



SHORT GUIDE • PROBLEM • COMPLIANCE RISKS

Who changed, checked or sent what? Now it's on the document, not in someone's head.

Whether a customer audit, a certification or internal audit: the questions are who had access, what changed and what left the building. This short guide shows how PaperOffice keeps those traces on the document. For quality management, compliance and document control.

AT A GLANCE

Protection level per workspace with watermarks, change history per document, integrity checks with a Trust certificate and an event log for each protected delivery, with a proof PDF after download.

01 · THE PROBLEM

The audit asks. The file system stays silent.

An auditor wants to know who changed a work instruction, whether a test report is unchanged and to whom documents with personal data were sent. The answers are buried in emails, notes and the memory of individual colleagues. After the fact, that is hard to prove.

WHY IT HAPPENS

Access without clear limits

One network drive for everyone, folder rights nobody can oversee anymore. Who may open what follows from history, not from a rule.

Versions without history

A document is overwritten or saved again as a copy. No history shows which version is valid and what changed.

Sharing by attachment

Documents leave as email attachments. Whether the recipient picked them up and which file they received is hard to show later.

HOW YOU NOTICE IT

- When asked who had access, IT answers with a list of folder permissions.
- Several copies of a work instruction with similar names are floating around.
- Nobody can say whether a submitted PDF was altered afterwards.
- Documents with personal data leave by email unredacted.
- Every audit produces a collection of screenshots and notes.

02 · THE WAY WITH PAPEROFFICE

Every trace stays where the document lives.

PaperOffice records protection, changes, checks and sharing on the document. For the audit you open the document and show its history instead of reconstructing it from mailboxes.

1

Protection level per area

Workspaces separate areas with rights per group. In Compliance workspaces, previews and PDF downloads carry a watermark with user and time.

[MODULE: WORKSPACES](#)

2

Changes in the history

The **Revisions** tab shows every change with field, old and new value, user and time. With WORM the file stays unchanged until its retention ends.

3

Check authenticity

The Trust Agent checks PDFs for hidden and covered text, embedded files and scripts, and from Premium also for mismatches with the page image. The result stays on the document.

[MODULE: TRUST AGENT](#)

4

Share under control

Before sharing, the Redact Agent redacts personal data. Secure delivery logs link opened, download and revocation and creates a proof PDF.

[MODULE: SECURE EMAIL DELIVERY](#)

5

Proof for the audit

You export the history as CSV and download the audit report from AI-DMS Ultra as a PDF. For WORM-protected documents you can create a compliance certificate with a verification link.

[MODULE: AUDIT CENTER](#)

03 · IN THE APP

Five places where the proof is created.

These click paths show where to find protection, history and proof in the app. Try them on a document that played a role in your last audit.

1

Create a Compliance workspace

Create a workspace in **Document AI > Workspaces** and choose Compliance in the **Workspace type** tab. Group rights are set per workspace: view, upload or full access.

2

View and export the history

Open the **Revisions** tab in the document, filter by field changes and download the entries shown as CSV with **Export**.

3

Check a PDF for authenticity

Select PDFs and check them with a Trust Agent under **Actions > Agents & workflows > Trust**. **View certificate** shows risk score, verdict and findings with page.

4

Redact before sharing

Select the document, choose **Actions > Agents & workflows > Redact** and check every match in the preview. The redacted copy is saved to the workspace.

5

Send with protection

Use **Actions > Share & export > Send by email** to send up to ten documents as a protected link. The **Delivery history** shows all events and, after the first download, the **Proof PDF**.

TIP FROM PRACTICE

Plan the workspace type when you create it. A workspace can be upgraded at any time. Switching to Compliance ends existing external shares, because external sharing is for Business workspaces. So set up areas with partner access separately.

04 · AN EXAMPLE

A medical device maker before a customer audit.



A medical device maker with 80 employees is preparing for a customer audit. The quality manager has to show who may change work instructions, how test reports are protected and how complaint files reach partners. So far everything sits on a network drive.

BEFORE

- Access rights follow from folder permissions that grew over time.
- Changes to test reports show at most in the file date.
- Complaint files go to partners as attachments.
- The audit produces screenshots and notes.

WITH PAPEROFFICE

- Test reports sit in a Compliance workspace with watermarks.
- Every change appears in the **Revisions** tab with user and time.
- Documents leave redacted via a protected link with a proof PDF.
- History, Trust certificate and audit report are ready for the audit.

An example for illustration, not a real customer. Agree with your quality organization and your auditors which proof your audit requires.

05 · CHECKLIST

Ten points before the auditor arrives.

Go through the list with quality management and IT. You can verify each point in the app on a sample document.

- ☐ Sensitive areas sit in their own workspaces, separate from general documents.
- ☐ Group rights per workspace are documented and limited to what is needed.
- ☐ Approved documents are locked with WORM retention.
- ☐ Submitted PDFs are checked for tampering with the Trust Agent.
- ☐ Confidential files leave via a protected link, and proof PDFs are filed.
- ☐ The Compliance workspace type is chosen for confidential documents.
- ☐ Access protection with SMS code or two-person approval is set up.
- ☐ New editions of WORM-protected documents are added as a version with a comment.
- ☐ Personal data is redacted before any sharing.
- ☐ The proof your audit requires is agreed with the auditors.

06 · FREQUENTLY ASKED QUESTIONS

What auditors regularly want to know.

Does this replace our process documentation?

No. PaperOffice provides technical proof: history, retention, versions, check results and delivery logs. Describing your processes remains your task, and the system supplies the evidence for it.

How do we detect altered PDFs?

The Trust Agent reports hidden and covered text, embedded files, scripts and mismatches with the page image, with a risk score from 0 to 100. A person makes the decision.

What happens when someone deletes a document?

In Business and Compliance workspaces it goes to the trash and can be restored. WORM-protected documents cannot be deleted before their retention ends, and a legal hold blocks deletion regardless of retention.

Can we see who downloaded a confidential document?

In Compliance workspaces, previews and PDF downloads carry a watermark with user and time. With secure delivery, opening the link and every download appear in the event log with time, location and network.

What happens to the original when we redact?

The redacted version is created as a copy, and the original stays in the workspace. In digital PDFs the text under the redaction is removed; in scans the page image is blacked out.

How does the proof reach the auditor?

The history as CSV, the audit report and compliance certificate as PDFs, plus the proof PDF of the delivery. History and reports can also be retrieved via the REST API and MCP.

07 · HOW TO START

Check one document from your last audit.

Create a Compliance workspace in the app, upload a test report and open the **Revisions** tab. Check the PDF with the Trust Agent and send it to yourself as a protected delivery for a test.

Define the areas

Decide which documents belong in a Compliance workspace and assign group rights per workspace.

Check and lock

Have the Trust Agent check submitted PDFs and lock approved documents with WORM retention.

Set rules for sharing

Set up a Redact Agent for sharing and send confidential files via a protected link with a proof PDF.

DATASHEETS ON THIS TOPIC

Workspaces

paperoffice.ai/downloads/paperoffice-ai-datasheet-workspaces.pdf

Trust Agent

paperoffice.ai/downloads/paperoffice-ai-datasheet-document-integrity-check.pdf

Secure email delivery

paperoffice.ai/downloads/paperoffice-ai-datasheet-audit-safe-email-delivery.pdf

Audit Center

paperoffice.ai/downloads/paperoffice-ai-datasheet-audit-center.pdf

MORE ON THIS TOPIC

Compliance risks

paperoffice.ai/en/solutions/problem/ai-compliance-risk-automation-prevention



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