

Scanning (My Office) displaying “Not Associated” entries that are missing date and hyperlink in "Created" column

Counties have reported “Not Associated” records within the Scanning (My Office) screen that occur due to the result of abnormal or incomplete scanning processes, such as interruptions during scanning or exiting out of system without fully completing the scan/upload process. These entries are displayed in the Scanning (My Office) list page as entries without a hyperlink for the ‘Created’ column and a “Not Associated” entry for the ‘Associated with’ column. These invalid scan/image records cannot be deleted by system administrators and require a script to remove these records.

In an effort to reduce manual effort in monitoring and requesting cleanup scripts, CalMHSA plans to implement in all County Prod environments, a Weekly Cleanup Job via a SQL script for invalid scan records. The job will commence on 9/30/2025 and run weekly at 12:00AM and identify the invalid scan/image records where no document was properly scanned or uploaded and will mark these records as deleted, including the deleted date and source of deletion.