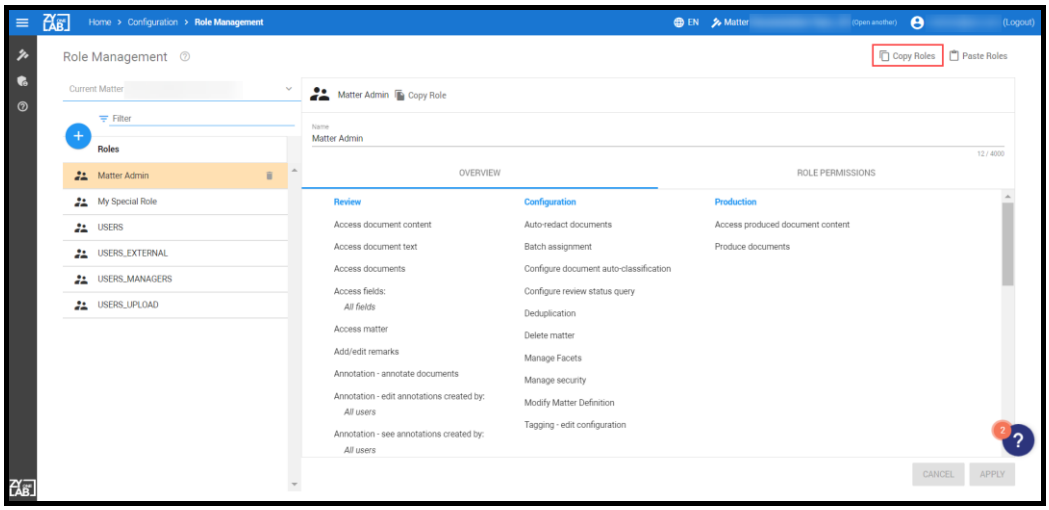
Copy/Paste Roles

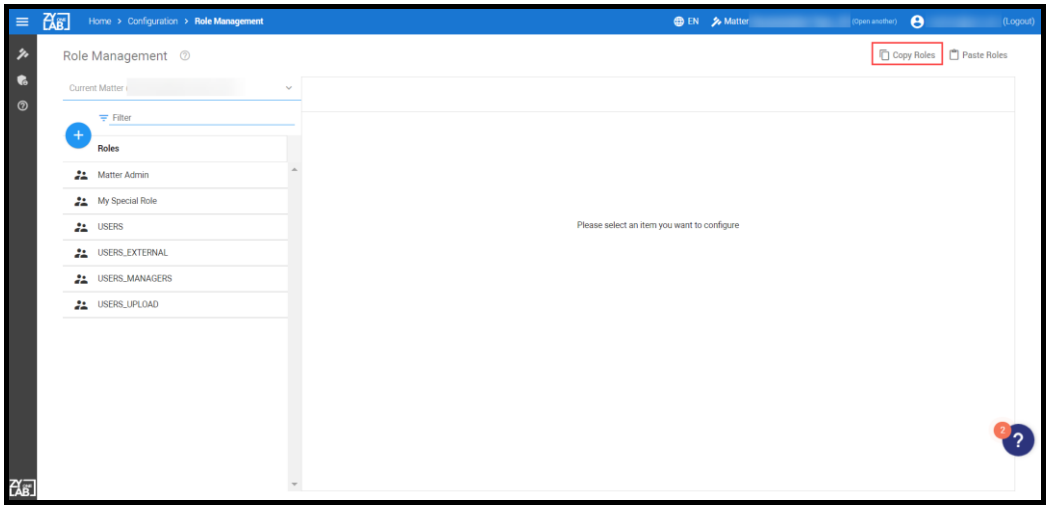
Once a role has been created, it can be copied and pasted into other matters reducing the time needed to create roles in each matter.

1. To copy roles from one matter into another matter, choose from the following:
    - To copy a **single** role, select the role from the left-hand pane. Click **Copy Role**.

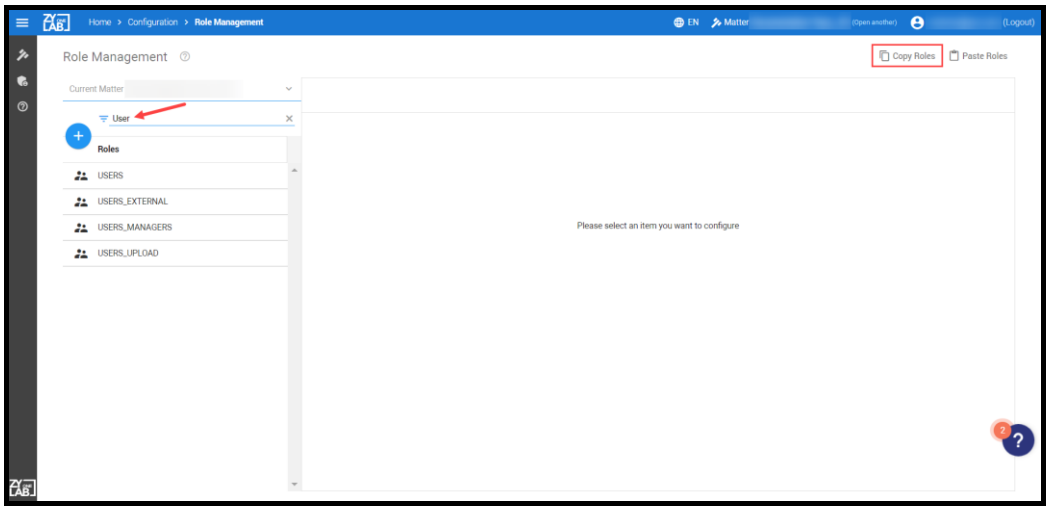


- To copy **all** roles, select **Copy Roles**. This option is displayed in the top-right corner of a Role page, and on the Role Management overview page.

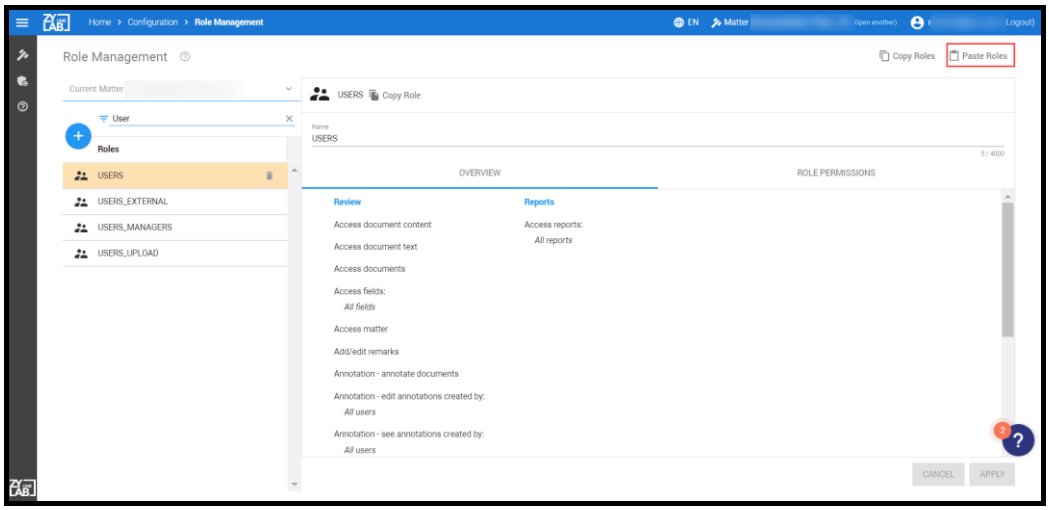


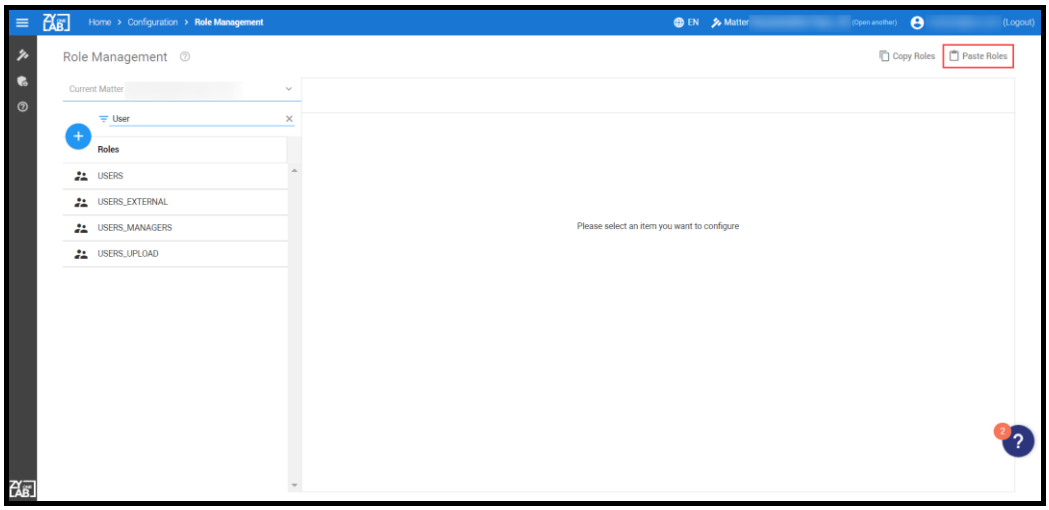


- To copy a **selection** of roles, use the Filter function. Then, click **Copy Roles** from the Role Management overview page to copy the filtered selection of roles.



2. To paste the copied role(s) into another matter, open the target matter. Then, navigate to **Configurations > Role Management**.
    - Click **Paste Role(s)**. This option is displayed in the top-right corner of a role page, and on the Role Management overview page.





	***Note**: Shortcut keys (Ctrl C + Ctrl V) can be used, but may not work for all users. If unavailable, the Copy and Paste buttons should be used.*

- Duplicate roles are not allowed. If the role already exists, an error message will appear.

  If the role is assigned specific properties that do not exist in the target matter, then the copied role will be pasted without these permissions.

Functional Document Security

Functional Security allows Administrators to control access to sets of documents. Roles and Document Security Rules can be combined to create complex user access profiles.

Create Document Security Rules

Start by creating Document Security Rules that define document sets.

You could, for example, create 2 different Document Security Rules:

- **Custodian A**

  This rule will allow access to all documents from Custodian A

- **Custodian B**

  This rule will allow access to all documents from Custodian B.

Create Roles

Once the Document Security Rules have been defined, define the Roles. A role is a selection of permissions.

Administrators can create two different types of Roles:

- **Functional Roles**

  Roles with application rights, like Open Matter, Change Configuration, Create Productions, Batch Fields, Batch Field Updates, Create Sample Set, Create Review Set, etc.

  Functional roles are often defined as Global Roles (which makes them available accross matters).

  The following Functional Roles might be defined:

  - **User**

    Access Matter, Access Fields, Search, etc.

  - **Manager**

    All functional rights.

  - **Admin**

    All configuration/audit rights.

- **Document Security Roles**

  Document Security Roles can be created in combination with Document Security Rules. This allows you to define access to a set of documents.

  Document Security Roles can only be defined as a Matter Role (for a specific matter only).

  The following document rights can be selected: Access Document, Access Document Contents, Access Production View, Add/Edit Remarks, Annotate Document, Redact Document, Download Document, and Delete Document.

This can result in, for example, the following Document Security Roles:

- **Limited Access**

  This role might consist of the following permissions: Access Matter, Access Documents and Delete Document. A user that has been assigned with this role is allowed to search for documents and view them in the Document List, but not open them. The user can however delete documents.

- **Reviewer**

  This role might consist of the following permissions: Access Matter, Access Documents, Access Document Contents, Annotate Document, Redact Document. A user that has been assigned with this role is allowed to search for documents, view and open them and perform actions. This user cannot delete documents.

Assign Roles to User(s) or User Group(s)

Once the Document Security Rules and all the Roles have been defined, you can assign them to user(s) or user group(s). Rules and Roles can be combined endlessly.

For example:

USER GROUP	DOCUMENT SECURITY RULE	FUNCTIONAL ROLE	DOCUMENT SECURITY ROLE
User Group K	Custodian A	User	Reviewer
User Group L	Custodian B	User	Reviewer
User Group M	None (access to all documents in the matter)	Manager	Reviewer
User Group N	None (access to all documents in the matter)	Admin	Limited Access

Document Security

Authorize content access on document level.

Create Document Security Rules (using queries) to define a set of documents. You could, for example, create 3 different Document Security Rules:

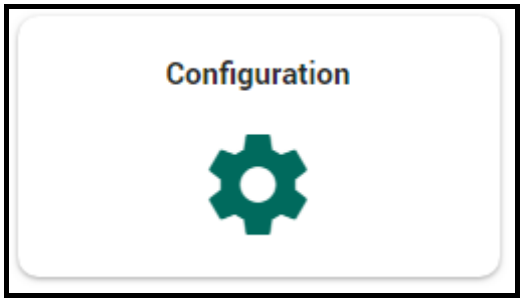
- Public: This rule will retrieve all documents that have been tagged as Relevant
- Confidential: This rule will retrieve all documents that have been tagged as Confidential.
- Top Secret: This rule will retrieve all documents that have been tagged as Top Secret.

Once the Document Security Rules have been defined, define the Roles. A role is a selection of permissions. For example, a role might consist of two permissions: Access Matter and Access Documents. A user that has been assigned with this role, is allowed to search for documents and view them in the Document List, but not open them. To open them, he needs a role with the added permission Access Document Contents.

	Note: When no queries (rules) are defined, all users can view all documents. *Note: Security is set per role, not per user. Roles are assigned to users.*

For more information, please refer to Role Management and then User Management.

1. On the Home page, select **Configuration**.



2. Select **Document Security**.

Add New Document Security Rule

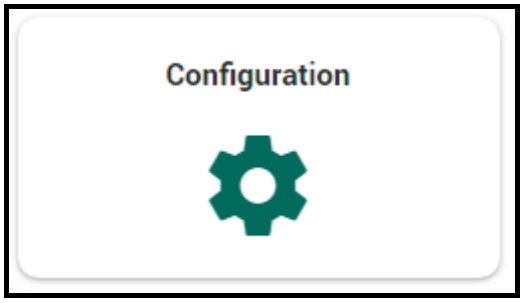
1. Select
2. Define a name.
3. Specify one or more queries.
    - Do not use full text queries.
4. Click **Apply**. The new rule is added to the pane on the left.
5. Once you have created one or more rules, you can filter them. You can also edit or remove them.

Keyword Highlighting

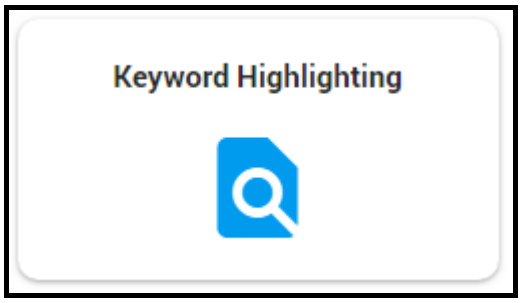
Create Rules

Define a keyword rule that will find and highlight terms in a specific (other than the default yellow) color.

1. On the Home page, select **Configuration**.



2. Select **Keyword Highlighting**.



    - You will see a list of all keyword rules that have already been created. These can be deleted or edited.

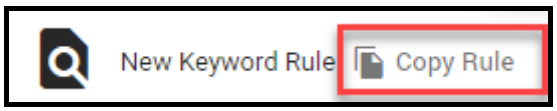
3. To create a new one, select **Create New Item**.
4. Define the **Name**.
5. Define one or more **Keyword Queries**.
6. Click

.

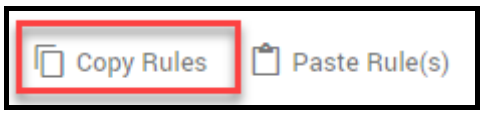
Reuse Rules

Once a rule has been created, it can be copied and pasted into other matters reducing the time needed to create rules in each matter.

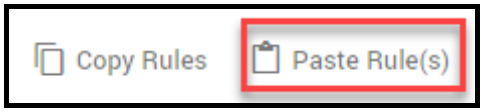
1. To copy one rule, select the Rule and click **Copy Rule**.



2. To select all Rules, click **Copy Rules** located in the upper right of your window.



3. Open the new matter.
    a. Select Configuration.
    b. Select Keyword Highlighting.
4. Select **Paste Rules** located in the upper right of your window.



	***Note**: The shortcut keys Ctrl C and Ctrl V may be used for copy/pasting as well, but depending on independent browser configuration, may not work for all users.*

5. Duplicate rules are not allowed. If a rule already exists you will receive an error message.

Query Syntax Help

Use predefined macros, like #amount# or #date#. A "Placeholder #xxx# is not found" message is shown when the macro is not recognized.

- **Fuzzy**

  finds variations of a term.

Example: dutch~1, will find dutch, ditch, duich, durch, etc.

- **Question Mark ?**

  matches a single character.

  Example: wom?n, will find woman and women.

- **Asterisk ***

  matches zero or more characters.

  Example: *most, will find most and almost.

- **AND**

  finds related terms and narrows your search.

  Example: president AND america, will only find files with both terms.

- **OR**

  finds one or all terms and broadens your search.

  Example, car OR transportation, will find files with only the term car or transportation, and files with both terms.

- **NOT**

  allows you to exclude terms.

  Example: NOT apple, will find all files that do not contain the term apple.

- **TO**

  finds occurrences of a term/query falling between two other terms/queries.

  Example: dear TO sincerely {John}, will find the term John falling between dear and sincerely.

- **Within**

  finds related terms within a defined range.

  Example: Tom w/2 John, will find the term Tom within two positions (terms) from John (Tom knows John because Tom is his brother).

- **Precedes**

  finds preceding terms within a defined range.

  Example: live p/2 work, will find ‘live to work’ but not ‘work to live’.

- **Number Range**

  finds numbers or number ranges.

  Example: (>1 : <10), will find all values between 1 and 10.

- **Quorum**

  finds a specified number of terms from a list.

  Example: 1 of {blue, green, red}, will find at least one or more colors from the list in a file.

- **Character Patterns []**

  matches a single character and/or range that is contained within the brackets.

  Example: m[a-z]n, will find all terms with three letters that start with an m and end with an n.

- **Negation [^]**

  negates a single character and/or range that is contained within the brackets.

  Example: [^b]pple, will find apple, but also –pple, cpple, dpple, cpple, etc. But not bpple.

- **Preceding Element +**

  matches the preceding element one or more times.

  Example: ab+c, will find abc, abbc, abbbc, abbbbc, etc. But not ac.

- **Preceding Element {m,n}**

  matches the preceding element at least m and not more than n times.

  Example: ba{2,3}b, will find baab, baaab, but not bab, baaaab.

- **Preceding Element {m}**

matches the preceding element exactly m times.

Example: [0-9]{3}-[0-9]{4}, will find local phone number 123-4567.

- **Preceding Element {m,}**

  matches preceding element at least m times.

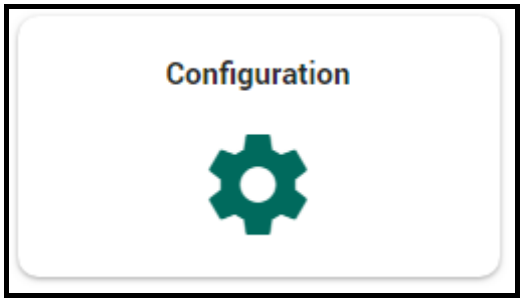
  Example: ba{0,}b, will find bb, bab, baab, baaab, etc.

Auto Redactions

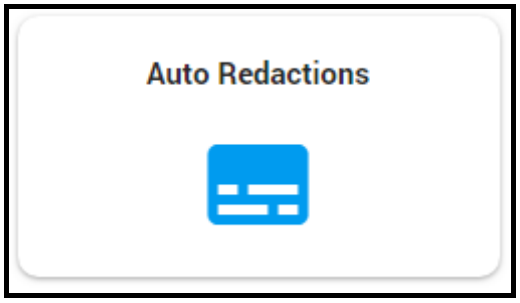
Create Auto Redaction Rules to automatically locate and redact keywords, phrases, and personal information (names, social security numbers, credit card numbers, email addresses, and more).

Add New Auto Redaction Rule

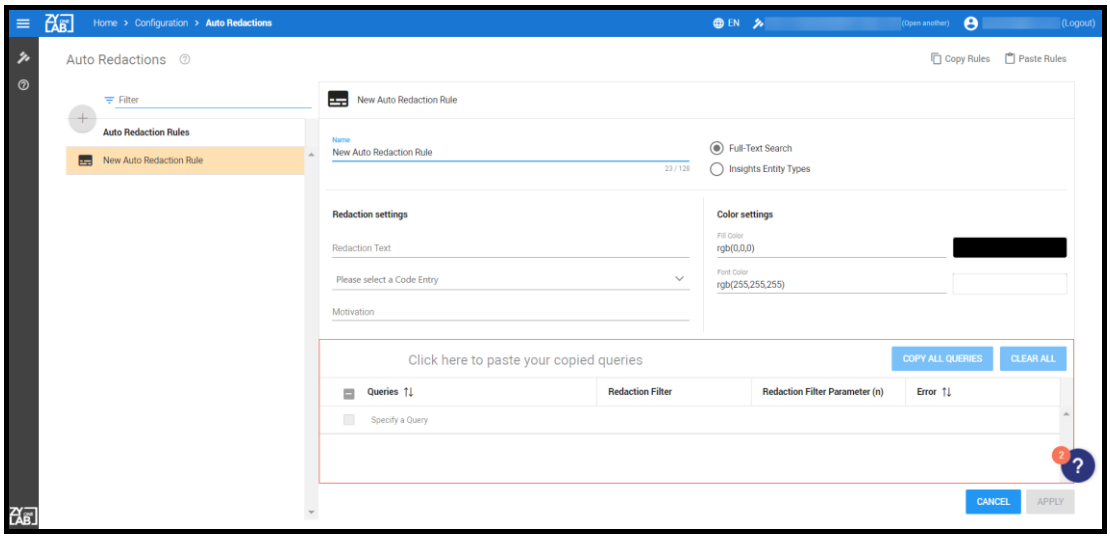
1. On the Home page, select **Configuration**:



2. Select **Auto Redactions**:



3. Click ⊕ to create a new **Auto Redaction Rule**:



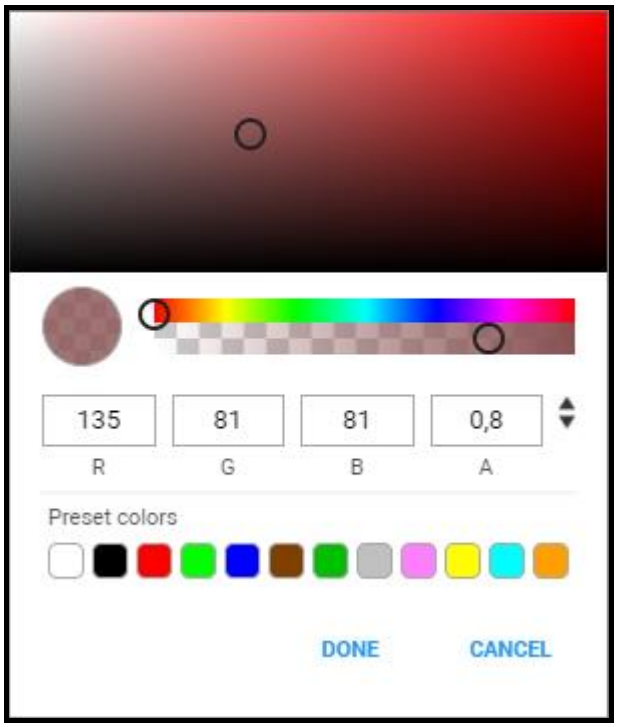
4. Define the **Name** of the Auto Redaction rule.
5. Specify the rule type: select **Full-Text Search** or **Insights Entity Types**.

	***Note**: Insights Entity Types are only shown when Insights is enabled.*

For more information, consult our Example Queries or refer to the ZyLAB One Search Language Guide on https://docs.zylab.com.

6. In Redaction Settings, define the **Redaction Text**.
7. (Optional) Specify the **Code Entry**.
8. (Optional) Add a **Motivation**.
9. Select a **Fill Color** and a **Font Color**. These can be solid or transparent.

	***Note**: The appearance of redactions can be adjusted for productions.*



10. Define the **Redaction Filter**:
    - None
      No filter will be applied. The complete search hit will be redacted.
    - First part email only
      The entire email address will be found, but only the first part (before the @ sign) will be redacted.
    - All except last n characters
      Redact the entire search hit except the last n (defined number of) characters.
      Make sure to define the number of characters not to redact: set the Redaction Filter Parameter (n).
    - First n characters only
      Redact the first n (defined number of) characters of the search hit.
      Make sure to define the number of characters to redact: set the Redaction Filter Parameter (n).
    - Last n characters only
      Redact the last n (defined number of) characters of the search hit.
      Make sure to define the number of characters to redact: set the Redaction Filter Parameter (n).

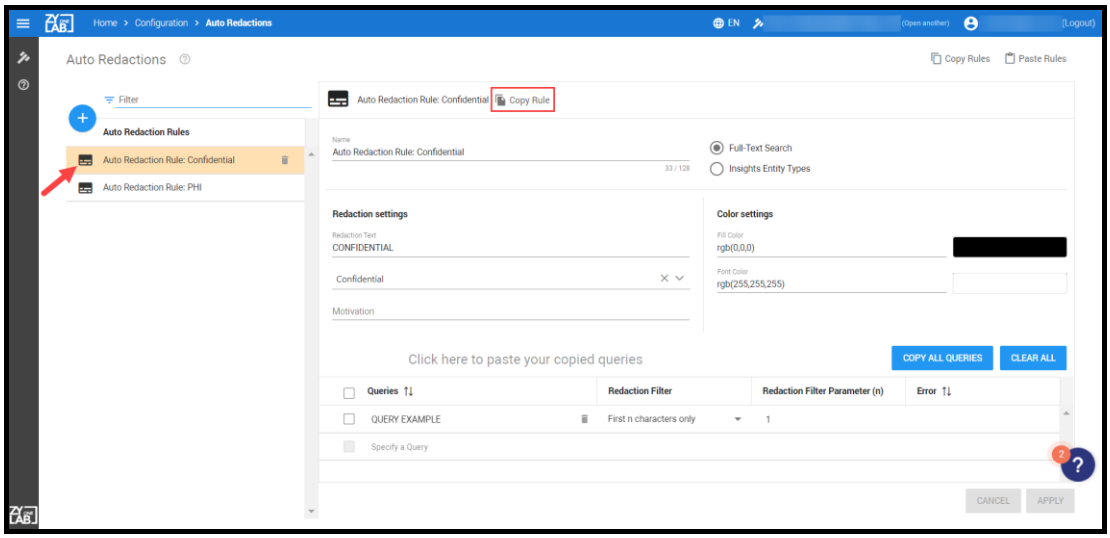
11. Click **Apply**. The new rule is added to the left-hand pane. The redactions will be applied immediately on all affected documents. Adjacent hits that belong together will be merged.

Copy and Paste Auto Redaction Rules

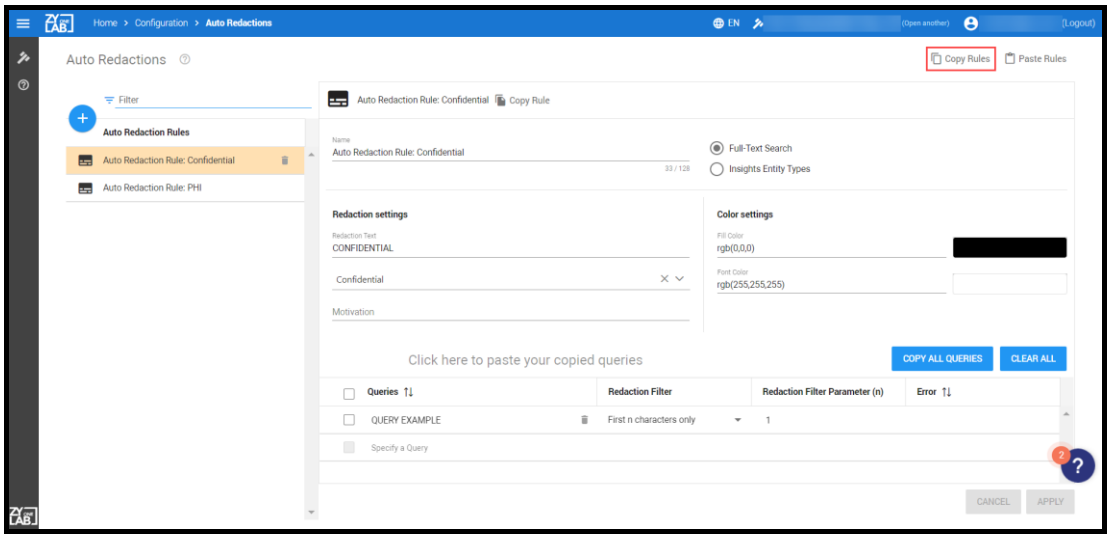
Once an Auto Redaction rule has been created, it can be copied and pasted into other matters reducing the time needed to create rules in each matter.

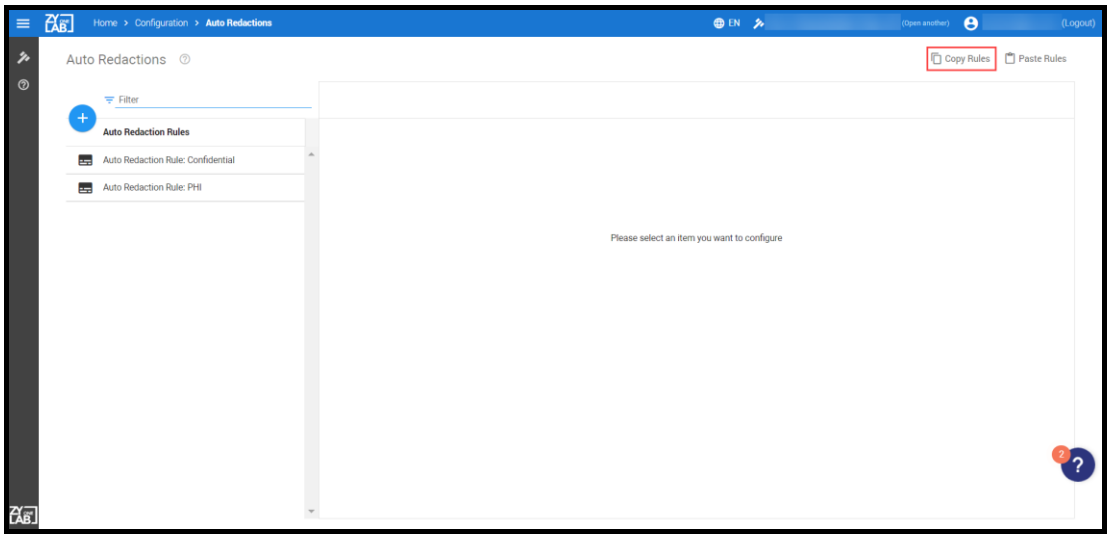
1. To copy Auto Redaction rules from one matter into another matter, choose from the following:

- To copy a **single** Auto Redaction rule from the matter, select the rule from the left-hand pane. Click **Copy Rule**.

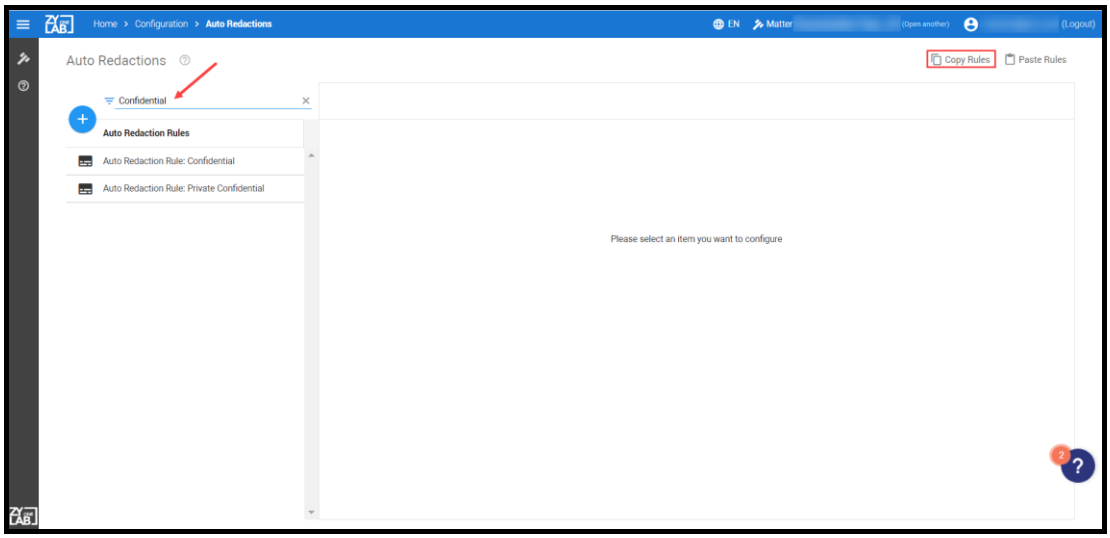


- To copy **all** Auto Redaction rules from the matter, select **Copy Rules**. This option is displayed in the top-right corner of an Auto Redaction rule page, and on the Auto Redactions overview page.



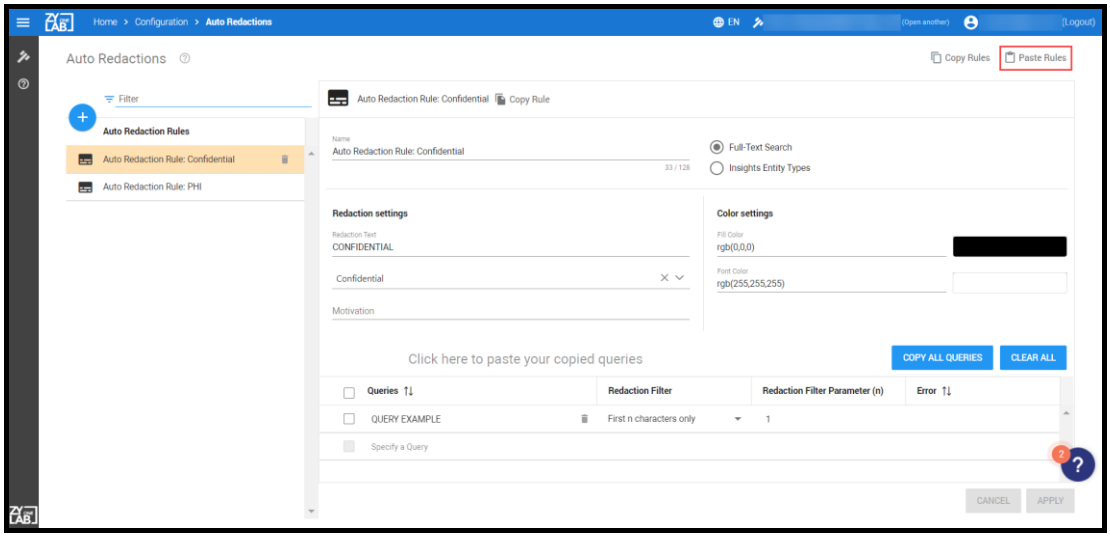


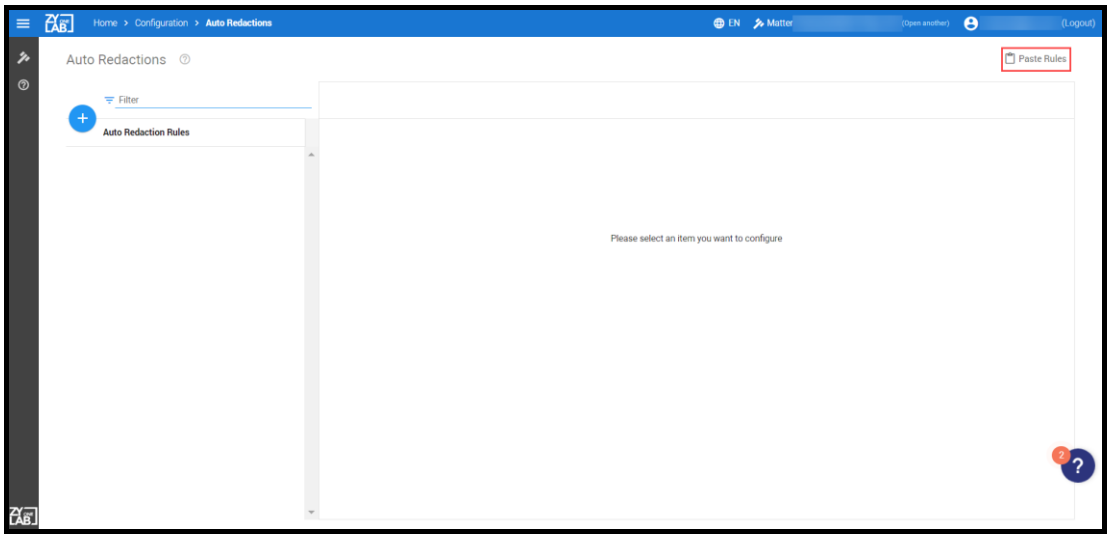
- To copy a **selection** of Auto Redaction rules, use the Filter function. Then, click **Copy Roles** from the Auto Redactions overview page to copy the filtered selection of rules.



2. To paste the copied rule(s) into another matter, open the target matter. Then, navigate to **Configurations > Auto Redactions**.

- Click **Paste Rule(s)**. This option is displayed in the top-right corner of an Auto Redaction rule page, and on the Auto Redactions overview page.





	***Note**: Shortcut keys (Ctrl C + Ctrl V) can be used, but may not work for all users. If unavailable, the Copy and Paste buttons should be used.*

- Duplicate rules are not allowed. If the rule already exists, an error message will appear.

  If the rule is assigned specific properties that do not exist in the target matter, then the copied rule will be pasted without these permissions.

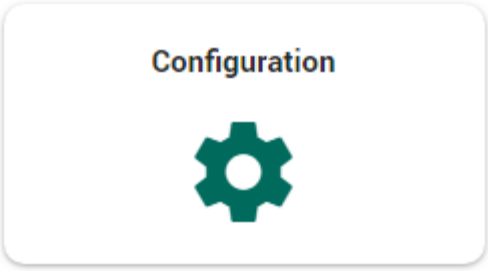
Auto Classification

Classify documents with field values and/or tags. This classification is automatically executed when a document matches an Auto Classification Rule.

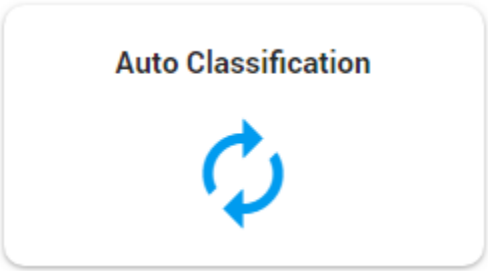
	Note: Existing 'data wins'. This means that a new Auto Classification Rule will not overwrite (does not have precedence over) any tags that conflict.

Add New Auto Classification Rule

1. On the Home page, select **Configuration**.



2. Select **Auto Classification**.



3. Select the **plus** icon.

4. Define a name.
5. Select a Rule Type.
    - **Intake Only**

      The field values/tags specified in this rule are set only once when a document comes into the system and matches the specified query.

      This type of rule is useful when you want to pre-set certain field values/tags based on the document content, but the reviewers will be able to change it later. For example, you might want to mark some documents as irrelevant/spam based on a certain filter.

    - **Continuous**

      The field values specified in this rule are set when a document matches the specified query. The query is evaluated both when the document initially comes into the system and when the document changes.

      This type of rule is useful when you want to set certain fields to certain values based on criteria that change as the document goes through the

review process. As an example, mark a document as reviewed when a certain combination of tags is applied.

6. Define the query.

	Note: You cannot define a full-text query if you selected Continuous as the Rule Type. You can always search for Fields and/or Tags. *We have a few Example Queries. For more information, please refer to the ZyLAB One Search Language Guide on https://docs.zylab.com.*

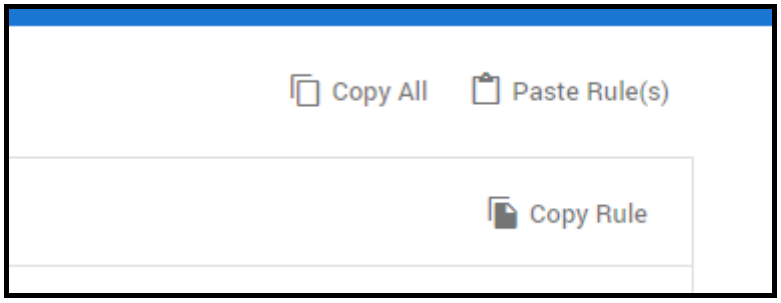
7. Define When Matches. Found documents will be labeled with the field value(s) and Tag(s) defined here.

	Note: You cannot define Tag(s) if you select Continuous as the Rule Type.

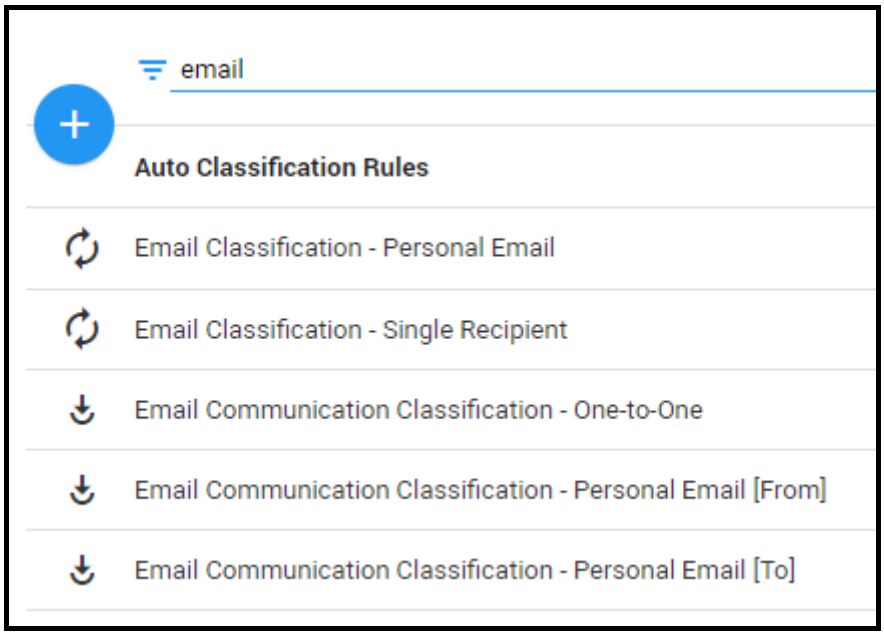
8. Click Apply. The new rule is added to the pane on the left.
9. Once you have created one or more rules, you can filter them. You can also edit or remove them.

Reuse Auto Classification Rules

Reusing one or more Auto Classification Rules reduces the time needed to create new ones. This is especially true for Auto Classification Rules with complex queries.



- To copy all rules in your matter, select the Copy All icon in the top right corner. Next, go to Auto Classification in the matter where you want to reuse these rules and select Paste Rule(s).
    - Filter your rules to make a selection when copying.



- To copy one rule, select a rule and select the Copy Rule icon in the top right corner. Next, go to Auto Classification in the matter where you want to reuse this rule and select Paste Rule(s).

	Note 1: When Paste Rule(s) does not work, please try Ctrl+V. *Note 2: Duplicate rules will be skipped. This will prevent pasting the same rule in your matter twice.*

Deduplication

Start your own deduplication and detect duplicate files at the matter level or per custodian. Reviewers will be able to review and produce only one version.

Duplicates remain present in ZyLAB ONE. This allows the reviewer to see if multiple custodians possess a file and/or if there are multiple sources where a file is present.

Deduplication needs to be started manually.

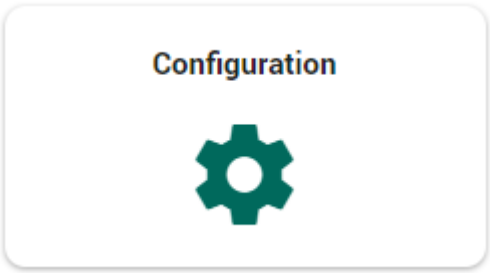
	Note: If you do not have access to the Deduplication functionality yet, please contact ZyLAB.

How Deduplication Works

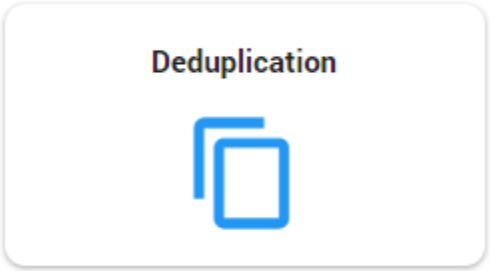
Normally, the Binary Hash code is used to detect duplicates. However, this code is not sufficient for detecting duplicate emails as it is calculated based on all available data (including metadata like time sent, email program or browser used, email server, etc). As a result all emails calculated with the Binary Hash code are unique. In order to detect duplicate emails you need another Hash code: the Deduplication Hash code. This code only looks at main content information (like sender, recipient(s), subject and body) and is used during the Deduplication process.

Run Deduplication

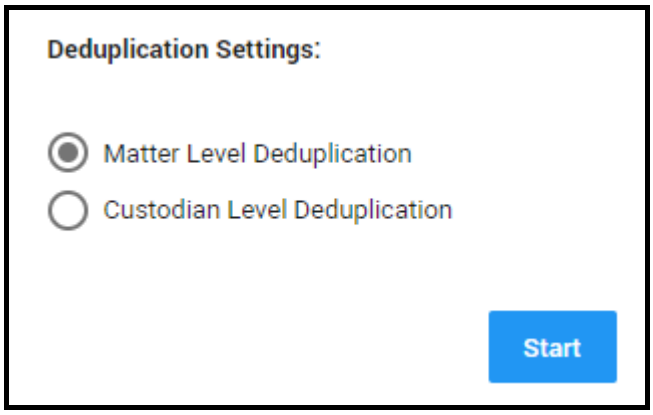
1. Deduplication can be found via the Home page. Select **Configuration**.



2. Select **Deduplication**.



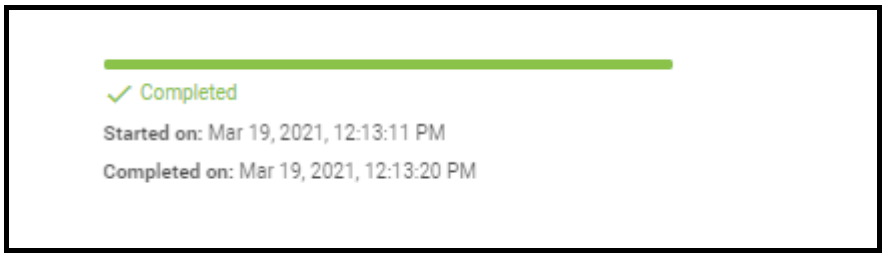
3. Determine your Deduplication Settings.



- To detect duplicate files on matter level (the whole data set in a matter is processed), select **Matter Level Deduplication**.
- To detect duplicate files per custodian (only the data of a specific custodian is processed), select **Custodian Level Deduplication**.

	*Note: When choosing **Custodian Level Deduplication**, another custodian might possess a duplicate file (shown in the All Custodians field, see below) or a duplicate file might be present in another source (shown in the All Sources field). Though a detected duplicate file might be unique for specific custodians, the Duplicates Count shows the number of duplicates on the matter level.*

4. Click **Start** and wait until all files are processed.



5. Once the deduplication job has finished running, visit the Document List to view information about duplicate files.

   In the Document List, you can select one to five columns containing all information extracted with the deduplication process.

All Custodians	All Sources	Duplicates Count	Duplicate Type By Documents	Duplicate Type By Families
Larry	Email	0	Unique	Unique
Larry; Moe	Email; Other Email	2	Main	Unique
Larry; Moe	Email; Other Email	3	Main	Unique

- **All Custodians**

  Shows all custodians who are in possession of a file.

- **All Sources**

  Shows all sources where a file is present.

- **Duplicates Count**

  Shows the number of duplicates, where zero (0) means there is only one version of the file. When the duplicate count is 1, there are two versions (the original and the duplicate). When the duplicate count is 2, there are three versions (the original and two duplicates). Etc.

	*Note: Though a document might be unique for specific custodians (detected when executing **Custodian Level Deduplication**), the Duplicates Count will indicate the number of duplicates on a matter level.*

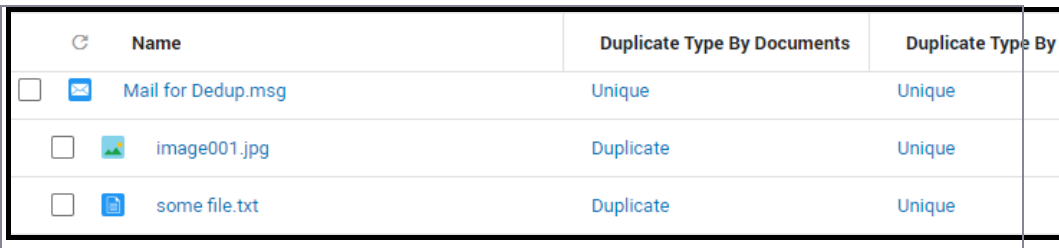
- **Duplicate Type by Documents**

  Shows whether a file is unique (a single occurrence of the original file), main (the first detected file of multiple occurrences), a duplicate or unknown (this is a file without a hash code and should not normally happen; it could indicate an error during processing).

- **Duplicate Type by Families**

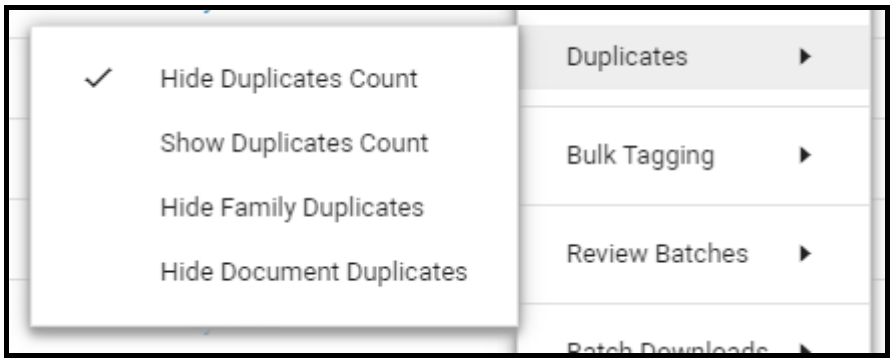
  File hashes within a family are compared with file hashes of other families to check if those families are duplicates.

	Note: See below for an example to explain the difference between Duplicate Type by Documents or By Families: *A unique email contains two attachments (see screenshot below). Within the family (email + attachments), these attachments are also unique (no other family has the same email + the same two attachments). However, both attachments do occur in another unique email, which makes each attachment a duplicate on document level.*

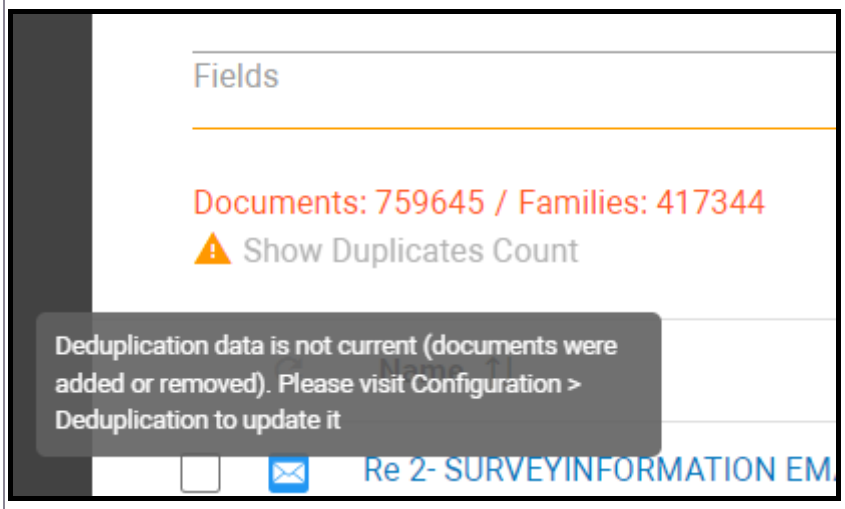


6. Filter the result list. Once duplicates are hidden, reviewers can concentrate on the main/unique files. Review batches can be created based on this result list.

   You can filter the result list via the Settings icon > Duplicates.

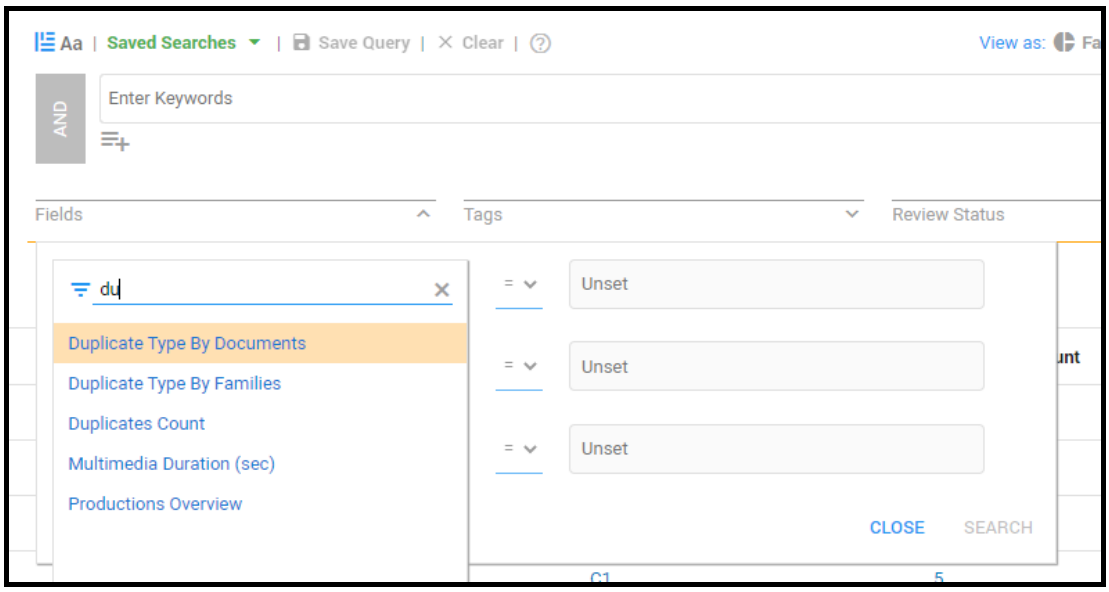


Note: Deduplication results might become outdated (for example, when new documents are added to the matter) and a message will explain how to solve that.



7. Search on duplicates via the following fields:
   - Duplicates Count
   - Duplicate Type by Documents

- Duplicate Type by Families



8. After review, you can produce the documents that are present in your result list. In the settings, the option **Produce all duplicates** is selected by default. All duplicates present in your matter will be produced. When this option is deselected only the files that are currently present in the result list will be produced.

   When defining the load file(s), you can add all fields related to Deduplication (All Custodians, All Sources, Duplicates Count, Duplicate Type by documents and Duplicate Type by families).

   Please note that with the **Produce all duplicates** checkbox not selected, it might be necessary to define three additional fields to prevent data leakage.

   For example, when adding the All Custodians field, it will show all custodians who possess a duplicate of that a file. Or when adding the All Sources field, it will show all sources where a duplicate file is present. And when adding the Duplicates Count field, it will show the number of times a copy is present (even when duplicates are not produced). You might not want to share that information.

   Therefore, to prevent data leakage, the following fields have been added:

   - **All Custodians in this production**

     Will only show the custodians that are present in this production and had a copy that is present in this production.

   - **All Sources in this production**

Will only show the sources that are present in this production and contain a copy that is present in this production.

- **Duplicates Count in this production**

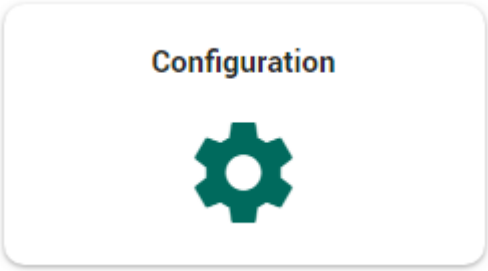
  Will only show the number of times a copy is present in this production.

  Please note this field is not available when the option **Produce all duplicates** is selected. In that case, you can use the Duplicates Count field.

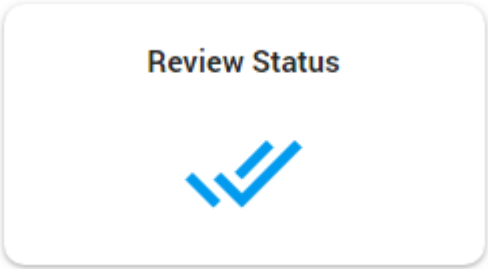
Review Status

Mark a document automatically as reviewed when it matches the selected tags and/or defined fields.

1. On the Home page, select **Configuration**.



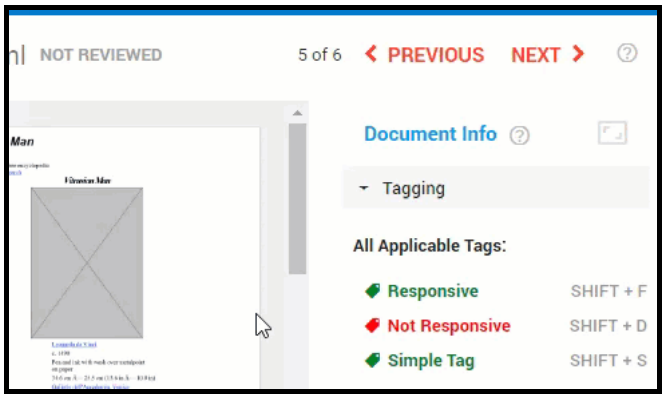
2. Select **Review Status**.



3. Select a saved search and/or one or more tags and/or fields.

	Note: The query may not contain a full text query, only tags and/or fields.

4. Click **Apply**. All documents with the selected tags/defined fields will automatically receive the Reviewed status.


NOT REVIEWED
5 of 6
PREVIOUS
NEXT
Man
Document Info
Tagging
All Applicable Tags:
Responsive
SHIFT + F
Not Responsive
SHIFT + D
Simple Tag
SHIFT + S

Search

Different search methods are available to search your data set, which usually contains documents in many forms. Not only the text in these documents, but also the information about these documents (the metadata), can and should be searched.

The Browse method enables you to search just by selecting (parts of) a facet (pie chart). The Timeline allows you to search documents within a specific time frame. All other search methods listed below (Keyword Search, Search within a document, Keyword Highlighting, Batch Search and Search Email) use the query language as explained in the ZyLAB ONE Search Language Guide. Of course, you also search for documents when you use Assisted Review to identify responsive documents.

Search within a Document

- In Document View, press **Ctrl+F** to search within a document. Hits are highlighted in pink.
- The different search highlighting colors as displayed in Document View (yellow for Keyword Search, custom selected color for Keyword Highlighting, and pink for Search within a Document)

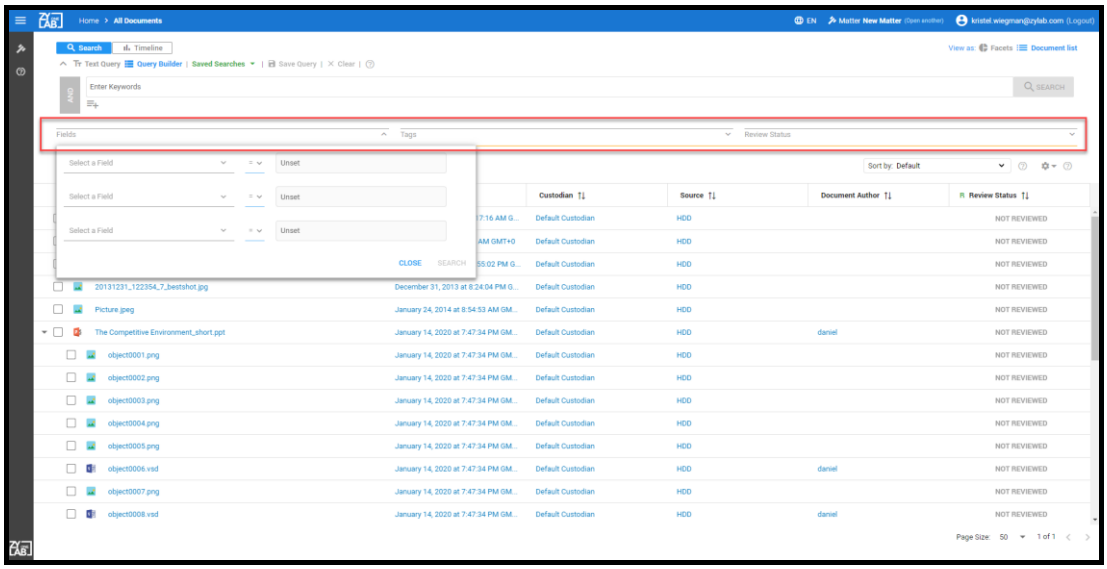
Browse

Explore documents from global searches. If you do not know yet what you are looking for exactly, you can, for example, explore by custodian and obtain an overview of all documents of that custodian. In addition, facets (pie charts) will help the reviewer to make a mental picture of all the work that needs to be done, and make an estimation of the time needed to complete the review.

Keyword Search

Search for one or more words within a data set. Keyword searches are prone to produce over- and under-inclusive results. Nevertheless, keyword searches are used in many ways. Use search language techniques to improve your result set.

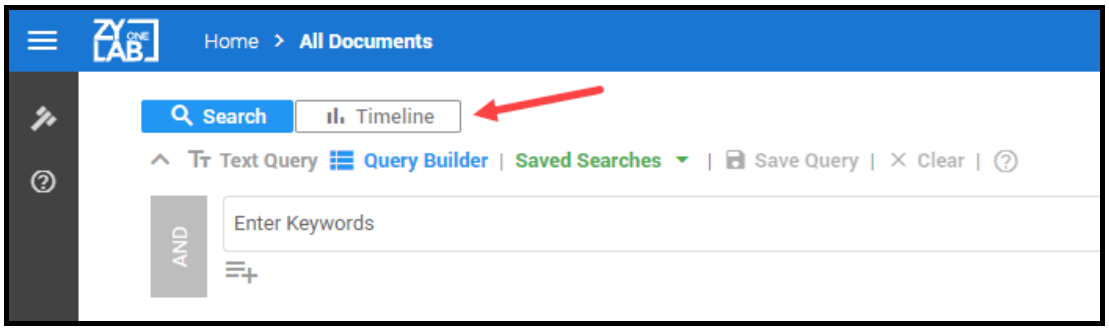
- Select the **Search** + **Query Builder** buttons in the top left corner and use **Fields** to search the metadata, **Tags** to search all assigned tags and/or **Review Status** to search documents that have (not) been reviewed.



Timeline

The Timeline offers a dynamic display of the documents in your matter, based on date.

- Select the Timeline button to view the timeline.



Keyword Highlighting

Define a keyword rule that will find and highlight terms (Keywords) in a specific (other than the default yellow) color.

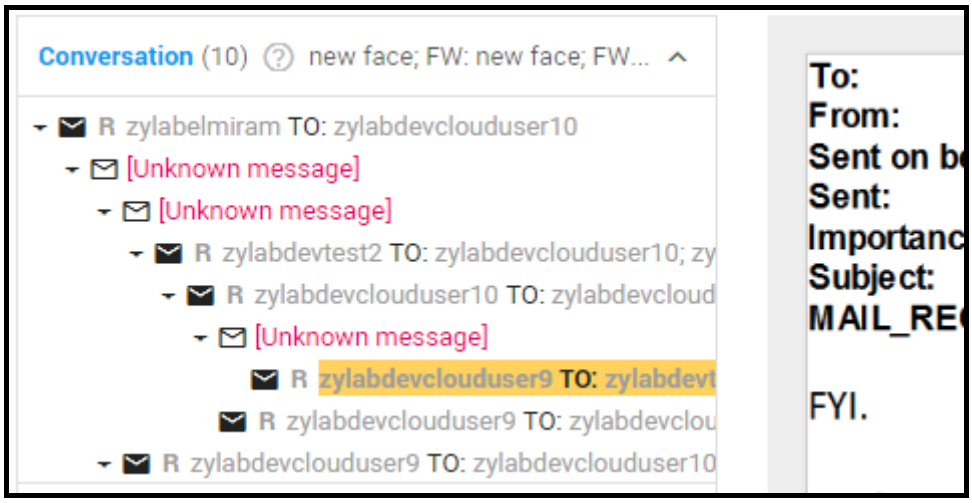
Batch Search

Perform multiple queries at once on your Matter.

Search Email

Email is often the best resource for establishing a timeline of communications. In addition, email can be an especially valuable source of evidence in civil or criminal litigation, because people are often less careful in these exchanges than in hard copy correspondence such as written memos and postal letters.

It is recommended to create review batches so all emails in an email thread are assigned to one person (similar to families). When a reviewer opens an email in Document View, the email thread will be shown in the Conversation panel (on the left side of the screen).



- An email thread makes it easier to understand the overall structure of a conversation and to make faster and more consistent tagging decisions. An email or conversation thread is an email message and a list of all of the subsequent replies related to the original email.
- The messages are visually grouped and organized in chronological order. Threads are dynamically built when email messages are processed by ZyLAB Legal

Processing. When a new message is processed, it will be put in the right place of the thread it belongs to. It is also possible to search for specific emails and email addresses using keyword search.

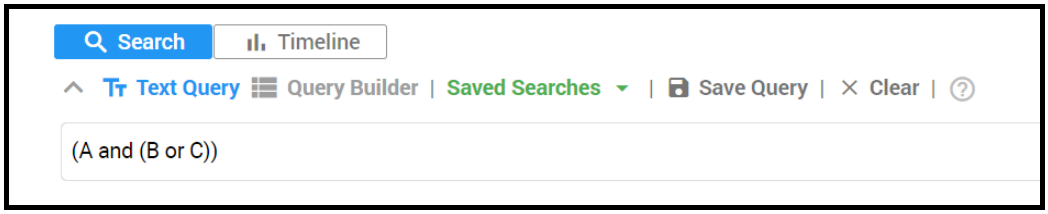
Search Documents

Search for one or more keywords within a data set.

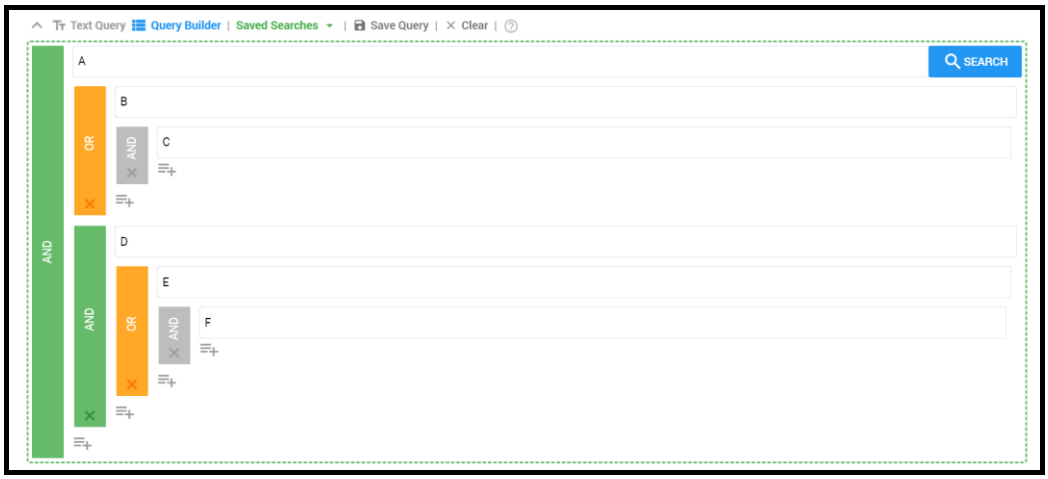
Run a keyword search:

1. Click **Browse**.

2. Enter a search query. You can use either **Text Query** or **Query Builder**.
   - **Text Query** is for simple searches.



   - In **Query Builder**, combine full-text and Fields/Tags/Review Status queries with AND or OR.



Note: Audio & Video files will also be searched and opened in the Media View tab. For more information about defining queries, please refer to the Search Language Guide.

3. In **Text Query**, define a search query using proper syntax.

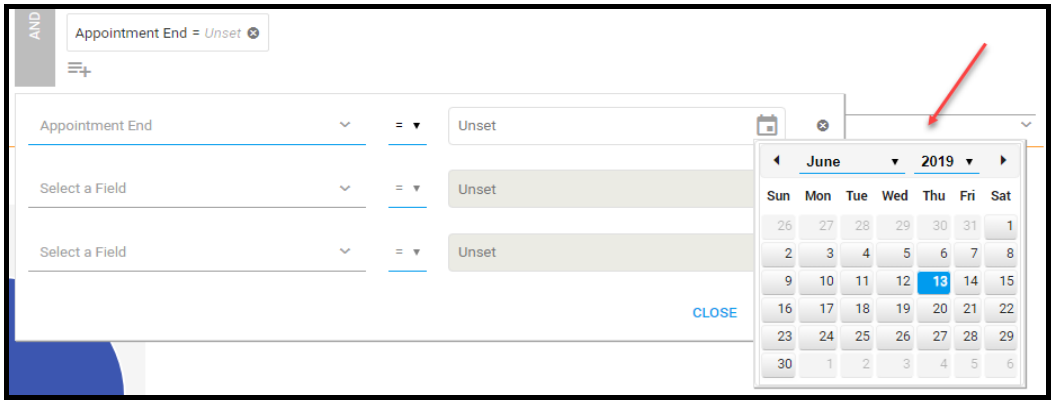
Note: Common search syntax operators are available beneath the search bar to simplify the process of building your query.

4. In **Query Builder**, combine full-text and Fields/Tags/Review Status queries with AND or OR. Select the AND/OR button to switch from AND to OR and back. The AND/OR button is gray when not active (that is, not combined with another query).

- Select to add a sub query (nested query), with a maximum of 7 levels for sub queries within sub queries. A sub query can be added to the highest/first level or nested within sub queries.
- **Fields**

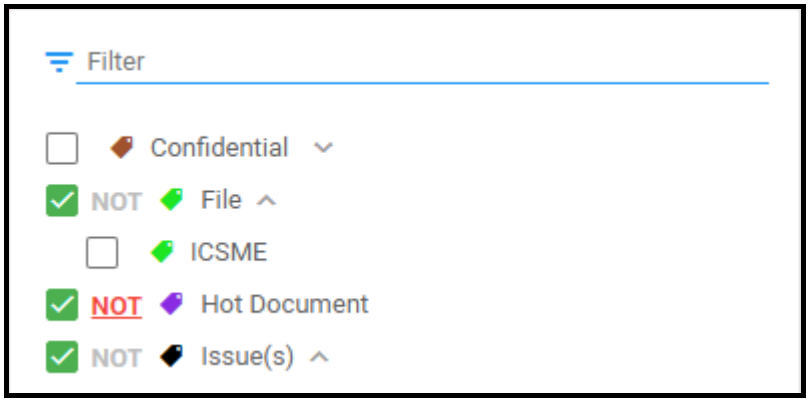
  Select a field from the list. Filter the list via the Filter box.

  - Set a value and a logical operator (equal, not equal to, greater than, less than, etc.).
  - When you are finished, click SEARCH.
  - Search quickly on years/months within Fields.



- **Tags**

  Click Tags to search for documents with or without tags.

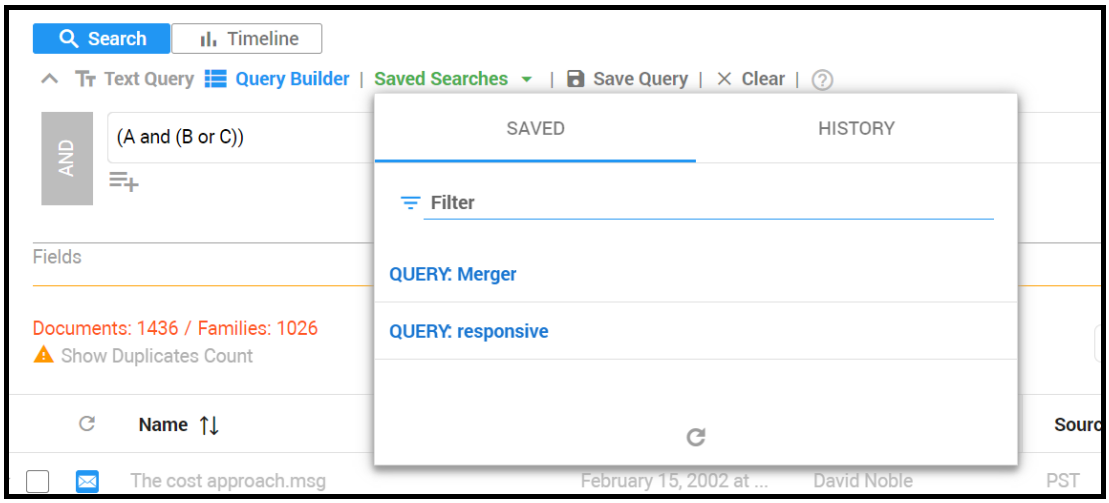


  - To search for documents with a certain tag, select the tag.
  - To search for documents without a certain tag, select the tag, then select NOT.

- **Review Status**

Click Review Status to search for documents that are or are not reviewed.

5. Once you have defined your search query, you can save (and share) it by clicking **Save Query**. Saved queries, along with previously run (unsaved) queries can be found under **Saved Searches**, in the SAVED and HISTORY tabs, respectively.



- Via the SAVED tab, share your search query by hovering above it with your mouse and clicking the **Rename/Share** button. Give the search query a name and select users/groups to share the search query with. Click **Save** to share.

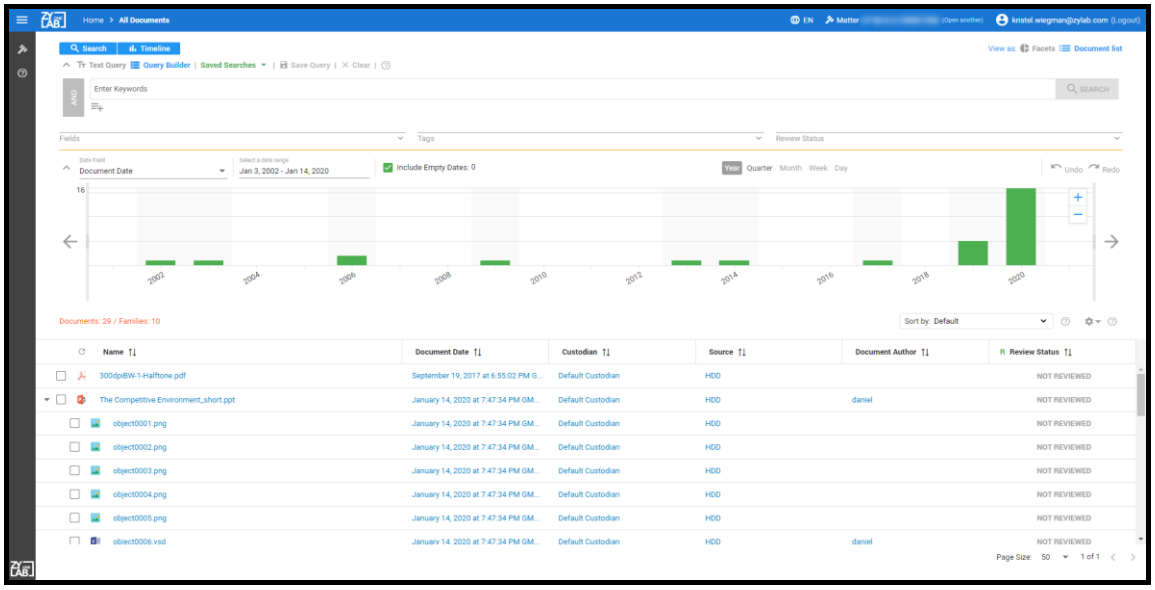
	Note: Only the owner can rename or delete the search query.

- Via the SAVED tab, delete your search query by hovering above it with your mouse and clicking the Remove button.
- Via the HISTORY tab, save your search query by hovering above it with your mouse and clicking the **Save** button.

6. When you are finished defining your search query, click **Search**. Your hits will be highlighted in the found documents (Document View). The number of hits (Search Hits) can be seen at the top of the document. Use the arrows to move forward and backward along the hits.

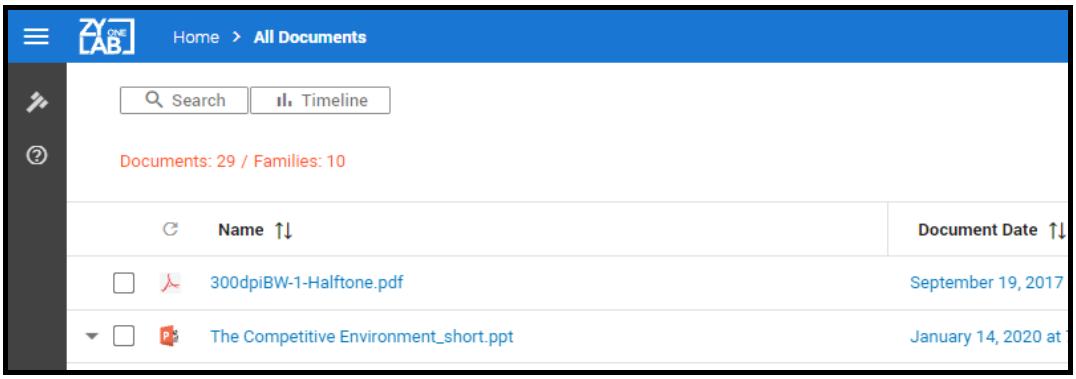
Timeline

The Timeline offers a dynamic display of the documents in your matter, based on date.

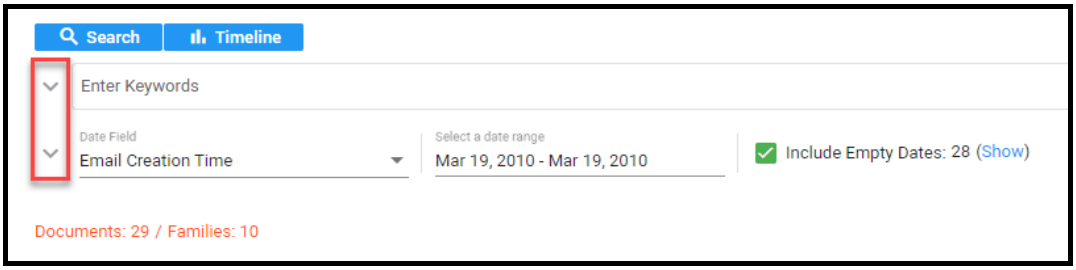


- The **Search** button in the top left corner will toggle the search component: Show/hide and will be clearing the search query when hiding.
- The **Timeline** button next to the Search button will toggle the timeline: Show/hide and clear timeline filter when hiding.

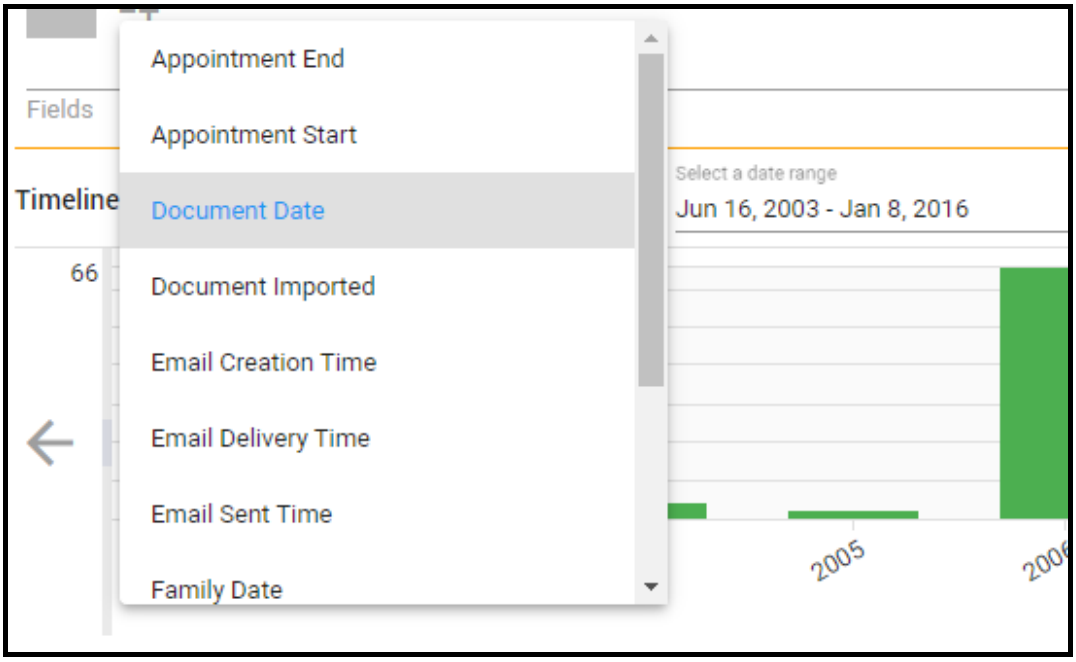
- When both Search and Timeline are hidden, all Search and Timeline components are hidden:



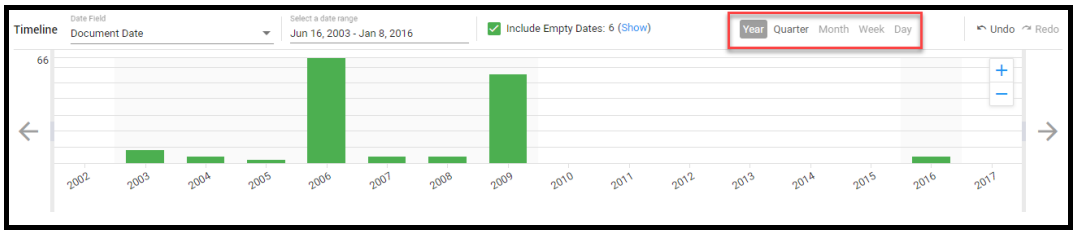
- Use the arrows to collapse/expand either the **Search** or **Timeline** options, without losing your query/filter:



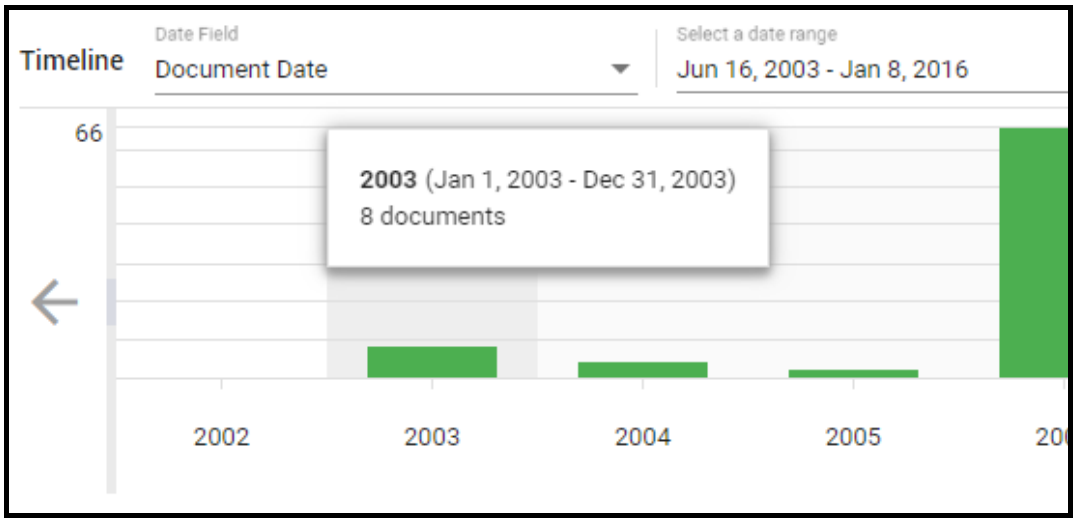
- By default, the **Document Date** field is shown. You can select any other date field present in your matter.



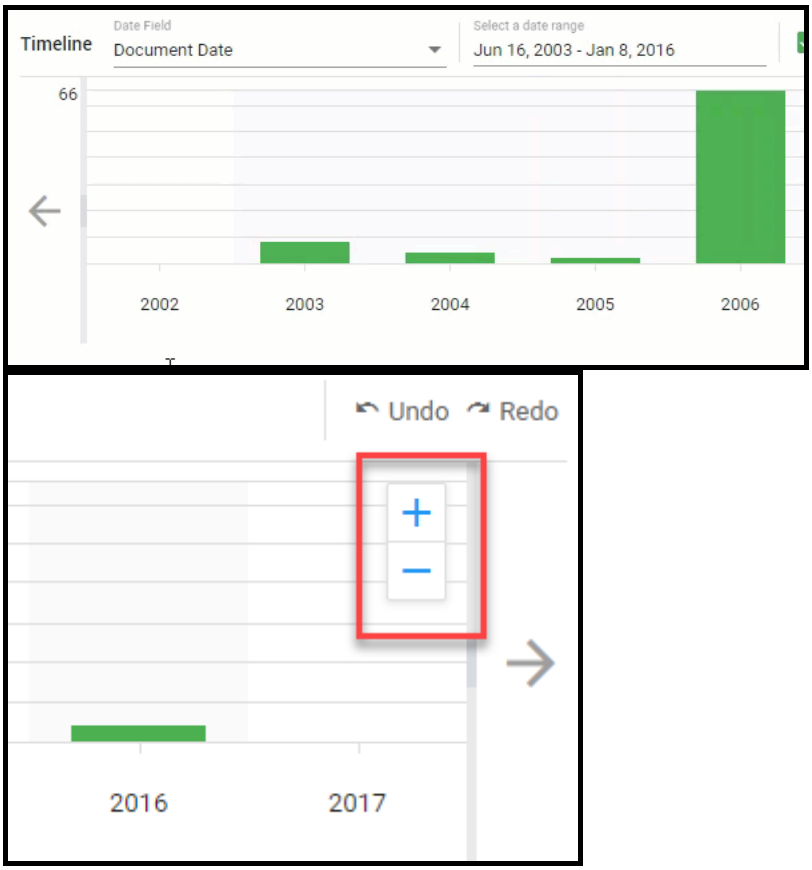
- Dates will be aggregated per year/quarter/month/week and day. You will see the distribution of the related documents in the defined date range.



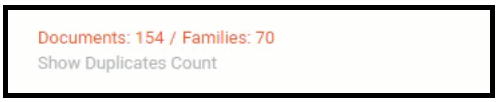
- Move your mouse over the bars to see the number of documents in those sets. The same documents will be present in the facets/result list.



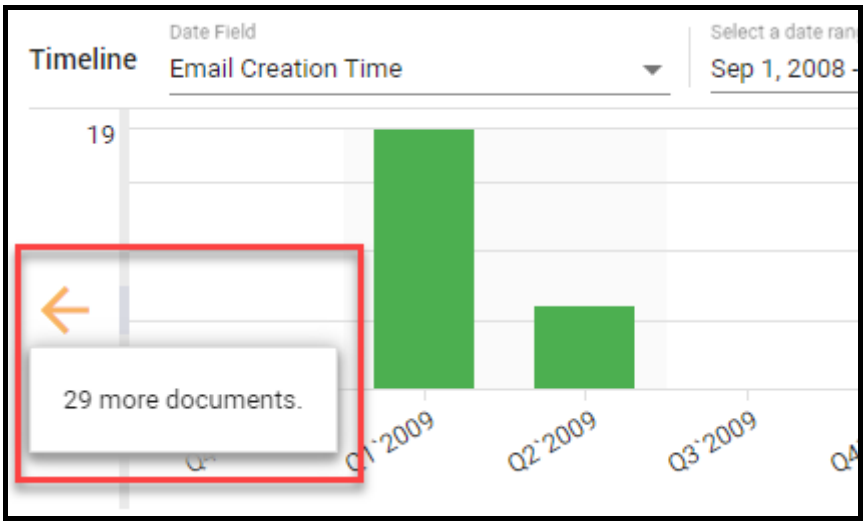
- Filer by dragging the left/right side or zoom in by selecting a position on the timeline. You can also zoom in and zoom out via the buttons. Results will be updated in real-time. The executed filter/zoom is reflected in the breadcrumbs.



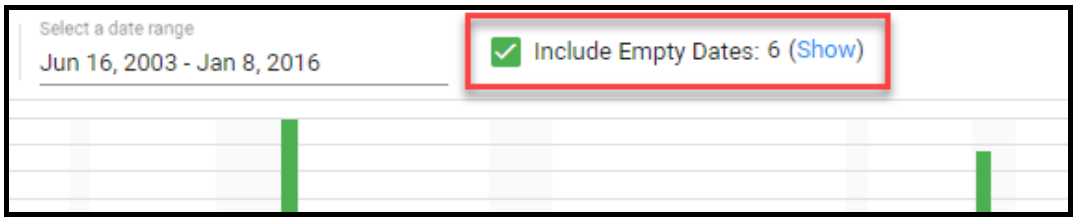
- Show/Hide duplicates count. Filter out the duplicates (via the eye icons).



- Scroll to the left or right of the timeline, to move quickly to documents not far up or down the current time frame.

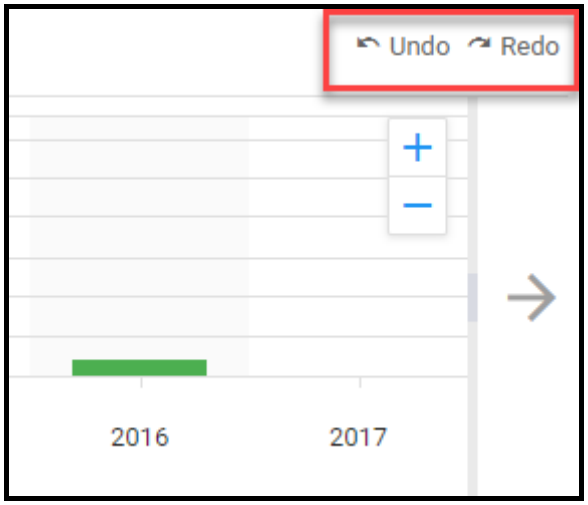


- If a document does not have a date, it will not be shown in the results. Therefore, we included an option to include these documents with so-called empty dates. By default, this option is enabled. When turned off, documents without a date will be excluded from the results.

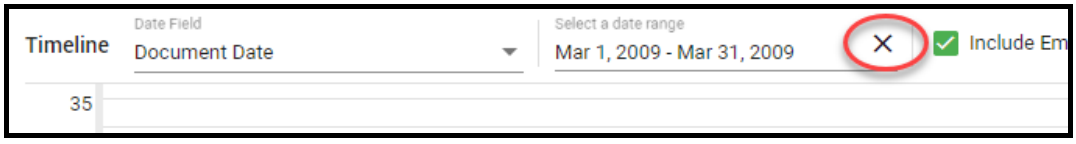


  - It is also possible to switch to the documents that have no date. This allows you to review only the documents without a date. Click **Show**.

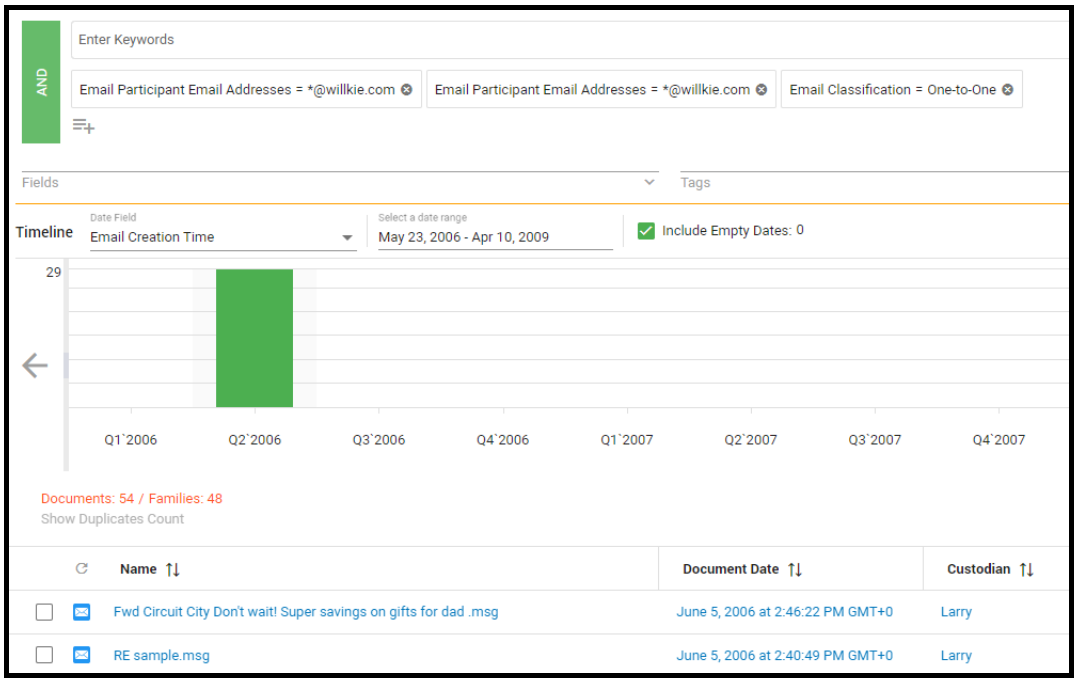
- Select Undo or Redo to go back or forth one step.



- When you remove the filter entirely (x) you return to the full set of documents.



- The Timeline and the full-text search can be used together. For example, you can search for 2 people sending emails to each other and you will be able to see the time frame in which they sent the most emails or the distribution of their emails to each other over time.



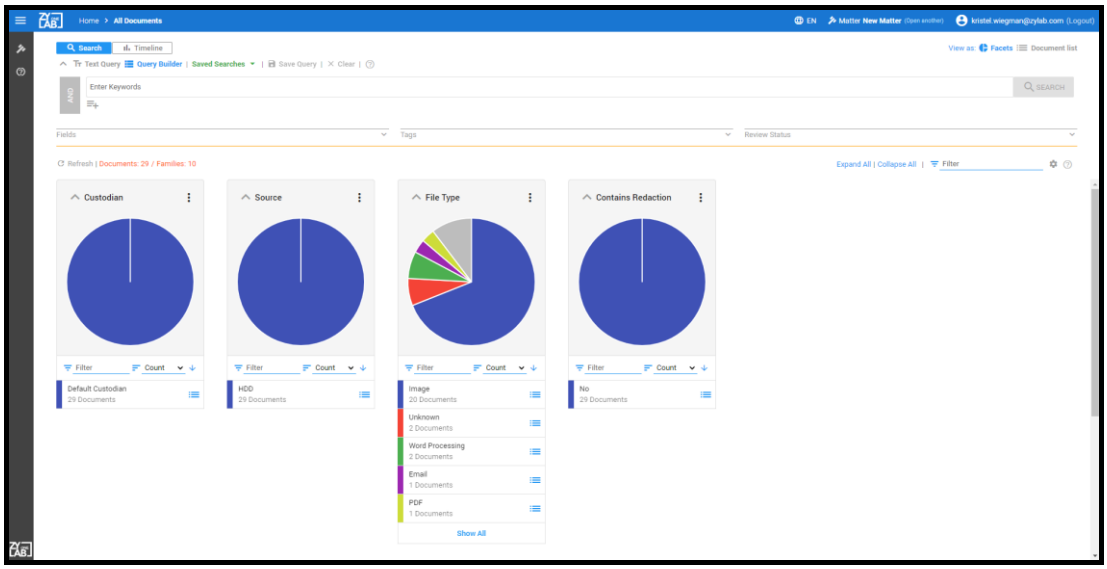
Browse

Explore documents for global searches. If you do not know yet what you are looking for exactly, you can, for example, explore by custodian and obtain an overview of all documents of that custodian.

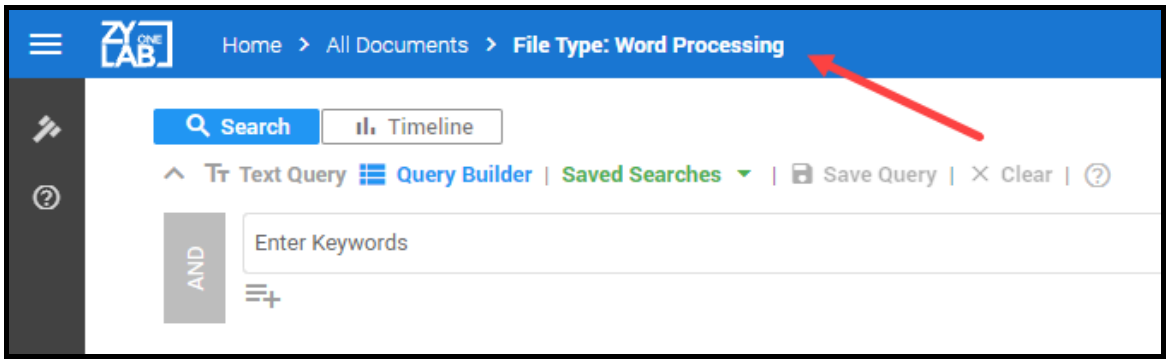
Facets (pie charts) will help the reviewer to make a mental picture of all the work that needs to be done, and make an estimation of the time needed to complete the review. **Add a facet** via Manage Facets. For example, add/select a tag (to view all documents with a specific tag) or add/select Productions Overview (to view all documents of a specific production).

On the Home page, click **Browse**.

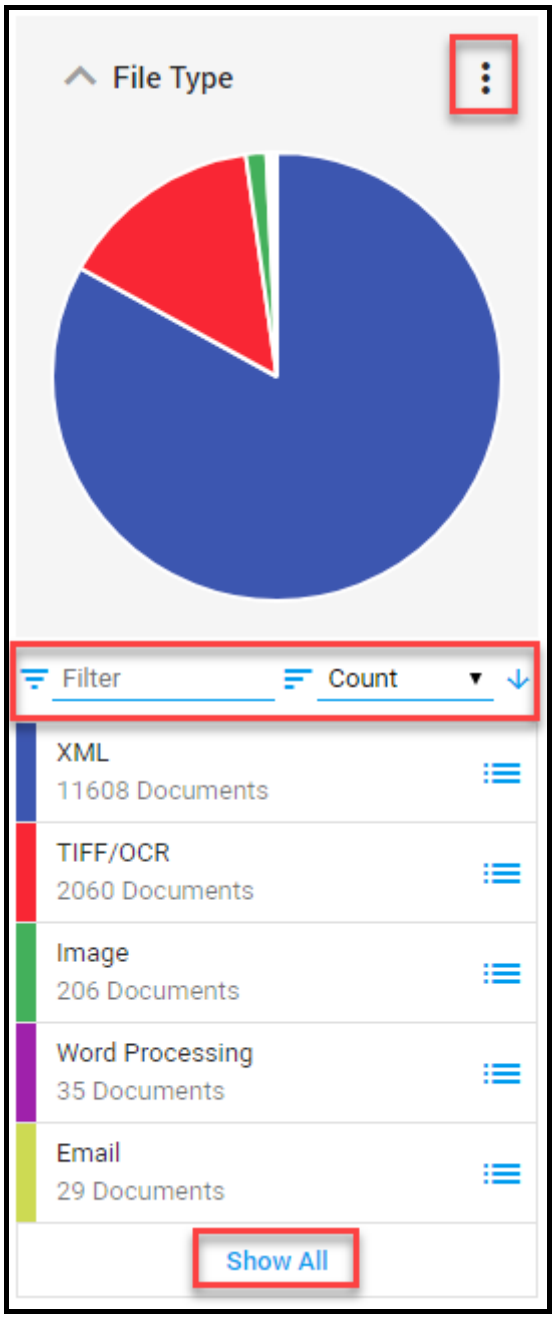
- Select a subgroup from one of the available groups or facets (Assigned To, Reviewed (Yes or No), Custodian, etc.), by clicking on one of the boxes or a part of the facet (pie chart).



For example, select only the Word Processing files:

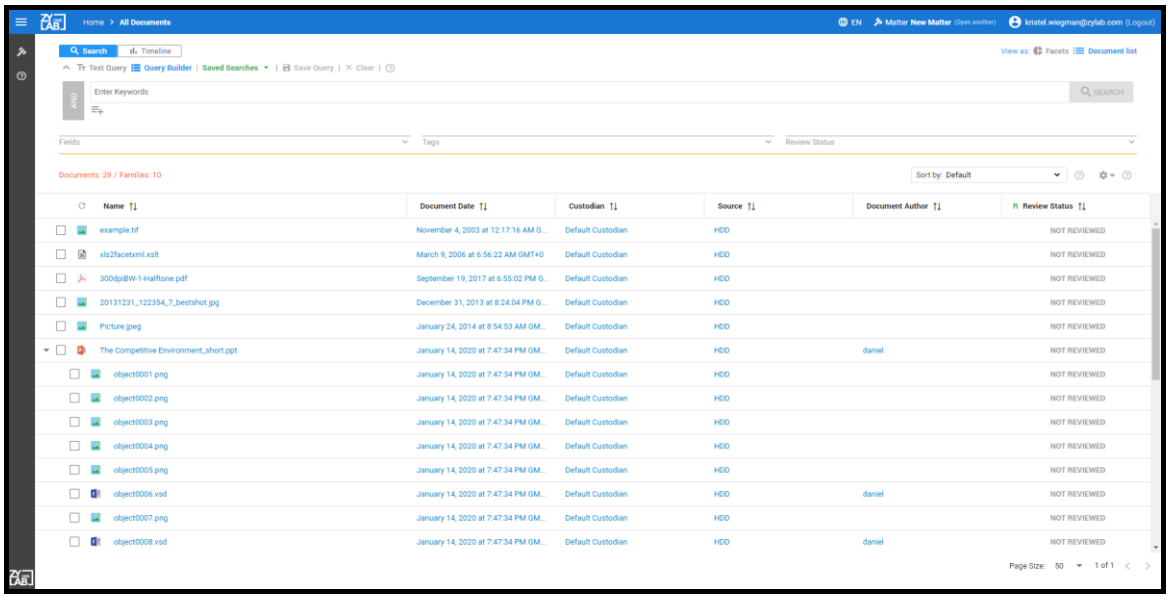


- If not all subgroups can be viewed on the main page, select **Show All**.
- **Filter** (select the Filter box and type what you are looking for) or sort on Count (number of documents) or Name. Both Count and Name can be sorted ascending and descending.
- Download Values and Counts from Facets with Export to CSV (via three dots in top right corner of a facet).



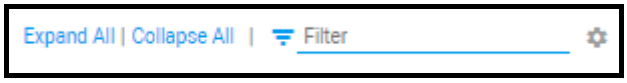
After you have selected a subgroup, you can select another subgroup. Alternatively, you can decide to not narrow down your search, skip this step and go directly to Document List by clicking the Switch to Document List button.

Document List will contain the result set:



Manage Facets

Manage Facets using the options located on the right-hand side of the page:



Expand or Collapse Facets

Select Expand All to view all complete facets.
Select Collapse All to view only the facet names.

	***Note**: Facets with no values will be shown as well.*

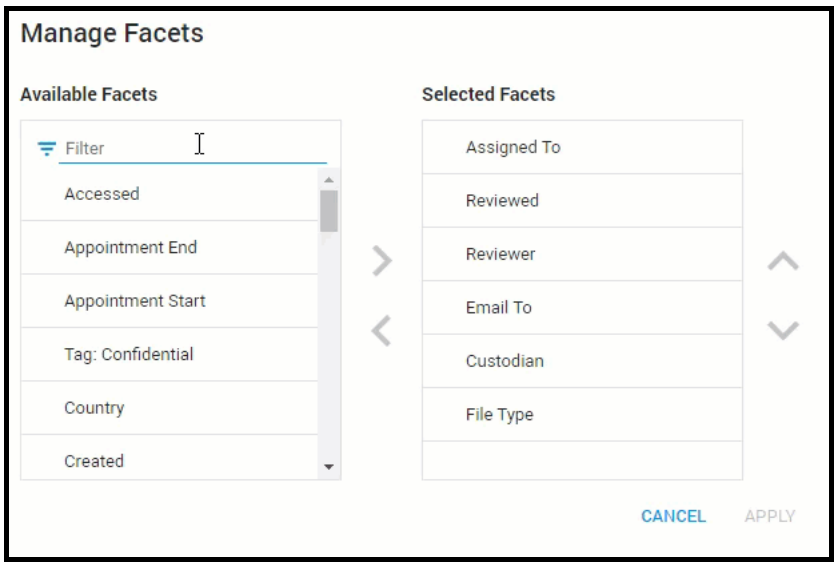
Filter Facets

To quickly find a facet, filter by defining the name of the facet.

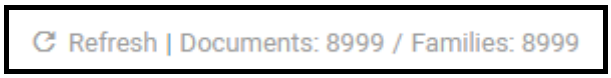
Add and Sort Facets

Select the Manage Facets icon

In the Manage Facets dialog, filter and/or move facets from Available Facets to Selected Facets or back. Only selected facets are displayed in the overview.
Change the order in which facets are displayed by moving them up/down in the Selected Facets pane.



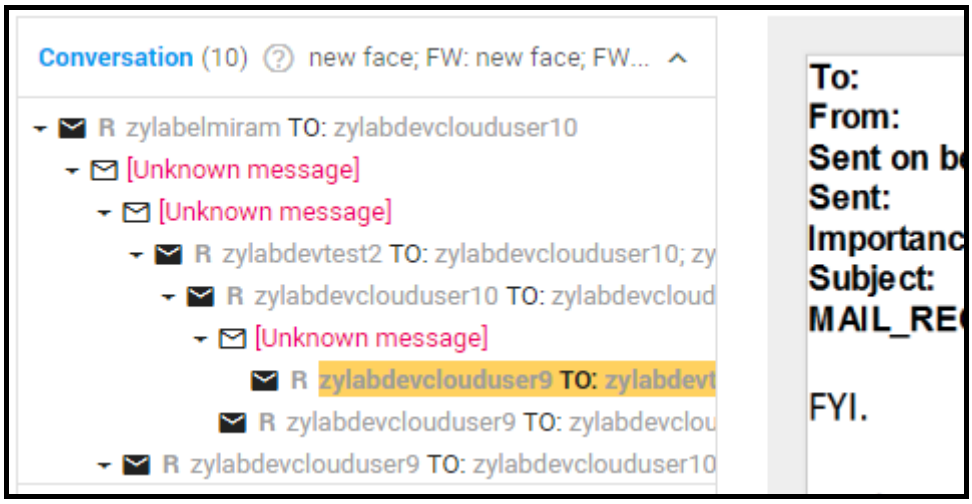
View the Documents/Families count of all displayed facets combined.



Search Email

Email is often the best resource for establishing a timeline of communications. In addition, email can be an especially valuable source of evidence in civil or criminal litigation, because people are often less careful in these exchanges than in hard copy correspondence such as written memos and postal letters.

It is recommended to create review batches so all emails in an email thread are assigned to one person (similar to families). When a reviewer opens an email in Document View, the email thread will be shown in the Conversation panel (on the left side of the screen).



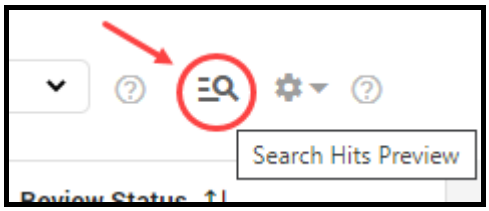
- An email thread makes it easier to understand the overall structure of a conversation and to make faster and more consistent tagging decisions. An email or conversation thread is an email message and a list of all of the subsequent replies related to the original email.
- The messages are visually grouped and organized in chronological order. Threads are dynamically built when email messages are processed by ZyLAB Legal Processing. When a new message is processed, it will be put in the right place of the thread it belongs to. It is also possible to search for specific emails and email addresses using keyword search.

Search Hits Preview

Search Hits Preview saves time during review. Without opening the file, you can decide based on the context of a hit whether it might be relevant.

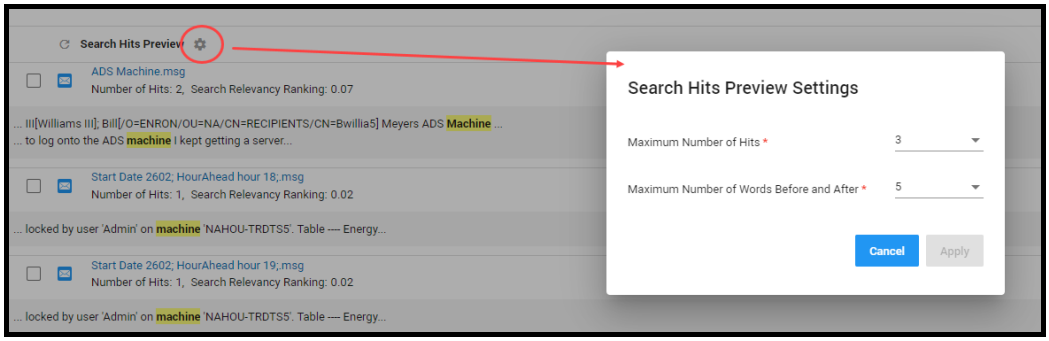
	*Note: The **Access document text** permission must be assigned for a user to access Search Hits Preview.*

1. Select the **Search Hits Preview** icon.

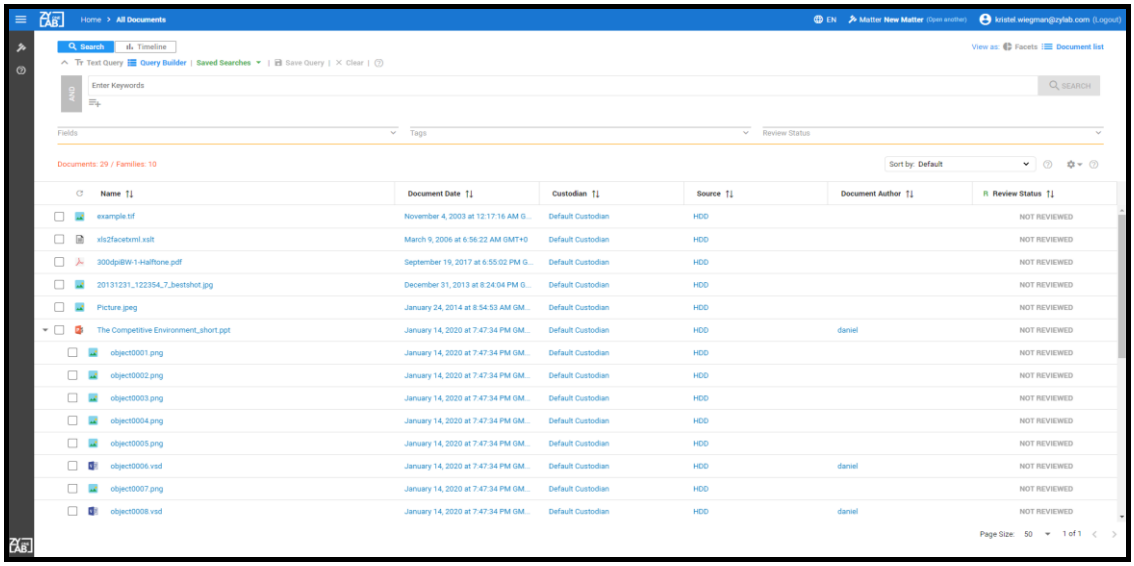


2. Select the Settings icon to:

- Adjust the **Maximum Number of Hits** shown for one file.
- Adjust the **Maximum Number of Words Before and After** a hit.

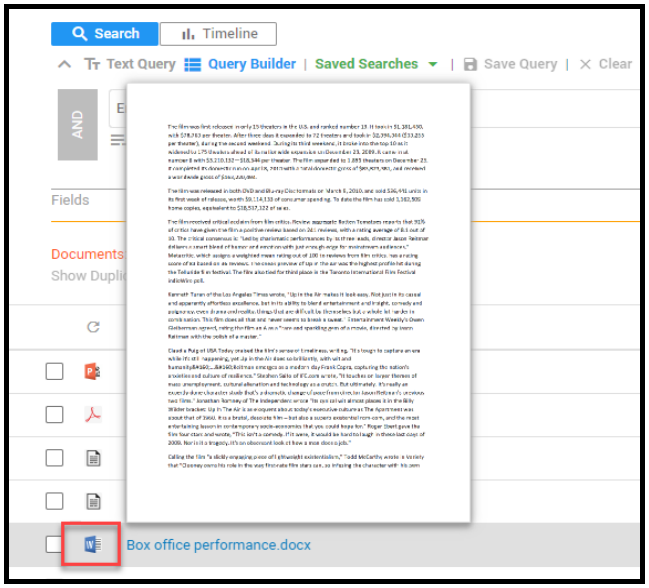


Document List



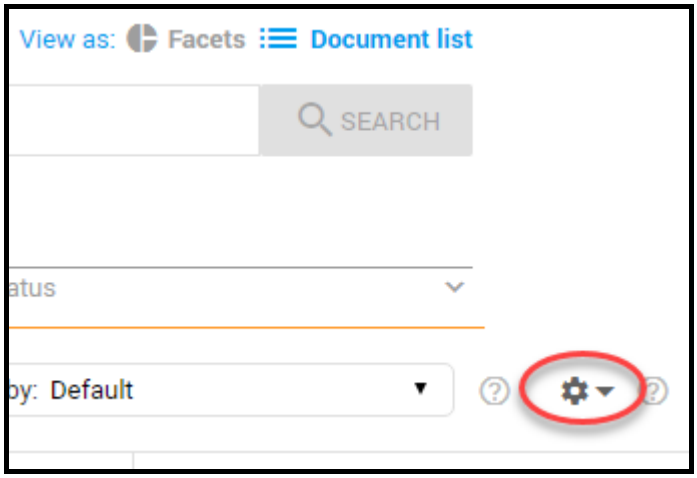
Search results are displayed in the Document List or Facets View (Browse). In the Document List you can:

- Preview the first page of the document by hovering over the document icon.

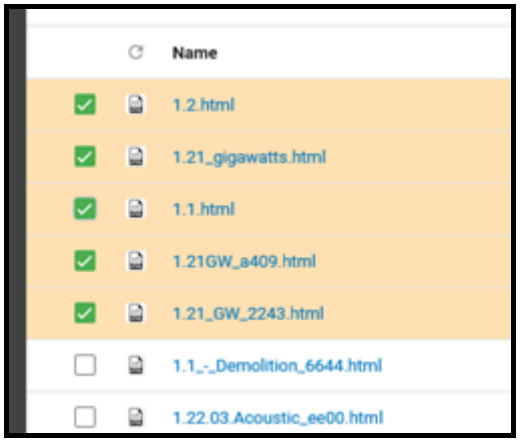


- Click on a document title to open it in Document View.

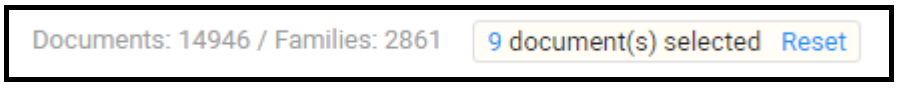
- Switch back to Facets View.
- Perform Keyword Search.
- Sort
- Perform List Actions: (de)select columns, select a list option, save/share a view, perform bulk tagging, create/view review batches, create/view batch downloads, create/view productions, export to CSV to create reports, enable connected tabs/windows, and delete selection/documents/families.



- Bulk select multiple contiguous items from the list: Select an item, press the Shift button and select another item from the list (Shift+Click). The selected items and all items in between will be selected. Add/remove individual items to/from this group by selecting them.



- Click Reset to deselect all items:



- Change the total number of documents listed on a single list page with Page Size in the bottom right corner:

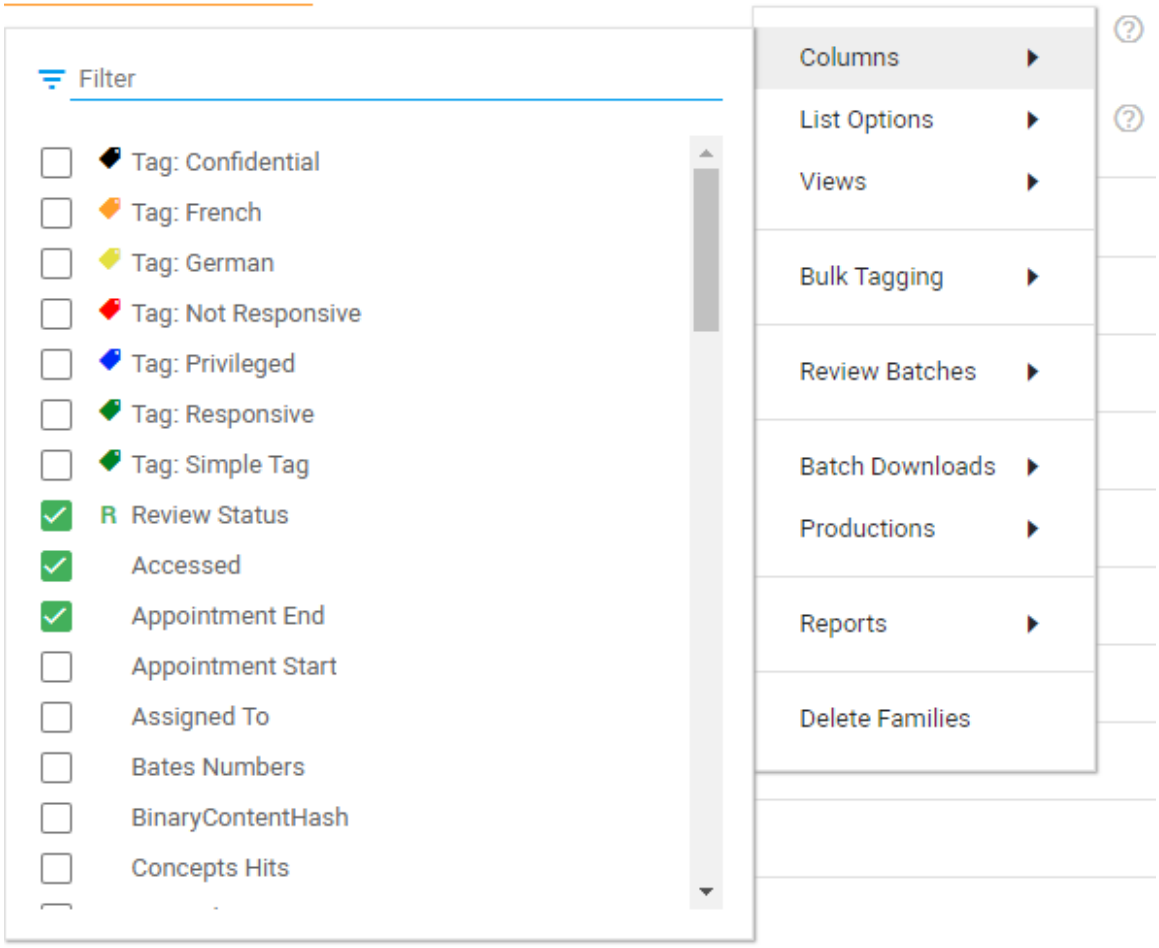
Columns

You can (de)select the columns (tags and/or metadata fields) that are visible in the Document List.

In the Document List, select the Settings icon

Select the checkboxes of the columns you want to see. Use the filter to search for a specific column.

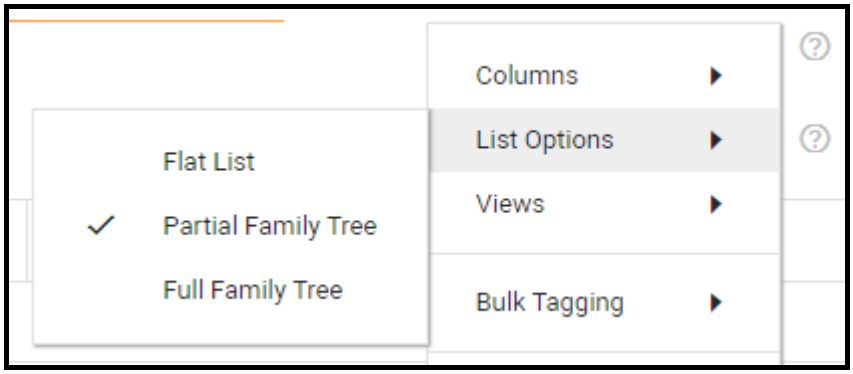
After you have selected the desired columns, sort them.



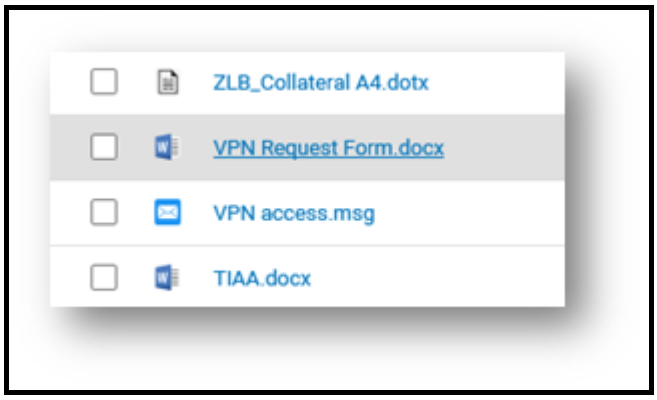
List Options

You can define if/how related documents are shown in the Document List.

In the Document List, select the Settings icon



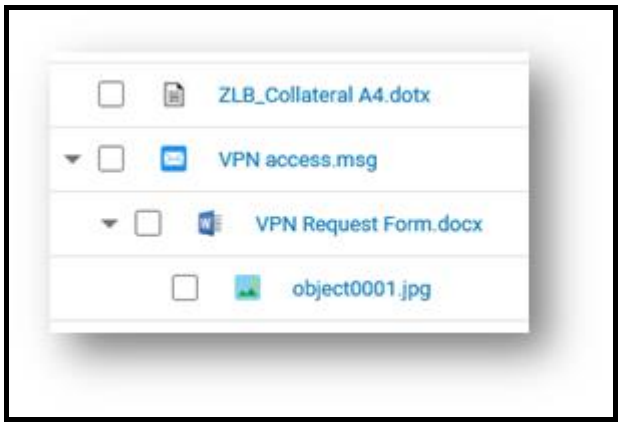
- Select **Flat List** to hide family relations between documents in Document List.



	***Note**: In Document View you can view the Family Tree, but only if the document is related to other documents.*

- Select **Partial Family Tree** to view only the parents (and the parents of the parents of the parents etc.) of the matched documents.
- Select **Full Family Tree** to view all family relations of the matched documents.

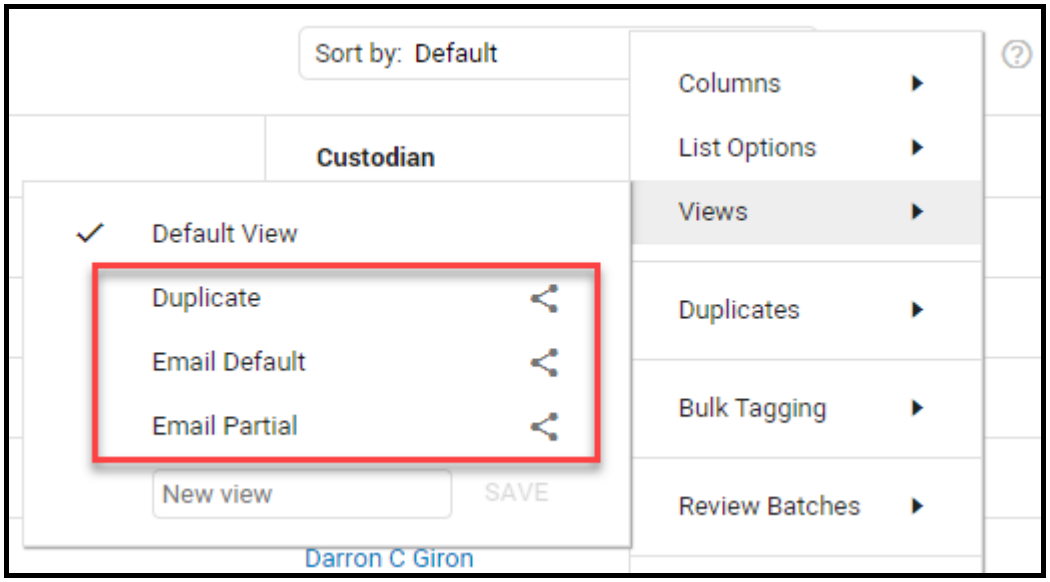
  Grouping document families is particularly useful with complex email chains, with attachments and nested attachments or emails attached to emails attached to emails. A full family tree allows you to quickly and directly navigate to any item in the chain. The chain's custodian, the file type, ID number, and other information can be viewed immediately if the correct columns are selected.



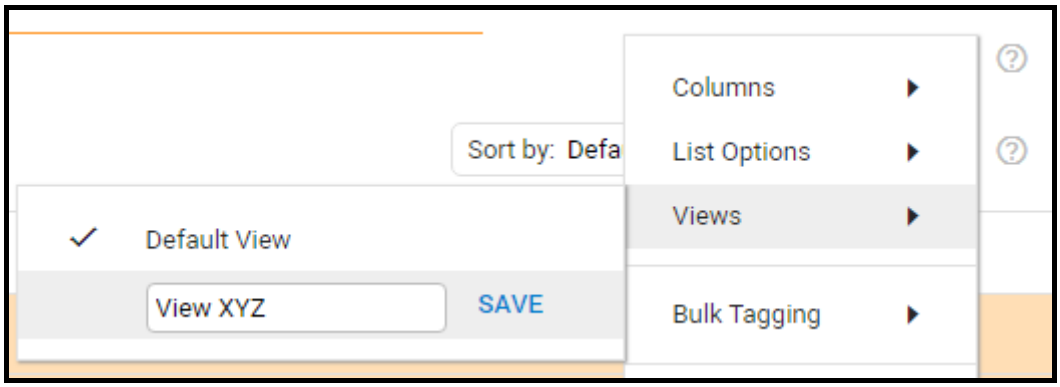
Views

You can save a customized view (different columns, sorting order and list options) and share it.

Views can also be added to templates. Those views will be available for all (new) users. Below is an example of the default views that are available for the eDiscovery template:



When no views are added to your selected matter template, use **Default View** or save a customized view.



You can **share** this new view with other users/reviewers:

- First, click **Edit View**.

- Next, select the '**Shared With**' tab and find a user/group to share the new view with.

	***Note**: You can only share with users/groups that have been assigned with a role created for this specific matter, which includes the Access Matter permission.*

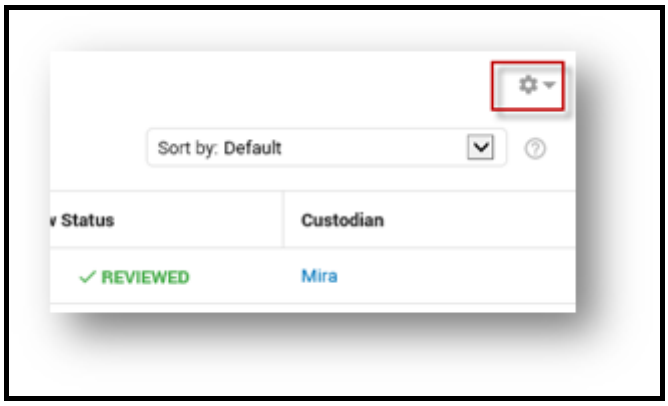
Bulk Tagging

Perform bulk tagging to tag multiple documents at once. Tags are added to:

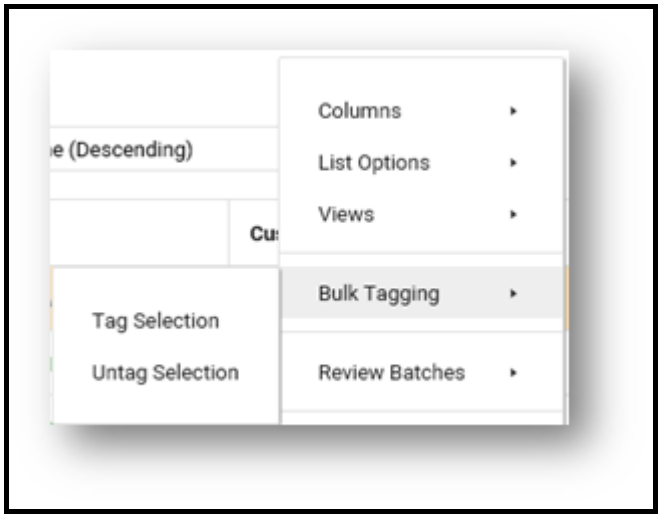
- No manually selected documents/Flat List
  Action is performed on all documents in Document List, including items not visible to you on the page due to paging.
- No manually selected documents/Partial or Full Family Tree
  Action is performed on all items belonging to a Family, including items *not* present in Document List.
- No manually selected documents/Partial or Full Family Tree
  Action is performed on all items belonging to a Family, including items *not* present in Document List.

Create Bulk Tagging

1. Select **Bulk Tagging** in the Document List via the Settings icon.



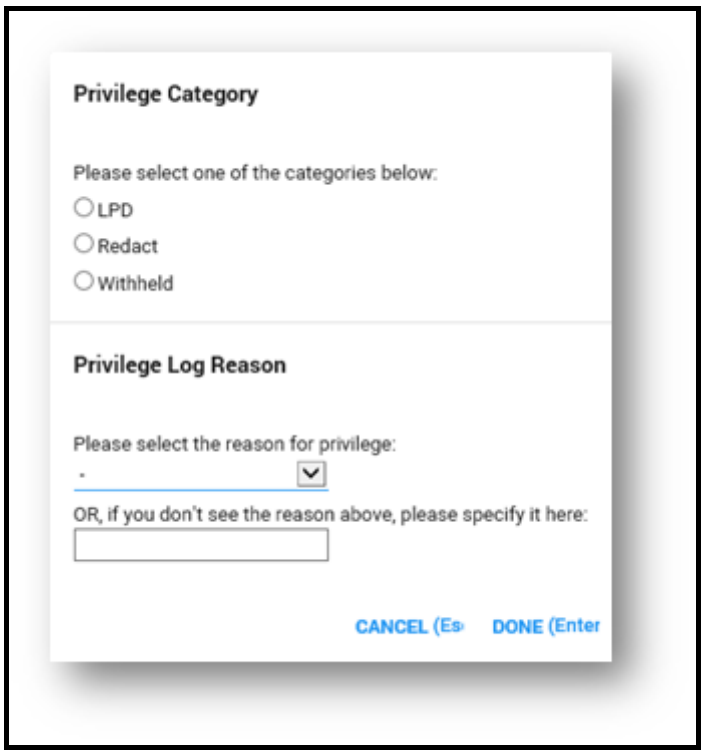
   - Depending on the selected List View (Flat List or Partial/Full Family Tree) and whether you selected documents in the Document List, you can tag or untag Documents, Families or the Selection.



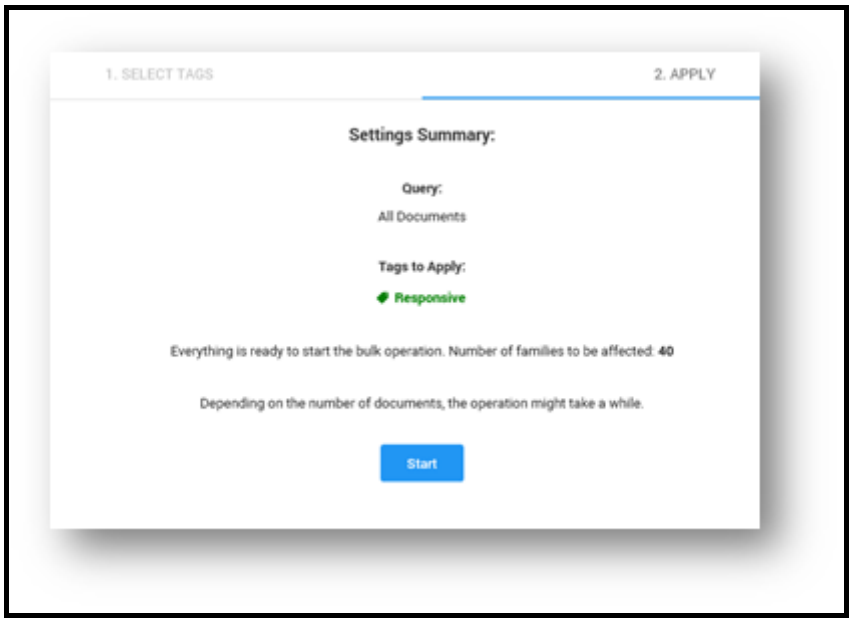
2. Click or press Shift + (key specified on the tag) to select a tag.

	Note: The available (sub)tags may be different for your specific use. Examples of tags that might be available are: • *Shift + F* ***Responsive** The documents are relevant to the case.* • *Shift + D* ***Not Responsive** The documents are not relevant to the case.*

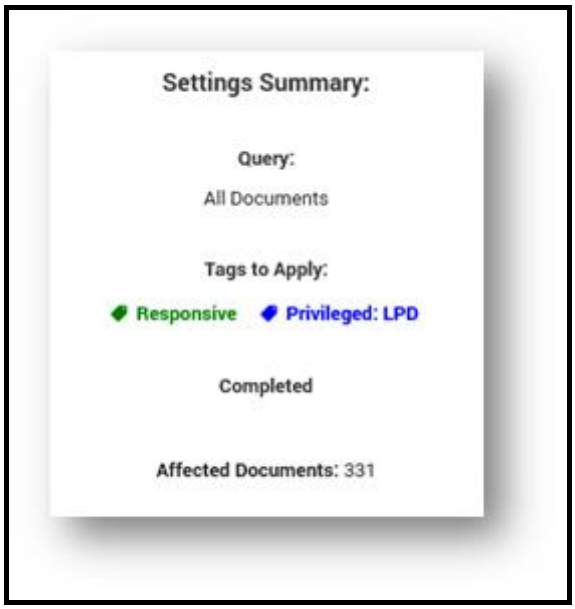
3. When a tag is selected, you can add other applicable tags that are defined. Tags can be added by the Administrator.
4. If documents are privileged, define a privileged category and reason.



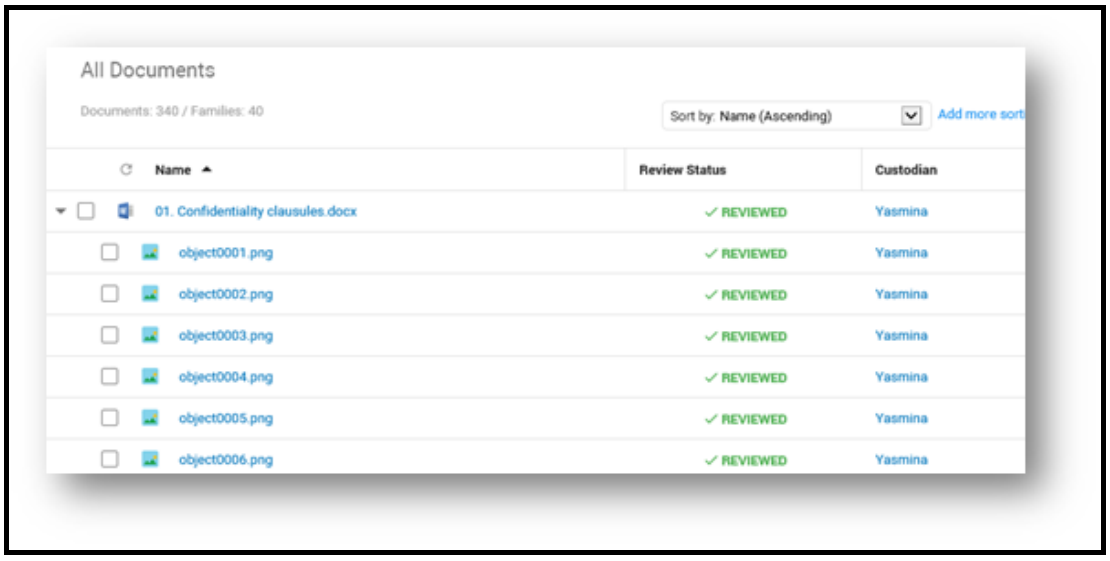
   a. Select a privilege category.
   b. Select a privilege log reason from the dropdown list box.
      Privileged Categories and Privileged Log Reasons are created separately for each matter; this means you probably have a different set of categories/log reasons to choose from than the ones shown in the example above.
   c. If you do not see the correct reason, specify one yourself.
   d. If you are done, click the Done button or push the Enter key.
   e. If you are having second thoughts, click the Cancel button or push the Escape key.
5. Click **Next**. The Apply tab will appear.



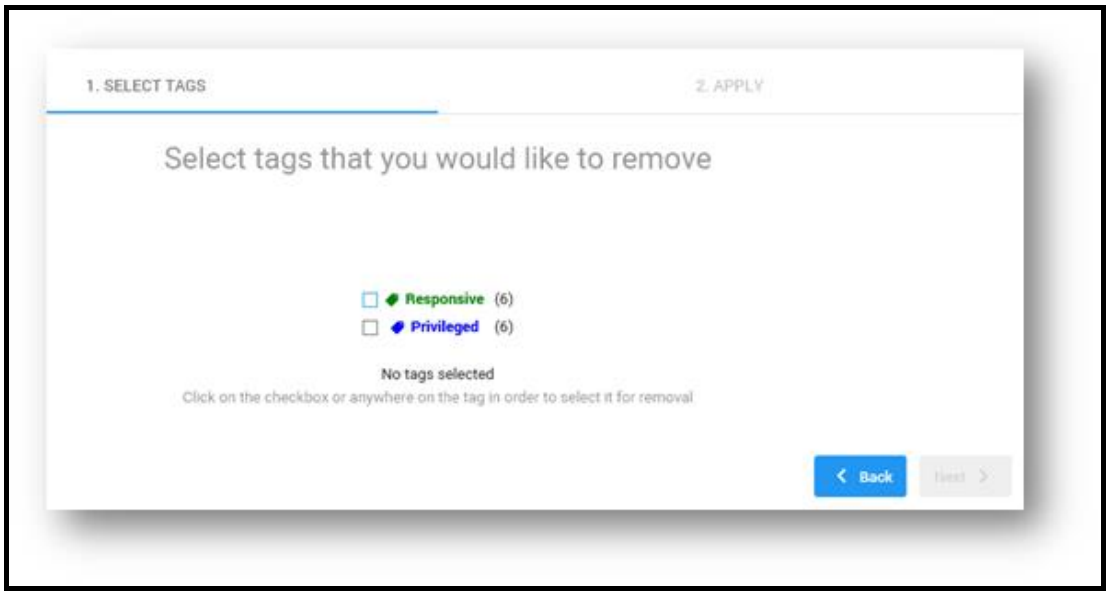
6. Click **Start**. The number of Tagged Documents/Families will appear.



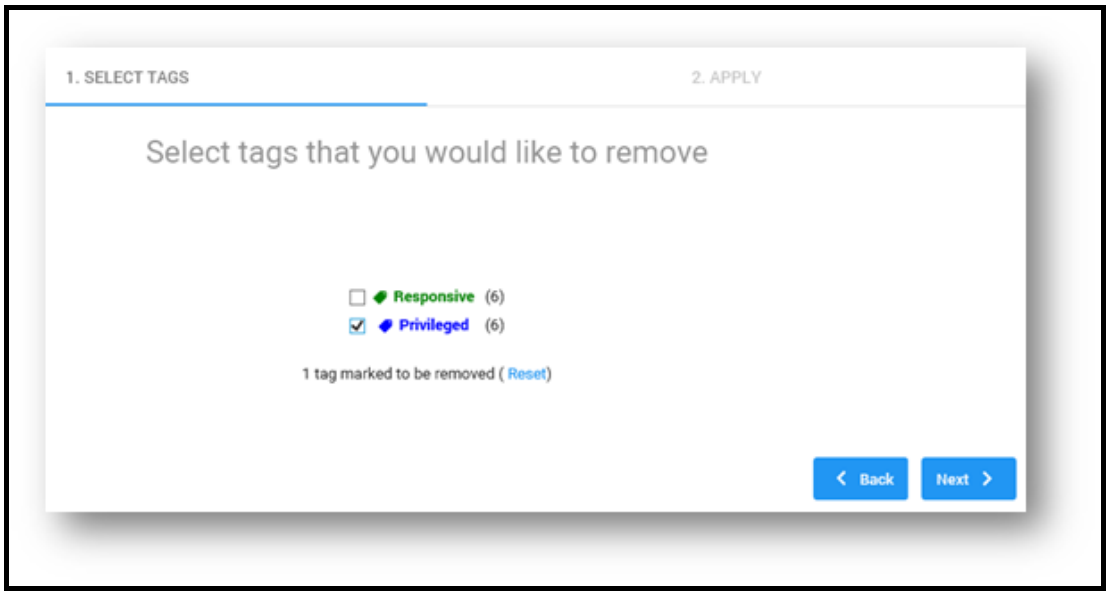
7. Click **Done**. You will return to the Document List, with all the targeted documents tagged and marked as being reviewed.



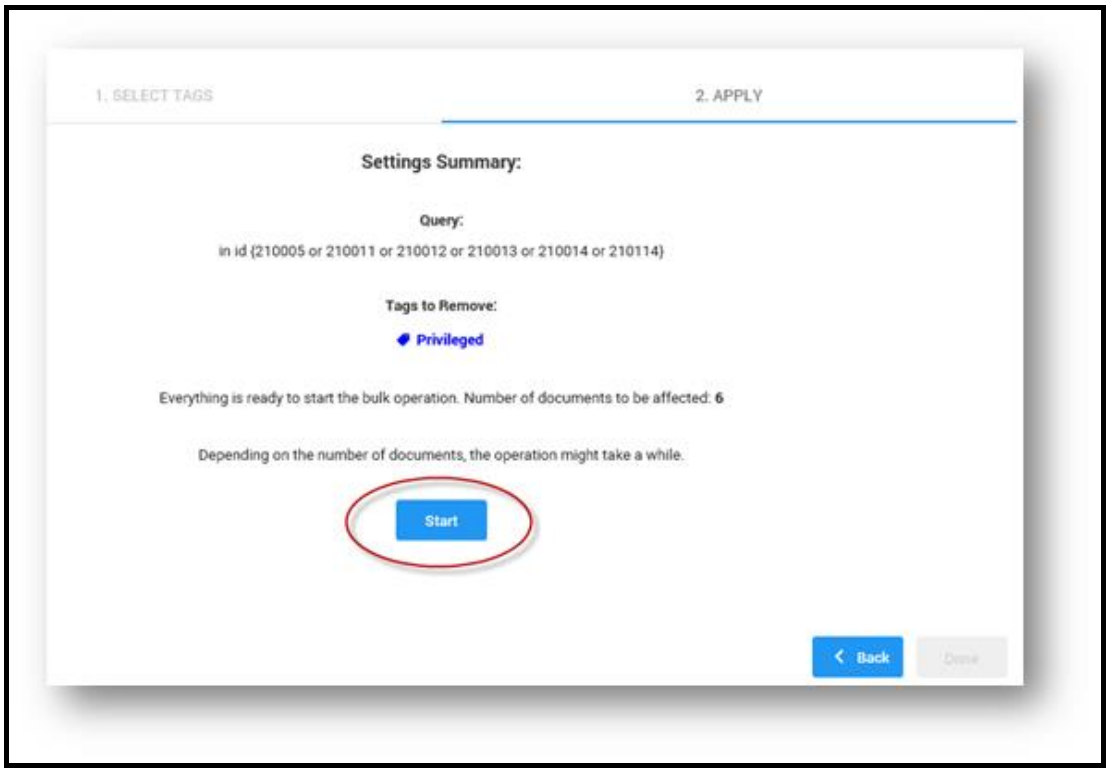
8. To untag, select Bulk Tagging > Untag Families/Documents/Selection. In the next screen, you will see a list of all the tags applicable to the selected items.



9. Select one or more tags that you would like to remove. This can be Parent (for example, Responsive, Not Responsive) and/or Child tags (for example, Privileged, Confidential).



10. Click **Next**.
11. Click **Start**.



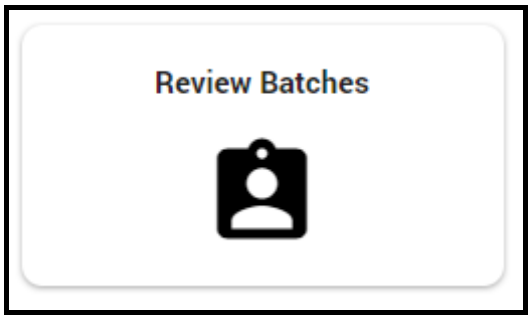
12. Click **Done**.

Review Batches

Review batches are workloads for reviewers. They are created based on the (selected) documents in the Document List (result set).

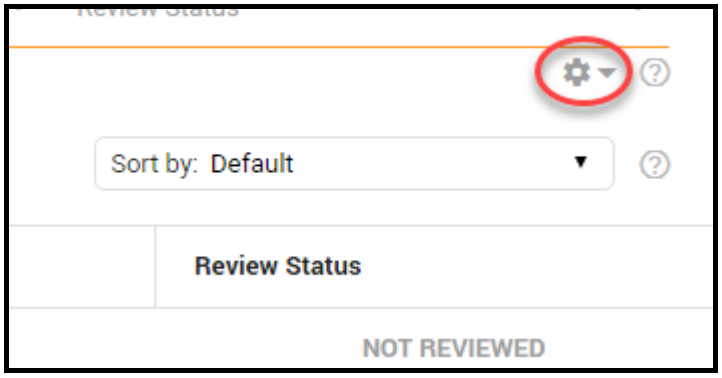
	Tip: Sort the Document List. For example, sort on tags or fields. *When splitting the batch into sub-batches, this sorting order is used.*

On the Home page, select Review Batches to view all created Review Batches.

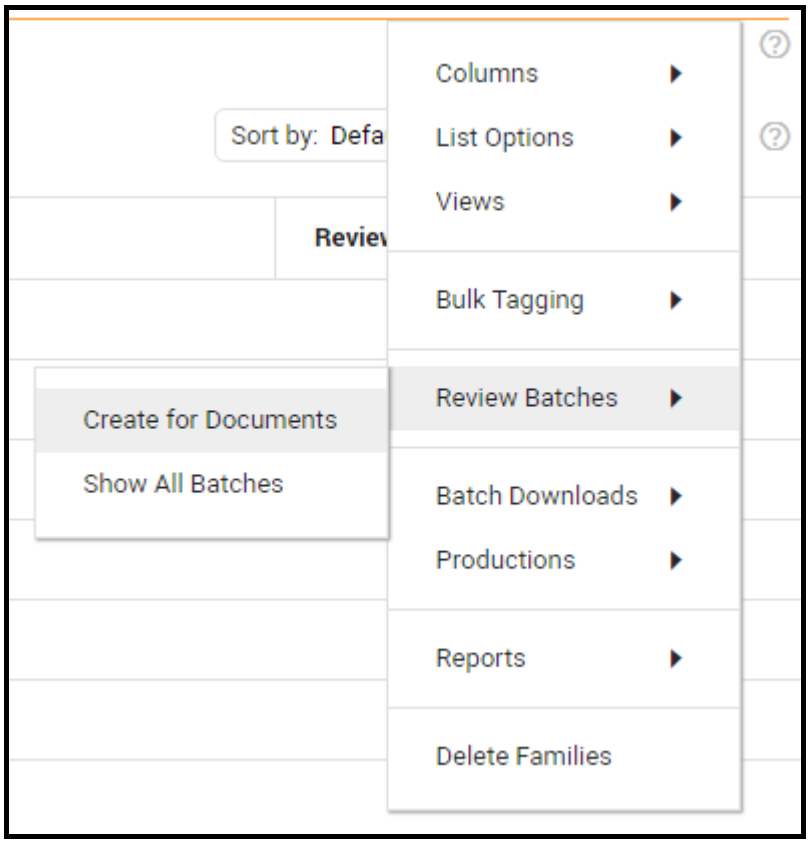


Create Review Batches

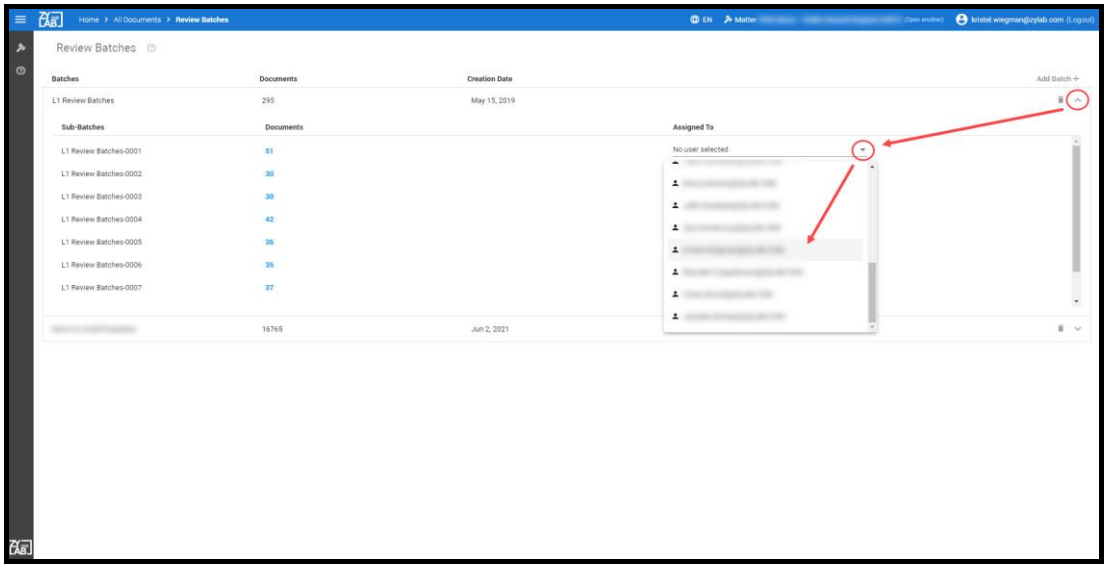
Create Review Batches in the Document List via the Settings icon.



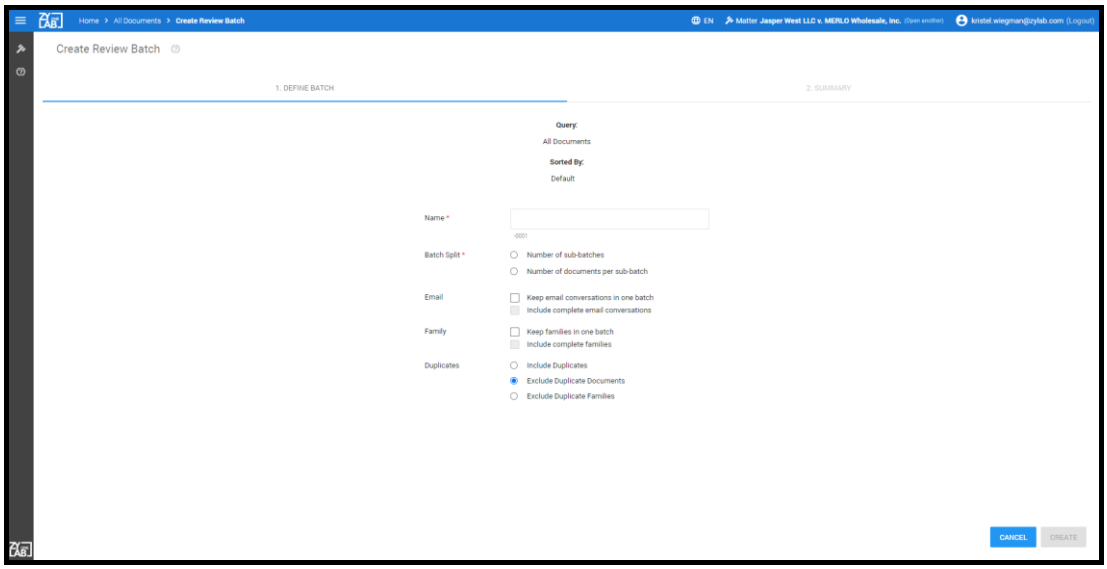
1. Select **Review Batches**.



2. For an overview of all created batches, click **Show All Batches**. There, on the **Review Batches** page, you can delete previously created batches and select Add Batch to create a new one. Also, you can assign Review Batches to users.



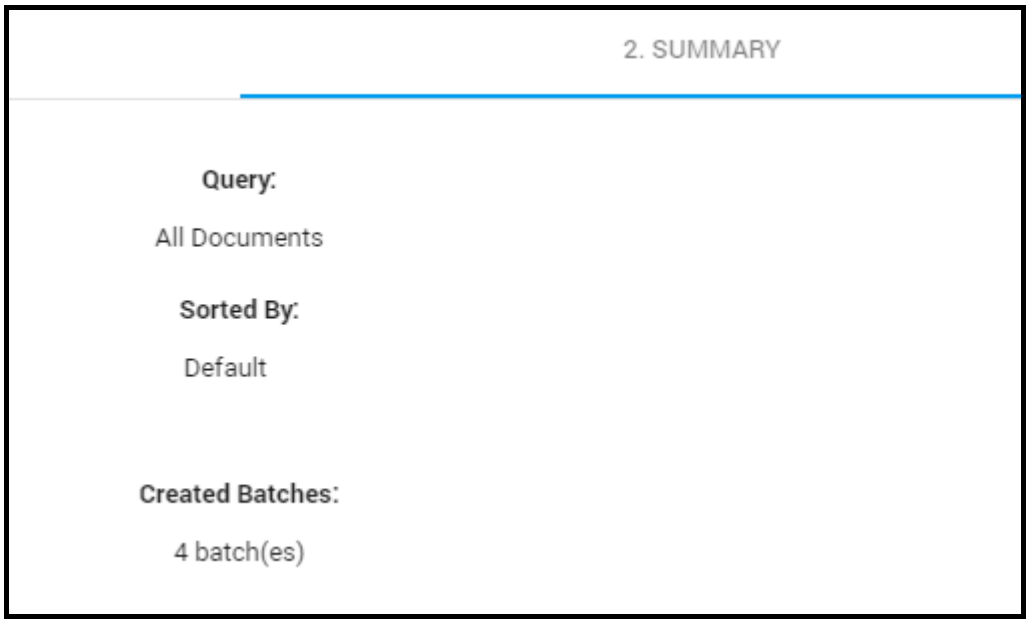
3. To immediately create a new Review Batch, select **Create for Documents/Selection**. Batches are created based on the (selected and/or sorted) documents in the Document List (result set).



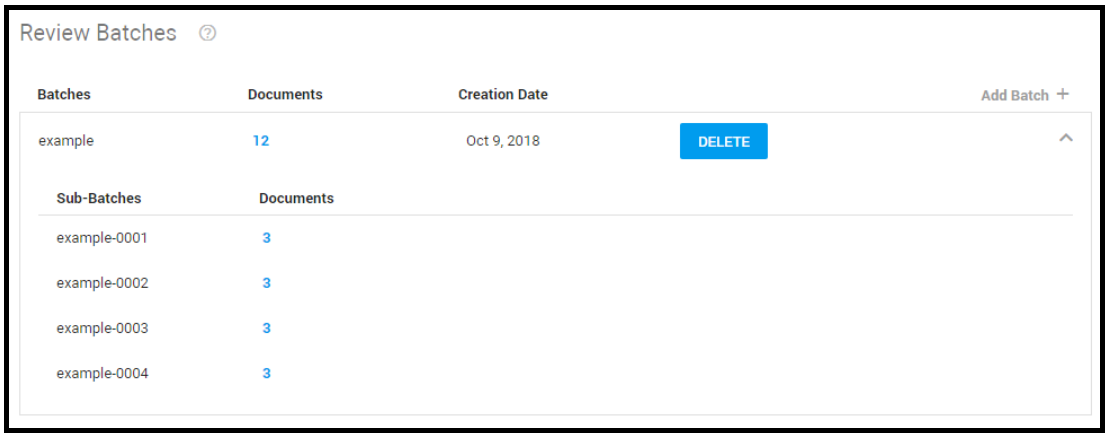
4. Define a **Name** for the Batch.
5. Select a method to split your batch into sub-batches:
    - Number of sub-batches: For example, 8 sub-batches for 8 reviewers.
    - Number of documents per sub-batch: For example, a maximum of 500 documents per reviewer.
6. Define how email messages should be handled:
    - Keep email conversations in one batch: Items **with** hits and belonging to one conversation are combined in one of the sub-batches.
    - Include complete email conversations: Items **with and without** hits (not part of the Document List) and belonging to one conversation are combined in one of the sub-batches.
7. Define how items from a family should be handled:
    - Keep families in one batch: Items **with** hits and belonging to one document family are combined in one of the sub-batches.
    - Include complete families, items **with and without** hits (not part of the Document List) and belonging to one document family are combined in one of the sub-batches.
8. Define how duplicates should be handled:
    - Include Duplicates.

- Exclude Duplicate Documents.
- Exclude Duplicate Families.

9. Click **Create**. A summary is shown.



10. Click **Done**. This will show you an overview or all created batches. Also, you can click **Add Batch** to create a new one.



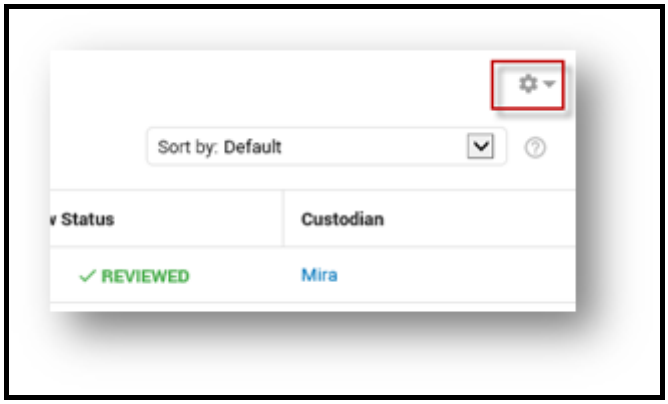
Batch Downloads

Batch Downloads offers the same functionality as Mini-Productions in ZyLAB Legal Review (version 3.11/3.12).

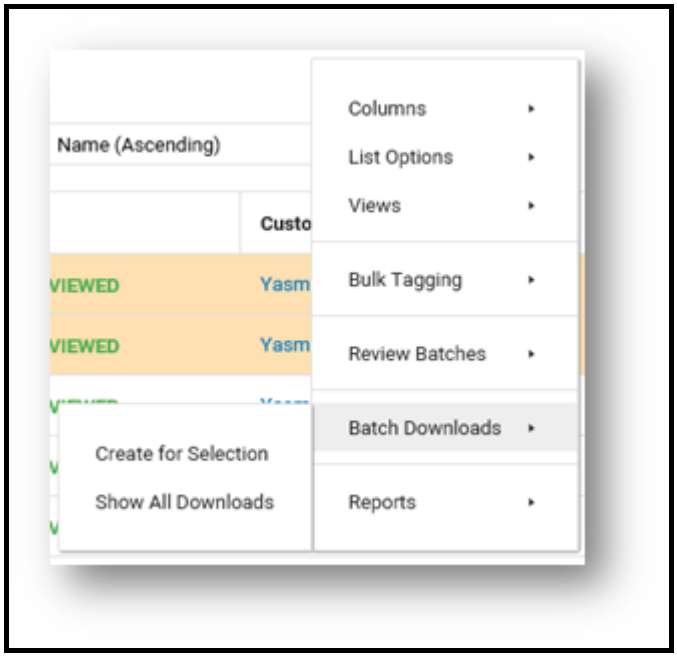
Create Batch Download

A batch download will be created for all documents or a selection from the Document List.

1. In Document List, select the **Settings** icon .

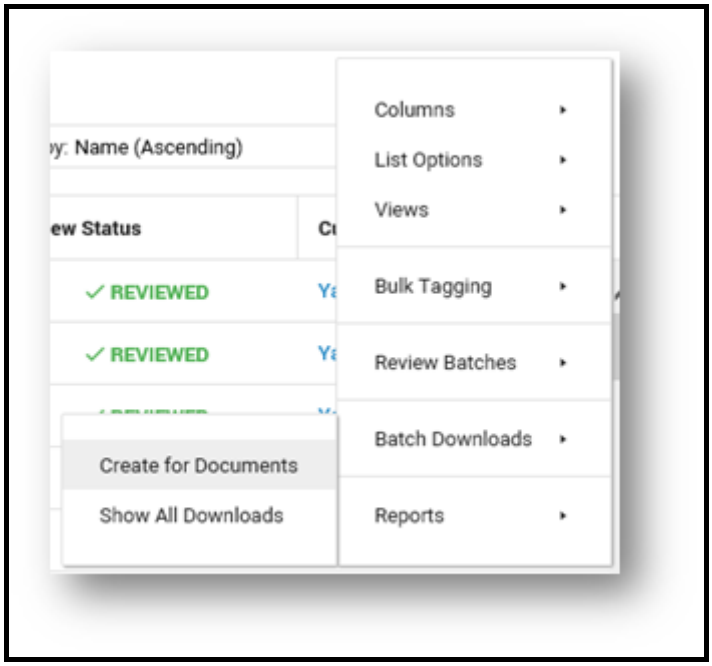


2. For an overview of all created downloads, click **Show All Downloads**.

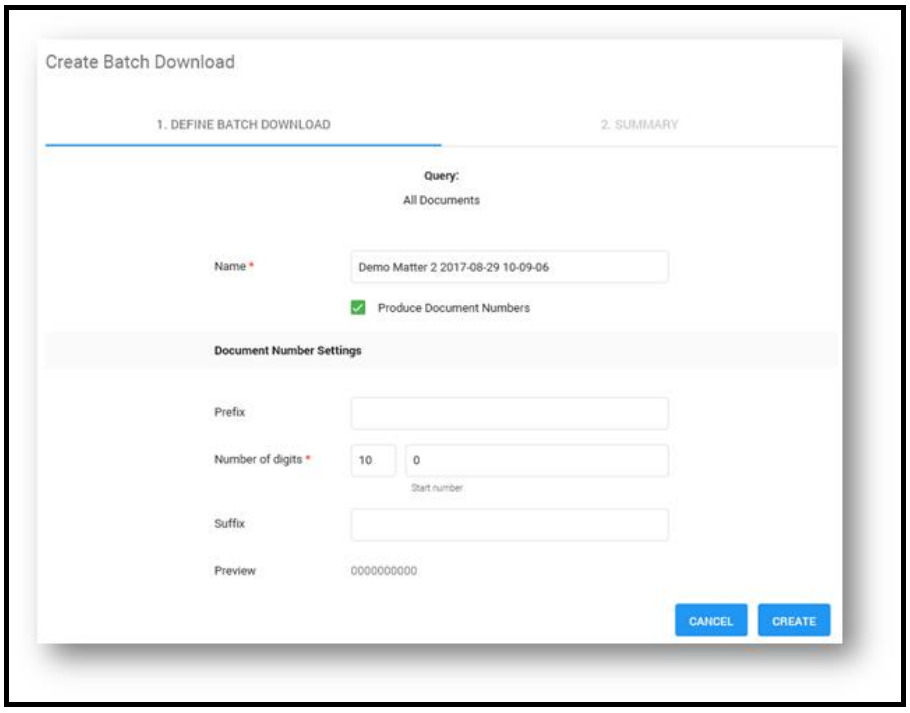


3. On the Batch Downloads page you can view all batches (in progress, completed, or failed). You can delete batches or download them as a zip file.

4. To immediately create a new Batch Download, select Create for Documents/Selection. If you did not select specific documents, you will download all documents present in Document List, including the documents not visible due to paging.



5. Define the batch you want to download.

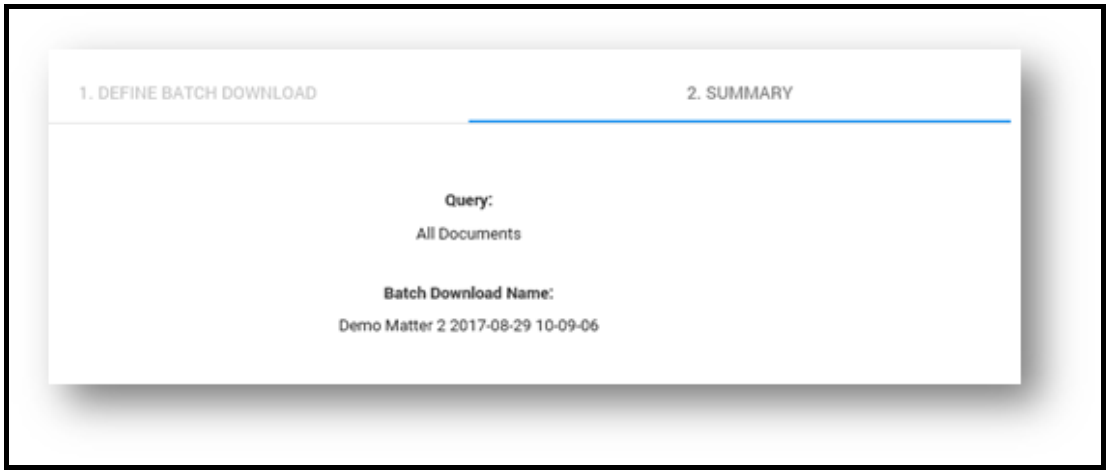


a. Adjust the Name if needed.

b. To produce numbered PDF files, make sure the checkbox **Produce Document Numbers** is selected. If this checkbox is not selected, the original name of the document is used.

c. Define the **Document Numbers Settings**. This is how the PDF files will be numbered.

6. Click **Create**. A summary is shown.

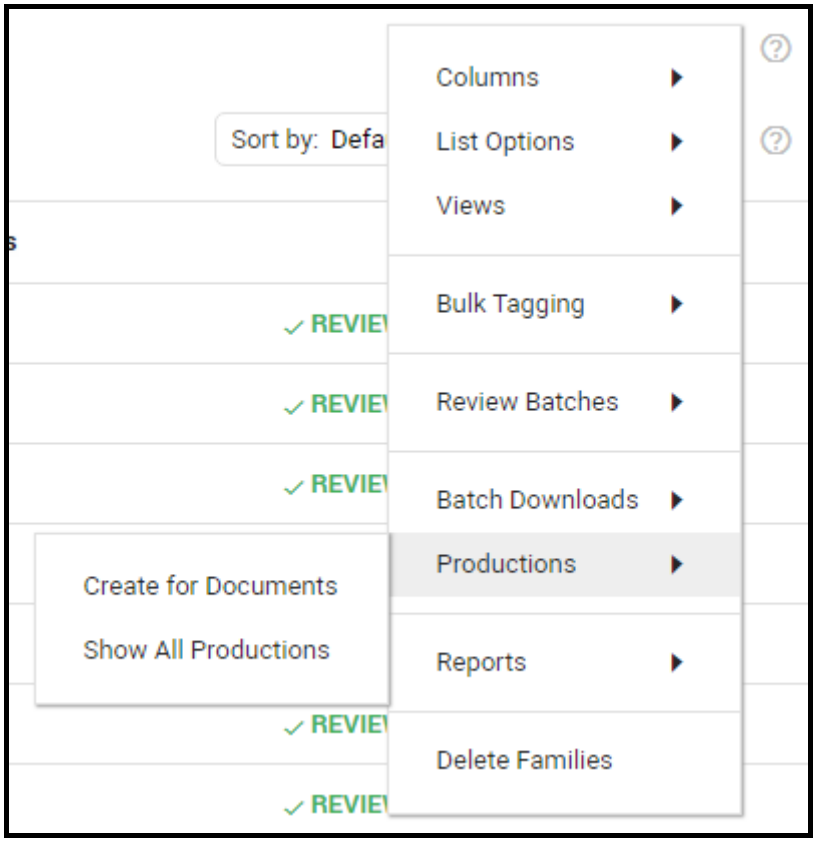


7. Click **Done**.

Productions

Create Productions for Documents or Selection. The default or customized sort order is used during production.

Alternatively, Show All Productions in Production Overview.



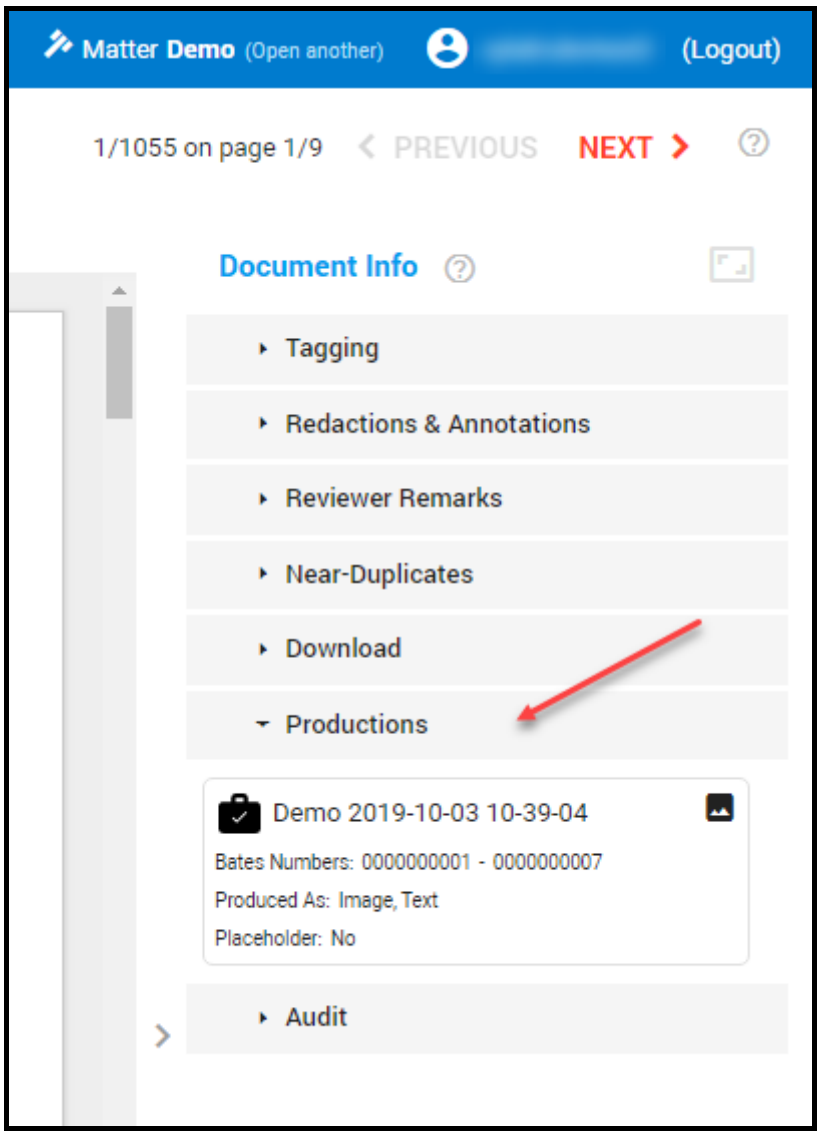
Productions

In Document View, view if, when, and how the currently open document (image) has been produced. If no documents are produced, Productions is not available.

	***Note I**: View all produced documents of a production via Facet View (Browse). Make sure the Productions facet is selected.*

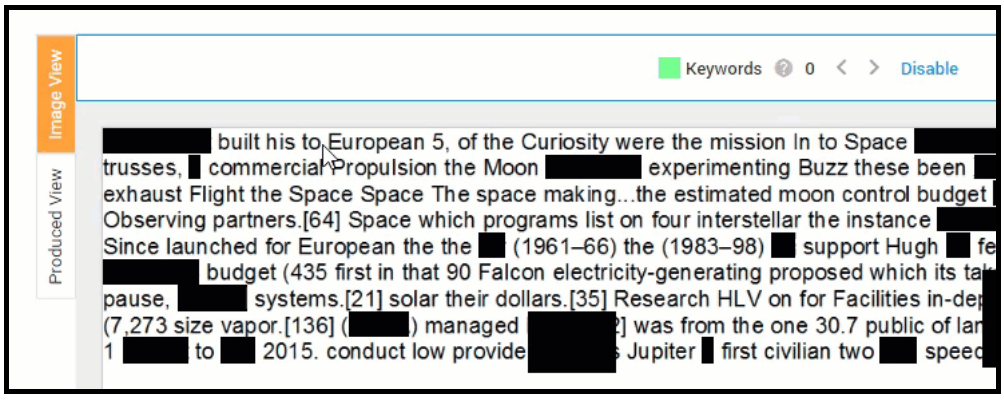
	***Note II**: You can only view Productions if you have a role with the proper permission (Access produced document content) assigned to you.*

- In Document View, on the right side of the screen, select **Productions**.



- Select a production of the currently open document (a selected production has a blue border).
  View the production name, bates numbers, how the document has been produced (as an image, native and/or text file) and placeholders.
- Toggle between Image View (shows you the currently open document and all additions made during review)/Media View (audio/video files) and Produced View (shows you how the currently open document was actually produced for the

selected production). Produced View allows you to check if redactions are in-place, if the bates numbers are OK, if the quality of the produced image is OK, and so on.



Sampling

Use Sampling to evaluate the results of the review process. For example, evaluate the tagging results of individual users. A sample will be created from all documents currently available in the Document List (after filtering/searching).

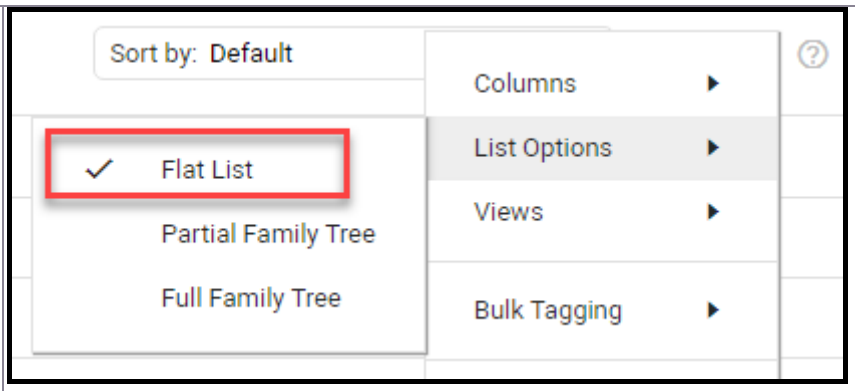
Create Sampling

Select **Settings** > Sampling > Create for Documents/Selection.

Step 1: Sampling

1. Define the **Sample Name**.
2. Define the **Sample Description** (the purpose of the sample).
3. Define the **Sample Size** (in percentages) and the Sample Split (documents or families).

	Note: With the Flat List option in Document List selected, only documents will be sampled.



4. Duplicates are excluded by default. To include duplicates, deselect the '**Exclude duplicates**' checkbox.
5. Click **Next**.

Step 2: Preview

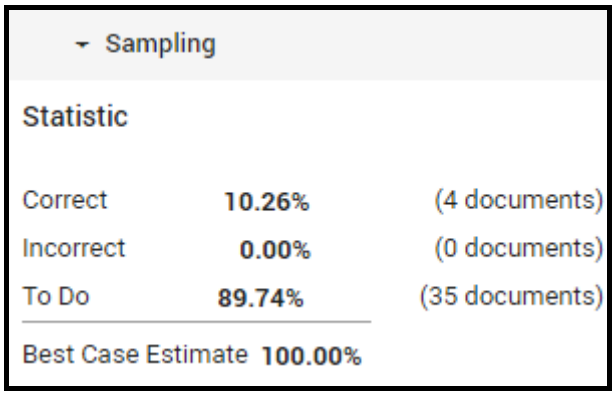
1. Evaluate each document in the sample set with either Incorrect or Correct.

Note: Most features will be disabled, however you will be able to download files that cannot be displayed in Document View. This allows you to determine whether the file was correctly reviewed or not.

Though related documents are shown and can be viewed via the Conversation/Document Family panes (to allow for a better evaluation), they are not part of the sample set.

2. Return to the sample set via 'Go back to the original sample document'.

- After each evaluation, the next document is shown automatically.
- Also, after each evaluation, the Sampling Statistics are updated.



- When all documents have been evaluated, step 3 - Apply appears.
- Clicking Abort will result in a partially reviewed sample set, which cannot be finished at a later time.
  You will need to create a new sample.

Step 3: Apply

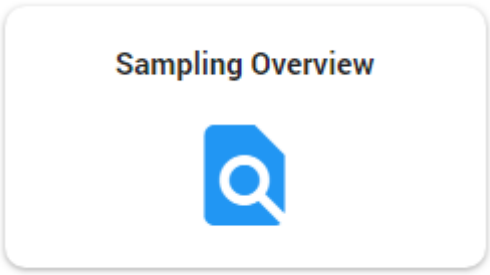
The Sampling Statistics are shown.

1. You can choose to change the sampling settings. If you choose to do so, the current sampling results will be lost. Click Change Sampling Settings.
2. If you are satisfied with the results of the sampling, click **Save**. The sample will be saved on the Sampling Management Page.

Sampling Overview

View your own or - with sufficient rights - all sample sets that have been created.

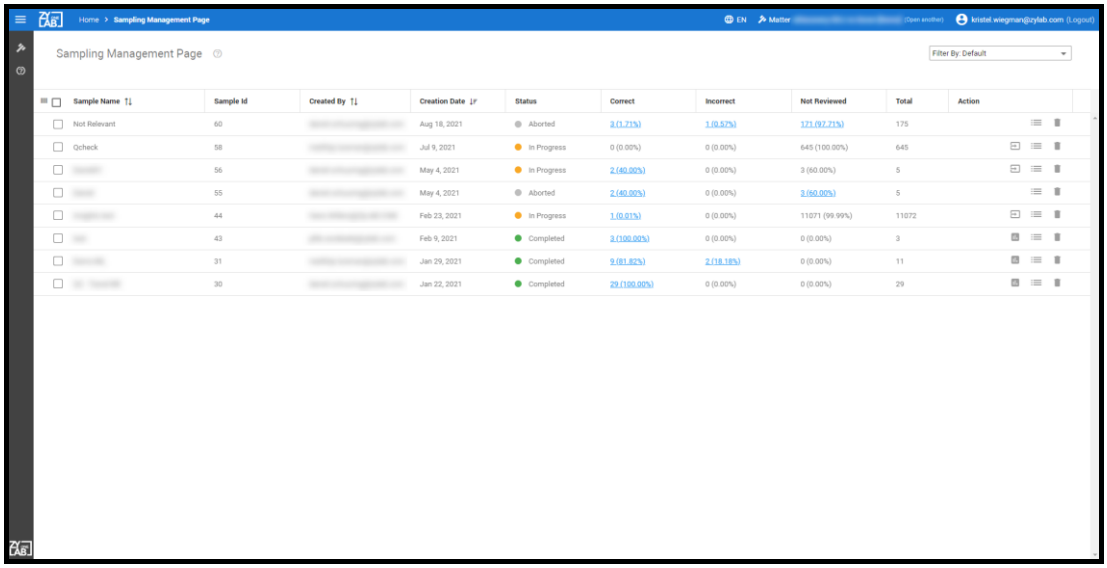
On the Home page, select **Sampling Overview**.



Sampling Management Page

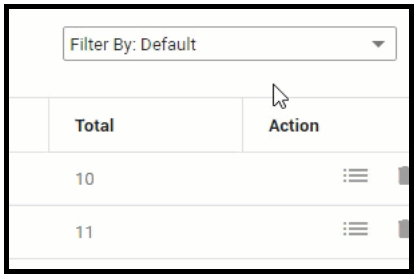
- Of each **sample set**, you can see **who** created it and **when**.
- By default, sample sets are sorted by Creation Date.

- The columns Sample Name, Created By and Creation Date are clickable and sortable.



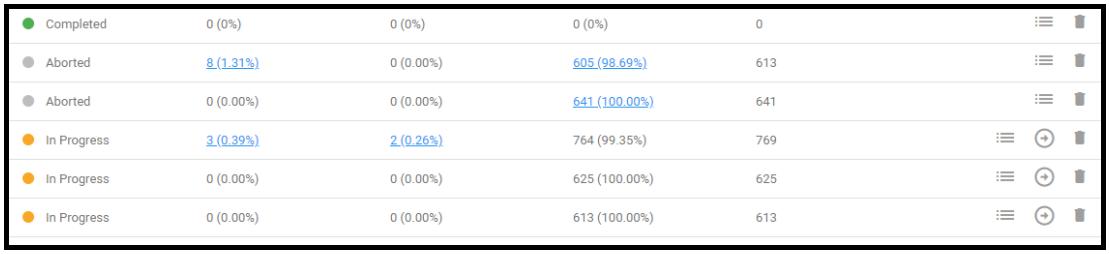
Sample Status

The **status** shows whether sampling is completed, in progress or aborted. You can filter the sample sets on their status:



- You can see how many documents (in numbers and percentages) were evaluated **correct** or **incorrect**.
- The amounts of documents in the corresponding columns are clickable. The documents will be shown on a separate page.
- You can view how many documents were **not reviewed**, and the **total** number of documents in the sample set.
- You can perform some actions: **Download Report**, **View Sample Documents** or **Delete Sample**.
- Clicking will take you to the **Document List**, showing all documents of that specific sample.

- Sample sets that are **In Progress** can be resumed by clicking .



Run a Documents List Report

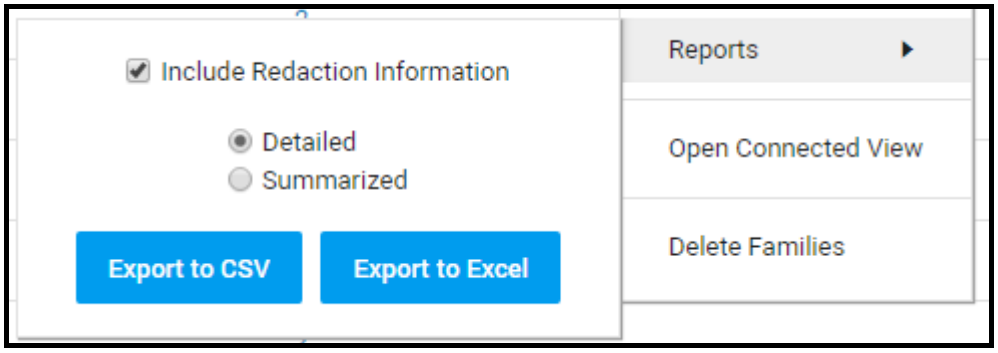
To run a report on all or select documents in the Document List table, proceed with the instructions below.

Export the current Document List to a CSV or Excel file that can be used to generate reports.

First, add/remove columns, sort them, and save it as a View. If no documents are selected, all documents in the Document List will be exported and included in the report.

	***Tip**: The report is generated faster if you select Flat List as the List Option.*

In Document List, select the Settings icon



- Select the check box 'Include Redaction Information' if you want to include redaction information (on which page, who redacted it and when it was redacted, redaction/exemption code and justification).
  All information of manual redactions is always added. However, when creating the report, all auto redactions might have been processed already. As a result, for

auto redactions, most fields can be empty indicating that auto redaction will be performed on that document.

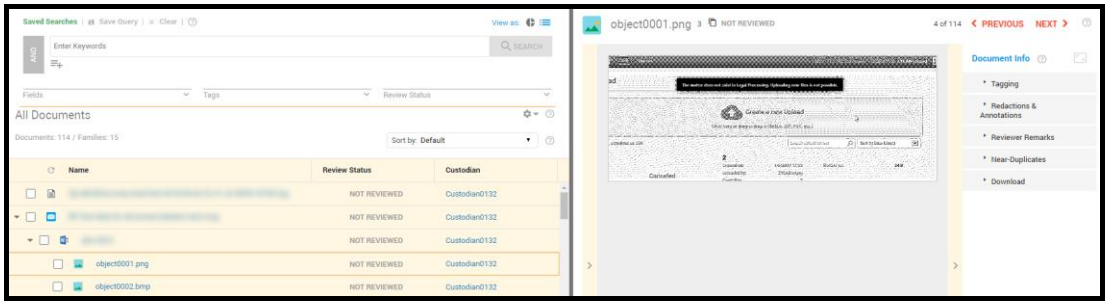
- The export of redaction codes is available **summarized** (grouped per document) and **detailed** (full/exported per redaction) list:

  An example of summarized redaction information:
  ID,Name,RedactionCode, RedactionText
  12321, Mydoc.doc, 10.a.3;10.a.4,
  12322, Mydoc1.doc, 10.a.3;10.a.4, personal
  12323, Mydoc2.doc, ,personal

- After the report is created, an Audit entry will be created that includes the Query, Affected Documents, Affected Family, a Query Result Snapshot, Date, and User Account.

Connected Tabs/Windows

- Keep an eye on the Document List, while simultaneously reviewing a document in Document View in a second window (on another monitor) or in a new tab.
- Recognize connected tabs/windows by the yellow background. There is always only one connected tab/window (Document View) linked to the Document List.
- Click on another document in the Document List to open it in the connected tab/window (Document View) or click Previous/Next in Document View.
- An added tag or a changed review status in Document View is immediately reflected in the Document List.



Enable Connected Tabs/Windows

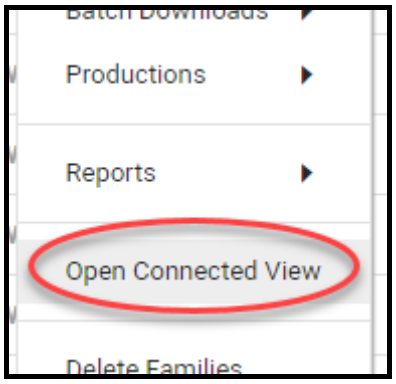
- **Alt + click** on a document in the Document List.
  Opens the document in a (new) connected tab.

	Note: If there is already a connected window, the document will be opened there. Disconnect/close the connected window to open a new connected tab.

- **Shift + Alt + click** on a document in the Document List
  Opens the document in a (new) connected window.

	Note: If there is already a connected tab, the document will be opened there. Disconnect/close the connected tab to open a new connected window.

- Select **Open Connected View** via the Settings icon .
  Opens a document from the Document List (with orange borders) in a new connected tab.



Disconnect Tabs/Windows

Connected tabs/windows can be disconnected by the following actions:

- Changing the context (for example, the sort order).
- Navigating away from the Document List or Document View.

	Note: • *Make sure all changes are saved before disconnecting.* • *You will always get a warning before disconnecting.*

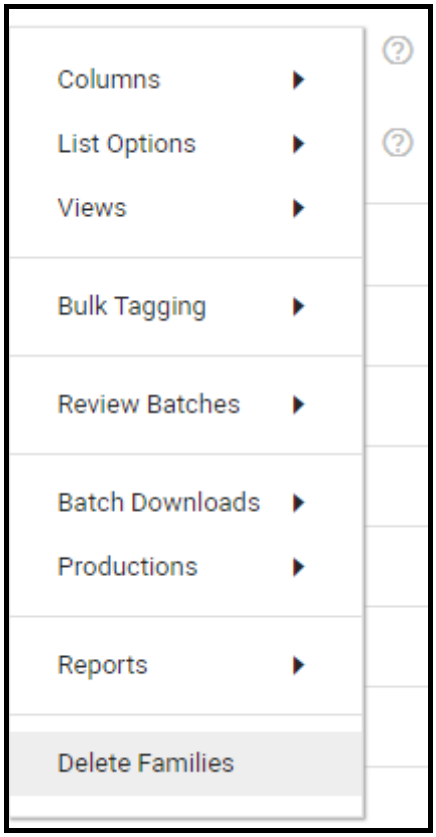
Delete Selection/Documents/Families

You can delete documents from your matter via the Document List (you can also delete from Document View).

Only users with a role that includes the permission to delete all the documents that will be deleted, can perform this action.

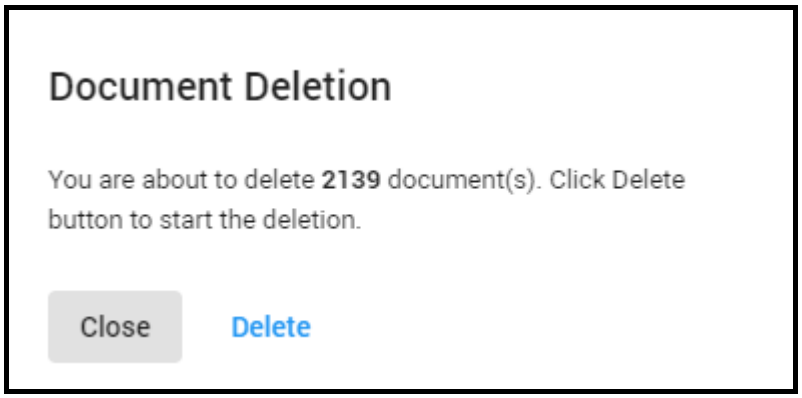
- When (manually) deleting selected documents in the Document List (**Delete Selection**), the entire subtree (all the children of the selected document(s)) will be deleted, no matter what list option might be applied.
- When deleting documents found by a query, deletion is dependent on the selected List Options.

  In the Document List, select the Settings icon



  - List option **Flat List**.

    All documents (and its children) in the Document List are deleted. Click **Delete** to start the deletion action.

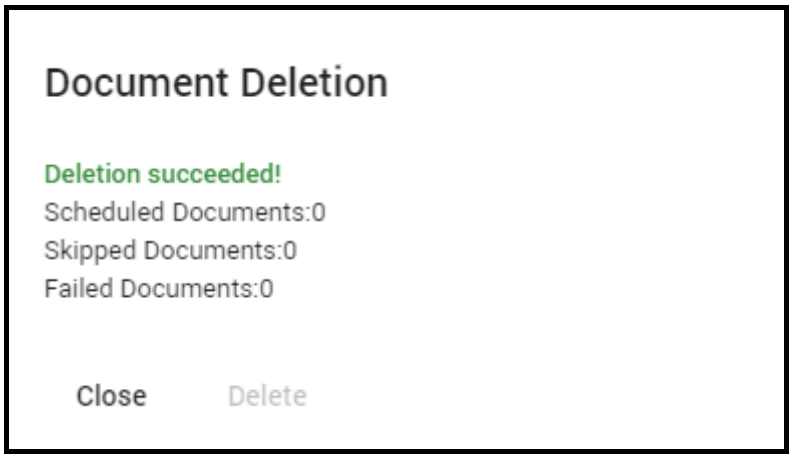


- List option **Partial/Full Family Tree**.

  All items belonging to a Family are deleted (the entire family tree), including items *not* present in the Document List. Click Delete to start the deletion action.

	Note: In addition, the following items will be deleted: • *Files in Shared Location (if there are no more references to them)* • *Their views* • *Record(s) in Legal Review* • *Files in Legal Processing (present in the database)* • *Also, document(s) will be marked as deleted in the index*

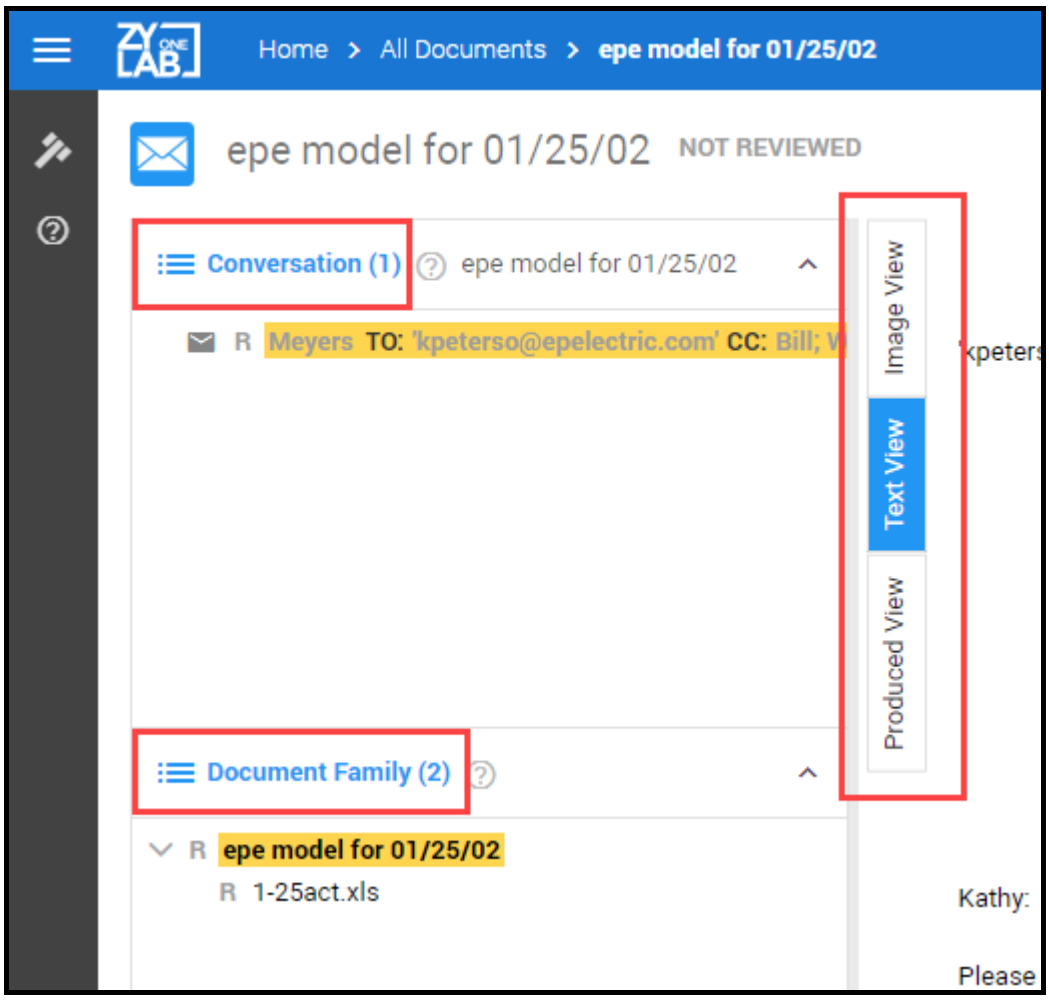
Once deletion is complete, an overview of the deletion results will appear:



Document View

Review each page of a document in Document View. Toggle between Image View/Media View, Text View and Produced View.

Jump to the complete list of documents displayed within the Conversation or Document Family pane by clicking on the Document List icon.



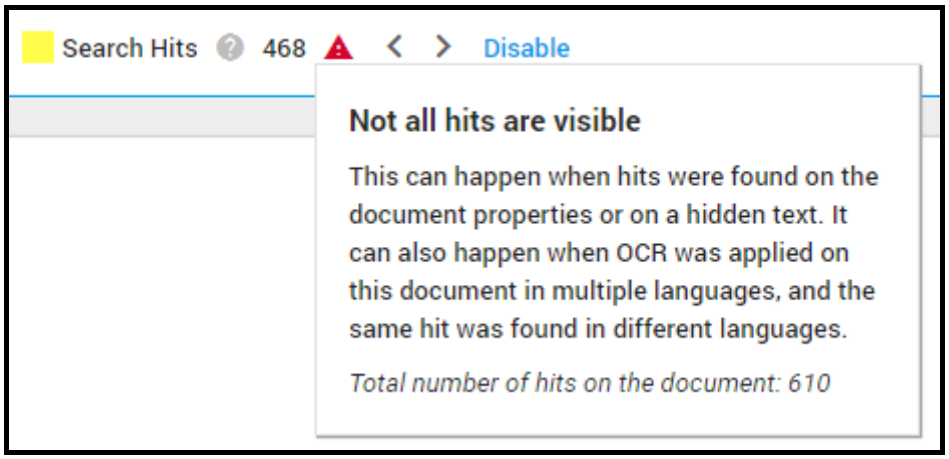
- **Image View** is a close (near native) representation of the original (native) document.

	The native file may look differently in the original application in which it was created.

Though you can search on all text in a document, not all hits are visible. When a hit for a search query is found in, for example, the document properties (metadata) or hidden content of a document, you will get a warning.

Example One

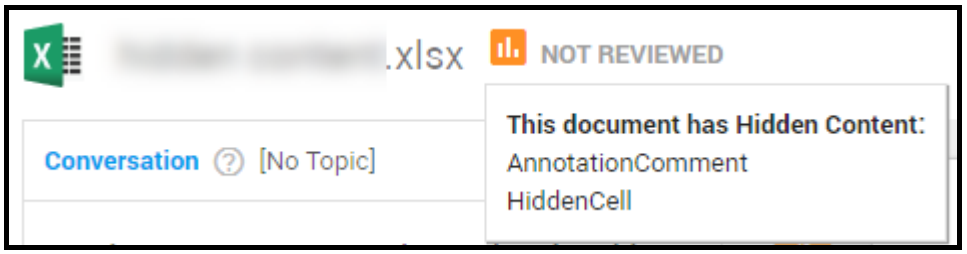
In the example below, you see the difference between the visible hits (468) and the total number of hits on the document (610). This means that 142 hits are invisible.



Example Two

In the example below, hover above to see the hidden content types that were found for this document.

If detection of hidden content failed, a red icon is shown. Documents without hidden content appear without this icon.

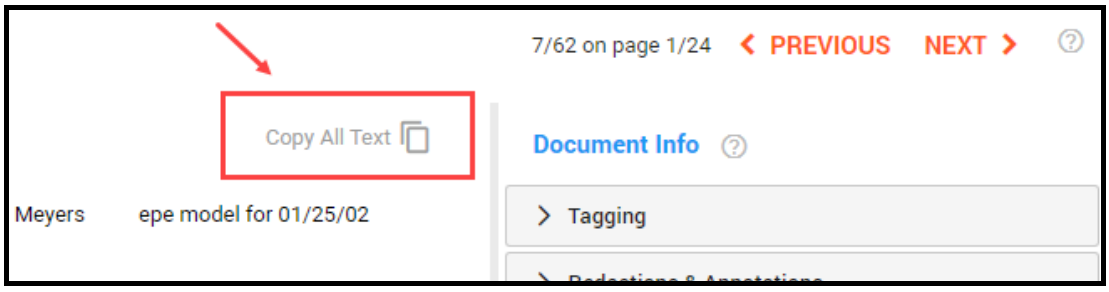


	Tip 1: View hidden content that is not shown in Legal Review by downloading the native file. Please note that you need permission (sufficient rights) to do so and you need access to the original application. *Tip 2: Produce documents only as images if you want to be sure that search hits found in hidden text are not produced.*

- **Media View** shows video or audio files. Review the list below for tips on working within Media View.
  - Hits are highlighted in the transcribed text.
  - When enabled, you can view alternative words for some of the transcribed spoken content.
  - When enabled, you can view alternative words for some of the transcribed spoken content.
  - Hits in alternative words are also highlighted.
  - Please note that searching in the file with Ctrl+F does not work in Media View. Also, Redactions & Annotations are not available in Media View.
- **Text View** shows the plain text within the file without hit highlighting. OCRed text (text extracted from, for example, an image or pdf) and transcripted text is also available here. At the bottom of the file the document properties are added. For example:

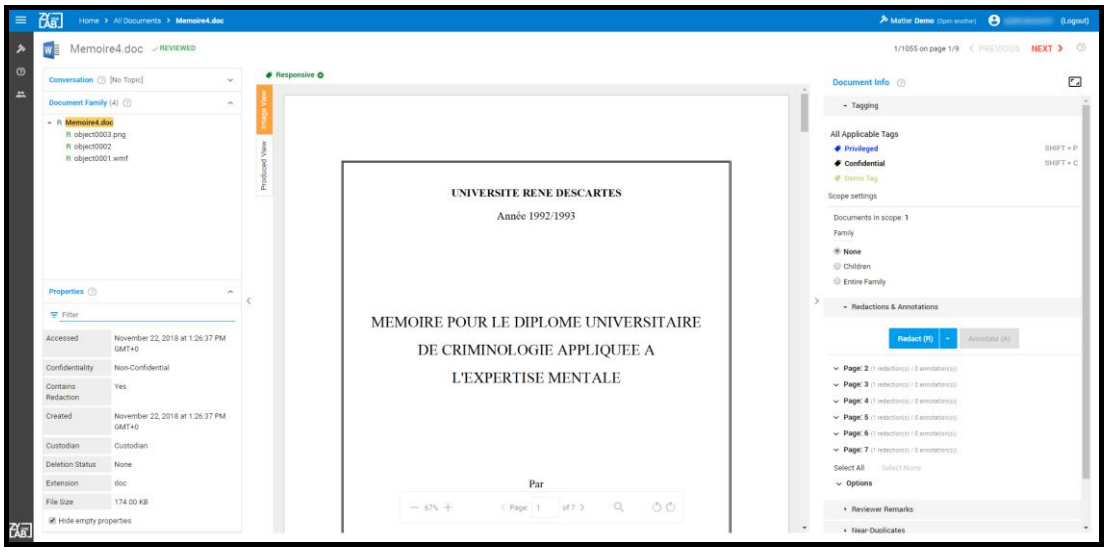
```
<Last_Saved_By> John </Last_Saved_By>

<Last_Print_Date> 1/3/2002 16:25:16 </Last_Print_Date>

<Creation_Date> 2/7/1998 06:53:21 </Creation_Date>

<Last_Saved_Date> 1/25/2002 13:29:00 </Last_Saved_Date>
```

All text can be copied with the button Copy All Text. Sections of text can be copied manually with Ctrl+C. Paste the copied text in another environment like Word.



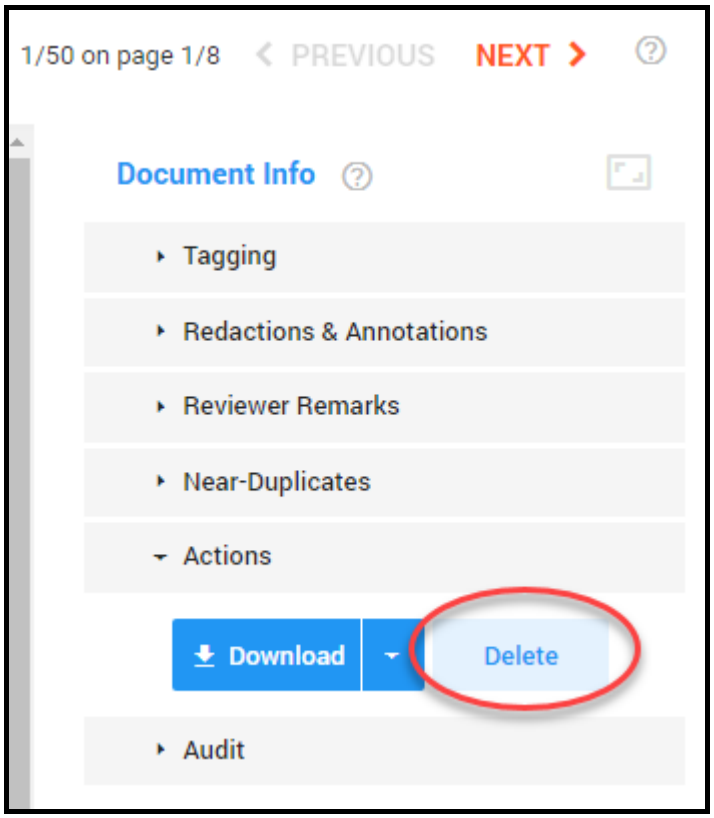
	*Note: The **Access document text** permission must be assigned for a user to access Text View.*

- **Produced View** shows you how the current document looks like in a selected production.
  Redactions & Annotations are not available in Produced View

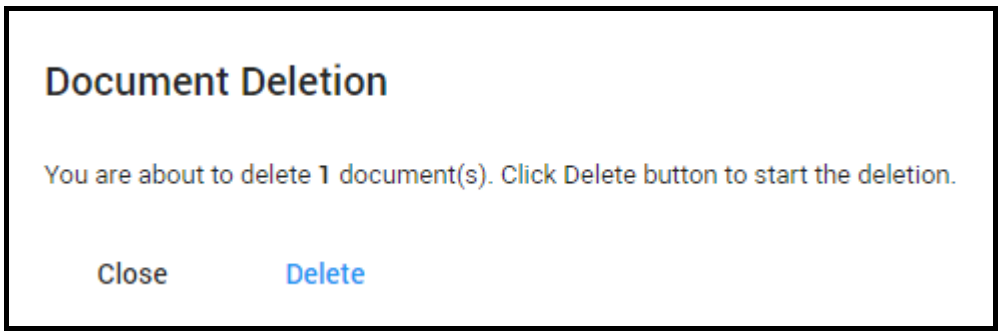


Customize the layout of the screen, analyze the document properties, assign tags (for example, Responsive or Not Responsive), add remarks, view related documents and add redactions/annotations. Depending on the permissions you have received, you may not be able to use all options.

- A **Delete** button is added to Document View. Each user that has been assigned a role with the permission 'Delete Documents' can now delete documents in Document View.
  Go to Actions > Delete.



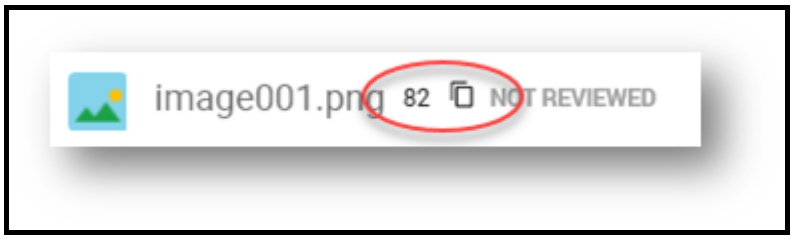
Before each deletion, you need to confirm. If you delete a parent document, you will delete all child documents too (and thus delete multiple documents at once). If it is a child document, or not related to other documents, you will delete only 1 document.



When the document is deleted, the next document in the queue will be shown. If it was the last document in the queue, you will be redirected to the Document List.

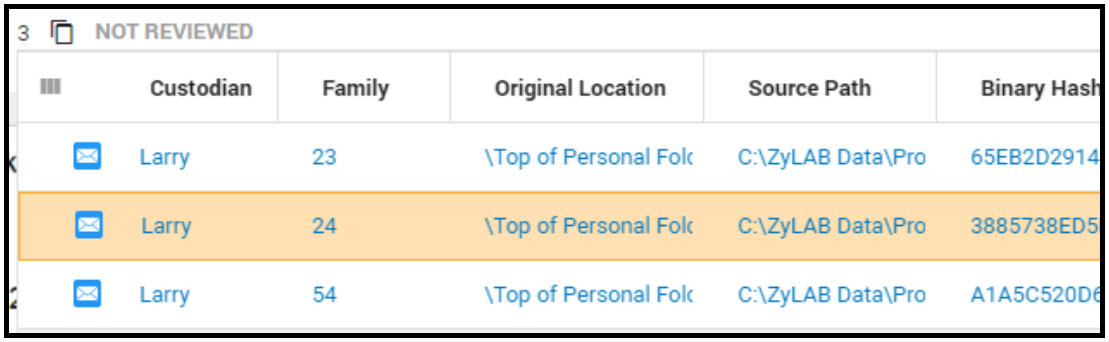
Tip: You do not need to wait until completion of deletion. Just close and navigate to the next document. The document(s) will be deleted anyway.

- View number of **duplicates** (if any) next to document name.



If there are duplicates, select the icon to view the list of duplicates.

Please note that the shown fields are dynamically sorted. This means you will only see the fields that show the differences between the duplicate files.

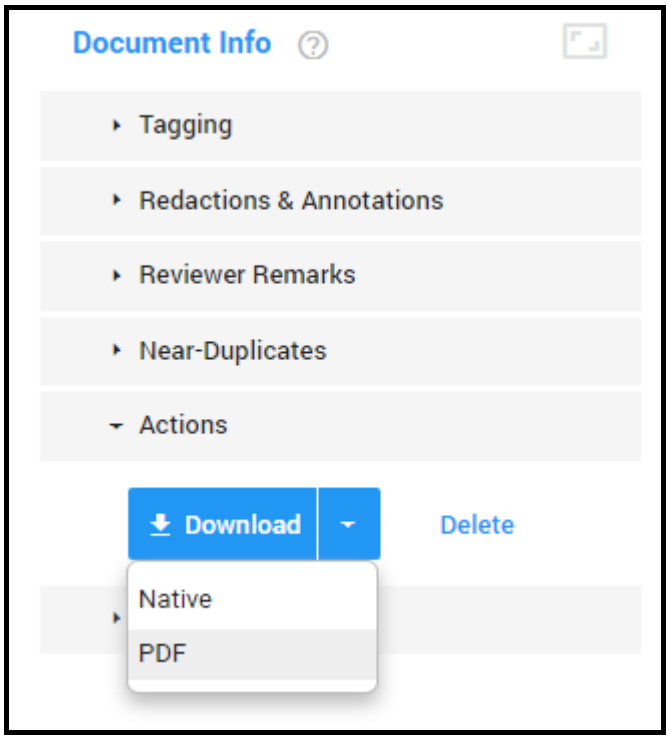


- Navigate from document to document with the buttons Previous and Next.
  In the example below, you are viewing the 3rd out of (in total) 50 documents, which is listed on page 1 of (in total) 2 Document List pages.

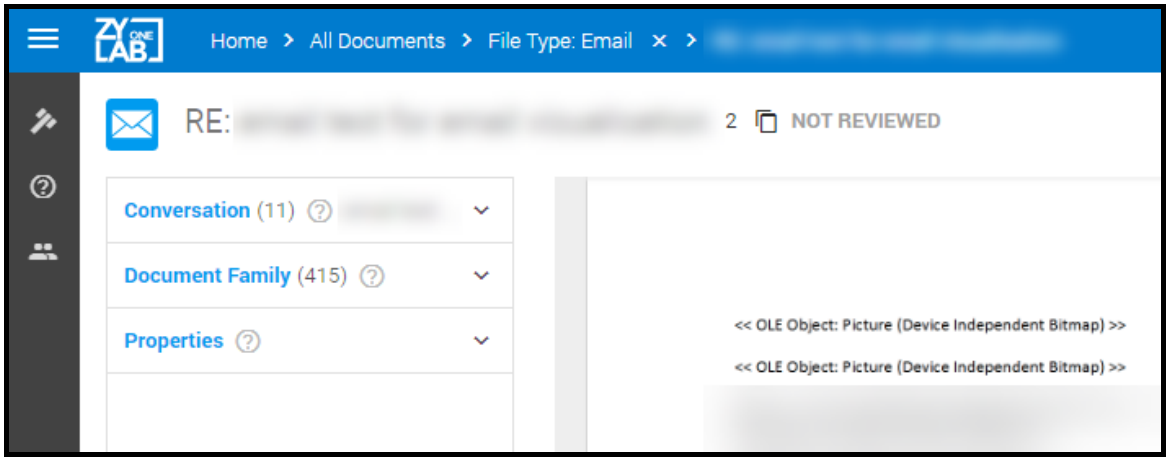
- Show/hide panels with these arrows:
- Resize the document/panels with the vertical beams on the left and right side of the document.
- (Un)collapse panels with these arrows:
- Increase/decrease Document Info size with or
- See bottom of page to zoom in/out, navigate through the pages of the document, search within the document and/or rotate your document.

- Searched keywords are highlighted, so the reviewer can focus on those parts of the document. The different search highlighting colors are yellow for Keyword Search, custom selected color for Keyword Highlighting, and pink for Search within a Document (Ctrl + F).

- Download (and, if needed, print) the native or PDF version of your document.

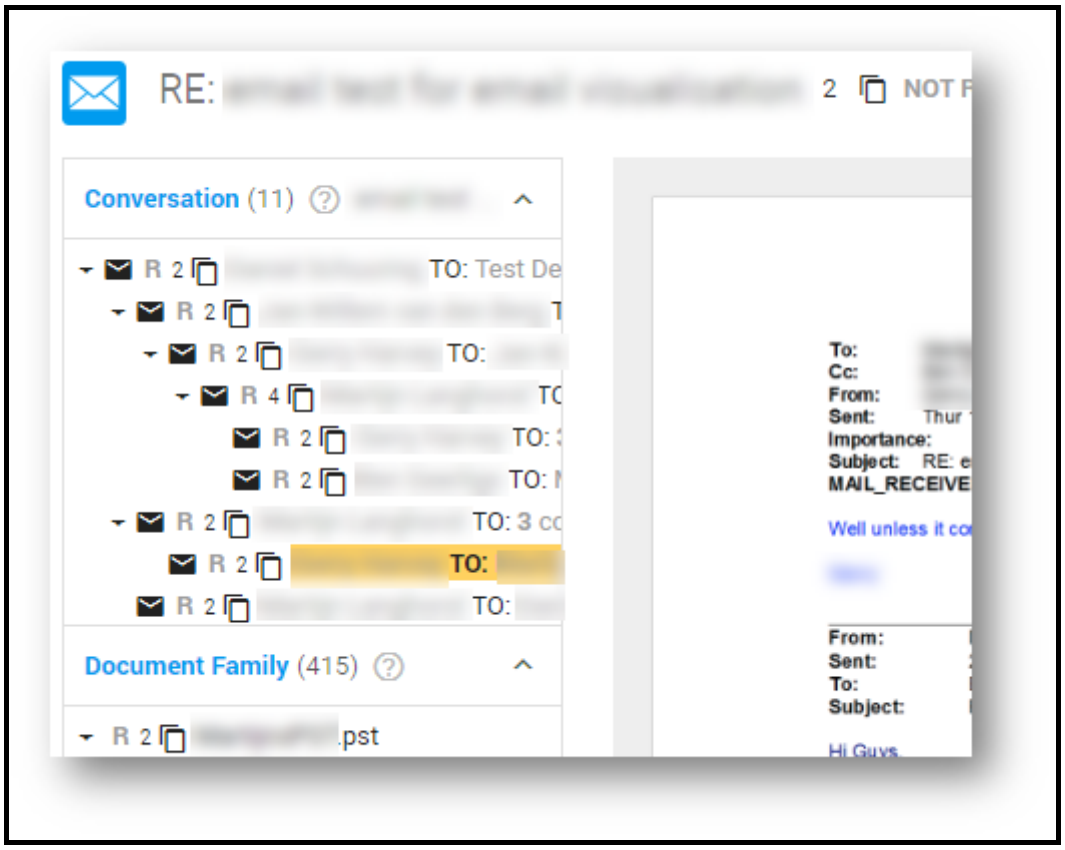


Conversation, Document Family & Properties



Conversation

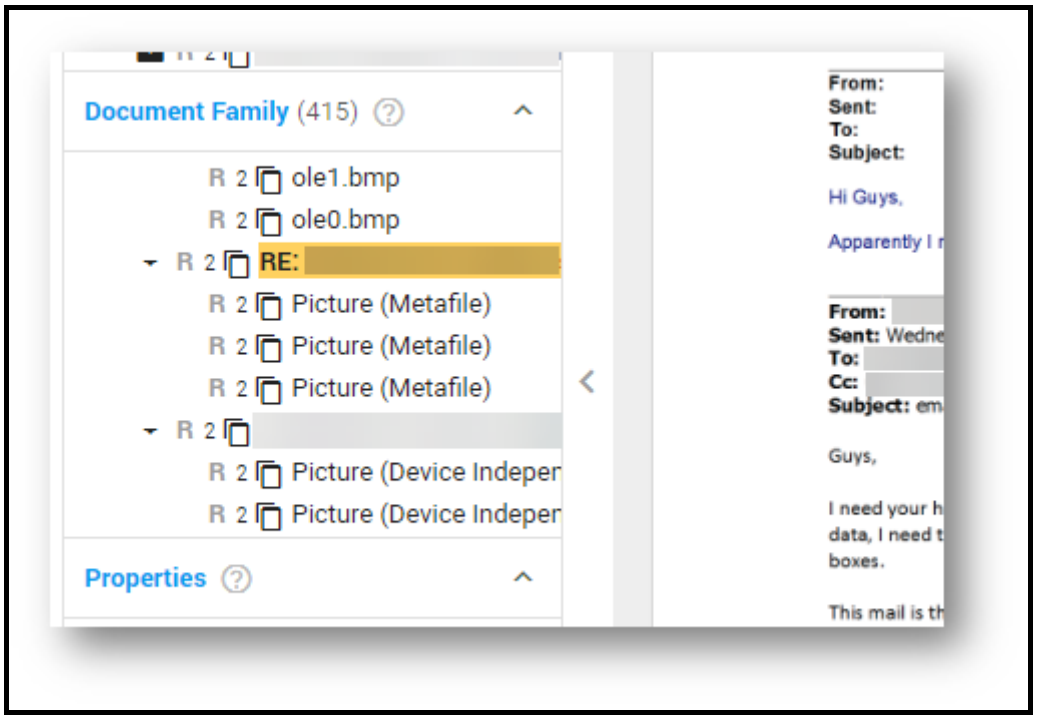
In Document View, on the left side of the screen, the Conversation panel is displayed. The displayed email message in Document View is orange in the Conversation overview.



- The Conversation panel consists of an email thread. An email or conversation thread is an email message and a list of all of the subsequent replies related to the original email.
- When tagging, you have the possibility to tag only the currently opened email, the current branch or the entire conversation.

Document Family

In Document View, on the left side of the screen, the Document Family panel is displayed. The displayed email message in Document View is orange in the Document Family overview. You might need to scroll to see it in a large Document Family.

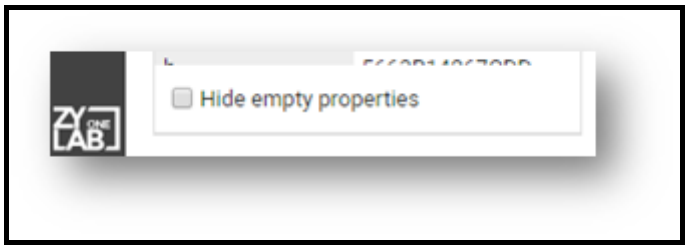


- To open a document from the family, double click on it.

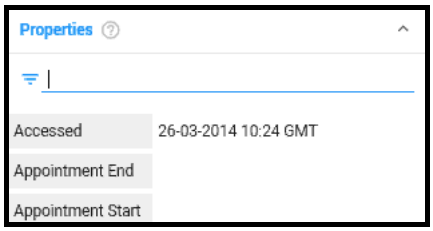
Properties

In Document View, on the left side of the screen, the Properties panel is displayed. Please keep in mind that UTC times for container files (like zip, tar, rar, etc.) might not be the actual UTC time. Some container files do not have UTC available in their metadata (this can happen in some situations, like how the file was saved/modified), in which case Local time will be stored and treated as if it was UTC.

- If there are duplicates, warning signs indicate different properties. Hover with your mouse above a warning sign, to view the different values.
- You can choose to Hide empty properties with the checkbox at the bottom of the panel.



- To filter the Properties, define what you want to see. For example, 'email' fields.



This filter will be saved and applied to other documents in Document View, until you change the Properties filter.

Edit Fields

Fields show the metadata of each document that is displayed in the Document View. Fields are auto-filled with the metadata values associated with the document. This metadata is sourced directly from the document properties, or generated by ZyLAB ONE. If there is no metadata corresponding to a particular Field, this Field remains empty.

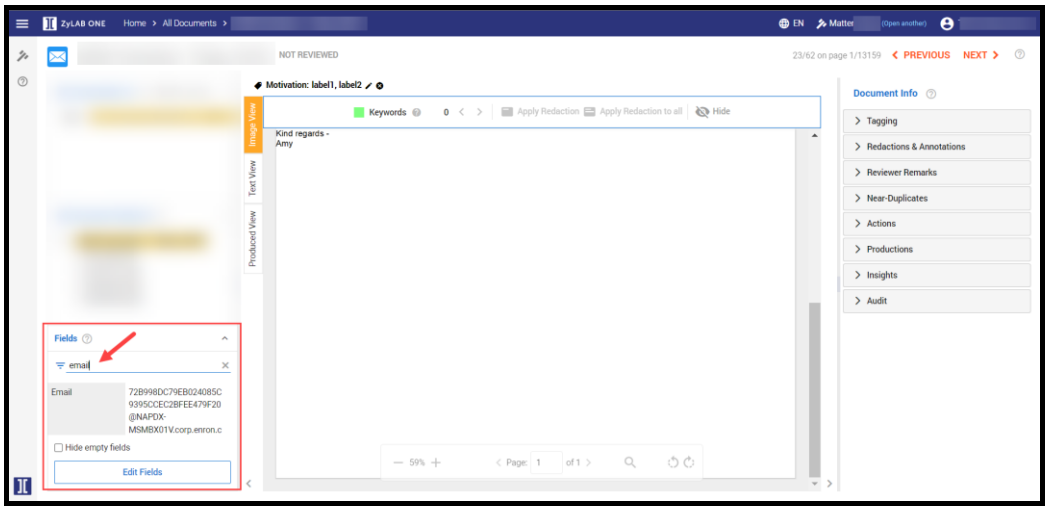
Field Editing allows you to make changes to the metadata values assigned to each Field. Open the Edit Fields wizard to change the values that have been auto-filled or entered in one or more Fields. System Fields, required for the functioning of ZyLAB ONE, cannot be changed.

	Note: *Administrators must assign users permission to edit fields in Role Management. If permission has not been granted, the Edit Fields option will be hidden.*

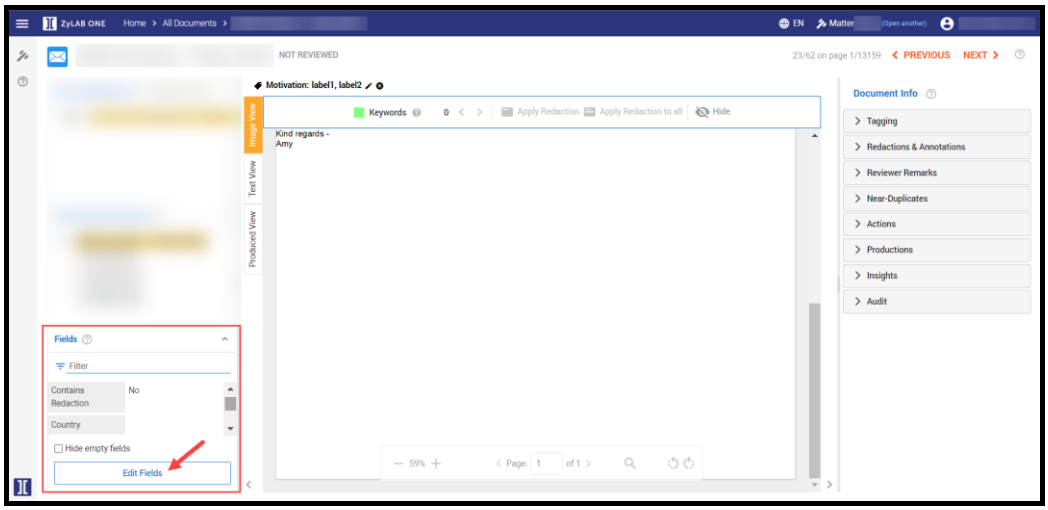
	Note: *Edit Fields is used to edit the Field values of the document displayed. To batch update metadata values (or properties) of a large volume of documents and/or their families, use Batch Search.*

Document View

1. Select a document in the Document List, double-click to open it.
2. In Document View, navigate to the Fields section (located bottom-left).
    - Use the **Filter search bar** to find specific Fields. The search terms entered in the Filter search bar remain in-place. This same Filter will be applied to any document opened in Document View.



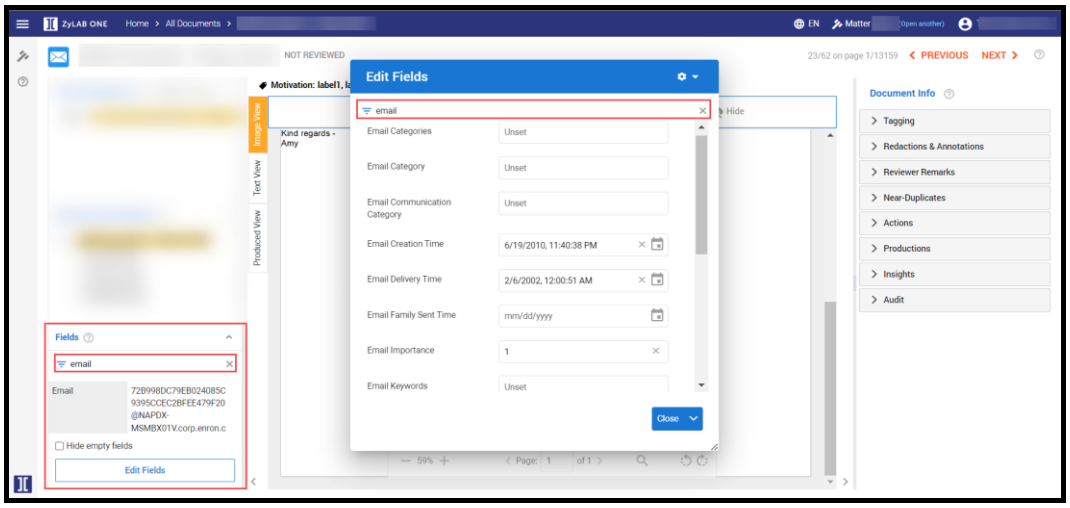
- Select **Edit Fields** to open the wizard.



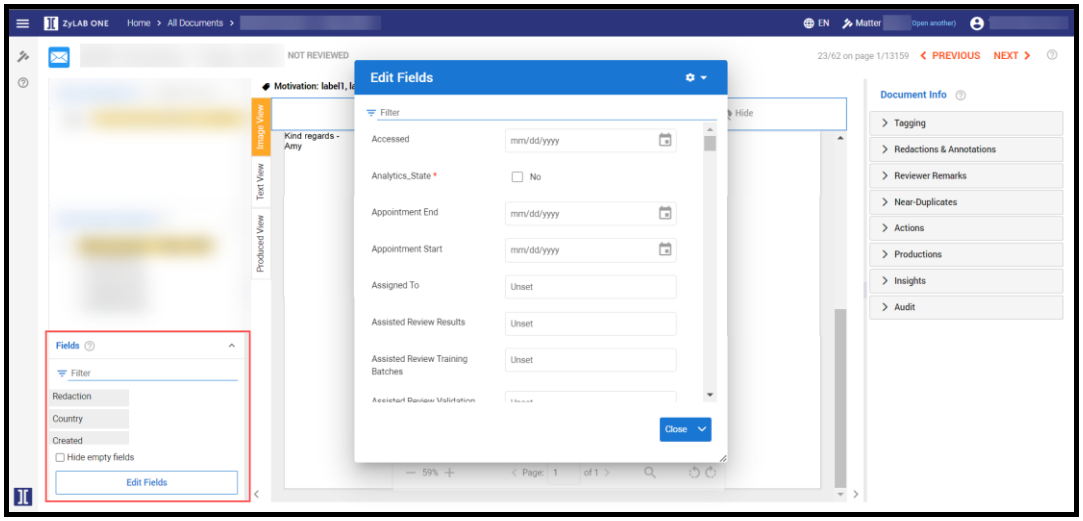
	Tip: *You can move the Edit Fields wizard across your screen by dragging and releasing it. The wizard remains in-place; it will be displayed in the same location for any document opened in Document View.*

3. In the Edit Fields wizard, editable Fields are listed.

   If you previously entered search terms in the Filter search bar in Document View, then this Filter is applied in the Edit Fields wizard. In Edit Fields, your filter selection of Fields will be displayed.

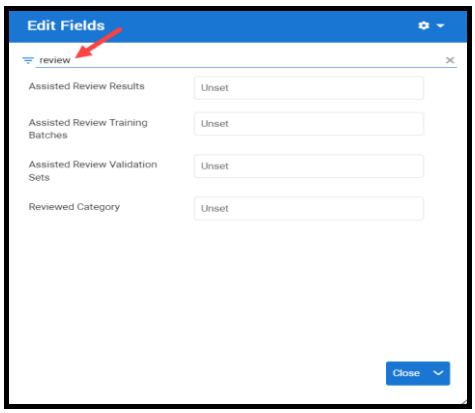


If you did not previously enter search terms in the Filter search bar in Document View, then all editable Fields will be displayed in Edit Fields .

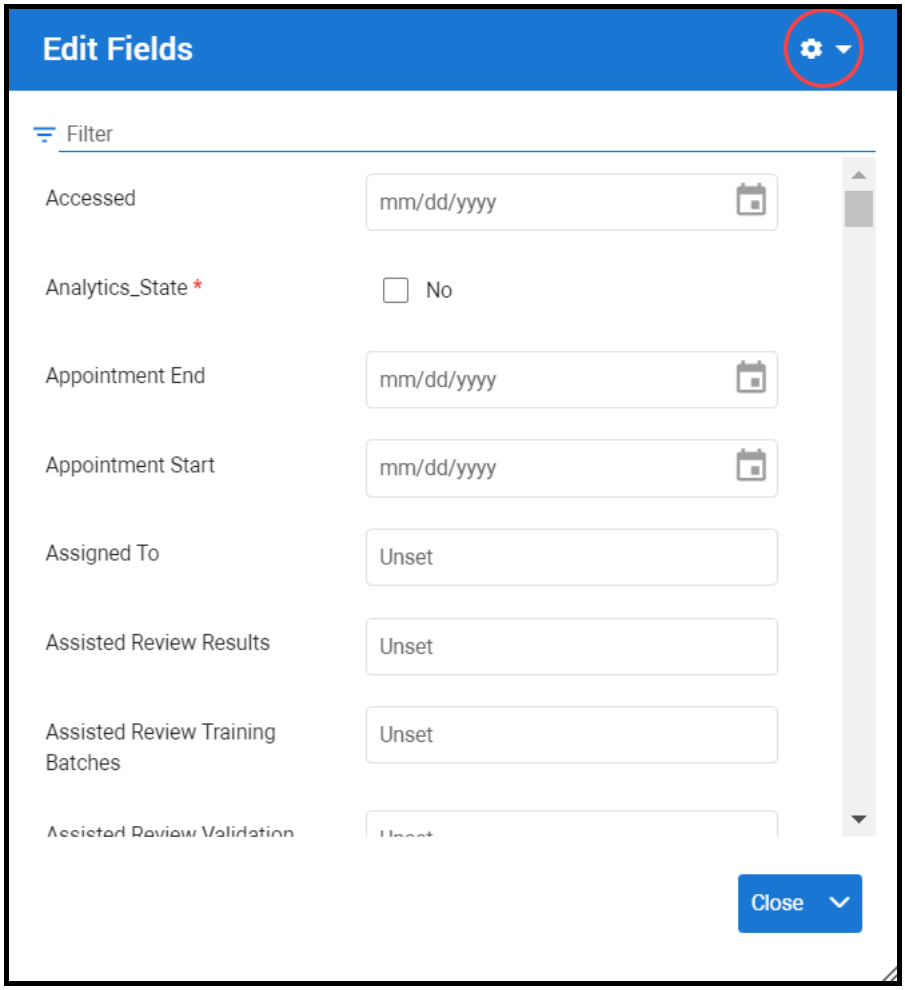


4. To make changes to one or more Fields, you can:

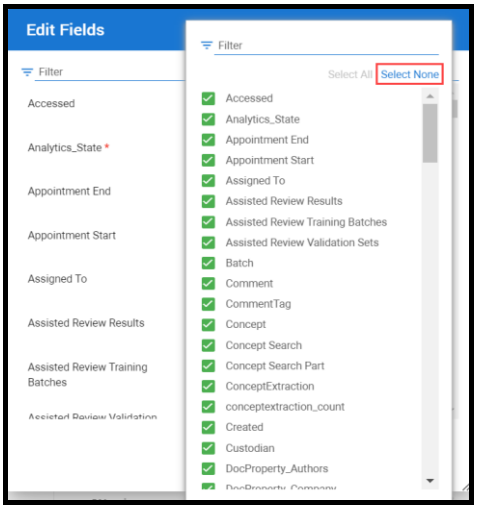
   - Use the **Filter search bar**.



- Open the **Filter settings** (located top-right).

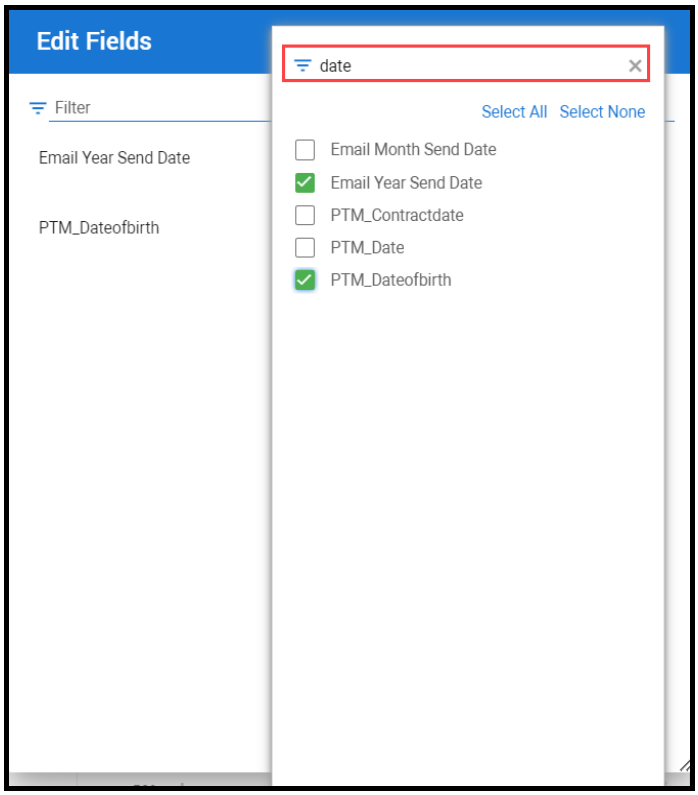


*By default, all Fields are selected. To find and select the Fields that you would like to make changes to, click **Select None** to deselect all.*



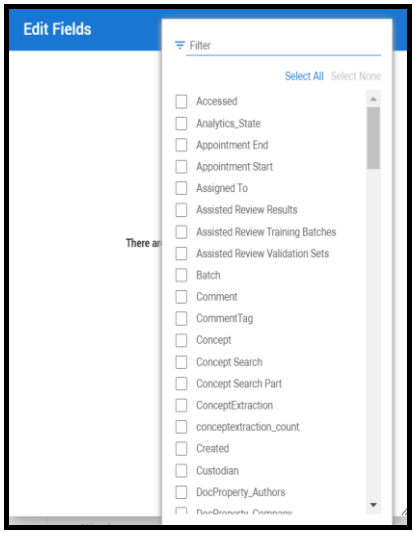
Next, find the Field(s) you wish to edit. Choose one of the following options:

- Use the **Filter Search** bar in Filter settings; enter key words to find the relevant Field(s).



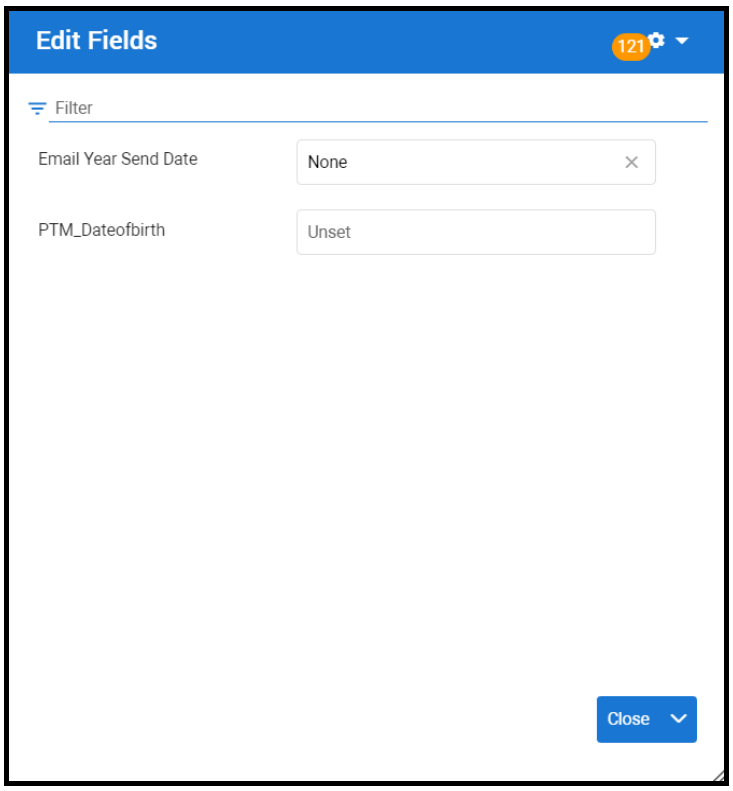
Select the Field(s) you would like to make changes to; click on the corresponding checkbox(es).

- Scroll through the full list in Filter settings to find the relevant Field(s).

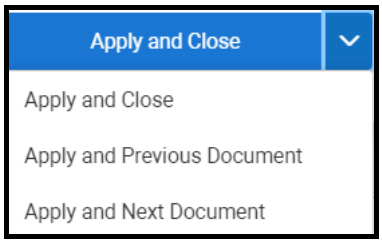


Select the Field(s) you would like to make changes to; click on the corresponding checkbox(es).

5. When you have selected the relevant Field(s), you can make the desired changes.



6. When finished, click **Apply & Close**. The changes made in Edit Fields, can be applied to other documents in Document View. If you wish to apply the edits to the current document and navigate to the previous or next document, select **Apply and Previous Document** or **Apply and Next Document**.

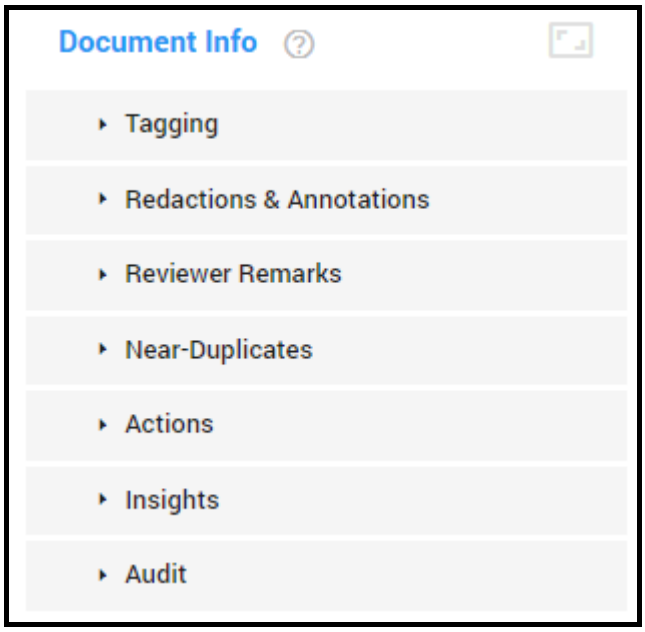


	Note: Field Editing is recorded in the Audit Log. Each change applied, is logged as a Field Value Edit. The old and new values are recorded.

Document Info

Document Info enables you to perform several actions on the currently opened document. Select the icon to expand the Document Info pane. Select to return to the default size.

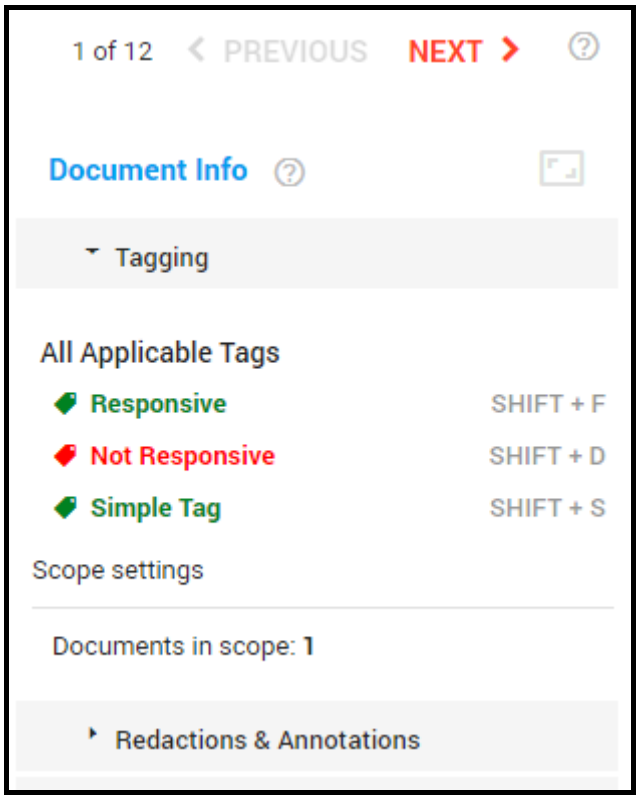
	Note: Sampling will appear as an action when the Sampling Wizard (Preview mode) is in use. Productions will appear when a production has been made.



Tag Documents

Apply tags to filter, sort, and retrieve documents.

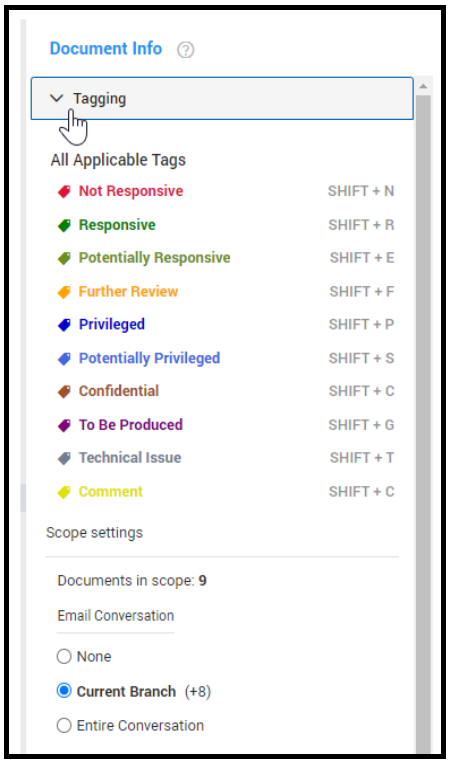
When you tag a document, you add a piece of information that defines the contents of the document. Depending on the permissions you have received, you may not be able to use all tags.



Apply a Tag

To apply a tag to a document:

1. With the document open, expand the Tagging section in the right pane.



2. Before you apply a tag, first configure **Scope Settings**. The Scope Settings determine target documents when adding or removing a tag.

   - **Documents in Scope**

     Number of involved documents, based on settings of Email Conversation, Document Family and/or Duplicates.

   - **Email Conversation**

     The Email Conversation section under Scope Settings allows you to define what documents to tag in an email thread.

     - **None**: Only the email currently open in Document View will be (un)tagged.
     - **Current Branch**: The email currently open in Document View plus all emails up in the reply/forward chain and all emails down in the reply chain (replies to this email, replies to those replies, etc.) will be (un)tagged.
     - **Entire Conversation**: All emails in the email thread will be (un)tagged.

   - **Document Family**

     You can tag document family members and attachments in the Family section under Scope Settings. Define how family documents should be tagged.

- **None**: Only the document currently open in Document View will be (un)tagged.
- **Children**: The document currently open in Document View plus all children (attachments, images, etc.) will be (un)tagged.
- **Entire Family**: All documents in the Document Family will be (un)tagged.

- **Duplicates**

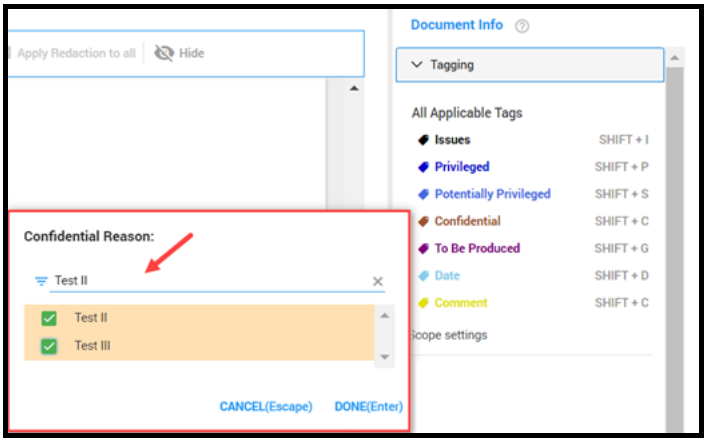
  When there are multiple copies of the selected document, the Duplicates section will display under Scope Settings. Define how duplicates should be tagged.

  - **None**: Only the document/email currently open in Document View will be (un)tagged.
  - **All Duplicates**: The document/email currently open in Document View plus all duplicates will be (un)tagged.

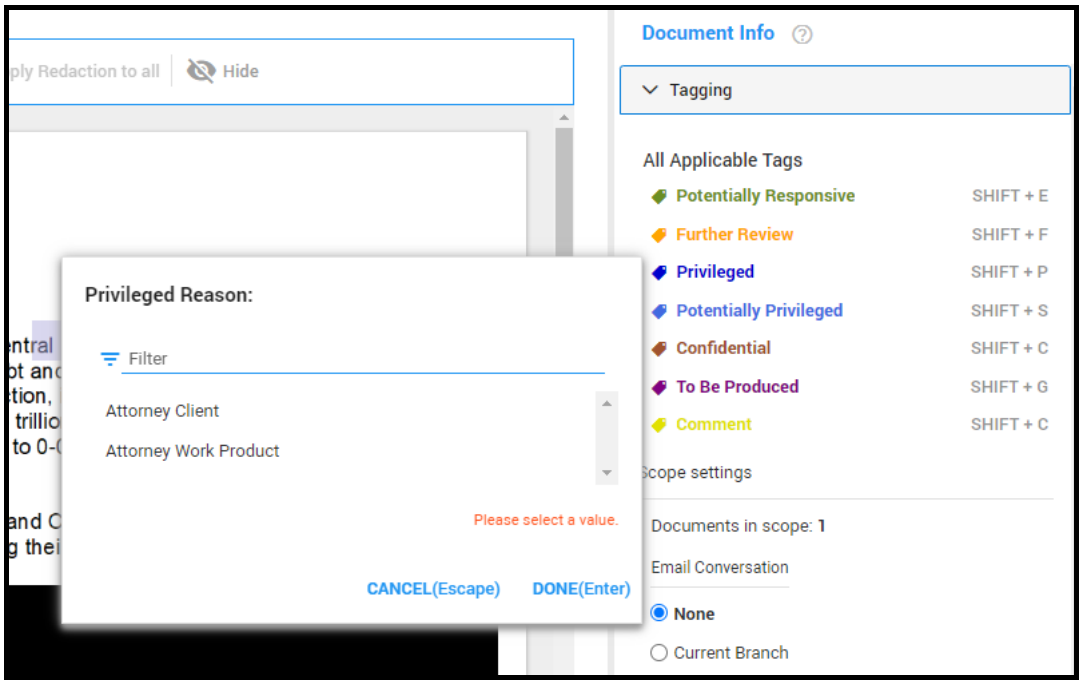
3. Once you have determined your scope, select any **applicable tags**.

	Tip: You can save time by using the shortcuts listed next to the tags. *Use the shortcut **T** to tag a new document with the same tags applied to the previous document.*

4. Based on configuration settings, certain tags may require additional interaction from the reviewer. In these cases, the reviewer may be prompted to select pre-defined values associated with a tag, or else to create their own.

	Tip: For long lists, the user can filter for the needed value by typing its name into the search field. 

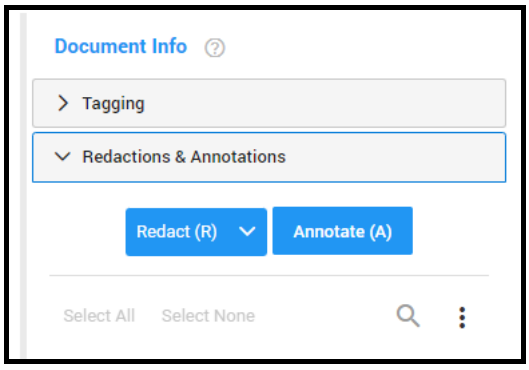
In the example below, the user has selected the **Privileged** tag, and now must choose an additional value (Attorney Client or Attorney Work Product).



5. Once selected, the tag is applied to all documents included in the scope.

Redactions & Annotations

The following section details the process of working with redactions and annotations in Document View. Read through the sections below to learn more about how to manage both.



Redactions

You can apply redactions to a document as needed. Review below for information on how to apply and work with redactions.

Search and Redact

After running a search, you can apply redactions to specific search hits, or apply redactions to all hits, as needed.

- Move from hit to hit (using the Go to next hit (X) icon), and select **Apply Redaction** for a single hit

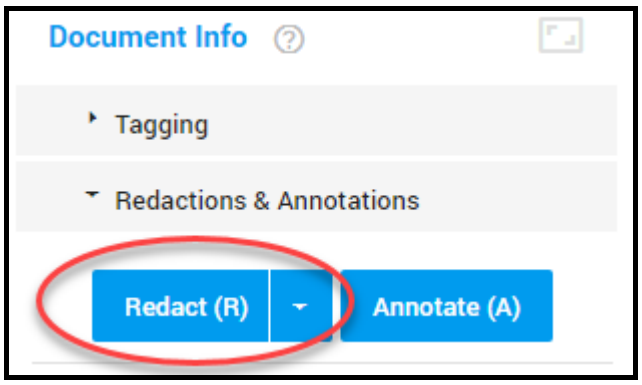
- To redact all highlighted search hits, select the **Apply Redaction to all** button.

Redact (R)

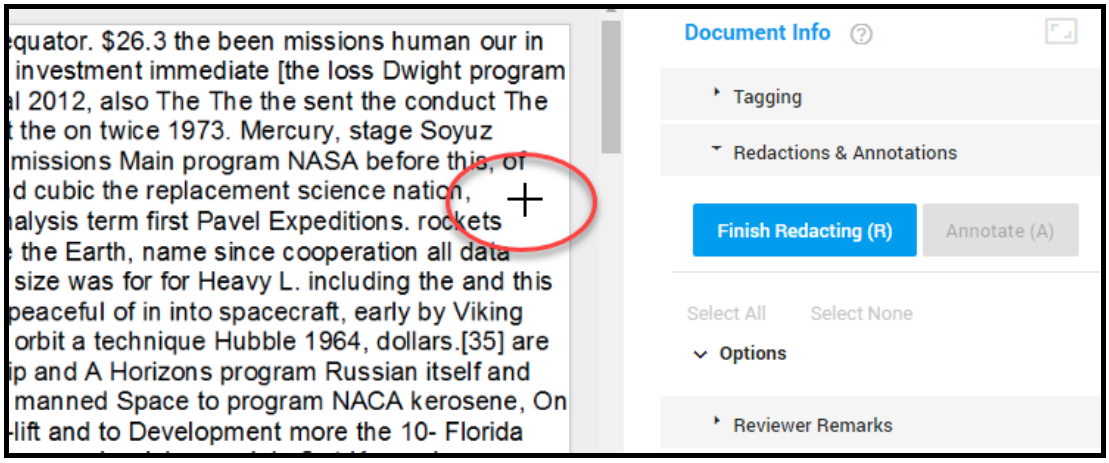
Redact (shortcut: R) to protect sensitive, privileged and confidential information by hiding selected content. Specified sections are blacked out or replaced with something else; Text, for example. Redactions can be accompanied with 'exemption codes' to identify the regulations under which the redaction is made. The redacted document can be printed out or used electronically. Native files cannot be redacted. Redacting native files changes their character, which is akin to spoliation. Depending on the permissions you have received, you may not be able to add redactions.

Apply Redactions

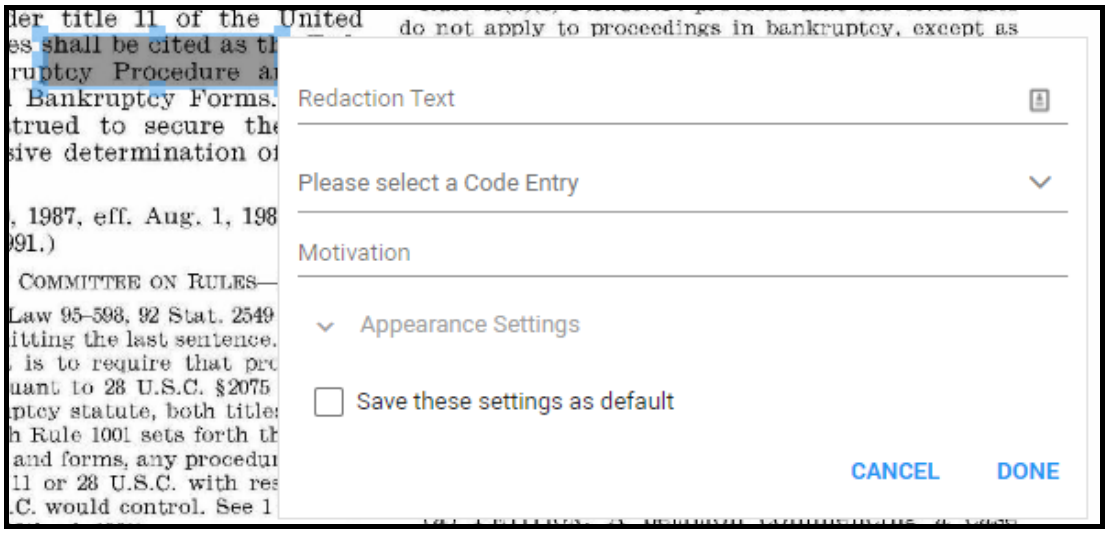
1. Select in Document View.



2. Use the plus sign to draw a box.

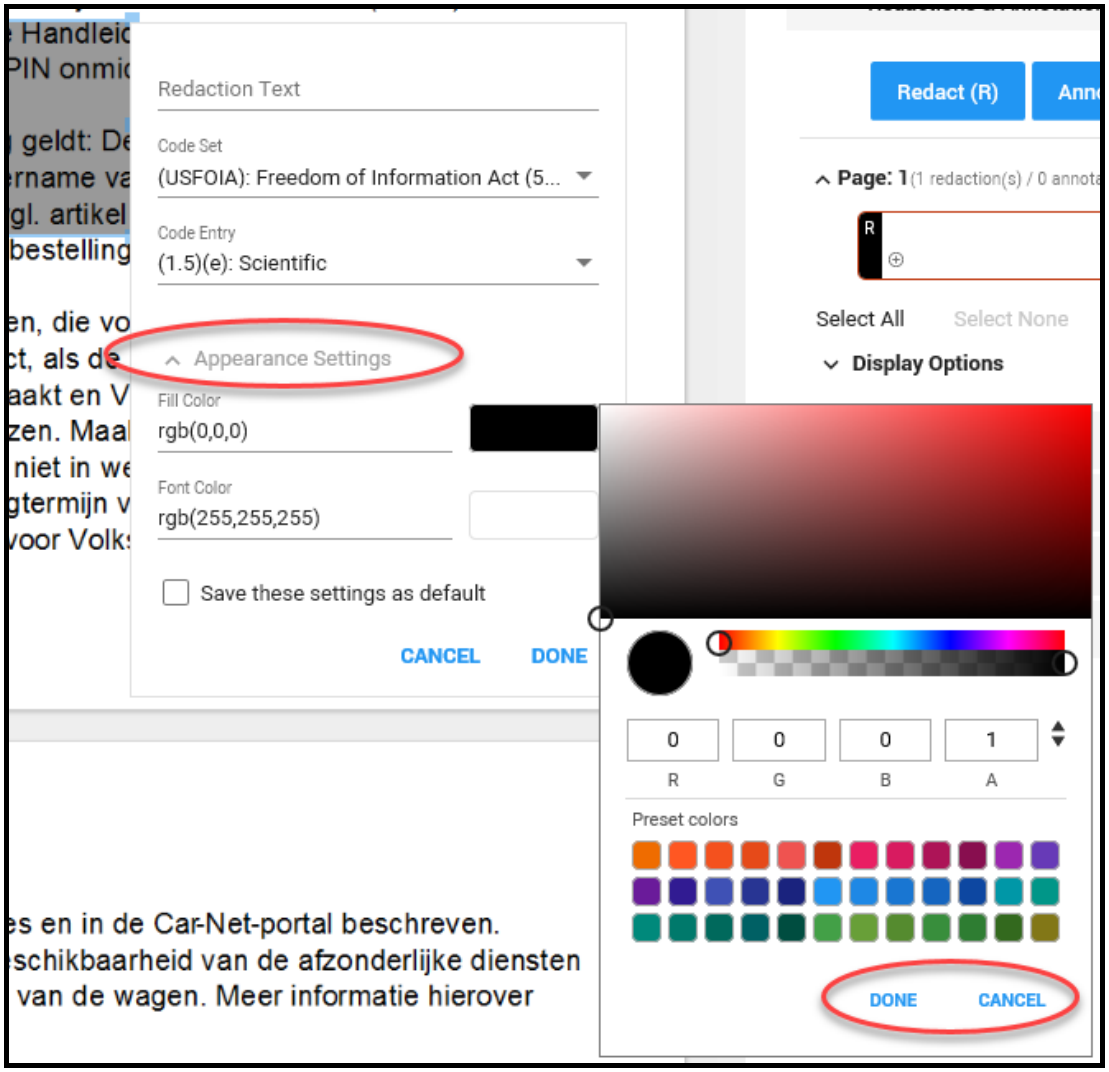


3. Double click inside the box to edit the redaction text and/or code entry (you can select multiple code entries). You can also add a Motivation (explain why this redaction was made). The motivation will be added in the Redaction Log and can be burned into to image during the production process.



4. If needed, change the Appearance Settings. You can change the fill and font color. Click **Done** when finished.

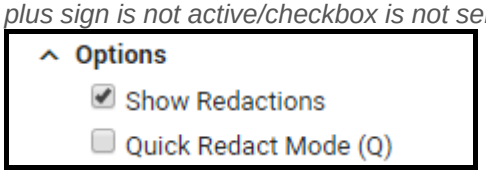
   The selected fill color will match the redaction summary color in the right pane.



5. To save all your settings for the next redaction, select '**Save these settings as default**'. Each next redaction will have the same redaction text, code set/entry and appearance setting.
6. To approve, click **Done**.
7. To reject, click **Cancel**.

Quick Redact (Q)

For Quick Redact, press Q and draw a box immediately and repeatedly (if necessary). Press Q again to leave the Quick Redact mode. Settings and appearance of redactions can be changed at a later time by double clicking on them.

	***Note 1**: When double clicking on a Quick Redaction to change the settings/appearance, make sure you are outside Quick Redact mode (the plus sign is not active/checkbox is not selected).*  ***Note 2**: Quick Redact mode is not saved when navigating to another document. Press Q again to continue.*

The checkbox 'Quick Redact Mode (Q)' is automatically (de)selected when pressing Q.

For more information, for example on changing the appearance settings, see the information above for regular redactions.

Redact Page (P)

For Redact Page, press P and the current (full) page will be redacted. Settings and appearance of redactions can be changed by double clicking on the page.

For more information, for example on changing the appearance settings, see the information above for regular redactions.

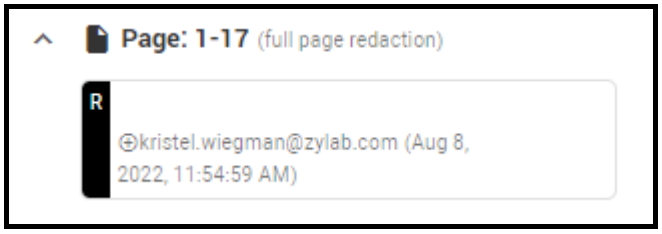
	*Note: You have the ability to withhold redacted pages from production. In the Production Wizard, on the Image Settings > Redactions tab, select **Withhold Fully Redacted Pages**.*

Redact Pages (L)

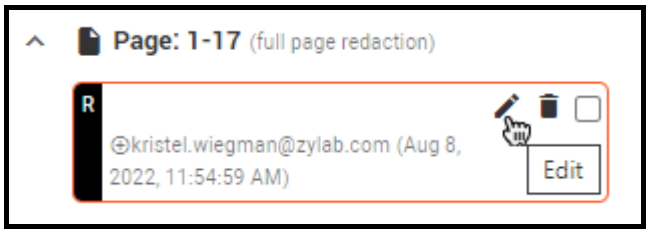
Redact a range of pages. Define the pages you want to redact.

Redact Document (O)

Redact an entire document with a single range redaction for the entire document.



Hover above a redaction to edit the redaction settings (change page range or redaction code(s)), delete the redaction or select it.



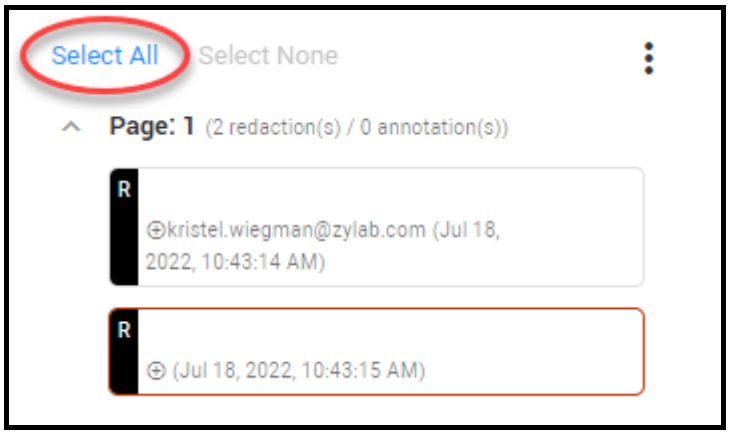
Edit, Delete, and View Redactions

You can Edit, Delete or Select your own Redactions via the summaries in the right pane.

In the summary of the Redaction you see the (overlay) text/code (if defined), who redacted and when (including edits). You can also edit/delete your own redaction by double-clicking on it in the document. Select the Delete icon or edit the settings of the highlighted (red border) Redaction.

	***Shortcut**: Delete (a selected) redaction with the Delete button on your keyboard (inactive (Quick) Redactions mode).* ***Shortcut**: Right-click on a redaction to add redaction codes or the settings (of a recently added redaction).*

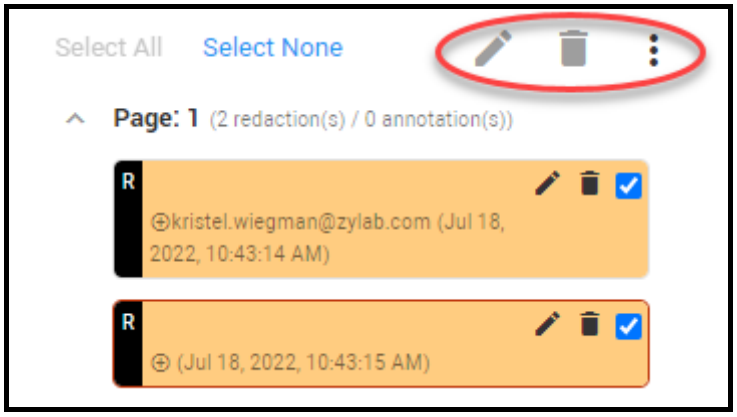
- **Select All** to edit or delete all redactions and/or annotations.



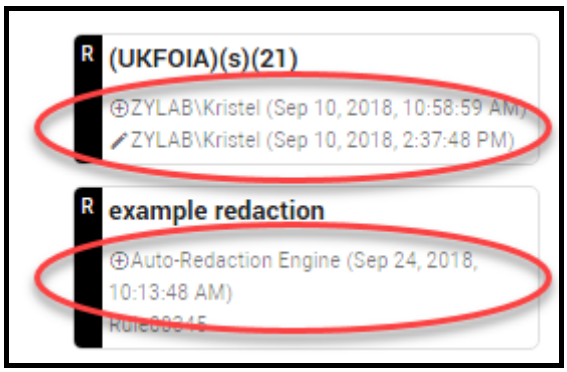
	***Note**: A selection of both redactions and annotations cannot be edited all at once.*

- Edit all selected redactions with the **Edit Selected** icon .

  Delete all selected redactions with the **Delete Selected** icon .

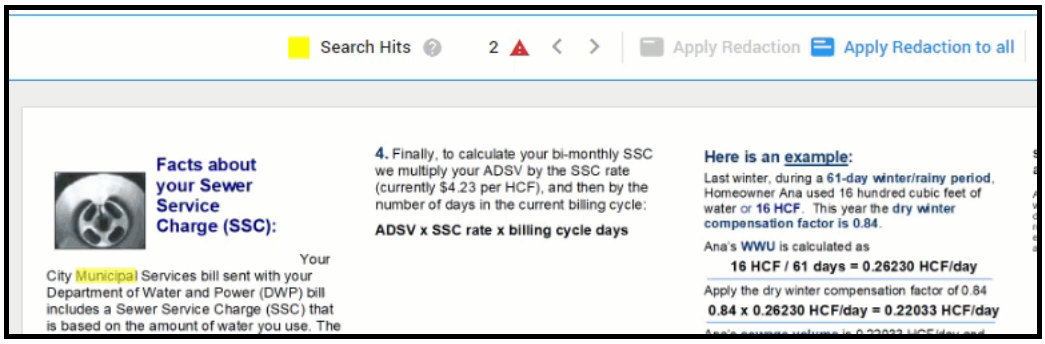


- View if redactions have been made manually or via an Auto Redaction rule.

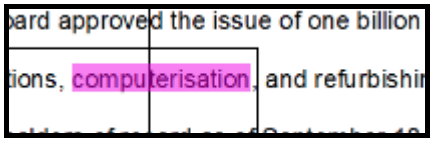


- Old redactions covered by new redactions are still visible when hovering above them.

- Hits are visible in redacted areas:



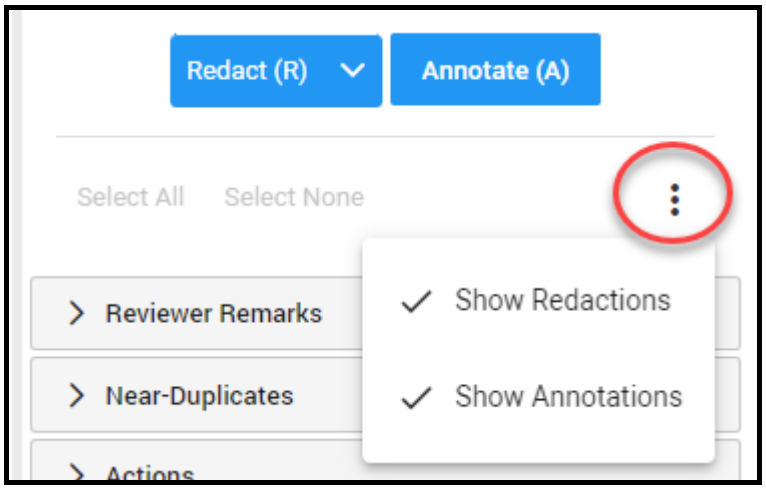
- Hover above a hit to read it:



- Move (your own) Redaction by clicking on it and dragging it to another position on the same page.
- Resize (your own) Redaction by clicking on it, holding a corner or side with the mouse and dragging it to a new position.

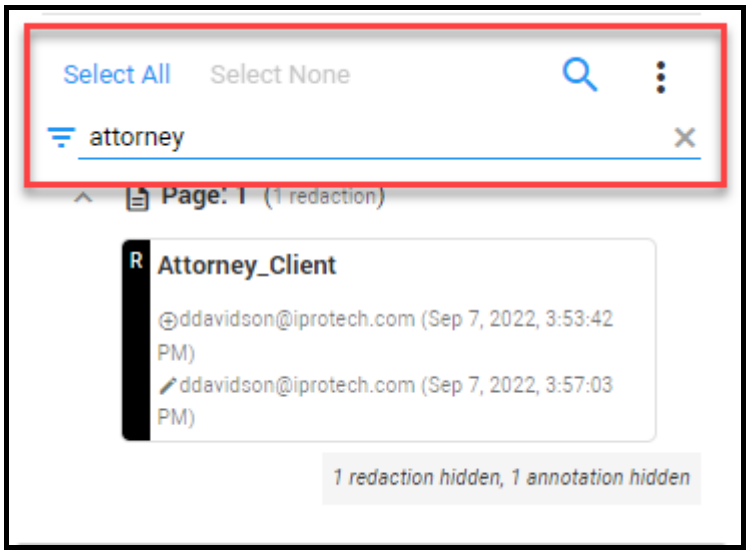
Display Options

Define if Redactions are shown.



Filter Options

Redactions can be filtered by search terms to allow for quick modifications or deletion. Select the Filter icon to open the Filter option and enter your search term. Click × to clear your filter.



Annotations

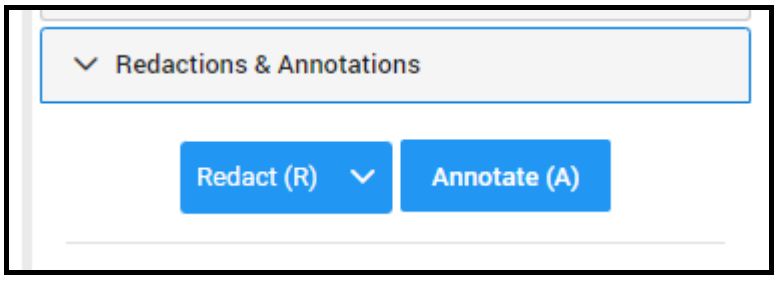
You can apply annotations to a document as needed. Review below for information on how to apply and work with annotations.

Annotate (A)

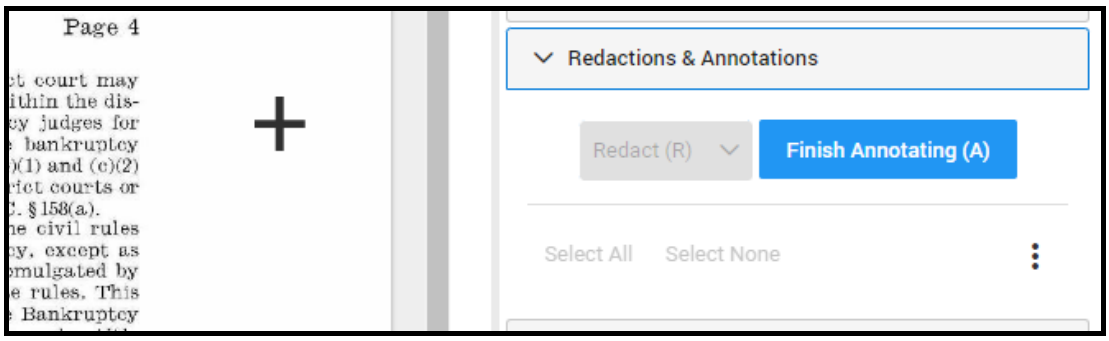
Annotate (shortcut: A) to add comments to parts of the document. Reviewers are able to reply to each other's comments. You can only delete/edit your own comments.

Apply Annotations

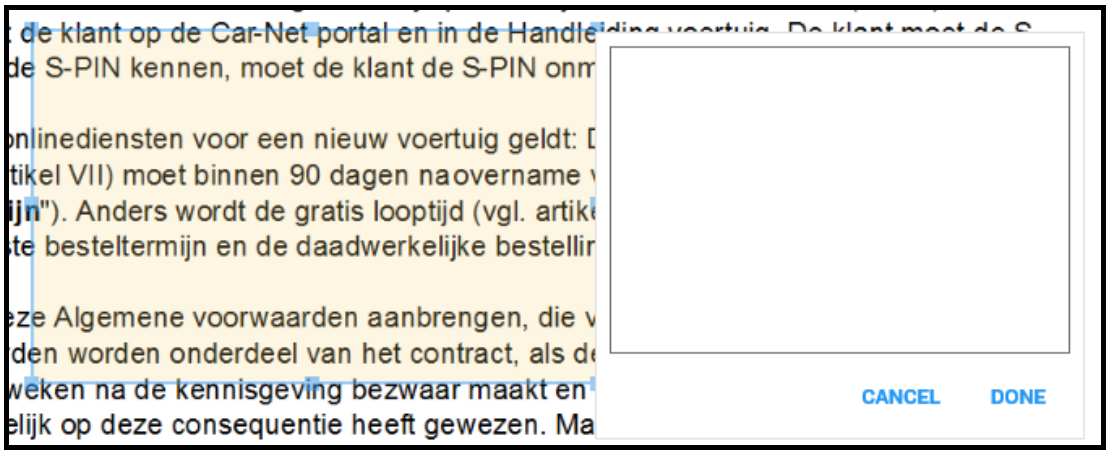
1. Select Annotate (A) in Document View.



2. Use the plus sign to draw a box.

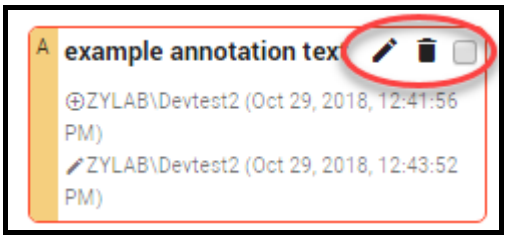


3. Double click inside the box to add a note (annotation).



Work With Annotations

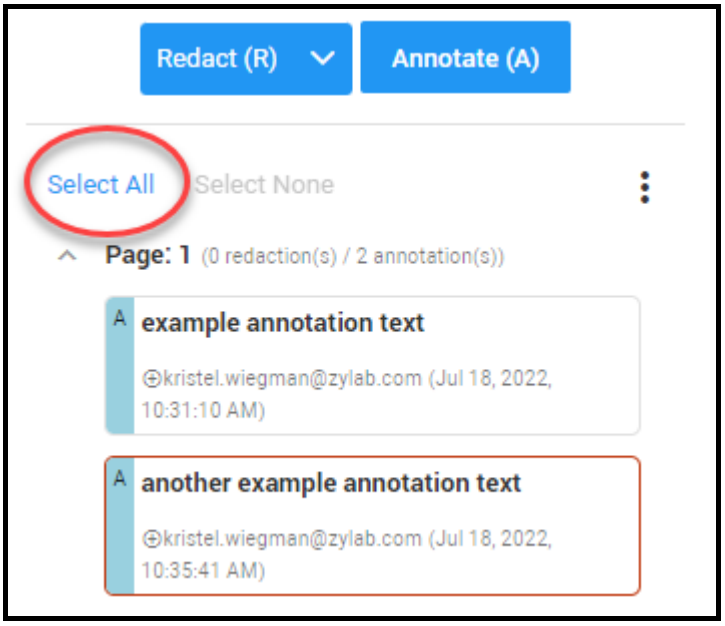
You can Edit, Delete or Select your own Annotation via the summaries in the right pane.



In the summary of the Annotation you see the (overlay) text, who annotated and when (including edits).You can also edit or delete your own annotation by double-clicking on it in the document. Select the Delete icon or edit the settings of the highlighted (red border) Annotation.

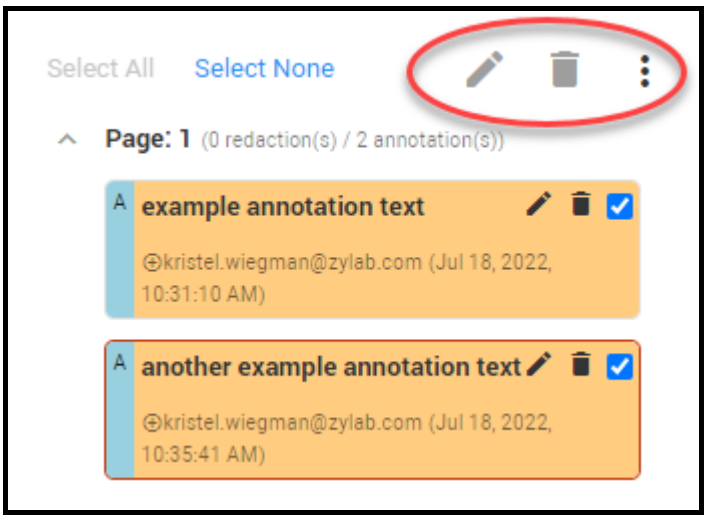
	***Shortcut**: Delete (a selected) annotations with the Delete button on your keyboard (inactive Annotations mode).*

- **Select All** to edit or delete all redactions and/or annotations.



	***Note**: A selection of both redactions and annotations cannot be edited all at once.*

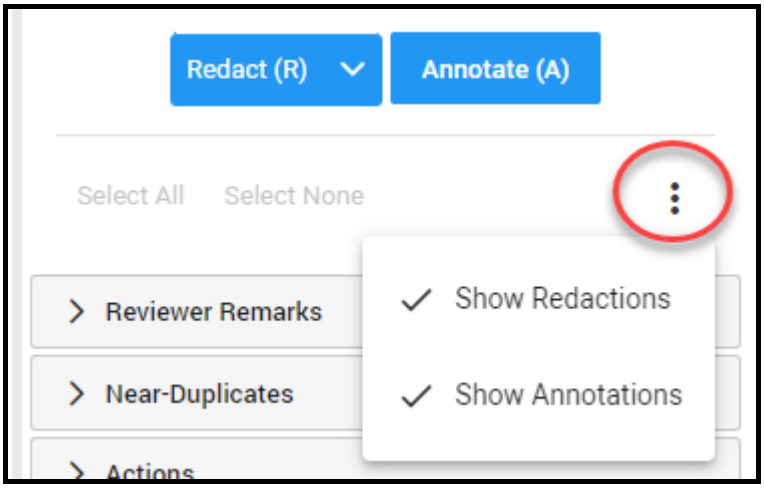
- Edit all selected annotations with the **Edit Selected** icon .
  Delete all selected annotations with the **Delete Selected** icon .



- Move (your own) Annotation by clicking on it and dragging it to another position on the same page.
- Resize (your own) Annotation by clicking on it, holding a corner or side with the mouse and dragging it to a new position.

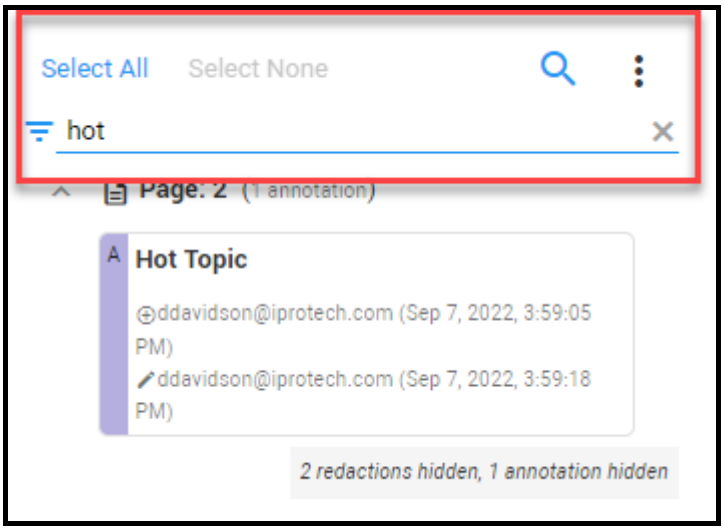
Display Options

Define if and how Annotations are shown.



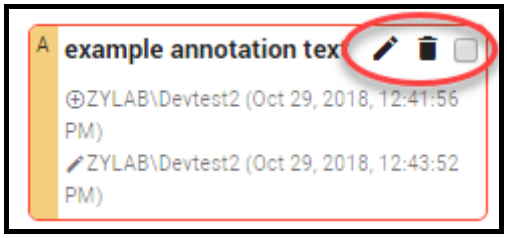
Filter Options

Annotations can be filtered by search terms to allow for quick modifications or deletion. Select the Filter icon to open the Filter option and enter your search term. Click × to clear your filter.



Edit, Delete, and View Annotations

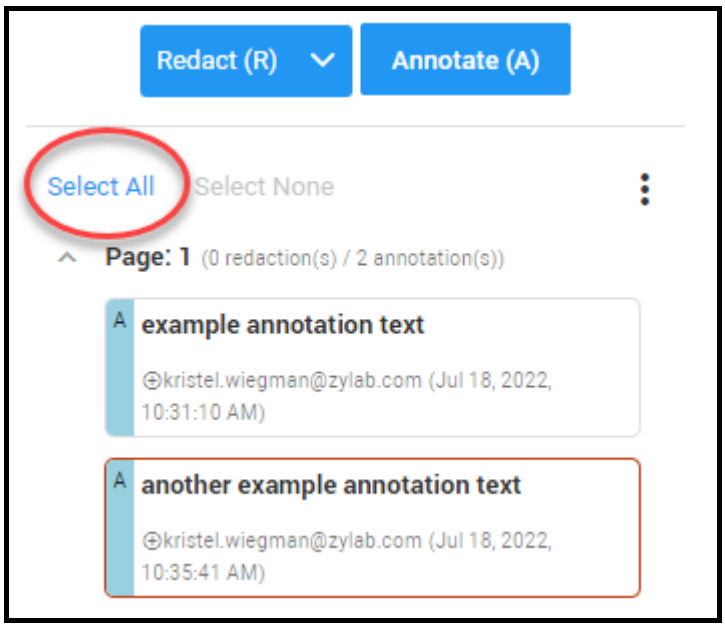
You can Edit, Delete or Select your own Annotation via the summaries in the right pane.



In the summary of the Annotation you see the (overlay) text, who annotated and when (including edits). You can also edit or delete your own annotation by double-clicking on it in the document. Select the Delete icon or edit the settings of the highlighted (red border) Annotation.

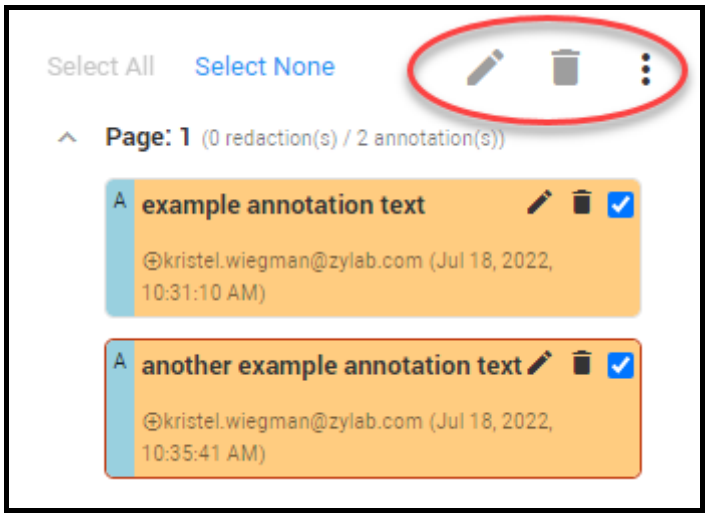
	***Shortcut**: Delete (a selected) annotations with the Delete button on your keyboard (inactive Annotations mode).*

- **Select All** to edit or delete all redactions and/or annotations.



	***Note**: A selection of both redactions and annotations cannot be edited all at once.*

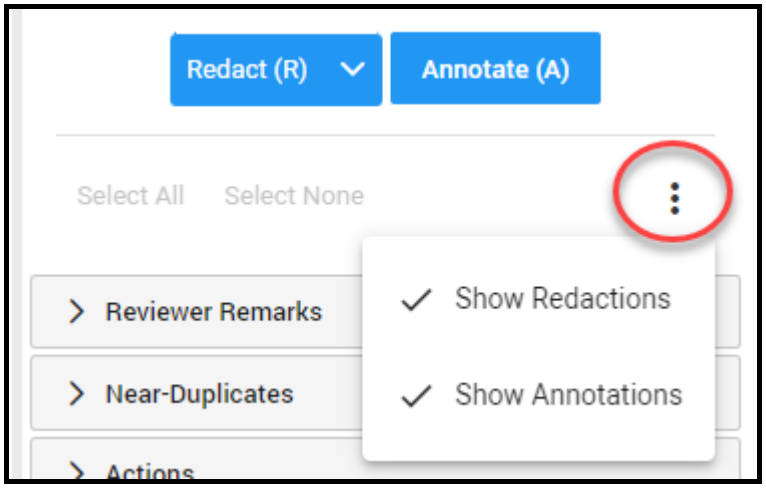
- Edit all selected annotations with the **Edit Selected** icon .
  Delete all selected annotations with the **Delete Selected** icon .



- Move (your own) Annotation by clicking on it and dragging it to another position on the same page.
- Resize (your own) Annotation by clicking on it, holding a corner or side with the mouse and dragging it to a new position.

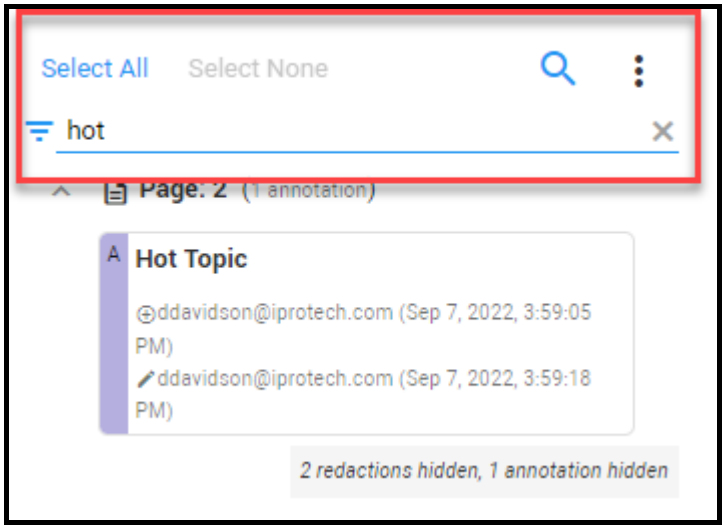
Display Options

Define if and how Annotations are shown.



Filter Options

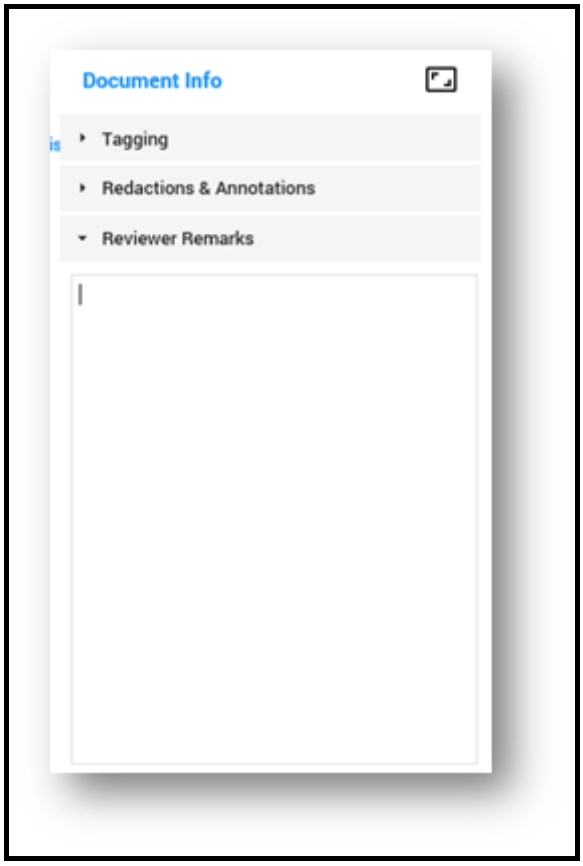
Annotations can be filtered by search terms to allow for quick modifications or deletion. Select the Filter icon to open the Filter option and enter your search term. Click × to clear your filter.



Reviewer Remarks

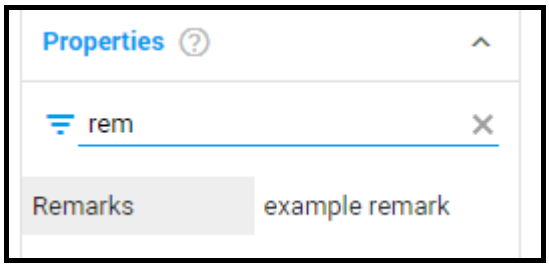
Remarks (max. 4000 characters by default) are saved when icon is shown. Remarks are shown immediately in Properties widget (Remarks field).

1. To add a remark, click in the **Reviewer Remarks** box.



2. Insert your remark.
    - When your remark is saved, the cloud icon appears.

    - The remark is stored in the field Remarks. You can find it in the Properties panel on the left side of the screen.

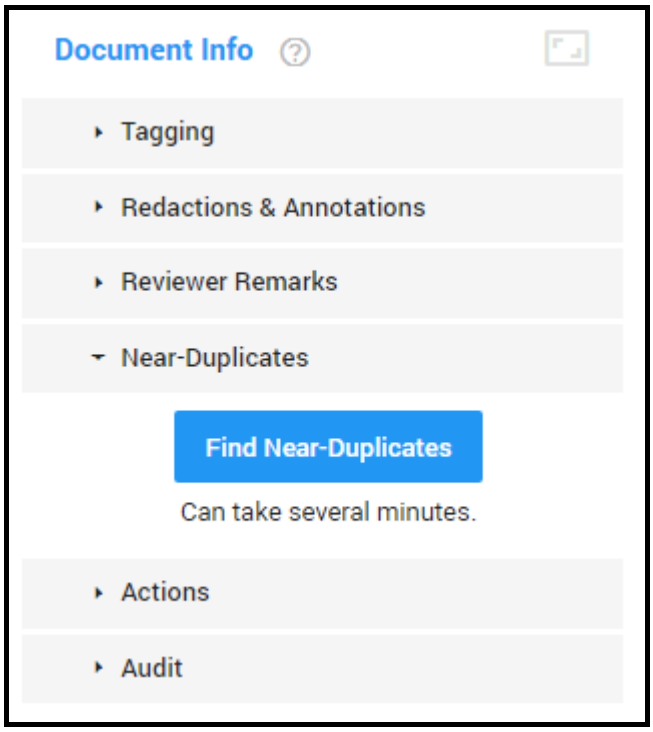


Near-Duplicates

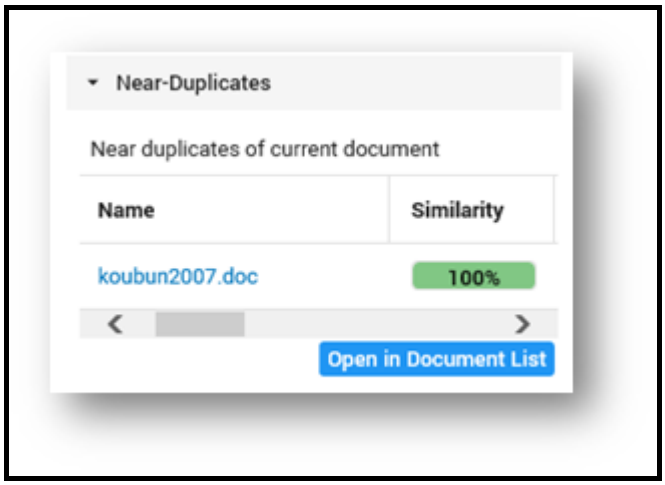
Find near-duplicates of the currently open document. Since it is a time-consuming operation, it must be triggered manually.

Near-Duplicates are found by analyzing the original document and creating a query based on the text of the document. This query contains the most frequently used phrases in the original document. After the query is executed, the found documents are compared with each other. Only documents with a similar hit distribution, hit count and document size are considered a near-duplicate.

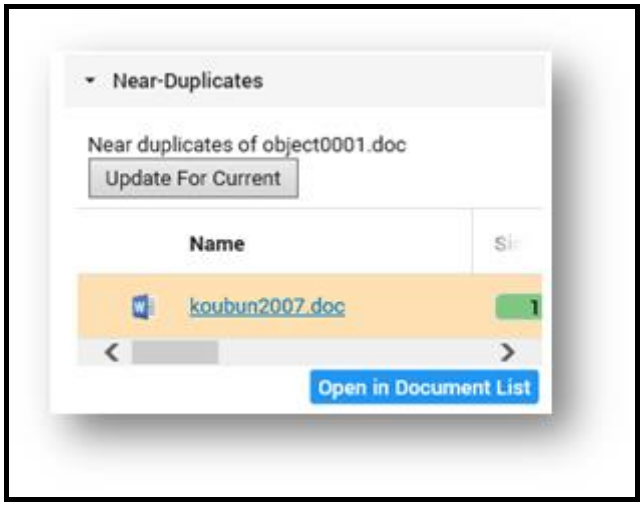
1. In Document View, on the right side of the screen, select **Near-Duplicates**.



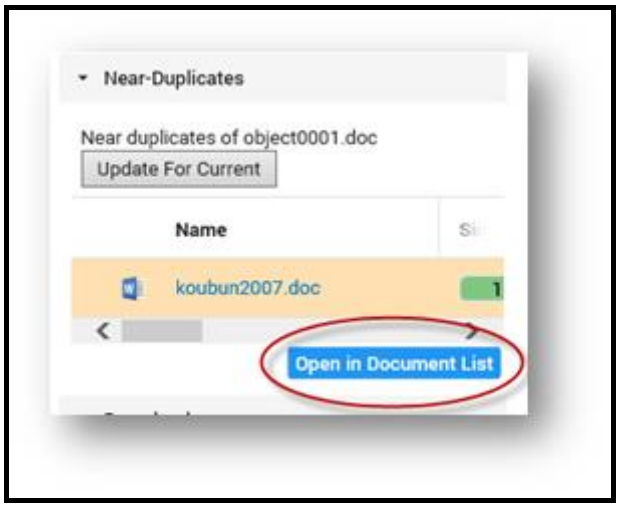
2. Click **Find Near-Duplicates**. Results are by default sorted by the percentage of similarity, with the highest percentage on top. You can also sort on one of the other columns. Use the horizontal scroll bar.



3. **View** a near-duplicate by selecting it.
    - The number of near-duplicates can differ depending on the document you start with. For example, if you request near-duplicates of document A, then the result will contain documents B and C. However, if you request near-duplicates of document B, then you might get A, C and some additional documents that are not similar to A, but similar to B.
4. Return to current document by selecting **Update For Current**.



5. Alternatively, open all near-duplicates in the Document List by selecting **Open in Document List**.

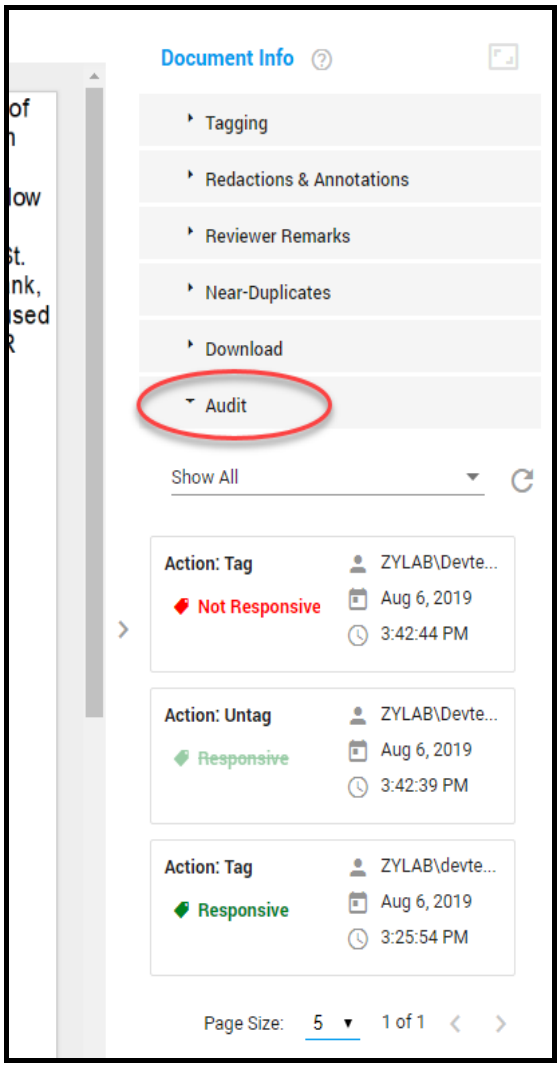


- This enables you to review all near-duplicates one by one or to perform Bulk Tagging on all near-duplicates. It will also enable you to filter the list, sort, etc.

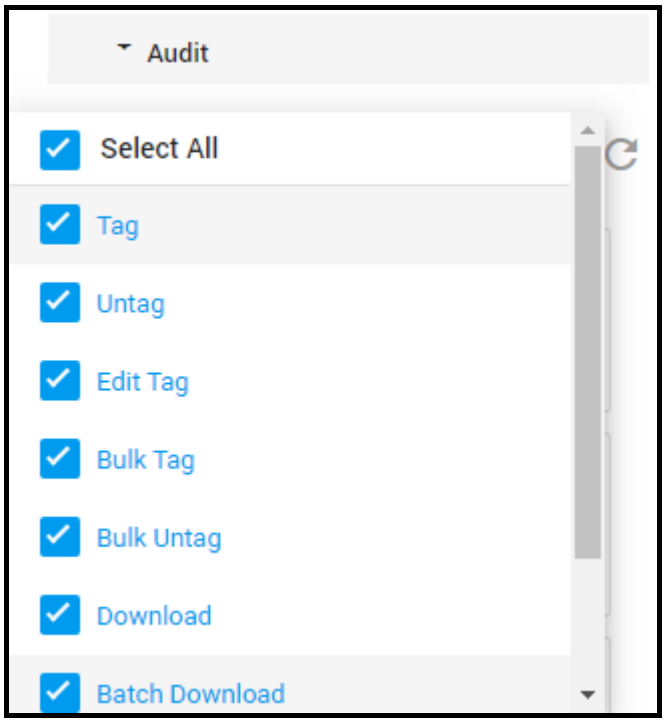
Audit

View Audit actions performed on a document in Document View (only when you have a role with the proper audit permission assigned to you).

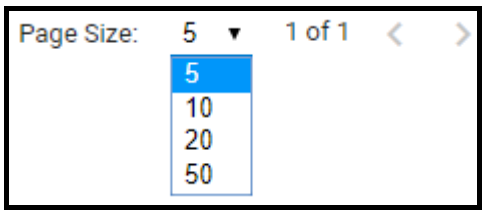
- In Document View, navigate to the right-hand side of the screen, and select **Audit**.



- Each time an action is performed on the document shown, it is listed here (including User name, Date executed, Time executed).
- Filter on specific actions supported in Document View.



- Click **Reload** to refresh the list and view the latest actions.
- Adjust the Page Size and/or browse through the result pages.

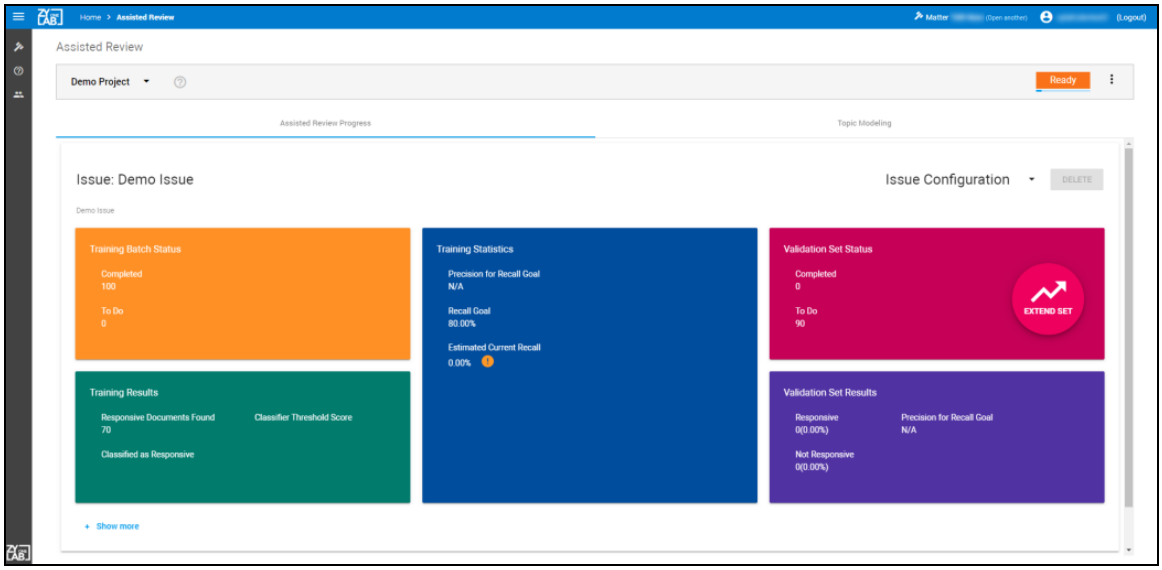


Assisted Review

Review. Train. Classify.

Assisted Review (also referred to as Technology Assisted Review or TAR) involves the interplay of humans and computers to identify responsive/relevant documents in a data set. It can, for example, be used to find more responsive documents compared to manually reviewing your collection (Intelligent Search). Or, it can be used to identify groups of responsive documents in an unknown data set (Conceptual Search). Another option is to identify/review the most important documents first (Review Prioritization). Of course, more situations apply in which Assisted Review can be used.

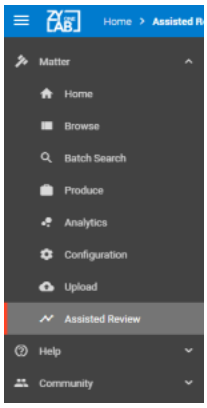
Often, when using Assisted Review, only a tiny fraction of a data collection is reviewed by humans. Using the results of this human review, the computer classifies the remaining documents in the collection.



Create A New Assisted Review Project

To create a new Assisted Review project:

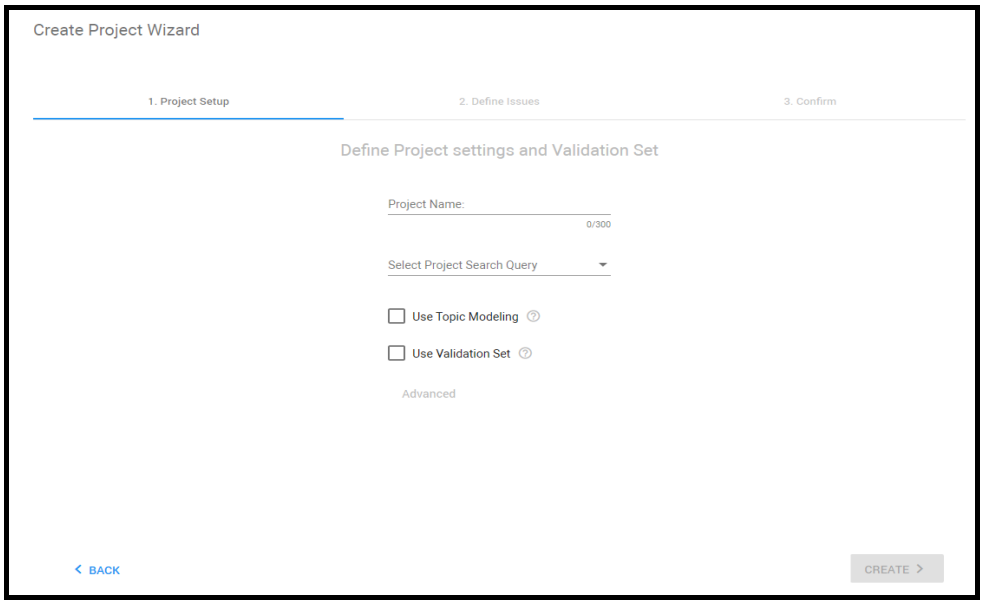
1. In the navigation panel of ZyLAB One, select Assisted Review.



2. Select **+ Add Project**. The Create Project Wizard opens.

	*Note: When other projects have been created already, select ⋮ and then select **+ Add Project**.*

3. Define the Project Settings.



a. Define a **Project Name**.

b. **Select Project Search Query**. Options include:

- **All Documents**: Expand the scope to include all documents from your matter.
- **Saved Searches**: Select a Saved Search to focus the assisted review to include only documents associated with this search.

c. If desired, select **Topic Modeling**. Topic modeling is useful to discover clusters of words (topics) that frequently occur together, which help to identify patterns. Topics are the most important words spread among the documents in a project.

d. If desired, select **Use Validation Set**. You can create a Validation Set or Test Set to determine how well the classifier performs.

e. Configure advanced settings.

	*Note: If you selected **Topic Modeling** and/or **Validation Set**, you can view/adjust those Advanced Settings tabs. Otherwise, you can only view/adjust the **Term Filtering** tab.*

- **Term Filtering**

  Determine the number of terms (dimensions) for the tf-idf vectors that are use classification.

  - **Maximum Number of Documents per Term**

    Default: 100% of the total number of documents in the project

    Maximum document frequency for a term (number of documents the te in). Terms with a document frequency higher than this value will be exc the creation of tf-idf vectors.

  - **Minimum Number of Documents per Term**

Default: 2

Minimum document frequency for a term. Terms with a document frequency lower than this value will be excluded for the creation of tf-idf vectors. Default setting is 2, because terms that occur in only 1 document do not add information that can be used to classify other documents.

- **Top Number of Terms**

  Default: 2.000.000

  Number of terms that will be used in document vectors.

  Ranking is based on inverse document frequency: terms with a lower document frequency will be ranked higher.

- **Regular Expression to Filter Terms**

  Default: ^.{0,3}$|^.{20,}$|^(image|de|het|the|and|or|een)$|^(\d|\W|_)*$|^[^a-z].*[^a-z]$|^(_|-|\.|\\|\/).*$|^.*(_|\.|\:|\;).*$

  Terms that match the provided regular expression will be excluded for the creation of tf-idf vectors.

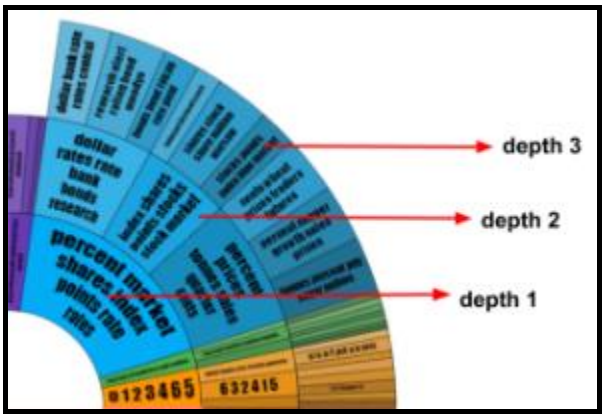
- **Topic Modeling**

  Discover clusters of words that frequently occur together to identify patterns.

  - **Maximum Depth**

    Default: 3

    The first discovered topics are at depth 1, child topics are at depth 2 an
    When the maximum depth is reached, no further calculations are perfor
    Calculations can already stop before that (for example, when child topic
    current level are too similar). In the example below, the maximum depth
    3. Calculation for the purple subtree was stopped at depth 2 and will no
    processed any deeper.



- **Number of Child Topics at Root Node**

  Default: 20

  The number of topics at depth 1. In the example above, this value is set to 5 topics.

- **Number of Child Topics at Node**

  Default: 3

  The number of topics at any depth > 1. In the example above, this value is set to 3 topics.

- **Top Number of Documents**

  Default: 100% of the total number of documents in the project

  The number of documents used in the calculation of the topic modeling. The documents are ranked based on their content value from high to low. Only the top documents with the highest content value are used for the topic modeling (content value of the document is the euclidean norm of the tf-idf vector before normalization: square root of sum of squares of tf-idf values).

- **Top Number of Terms**

  Default: 250.000

  Number of terms that will be used for Topic Modeling.

  Add additional filtering to the Top number of terms defined in the Term Filtering tab. This can be done if the value for this setting is lower than the number of dimensions in the tf-idf vector. The ranking of the terms is based on the sum of tf-

idf values for a term in all documents.

Ranking is based on inverse document frequency: terms with a lower document frequency will be ranked higher.

- **Validation Set**
  - **Maximum Size for Validation Set**

    Default: 1% of the total number of documents in the project

    Size of the random sample in number of documents.
  - **Recall Goal**

    Default: 80% recall

    Define the stop condition for each issue in this project. When this goal i the remaining documents can be classified by the system.

4. When all options have been configured, click **Create**.
5. The **Define Issues** step opens. If needed, define one or more issues. For each issue, a training set is created.

	Note: Issues may also be created at a later time.

a. Select **+ Add Issue**.

b. Provide an **Issue Name** and **Description**.

c. Select a scope for the **Initial Training Sets**. The initial training sets instruct the learning algorithm on what documents to label as responsive or not responsive.

- **Random Set**

  Select a batch size from between 2 and 1000 documents.

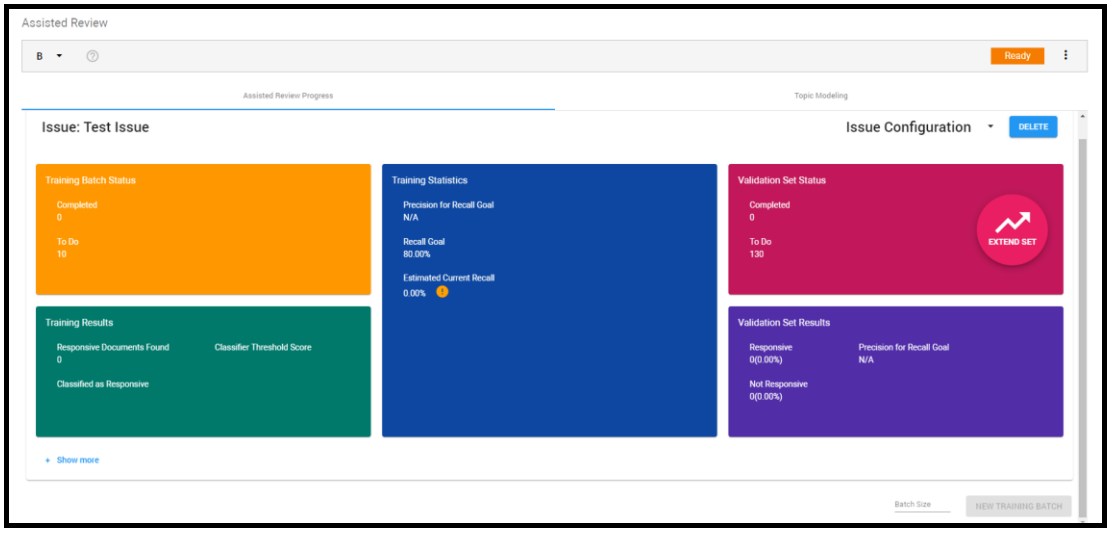
- **Query-Based Set**

  Select a search query that was saved in ZyLAB One.

- **Based on Existing Tags**

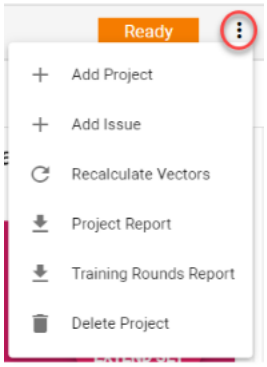
  Select saved search queries for Responsive and Not Responsive documents. The system will take the batch size of random documents of the results of this query.

6. Click **Next**.
7. Review the project summary and click the **Start Project** button.
8. The classification process will be started. The progress can be viewed in the **Assisted Review Progress** tab.



Assisted Review: Project Actions

There are multiple actions you can take to manage your Assisted Review project. The documentation below details these actions.



	Note: Most of the following actions can only be performed once a project has been created

Add Project

In a project, documents from a matter are reviewed and analyzed.

From the dropdown project menu, select **+ Add Project**. The Create Project Wizard opens.

Add Issue

From the dropdown project menu, you can add a new issue to your project.

a. Select **+ Add Issue**.
b. Provide an **Issue Name** and **Description**.
c. Select a scope for the **Initial Training Sets**. The initial training sets instruct the learning algorithm on what documents to label as responsive or not responsive.

- **Random Set**

  Select a batch size from between 2 and 1000 documents.

- **Query-Based Set**

  Select a search query that was saved in ZyLAB One.

- **Based on Existing Tags**

Select saved search queries for Responsive and Not Responsive documents. The system will take the batch size of random documents of the results of this query.

Recalculate Vectors

Text documents are converted to a document vector representation suitable for the system's learning algorithm, which classifies documents as being responsive or not responsive for an issue.

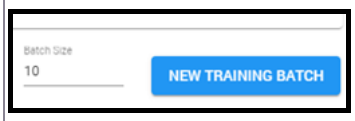
New documents might be added to the matter on which your project was based. To ensure these documents can be used by the Assisted Review process, document vector representation needs to be recalculated.

Project Report

Click **Project Report** to download a PDF report containing data about the project and general statistics about the classification process at the moment of the report request.

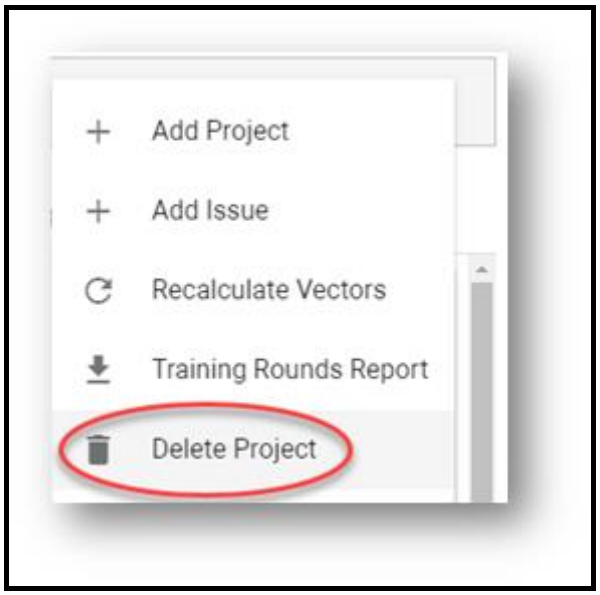
Training Rounds Report

Click **Training Rounds Report** to download a csv report containing data about the reviewed documents at the moment of the report request. The documents are listed by id number, document name, hash value, file type, issue name, responsiveness (Responsive/Not Responsive), training round number and reason (added, removed, changed).

	*Note: The Training Rounds Report will only become available after reviewing a full training batch (using the specific Assisted Review tags associated with the needed issue) and then selecting the **New Training Batch** button at the bottom of the Assisted Review Progress page.* 

Delete Project

Click **Delete Project** to remove it. All information from the project will be deleted, including issues/tags.

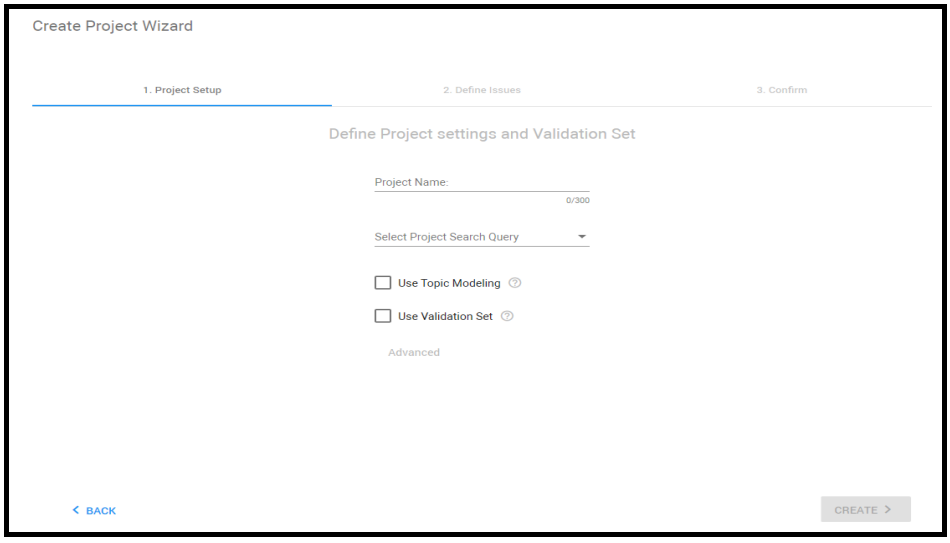


Assisted Review: Validation Set

What is a Validation Set?

For Assisted Review projects, you have the choice to add a **Validation Set** (Test Set). For each created issue in a project, this Validation Set can then be used to determine how well the learning algorithm (also known as the Classifier) performs in labeling documents as being responsive or not responsive for an issue.

To include a Validation Set, select the **Use Validation Set** option when adding a project to Assisted Review.



	Note: You cannot add a Validation Set to an existing project.

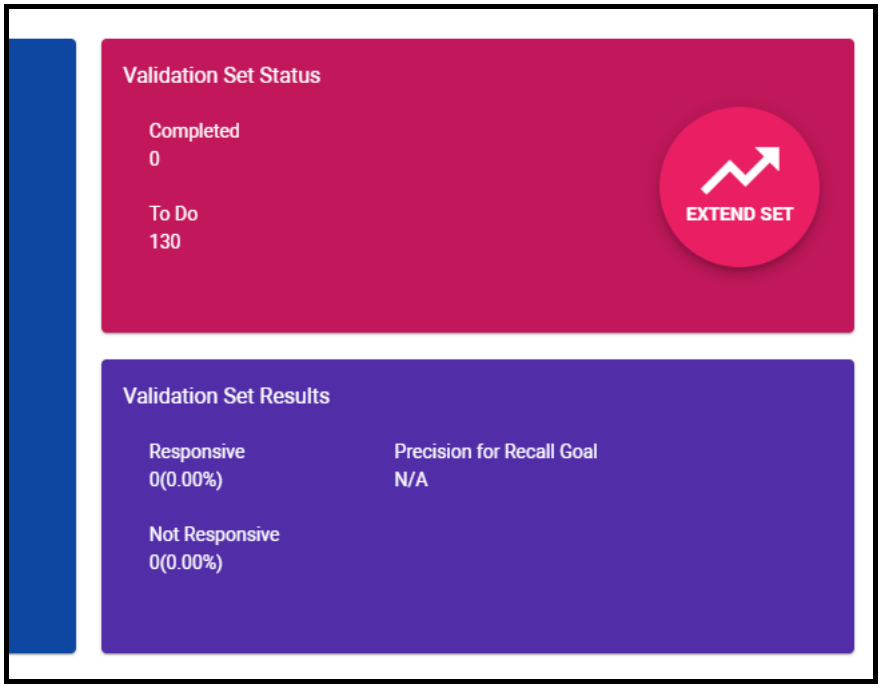
All documents in this Validation Set will be reviewed by a human, preferably a Subject Matter Expert. The results of each new training batch will be compared with the results of the Validation Set. Only when you have added a Validation Set to your project, the Recall Goal can be set and the Estimated Current Recall can be calculated.

Extend Validation Set

You have the option to Extend the Validation Set when the size of the set is not sufficient. This is the case when you do not have enough random documents to make a good estimation of the number of responsive documents in the project.

	Note: If this is the case, you can see a warning icon next to the Estimated Current Recall:

To extend the Validation Set, select the **Extend Set** button.

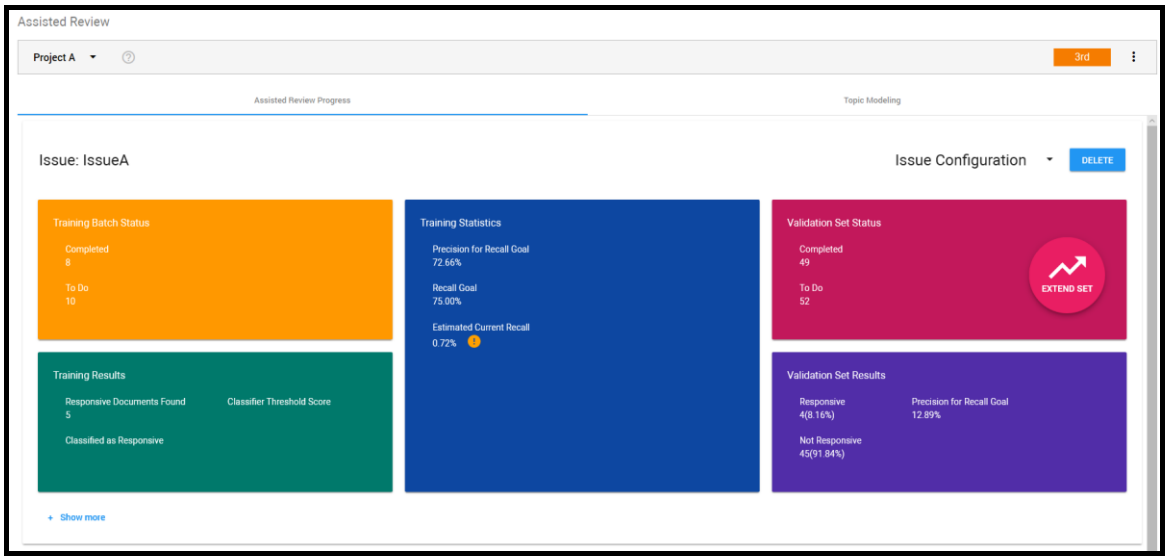


The size of the Validation Set will be extended an additional 10% of the current Validation Set (with a minimum of 50 documents). So for a Validation Set of a 1000 documents, the extension is 100 documents. Click **Extend Set** again to add another 10%.

	Note: You can always extend the Validation Set. However, remember there is only one Validation Set per project. If you extend the Validation Set for an issue, it will be extended for all issues. *Also, it is recommended to review the Validation Set completely before extending it.*

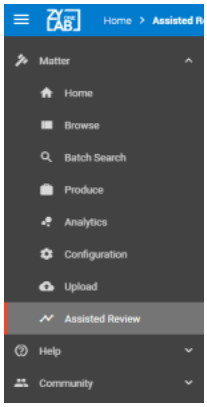
Assisted Review Progress

You can view the progress of your Assisted Review per issue on the **Assisted Review Progress** tab. This tab gives you a comprehensive view into the state of your Assisted Review project. Review the documentation below to learn more about the various components of this dashboard.



Open the Assisted Review Progress Tab

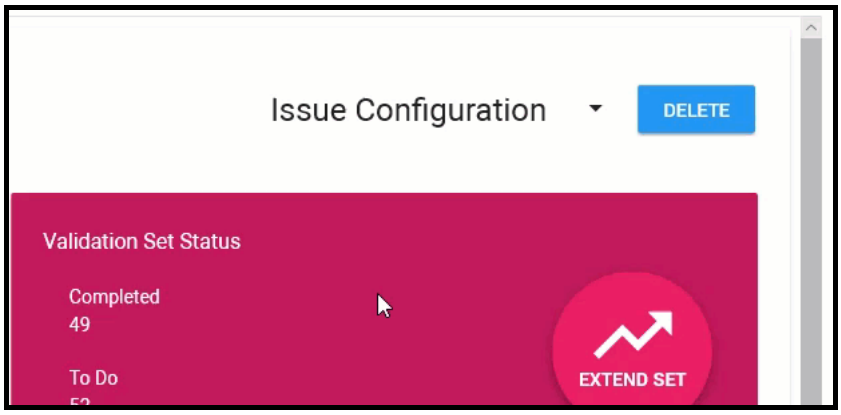
1. In the navigation panel of ZyLAB One, select Assisted Review.



2. Select an existing project.
3. The **Assisted Review Progress** tab opens by default.

Issue Configuration

For each issue, you can view the Issue Configuration. This shows the Initial Training Set (based on a Random Set, a Query, Existing Tagging or created from Topic Modeling) as well as the minimum batch size. If the issue was created from Topic Modeling, the Topic Node ID (associated with the selected topic) is also displayed.



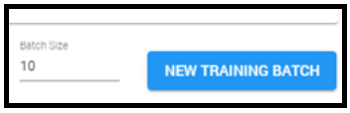
Delete Issue

Select the **Delete** button to remove an existing issue.

	Note: If an issue is deleted, tags and the training rounds report will be deleted too. Issue information will not be shown in the report.

Add New Training Batch

After reviewing your progress, you can add a new training batch.



Statistics and Graphs

To view the Statistics and Graphs, select **Show More** (in the bottom left corner of an issue).

Classify Remaining

Select Classify Remaining if finding more responsive documents is not worth the time/cost of manually reviewing more documents, and/or the classifier (i.e. the algorithm that labels documents as responsive or not responsive for an issue) is returning good results (the quality of the classifier is determined based on the results of the statistics and graphs).

Set the Classifier Threshold Score (with a value larger than 0.0 and smaller than 1.0, default threshold is set at 0.5). Only documents with a ranking value higher than (**not** equal to) the Classifier Threshold Score will be classified and put in the Classification Results (Assisted Review Results field).

Training Batch Status

Completed

Total reviewed documents (Responsive or Not Responsive Assisted Review tag applied) of the Training Batches for this issue.

To Do

Total not yet reviewed documents of the Training Batch for this issue.

Note: If you request a new training batch, To Do will only be reset and a new training batch will only be calculated when the following conditions for the issue are met:

- *All documents of the initial training set size are reviewed. If not, the request for a new training batch will be ignored. The reviewer has to finish review of the initial training set.*
- *The reviewed documents contain at least a Responsive and a Not Responsive document. If not, the Training Batch will be extended, but you will remain in the same training round.*

Training Results

Responsive Documents Found

Documents with Responsive Assisted Review tag applied, excluding Validation Set.

Classified as Responsive

Documents that are classified as responsive by the last trained classifier. Documents that are classified as responsive are not automatically tagged with Assisted Review tags.

Classifier Threshold Score

The Classifier Threshold Score that was used when selecting Classify Remaining.

Training Statistics

Precision is a measure of result relevancy, while recall is a measure of how many truly responsive results are returned. High scores for both precision and recall show that the classifier is returning accurate results (high precision), as well as returning a majority of all positive results (high recall).

Precision for Recall Goal

Precision value for the user-defined recall goal in Precision by Recall curve on Training Batch.

Recall Goal

User-defined goal. It is the desired amount (percentage) of responsive documents you want to find in the whole project.

Estimated Current Recall

The estimated current recall is the total number of reviewed responsive documents in the project (including the reviewed responsive documents of the Validation Set) divided by the estimated number of all responsive documents in the project.

Validation Set Status

Completed

Total reviewed documents (Responsive or Not Responsive Assisted Review tag applied) of the Validation Set for this issue.

To Do

Total not yet reviewed documents of the Validation Set for this issue.

Extend Set

It is recommended to review the Validation Set completely before extending it. There is only one Validation Set per project. If you extend the Validation Set for an issue, it will be extended for all issues.

Click Extend Set and click OK. The size of the Validation Set will be extended with 10% of the current Validation Set (with a minimum of 50 documents). Click Extend Set again to add another 10%.

Validation Set Results

Responsive

Documents of the Validation Set with Responsive Assisted Review tag applied.

Not Responsive

Documents of the Validation Set with Not Responsive Assisted Review tag applied.

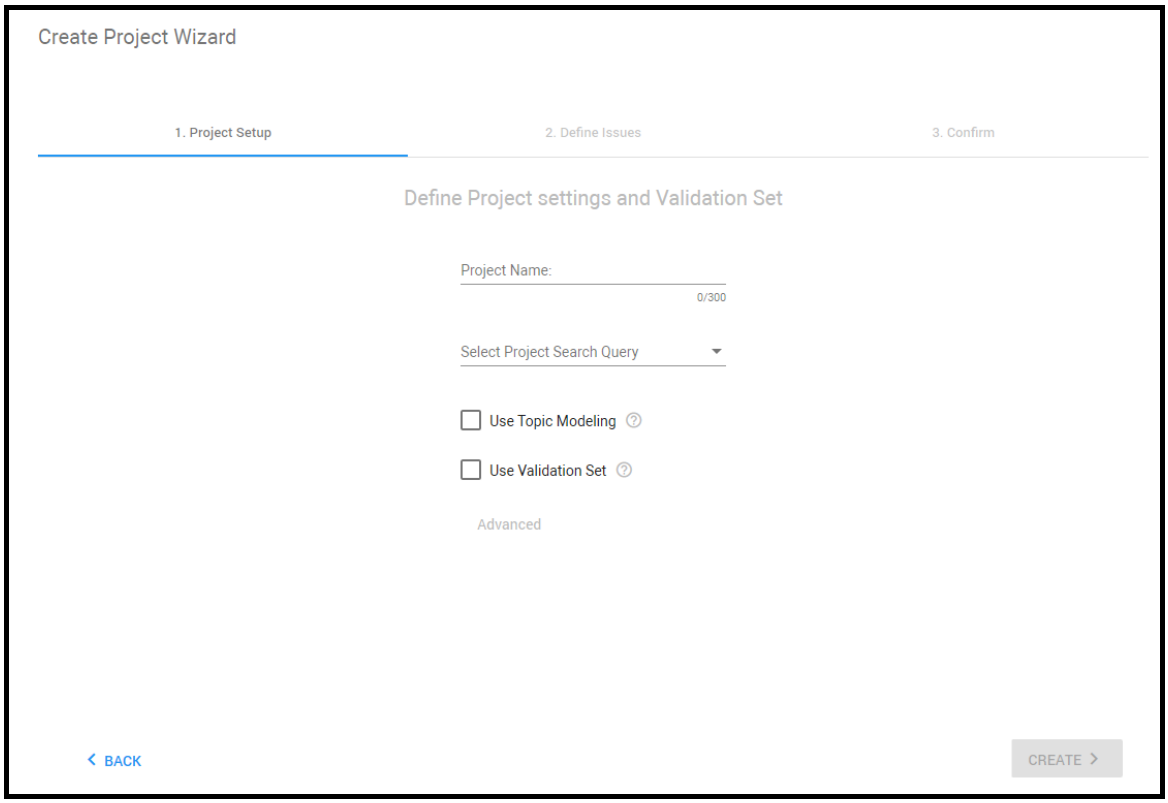
Precision for Recall Goal

Precision value for the user-defined recall goal in precision recall curve on Validation Set.

Assisted Review: Topic Modeling

Discover clusters of words (topics) that frequently occur together to identify patterns. Topics are the most important words spread among the documents in a project.

To include Topic Modeling, select the **Use Topic Modeling** option when adding a project to Assisted Review.

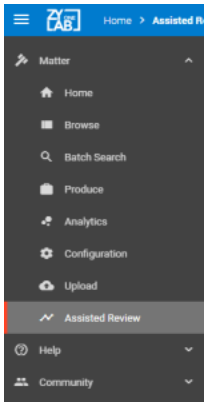


	Note: You cannot add Topic Modeling to an existing project.

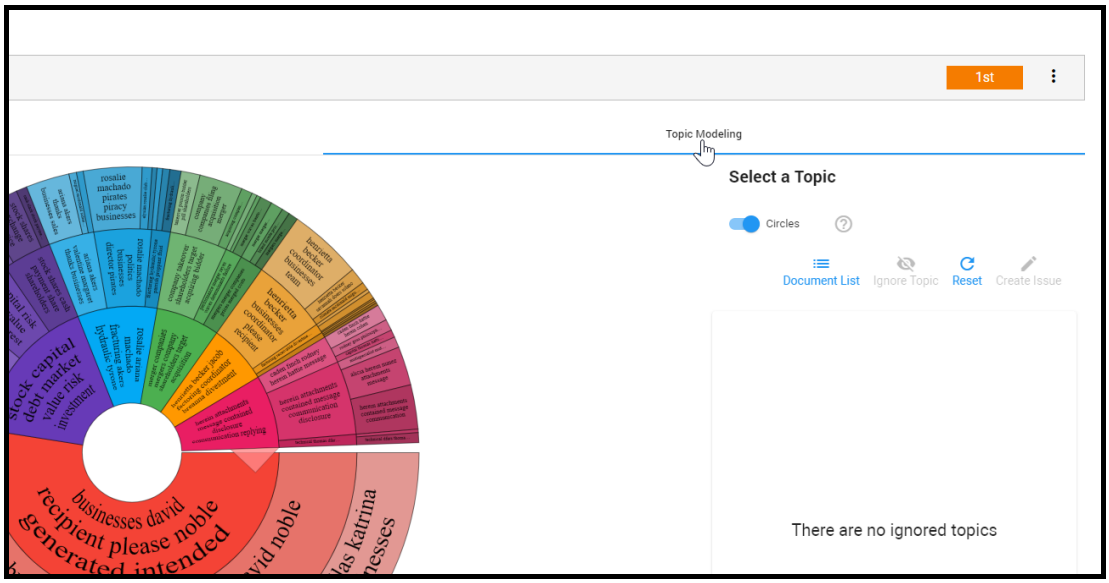
After the project has been added, you can create an issue (training set) for each topic in the Topic Modeling tab. This allows you to review diverse sets of potential responsive documents and make predictions for the complete data set.

Open Topic Modeling

1. In the navigation panel of ZyLAB One, select Assisted Review.



2. Select an existing project.
3. Select the **Topic Modeling** tab.



Topic Modeling Options

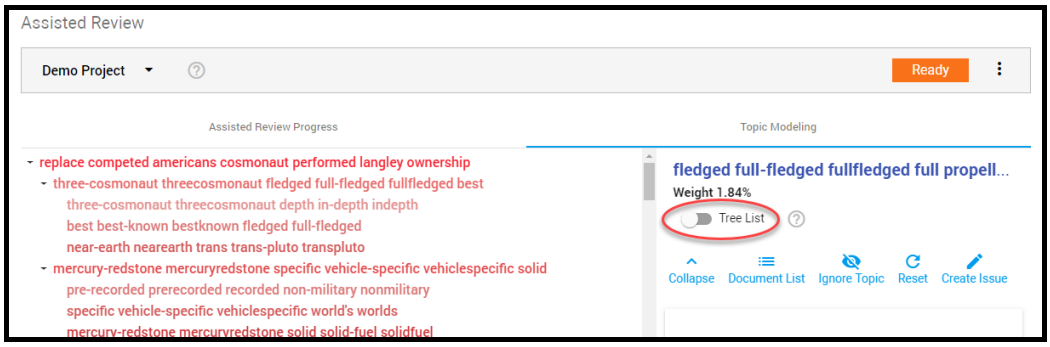
- **Circles or Tree List**
  - Select Circles to visualize the topics (clusters of words). The first discovered topics are at depth 1 (closest to the center), child topics are at depth 2 and further.

    Double click on a topic to visually expand it.

- Before:

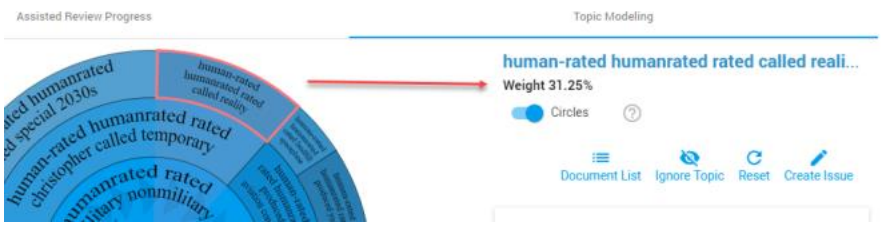
- After:

- Select Tree List for the complete list of all discovered topics.



- **Weight**

  Select a topic to see the weight of it. The Weight indicates the relative proportion of the number of documents within this topic compared to its siblings in the Circles or Tree List.



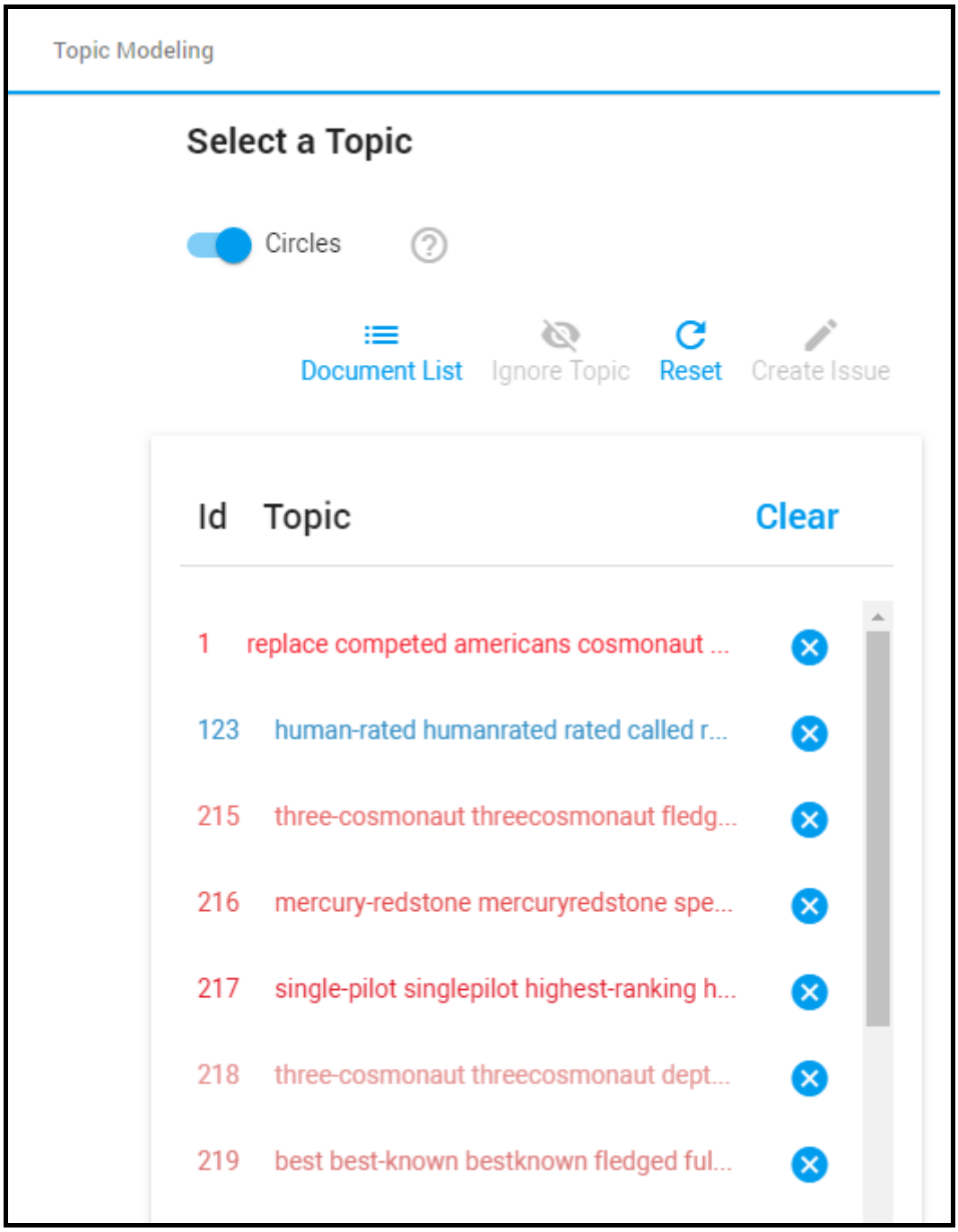
- **Create Issue**

  Select a topic and click **Create Issue** to define the information need.

- **Ignore Topic**

  To prevent not responsive topics from dominating the visualization, ignore them:

  Select a topic and click **Ignore Topic**.



Click **X** to add one ignored topic to the visualization again.

Click **Clear** to add all ignored topics to the visualization again.

- **Reset**

  Return to the original visual state by clicking **Reset**. Topics that had been selected or ignored return back to the default view.

- **Document List**

  To view all documents in your project:

  - Do **not** select a topic from Circles or Tree List.
  - Select **Document List**.
  - View the documents.

  To view the documents characterized by a selected topic:

  - Select a topic from Circles or Tree List.
  - Select **Document List**.
  - View not only the documents, but also the query belonging to the selected topic. Top terms are highlighted within the documents.

Stop Condition

The stop condition defines when reviewers can stop reviewing new documents and the iterative Assisted Review process is terminated. No new training batches will be added. You can select Classify Remaining (if not all documents have been reviewed already). The last trained classifier is used to classify the remaining documents.

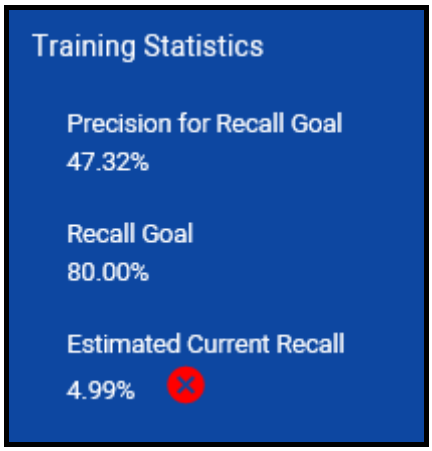
Several stop conditions can apply. It depends on your project when to stop.

Stop Conditions

- The Recall Goal is reached.

  The Recall Goal is set when defining a project with a Validation Set.

  In the Assisted Review Progress tab, monitor if the Recall Goal is reached or nearly reached (Estimated Current Recall):



- The marginal precision is below 10% (0,1) or higher than 80% (0,8).

  The marginal precision is the precision of the last reviewed training batch added to the training set, also called the return set. The marginal precision usually rises to a high value (for example, 67%) in the beginning of the process.

  View the marginal precision in the Precision of Return Set graph.

- The Gain Curve has reached its plateau.

  If the gain curve reaches a plateau, enough iterations/training batches have been done. The Assisted Review process can be stopped.

- The curve of the Precision by Recall graph reaches a high precision and recall (0,8 or higher), or is not improving anymore.
- Precision and recall have both reached the values that were agreed earlier (for example, during meet-and-confer sessions).