ASHUR · DIWAN

Diwan guide

The company’s document bank — bring, find and keep every paper

diwan.ashur-medical.com · for the whole team · 17 October 2026

Diwan keeps every company paper in one safe place: contracts, invoices, purchase papers, shipping and customs, licences, staff files, service reports and letters. You bring a file; Diwan reads it, names it and puts it on the right shelf.

Reader
Searches and opens the documents they are allowed to see.

Contributor
Also brings documents in.

Keeper
Also checks what the AI was unsure about, and files it.

Administrator
Also manages folders, classes, access, deleted items, years and the automatic archive.

Open Diwan

- Go to **diwan.ashur-medical.com** (or the Diwan tile on the home screen) and sign in with your usual account.
- The menu shows only what your role allows: **Front desk**, **Library**, **Cabinet**, **Bring documents**, **Past invoices**, and for keepers **To check**.
- Switch Arabic / English at the bottom of the menu.

Bring documents

- Press **Bring documents**, then drag files in or choose a whole folder. PDF, photos, scans, Word and Excel all work.
- Diwan reads each file: company, date, class, number, party, amount.
- When it is sure, it files the document by itself. When it is not sure, the document waits in **To check** for a keeper.
- Duplicates are caught automatically — the same file is never stored twice.
- Photos from a phone: clear, straight, whole page.

Past invoices

- Old supplier invoices, freight, customs and clearance papers go into **Past invoices**.
- Add the year, supplier or shipment number if you know them (optional).
- You see only the files you uploaded.

Find a document

- Use the search bar at the top: a number, a party, a word inside the text.
- **Library**: filter by class, company, year, status — or open **folders by uploader** to see what each person brought.
- **Cabinet**: the shelves by company and year, with counts per class.
- Open a document to see the file, what was read from it and its history.
- You only ever see documents your role allows; confidential classes are hidden from others.

Keepers — To check

- **To check** lists what the AI was unsure about or could not read. The number beside it is how many wait.
- **Accept and file** when the suggestion is right; **Open and correct** to fix company, date or class.
- **Remove** a file that doesn't belong (administrators). It goes to Deleted items, with Undo.

Administrators — folders and actions

- Make your own folders (one level of sub-folders); rename, or delete when empty.
- Select items (tick boxes, Shift-click), then **Copy** (also listed in another folder, no second file), **Cut** + **Paste** (move), or **Take out of this folder**.
- Right-click (long-press on a phone) or the keys Ctrl/Cmd + C, X, V and Delete.
- **Delete** moves to **Deleted items**: restorable for 30 days. **Empty the bin** removes for good (the vault copy stays). Documents under legal hold or in a closed year cannot be deleted.
- Every delete, move and copy is logged: who and when.

Administrators — classes, access, years

- **Classes**: add a class (Arabic + English name, a hint the AI reads, icon, colour, confidential or not), rename, reorder, hide. Built in: contracts, sales, purchases, shipping, **stores and warehouse**, finance, people, service, regulatory, legal, corporate, technical, letters, other.
- **Access**: give each person Reader, Contributor or Keeper, and confidential access if needed.
- **Close the year** per company in the Cabinet when its papers are complete; it can be reopened by an administrator.

Automatic archive (from go-live)

- When switched on, final papers from the other systems are filed by themselves as PDF: purchase orders, invoices, receipts, goods received, delivery notes, stock transfers, vouchers, contracts, clearance papers, service reports, approvals.
- They appear under "Automatic archive" as the uploader. Administrators set it in **Automatic archive**: start date, kinds, and **Preview one**.

Safe for years

- Every document is copied to a locked vault outside the company for 7 years — even a deleted document keeps its vault copy.

Tip: Bring papers the day they arrive. A paper in Diwan is found in seconds; a paper in a drawer is lost the day someone leaves.