# Processing a Workflow Item: Opening the Item

ImageNow Workflow allows administrators to create a workflow plan comprised of start and work queues. These queues are connected with either automatic or manual links that simulate the path a document follows as it moves through a business.

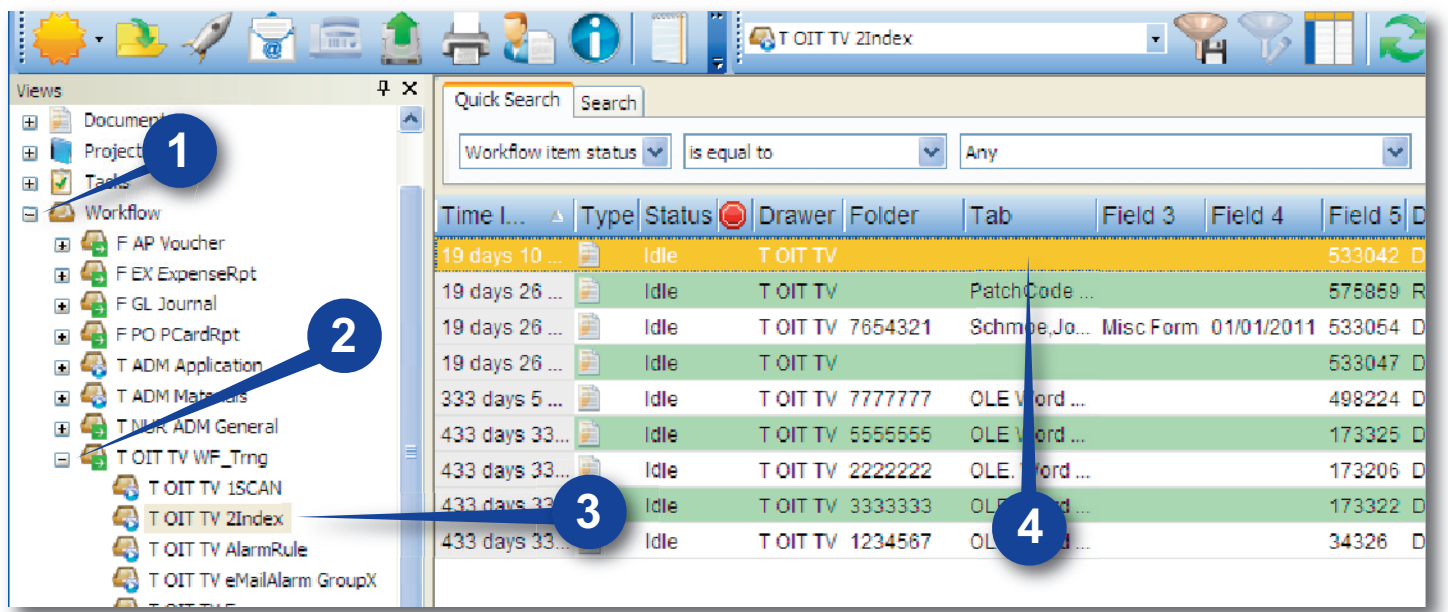**Follow these steps to select a Workflow queue and then open an item within it.**

Here are two quick methods for opening a Workflow queue.

1. From the ImageNow ControlBar, click the down arrow next to the Workflow button.
2. Select a Workflow queue to open.

   ImageNow Explorer opens and the documents contained in the selected queue are listed in the Workflow grid.

3. Double click on an item to open it for viewing and processing.
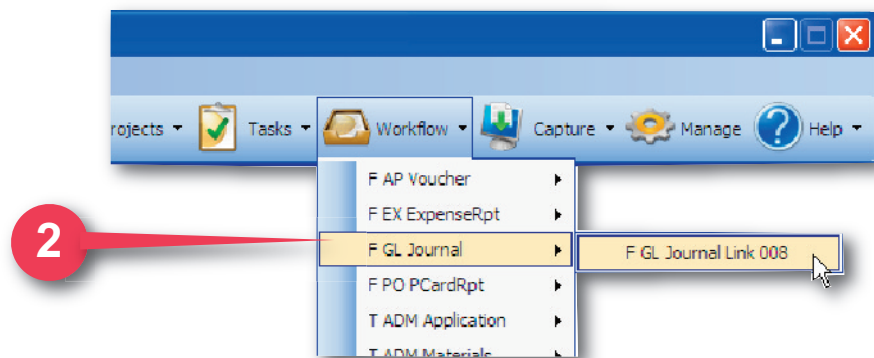
Alternatively, you can:

1. From the ImageNow Explorer Views pane, click the "**+**" next to **Workflow** to view the expanded list of workflows.
2. Click the "**+**" next to a workflow to view the expanded list of queues in that workflow.
3. Click on a **Workflow queue** to list the documents contained within that queue.
4. Double click on a item to open it for viewing and processing.

Follow these steps to route a workflow item:

1. Open an item in ImageNow Viewer Workflow mode (see page 15).

2. Validate the document keys against the appropriate record from the **Host** application. **Relink** or make any changes as necessary.

3. Additionally, make any necessary annotations.

4. Click **Save** if any changes were made to the document.

5. Click **Route Forward**.

6. A window appears with the queue choices, if any. Select the appropriate destination queue and then **Route**.

7. Repeat these steps until all items are linked and the queue is empty.

8. The ImageNow Explorer window remains opened.

Processing a Workflow Item: Relinking

Typically, linking a document occurs in the **Batch View** grid. Once a document has been linked in the Batch View grid, it is sent to the **Search** grid, where it can then be sent to **Workflow**. However, if you want to change or add document keys (**DocKeys**), it is possible to do this within Workflow. In Workflow Mode, the **Relink** icon is used to relink an item to a different host application record.

Follow these steps to link a document in Workflow:

1. Launch the host application and retrieve the correct host record information that will be used to match the image to be displayed in the ImageNow Viewer-Link window.

2. Open an item in ImageNow Viewer Workflow mode (see page 11).

3. In the Workflow window, click the **Properties** tab to display the Applet sidebar (if it's not already visible).

4. Click the **Select an application plan:** down arrow and then select the appropriate application plan.

5. Verify that the data in the **Host** application matches the information in the image then click **Relink**.

6. **Route Forward** or **Save** the document.

> **Note:** The **Relink** icon will only be accessible if the queue and DocKeys have been enabled for relinking.