Client Portal

Document Management Portal User Guide

Version 8.x

TL22805 07/26/10

Connecting Clients to Greater Goals

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Introduction to Client Portal

This Guide is designed for Heffler, Radetich & Saitta LLP's clients who will have access to the document management module in the Client Portal. The Client Portal is an extension of our firm's website and provides a solution for us to share and exchange electronic documents securely and quickly. It also allows a reduction in environmental waste by corresponding electronically instead of handling paper (e.g., less use of paper and less vehicle emissions to have documents delivered). Unlike emails and their attachments, the Client Portal uses encryption technology so you and Heffler, Radetich & Saitta LLP will have confidence knowing that the information is secure when transferred back and forth.

Heffler, Radetich & Saitta LLP will grant you permission to access a portal document management module – either **ClientFlow** or **File Exchange,** or possibly both. ClientFlow interacts directly with the firm's document management system, which allows for a fast and convenient exchange of documents and information between you and Heffler, Radetich & Saitta LLP. File Exchange is also a fast and convenient way to exchange documents and information between you and our firm, and has additional features that you can use, such as, a Private vault to save your most important documents to. **Heffler, Radetich & Saitta LLP will direct you on which document management module to use in regards to uploading specific documents and files.**

System Requirements for using the Document Management Module in the Client Portal

To access and use the Client Portal, you need high-speed internet access. Also, Client Portal and the ClientFlow Document Management Module require:

- Internet Explorer (version 7.0 or higher) web browser
- A Microsoft windows-based PC operating Windows XP or newer

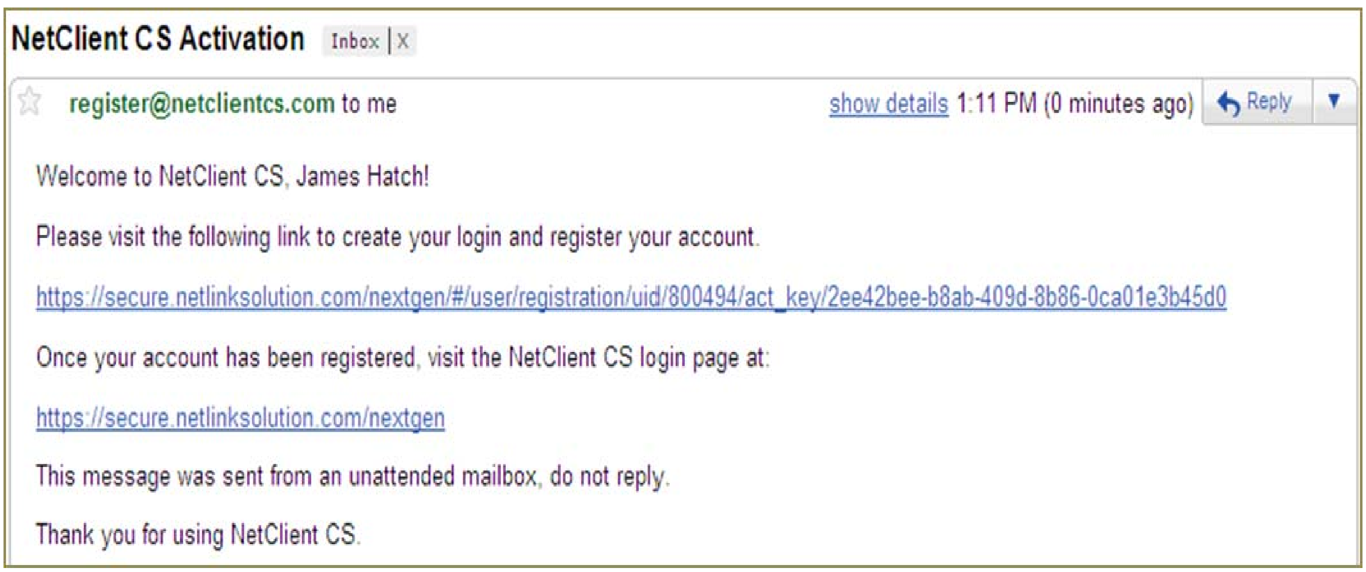
For more information on these system requirements or assistance with meeting these requirements, please contact your Heffler, Radetich & Saitta LLP Client Service Representative: 215-665-8870.

Accessing and Using Client Portal

Below are step-by-step instructions on using Client Portal, and the two document management modules **- ClientFlow** and **File Exchange**. The images used in these instructions are for illustrative purposes only and will be slightly different than the actual Client Portal website you will access.

To access Client Portal, Heffler, Radetich & Saitta LLP will create an account for you. You will then receive a registration email from register@netclientcs.com. **It is very important that you actively look for this email, as your email program may treat this email as a spam or junk email.** In the email, it will contain a link (or URL address to copy and paste into the browser) that will take you to a page to create a login and register your account. If you cannot locate the registration email then contact the firm and they can resend the registration email.

Sample NetClient Activation Email:


NetClient CS Activation Inbox | X

register@netclientcs.com to me show details 1:11 PM (0 minutes ago) Reply

Welcome to NetClient CS, James Hatch!

Please visit the following link to create your login and register your account.

https://secure.netlinksolution.com/nextgen/#/user/registration/uid/800494/act_key/2ee42bee-b8ab-409d-8b86-0ca01e3b45d0

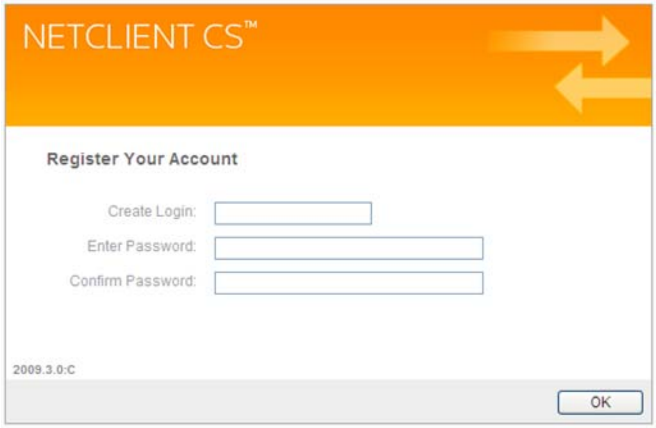
Once your account has been registered, visit the NetClient CS login page at:

https://secure.netlinksolution.com/nextgen

This message was sent from an unattended mailbox, do not reply.

Thank you for using NetClient CS.

1. Once the email has been received go to the registration website and follow these steps:
    a. Enter a login in the Create Login field (Note: Use your email address as your login to make it easier to remember)
    b. Enter a password in the Enter Password field (see password requirements below)
    c. Re-enter the password in the Confirm Password field



Important Information about your Login and Password

- The password must be at least seven (7) characters long and must include letters and numbers (e.g. **password1**). You can also user symbols (e.g., %, $, #)

- Passwords are case sensitive (e.g. PassWord1)

- Users will be required to change their Passwords every 90 days for security purposes. Passwords cannot be reused for 9 cycles.

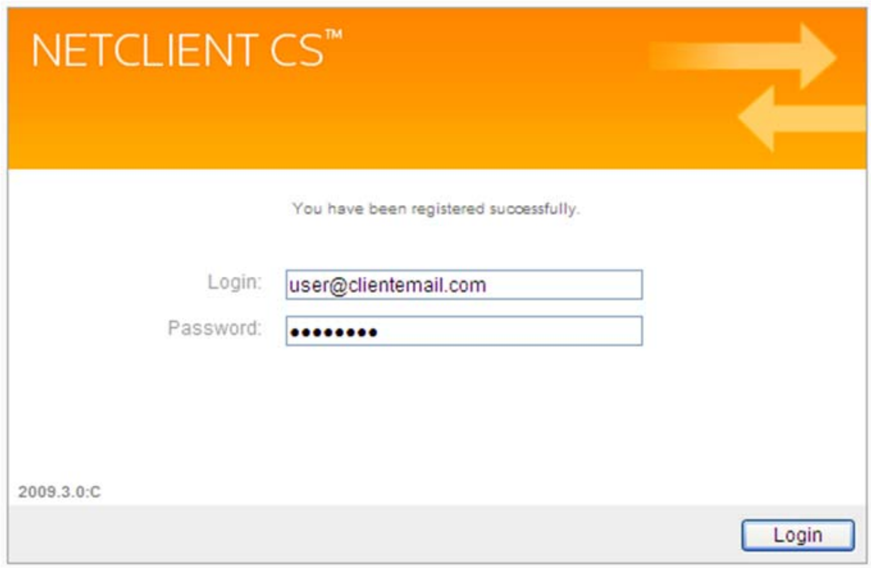
- If you forgot your password, you can request to have a new temporary password emailed to you.

- If ten consecutive, unsuccessful attempts are made to log in to an account, the login for that account is locked. An email message will be sent automatically to the email address assigned to the login; the email message notifies the user of the unsuccessful login attempts and provides a link to unlock the login immediately. The account will be unlocked when the user clicks the link within the email message or when the lock expires after 30 minutes.

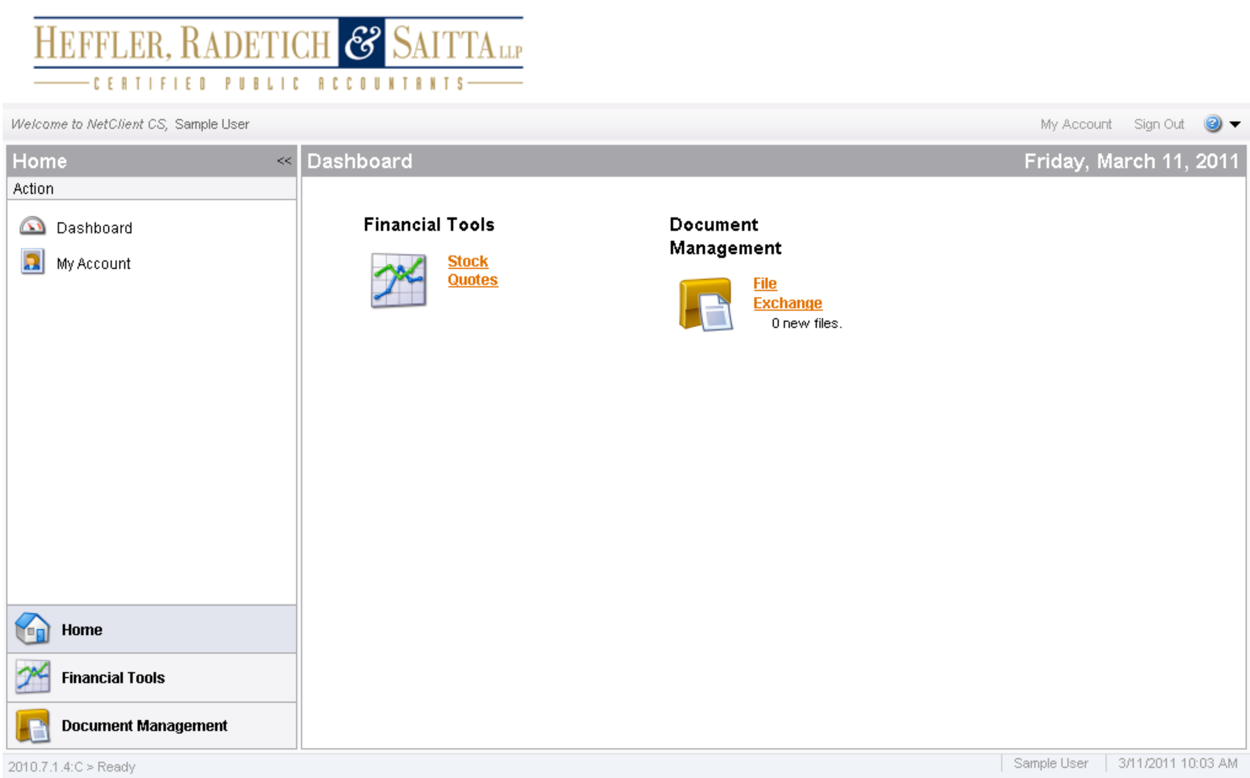
  Note: If you have any questions or issues with accessing your Client Portal user account, contact your Client Service Representative at Heffler, Radetich & Saitta LLP.

  Note: For future access and to login to Client Portal after this initial login, visit Heffler, Radetich & Saitta LLP's website, or save the login site for Client Portal as a Favorite in your browser.

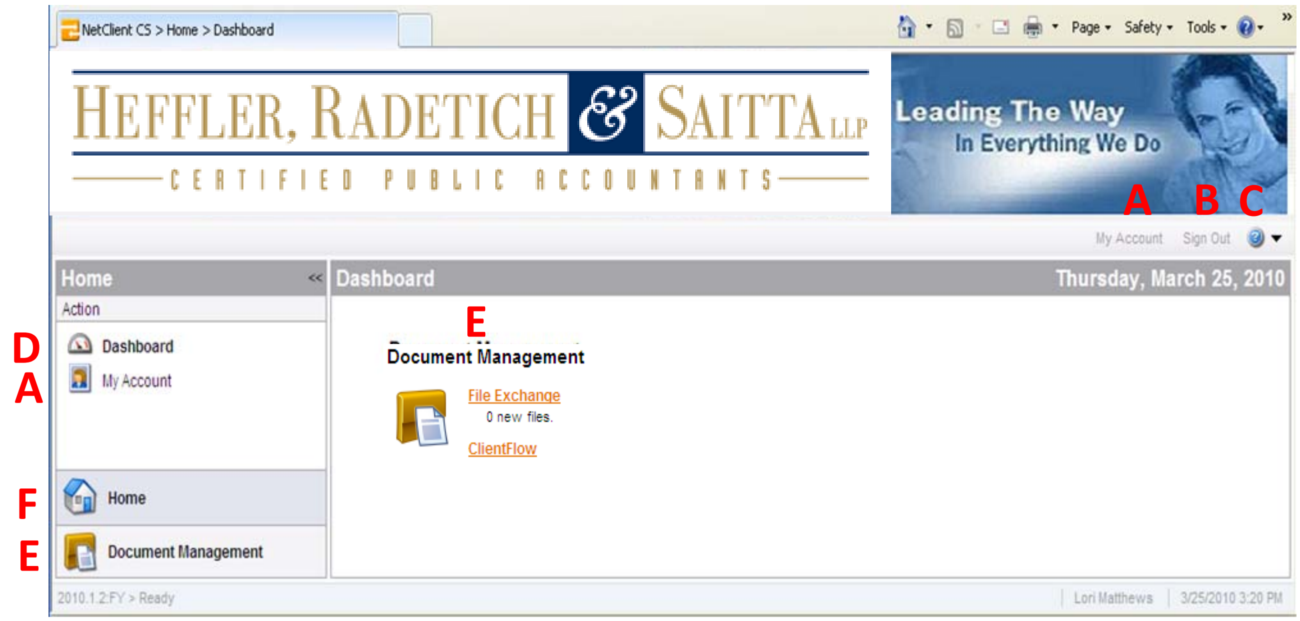
2. After successfully registering your Client Portal account, confirm that your login is in the Login field and enter your password that you just created and click on the Login button.



Note: After logging in, the Client Portal Home or Dashboard page will be displayed listing Document Management and the ClientFlow and/or File Exchange modules. Also, Security Questions can be setup to simplify password resets if you should forget your password.



Navigation Features of Client Portal



A. **My Account –** Allows a user to view and update their Login, Name, Email Address, Password and Security Questions

B. **Sign Out –** Allows a user to sign out and end their session of using Client Portal.

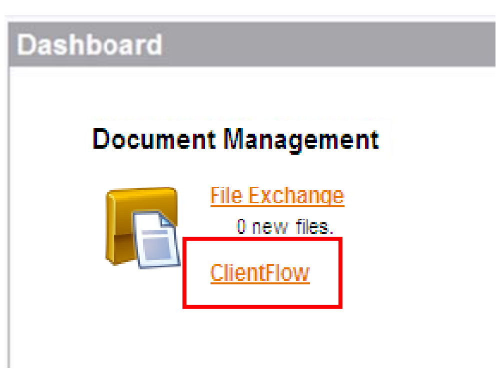
C. **Help Menu –** Provides a menu of help topics for using Client Portal, ClientFlow and File Exchange.

D. **Dashboard –** Allows a user to view all applications they have access to in Client Portal.

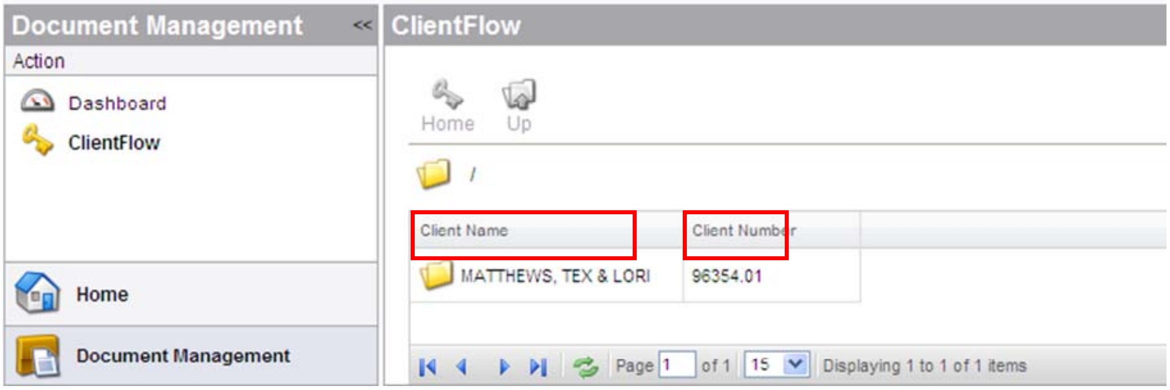
E. **Document Management –** Allows a user to view all Document Management applications they have access to in Client Portal – ClientFlow or File Exchange.

F. **Home –** Allows a user to return back to the Home view of the Dashboard to view all applications.

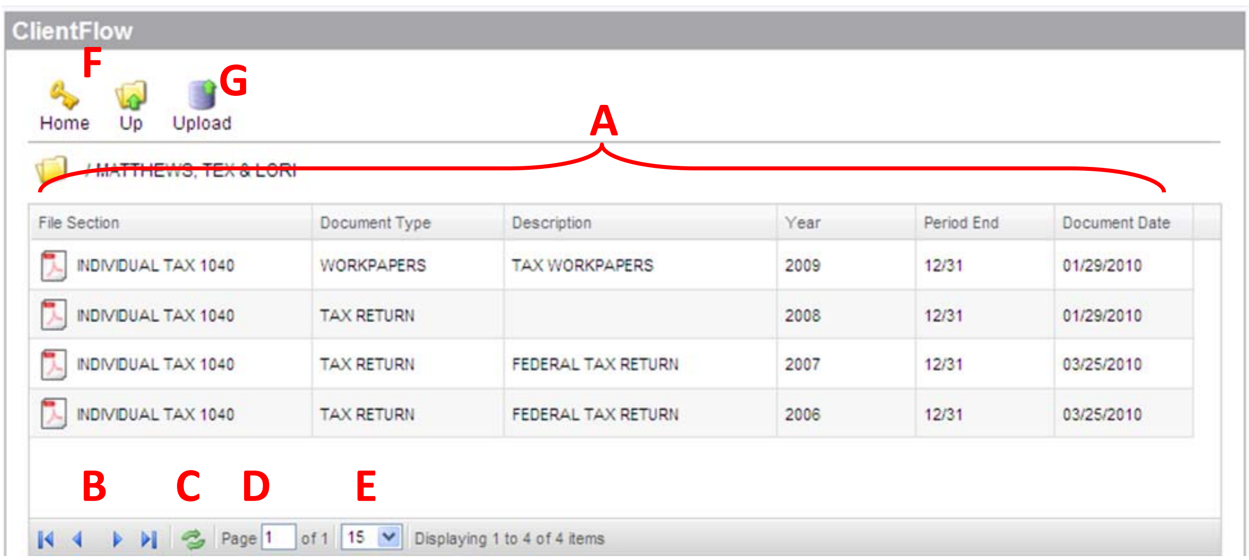
3. Click on **ClientFlow** to open the application.



4. Click on the Client Name or Client Number to see any documents in the folder.



Navigation Features of ClientFlow



A. **Document Index Value Columns –** Allows a user to view the index values given to each document (your CPA firm gives these values to each document). Each column can be re-sized by clicking and dragging its border. **Documents can be sorted by each column by clicking the column header**.

B. **Document List Page Navigation Buttons –** Allows a user to navigate between multiple pages of documents by going to the First Page, Previous Page, Next Page or Last Page.

C. **Refresh Document List Button –** Allows a user to refresh the list of documents viewable on the page to see if new documents have been added or removed.

D. **Document List Page Display –** Allows a user to navigate to a specific page number.

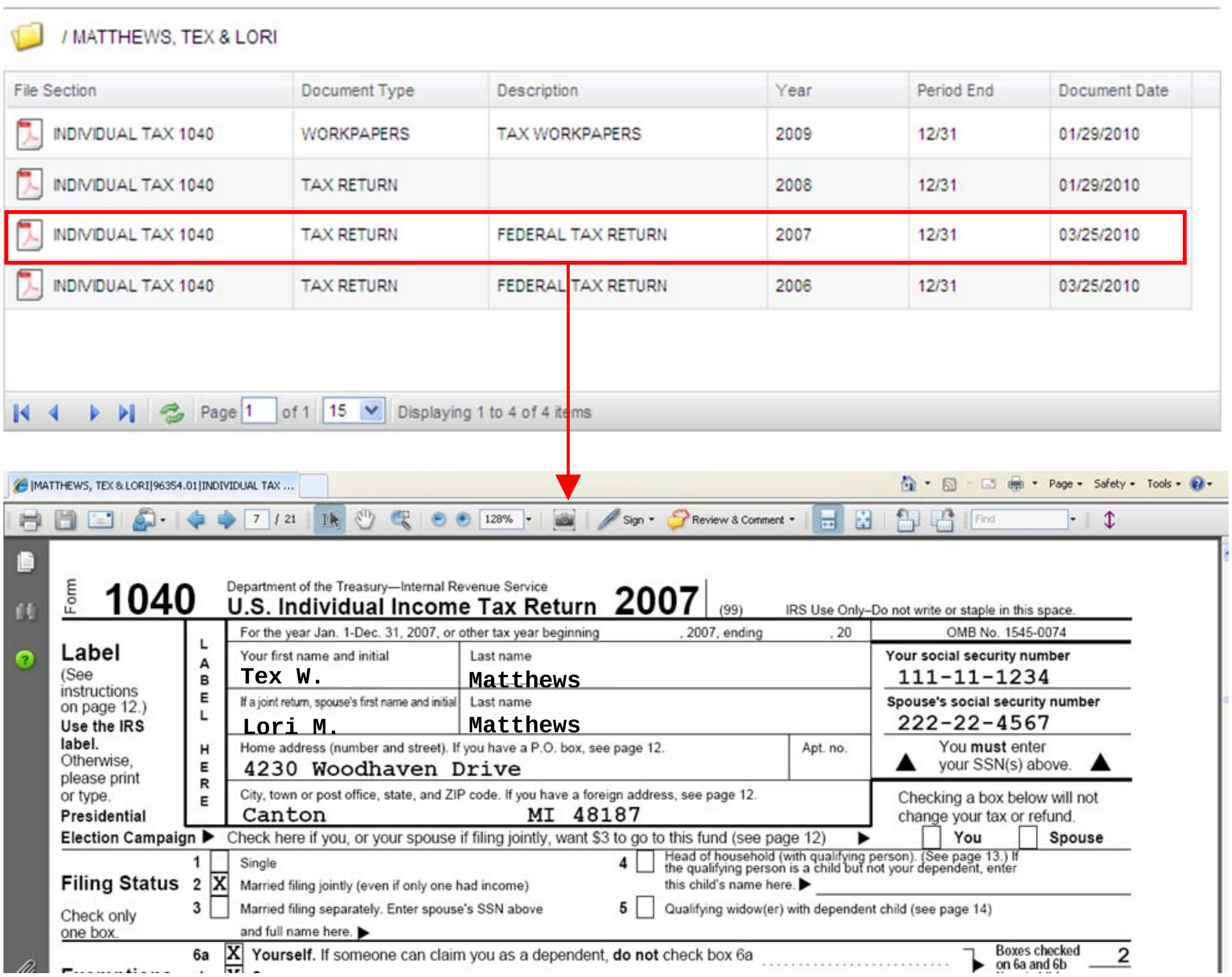
E. **Document Display Drop-Down –** Allows a user to select how many documents they can view on a page.

F. **Home/Up –** Allows a user to return back to the list of Client Names and Client Numbers for which you can see published documents for.

G. **Upload –** Allows a user to upload a document to ClientFlow.

Note: No documents will appear if Heffler, Radetich & Saitta LLP has not published any documents to the Client Portal for you to view, or you have not recently uploaded any documents.

5. Click on any document in the list to open the document up in view mode (i.e., read-only mode).

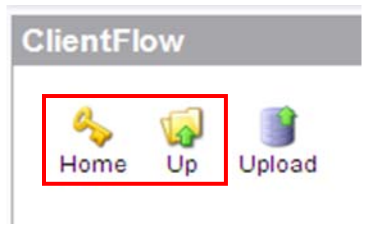


Note: Documents opened from ClientFlow are **READ-ONLY** and therefore cannot be edited and saved back to Client Portal. **If the document requires editing, save a copy to the local drive (File / Save As), edit it as necessary, and then upload it back to Client Portal** (uploading is discussed in the next steps).

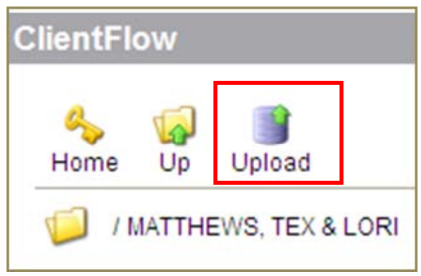
Note: To view a document that is in Client Portal, it requires the necessary software application to open and view the document. For example, if a document in Client Portal is a Microsoft Word file, you will need to have Microsoft Word installed to your local workstation to open and view the document.

6. Click on the  in the upper right hand corner of the window to close the document after viewing it.

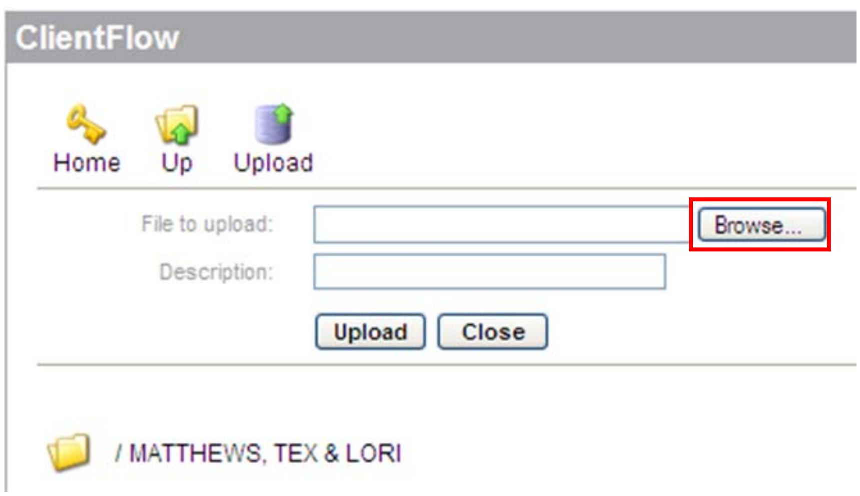
7. Click on HOME or UP icons, to return back to the list of Client Names and Client Numbers for which you can see published documents for.



8. To upload a document into ClientFlow, select a client from the list and then click on Upload.

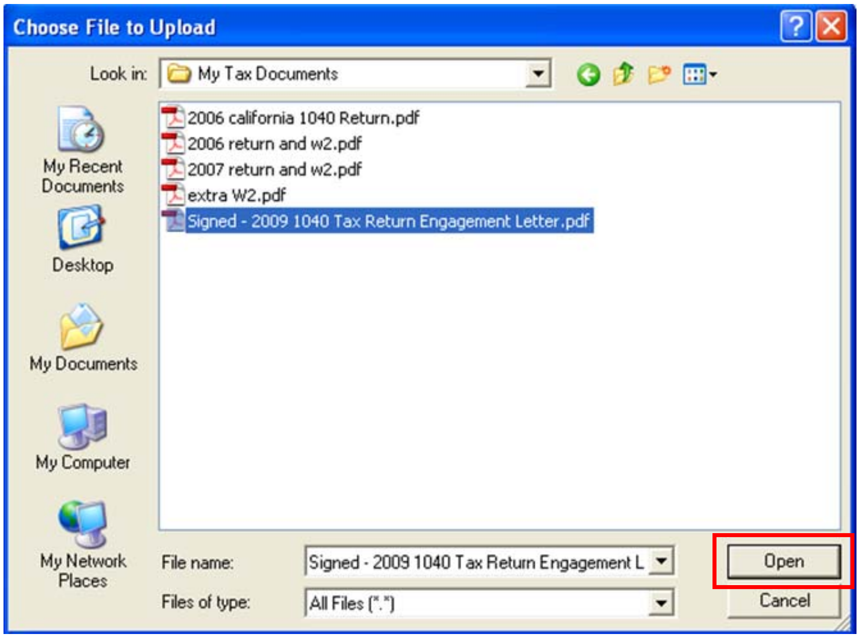


9. Click on the Browse button to search for the document you want to upload to ClientFlow.

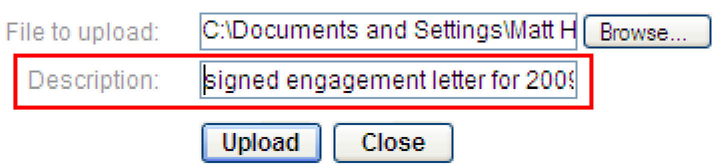


Note: If you do not want to upload a document, click the Close button to close the upload option.

10. In the Choose File to Upload window, find the document you want to upload, select it and click on the Open button.

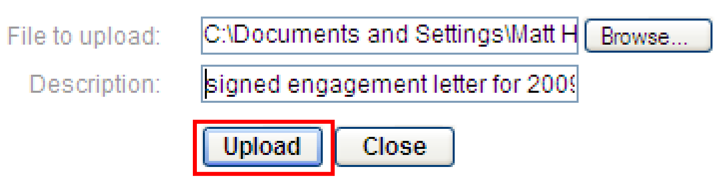


11. Enter a description about the document that you will be uploading.



Note: You can add up to 225 characters of text to describe your document.

12. Click on the Upload button to upload the file to Client Portal and make it viewable to the firm.



Note: If Heffler, Radetich & Saitta LLP has the Auto-Publish feature turned on, after the document has been uploaded, the document will become viewable in your list of documents in ClientFlow. This feature provides you a record of the documents you uploaded to your firm through Client Portal.

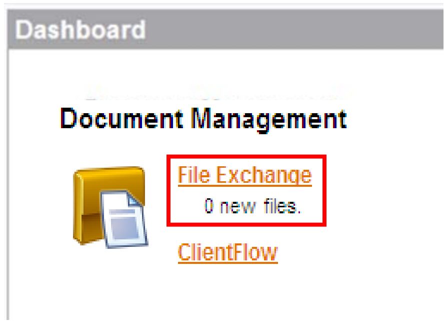
13. After viewing or uploading documents, click on Sign Out to end your session with using the Client Portal and ClientFlow.

Important Information about Documents Uploaded through ClientFlow in the Client Portal

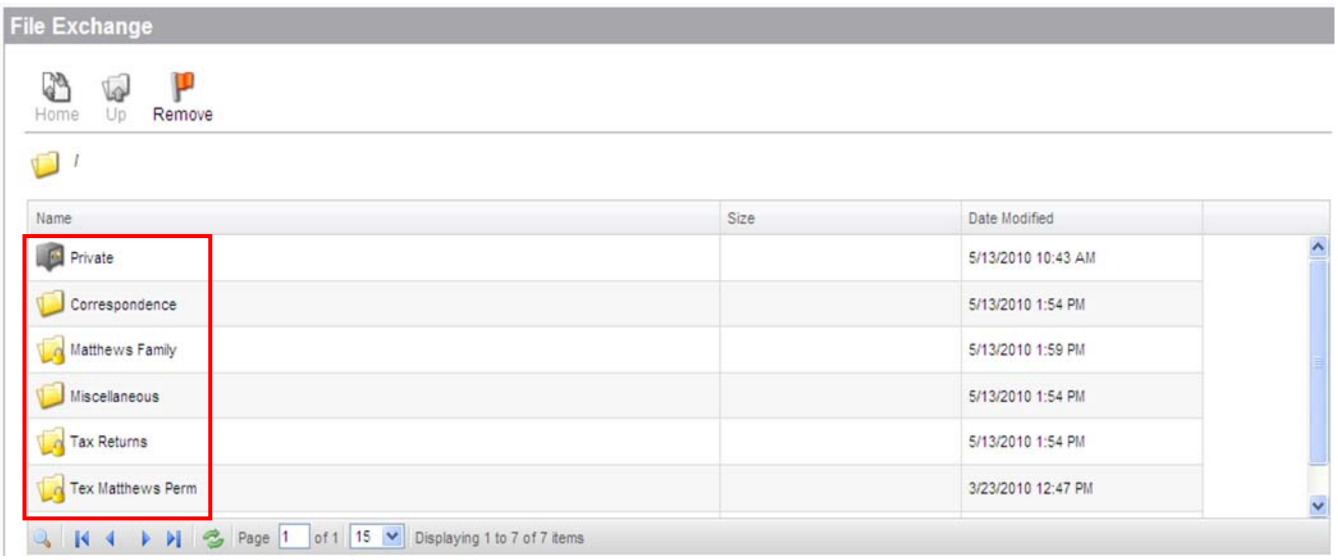
- Any type of document or file can be uploaded with ClientFlow and viewed in its native format except for TIFF files.
  - TIFF files will be converted to PDF files after upload.
- Approximately 250 MB is the maximum file size that can be uploaded through the ClientFlow module in Client Portal at one time.
  - A Client Portal session may time-out if the Internet connection is not fast enough to completely upload the document(s) within 3 hours.
- Individual documents or files can be uploaded to Client Portal one at a time. Multiple documents/files may be uploaded at one time if they are located in a single ZIPPED (compressed) folder.
- Heffler, Radetich & Saitta LLP MAY NOT be automatically notified when a user uploads a document through Client Portal. Please contact the firm to let them know when documents have been uploaded.
- Heffler, Radetich & Saitta LLP determines which documents you can view by publishing them to Client Portal. At any time the firm can unpublish a document where you will not be able to view it.

Navigation Features of File Exchange

1. Click on **File Exchange** to open the application.



2. Click on the appropriate folder to see any documents in the folder.



File Exchange Folder Types:

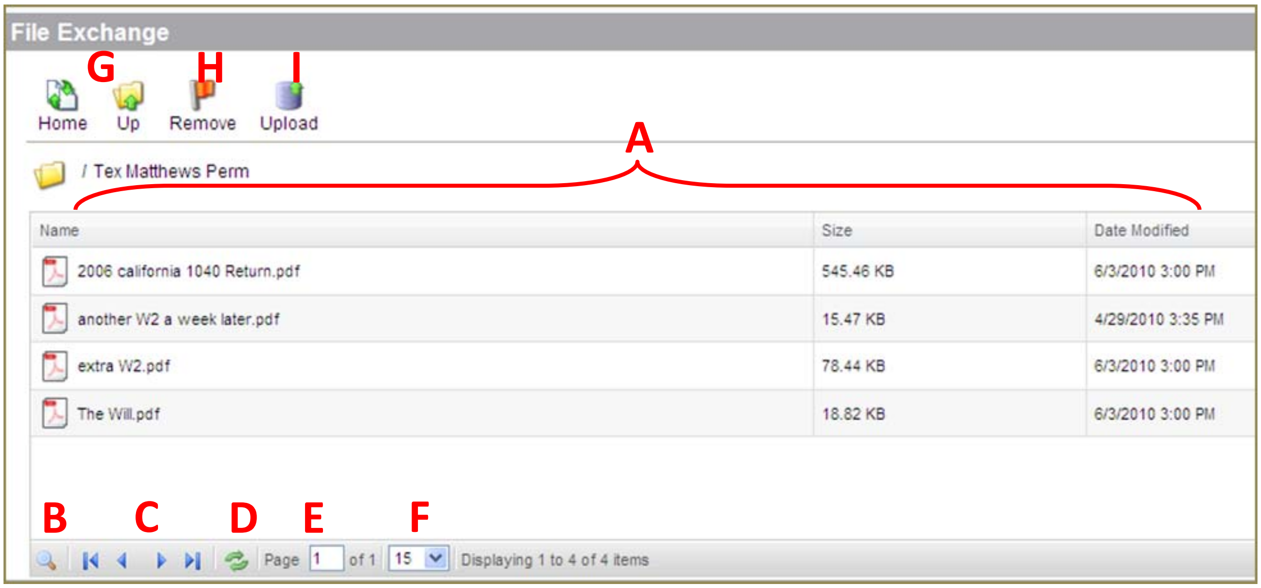
-  **Permanent Folder -** If you have been provided a folder with a lock icon, it is a permanent folder. All files will permanently remain in this folder until Heffler, Radetich & Saitta LLP deletes them. Any files added to this folder can be seen by you or the Firm.

-  **Temporary Folder –** If you have been provided a temporary folder, all files added to it will remain in it for only 14 days. **After 14 days the files will be removed automatically.** Any files added to this folder can be seen by you or the Firm.

-  **Private Folder –** If you have been provided a Private folder, which is a permanent folder, your CPA Firm does not have access to files that you upload to the Private folder. Only you can view and delete files added to this folder. (See page 16 for more information about the Private folder)

Note: A Permanent or Temporary Folder can also be designated as a Shared Folder. Users whose group membership (e.g., a group of family members or business associates) allows them access to a Shared Folder are able to view all files that have been uploaded to the folder.

Note: No documents will appear in a Folder if your firm has not published any documents to the Client Portal for you to view, or you have not recently uploaded any documents.



A. **Document List –** Allows a user to view the list of documents saved to the folder, the document size and when it was added to the folder (date modified). Documents are sorted alphabetically by document name in the Name column.

B. **Search –** Allows a user to search for text in the Name column at both the Folder and Document list screens.

C. **Document List Page Navigation Buttons –** Allows a user to navigate between multiple pages of documents by going to the First Page, Previous Page, Next Page or Last Page.

D. **Refresh Document List Button –** Allows a user to refresh the list of documents viewable on the page to see if new documents have been added or removed.

E. **Document List Page Display –** Allows a user to navigate to a specific page number.

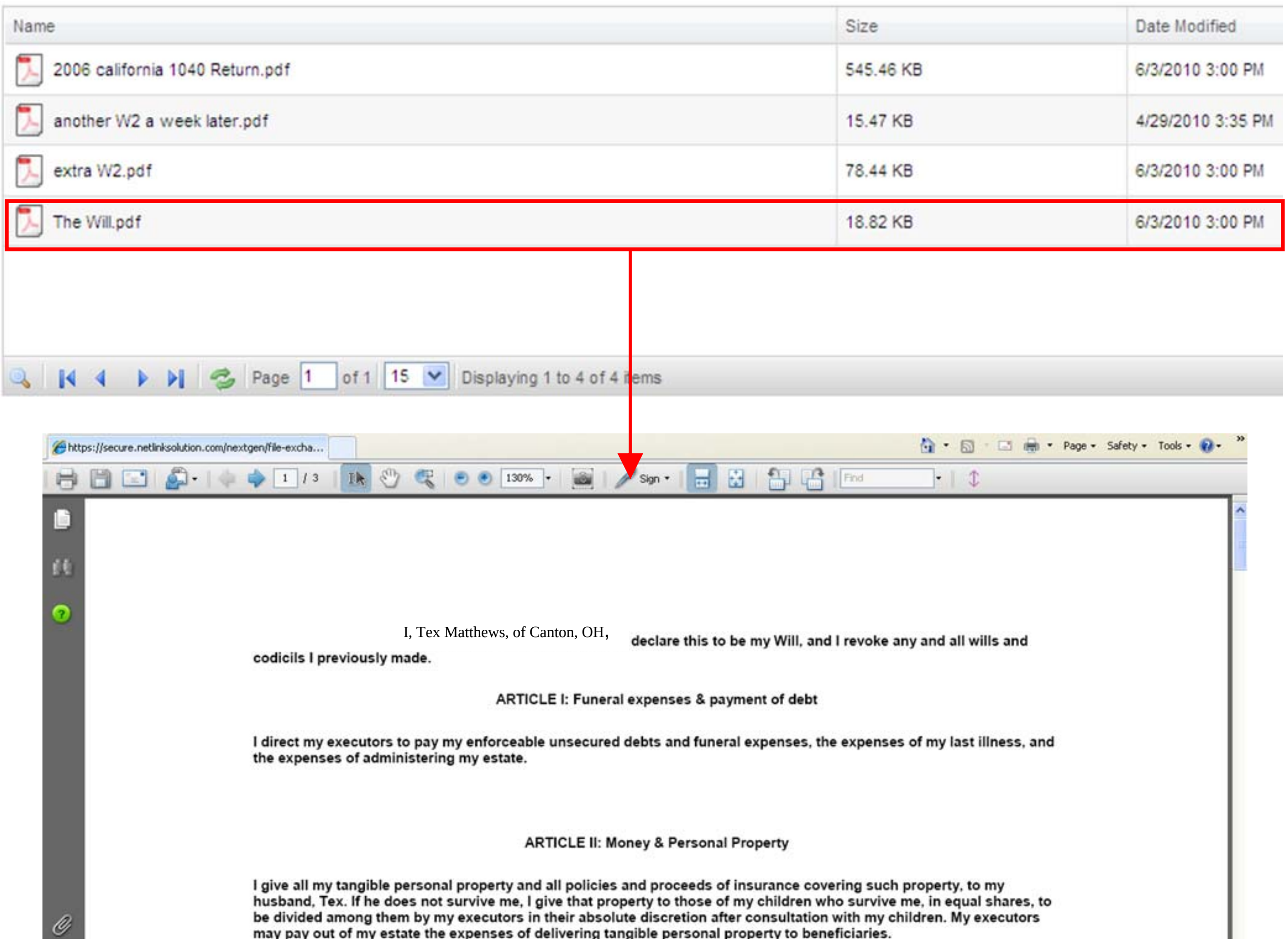
F. **Document Display Drop-Down –** Allows a user to select how many documents they can view on a page.

G. **Home/Up –** Allows a user to return back to the list of Folder Names or navigate back one level of folders.

H. **Remove –** Allows a user to remove the NEW document flag from a folder and all new documents uploaded to it.

I. **Upload –** Allows a user to upload a document to File Exchange.

3. Click on any document in the list to open the document up in view mode (i.e., read-only mode).

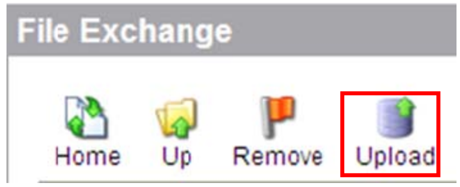


Note: Documents opened from File Exchange are **READ-ONLY** and therefore cannot be edited and saved back to Client Portal. **If the document requires editing, save a copy to the local drive (File / Save As), edit it as necessary, and then upload it back to Client Portal** (uploading is discussed in the next steps).

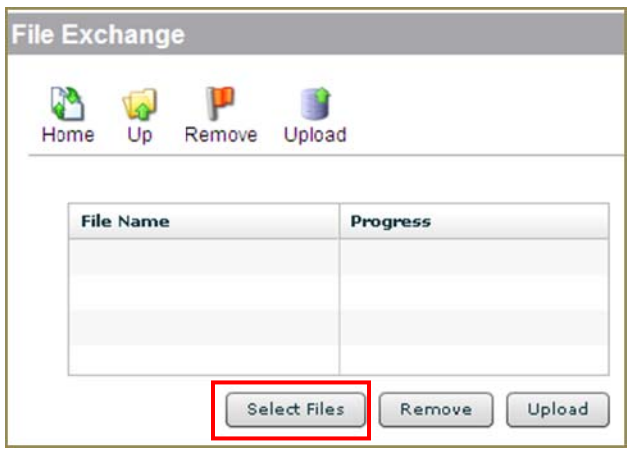
Note: To view a document that is in Client Portal, it requires the necessary software application to open and view the document. For example, if a document in Client Portal is a Microsoft Word file, you will need to have Microsoft Word installed to your local workstation to open and view the document.

4. Click on the  in the upper right hand corner of the window to close the document after viewing it.

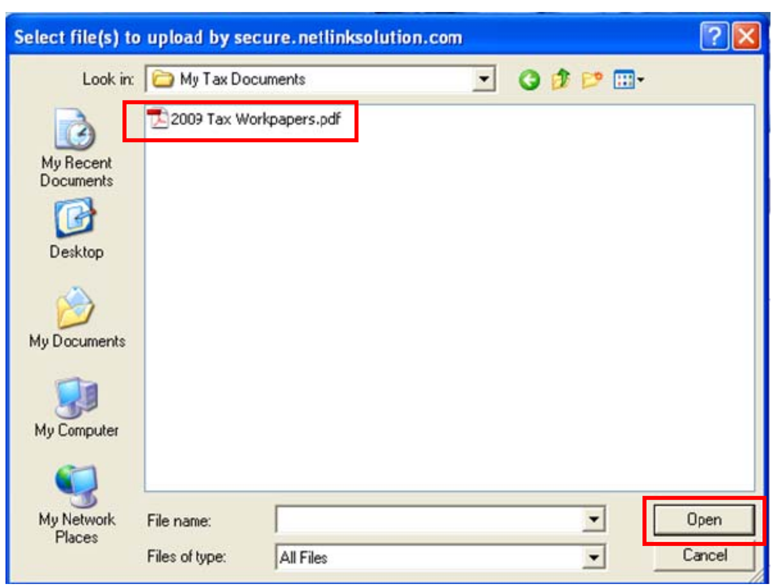
5. To upload a document into File Exchange, select the folder that you want to upload a document to, and then click on Upload.



6. Click on the Select Files button.

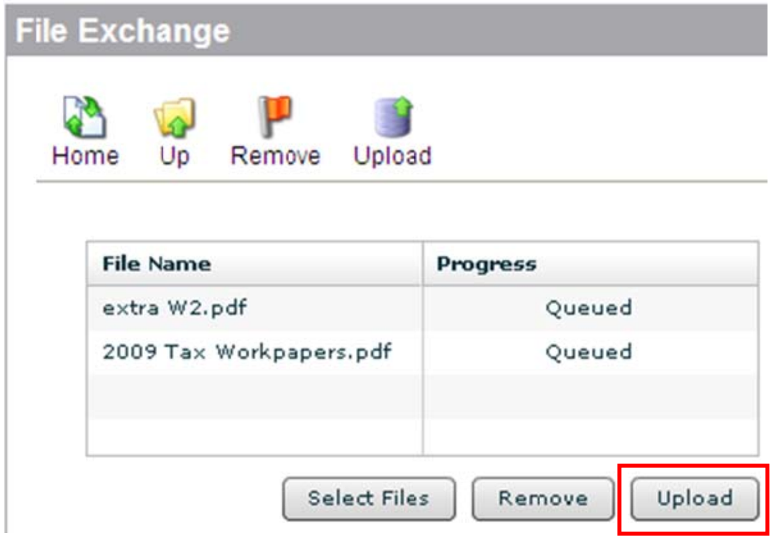


7. In the Select file(s) to upload window, find the document(s) you want to upload, select it and click on the Open button.

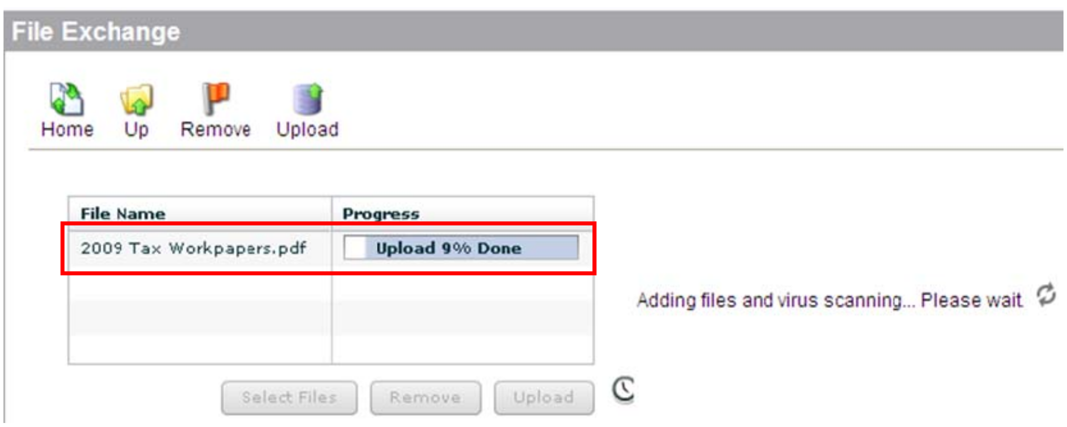


Note: You can upload multiple documents at the same time. If you do not want to upload a document, click the Upload button again to close the upload option. Also, if you want to remove a document from being uploaded, you can select the document and click the Remove button.

8. With all the documents selected for uploading, click the Upload button.



Note: While your documents are uploading to File Exchange, you will see the progress of each document being uploaded.

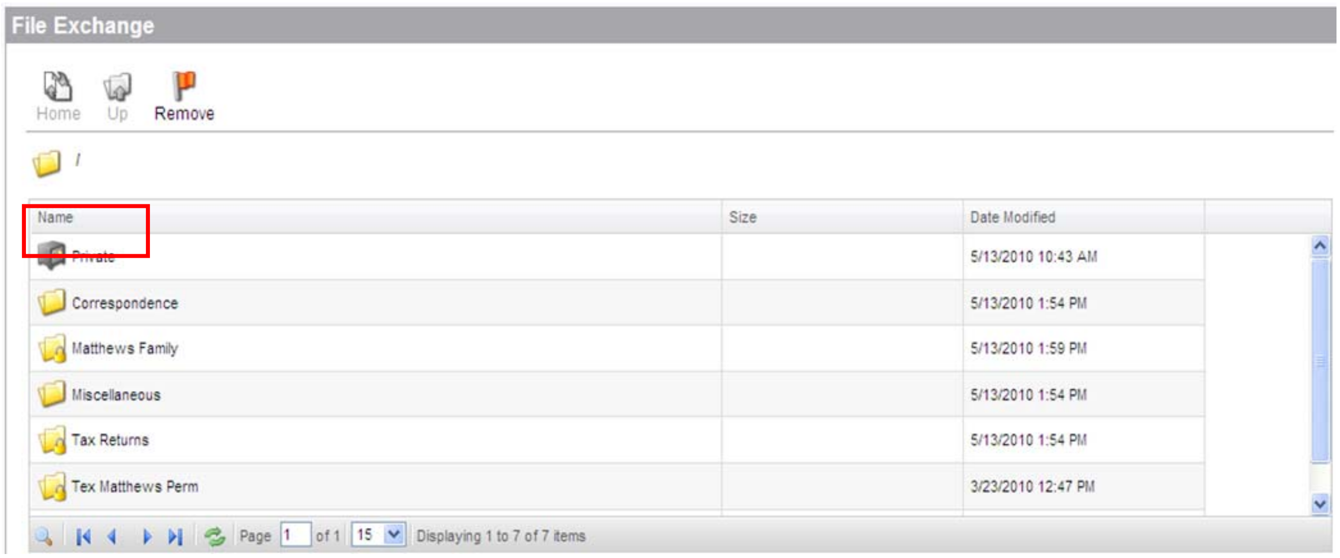


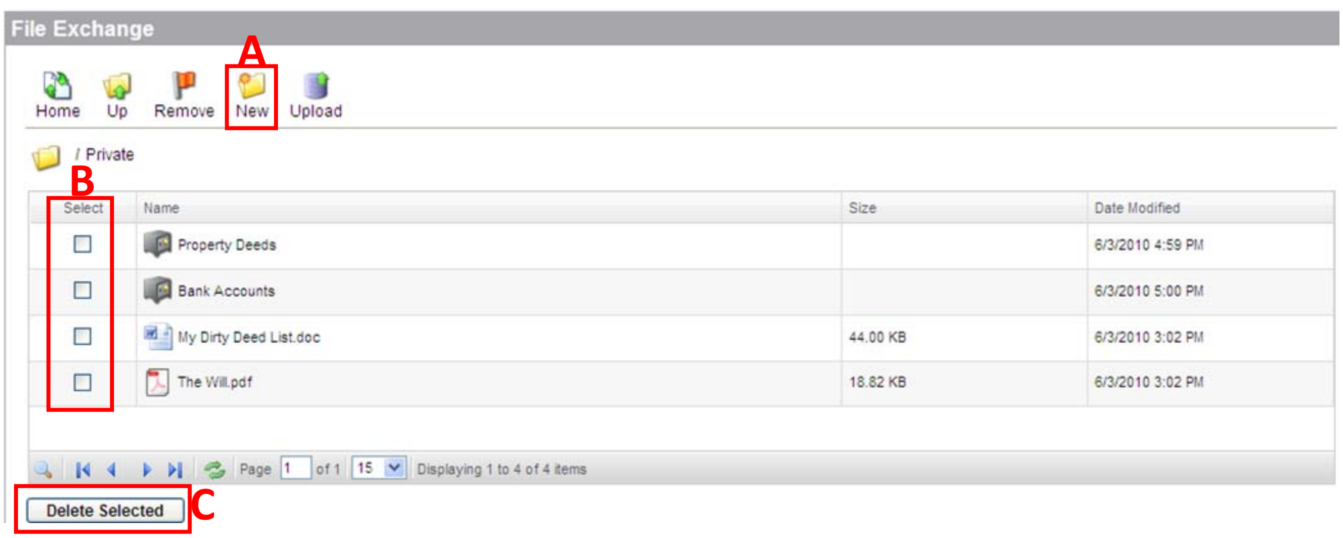
Note: After your documents are finished uploading to File Exchange, you will see them in the folder you uploaded them to.

9. After viewing or uploading documents, click on Sign Out to end your session with using the Client Portal and File Exchange.

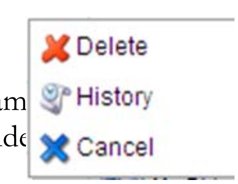
Navigation Features of the Private Folder in File Exchange

1. Click on the Private folder to see any documents or other sub-folders.





Private Folder Navigation Items:



- **A. New –** Allows you to create a new File Exchange Private Sub-Folder and nam
- **B. Select column –** Allows you to add a checkmark in the box next to each folde document and right click to Delete it or view the document access History
- **C. Delete Selected button –** Allows you to delete multiple selected folders or documents

Important Information about Documents Uploaded through File Exchange in the Client Portal

- Any type of document or file can be uploaded with File Exchange and viewed in its native format.
- Approximately 250 MB is the maximum file size that can be uploaded through the File Exchange module in NetClient at one time.
  - A Client Portal session may time-out if the Internet connection is not fast enough to completely upload the document(s) within 3 hours.
- File Exchange allows you to upload multiple documents at one time.
- You may receive emails from File Exchange notifying you that a document has been uploaded to a folder by either you or your firm.
- The firm MAY NOT be automatically notified when you upload a document through Client Portal. Please contact the firm to let them know when documents have been uploaded.
- Heffler, Radetich & Saitta LLP determines which documents you can view by publishing them to Client Portal. At any time the firm can unpublish a document where you will not be able to view it.
- If a document is uploaded to a Temporary Folder, the document will be deleted from that folder after 14 days.

Contact Information for Support of Client Portal

Your Client Service Representative is the Partner or Principal-in-Charge of your Engagement

Main Phone: 215-665-8870

HEFFLER, RADETICH & SAITTA LLP
CERTIFIED PUBLIC ACCOUNTANTS

Connecting Clients to Greater Goals