

USER GUIDE

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For all questions regarding this document, please email support@thetaxworkflow.com.

TABLE OF CONTENT

1.	Introduction	6
	Overview	6
	The Structure of TaxWorkFlow	6
	Windows Shell and Web Integration	7
	TaxWorkFlow Functionality	8
	Future Development	9
2.	Configuration Management	9
	Installation of the Software	9
	Comodo Internet Security	15
	ESET NOD32 Antivirus	20
	Kaspersky Internet Security	22
	McAfee Internet Security	25
	PC Tools Internet Security	29
	Symantec Norton Internet Security	32
	ZoneAlarm Free Firewall	
	Accepting invitations	
	How to select connection	41
	How to edit connection	44
	Office settings	51
	Email sync troubleshooting	60
	User management	65
	Bulk user reassignment	72
	Select user form	76
	User activity	78
	View/Edit email	78
	Sending invitations	80
	Updating application	81
	Updating license	82
3.	Customizing Application	83
	Appearance options	83
	Customize table	84

	Menu customization	87
	Custom fields	90
	Reports management	91
4.	. Client Management	93
	Client information tracking	94
	Working with clients	96
	Select client form	
	Email and mail campaigns	
	Referrals	
	Import clients from Excel	
	Working with clients grid	
	Change client fields in bulk	111
5.	. Document Management	114
	Finding documents	114
	Organizing documents	116
	Uploading documents	118
	Create PDF document	121
	Import documents from folder	
	PDF printer	130
	Delivering documents	132
	Export documents	133
6.	. Projects and Tasks Management	136
	Custom task	136
	Keeping track of tasks	137
	Organizing tasks into projects	142
	Select office form	147
	Managing projects	148
	Managing workflow rules	152
	Working with tasks and projects grids	166
7.	. Problems Management	
	What are problems?	
	How problems work	
	How to manage problems	172
		<u>່</u> າ

	Create problem wizard	175
8.	Problem Triggers Management	179
	What are problem triggers?	179
	How problem triggers work	180
	How to manage problem triggers	181
	Create problem trigger wizard	182
9.	Billing/Invoicing Module	187
	Working with accounts	187
	Operations with invoices	189
	Services invoice wizard	194
	Invoice print preview	195
	Payments	197
	Deposits	201
1(D. Time Tracking	203
	Work time tracking	203
	View user work time	206
1:	1. Email and Calendar	207
	Email client	208
	Calendar	210
12	2. Dashboard	215
13	3. Interaction with QuickBooks	217
	Authorization dialog	217
	Setting authorization preferences within QuickBooks	218
	Import clients from QuickBooks	219
	Export invoices to QuickBooks	220
	QuickBooks connection troubleshooting	228
14	4. Client Portal	229
	DocuSign integration	237
	Signing documents	242
15	5. Help Menu	244
16	5. FAQ	245
	Hardware Questions	246
	Service Questions	247
		Л

F	unctionality Questions	. 248
	Workflow	.248
	Document Management	. 250
	Email Module	. 250
	Client Relationship Management (CRM) System	.251
	Integration with 3rd party products	. 252
17.	Appendix A. Email macros and their usage examples	. 253
18.	Appendix B. Invoice macros	. 258

1. Introduction

In this chapter you can find the overview of TaxWorkFlow and to understand the structure of it. TaxWorkFlow functionality and future development are also described in this chapter.

Overview

TaxWorkFlow is a comprehensive practice management solution for tax professionals that simplifies the tax preparation process while ensuring optimal organization of client data, efficient internal and external communication, and successful tax return completion. But it goes far beyond tax preparation!

TaxWorkFlow also has comprehensive **Client Relationship Management** (CRM) capabilities allowing firms to consolidate contact information, tax data and documents, and account activity for each client. You can even track client referrals within the database and, if you choose, offer clients discounts based on this activity.

Workflow functionality is the backbone of TaxWorkFlow's streamlined **Workflow Management System**. The work for each client is organized as a series of tasks that can be customized at the universal or individual customer level. That way, you can reproduce success each time for each customer. TaxWorkFlow also allows you to manage multiple accounts, i.e. business and individual returns, and raise alerts in case some conditions fail or materialize, ensuring that a comprehensive tax return is completed on time for every client -- automatically.

TaxWorkFlow contains a powerful **Document Management System**. You may store all important business documents directly in the database instead of a local computer. For your convenience, all documents can be categorized according to your preferences. You may create as many folders and subfolders as you wish and upload all types of documents to the system using corresponding buttons or simply by drag-and-drop file migration. If uploaded files are too large, the file can be uploaded in the background using the drag-and-drop feature. You can also automatically pick up, categorize and file the documents under individual clients with a separate service program.

TaxWorkFlow offers administrators and managers the ability to assign individual user passwords and logins to control access to information and to monitor workflow progress, so you always know who is responsible for what, how much progress has been made, and when the tasks at hand have been completed.

TaxWorkFlow can also serve as a convenient client-facing tax portal residing on the website of tax professionals enabling appointment scheduling, document exchange, and communications management to be executed seamlessly. Delivering documents to customers electronically and/or having clients upload their documents directly into your centralized storage database saves you time and money. Uploaded documents will be filed under specific categories under the corresponding customer.

The Structure of TaxWorkFlow

TaxWorkFlow is a unique software application that combines the **processing speed and application integration** of a PC desktop platform with the **enhanced offsite data storage capacity** and **collaboration** of a cloud-based solution.



Using a native Windows application provides you with the following productivity enhancers unlike other Web applications:

- Native controls that are much more productive than other workflow systems. For example, you can use key
 shortcuts to do quick jobs, or simply navigate faster using the TAB, SPACE, ENTER, or arrow keys across
 navigation controls. This means you have both hands on the keyboard at all times, increasing your typing and
 work processing speed. If you are tired of struggling with your mouse all day long, TaxWorkFlow is the solution
 for you!
- You can have multiple windows open that will automatically refresh when changes are made in another window. With browsers, you are forced to manually refresh the windows and wait for the result to show on screen. And how many times you had to redo your work due to an outdated browser session? That never happens with TaxWorkFlow.
- TaxWorkFlow saves you between two and five seconds each time you switch between screens compared to a
 browser-based solution because only data is downloaded from the cloud, not the whole page. As a result, the
 software's responsiveness is unbeatable.
- You can use the drag-and-drop feature to seamlessly drag files and emails into the document storage. No need to use cumbersome upload buttons and file dialogs. This will save you hours during tax season!

Windows Shell and Web Integration

TaxWorkFlow can be used to create links that open just like you would open an URL, so you can send links to the documents saved in the database, just like you would do with web links!

For example, when you invite somebody to the system, he or she will get the e-mail with two links:

Dear John,

Thank you for your interest in TaxWorkFlow. Please follow the steps below to install and activate your account:

1. Download the installer for TaxWorkFlow software from:

http://www.thetaxworkflow.com/release/TaxWorkFlowSetup.exe

Run the installation wizard and follow the steps to install the application
 Click on the link below to automatically create the connection to your personal account:

Activate your TaxWorkFlow account now!

4. Alternatively, if the "Activate your TaxWorkFlow account now" link above is blocked by your mail client, please copy this entire string to clipboard:

<-- INVITATION STRING BEGIN -->
U9mja54IX20CGtiaGl3vPA6UoiFxcd
KCo924f7fQiMgd9UksMHdat1/ORiqE
xajAEDn+A1rzuIoe1LHWJzYid8qZiI
+RUZb02qS63HmNt0H5ow7MhinDpcHV
ACBwdW+8VPNYOLAC0

and paste it into the "File / Accept Invitation" dialog.

Best regards, John Smith, Mr The TaxWorkFlow Support

taxWorkFlow

TaxWorkFlow, LLC 517 Grand Street, Fl 1 New York, NY 10002 General Inquiries: <u>info@thetaxworkflow.com</u> Sales and Technical Support: <u>support@thetaxworkflow.com</u> or call +1 646.461.2197

First link allows new user to download the installer. After the installation is finished user will click the activation link from the message and from this moment he or she can work with TaxWorkFlow.

Links in e-mails are very useful and will save you a lot of time. In each <u>task or project</u> e-mail notification you can find the link, click on it and open the certain task or project. If some document was published and you've got a notification about it you can open this document immediately. Click the link from the message and the document will be opened, so you don't need to open an application and search for the certain document.

TaxWorkFlow Functionality

TaxWorkFlow incorporates many powerful capabilities allowing every step of the tax preparation process to be managed and completed effortlessly, efficiently, and correctly. Here is a sample list of goals you can achieve by using TaxWorkFlow.

- Schedule the types of work you do and who will be doing them in what sequence
- Organize hundreds of tasks to be completed by various team players, such as admin work, tax preparation, accounting, invoicing, and outsourcing functions
- Add new staff users by sending simple invites containing all instructions they need to get up and running fast inside your workflow
- Fine-tune staff user access depending on permissions for security and integrity purposes
- Schedule default processors for certain events to better organize your staff's time and productivity
- Delegate routine task management or problem detection to an interactive system that acts according to comprehensive and flexible workflow rules
- Keep track of all your clients information, and every aspect of your communication with them, including tax related information, preferences, actual email messages and notes, input documents, tasks, events, meetings, reminders, referrals, project notes and deliverables
- Organize all your documents electronically in the cloud by category, customer, and work completed. Plus, you
 can quickly find what you need later based on the various criteria
- Use drag-n-drop and automated pick up / filing system to save time instead of loading large amounts of paper into the system, or even have your customers securely upload the input into your online storage
- Import/export documents and burn them to DVDs directly from the application
- Share customer documents and emails with your team working on the project, ensuring everybody is in the loop
- Publish draft returns and other customized categories to customers automatically
- Perform bulk email and mail campaigns to notify your clients about various events and deadlines
- Reassign tasks as your workload and resources change over time
- Monitor your staff time, productivity, progress reports, and adjust priorities on the fly
- Track missing information for each customer's return, either individually or based on a global template rules
- Save your time by having automated reminders emailed to customers if there is information needed to keep moving forward on the tax return
- Ensure special tax return requirements are met for some of your clients -- automatically and on time

Future Development

We have scheduled many enhancements for the future releases of the TaxWorkFlow system, including but not limited to:

- Calendar, web site, and full email integration
- Integration of invoices to QuickBooks
- Posting invoices and accepting payments from clients on the website via a variety of merchant interfaces

2. Configuration Management

This chapter describes the installation process. Here you can find out how to accept and send invitations and how to change connections. You'll learn how to set your company's profile. User management and user activity are also described here.

Installation of the Software

Installation of TaxWorkFlow is simple. Just download the setup file provided to you and run the program.

You can always find the latest installer at this web address:

http://www.thetaxworkflow.com/release/TaxWorkFlowSetup.exe

After launching the installer, you will see the standard windows setup wizard as shown below.



You need read and accept the license agreement to continue with the installation of the software:

ß	Setup - TaxWorkFlow 😁 🗕	□ ×
	License Agreement Please read the following important information before continuing.	
	Please read the following License Agreement. You must accept the terms of this agreement before continuing with the installation.	
		^
	TaxWorkFlow License Terms and Conditions	
		~
	 I accept the agreement 	
Tax	O I do not accept the agreement WorkFlow, LLC	
10)	< Back Next >	Cancel

Now choose the directory where you want to install the software:

i j	Setup - TaxWorkFlow	↔	- 🗆 ×
Select Destination Where should T	on Location axWorkFlow be installed?		
Setup	will install TaxWorkFlow into the following fo	older.	
To continue, clic	k Next. If you would like to select a differen	nt folder, die	k Browse.
C:\Program File	es (x86)\TaxWorkFlow		Browse
	1B of free disk space is required.		
TaxWorkFlow, LLC ——	< Back	Next >	Cancel

Select the Start Menu folder to create program's shortcuts:

ß	Setup - TaxW	/orkFlow	↔	_ □	×
56	elect Start Menu Folder Where should Setup place the program's short	cuts?			ð
Setup will create the program's shortcuts in the following Start Menu folder.					
	TaxWorkFlow			Browse	
TaxWo	Don't create a Start Menu folder				
10AWG		< Back	Next >	Ca	incel

Check the checkbox if you wish to create a TaxWorkFlow desktop icon:

1 3	Setup - TaxWorkFlo	ow ↔	-	□ ×
Select Additional Tasks Which additional tasks show	Id be performed?			
Select the additional tasks TaxWorkFlow, then click Ne	you would like Setup to perf ext.	orm while installing		
Additional icons:				
Create a desktop icon				
Taution I C				
TaxWorkFlow, LLC ————	< Bad	k Next >		Cancel

Review the chosen options before beginning the installation process:

i -	Setup - TaxWorkFlow 😁 -	×
	y to Install up is now ready to begin installing TaxWorkFlow on your computer.	
	k Install to continue with the installation, or click Back if you want to review or inge any settings.	
De	estination location: C:\Program Files (x86)\TaxWorkFlow	^
Ac	dditional tasks: Additional icons: Create a desktop icon	
		~
<	2	•
axWorkFlo		Cancel

Now the installation will begin.

13	Setup - TaxWorkFlow	↔	-		۲
1	I nstalling Please wait while Setup installs TaxWorkFlow on your computer.				3
	Extracting files C:\Program Files (x86)\TaxWorkFlow\TaxWorkFlow.exe				
TaxW	/orkFlow, LLC				
				Cancel	

During this process, you will be offered to install Microsoft Visual C++ 2010 components if you don't have them installed on your PC. Click "Install" and continue the installation process.

Also the PDF printer driver will be installed to your system.



Press "Next" to install the driver.

~	TaxWorkFlow PDF Printer 1.0.0.7 Setup	-	
Installing Please wa	it while TaxWorkFlow PDF Printer 1.0.0.7 is being installed.		4
Extract: z	eroline.ps 100%		
Extract: Extract: Extract: Extract: Extract: Extract: Extract: Extract:	viewps2a.ps 100% viewrgb.ps 100% vssver2.scc 100% wftopfa 100% wftopfa.ps 100% winmaps.ps 100% wmakebat.bat 100% wrfont.ps 100% xlatmap 100% zeroline.ps 100%		~
Nullsoft Insta	<pre>system v3.0b1</pre>		Cancel

Press "Finish" to close PDF printer driver installation wizard:



Finally, the setup process will warn you about Windows Firewall changes. It's a necessary procedure to enable connections to the cloud database.

	Setup	×
0	The setup wizard has made changes to Windows Firewall to enable connections to the cloud database.	
	ОК	

To read a firewall setup guide please follow an appropriate link below:

Comodo Internet Security ESET NOD32 Antivirus Kaspersky Internet Security McAfee Internet Security PC Tools Internet Security Symantec Norton Internet Security ZoneAlarm Free Firewall

The TaxWorkFlow installation is completed.

1 3	Setup - TaxWorkFlow 😁 🗕 🗆 🗙
	Completing the TaxWorkFlow Setup has finished installing TaxWorkFlow on your computer. The application may be launched by selecting the installed icons. Click Finish to exit Setup. ✓ View TaxWorkFlow User Guide.pdf ✓ Launch TaxWorkFlow
	Finish

<u>*Tip:*</u> "Please run TaxWorkFlowSetup.exe as an administrator If the installation process was interrupted by the system on any step."

You will need to configure at least one connection in order to work with the system. You can learn how to do it in the next sections of this guide. If you already had a connection to the system before (as part of our beta-testing program), you will see your previous connections when you run the program and you will be able to connect to them.

Comodo Internet Security

1. Open your firewall's main window.



2. Select "Advanced View" mode.



3. Click the "Firewall" link.

Antivirus Stateful	Auto-Sandbox Partially Limited	Eimwall Safe Mo
Last Update: <u>17 minutes ago</u> Composition Optimization Scan Objects Drop files here	HIPS Disabled Solution 0 Image: Construction 0	Firewall Inbound Outbound svchost.exe 100.00
ou haven't performed an initi	al scan yet	Game Mode

4. Select "Firewall -> Application Rules" tab and click "Add" button.

COMODO Advanced	Setting	Js	? _ 🗆 ×
General Settings		Application Rules	
Security Settings 🔹	T	Application Rules	
 Antivirus 	The fo	llowing firewall application rules are active on thi	s computer.
Defense+		Application	Treat As Q
▼ Firewall		🗋 🔁 System	Custom
👌 Firewall Settings		COMODO Internet Security	Outgoing Only
Application Rules		Windows Updater Applications	Custom
🖾 Global Rules		Windows System Applications	Custom
Rulesets			
🖵 Network Zones			
Portsets			
► File Rating			
	0	Add Edit Remove Move Up	Move Down Purge
			OK Cancel

5. Select "Files" from the "Browse" drop-down list and browse to TaxWorkFlow.exe.

COMODO Advanced Settings		? _ 🗆 🗙
General S COMODO Application Rule		? 🗆 🗙
Security {		Browse -
► Antivir		File Groups
Defen: Use Ruleset: Use a Custom Ruleset		Running Processes
▼ Firewa		
6 FIFe		<u> </u>
I Apr I Glo		
Ruli		
D Por		
► File Ra		
	~	
	ОК	Cancel
		OK Cancel

6. Check "Use a Custom Ruleset" and select "Allowed Application" ruleset from the "Copy from" drop-down list.

COMODO Advanced Settings	7 -	□ ×	· · · ·
General S COMODO Application Rule	? 🗆 X		
Security ! Name: C:\Program Files (x86)\TaxWorkFlow\TaxWorkFlow.exe Browse			
Antivir Defens O Use Ruleset:	Web Browser *		
Use a Custom Ruleset	Copy from -	Q	
▼ Firewa	Ruleset		Web Browser
Rules	Another Appl	ication >	Email Client
I App		-	Ftp Client
🖾 Glo			Allowed Application
Rul			Outgoing Only
Ret Net			
D Por			
► File Ra			
	0		
OK	Cancel		
ок	c	ancel	

7. Check your created rule in the list of rules and click OK.

	dvanced Settings	? _ 🗆 🗙
General S CON	1000 Application Rule	7 🗖 X
Security ! Name	C:\Program Files (x86)\TaxWorkFlow\TaxWorkFlow.exe	Browse -
Antivir Defen: OUS	e Ruleset	Web Browser +
▼ Firewa	e a Custom Ruleset	Copy from -
👌 Fire	Rules	Q
	 Allow All Incoming and Outgoing Requests 	
😰 Glo		
Rul		
🖵 Net		
D Por		
► File Ra		
	е ок	Cancel
		OK Cancel

8. Check your created rule in the list of rules and click OK again.

COMODO Advanced	Setting	5		7 -	×
General Settings		Application Rules			
Security Settings 🔹	I	Application Rules			
 Antivirus 	The fol	lowing firewall application rules are active on this co	omputer.		
Defense+		Application	Treat As		Q
▼ Firewall		Sc:\Program Files (x86)\TaxWorkFlow\TaxWo	Custom		
👌 Firewall Settings		Allow All Incoming and Outgoing Requests			
Application Rules		🗋 建 System	Custom		
🖾 Global Rules	8	COMODO Internet Security	Outgoing	Only	
Rulesets		Windows Updater Applications	Custom		
Q Network Zones	63	Windows System Applications	Custom		
Portsets					
 File Rating 					
		Add Edit Remove Move Up	1 Nove Iown	9 Purge Ca	ncel

Repeat steps from 5 to 8 again for the TWFPDFPrinter.exe file. It should be located in the TWFPDFPrinter subfolder of the application's folder (by default it is usually C:\Program Files (x86)\TaxWorkFlow\TWFPDFPrinter\TWFPDFPrinter.exe).

ESET NOD32 Antivirus

1. Open your firewall's main window.



2. Select "Setup" tab and click "Enter advanced setup" link.



3. Select "Web and email -> Protocol filtering -> Excluded applications", click "Add" button and browse to TaxWorkFlow.exe.

4. Click OK.



5. Repeat steps from 3 to 4 again for the TWFPDFPrinter.exe file. It should be located in the TWFPDFPrinter subfolder of the application's folder (by default it is usually C:\Program Files (x86)\TaxWorkFlow\TWFPDFPrinter\TWFPDFPrinter.exe).

Kaspersky Internet Security

1. Open your firewall's main window.

	Task Manager
	Update
	Tools +
	Kaspersky Internet Security
13	Pause protection
	Enable Parental Control
	Settings
	About
	Exit
	🖄 🕸 🎨
	Customize
	🔤 🍡 🚏 🌗 5:06 PM 🚺

Kaspersky In	ternet Security		? Kaj	PERSKY
License-relate	ed problem		l	Details 🕥
Scan	C Update	Safe Money	Reports	•
7 Parental Control	Network Monitor	Quarantine	Tools	
Application Control	Virtual Keyboard			
L My profile		Sett	ings Support Enter act	ivation code

3. Click "Manage applications" link.

Kaspersky Internet Security Application Control	? _ × Kasperskys
Applications Blocked 6 launch attempts Manage blockings 46 managed applications 1 Trusted: 45 Restricted: 2 Untrusted: 0 Manage applications	Running 20 applications, 32 processes PU 0%
1 My profile	Settings Support Enter activation code



Start Restrictions			9, Search	(
Application	Vendor	Popularity	Launch	
🕼 Windows Media Player Network Sharing Service Configuration Application	Microsoft Corporation		Allow	
Microsoft Sync Center	Microsoft Corporation		Allow	
🔁 Windows Activation Client	Microsoft Corporation		Allow	
Application Impact Telemetry Agent	Microsoft Corporation		Allow	
Program Compatibility Data Updater	Microsoft Corporation		Allow	
Console Window Host	Microsoft Corporation		Allow	
Autochk Proxy DLL	Microsoft Corporation		Allow	
Microsoft® Windows System Protection Configuration Library	Microsoft Corporation		Allow	
📑 MUI Language pack cleanup	Microsoft Corporation		Allow	
📧 Microsoft® Volume Shadow Copy Service	Microsoft Corporation		Allow	
Windows Modules Installer	Microsoft Corporation		Allow	
VirtualBox Guest Additions Service	Oracle Corporation		Allow	
VirtualBox Guest Additions Tray Application	Oracle Corporation		Allow	
K Kaspersky Anti-Virus	Kaspersky Lab ZAO		ABow	
🔀 Kaspersky Anti-Virus	Kaspersky Lab ZAO		Allow	
WMI x64 Helper	Kaspersky Lab ZAO		Allow	

5. Select "Network rules" tab and select "Allow" for each network activity in the list.

K Application rules			
tar 🧼 taxworkflow.exe			0
	ghts Network rules Exclusions History		þ
Mi Name	Address	Action	þ
Wi Any network activity	Subnet addresses - Trusted network	Allow	D
Any network activity	Subnet addresses - Local network	Allow	b
Any network activity	Subnet addresses - Public network	Prompt for action	P
Au Mi Edit. Remove	× ×	Add	Allow 👆 Deny
Au Mi Edit Remove Mi Rule description: Name: Any network activity		Add	
Mt Rule description: Mi Name: Any network activity Wi Action: Prompt for action Netw	Address: Subnet addresses ork type: Public network	Add	Deny Prompt for act
Au Mi Mi Mi Mi Mi Name: Any network activity Action: Prompt for action Vir Direction: Inbound/Outbound Direction: Netw	Address: Subnet addresses	Add	Deny Prompt for act
Au Mi Edit Remove Mi Rule description: Mi Name: Any network activity Action: Prompt for action Vir Direction: Inbound/Outbound	Address: Subnet addresses	Add	Deny Prompt for act
Au Mi Edit Remove Rule description: Mi Name: Any network activity Wi Action: Prompt for action Via Direction: Inbound/Outbound Via Protocol: All	Address: Subnet addresses	Add	Deny Prompt for act

Repeat steps from 4 to 5 again for the TWFPDFPrinter.exe file. It should be located in the TWFPDFPrinter subfolder of the application's folder (by default it is usually C:\Program Files (x86)\TaxWorkFlow\TWFPDFPrinter\TWFPDFPrinter.exe).

McAfee Internet Security

1. Open your firewall's main window.



2. Select "View firewall and anti-spam settings" in "Web and Email Protection section".



3. Click the "Firewall" link.

	A Home
Web and Email Protection	× Ø Navigation
✓ Firewall: On	@ Help
Firewall: On Fichyall protects your PC against intruders who can hijack your PC or steal personal information, and polic information your PC sends and receives.	ces the
Anti-Spam: On Anti-Spam stops junk mail and phishing attacks from invading your inbox.	Date of your next
	scheduled scan:
SiteAdvisor: Installed SiteAdvisor provides website ratings and reports that tell you which sites are safe and which aren't—before visit them.	2/6/2014 4:00 AM
	Security Report

4. Select "Internet Connections for Programs".

			_	🎓 Home
Firewall: On Firewall protects your PC against intruders who can hijad information your PC sends and receives.	ck your PC or steal personal inf		×	NavigationHelp
Learn more	Turn Off	Restore Defaults		
Traffic Controller		\$		
Smart Advice and Advanced Settings		\$		
Firewall History	Firewall History			Date of your next scheduled scan:
Internet Connections for Programs				2/6/2014 4:00 AM
ly Network Connections				4.00 Alvi Secunty Report

5. Click "Add" button.

			A Home
Firewall: On			×
 Firewall protects your PC against intruders who on information your PC sends and receives. 	can hijack your PC or steal per	sonal information, and polices th	e 🕜 Help
Learn more	Turn (Off Restore Default	5
Internet Connections for Programs	The tornog event the		0
Decide which programs can access the Internet, Program	and use Net Guard to prevent th Access	nem from making risky connecti Net Guard	ons. —
> 😨 Synchronization Application	Full	Off	Date of your next scheduled scan:
> Anti-Malware Core Installer	Full	Off	2/6/2014 - 4:00 AM

6. Click "Browse" button and browse to TaxWorkFlow.exe.

		A Home
Firewall: On	×	Ø Navigation
	ack your PC or steal personal information, and polices the	Help
Leam more	Turn Off Restore Defaults	
Internet Connections for Programs	•	
Decide which programs can access the Internet, and us connections.	e Net Guard to prevent them from making risky	
Add New Program Program:		Date of your next
Browse	_	scheduled scan:
Access		2/6/2014
		4:00 AM
Full 💌	v	the second s

7. Make sure that "Access" is set to full and "Net Guard" is off and click the "Save" button.

An trade Company Internet Security		
	👘 Home	
Firewall: On	× Ø Navig	ation
Firewall protects your PC against intruders who can hijack your PC or steal personal information, and p information your PC sends and receives.	olices the Ø Help	
Learn more Turn Off Restore	Defaults	
Internet Connections for Programs	0	
C:\Program Files (x86)\TaxWorkFlow\TaxWorkFlow.exe Browse		
Access:	Date of you scheduled	
Net Guard	2/6/20	014
C 0n		
C On C Off	- 4:00 /	
	Cancel Security R	AM

8. Repeat steps from 5 to 7 again for the TWFPDFPrinter.exe file. It should be located in the TWFPDFPrinter subfolder of the application's folder (by default it is usually C:\Program Files (x86)\TaxWorkFlow\TWFPDFPrinter\TWFPDFPrinter.exe).

PC Tools Internet Security

1. Open your firewall's main window.



2. Select "Settings" tab.

Home	IntelliGuard	Settings 📡	Why PC Tools	Start Scan No
elect the type of s	can to run o	n your computer		
Intelli-Scan		Full Scan	Cus	tom Scan
O,		O		୍
Start		Start		Select
Quickly scans for and removes a active malware. Learn more »	sho	ns an in-depth scan of your PC. Yo build run a full scan every week arn more »	u Specify folders scans to run. Le	to scan or the types of arn more »
Last Run: Less than 1 hou	ir ago	Last Run: No Scan Run		

3. Select "Firewall -> Applications", click "Add" button and browse to TaxWorkFlow.exe.

Home	IntelliGuard	Settings	Why PC Tools	Star	t Scan I	low
ettings						
General	Applications					
Advanced		that are allowed to acces	s the network.			
Performance	Q	Hide Unins	tailed Applications			
History 🖪				12		
Global Action List	Applications			In	Out	-
Scheduled Tasks	▼ 🖳 <system></system>				1	
Quarantine	▼ ■ Services and Contro	oller app			1	-
AntiMalware	- E Host Process for Wi	ndows Services		4	1	
AntiSpam 🖸	Windows Logon Application					
Firewall						
Settings	Vindows Session Manager					
Applications	Local Security Author	ority Process		4	*	
Intrusion Prevention	- Mindawa Evaluear		6		4	
Activity			Refresh Add	Re	move	

4. Click on the icon in the "In" column and select "Allow All".

Home	IntelliGuard	Settings	Why PC Tools	Star	t Scan N	ow
ettings						
General	Applications					
Advanced		that are allowed to acces	ss the network.			
Performance	Q	V Hide Unins	stalled Applications			
History	0		ann an genne frite in Chuirtean a'			
Global Action List	Applications			In	Out	1
Scheduled Tasks	▼ ■ Host Process for Wi	indowe Services				
Quarantine	_			-		
AntiMalware	Windows Start-Up A	Application		4	1	
AntiSpam	🔹 💌 Windows Media Play	ver Network Sharing Service		4	1	Π
Firewall	🖃 💌 🛅 PC Tools Installer for	r Internet Security		A	1	
Settings	PC Tools Security Co	▼ pc PC Tools Security Component				
Applications	🔻 🤞 Taxworkflow					
Intrusion Prevention					lock	Ŧ
Activity			Refresh Add		llow All	_

5. Repeat steps from 3 to 4 again for the TWFPDFPrinter.exe file. It should be located in the TWFPDFPrinter subfolder of the application's folder (by default it is usually C:\Program Files (x86)\TaxWorkFlow\TWFPDFPrinter\TWFPDFPrinter.exe).

Symantec Norton Internet Security

1. Open your firewall's main window.



2. Select "Settings".



3. Select "Network" tab.



4. Select "Smart Firewall" section.

Settings				- o x
Jettings	Computer	Network	Web	General Help >
Q Intrusion Prevention Customize Intrusion settings.	Intrusion Prevention Intrusion Auto Intrusion Signa		- On	Configure [+]
Message Protection Customize and protect email.	Notifications Exclusion List	atures	On On	Purge [+]
Network Security Settings Secured Network system.				
Smart Firewall Firewall Protection Setup.				
				Use Section Defaults
Norton by Syntantic	Default All	ок	Cance	Apply

5. Click "Configure" link under the "Program Rules".

Cottin						- ¤ ×
Settin	igs	Computer	Network	Web	General	Help ►
	Intrusion Prevention Customize Intrusion settings. Message Protection Customize and protect email. Network Security Settings Secured Network system. Smart Firewall Firewall Protection Setup.	Smart Firewall Advanced Setti Program Rules Trust Control Block All Netwo	ngs	 c		? ?
Nort	ON	<u>Default All</u>	ОК	Can	Use Section (Defaults apply

6. Click "Add" button and browse to TaxWorkFlow.exe.

Pro	grar	n Rules					— X
<i>c</i>							nep
Create		n Internet access for individua Program	l programs.		,	Access	
		Host Process for Windows S C:\Windows\System32\svch			[Allow 🔻]
ø		Internet Explorer C:\Program Files (x86)\Interr	et Explorer\iexplore.ex	œ	[Allow *]
		Add	Modify	Remove	Rename		
(Norton			ок	Canc	el Ap	oly

7. Select "Allow always" from the "Options" drop-down list and click OK.

Secu	urity Alert		Х
?		riate option to control Internet access for T	<u>Help</u> FaxWorkFlow.
1	Unknown	taxworkflow.exe 🕖 Date and Time: 1/30/2014 12:57:29 PM	
2	Very Few Users	Options Manual configure (recommended) –
0	Very New	Allow always Block Always Manual configure (recommend	ded)
-12	Unproven	-	
N	ymantec	More Detail	<u>s</u> OK

8. Click Apply and OK.

Dro	arar	m Pulac
Pro	grai	m Rules
Create	e custor	m Internet access for individual programs.
Create		Program Access
•••		Host Process for Windows Services C:\Windows\System32\svchost.exe
ø	al	Internet Explorer C:\Program Files (x86)\Internet Explorer\iexplore.exe
4	-15	TaxWorkFlow C:\Program Files (x86)\TaxWorkFlow\TaxWorkFlow.exe
		Add Modify Remove Rename
Q r	lorton	OK Cancel Apply

9. Repeat steps from 6 to 8 again for the TWFPDFPrinter.exe file. It should be located in the TWFPDFPrinter subfolder of the application's folder (by default it is usually C:\Program Files (x86)\TaxWorkFlow\TWFPDFPrinter\TWFPDFPrinter.exe).

ZoneAlarm Free Firewall

1. Open your firewall's main window.

Show Monitor
Scan Now
Update Now
Game Mode
Stop All Internet Activity
Snooze Firewall for 5 minutes
Help
About
Exit
🥸 Խ 🗹
Customize
🔁 🍡 📜 🕩 4:35 PM
2. Click "View Details" in "Firewall" section.



3. Click "# programs secured" link under the "Application Control" section.

ZoneAlarr ZONEA Free Fi			
You	R COMPUTER IS SECURE		Scan Update Tune-up Tools Help
ð	ANTIVIRUS	FIREWALL	IDENTITY & DATA
224	Basic Firewall Blocks invasions and hacker activity. Qaccess attempts blocked		ON ON View Zones Settings
	Application Control Blocks dangerous behaviors and unauthorized <u>16 programs secured</u>	Internet transmissions.	ON

4. Select "View Programs" tab. Click "Add" button and browse to TaxWorkFlow.exe if it isn't already in the list.

Application Control	Programs	SmartDefense	Trust Level	Outbound Trusted	Outbox	*
OSFirewall	Client Server Runti	▼ System		?	?	
View Programs	COM Surrogate	✓ Auto	111	1	1	
new rrograms	Desktop Window		?	?	?	
	Host Process for W			J	1	
	Host Process for W		?	?	?	
	Install.exe	✓ Auto	?	?	?	
	Internet Explorer	1 - 2 - 2 - 2 - 1 - 1 - 1 - 1 - 1 - 1 -	111	1	1	
	Local Security Auth		III	1	1	
	Local Session Man		?	?	?	
	Microsoft Software		?	1	?	
	Microsoft Windows		m	1	1	
	Microsoft Windows		?	1	1	
	Microsoft Windows			4	1	*
	•	m			•	
	Detail					
					Option	ne l

5. Change "Trust Level" on "Super" or "Trusted" for TaxWorkFlow.exe.

pplication Control	Programs	SmartDefense	Trust Level	Outbound Trusted	Outbo	
SFirewall	Microsoft Windows	- Auto		J	J	
iew Programs	Microsoft® Volume	- Auto	?	?	?	
iew rrograms	Services and Contr	- System		1	1	
	smss.exe	 System 		1	1	
	Spooler SubSystem.	- Auto	11	1	1	n
	SIV.SYS	 Auto 	?	?	?	
	TaxWorkFlow.exe	▼ Auto	2	2	2	=
	VirtualBox Guest A	▼ Auto	hơ Sup	er		
	VirtualBox Guest A	 Auto 	Tru	sted		
	Windows Activatio		I Rec	tricted		
	Windows Audio De.,	- Auto	1			
	Windows Explorer	 Auto 	Ask			
	Windows host proc.	. • System	I Kill			-
	() () () () () () () () () ()	m	No	Enforcement		
	Detail					
	Product Name	TaxWorkFlow.exe		•	Optic	ons
	File Name	C:\Program Files (x86)\TaxWorkF	ow\TaxWorkF	Ad	d
	Version	1.0.0.22265				-
	File Size	8709 KB		-	Rem	ove

6. Select "Allow" in all other columns for TaxWorkFlow.exe.

Application Control S	Programs	SmartDefense	Trust Level	Outbound Trusted	Outboi ^
OSFirewall	Microsoft Windows	- Auto		J	1
Anna Decomposition	Microsoft® Volume	→ Auto	?	?	?
View Programs	Services and Contr	 System 		1	1
	smss.exe	 System 		J	1
	Spooler Sub System	 Auto 		J	1
	srv.sys	 Auto 	?	?	?
	TaxWorkFlow.exe			Allow	<u></u>
	VirtualBox Guest A		?		
	VirtualBox Guest A		?	7 Deny	
	Windows Activatio		m	Ask	
	Windows Audio De		?	1	-
	Windows Explorer	 Auto 		1	?
	Windows host proc	System		A	J -
			_		,
	Detail				Options
		TaxWorkFlow.exe		-	Options
		C:\Program Files ¢	x86)\TaxWorkF	ow\TaxWorkFI =	Add
	241726	1.0.0.22265			Remove
	File Size	8709 KB		-	rvemove

7.Repeat steps from 4 to 6 again for the TWFPDFPrinter.exe file. It should be located in the TWFPDFPrinter subfolder of the application's folder (by default it is usually C:\Program Files (x86)\TaxWorkFlow\TWFPDFPrinter\TWFPDFPrinter.exe).

Accepting invitations

When you create a corporate account with us, we will send an invitation to your administrator containing your account parameters, such as web address, database login and password, and other configuration details via an email. Your administrator will be able to accept the invitation either by clicking on the email link, or pasting the invitation code into the application. The email invitation will look like this:

Dear Customer,

Thank you for your interest in TaxWorkFlow. Please follow the steps below to install and activate your account: 1. Download the installer for TaxWorkFlow software from:

http://www.thetaxworkflow.com/release/TaxWorkFlowSetup.exe

2. Run the installation wizard and follow the steps to install the application

3. Click on the link below to automatically create the connection to your personal account:

Activate your TaxWorkFlow account now!

4. Alternatively, if the "Activate your TaxWorkFlow account now" link above is blocked by your mail client, please copy this entire string to clipboard:

<-- INVITATION STRING BEGIN -->
U9mja54IX20CGtiaG13vPA6UoiFxcd
KOc924f7fQiMgd9UksMHdat1/ORiqE
MfdQx0ZJM+hgBcnixVwNenyRbSJjPM
OeDtwRUc+FDJN99tqH4jhhc7khB+HE
ACBwdW+8VPNYOtAc0
<-- INVITATION STRING END -->

and paste it into the "File / Accept Invitation" dialog.

Best regards,

The TaxWorkFlow Support Team

taxWorkFlow

TaxWorkFlow, LLC 517 Grand Street, Fl 1 New York, NY 10002

General Inquiries: info@thetaxworkflow.com Sales and Technical Support: support@thetaxworkflow.com or call +1 646.461.2197

If the link is not active (for example, you are viewing it from a Google or Hotmail account in your browser), you can copy the entire coded string containing the invitation from the message to clipboard:

Dear Customer,

Thank you for your interest in TaxWorkFlow. Please follow the steps below to install and activate your account:

1. Download the installer for TaxWorkFlow software from:

http://www.thetaxworkflow.com/release/TaxWorkFlowSetup.exe

2. Run the installation wizard and follow the steps to install the application

3. Click on the link below to automatically create the connection to your personal account:

Activate your TaxWorkFlow account now!

4. Alternatively, if the "Activate your TaxWorkFlow account now" link above is blocked by your mail client, please copy this entire string to clipboard:

<-- INVITATION STRING BEGIN -->

U9mja54IX20CGtiaG13vPA6UoiFxc		
KOc924f7fQiMgd9UksMHdat1/ORic MfdQx0ZJM+hqBcnixVwNenyRbSJj	Сору	Ctrl+C
OeDtwRUc+FDJN99tqH4jhhc7khB+l	Search Google for "U9mja54IX20CGtiaG13vPA6UoiFxcd"	Curre
ACBwdW+8VPNYOtAcO < INVITATION STRING END:	Print	Ctrl+P
and paste it into the "File / Accep	Fillton	Cultr
Best regards,	Inspect	Ctrl+Shift+I

The TaxWorkFlow Support Team

taxWorkFlow

TaxWorkFlow, LLC 517 Grand Street, Fl 1 New York, NY 10002

General Inquiries: <u>info@thetaxworkflow.com</u> Sales and Technical Support: <u>support@thetaxworkflow.com</u> or call <u>+1 646.461.2197</u>

Then launch TaxWorkFlow and go to the "File>Accept invitation" main menu item. The following form will be displayed.

Accept Invitation	n	_ _ x
🖉 📋 🗙		
	Help Close	
Control	System	
		^
4		▼

Paste the previously saved string into this dialog and click the "Accept" button. After that the connection will be added to the connections list. When you add your first connection, it'll be set as a default connection and established automatically after you accept the invitation. Adding subsequent connections they'll be added to the connections list and you'll be offered to re-connect to another database using a new connection.

If you are the administrator, you can then create other users and invite them the same way so that users can establish this connection on their home or office workstations. Please see <u>Sending invitations</u> section for more information about this.

How to select connection

After you accept the invitation sent to either by us or by your administrator, you will be ready to work with TaxWorkFlow. If you have more than one subscription, a number of companies and offices then you need to know how to select a connection. Please note, if you have just one subscription, the information in this topic is useless for you.

In order to establish the connection to another database, go to the "File->Select connection" menu item or "File->Connect to...".

You will be prompted to select a connection:

🦻 Edit 🕻	Conne	ctions	(2 conne	ctions a	are disp	layed)						x
Connect	Rdd	I Modify	Duplicate	i kan se	Set as default	- Import	Export	Export all	Reload	 Help 	× Close	
		Connect	ion Actions			lm	port / Exp	ort		System		j.,
Connection	name			Status								\square
Office Private Clier	nts			Default; /	Active							

Choose the connection from the list and click the "Select" button. If the selected connection was configured properly your connection to the database will be established.

Also from here you can modify a connection, set a default connection, import and export connections.

Please note that you can have multiple accounts if your system runs several independent practices, for example the office account, and your private clients who you work with exclusively. In this case, you can switch between accounts on the fly using this dialog.

To avoid switching during application start-up, you can place an icon on your desktop specifying the connection you would like to establish on this icon, overriding the default connection. This option could be useful if you prefer to start the desired connections from the icon on the desktop when you work with many connections at the same time.

Let's look at an example. Suppose you have a default Office connection and you want to create a desktop icon for the "Private Clients". The first step will be to create icons on the desktop, and then go to the properties of each of them as shown in the picture below.

l de la construcción de la constru	
Open	
Run as	
7-Zip	•
—	
_	
Compress to "TaxWorkFlow.rar" and email	
Send To I	
Cut	
Сору	
Create Shortcut	
Delete	
Rename	
Properties	
	Open Run as 7-Zip Add to archive Add to "TaxWorkFlow.rar" Compress and email Compress to "TaxWorkFlow.rar" and email Send To Cut Copy Create Shortcut Delete Rename

Next, add the Connection="Private Clients" string to the target field in the properties window as shown below. Here, the "Private Clients" is the exact name of your connection. Use quotes if the connection name consists of several words separated by spaces.

TaxWorkFlow - Private Clients Properties 🛛 🛛 🛛 🖓 🗙									
General Shortcut Compatibility Security									
TaxWorkFlow - Private Clients									
Target type: Application									
Target location: TaxWorkFlow									
Target: \TaxWorkFlow.exe"Connection="Private Clients"									
Start in: "C:\Program Files (x86)\TaxWorkFlow"									
Shortcut key: None									
Bun: Normal window									
Comment:									
Find Target Change Icon Advanced									
OK Cancel Apply									

After you apply these settings you may use this icon to launch TaxWorkFlow with the "Private Clients" connection regardless of which connection was set up as the default earlier.

How to edit connection

To manage the connection, or add, remove, or edit other connections, select the "File>Edit connections" menu item.

You will see the "Edit connections" form:

Connect	Rdd	I Modify	Duplicate	B Delete	Set as default	- Import	Export	Export all	Reload	Help	Close
		Connect	ion Actions			lm	port / Exp	ort		System	
Connection	name			Status							
Head Office				Default; A	Active						
Private Clier	nts										

From here you are able to add, modify, duplicate, or delete connections, to set the selected connection as the default and to import or export connections. The default connection is established automatically when you launch the application. This gives you the opportunity to start with the most commonly used database.

In regard to importing and exporting connections, if you were a TaxWorkFlow beta tester, you received an INI-file containing connection settings that you can import into the system using the "Import" button from the form above. Click it, then choose the INI-file, enter the connection name and you will see it in the list of existing connections.

If you wish to work with the program from more than one computer, you may export your connections to a REG-file. Click the "Export connection to REG-file" button to export the selected connection or the "Export all" button to export all existing connections. Once you've exported connections you can copy the resulting REG-file to another computer and run it in a Windows environment by double-clicking on it from Windows Explorer. This should write connection settings to the registry and you will be able to see them in the connection list when you launch the program on your other computer. You can also send an invite to yourself to make it easier.

To add or modify connections, click the "Add" or "Modify" buttons you will see on the following form:

哆 Edit con	nection						+	_ - x
Save Save Clo	se	() Help	X Close					
	me: Local			here. You can also test yo n and password are correc				
Data W Outg Usab Upda QR C	oing Email ility tes	Authentic Encrypter	ation mode: d login:	ation (check only if the us Save login and passwor 88061ACA7347DCF2A6 C990A529FCC47239F8	d 8B114239B045056931	F2E952201C5A1F12	3495FDE4A10A	

First, specify a unique connection name. You will not be able to save settings if the "Connection name" field is empty. There are seven tabs in this form containing different settings. On the "Current user" tab you may set your preferred settings for the TaxWorkFlow application that will apply only to this particular installation. It contains following fields:

- "Domain Authentication". This feature is used by large organizations that have their own domain in their office. It
 provides additional security and user management benefits. Most smaller office users will not have this installed
 in their firm. Please contact us at support@thetaxworkflow.com if you wish to have the domain integration
 enabled.
- "Authentication mode" options provide you with extra security when many other people have access to your
 account on your computer (i.e. there is no login password on your workstation). You can select one of three
 modes from the list:
- 1) "Save login and password" where both the login and password will be stored in the system registry in the encrypted form. This is the default option and that allows you to immediately establish the connection to the account from saved account credentials.
- 2) "Save login only" saves only the encrypted in the system registry, so the system will prompt you for password when you launch the application.
- 3) "Always prompt for login/password" makes you always enter both login and password manually at application startup.

- "Encrypted login" encrypted user login. Click the magnifying glass icon to decrypt in order to see your current values, or click the pencil icon to modify it.
- "Encrypted password" encrypted user password. Click the magnifying glass icon to decrypt it or the pencil icon to modify it.
- "Test user credentials" allows you to check if all user settings are correct and the connection works properly.

On the "Database" tab you may set the database connection settings:

Edit connection		↔ _ □	×
Save Save And Close Connection Actions	ad Help Close		
		can also test these options before saving them if you are not sure they are correct. Please v connection settings are correct. You normally receive them by accepting the invite to you	
Current User Database Outgoing Email Usability Updates QR Code File Associations	Encrypted database address: Encrypted catalogue: Encrypted db login: Encrypted db password: Database driver:	87912D30BE4BC64CED089781E3	

All of these settings will be available to you when you create an account with us via the previously described invitation.

You will most likely never modify these fields unless you are moving to another account or server. This form contains following fields:

- "Encrypted database address" encrypted internet address of database in the cloud
- "Encrypted catalogue" encrypted path to your database name
- "Encrypted db login" encrypted database user's login
- "Encrypted db password" encrypted database user's password
- "Database driver" select "Microsoft SQL Server" or "MySql" database driver from the list. It may be needed to manually install the driver if you choose it after the installation of the TaxWorkFlow application.
- "Test database connection" allows you to verify if all database settings are correct and the connection is available.

On the "Outgoing Email" tab you may set existing email account settings to use for outgoing email notifications (for example, in email campaigns or reminders).

哆 Edi	t connectio	n					↔	_ ¤ x
E Save	Save And Close	Reload	Help	Close				
Connec	tion Actions		System					
Connec	tion name: Lo	cal						
		etion, docu	iments pu From em			our outgoing emails, including automatic ble only to you and saved on your local n		uch events as
	Updates QR Code			rver port:	465			
	File Associati	ons	Security	settings:	Connection security: Authentication method:	SSL / implicit TLS Normal password		▼ ▼
			Authent	ication login:	9D7C6330BEC2604706	894313CDA810BB010815B1D149342FE	E	
			Authent	ication password:	9A1228D1AA2245A06A	E2023C8F9BD43DEBFCB687		2
						Send test email		

The form contains the following fields:

- "From email address" specify your email address here
- "SMTP server IP or name" specify the IP address or domain name of the server your email account is registered at
- "SMTP server port" depends on your POP and SMTP server's settings (it is not recommended to use 25 port for the SMTP server, as it provides no encryption of the outgoing emails and can be subject to identity theft)
- "Connection security" depends on your SMTP server's settings (SSL/TLS is recommended)
- "Authentication method" depends on your server's settings
- "Authentication login" encrypted user login to the SMTP server. Click the magnifying glass icon to decrypt it or the pencil icon to modify it
- "Authentication password" encrypted user password to the SMTP server. Click the magnifying glass icon to decrypt it or the pencil icon to modify it

If you are using a common post servers such as Gmail, AOL, etc. you can find the values to put in the fields listed above on your post server's settings pages. Please refer to your email provider for these settings, or email us for help setting up your account if you experience issues with a certain mailbox.

For example, here are the sample settings for a GMAIL email account:

Incoming Mail (POP3) Server - requires SSL:	pop.gmail.com Use SSL: Yes Port: 995
Outgoing Mail (SMTP) Server - requires TLS or SSL:	smtp.gmail.com Use Authentication: Yes Port for TLS/STARTTLS: 587 Port for SSL: 465
Server timeouts	Greater than 1 minute, we recommend 5
Full Name or Display Name:	[your name]
Account Name or User Name:	your full email address (including @gmail.com or @your_domain.com)
Email Address:	your email address (username@gmail.com or username@your_domain.com)
Password:	your Gmail password

To make sure everything works press "Send test email" button, enter an email where you want to send a test message, press "OK" and check the email for test message. Check <u>"Email sync troubleshooting"</u> topic if you have some issues setting up email.

The next tab is "Usability" tab:

哆 Edit connec	tion							↔	_ 🗆 X
Save Save And Close Connection Actio Connection name: You can manage	Local	Relp System e behavio	Close	u can also change s	some of these sett	ings on the fly by usin	ng menu "Appea	rance".	
Current U Database Outgoing Usability Updates Rile Assoc	Email		✓ Maximiz ✓ Automa	confirm on exit ze windows atically launch dashl atically save layout		n startup			

- "Style" select a style you prefer from the list. You may wish to select the style that gives you the best visual delivery so you can work more productively.
- "Always confirm on exit" the system will always ask you for confirmation before quitting the application.

- "Maximize windows" all TaxWorkFlow windows opened will be maximized automatically. This helps optimize the usage of your screen.
- "Automatically launch dashboard at application startup" Dashboard starts automatically by default. You can find more information about it in <u>Dashboard</u> chapter of this guide.
- "Automatically save layout" save the layout for the chosen connection automatically.

"Updates" tab contains only one field: "Update server name". Enter "thetaxworkflow.com" value here to allow the system to be updated from the original TaxWorkFlow server if newer releases are available.

哆 Edit conn	ection						+	_ _ x
Save Save A Clos Connection Act	nd Reload e	(?) Help System	Close					
Connection nam	e: Local				 			
Lurren □ Databa □ Databa □ Usabili □ Usabili □ Update □ Update □ QR Co	it User ase ng Email ty 25			e: thetaxworkflow.co	 axWorkFlow with r	new features an	d bug fixes.	

"QR Code" tab contains the QR code that can be scanned from your TaxWorkFlow iOS or Android application. This code allows you to connect to your database from the mobile application.

Edit connection		↔	_ - x
Save Save And Close	•		
Connection Actions	System		
Connection name: Local			
Scan this QR code into your s	martphone TaxWorkFlow application.		

"File Associations" tab allows you to select what file types you would like to open by external applications when you open them from TaxWorkFlow. By default all these file types are opened inside TaxWorkFlow but you can change these settings in this tab and open some file types by your default Windows program:

Edit connection					↔	_ 0
ave Save And Reloa	ad Help	X Close				
nnection Actions	System					
onnection name: Local Here you can change how T extensions, or by TaxWork		w opens your documents. You a viewers/editors.	u can decide whether to	open files with the default p	program associated wi	th the file
Current User	* File f	Format	Extension	Open By External Prog	▼ Q Search	💥 Clear
Usability	444770	ernet Email Document	*.eml	No		
Updates		look Email Document	*.msg			
		n Text Document	*.txt	No		
QR Code	4		*.pdf	No		
QR Code	Ado	be Acrobat Document	~,par			
	▶ Adc	be Acrobat Document	;par			

Office settings

The office settings are system-wide settings affecting the behavior of the application for all users and computers, and includes templates, company information, security policy, and other rules. Only administrators can modify them.

To view or edit your office settings you need to select "Administration">"Office settings...".

The "Policies" tab allows you to select an authentication mode and synced email permissions:

JOff	ice Setting	S			_ O X
Save Offic	Save And Close ce Actions	Reload Help System	Close		
	Policies Office Inforr Return Type Services Pro Email Templa Invoice Tem Outgoing En Synced Emai	es ivided ates plates nail Accounts il Accounts endar Accounts	Authentication Mode Save login and password Always prompt for login / password	Synced Email Permissions	

The "Office Information" tab allows you to fill out your office's information.

assign individual offices to your client records. This relationship will be used in email templates and invoicing.																
Close Office Office Office Office fice Actions Office Information System u can manage your offices information from here. You can also add another office if you are doing business and bill your clients under several names. In this case, you can sign individual offices to your client records. This relationship will be used in email templates and invoicing. Policies Policies Office Information Return Types Services Provided Email Templates Invoice Templates Outgoing Email Accounts Synced Email Accounts Synced Calendar Accounts Synced Calendar Accounts I. office I. of						٦	×	G	?	×						
fice Actions Office Information System u can manage your offices information from here. You can also add another office if you are doing business and bill your clients under several names. In this case, you can sign individual offices to your client records. This relationship will be used in email templates and invoicing. Policies Office Information Return Types Services Provided Email Templates Invoice Templates Outgoing Email Accounts Synced Email Accounts Synced Calendar Accounts I. office Office Office I. office I. office I. office I. office I. office I. office I. office	ave							Reload	Help	Close						
u can manage your offices information from here. You can also add another office if you are doing business and bill your clients under several names. In this case, you can sign individual offices to your client records. This relationship will be used in email templates and invoicing. Policies Office Information Return Types Services Provided Invoice Templates Invoice Templates Invoice Templates Invoice Templates Outgoing Email Accounts Synced Email Accounts Synced Calendar Accounts Interview Calendar	Offic		onice				onnee		System							
Office Information Return Types Services Provided Drag a column header here to group by that column Image: Services Provided Image: Services Provided Image: Services Provided Provided Image: Services Provided Image: Services Provided													its under s		ies, in uns case, you c	
Return Types Drag a column header here to group by that column Services Provided Image: Column header here to group by that column Image: Invoice Templates Image: Image: Image: Column header here to group by that column Image: Invoice Templates Image: Image: Image: Column header here to group by that column Image: Image	- 2		ation											•	🔍 Search 🕻	Clear
Invoice Templates I TaxWorkFlow 517 Grand Street / Fl 1 New York NY 10002 USA + 1646.461.2197 Outgoing Email Accounts 2 NJ office 111 First ave Jersey City NJ 00000 USA + 1646.461.2197 Synced Email Accounts 3 IL office 2222 Broad street Chicago IL 00000 USA + 1646.461.2197		Return Types	S		Drag a	column	header he	ere to group	p by that	column						
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Synced Email Accounts 3 IL office 22222 Broad street Chicago IL 00000 USA + 1646.461.2197	\$				• 1	TaxW	'orkFlow		517 Grar	nd Street / Fl 1	New York	NY	10002	USA	+ 1 646.461.2197	
Synced Calendar Accounts	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	·			2	NJ off	fice		111 First	t ave	Jersey City	NJ	00000	USA	+ 1 646.461.2197	
				_	3	IL offi	ice		2222 Bro	oad street	Chicago	IL	00000	USA	+ 1 646.461.2197	
			ndar Account:	S												

You can add another office if you are doing business and bill your client under several names. In this case, you can assign individual offices to your client records. This relationship will be used in email templates and invoicing.

To edit an existing office click a "Edit office" button or open it with left mouse button double-click. To add a new office click "Add new office" button. If you need to delete office click "Delete Office" button and "Office deletion wizard" will help you unlink the deleted office from tasks, projects, clients

The "Return Types" tab allows you to manage the return types your office services. These values are used in a great number of dialogs, such as client information, tasks, projects, and problems. In this tab, you can add a return type, modify existing types or delete them.

You can block users from entering arbitrary Return Type values by checking the box "Allow only these serviced return type values in client records". This will make sure that only return types will be tracked that are serviced by your office, providing consistent view of the client records.

You can also use "Make return type values optional in client records" to allow users to skip entering return types in case it's not applicable to certain clients.

I Off	ice Setting	s										_ - x
Save Offic	Save And Close te Actions	Add New Return Type	Edit Return Type Return Types	Delete Return Type	Reload	(2) Help System	Close					
prob	Policies Office Inform Return Type Services Pro Email Templa Invoice Temp Outgoing Em Synced Emai	b, you can add a mation s: vided stes plates ail Accounts il Accounts ndar Accounts	🗸 Make r	ify existing types only serviced retu eturn type values :turn types:	or delete th	nem. Jes in clier	nt records	i dialogs, suo	ch as dient ir	nformation	, tasks, projects,	and

"Services Provided" tab allows you to manage services provided by your office.

🦺 Of	fice Setting	S						<u> </u>	• x
 [Save And Close ce Actions		Edit Service vices Provid			With the second	Close ed in this l	ist will then be used in client records	
	Policies Office Inform Return Type Services Pro Email Templa Invoice Tem Outgoing Em Synced Ema Synced Cale Client Portal	es wided ates plates nail Accounts il Accounts endar Account	s v	Service Provi Tax Returns Yonthly Acco Payroll Sales Tax Income Tax Estimated Ta Walk-in Servi Compilation Review Audit Financial Plar	nunting x ces				

The "Email Templates" allows you to edit and save templates for your emails. There are built-in email templates used in automated notifications, such as Invitations, Reminders or Problems. You can customize them with your logo, contact information, etc.

You can also add your own email templates here by clicking "Add a new user template" button or you can duplicate and customize an existing template for a specific office by clicking "Duplicate Email Template" button.

For example, below is a template of account activation instructions. When you invite some user to TaxWorkFlow this template will be sent with your and user's details.

al Office Settings								_ 0	x
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Save Save And Add New Close Email Template Office Actions		Rename Email Template Templates	Delete Email Template	Reload	Help System	Close			
You can manage your email templates fi customize them with your logo, contact		e built-in email template	es used in automated i	notifications	s, such as	Invitation	s, Reminders or Problems. You can		
Policies		[SYSTEM] AccountAc	tivationInstructions						•
Return Types	Send from:	Support <support@t< td=""><td></td><td></td><td></td><td></td><th></th><td></td><td>•</td></support@t<>							•
Email Templates	Subject:	Your TaxWorkFlow in:	stallation and log-in in	structions					
Outgoing Email Accounts	<u>_</u> Eile ▼ <u>E</u> c	lit ▼ F <u>o</u> rmat ▼							•
Synced Email Accounts Synced Calendar Accounts Generation Client Portal		5 X D [1 il 🔒 🖘	·	Verdan	a	• 10 • • B I	<u>u</u>	•
Clentrontal	Dear #FIR	ST_NAME#,							
	Please follo	ow the steps bel	ow to install an	d log into	o your	accoun	t:		
	1. Downloa	ad the installer fo	or TaxWorkFlow	software	e from:				
	http://www.thetaxworkflow.com/release/TaxWorkFlowSetup.exe								
	2. Run the	installation wiza	ard and follow th	ne steps	to inst	all the a	application		
	3. Click on the link below to automatically create the connection to your personal account:								
	#INVITAT	ION_LINK#							
		ively, if the "Act please copy thi					' link above is blocked by	your	
	#INVITATI	ON_STRING#							-
	Line: 2 Po	osition: 48 Editable	e						

The following templates are also pre-built in TaxWorkFlow:

Template

Client Email Template Email to a client **Client Portal Document Upload Email** Notification of new documents uploaded by the client to the Portal Template **Document Attachment Email Template** Send documents as attachments to your clients **Document Publication Email Template** Send email notifications to clients when new documents are published to the Tax asking the clients to review and get back with any comments Send the invoice as a PDF or XLS attachment to client for payment Invoice Attachment Email Template Send an email with the password reminder or a new password, either manually f Password Reminder Email Template automatically when the client requests the password when logging in to the clien Sending the list of unsolved problems to the client as an email reminder to follow Problem Email Template problems, i.e. missing documents, unpaid invoice, etc. Project Creation Email Template Notification on new project creation Project Task Completion Email Template Notification on project task completion Referral Thank You Email Template Thank you message to the client who referred you client(s) Reminder email template Remind client about previously sent email (i.e. missing documents or unpaid invo

Usage

yet

System message template

Automatically compiled message regarding task/project completion and other use

Also, you can select from what email address each email template should be sent. The list of emails is available at "Send from:" field. To manage this list you need to open "Outgoing Email Accounts" tab.

"Invoice Templates" contains the list of available invoice templates. There is one system template. Also you can create your own templates using Excel-like functionality that allows you to customize template according your needs. "Duplicate Invoice Template" button allows you to duplicate the template for another office of your company:

fice Settings											.
Save And Close Invoice Temp		Duplicate bice Template	Rename Invoice Template Invoice Templates		Delete Invoice Temp		ad Help	Close			
can manage your invoice templa	tes from he	re. There is the l	puilt-in invoice templat	e that you can custom	ize. Or your can a	dd your own in	ivoice templa	e with your logo, cont	act information, etc.		
Policies Office Information	Invoi	ce template: [S	YSTEM] Default Invoid	e Template							
Return Types		<u>File + E</u> dit +	Insert • Format •	Comments - Dat	ta • View •						
 Services Provided Email Templates Invoice Templates 			2 🗙 🗇 🖒 🌣	▼ Tahom	na 🔻 18	• A 'A	в / Ц	! 🗧 🖽 Borders 🕶			e e 💽
Outgoing Email Accounts			в			с	D	E	F	G	н
Synced Email Accounts Synced Calendar Accounts Client Portal	1	#ISSU	ING_COM	PANY_NAN	1E#			#INVOICE	STATUS	#	
	2	#ISSUING_(COMPANY_ADDRES	S#							
	3										
	4	1					DATE	#INVOICE_DAT			
	5	Bill to					INVOICE#	#INVOICE_NUM #INVOICE_FOR			
	7		XPAYER_NAME#			r	TOK	#INVOICE_POR	#		
	8	#PATEE_TA	-								
	9	#IAILL_AD	DICE33#								
	10	Description	1		Da	te	Q	ry Price	e Amour	ıt	
	12	#INVOICE I	TEM ACCOUNT#:	#INVOICE ITEM B	ILLING DE: #I	IVOICE ITE #	#INVOICE	TE #INVOICE_ITEN	#INVOICE ITEM	AMOUNT#	
	13		TEM_PERIOD#			_	_				
	14										
	15						Total		#INVOICE_T	TAL#	
	16					1	Paymen	ts/Credits	#INVOICE_C	REDITS#	
	17					1	Balance	Due	#INVOICE_B/	ALANCE_DU	E#
	18										
	19	#INVOICE_C	COMMENTS#								
	20	1									
	21										
	22										

Please use the list of macros from Appendix B to create/edit invoice templates.

"Outgoing Email Accounts" tab is a place where you can manage your global outgoing email accounts that can be used to send notifications based on different email templates:

	-			×	G	?	×				
re Save And Close E r ffice Actions	Add New mail Account	Edit Delete Email Account Email Account Send Email Accounts		Email Account	Reload Help Close System						*****
ere you can manage t 	he outgoing ema	ail accounts (used by e			emails. Address			Enabled?	Last Send	Last Sen
Office Information Return Types		1	Info	vane	/////7/7/	2777777	orkflow.co		Enabled	Last Seria	Last Sen.
		2	Suppo	vrt	support@thetaxworkflow.com				Enabled		
Services Provide	d	3	Admin ABC company		workflowrocks@gmail.com billing.ny@yourdomain.com		Enabled				
Email Templates		4					Enabled				
Outgoing Email A Synced Email Ac Synced Email Ac Synced Calendar	ccounts counts	5		ompany	-		lomain.co		Enabled		
- 🚷 Client Portal											

Here you can add and edit email accounts. Below is an example of "Create New Outgoing Email Account" form:

🕹 Create New Outgoir	Create New Outgoing Email Account						
	8 🚱 🤇	? ×					
Save Save And Te Close Conne		elp Close					
Control	Syst	tem					
You are creating a new		unt for sendin	g out emails.				
Desired account usage:	Send emails				•		
Outgoing email server:	SMTP Y IP or na	ame: smtp.go	oglemail.com Port: 465				
From name:	Admin						
Email address:	admin@gmail.com						
Connection security:	SSL / implicit TLS				•		
Authentication method:	Normal password				•		
Authentication login:	A0991676D2B076F	D9CD833E859	00CB6				
Authentication password:	84B868D3F2FB8B1	78CE8C327D1	813FCC65D0		2		
Press CTRL-ENTER to save a	and close; ESC to canc	el and close			li.		

At the "Synced email accounts" tab you can manage email addresses synced with TaxWorkFlow. Adding an account to this tab allows you to receive email messages straight in TaxWorkFlow application.

Close Email Account Email Account Email Account fice Actions Synced Email Accounts System re you can manage the email accounts that can be synchronized with the client records. Policies Office Information Return Types Services Provided Email Templates		🖽 🛉 🤌 🗙		🚱 🛞 🛛						
re you can manage the email accounts that can be synchronized with the client records. Policies Office Information Return Types Services Provided Final Templates Final Templates Synced Email Accounts Synced Email Accou						Reload	Help	Close		
Policies ID Email Address Enabled? Last Sync Last Sync Status Office Information Return Types 4 workflowrocks@gmail.com Enabled 2018-01-20 22:42:39 Synced 8 out of 9 total mailboxes, 0 ou. Services Provided 5 webtaxworkflow@gmail.com Enabled 2018-01-20 22:42:39 Synced 8 out of 9 total mailboxes, 0 ou. Image: Display the services Provided 5 webtaxworkflow@gmail.com Enabled 2018-01-20 22:42:39 Synced 8 out of 9 total mailboxes, 0 ou. Image: Display the services Provided Synced Email Accounts Synced Email Accounts Synced Email Accounts Synced Calendar Accounts	ffice Actions	Sy	nced Ema	il Accour	its		System			
Office Information ID Email Address Enabled Last sync Last sync </th <th></th> <th>ge the email accoun</th> <th>ts that can</th> <th>be synchr</th> <th>onized with the clien</th> <th>t records.</th> <th></th> <th></th> <th></th> <th></th>		ge the email accoun	ts that can	be synchr	onized with the clien	t records.				
Return Types 4 Workhowrocks@gmail.com Enabled 2018-01-20 22:42:39 Synced s out of 9 total mailboxes, 0 ou. Services Provided 5 webtaxworkflow@gmail.com Enabled 2018-01-20 22:42:39 Synced 8 out of 9 total mailboxes, 0 ou. Enabled 2018-01-20 22:42:39 Synced 8 out of 9 total mailboxes, 0 ou. Image: Services Provided 5 webtaxworkflow@gmail.com Enabled 2018-01-20 22:42:39 Synced 8 out of 9 total mailboxes, 0 ou. Image: Services Provided Image: Services Provided Synced Real Accounts Synced Email Accounts Synced Calendar Accounts		nation	ID	///////			////7/77	27777777	<u> </u>	<u> </u>
Synced Calendar Accounts Synced Calendar Accounts Synced Calendar Accounts	Return Types Services Provided Email Templates Invoice Templates Outgoing Email Accounts Synced Email Accounts Synced Calendar Accounts				-					

To add a new email account to the list click an appropriate button. In the appeared window you need to fill all fields with a data provided to you by your email service.

									x
💾 💾 🙎	S (, (?)	×						
Save Save And Tes Close Conne		d Help	Close						
Control		System							
You are creating a new email account for email synchronization.									
Desired account usage:	Receive email	S							•
Email address:									
Connection security:	SSL / implicit TLS								•
Incoming email server:	IMAP4 • IP or name: Port: 993								
Authentication method:	Normal password								•
Authentication login:									S
Authentication password:									S.
Press CTRL-ENTER to save a	nd close; ESC tr	o cancel ar	nd close						

Sometimes your email service provider can block TaxWorkFlow to access your email account. If the email can't be synced you need to change your email account settings. Find out how in the <u>next chapter</u>.

At the Calendar Accounts tab you can manage calendars synced with TaxWorkFlow:

Off	ce Setting	S							
		-		×	Q	?	×		
ave	Save And Close	Add New Calendar Account	Edit Calendar Acco	Delete Dunt Calendar Account	Reload	Help	Close		
Offic	e Actions		nced Calendar			System			
- 4			ID Ty	pe Owner		E	nabled?	Last Sync	Last Sync Status
	Office Inform Return Type		2 Go	oogle taxworkflo	owtest@gmail	.com E	nabled		
	Email Templa Invoice Temp Outgoing Em Synced Email	tes Jates Jail Accounts I Accounts Indar Accounts							

If you need to add a new calendar click an appropriate button and click "Authorization" in the "Edit Calendar Account Settings" form:

Edit	t Calenda	r Account	Settings				+	_ = 3
-			2	Q	?	×		
ave	Save And New	Save And Close	Authoriza	ation Reload	Help	Close		
	Contro		Credent	ials	System			
caler	ndars.			gin to owner ac				
Acco	ount type: ount owner		•					
2222	777777777777	d to this acco Iame	Aurre.	Identity				
				<no d<="" data="" td="" to=""><td>display></td><td></td><td></td><td></td></no>	display>			

In the appeared form enter your credentials and than allow TaxWorkFlow to get an access to the data it requests by clicking "Allow" button.

🐳 Authorize			↔ _ □ x
			taxworkflowtest@gmail.com + 🔅
	- TaxWorkFlow would lik	ke to:	
	View your email address	(i)	
	View your basic profile info	(i)	
	31 Manage your calendars	(i)	
a	y clicking Allow, you allow this app and Google to use yo ccordance with their respective terms of service and priva nange this and other Account Permissions at any time.	ur information in acy policies. You can	
		Deny Allow	

Client Portal tab contains portal URL. Here you can change the "Upload folder" - folder where all uploaded files must be placed. Also here you can select who should receive email notifications regarding uploads. Define default recipients if necessary and select one of the following options:

- Send notifications to default recipients only
- Send notifications to the client representative or default recipients if client representative is unknown
- Send notifications to both client representative and default recipients

n 🖞 Off	fice Setting	s								.	- o x
Save Offic	Save And Close ce Actions	Reload	() Help System	Close						 	
	Policies Office Inform Return Type Services Pro Email Templa Invoice Temp Outgoing Em Synced Cale Client Portal	s vided ates plates ail Accounts I Accounts ndar Accou		Clien Clien Uploz Senc Notif	client portal: On it portal settings: t portal URL: ad folder: d email notifications y these recipient(s): send notifications to send notifications to send notifications to	Admin <admin@e the default recipier the dient represen</admin@e 	ds a new docume example.com>, S nts only itative or the def	Support <supp< th=""><th>ort@example.co</th><td>own</td><td></td></supp<>	ort@example.co	own	

Email sync troubleshooting

Sometimes during the first setup of TaxWorkFlow you can get a problem syncing your email account with the application. Below you can find out how to address this issue for Gmail account.

If the email can't be synced with TaxWorkFlow check your mailbox using browser. You will find the message like the following one:

Subject: Suspicious sign in prevented

Someone recently tried to use an application to sign in to your Google Account, ______@gmail.com. We prevented the sign-in attempt in case this was a hijacker trying to access your account. Please review the details of the sign-in attempt:

Monday, November 19, 2014 8:40:55 PM GMT IP Address: XXX.XXX.XXX.XXX Location: New York, NY, USA

If you do not recognize this sign-in attempt, someone else might be trying to access your account. You should sign in to your account and reset your password immediately. Find out how at http://support.google.com/accounts?p=reset_pw

If this was you, and you want to give this application access to your account, complete the troubleshooting steps listed at http://support.google.com/mail?p=client_login

Sincerely, The Google Accounts Team

First of all you need to be sure that IMAP is enabled for your Gmail account. Go to "Settings" and open "Forwarding and POP/IMAP" tab:

General Labels Inbox /	Accounts and Import Filters and Blocked Addresses Forwarding and POP/IMAP
Forwarding: Learn more	Add a forwarding address
	Tip: You can also forward only some of your mail by creating a filter!
POP Download: Learn more	 Status: POP is disabled Enable POP for all mail Enable POP for mail that arrives from now on
	2. When messages are accessed with POP keep Gmail's copy in the Inbox
	3. Configure your email client (e.g. Outlook, Eudora, Netscape Mail) Configuration instructions
IMAP Access: (access Gmail from other clients using IMAP) Learn more	Status: IMAP is enabled Enable IMAP Disable IMAP

Set IMAP access as enabled.

To allow TaxWorkFlow access your Gmail account you need to:

1. Open the following link in a browser - https://accounts.google.com/DisplayUnlockCaptcha

Google

Allow a new application to access your account

As a security precaution, Google may prevent an application from accessing your account if it's the first time we've seen this application sign in to your account, or if it's attempting to sign in from a new location.

If you want to allow an application to access your account:

1. Click the Continue button below

 Sign in using the application you want to authorize access to your account within the next ten minutes. Google will remember the application after it signs in, and will allow it to access your account in the future as long as it uses the correct password.

Continue

2. Click "Continue" button. The following page will appear then:



Next step

Sign in using the application you want to authorize access to your account **within the next ten minutes**. Google will remember the application after it signs in, and will allow it to access your account in the future as long as it uses the correct password.

3. Now you need to wait for TaxWorkFlow's automatic syncing attempt.

Another way to allow TaxWorkFlow to sync with your Gmail account is the following:

1. Open "My Account" from Gmail page, from another Google service or using the link <u>https://myaccount.google.com/u/1/</u>:



2. Click on "Connected apps & sites":



3. On this page turn on "Allow less secure apps":

Allow less secure apps: ON	
Some non-Google apps and devices use less secure sign-in technology, could leave your account vulnerable. You can turn off access for these a (which we recommend) or choose to use them despite the risks.	

4. Now you need to wait for TaxWorkFlow's automatic syncing attempt.

Google's 2-Step Verification can also prevent TaxWorkFlow to sync the email. The following error will be displayed then:

ID	Email Address	Enabled?	Last Sync	Last Sync Status	Add new email account
1	demoemail@thetaxworkflow.com	Enabled	2016-01-21 01:49:00	Synced 7 out of 7 total mailboxes, 0 out of 0 total emails	
2	taxworkflowtest@gmail.com	Enabled	2016-01-21 01:49:05	Error connecting to IMAP4 server: [ALERT] Application-specific password required: https://s	support.google.com/accounts/answer/185833 (Failu
					Delete selected email account

Also if you try to set up your Gmail mailbox as outgoing email and email test failed with the following error the reason is 2-Step Verification, too:



To turn off 2-Step Verification:

Open "My Account" from Gmail page, from another Google service or using the link <u>https://myaccount.google.com/u/1/</u>
 Click "Signing in to Google":

🔒 Sig	gn-in & security	>
settings. Signing in Device act	ur password and account-access to Google ivity & notifications I apps & sites	
	Security Checkup Protect your account in just a few minutes by reviewing your securit settings and activity. GET STARTED	

3. Click on "2-Step Verification":

Signing in to Google			
Control your password and account access, along with backup options if you get locked out of your account. Make sure you choose a strong password A strong password contains a mix of numbers, letters, and symbols. It is hard to guess, does not resemble a real word, and is only used for this account.	protection with 2-Step Veri phone for you to enter whe steal your password, it is n	thod bur account. You can also add a second layer of fication, which sends a single-use code to your in you sign in. So even if somebody manages to ot enough to get into your account. tings, you will need to confirm your password.	
	Password	Last changed: December 5, 2015	>
	2-Step Verification	On since: Yesterday, 10:14 PM	\supset
	App passwords	None	>

4. Re-enter you password and click "Update Now" button:

Don't get locked out of your Google Account

Since you have opted for higher security with 2-Step Verification, we strongly recommend that you add a backup phone to avoid being locked out of your account.

	You usually get verification codes from: Added on Jan 20, 2016
BACKUP P	HONES 😨
	c <mark>kup phones</mark> ongly recommend that you add at least one backup phone.
BACKUPC	odes 😮
<mark>No bao</mark> We sug have p	ckup codes printed or downloaded ggest that you print or download backup codes, especially if you travel or roblems receiving codes on your phone
Update now	Looks good Remind me later

5. Turn off 2-Step Verification by clicking an appropriate button:

2-Step Verification



	×
Turn off 2-step verification	
You will no longer be asked for verification codes when you sign in to your account.	
Are you turning off 2-step verification because of trouble signing into your account on your phone, or accessing your account on other apps? You may need to use an application-specific password with devices and applications that don't know how to accept verification codes. Learn more	
✓ Also clear my 2-step verification settings	
Turn off Cancel	

User management

In this section we will cover how to view, add, delete, or modify user accounts; how to assign different roles for users; and how to configure a user to be a default sender for different types of messages, which may be useful to allow optimal distribution of the correspondence between staff.

To view a list of users select "Administration"> "Edit users".

You will be able to see all current users, edit each of them, or add a new one if you have appropriate permissions. Click "View Permissions" button to see what options are available for you.

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	eate Ed v User		de And Selected	Disable I User	Impersonate User Us	Invite User To TaxWorkFlow er Actions		Copy Invita string To Clip		Sho Inactive		View Permissio	ons Export Export	Reload	Help System	Close
													••••••••••••	Q Sear	ch	💥 Clear
_	ag a column Jser Status	header here to g	Title	that colum		EMail-to Addres	s		Role	Active	Hidden	Public	Disable Tickets	/Tasks Comp	letion	Subscribe
T	8	Support		suppor	t	demoemail@the	etaxv	vorkflow.com	UMAB	V	×			×		
9	<u>.</u>	John Smith, Jr	. Mr	jsmith@	⊉example.com	jsmith@exampl			LIMAD	Ŵ	V	٦. 🗶		×		
	8	Paul Shaw		pshaw	@example.com	pshaw@examp	ے۔ ا	Create new				~		×		
		3 users			•			Invite user Copy invita Show inactiv Export	ion strin		oard •					
							۵	Print								
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							國民	Customize o	olumns							
								Collapse all								
							_					I				
							R	Save table l	ayout							

To add a new user, click your right mouse button and select a "Create new user" drop-down menu item. To edit an existing user select an "Edit selected user" item in the same menu or double-click on the row with the user you want to edit. Also you can use buttons on the top of the form to work with users. Below is the "Edit user" form example:

🕹 Edit	t User #94								-	• x
E Save	Save And New User Action	Close	Relp Syste							
	Account info Contact info Roles Superiors and DocuSign Into	d Subordinate	:s	You are editing set	tings for user <jsmith@example.c< td=""><td>:om>.</td><td></td><td></td><td></td><td></td></jsmith@example.c<>	:om>.				
	Docusign Inte	egration		First name:	Last name:	Suffix:	Title:	Email address (for delivery of notifications):		
				John	Smith	Jr. 👻	Mr	jsmith@example.com		
				Account informatio Enable user to login Hide user from filter Login:		No Pa	ssword:			
				jsmith@example.co	om		issword is SET			

This form contains several tabs with the following fields:

Account info:

- 1. User's "First name" and "Last name". You can also add user's suffix and title.
- 2. User's "Email" address. This address will be used to send email notifications to this user, such as invitations or notifications. Please, note, notifications about some activity won't be sent to user who produced this activity.

- 3. "Login" and "Password" to allow users to login into the system. If you do not specify a user's login you will not be able to assign any role to this user and they cannot log in to the system. The "Password" field is mandatory.
- 4. "Enable user to login into the system". Change it to "No" to forbid user to login into the system.
- 5. "Hide user from filters and selection controls". Change it to "Yes" to exclude user from user lists. You will not be able to select him/her in any projects/tasks or other program functions.

Contact info:

- 1. User's contact info.
- 2. The office user is assigned to.

🕹 Ed	it User #94											_ - ×
Save	Save And New User Action	Save And Close		Close								
	Account info Contact info Roles			You are	e viewing the	contact info and the add	ess info.					
		d Subordinate	es	Cell phone	e:	Work phone:	Home phone:	Other phone:	Fax:			
	DocuSign Int	tegration		+123456	78900	+112233445566	+12344566789	+12233344445	+12233344	400		
				Address li	ine 1:	Address line 2:	Address line 3:	City:	State:	ZIP:	Country:	
				1111 Prin	nce street	apt 2090		New York	NY 🔻	10005	USA	•
				User is as	signed to offi	ce:						
				TaxWork	Flow							 ↓

Roles:

- 1. "User roles" There are four user roles that can be assigned:
- Administrator. Administrators have access to the "Administration" menu item where they can perform various workflow, document, and user management tasks such as sending invitations and editing project/task templates/properties, document/problem categories, problem templates and problem triggers. Only administrators can update the database version and define global templates and company-wide parameters (such as authentication methods or office names). Administrators can also perform as Managers.
- Manager. Managers organize, assign, review, and monitor execution of various tasks and projects across many users. They can also communicate with customers via email and mail campaigns.
- User. Users primarily work on their assignments and documents. Hence, they cannot complete or begin someone else's projects or tasks (unless reassigned), and they also can't run mail or email campaigns. Users cannot delete already uploaded documents, prioritize someone else's projects or tasks, or delete any project.
- Billing. This is an additional permission which allows to work with Billing/Invoicing module and can be combined with any role described above.
- Work time user. This is another additional permission which allows users to control only their own work time and view in read-only mode other user's work time.

2. Advanced options:

- "Allow other users to complete this user's projects and tasks" should be unchecked if you don't want other users complete projects and tasks assigned to this user.
- "Prohibit this user to complete any projects and tasks" can be checked if you don't want the user to close any projects or tasks. This option may be useful for education purposes, i.e. for trainees or outsourced staff.
- "Subscribe this user to automatic projects and tasks email notifications" should be checked to allow user to receive email notifications regarding tasks and projects.

Image: Save And New Close User Actions Sove And Close System Account info Contact info Roles System Image: Superiors and Subordinates DocuSign Integration You are viewing the user's roles and settings of the messages sending. User roles Quere Viewing the user's roles and settings of the messages sending. Image: I	222	t User #94	·/////////////////////////////////////			
ave Save And New Save And Close Help Close User Actions System Account info Contact info Contact info User roles Superiors and Subordinates Value roles Docusign Integration Administrator Manager Valuer Valuer Superiors Superiors Biling Valuer Work time Advanced options Advanced options Allow other users to complete and reassign this user's projects and tasks Prohibit this user to complete and reassign this user's projects and tasks		F	×	\bigcirc		
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Allow other users to complete and reassign this user's projects and tasks					Work time	
Allow other users to complete and reassign this user's projects and tasks				2	lvanced options	
Prohibit this user to complete any projects and tasks						
Subscribe this user to automatic projects and tasks email notifications						
					Subscribe this user to automatic projects and tasks email notifications	

Superiors and Subordinates:

Here you can manage relationships between users.

🕹 Edit User #94		X
88	🕹 🕹 🕐 🖂	
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Account info Contact info Roles Superiors and Subordinates DocuSign Integration	You are viewing the superiors and subordinates.	▼ Q Search X Clear
	* Relationship Type Superior Name Subordinate Name	
	Supervisory John Smith, Jr. Support	
	Administrative John Smith, Jr. Paul Shaw	
	2 users 4	

To add a superior for selected user click "Add Superior" button:

Drag a column header here to group by that column * User Status Account Full Name Title Office Name Role EMail-to Address Hidden P Image: Support Support UMABW demoemail@thetaxworkflow.com X	System Ig the superior for user "John Smith, Jr.". User: User: C C Search C C C C C C C C C C C C C	(\checkmark	R	(2) ×							
er Actions System You are creating the superior for user "John Smith, Jr.". Relationship Relation to this user: Supervisory Image: Superv	ig the superior for user "John Smith, Jr.". user:	Sc	elect	Reload	Help Close							
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Select a user (superior) from the list and a relation from the drop-down menu. There are following relation types available:

- Supervisory
- Client Billing
- Administrative

Please note, each user can have only one superior of each type.

To add a subordinate for selected user click "Add Subordinate" button:

6	\checkmark	G		×							
_	elect	Reload	Help C	lose							
	User Actions		System								
~	Actions		System								
Ye	ou are crea	ating the s	subordinate f	for user "Jo	ohn Smith, Jr.".						
R	Relationship										
Re	elation to t	his user:									
S	Supervisory	/		-							
S	Supervisory	/		•							
S	Supervisory	/		•					- Q	Search	💥 Clear
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			here to grou		column				• Q	Search	💥 Clear
Dr		nn header	here to grou		column	Title	Office Name	Role	▼ Q	Search	Clear
Dr	rag a colum	nn header			1	Title	Office Name	Role UMABW		Hidden	
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)r	rag a colum User Statu	nn header	Account support paulshaw@e	up by that	Full Name Support Paul Shaw	Title		UMABW	EMail-to Address demoemail@thetaxworkflow.cor paulshaw@example.com	Hidden	Public
)r	rag a colum User Statu	nn header	Account support paulshaw@e	up by that	Full Name Support Paul Shaw	Title		UMABW	EMail-to Address demoemail@thetaxworkflow.cor paulshaw@example.com	Hidden	Public
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Select a user (subordinate) from the list and a relation from the drop-down menu. There are following relation types available:

- Supervisory
- Client Billing
- Administrative

Please note, you can't select user's current superior as his/her subordinate.

To edit existing relations double-click on the user from the list of superiors/subordinates or click right mouse button and select "Edit superior or subordinate":

👃 Edit User #94		>
Save Save And Save And Save And Superior Subordinat		
User Actions Superiors and Subordinates	Actions System	
Account info Sontact info You are viewing the Way Roles	e superiors and subordinates.	
		👻 🔍 Search 🛛 💥 Clear
DocuSign Integration	der here to group by that column	
* Relationship Type		
Supervisory Administrative	Add superior	
Administrative	Add subordinate	
	Edit superior or subordinate	
	Lete superior or subordinate	
	Export	
	Print	
	Multiselect mode	
	Select all	
	문 Expand all	
	Save table layout	
	Clear table layout	
2 us	ers 4	•

DocuSign Integration:

In this tab you can turn on and setup DocuSign for the user. Find more information on this feature in <u>"DocuSign</u> integration" chapter.



Bulk user reassignment

Bulk user reassignment feature was developed to simplify and speed up the system setup when some staff member's role changes or he/she leaves the company. This mechanism allows you to reassign all user's tasks, projects, client relations etc to another user. To start the reassignment process click "Administration" >> "Bulk reassign user...". Select a user whose relations in the system should be reassigned to another user and click "Select User" button:
Select	User (4 use	ers are displaye	ed)								÷	_ 0	x
	Create Ed ew User		Show tive Users	List /	Alphabetical	Export	Reload	() Help	Close				
	User	Actions		Gro	ouping	Export		Systen	n				
	ulk reassigning										▼ Q Sea	rch 🔀 Clear	r
Drag a colu		Full Name		ffice Name	EMail Address			Role	Work Phone	Cell Phone	Home Phone	Other Phone	F
8	93	Support			demoemail@t	thetaxworkf	low.com	UM					
8 -	94	John Smith, Jr.	Mr Ta	axWorkFlow	jsmith@exam	nple.com		UM	+112233445566	+12345678900	+12344566789	+12233344445	;
• 8	95	Paul Shaw	Т	axWorkFlow	paulshaw@ex	xample.com		UBW					
8	96	David Johnson			djohnson@e>	xample.com		UM					
	4 users		4							7772			

In the next window you fill find all the objects that have dependencies on this user in the system:

*	Info
7	Found 2 clients serviced by the user as the client representative.
Z	Found 3 relationships of this user with clients.
Z	Found 80 task templates linked to this user as the default task owner.
2	Found 34 open projects linked to this user as the project owner.
2	Found 12 project templates linked to this user as the default project owner.

Click "Next" to proceed. If selected user has some clients serviced by him as client representative the next window will propose you to select one of the following options:

	+	- •	×
			2
ed clients			
David Johnson		•	
s			
ancel	5		
	David Johnson s	ed clients David Johnson s	ed clients David Johnson 🔻

If selected user has relationships with some clients the next window will propose you to select if you want to reassign these links to another user (select user from drop-down menu) or to delete these links:

🕹 Bulk Reassign User		 _ D X
There are 3 relationships of this user w	ith clients.	
Client Actions		
 Reassign all client links to user: Delete all client links 	David Johnson	•
	7] [77777777777777777777777777777777777	
🚱 Prev Next 🚱	Cancel	🔞 Help

The next step is to reassign task templates linked to this user. Simply select a user you would like to reassign all task templates to:

Bulk Reassign User		+	- 7
There are 80 task templates assigned to this use	er as the default task owner.		
Task Template Actions			
Reassign all task templates to default manager:	David Johnson		•
O Prev Next 🚱	Cancel		🕜 Help

The next step allows you to close all projects linked to selected client or to reassign these projects to another user:

🕹 Bulk Reassign User		+	_ = ×
There are 34 open projects assigned to this	user as the project owner.		
Project Actions			
 Reassign all open projects to owner: Close all linked open projects 	David Johnson		
🚱 Prev Next 🚯	Cancel		Help

Project templates assigned to this user must be reassigned to another user in the next window:

	T
-	() Help

Now you can check all actions previously selected. Click "Next" to apply reassignment:

	Fotal.	
*	Info	Status
2	Reassign all clients to client representative #96: "David Johnson".	*
7	Reassign all client links to user #96: "David Johnson".	×
2	Reassign all task templates to default manager #96: "David Johnson".	×
2	Reassign all open projects to owner #96: "David Johnson".	×
7	Reassign all project templates to default manager #93: "Support".	*

Upon finishing the process of reassignment click "OK" button to close the wizard:

🕹 Bulk Reassign User	+	_ D X
Finish.		
Reassign all dients to dient representative #96: "David Johnson". Reassign all dient links to user #96: "David Johnson". Reassign all task templates to default manager #96: "David Johnson". Reassign all open projects to owner #96: "David Johnson". Reassign all project templates to default manager #93: "Support". The user was successfully reassigned.		
Prev OK Cancel		🛞 Help

Select user form

You can open select user form everywhere where you see the following button: it can be creating or editing task or project or viewing user's problems windows.

This form looks the following way:

\checkmark	2		2	2	2		J.A	R	R		×						
Select	Create		Selected	Sho	DW	List	Alphabetical	Export	Reload	Help	Close						
User	New Use		User Actions	Inactive	e Users	Gr	ouping	Export	Sj	System	n						
You ar	e selecting	the own	er for a new	task									•	Q Sea	rch	💥 Cle	ar
Drag a	column he	ader her	e to group by	y that col		fice Name	FMail Address		Bo		Work Phone	Cell Phone					ar
Drag a	column he		e to group by	y that col		fice Name	EMail Address		Ro com Ul	ole	Work Phone	Cell Phone	• Home P			X Cle	ar
Drag a	column he	ader her	e to group by	y that col	ītle Of	fice Name	demoemail@t	thetaxworkflov	.com Ul	777777	Work Phone +11223344556		Home P		Other		72

If you wish to find the user using a search bar, be sure that the column which contains the information you're looking for is enabled in the table. This form was created to make your work with users more easy and comfortable. Start typing the user's name, email or any other user-related information in the search box and you'll see all appropriate results immediately:

		2			₽₽	F	R		×			
elect User	Create New User	Edit Selected User	how ive User		Alphabetical	Export •	Reload	Help	Close			
	U	ser Actions		Gro	uping	Export		Syster	n			
	[🕈 User Sta	tus Full Name	 	Office Name 🕈	EMail Address		Ŷ	Role	Work Phone	Cell Phone	Home Phone 🕈	Other Phone 📍
	1///777/77	John Smit	 <u> </u>		jsmith@exam			UMAB	+112233445566		<u></u>	+12233344445

You can sort the list by user id or by user's first or last name:

		Create New User	Edit Selected User		Show tive User		Alphabetical By User ID	t Reloa	d Helj Syster					
							By First Name							
			owner for a ne				By Last Name					▼ Q Sea	arch 🔀 Clea	ar
Dr		lumn heade	r here to group	by that	1777771	Office Name	By Last Name		Role	Work Phone	Cell Phone	G Sea Home Phone	other Phone	ar 2
Dr	ag a col User ID 93	lumn heade	r here to group tus Full Name Support	by that	Title		EMail Address demoemail@thetaxwc	rkflow.com	UMAB			Home Phone	2224 C. M	ar
Dr	ag a col User ID	lumn heade	r here to group	by that	Title	Office Name TaxWorkFlow	EMail Address demoemail@thetaxwo	rkflow.com	177777777777777777777777777777777777777	Work Phone +112233445566	Cell Phone +12345678900		2224 C. M	ar 2

Also you can export the list of the users to any format from the list:

		Create Edi ew User		Show tive Use		Alphabetical	Export Reload	() Help	Close			
Y	ou are se		Actions her for a new task		Gro	uping	Export to XI Export to XI Export to XI Export to XI Export to T Export to T	S AL CT			▼ Q Sea	rch 🛛 💥 Clear
D	rag a colu	ımn header her	e to group by that	column								
_	rag a colu User ID	imn header hei User Status	Full Name	Title	Office Name	EMail Address		Role	Work Phone	Cell Phone	Home Phone	Other Phone
_		1			Office Name	/7/7722777777777	netaxworkflow.com	Role UMAB	Work Phone	Cell Phone	Home Phone	Other Phone
_	User ID	1	Full Name	Title	Office Name TaxWorkFlow	demoemail@t			Work Phone +112233445566	Cell Phone +12345678900	Home Phone +12344566789	Other Phone +12233344445

User activity

You can view each user's full activity in the system by selecting "Administration" >> "View user activity...". This report shows all actions of users affecting all records, so you can monitor the process and find the root cause of an issue if something goes wrong. Apply necessary filters and modify grid according to your needs. Also you can save the view as a Report. See more about reports in <u>"Reports management"</u> chapter of this guide.

		P	Q	\bigcirc	×		
U Iters	Reports	Export	Reload	Help	Close		
•	· +	Ŧ					
/iew (Options	Export		System			
	re viewing all w down searc		er running 2	? filters: <	Events for user> = "Johr	n Smith	, Jr." and <events for="" period=""> = "Since one week ago". You may use the additional filters below to</events>
	i column head	der here to	group by th	at colum	Timestamp	·//¥	Event
	Task		John Sm	iith, Jr.	2017-10-11 23:48:45		John Smith, Jr. created a new task #188: "Get client information" for project #79: "1040 Tax Return
0	Project		John Sm	ith, Jr.	2017-10-11 23:48:44		John Smith, Jr. created a non-recurrent project "Jerry Mattson: 1040 Tax Return" and assigned it to
0	Project		John Sm	ith, Jr.	2017-10-11 23:48:04		John Smith, Jr. completed project "Prepare Non-Tax Return" for client "Jerry Mattson"
0	Project		John Sm	ith, Jr.	2017-10-11 23:47:05		John Smith, Jr. deleted project "Prepare Yearly Bookkeeping" for client "ABC Company: Sheila Saunde
0	Project		John Sm	ith, Jr.	2017-10-11 23:46:55		John Smith, Jr. stopped the yearly project "ABC Company: Sheila Saunders: Prepare Yearly Bookkee
0	Project		John Sm	ith, Jr.	2017-10-11 23:46:55		John Smith, Jr. deleted project "Prepare Yearly Bookkeeping" for client "ABC Company: Sheila Saunde
0	Project		John Sm	iith, Jr.	2017-10-11 23:46:43		John Smith, Jr. completed project "Prepare Yearly Bookkeeping" for client "ABC Company: Sheila Sau
0	Project		John Sm	ith, Jr.	2017-10-11 23:46:34		John Smith, Jr. completed project "Prepare Yearly Bookkeeping" for client "ABC Company: Sheila Sau
0	Project		John Sm	iith, Jr.	2017-10-11 23:46:19		John Smith, Jr. completed project "Prepare Payroll Tax Returns - Yearly" for client "Carlos Bakery: Ca
0	Project		John Sm	ith, Jr.	2017-10-11 23:45:58		John Smith, Jr. created a non-recurrent project "Sylvia Riley: 1040 Tax Return" and assigned it to Jo
3	Task		John Sm	iith, Jr.	2017-10-11 23:45:58		John Smith, Jr. created a new task #187: "Get client information" for project #78: "1040 Tax Return"
	Document		John Sm	ith, Jr.	2017-10-11 23:43:33		John Smith, Jr. changed the location of document #7 assigned to client #8: "Carlos Bakery: Carlos K
	Document		John Sm	iith, Jr.	2017-10-11 23:26:55		John Smith, Jr. posted file #69 "1040" to folder "Tax Return Documents \Tax Returns 2015".
,	Document		John Sm	iith, Jr.	2017-10-11 23:26:55		John Smith, Jr. posted file #70 "i1120" to folder "Tax Return Documents \Tax Returns 2015".
	Document		John Sm	ith, Jr.	2017-10-11 23:26:55		John Smith, Jr. posted file #71 "i1120s" to folder "Tax Return Documents \Tax Returns 2015".
	Document		John Din				
			John Sm	ith, Jr.	2017-10-11 23:26:55		John Smith, Jr. posted file #72 "payroll-guidelines" to folder "Tax Return Documents \ Tax Returns 20

You can double-click on the report to open the relevant item that was affected during the change.

View/Edit email

To work with email first of all you need to setup your outgoing email. You can find out the information about it in <u>"How</u> to edit connection" section of this guide.

TaxWorkFlow contains a number of email templates which you can certainly customize. <u>"Office settings"</u> section describes how to edit email templates.

Here you can find out how to edit email before sending it to your client. For example, if you need to contact your client you select him or her from the list and press "Email Client" button. Here you must select if you want to email a taxpayer, spouse or both. Also you can select a email template:

New Clier		it Duplicate	Change Client Status 🕶	Email Client v	Select Me Clien	ultiple Add		ist By Return Type	n Alphabetical	Export F	ilters Reports	
			Client Actions	Email	to taxpaye	er	•	Use defa	ault system temp	olate (ClientEn	nailTemplate)	ystem
				Email	to spouse		•••••••	Clients	letails update requ	ect		
You	u are vie	wing all clients aft	er running 1 filter: «			axpaver and s				icst.		
		-	-	Email	DOTH TO T	axpayer and s	spouse +	Contact	details changed			
								Holiday	greetings			
										1	F/////////////////////////////////////	Clear
Dra	a a colu	nn header here to	group by that colu	mn								, Clear
	-		group by that colu	mn		Client Status	Entity Type	Return Type	TP Email		TP Cell Phone	
⊧ C	lient ID	nn header here to Consolidated Cli Geraldine Rami	ent Name	mn		Client Status	Entity Type	Return Type	TP Email GeraldineRamirez	@example.com	TP Cell Phone	TP Work Ph
⊧ C	lient ID 10	Consolidated Cli	ent Name	mn		Active	Entity Type	Return Type	GeraldineRamirez		TP Cell Phone	TP Work Ph 110101010
¥ Cl 1 8	lient ID 10 3	Consolidated Cli Geraldine Rami Carlos Kloss	ent Name		aria Dirks)	/7/7//77/77///	Entity Type Personal	Return Type	<u> </u>	.com	TP Cell Phone	TP Work Ph 110101010 188888888
+ C 1 8	lient ID 10 3	Consolidated Cli Geraldine Rami Carlos Kloss	ent Name		aria Dirks)	Active Active			GeraldineRamirez CKloss@example.	.com axworkflow.com		TP Work Ph 110101010 188888888 177777777
• Cl 1 8 • 7	lient ID 10 3 7	Consolidated Cli Geraldine Rami Carlos Kloss Dirks CPA: Don	ent Name		aria Dirks)	Active Active Active			GeraldineRamirez CKloss@example. demoemail@theta WJenkins@examp	.com axworkflow.com ble.com		TP Work Ph 110101010 188888888 177777777 1666666666
* Cl 1 8 7 6	lient ID 10 3 7 5 5	Consolidated Cli Geraldine Rami Carlos Kloss Dirks CPA: Don William Jenkins	ent Name		aria Dirks)	Active Active Active Active	Personal		GeraldineRamirez CKloss@example. demoemail@theta	.com axworkflow.com ble.com e.com		TP Work Ph 110101010 188888888 17777777 166666666 155555555
* Cl 1 8 7 6 5	Ilient ID 10 3 7 5 5 1	Consolidated Cli Geraldine Ramii Carlos Kloss Dirks CPA: Don William Jenkins Kevin Gilbert	ent Name		aria Dirks)	Active Active Active Active Active	Personal		GeraldineRamirez CKloss@example. demoemail@theta WJenkins@examp KGilbert@example	.com axworkflow.com ble.com e.com mple.com		TP Work Ph 110101010 188888888 17777777 166666666 15555555 144444444 133333333
* Cl 1 8 7 6 5 4	Client ID 10 3 7 5 5 5 4 8	Consolidated Cl Geraldine Rami Carlos Kloss Dirks CPA: Don William Jenkins Kevin Gilbert Alyce Cole	ent Name		aria Dirks)	Active Active Active Active Active Active	Personal		GeraldineRamirez CKloss@example. demoemail@theta WJenkins@example KGilbert@example AlyceDCole@example	com axworkflow.com ble.com e.com mple.com example.com		TP Work Phi 110101010 188888888 17777777 1666666666 15555555 144444444

Below you can find a default template, where all fields but "From" and "To" could be changed:

@ Edit	t email	to Don	ald Dirks <demoemail@th< th=""><th>etaxworl</th><th>cflow.com></th><th>Re: #CL</th><th>IENT_FU</th><th>L_NAME</th><th>#</th><th></th><th></th><th></th><th></th><th></th><th></th><th>_ 0</th><th>×</th></demoemail@th<>	etaxworl	cflow.com>	Re: #CL	IENT_FU	L_NAME	#							_ 0	×
Send	Test	D Preview	Deliver next business day	#NAME# Use Macros	0 Add File	Help	X Close										
			Control	macros	Attachments	Sys	tem										
resolv	ed into te	ext by clicki	o a client. This form may use macros ing the 'Preview' button. You can also	drag-n-dro	「_NAME#, etc). ⊺ pp files on this for	They will b m to atta	e resolved ch files to th	ith correspo e email mess	onding clie sage.	nt's field n	ames wi	hen this ei	nail is sent	. You can s	ee how these	e macros will be	•
From: To:			, Jr." <taxworkflowtest@gmail.com> s <demoemail@thetaxworkflow.com></demoemail@thetaxworkflow.com></taxworkflowtest@gmail.com>														3
			_	•													
CC:			, Jr." <jsmith@example.com></jsmith@example.com>														Ð
Subject	: R	e: #CLIEN	IT_FULL_NAME#														
Eil Eil	e ▼ <u>E</u> di	it • F <u>o</u> rn	nat 🕶														•
	b R	5	X D 🖺 🛍 🤮 🖘 🖻 •	· 17 V	/erdana	▼ 10	•		B I	<u>u</u> 🔳	= =	IE (•
Dear	#FIRS	T_NAME	E#,														
Best	regard	ls,															
#USE	R_FIR	ST_LAS	T_NAME#														
																	2
ta	XWa	orkFk	WC														-
Line:	5 Pos	sition: 1	Editable 🔚 Modified														

You can add text, pictures or macros here. Also you can attach files to your message using an "Add File" button or drag-n-drop feature. Test if your email is setup correctly by clicking "Test" button. After the changes done you can preview your message. All macros will be replaced by their meanings for this particular client and you could see the message that will be sent to the recipient.

<u>Tip:</u> "Enter all macros you wan to use in the message before clicking "Preview" button ("Use Macros" button is available). After the preview all macros will be resolved into text and you will not

be able to add more macros after returning to editing the message ("Use Macros" button will be unavailable)."

Here is the list of macros you can use in the template.

Sending invitations

This mechanism allows the TaxWorkFlow user with an administrator role to add new users and provide them the simplest scenario of how to install the TaxWorkFlow system and activate their personal accounts, so new users won't need to edit connection settings in order to start using the program. This feature can also be used to send the invitation to the administrator when you first sign up for the new account.

To use this feature, you must log into the system as an administrator and create a new user as described above. Next, go to "Edit users" and select the user to whom you wish to send the invitation, and right-click on it to access the pull-down menu.

👺 Edit Us	ers (3 users a	re disp	layed)												_ 0	x
2	2	ĺ		2		2	Ĩ		R			Ľ	Q	?	×	
Create New User	Edit Selected User		nd Disable ted User	Impersonate User	Invite L TaxWo		Copy Invita String To Clip		Show Inactive		View Permissions	Export T	Reload	Help	Close	
				Use	r Action	IS						Export		System		
													- Q Se	earch	💥 Clear	77
Drag a col	umn header here t	o group	by that colum	าก												
* User Sta	tus Full Name	Title	Account	EMail-to Address		F	Role Active	Hidden	Public	Disable	Tickets/Tasks (Completion	Subscribe	To Email	Notification	s
• 8	Anna Smith		asmith	asmith@example		Create	new user	× ×	<u></u>		*			- V		
	John Smith Jon Snow	Mr	jsmith	jsmith@example. jsnow@example.	- <u>D</u> _	Edit se	elected user		- F		××			×		
	JOH SHOW		jsnow	jsnow@example.		Hide an	d disable select	ed user	- H		~			~		-
						Imperer	onate user									
							iser to TaxWork		.							
							vitation string t	o clipboar	1 							
					8	Show in	active users									
					B	Export.										
					۵	Print										
					2	Reload										
						Fix colu	mn widths		- 1							
					3		ize columns		- 1							
						Expand			- 1							
						Collapse			- I							
	3 users										1					•
	5 456.5						ble layout		É		1					
						Clear ta	able layout									

Select the "Invite User to TaxWorkFlow" menu item and you will see the email template that is ready to be sent to the user:

@ Edit en	nail to Anna Smith <asmith@example.com> Your TaxWorkFlow account activation instructions □</asmith@example.com>	×
Send Te	Leiver next business day Deliver next business day Use Add File Help Close	
	Control Attachments System	
You are ed will be reso	diting the invite for a new user. This form may use macros (i.e. #FIRST_NAME#, etc). They will be resolved with corresponding client's field names when this email is sent. You can see how these macro olved into text by clicking the 'Preview' button. You can also drag-n-drop files on this form to attach files to the email message.	S
From:	John Smith <support@thetaxworkflow.com></support@thetaxworkflow.com>	
To:	Anna Smith <asmith@example.com></asmith@example.com>	0
CC:	John Smith <jsmith@example.com></jsmith@example.com>	0
Subject:	Your TaxWorkFlow account activation instructions	
<mark>∥ <u>F</u>ile ▼</mark>	<u>E</u> dit ▼ F <u>o</u> rmat ▼	•
	🕽 🔀 🍜 💥 🗅 🎇 Paste as Iext Hypertext Link 🖘 🗢 🔹 📗 🏧 Arial 🔹 10 🔹 🏢 A 🔹 📗 B I 🖳 🗮 🗮 🗮	•
Dear #F	FIRST_NAME#,	^
	you for your interest in TaxWorkFlow. Please follow the steps below to install and activate your account:	
· ·	nload the installer for TaxWorkFlow software from:	
	/www.thetaxworkflow.com/release/TaxWorkFlowSetup.exe	
	the installation wizard and follow the steps to install the application on the link below to automatically create the connection to your personal account:	
	ATION_LINK#	
	-	
	natively, if the "Activate your TaxWorkFlow account now" link above is blocked by your mail client, please copy this entire string to clipboard:	
#INVITA	ATION_STRING#	

The email will contain a template with instructions to the user to follow in order to install the application and create the connection to your account. This template can be edited and then sent using the "Send" button when complete. After the user receives the message, she or he can download and install TaxWorkFlow themselves using the first link and to activate their account simply by clicking the second link in the message if they open it in Outlook or Mozilla Thunderbird. After that they will be able to work with the program.

Updating application

In TaxWorkFlow we always improve the quality of the application and constantly add new features. We notify our customers about the changes in TaxWorkFlow and the need to update the application.

To update your application select "File"> "Update application". The application will check server for a newer version. If your version of TaxWorkFlow is up to date you'll see the following window:

🖢 Upda	ate												-	•	x
Start Update Control	\bigcirc	X Close							,,,,,,						
This dial This app Update	og helps you dication will b logs:	i update y e closed a	vour TaxV automatic	VorkFlov ally afte	w applica er the su	tion by do ccessful la	ownloa aunch (ding and of the se	d runnin etup wiz	g the i ard.	nstalla	tion w	vizar	d.	
<u>F</u> ile	e ▼ <u>E</u> dit ▼	F <u>o</u> rmat	•											/	
10		3 X	d L	i i c		<i>•</i>		È Arial			•	• 1	В	/. •	·]
Updat	king for up e check c TaxWorkF	omplete	d.		te. Upd	ate is n	ot req	uired a	t this 1	time.					
Line:	1 Positio	n: 1	Read-onl	y										~	

Otherwise click "Start Update" button. After the application downloaded TaxWorkFlow will close itself and start installation process.

Updating license

Updating license is required for the application if you host your database in-house and your current license is out of date. To request a new license click the "License Request" button and email the request text to our support team at support@thetaxworkflow.com. When you get a new license simply paste it into the editor of the following window and click "Accept" button:



3. Customizing Application

This chapter will help you to customize your application the way you want.

Appearance options

You can define the visual style and usability settings of TaxWorkFlow application by using the "Appearance" menu.



It contains the following options:

- Tabbed View allows you to open windows as tabs so you can always see their captions of all your open windows on top of the screen.
- Show recent menus first enables you to automatically hide infrequently used menu buttons.
- Clear menu statistics and layouts use this option if you need to get initial layouts and clear menu stats.
- Large font allows you to enlarge the font of the application to improve text readability.
- Always confirm on exit check this option if you always want to confirm your wish to exit the application.
- Maximize windows check this option to automatically maximize each window you open.
- Launch dashboard at startup this option allows you to launch dashboard when the TaxWorkFlow starts.
- Autosave layout check this option to save your menu and table customization automatically.
- Look And Feel here you can choose the skin of the application.

These settings are saved on the connection basis, so they will apply even if you run the application on a different computer but they will not apply to other connections (in case you have more than one connection in your list). As a result, you can also change some options mentioned above going to" File>Edit Connection". Choose the connection for what you want to change options and click "Modify" button. Choose "Usability" tab and change options:

😺 Edit connectio	on				 		+		
Save Save And Close Connection Actions	Reload S	Relp	Close						
Connection name:	Local				 				
You can manage	er s	Style:	Whiteprint Z Always Maximiz Z Automa	. You can also change confirm on exit a windows tically launch dashboar tically save layout	 	on the fly by u	sing menu "A	ppearar	nce".

Customize table

Tables in TaxWorkFlow are very flexible for customizing. You can add, move or remove columns, group data in columns, sort data by any column's content. Let's look at all options separately:

If you wish to add, move or remove some columns of the grid, you can easily do it clicking on the asterisk in the top left corner of the grid. Below is an example of a Tasks grid:

 Edit Task Complete Task Fail Task Fail Task Reassign Task Permissions 	s Change Deadline Select Multiple Tasks	Image: Weight of the second	🔭 Begin Work	🕜 Create Problem 🌀 View Task Problems	List	Export	
Task Ac	tions	Project Actions	Time Tracking	Problems	Grouping Options	Export \	/iew Options Syste
rag a column header here to group by tha	s: < Task owners> = "John Smith, Jr." and					• Q s	earch 🛛 🕷 Cle
lert Priority Task Owner	Consolidated Client Name	Return Type Pro	ject Year Project Te	nplate >> Task Template	e		Project Instructi
Alert Task ID	Task Created Date	EIN Company		TP Cell Phone TP Work Pho			pare Tax Re
Priority	Task Updated Days Ago	Position		TP Home Pho			pare Tax Re
Task Owner	Task Updated Date	Entity Type		TP Other Pho	one		pare Quarte
Consolidated Client Name	Task Updated Timestamp	Serviced By Office		TP Fax			
Return Type	Task Completed Days Ago	Client Representat	tive	TP DOB			pare Quarte
Project Year	Task Completed Date	Preferred Languag	le	TP SSN			
Project Template >> Task Template	Task Completed Timestamp	Filing Status		Spouse / Part	mer 2		
Project Instructions	Task Closer	Tax Year End		SP Prefix			
Task Instructions	Project Template	Client Memo		SP Last Name			
Task Deadline	Project Owner	Primary Taxpayer /	/ Partner 1	SP Middle Nar			
Task Status	Project Created	TP Prefix		SP First Name			
	Project Quarter	TP Last Name		SP Suffix			
Task Problem				SP Email			
Project Deadline	Project Month	TP Middle Name					
	Project Month Project Week Recurrency Type	TP First Name		SP Cell Phone			

All unchecked columns can be added to the grid, and all checked columns can be removed from it. To move column drag-n-drop it wherever you want inside the grid.

There's another way to manage the columns of the table. Click right mouse button anywhere in the table and select "Customize columns".

The following form appears:

Customization	
Columns	
Address	//: •
City	
Client Code	72
Client Memo	
Client Representative	7
Company	2
Country	7
EIN4	7
Entity Type	72
Filing Status	
Full Address	
Position	77.

Now you can drag-n-drop columns from this form to the table. You can choose where to put the column and you can also drag-n-drop columns back from the table to this form to remove them.

If you want to filter a visible data of the table click on the key at the right side of the header of the column:

Dra	ag a column	header here	to group by that c	lumn				
* R	eturn T 🔻	Entity Type	Company 😽	Position	Primary Taxpayer / Partner 1	TP Email	TP DOB	Address
1	041	Personal	Flora J. Hilliard		Flora Hilliard	FloraHillard90@joutsrrapide.com	1990-05-19	3808 Kildeer Drive
1	041	Personal	Michael Robinson		Michael Robinson	MRobinson@joutsrrapide.com	1955-04-17	1404 Briercliff Road
1	040	Personal	Dennis D. Perry		Dennis Perry	DennisDPerry 1959@joutsrrapide.com	1959-04-07	1588 Hill Croft Farm Road
1	040	Personal	Rhonda Pagan		Rhonda Pagan	RhoPagan_84@bassapyta.net	1984-07-28	1151 Grove Avenue
1	040	Personal	John Adam		John Adam	JAdam@brryta.net	1966-10-08	3075 Tenmile Road
1	040	Personal	Sarah W. Vasquez		Sarah Vasquez	SarahWVasquez@rasswhyta.com	1988-03-01	2980 Spruce Drive
1	040	Personal	Adam S. Barnett		Adam Barnett	AdamSBarnett74@brryta.net	1974-07-18	3740 North Avenue

For example, below you can find all possible filters for "Return Type" column. Please, note, you can choose more than one filter parameters for one column and you can also customize a column's filter:

	Return Tvi 🕈	Entity Type	Company P	Position	Primary Taxpayer / Partner 1	TP Email	TP DOB 🔺	Address
	(All)		Michael Robinson		Michael Robinson	MRobinson@joutsrrapide.com	1955-04-17	1404 Briercliff Road
	(Custom)	Personal	Dennis D. Perry	1	Dennis Perry	DennisDPerry1959@joutsrrapide.com	1959-04-07	1588 Hill Croft Farm Roa
	1040	Personal	John Adam		John Adam	JAdam@brryta.net	1966-10-08	3075 Tenmile Road
	1041	Personal	Adam S. Barnett		Adam Barnett	AdamSBarnett74@brryta.net	1974-07-18	3740 North Avenue
	1040	Personal	Rhonda Pagan		Rhonda Pagan	RhoPagan_84@bassapyta.net	1984-07-28	1151 Grove Avenue
Contraction of the local division of the loc	1040	Personal	Sarah W. Vasquez		Sarah Vasquez	SarahWVasquez@rasswhyta.com	1988-03-01	2980 Spruce Drive
1	1041	Personal	Flora J. Hilliard		Flora Hilliard	FloraHillard90@joutsrrapide.com	1990-05-19	3808 Kildeer Drive

You can use as many filters as many columns you have in the table.

To sort the data by some column's content, please, click you right mouse button on the column's header.

"Fix column width" from the same pop-up menu as "Customize columns" allows you to change columns width automatically by the system for the best view of the table.

You can save table layout from the same menu if you haven't set to save the layout automatically before.

"Collapse all" and "Expand all" options will work upon you group some data in the table. Below you can find the way to do it.

At the top of the table you can notice a space with a following note: "Drag a column header here to group by that column". For example, if you wish to group the data by "Task Owner" simply drag-n-drop the header of this column to the space at the top.

Alert	Priori 🔺	Consolidated Client Name	Return Type	Project Year	Project Instructions
 Task Owner 	r : John Smith, J	Ir. (5 records)			
Task Owner	r : Paul Shaw (1	records)			

To get back to the previous view drag-n-drop the column header back to other headers.

<u>Tip:</u> "You can always see details of grid customization in the info panel above the grid (see image below)."

		ing all projects after ru ers below to narrow do		mith, Jr." and <project status=""> = "Open". You may use th</project>
				▼ Search 💥 Clea
D	rag a column	header here to group	by that column	
*	Alert	Project Owner	Project Template	Consolidated Client Name
۶		John Smith, Jr.	Prepare Payroll Tax Returns - Quarterly	Daniel Collins
7		John Smith, Jr.	Prepare Yearly Bookkeeping	Geraldine Ramirez
7		John Smith, Jr.	Prepare Quarterly Bookkeeping	Kevin Gilbert
7	0	John Smith, Jr.	1065 Tax Return	William Jenkins
7	۵.	John Smith, Jr.	Prepare Non-Tax Return	Jerry Mattson
94.	0	John Smith, Jr.	Prepare Yearly Bookkeeping	Alvce Cole

You can save the view as a report to get a quick access to it later. Read more about reports in <u>"Reports management"</u> chapter.

"Clear table layout" will change table according to default settings.

Menu customization

You can easily customize your menu by adding to or removing buttons from it. Click right mouse button on any icon and choose "Customize...".



The first tab of the "Customize menu" is "Toolbars" where you can manage toolbars of the menu:

oolbars	Commands	Options	
albara			
olb <u>a</u> rs: System			<u>N</u> ew
Task Act View O Export			R <u>e</u> name
	ng Options Icking		<u>D</u> elete
Problem Project	15		<u>R</u> eset
,			

The next tab is "Commands":

Toolbars	Commands	Options	//
Categories:			Comman <u>d</u> s:
Tasks Projects Time Track Problems Grouping Filtering C Export System Popup Me	Options Options		 New Task Edit Task Complete Task Fail Task Fail Task Reassign Task Reprioritize Tasks Permissions Change Deadline Edit Client Email Reminders Email reminder to selected client Email reminders to all clients

It contains "Categories" and "Commands" lists. For each category of the buttons from the left part you can find all available commands in the right part. For example, if you want to remove some button from the menu, simply Drag-n-Drop it out of the menu. You can add buttons from the "Commands" list back to the menu anytime later. Also you can save the layout you've made or clear it to get back to default settings.

"Options" tab allows you to manage your usage data and to choose other settings for your comfortable work with TaxWorkFlow, such as using large icons, show ToolTips on toolbars, show shortcut keys in ToolTips or to select a menu animations.

Toolbar	s Com	mands	Options	
✓ <u>L</u> arg	e icons			
🗸 Shov	v Tool <u>T</u> ips	on tooll	ars	
$\sqrt{2}$	show s <u>h</u> or	tcut key	in ToolTips	
<u>M</u> enu ar	nimations:	(None)	•	

Custom fields

If default set of fields is not enough you can create custom fields applied to clients, projects or tasks. To do this you need to open "Administration >> Edit custom field templates...". Click "New Template" button. Next you need to enter a field name and select a field type from the list below:

Field Type	Description
Text	Any text could be added in this field
Integer	Only integer value could be added
Float	Float value could be specified in the field
Date	Field contains a date
Time	Field contains a time
Money	Field contains a money value
Yes/No	Yes or No value could be selected for this field
Rating	1 to 5-star rating could be selected for this field
Single Choice	One of many values should be selected from the pre-populated list
Multiple Choice	Multiple values could be selected from the pre-populated list

<u>Tip:</u> "If you select Single Choice or Multiple Choice field type you need to fill out the Value Dictionary field. To add a choice simply add a new string in Value Dictionary field. As a result, each string of this field will be a separate choice."

Upon the field type is selected you need to determine where this field should be applied to. Below is an example of custom fields:

E (Custom field	d tem	plates	(3 templa	tes are dis	played)											-	•	x	
I	* I_	1	I	P	$\overline{\mathbb{P}}$		Q	?	×											
	lew Ed nplate Temp	lit plate	Delete Templat		Filters T	Reports •	Reload	Help	Close											
	Template	es actio	ns	Export	View C	Options		System												
D	rag a column	heade	r here to	group by t	hat column					 	 	 	 	 •	Sea	arch	% (Clea	ır	
*	Name		Туре	Default	Applies to	Value did	tionary													
•	Doing busine	ss as	Text		Clients															
8	Hours budge	t	Time	06:00:00	Tasks															
8	Fee budget		Money	1200.00	Projects															
	3 custom f	field te	mplates		4					 	 									

Reports management

Reports in TaxWorkFlow allow you to save the view of the table to access this view in a couple of clicks in future. For example, each Friday an administrator looks through the list of projects completed within a week by all users of the custom office of the company. To see this list he needs to apply 3 filters. Also he prefers to group the results by project owner and sort them by project template. Preparing of such report would take some time and also, applying all the settings again and again, the risk of any kind of mistake is quite big. Reports resolve these issues.

To create a report you need to manually set it up first. Next you need to click "Reports" button which is placed in "View options" group of buttons. Select "Save current table as a report...":



Name the report, add report description if necessary and click "Save" button:

🗊 Create New Re	eport	+		• x
Save Help	p Close			
Report Actions S	System			
You are adding a	new report.			
Report owner:	John Smith, Jr.			
Applies to:	Dashboard Projects			
Report name:	Weekly report for NY office			
Report description:	Projects completed within week by all users in NY office, grouped by Project Owner and sorted by	Project Type	•	*
	4			Ì. ►

Next time you can easily open this report by clicking "Reports" button and selecting the name of the report from the list:

Reports	Reload	(?) Help	X Close	
Rese	t report			
Save	current ta	ble as a i	report	
Edit	reports			
Wee	kly report f	or NY of	fice	

Reports are available for the following tables:

- Dashboard Clients
- Dashboard Projects
- Dashboard Tasks
- Dashboard Problems
- View Clients
- View Projects
- View Tasks
- View Problems
- View Referrals
- Email campaign

<u>Tip:</u> "Reports created from the Dashboard will be available only on the Dashboard, for example if you have created some reports for Clients from the Dashboard you will not see it in the View Clients window."

"Reports manager" is a place where you can share, edit and delete reports. To go to "Reports Manager" you need to click "Reports" button and select "Edit reports" or go to "Administration > Reports Manager":

Image: Second Report To Edit Delete Report Export Filters Filters Reload Help Close Actions Export Export Filters System System You are viewing all GUI reports. Image: System Image: System Image: System Image: System You are viewing all GUI reports. Image: System Image: System Image: System Image: System Image: System Image: System Image: System Image: System Image: System Image: System Image: System Image: System Image: System Image: System Image: System Image: System Image: System Image: System Image: System Image: System Image: System Image: System Image: System Image: System Image: System Image: System Image: System Image: System Image: System Image: System Image: System Image: System Image: System Image: System Image: System Image: System System Image: System Image: System Image: System Image: System Image: System Image: System Image: System System Image: Sys		<u></u> 80	orts Man				_							
Actions Report Report Export View Options System You are viewing all GUI reports. You are viewing all GUI reports. Image: Clear		8	- 1			F	∇	C)	\bigcirc	×				
Actions Export View Options System You are viewing all GUI reports. 						Export	Filters	Reload	Help	Close				
You are viewing all GUI reports. Image: Search Image: Sea	A	noth			Report	•	• •		C					
Clear Clear Comparing a column header here to group by that column ID Report Owner Report Name Report Description Applies To John Smith, Jr. 1040 return type sorted by "Client updated View Clients View Clients View Clients	-		Actio	ons		Export	view Options		System					
ID Report Owner Report Name Report Description Applies To 3 John Smith, Jr. 1040 return type sorted by "Client updated View Clients 4 Paul Shaw Active Clients View Clients)rag	a column h	oodor ba		up by tha	t column					•	Search	💥 Clear
4 Paul Shaw Active Clients View Clients		nay .	1							Repo	t Description	11000		2
		1111		///////////////////////////////////////	<u>~~~~</u>	a natura t	up a contrad but!	"Client un	datad				v. Cliente	
		3	John Smi	ith, Jr.	1040		ype sorted by '	"Client up	dated					_
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All reports are personal for each user of the system but there is no need to create the same reports for every user separately. Select the report you would like to save to yourself or share with another user, click "Copy Report To Another User" and select the user you would like to copy this report to.

Select "Reports" >> "Reset Report" to go back to the grid view that you had before applying report(s). Let's look at a few examples of how this mechanism works assuming you have a grid without any report applied called "Initial Grid":

Sequencing

- 1. You applied a report to "Initial Grid" and clicked "Reset Report"
- 2. You applied several reports to "Initial Grid" consistently and clicked "Reset Report"
- 3. You saved "Initial Grid" as a report
- 4. You saved "Initial Grid" as a report and selected another report

4. Client Management

This chapter contains all information about client management. You'll find out how to add a new client and how to add information about your clients to the system. You can also learn how to import your existing clients from Excel document. Email and mail campaigns are described in this chapter. All information about how to work with referrals can be found here too.

"Reset Report" Result "Initial Grid" "Initial Grid" "Reset Report" is disabled "Initial Grid"

Client information tracking

TaxWorkFlow contains a very powerful client management subsystem. Most of the client information flows into different program modules, so the completion of all fields is important for efficient communication between clients and your staff. It is recommended that as much client information as possible is entered in each client file to maximize the functionality provided by the system.

First, let's see how we can add a new client. Go to the "Clients>Add a new client" main menu item.

You will see the "Create New Client" form. "Edit Client" form looks the same:

dit Client #7, Dirks Co	ompany: Dona	ld Dirks	Owne	er (Partn			1111									
e Save And Close	Prospect Cli	opy To pboard ▼	Print	Email Client •			ew ciate	Project	Create Task	Add W Tim	/ork e I	Add Note	0 Add File	Reload	(?) Help	Close
Control Client	t Status		C	lient Acti	ions			WorkFl	ow	Time Tra	icking /	Attach	ments		System	
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Below is a description of the key blocks in this form:

- "Corporate info" information from this block describes the client's corporate information such as corporate name, client's position, entity type. For foreign clients you may choose the preferred language from the list. You may print this form and send an email message to the client by clicking appropriate buttons on the top.
- "Tax info" contains a client's tax information. Some fields in this box may be used later by the system for automatic processing. For example, the "Return type" is used in reports and problem triggers (see <u>"How to</u> <u>manage problem triggers</u>"). Also you can select an office and the employee that will service the client. In the "Services provided" field you can select services that the office provides to this particular client.
- "Taxpayer Partner 1" contains personal primary taxpayer information such as his or her name, date of birth, phone numbers, etc. The email address specified in the corresponding field will be used by the system in email campaigns if the "Include in email lists" checkbox is checked.

<u>Tip:</u> "If client has several emails you can add multiple comma-delimited emails in the Taxpayer / Spouse client record"

- "Spouse Partner 2" you may specify personal information about the client's secondary partner or spouse if necessary. This block contains the same fields as the previous one.
- "Address" this is the postal address associated with the client. It will be used by the system in mail campaigns if the "Include in mail lists" checkbox is checked.
- "Master account" TaxWorkFlow uses a master-secondary relationship when creating a client that has many businesses that must be tracked together when doing taxes, i.e. for pass-through taxation.

<u>Tip:</u> "Master-secondary relationship allows you to link together personal account of the client and his/her businesses. For example we have John Smith personal account and ABC Company account which is John Smith's business. Simply keep the personal account of John Smith as a master account and setup ABC Company as a secondary account for John Smith. To do this you need to open ABC Company record in TaxWorkFlow, scroll down to "Master account:" field and select John Smith here as a master account."

<u>Tip:</u> "By establishing master-secondary relationship between business and personal returns, you can create custom logic that will make you aware of other entities that need to be included in the tax return you are currently working on. For example, you can customize TaxWorkFlow to ensure that K-1 Schedule from the person's business return (secondary account) is added into the personal return (master account). If this client should be a secondary account then select the master account for him from the list of already existing accounts."

Panel on the top of the window contains the following buttons:

- "Save" saves changes
- "Save and Close" saves changes and closes the window
- "Active" current client's status. Can be changed to inactive or deleted. By default you can see only active users. You can see inactive clients by removing client status filter
- "Is Prospect" click this button to add a "Prospect" flag to the client. You can later remove the "Prospect" flag by clicking this button again.
- "Copy to Clipboard" allows to copy to clipboard taxpayer's address including company name, taxpayer's full name and address, spouse full name and address, or client's folder label
- "Print" prints content of the window
- "Email Client" allows to email taxpayer, spouse or both using templates.
- "New Referral" opens "Referrals" tab.
- "New Associate" opens "Create new associate" form for client.
- "Create Project" opens "Create project" window. Read more about this form in <u>"Projects and Tasks</u> <u>Management"</u> chapter
- "Create Task" opens "Create task" window. Read more about this form in <u>"Projects and Tasks</u> <u>Management"</u> chapter
- "Add Work Time" opens "Add new work time" window. Read more about this form in <u>"Time Tracking"</u> chapter
- "Add Note" adds a new note to client's notes
- "Add File" adds file to the database and assigns it to current client
- "Reload" reloads window
- "Help" opens Help guide

• "Close" – closes the window

<u>Tip:</u> "Client can not be deleted if there is at least one task, project, problem or invoice assigned to him. The system will request you to close all entities linked to the client before deleting him, otherwise deletion is not permitted. Upon the deletion of the client you can't assign any task, project, problem or invoice to him. All other actions are still available."

To the left of the form there is a field containing several tabs that aggregate other information under this client account. Most of the time this information is automatically collected throughout the life of the record, and displayed so you have everything you need when coming back to this record later. By clicking on each of them you will be able to see corresponding information regarding only to this particular client. Below is brief description of each tab:

- "Memo" you may specify some memos regarding to the client if you wish
- "History" shows you all events associated with the client such as opening/closing projects/tasks, adding documents and so on
- "Tasks" shows you all tasks associated with the client
- "Projects" shows you all projects associated with the client
- "Problems" contains all problems related to client's projects
- "Problem Triggers" contains problem triggers related to the client
- "Documents" shows you all documents associated with the client
- "Notes" you may specify some notes regarding to the client if you wish
- "Emails" shows all email messages sent to the client (only available with the Integrated Email feature)
- "Referrals" shows you a list of other clients that your client has referred to you, and whether they were referred by someone else, to track the corresponding referral bonuses
- "Associates" contains a list of persons related to the client. It can be useful to track other people that need to be involved in email communications, such as lawyers, secretaries etc
- "Client Portal" contains a form to generate/set/modify user's password to access the portal. Also allows to send the password reminder to a client
- "Custom fields" contains all the custom fields that were setup for clients. Please see <u>Custom fields</u> chapter for more information
- "User Relationships" allows to setup relations between staff members and specific tasks for selected user. For example you can setup John Smith to be a Reviewer for the client. You can use this setting up a workflow of your company. Please see <u>"Managing workflow rules"</u> for more details.
- "Invoices" displays all invoices related to the client
- "Work Time" contains all work time items related to the client
- "Payments" contains all the payments received from the client

You can also add a new client using the "New Client" button in the "View Clients" form. In addition, there is a number of operations you can do with the list of your clients. More details about these features will be described in the next chapter below.

Working with clients

TaxWorkFlow allows you to view all existing clients and to do a number of manipulations with the list of clients. To access the list of clients, go to the "Clients>Clients" main menu item and the "View clients" form will be displayed:

ireate Ed Ilient Clie		Change Client Status 🕶	Change Client Fields	Email Se Client ▼	elect Multip Clients	Problem	Solve Problem •	Mdd Work Time	Export	Filters	Analysis	Grouping	Reports	Reload	· · ·	X Close	
		Client Act	tions			Client	Problems	Time Tracking	Export		View	Options			System		
You are vie	wing all clients after	running 1 filter: •	<client status=""></client>	= "Active". You	can <u>clear a</u>	all filters.											
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Here's a description of the tab:

- New client opens a form of a new client such as was described in the previous section
- Edit client opens the selected client to view or modify. This is a default menu so you can double-click on the row to open the selected client
- Duplicate client creates a duplicate of existing client
- Change client status allows to activate, deactivate or delete client
- Change client fields in bulk opens wizard that allows to change client fields in bulk. For more information see <u>"Change client fields in bulk"</u> chapter of this guide.
- Email client allows you to select if you want to email taxpayer, spouse or both and opens an "Edit email" tab
- Select multiple clients click this button to select multiple clients for further change of their status
- Create problem opens problem creation wizard where you can select a task assigned to the client and what problem to create
- Solve problem allows to solve problem of the task assigned to the client
- Add work time opens an "Add new work time" window where you can manually add a work time for this
 particular client
- Export allows to export the view to various file formats

You can also find "System" and "View Options" buttons at the top of the tab. There's "Analysis" button among grouping buttons which allows you to select what clients to show:

₩ Filters	Analysis Grouping Reports		Reports	Reloa	d Help	× Close	
	Dup	licated attrib	utes	·	System		
	Miss	ing attribute	5	F	Add ne	w filter	1
	Proje	ects and task	•	Priman	/ taxpay	ers with both EIN and SSN missing	
	Retu	rn type		•	Clients	with mi	ssing return type
	Crea	ted or updat	ed clients	• F			E.

For example, you can select "Primary taxpayers with both EIN4 and SSN4 missing" filter and the application will show you only those clients whose EIN4 and SSN4 are missed. Moreover you can add new filters to each category and customize them for your needs.

If you wish to add your own filter you can do it in a few clicks. First of all select the type of filter you need. It can be "Duplicated attributes", "Missing attributes", "Projects and tasks", "Return type", "Created or updated clients". Then click on "Add new filter" menu item.

Creating a filter with duplicated clients' attributes you will be prompted to select what attributes must be the same. You can select from one to five attributes at the same time:

e attributes. Use the options below nel tells what your new filter will do
Apply Cance

Adding new "Missing attributes" filter select attributes that must be missed for clients you want to find. It can be EIN, SSN4 and/or Return type.

P Clients with missing attributes		×
This filter will help you find the clients with one or more missir options below to define the filtering criteria and press "Apply tells what your new filter will do.		
Options		772
<pre>✓EIN □ SSN □ Return type</pre>		
Clients with missing EIN		
	Apply Cano	el

Projects and tasks filter allows you to find all clients without open projects. First select if you wish to find clients who do not have an open project of any type or who do not have an open project based on some special project template. Then you can exclude from results those clients who have this project completed a certain time ago, just select the time in a range from 1 week to 2 years.

	clients without an open project. This is helpful to find clients you have not time. Use the options below to define the filtering criteria and press
Options	
Find clients who do not have an o	pen project:
Image:of the following template:	1040 Tax Return 🔻
\checkmark Exclude from results those clie	nts who have this project created in the last:
6 months	T
Clients who did not have the proj	ect of template "1040 Tax Return" created in the last 6 months
	Apply Cancel

Clients with the certain return type can be found using a following filter:

P Clients with certain return type conditions	x
This filter will help you to find the clients matching certain return type prope used to find discrepancies in master/secondary account relationships or dete certain client needs a certain project created. Use the options below to defi criteria and press "Apply". The "Result" panel tells what your new filter will d	rmine whether a ine the filtering
Options	
Find all clients with the following return type: with any return type other than: 	
1040	▼
and further narrow down the results for only:	
Clients without the master account	
\checkmark Clients who do not have open projects	
Clients with return type "1040" and who do not have open projects	
	Apply Cancel

First determine if you want to find clients with a certain return type or with any return type other than a selected one. Then you can choose if you want to include in the list clients without assigned master account and/or clients who don't have opened projects.

Clients created or updated according to filter rules could be found using "Created or updated clients" filter.

P Created or updated clients	×
This filter will help you to find the clients who was created or updated in the selected range of dates define the filtering criteria and press "Apply". The "Result" panel tells what your new filter will do.	s. Use the options below to
Options	
Find clients created	
after (>) 🗸	2017-02-07 🔻
✓ Include clients with unknown creation date	
And Or	
✓ Find dients updated	
after (>) 🗸	2017-02-07 🔻
Include clients with unknown update date	
Clients created after (>) 2017-02-07 (including clients with unknown creation date) or clients update	ed after (>) 2017-02-07
	Apply Cancel

<u>Tip:</u> "To get better results searching clients and creating reports you can use Filters, Analysis and possibilities of clients grid all together. Also, you can save this view by using Reports feature. Read more about it in <u>Reports Management</u> chapter of this guide"

The table of clients can be customized in many ways to make your work with the clients' list simple and to allow you to find what you need quickly. Find out how to work with clients grid.

Select client form

You can find "Select client" form when you choose a master account for the client, when you create a new <u>task or</u> <u>project</u> and assign it to the client(s). You can also see this form uploading documents or creating a <u>problem trigger</u>. This form looks the following way:

23	2	1		Y 💛		Q	(?) ×					
ssign Selected Clients	Clear Client Assignment	Create Edit Se		ilters Grouping F	Reports Export	Reload	Help Close					
		Client Actions		View Options	Export	Sj	/stem					
										- 1 1/Q	Search	🖞 🗄 💥 Clea
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-		group by that colur Taxpayer / Partner		Spouse / Partner	SP Email		Address		City	• Q State		Return Type
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-		Taxpayer / Partner Geraldine Ramirez Carlos Kloss Donald Dirks	TP Email GeraldineRamirez@example. CKloss@example.com demoemail@thetaxworkflo.	••	SP Email demoemail@the	taxworkflo	3343 Carriag 3337 Eagle 2123 Fairfie	Drive Id Road, apt	LA	State		21
Company Nam	e Position	Taxpayer / Partner Geraldine Ramirez Carlos Kloss Donald Dirks William Jenkins	TP Email GeraldineRamirez@example. CKloss@example.com demoemail@thetaxworkflo. WJenkins@example.com	••		taxworkflo	3343 Carriag 3337 Eagle 2123 Fairfie 1424 Shinn	Drive ld Road, apt Street	LA Philadel Boston	State CA PA MA	ZIP	Return Type
Company Nam	e Position	Taxpayer / Partner Geraldine Ramirez Carlos Kloss Donald Dirks William Jenkins Kevin Gilbert	TP Email GeraldineRamirez@example. CKloss@example.com demoemail@thetaxworkflo. WJenkins@example.com KGilbert@example.com	••		taxworkflo	3343 Carriag 3337 Eagle 2123 Fairfie 1424 Shinn 831 Waysid	Drive Id Road, apt Street e Lane	LA Philadel	State CA PA	ZIP	Return Type
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If you are creating project or task you can select multiple clients by clicking an appropriate button. After clicking this button a new column "Selected" appears. Using this feature you can create several identical tasks or projects for

different clients at once. "Assign Selected Clients" button confirms your choice while "Clear Client Assignment" will clear your selection and close the form.

If you wish to find the client using a search bar, be sure that the column which contains the information you're looking for is enabled in the table. This form was created to make your work with clients more easy and comfortable. You can sort the list by company name, taxpayer last name or by spouse last name:



You can also find the client by his/her name. Start typing the name in the search box and you'll see all appropriate results immediately:

Select Client	(1 active cl	ient is display	yed)										↔	
Assign Selected Clients	Clear Client Assignment	Create E New Client Client Actions	Edit Selected Client	Select Multiple Clients	Ϋ́ Filters	Grouping View Options	Reports	Export Export	\smile	Close	 			
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Also you can export the list of the clients to any format from the list:



Email and mail campaigns

Email and mail campaign mechanisms can save you time communicating to all or selected clients in your database.

Mail campaigns. This function allows you to send messages to your whole list of clients or a subset using a predefined email template. Go to the "Clients>Mail campaign" main menu item to activate a mail campaign.

This will open the "Mail campaign" form which contains a list of customers who have a postal address that allows inclusion in the mail lists.

		Return type:	All Return Ty	/pes	✓ Serviced b	y office:	All Offices	•	Client status:	Active	
ID	Row #	Corporate Name	Position	PFX	TP First Name	MID	TP Last Name	SFX	TP Email		PFX
マ 10 8 7 7 5 5 5 4 3 2 2 7 7 1	1 2 4 5 6 7 8 9	Dirks CPA	Accountant	Mr.	Geraldine Carlos Donald William Kevin Alyce Jerry Sylvia Sheila	М	Ramirez Kloss Dirks Jenkins Gilbert Cole Mattson Riley Saunders	Jr.	GeraldineRamirez@ CKloss@example.cc demoemail@thetax WJenkins@example. AllyceDCole@example. AlrycbDCole@example. JerrySMattson@ex SylviaBRiley@exam SheilaFSaunders@et	workflow.com com om ole.com ample.com ple.com	Ms.

To activate an Email campaign, go to the "Clients>Email campaign..." main menu item.

This will open the "Email campaign" form which consists of three tabs. The "Clients" tab contains a list of all clients. "Campaign Problems" column of the grid shows you if the client is eligible for email campaign or not. To move clients to email list select clients in the grid and press "Move to emails list" button. Please note, you can select multiple clients from the list using "Select Multiple Clients" button:

17		7		1				0 8	x R	Q (? ×			
	Move to mails Lis	1 11 1 1 1 1	Reports T	Select Multiple Clients	Preview	Select Multiple Emails	Load From Template 🔻		st to Blast to urself Address		Help Close			
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You can use a search bar, customizable filters and previously saved reports to find the clients you want to include in the campaign.

Tip: "To select all clients from the grid click right mouse button and choose "Select all" option."

The next tab is "Emails". Here you can find all email addresses of the clients and their spouses you've included in the email campaign. From here you can preview email(s):

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ient	ts (4 cli	ents are displayed	 Emails (6 emails are display 	ved) E	mail Message	Logs								
			email addresses for your email	campaig	n. Your email	l message will l	be sent to e	ach of t	hese addresses ind	lividually.	Q s	earch	*	Clear
Dr		lumn header her	e to group by that column	campaig Prefix	n. Your email	l message will i Middle Name	be sent to e		hese addresses ind	-	Q s City	earch State	× ZIP	
Dr	rag a co	lumn header her	e to group by that column	Prefix							City			
Dr	rag a co	lumn header her	e to group by that column	Prefix	First Name		Last Name		Salutation	• Address	City			
Dr	rag a co	lumn header her	e to group by that column Email SheilaFSaunders@example	Prefix	First Name Sheila		Last Name Saunders		Salutation Sheila Saunders	• Address 3096 Ocala Str	City	State		
Dr	rag a co	lumn header her	e to group by that column Email SheilaFSaunders@example SylviaBRiley@example.com	Prefix	First Name Sheila Sylvia		Last Name Saunders Riley		Salutation Sheila Saunders Sylvia Riley	Address 3096 Ocala Str 2815 Randolph .	City 	State		
Dr	rag a co	lumn header her	e to group by that column Email SheilaFSaunders@example SylviaBRiley@example.com JerrySMattson@example.c	Prefix	First Name Sheila Sylvia Jerry		Last Name Saunders Riley Mattson		Salutation Sheila Saunders Sylvia Riley Jerry Mattson	Address 3096 Ocala Str 2815 Randolph . 2201 Pringle Driv	City N N	State		Count

Next you need to go to the "Email Message" tab:

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	Move to Emails List		Reports •	Select Multiple Clients	Preview	Select Mi Emai		Load From Template ▼	Add File	Test to Yourself	Blast to 6 Addresses	Reload	1	Close	
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You outgoing email address will be displayed automatically. You may wish to add a "CC:" email addresses using semicolon as a delimiter or by clicking the green button to the right of the "CC:" field to make sure that your staff and/or some client(s) get a copy of ALL outgoing emails.

Next, specify the message's subject line and create the message manually or load it from the template using an appropriate button. Please refer to <u>Office Settings</u> chapter of this guide to get familiar with template creation You can also attach files to the message.

<u>Tip:</u> "Easily add pictures copied from your internet browser to HTML template. Just copy the image and paste it in any place of the message."

Click the "Test to yourself" button to make sure your email settings are correct and the design template works as desired. The test message will be sent to your email address. You will see the confirmation dialog after the email has been sent to you.

In order to actually run the campaign, click the "Blast to N Addresses" button, where N is the number of clients checked in the previous tab. It may take a few minutes before the system processes your list, so be patient and wait until the email is complete. Be advised, that emails will be generated separately for each client. If there were no errors during the email, the system will notify you about the successful completion of the campaign. All logs are available in the "Logs" tab.

Referrals

If a client was referred by another client, you can easily reflect this in TaxWorkFlow. Go to the referred client's edit form and open the "Referrals" tab.

Save Save And Close	e Is C	opy To Print	Email New Client • Referral	New Cr	🔊 📝 eate Creat iject Task		Add Add Note File	Reload	(?) Help	Close				
Control Clier	ent Status	C	lient Actions		WorkFlow	Time Tracking	Attachments		System		 			
😺 Detail	Referral status	Referred by	c.									Referred on:	Credit:	Applied on:
Memo	Applied	 Jerry Matts 	son								-	2015-06-10	▼ 100	2017-08-17
History (49)	Comments:													
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Projects (1)	Í												• 🔍 Sea	rch 🛛 💥 Clear
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	Drag a colun	n header here to	group by that column	n										
Problem Triggers (1)	* Referred V	ho	Date	Status	Credits		Comments	2						
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Problem Triggers (1) Documents (3 total) Notes (3) Emails (1)	* Referred V Carlos Bak	'ho ery: Carlos Kloss	Date 2016-11-15	Status Applied	100		Comments							

Here you may select one of four referral statuses: not referred, pending, cancelled and applied.

Since some referrals may not result in a new client, these status options help you track if the referred person did become your client, in order to grant a bonus to the person who referred the new account.

When a new client is referred to you ("referee"), you select the "Pending" status indicating that you are still evaluating this prospect. Select the person who referred him/her to you ("referrer") from the list of your existing clients and set the date when the client was referred.

After you qualify this referral, you may select "Cancelled" to indicate that this is not a valid referral, or "Applied" to confirm that the referral bonus is due to the referrer. To apply the referral, select the "Applied" status, when he was applied and specify the credit. You may enter notes into the "Comments" field to remember the details of this relationship. For example, below is a filled form for the client who was referred by Donald Dirks on the 15th of November 2015:

Save Save And Close Control Client	Is Copy To Print Email New New New Create Create Create Add Work Add Add Add Add Add Help Close 1S Prospect Client Actions New New
🛃 Detail	Referral status: Referred by: Referred on: Credit: Applied on:
Memo	Pending 🔹 Dirks Company: Donald Dirks, Owner (Partner: Maria Dirks) 🔹 2016-11-15 🔹 100
listory (54)	Comments:
🔯 Tasks (0 open)	
o Projects (0)	▼ Q Search 💥 Clear
O Problems (0)	
🍇 Problem Triggers (0)	Drag a column header here to group by that column
📄 Documents (1 total)	* Referred Who Date Status Credits Applied? Comments
Notes (0)	
🔄 Emails (1)	
🝅 Referrals (0)	
associates (0)	
🚷 Client Portal	
(1) Custom Fields (0 of 1)	

When the referral status changed to "Applied" you will get a notification if you want to select an invoice where to apply this referral credit:

Confirmation

You have changed this client's referral status to Applied. You can add a new invoice item with the credit to a client invoice. Do you want to select an invoice and apply the referral credit?



Click "Yes" and "Select Invoice" window will appear. Here you can find all the invoices created for this client and apply referral credit to any of them. If no invoices were created for this client you can click "Create Blank Invoice" button to create a new invoice. Upon clicking "Create Blank Invoice" button the invoice will be created and can be found in "View Invoices" window.

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You can also apply referral credits while creating or editing invoice for the client. Simply click "Apply Referral Credit" button and select a referred client from the list. Please note, only clients with "Pending" referral status will be shown in the list:

	redit (2	items	are displayed)					+		•
\checkmark	R		×							
Select Referral Credit	Reload	Help	Close							
eferral Credit Actions		System								
			voice item to a new inv	uce.			•	Q Search	¥ C	lear
Drag a column head	er here to	o group	by that column	Referred client	Referred on	Credit	Status	Comments		
	onald Dirk	s. Owne	er (Partner: Maria Dirks)			100.00	1			
			er (Partner: Maria Dirks)		2009-10-18	50.00				

You can list all referrals by accessing the "Clients>Referrals" main menu item.

The "View referrals" forms will be opened.

	-	P)		s	\mathbf{P}		P	Q	?	×					
	Referral Source	Referred Client	Change Referral Status ▼	View Invoice	Filters	Reports	Export	Reload	Help	Close					
	Ref	erral Action	s	Invoice Action	s View	Options	Export		System						
			You may use the										• Q s	earch 🛛 🕷	Clear
* Referra	al Source				Referred C	lient					Date	Status	Credits	Applied?	Com
Dirks 0	Company:	Donald Dir	cs, Owner (Partne	r: Maria Dirks)	Sylvia Rile	/					2017-08-17	Applied	100.00	2017-08-17	
1	Mattson				Dirks Com	pany: Dona	ld Dirks, O	wner (Par	rtner: Ma	iria Dirks)	2015-06-10	Applied	100.00	2017-08-17	
Jerry I		n	c Owner (Partne	r: Maria Dirks)	Carlos Bak	ery: Carlos	Kloss				2016-11-15	Pending	100.00		
4 *	Company:	Donald Diri	o, owner (Farche												
Dirks C	Company: Alyce Cole		o, owner (Parche		Daniel Col	ins					2016-02-29	Applied	100.00	2017-08-16	

This form shows all existing in the database referrals so you can keep track and reward your loyal customers with referral bonuses.

Import clients from Excel

TaxWorkFlow can automatically upload clients from Excel files using a predefined template which is much faster and more efficient than manually entering them into the database when doing the initial data population or migration from another system. If you have the list of your clients in an Excel file, you can easily use this mechanism.

Select "Clients>Import clients from Excel".

Load an Excel file using an appropriate button at the top of the tab. You can find an example below where the first row of the file is a header:

	oort Clients Fr				•			1			<u></u>
2		E .	🖽 🎧	×-		6			?	×	
ad I File	Excel Save Exce		Transfer 2. Map Data Fields	3. Validate 4. Start Values Import	Use First Rov As Header	V Show Skippe Fields	d Reconcile Existing Clients	Merge By Client Code	Help	Close	
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If your file doesn't contain the header, and the first row already contains client's data, then you need to uncheck "Use First Row As Header" button.

Press "Transfer Data" button moves the data from the Excel view into the client database view.

After the data is transferred, you can merge some columns according your needs. For example, if you have two columns in your document, one of them contains a phone number and another one contains a telephone extension you need to merge them into one column. Drag one column and drop it to another one, select the delimiter and approve merging. After all merging operations done you need to map fields of Excel columns and database columns. Use "Map Fields" button for this purpose. Below is an example of field mapping tab:

Save fiel mapping		
Status	Excel file columns	Client database columns
\odot	Firstname	Taxpayer first name
\odot	Lastname	Taxpayer last name
\bigcirc	TP Work	Taxpayer work phone
\odot	TP Other	Taxpayer other phone
\bigcirc	Address	Address1
\odot	TP Email	Taxpayer email
\odot	City	City
\odot	State	State
0	Sales Tax	Skip
\odot	Notes	Notes
\bigcirc	TP DOB	Taxpayer DOB

When all fields are mapped you need to check the data for errors in values. Press "Validate Values" and if you have some errors you will be able to change incorrect data or to clear it.

Keep "Reconcile Existing Clients" button pressed if you want the application reconcile imported and existing clients to avoid importing clients that already exist in the database. If the application finds the same client(s) in the database you'll see the screen like the following one:

rge With ing Client	New Client (Clients	ow Deleted Clients	Abort Import	Show Only Imported Field Filte	Hide Blan Fields		Alphabetica	I Keep old values	Merge All Values Reconcilia	Overwrit new va		Export Export	Reload	Help System	Close	
						ient record with a	n existing client	t record (to av	oid duplicates)	, or create a ne	w dient record	l (if this nev	w dient rec	ord doe	s not match th	e existing	records).	
																•	Search	💥 Clear
-	header here to g			/Partner 1	TP Email		Spouse / Partr	ner 2 SP Em	ail Address		City S	tate ZIP	Return	Type	Client Code	1		
1	AV772957297772	77 / 777777				y@example.com						1111111111	<u> </u>			4		
Personal	1 clients		Sylvia Rile	εγ	Sylvidbkile	ygexample.com			2815 Ra	indolph Street	New York N	IY	1040					
Personal	1 dients iation details:		Sylvia Rile	εγ	Symadical	y gexample.com			2815 Ra	indolph Street	New York h	IY	1040					
Record recondi		roup by tha	4		Sylvidokie	y wexample.com			2815 Ra	indolph Street	New York	ιγ 	1040					
Record reconcil Drag a column * Field Name	l ation details: header here to <u>c</u>	roup by tha	4 at column Old Value		=?	New Value		Copy From /		Result	New York N		1040					
Record reconcil Drag a column # Field Name Taxpayer fil	iation details: header here to g rst name	roup by tha	at column Old Value Sylvia		=?	New Value Sylvia		New Value	F	Result	New York N		1040					
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Record recondi Drag a column Field Name Taxpayer fi Taxpayer a Taxpayer w Taxpayer o Taxpayer o	iation details: header here to g rst name ist name iork phone ell phone	roup by tha	4 at column Old Value Sylvia Riley 122222222 222222222			New Value Sylvia Riley 122222222 222222222 222222222		New Value New Value New Value New Value New Value	1	Result Sylvia Riley 122222222 222222222 222222222								
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Here you can select a client from the list and decide if you want to keep old values for this client, to merge all values or to replace old data. Also you can skip this record or create a new client in the database.

Now you are ready to import the data. Press "Import" button to complete the import of the values into the client records database.

Working with clients grid

Clients grid has many columns available to view. Usually not all of them are useful for user. To view all available columns click on the asterisk in the left top corner of the table:

Client ID Consolidated Clier	nt Name		Client Status	Entity Typ
Client ID	Client Created		SP Middle Name	
Consolidated Client Name	Client Updated		SP First Name	
Client Status	Primary Taxpayer / Partner 1		SP Suffix	
Client Code	TP Prefix	\checkmark	SP Email	
EIN	TP Last Name		SP Cell Phone	
Company	TP Middle Name		SP Work Phone	
Position	TP First Name		SP Home Phone	
Entity Type	TP Suffix		SP Other Phone	
Return Type	🗹 TP Email		SP Fax	
Neighborhood	🗹 TP Cell Phone		SP DOB	
Services Provided	🗹 TP Work Phone		SP SSN	
Serviced By Office	🗹 TP Home Phone		SP Salutation	
Client Representative	TP Other Phone	\checkmark	Full Address	
Master Client Name	TP Fax		Address	
Master Client Name Group	TP DOB		City	
Filing Status	TP SSN		State	
Preferred Language	TP Salutation		ZIP	
Tax Year End	Spouse / Partner 2		Country	
Secondary Or Primary	SP Prefix		-	
Memo	SP Last Name			
Some of these columns consolidate information from other columns to make your work with the application easier. "Primary Taxpayer / Partner 1" field consolidates clients first name and last name. "Spouse / Partner 2" field consolidates spouse's first name and last name. Another one field is "Full address" which consolidates client's address, city, state and zip. All these fields are displayed by default. "Consolidated Client Name" field consolidates "Company" and "Primary Taxpayer" fields. It is not displayed by default but you can easily make it visible by checking a certain box.

Also you can filter a grid by any value of the column. In the example below you can see a grid filtered by return type 1040:

Return Type 🕈	Entity Type	Company	Position	Primary Taxpayer / Partner 1	Address	City	State	ZIP	Services Provided
(All)	Personal	Dennis D. Perry		Dennis Perry	1588 Hill Croft Farm Road	South Tahoe	CA	95705	
(Custom)	Personal	John Adam		John Adam	3075 Tenmile Road	Worcester	MA	01610	Sales Tax, Walk-in Service
	Personal	Sarah W. Vasquez		Sarah Vasquez	2980 Spruce Drive	Wexford	PA	15090	
1040	Personal	Adam S. Barnett		Adam Barnett	3740 North Avenue	Green Hill	СТ	68977	Walk-in Services
1041	dients								

Moreover you can group all records of the grid by any column. Just drag a column header up in the space marked by green arrows:

•	Return Ty 🔻	Entity Typ	Company	Position	Primary Taxpayer / Partner 1	Address	City	State	ZIP	Services Provided
	1041	Personal	Flora J. Hilliard		Flora Hilliard	3808 Kildeer Drive	Sunrise	FL	33323	Sales Tax
I	1041	Personal	Rhonda Pagan		Rhonda Pagan	1151 Grove Avenue	Oklahoma City	OK	73102	Estimated Tax
I	1041	Personal	Michael Robinson		Michael Robinson	1404 Briercliff Road	Flushing	NY	11354	
I	1040	Personal	Dennis D. Perry		Dennis Perry	1588 Hill Croft Farm Road	South Tahoe	CA	95705	
I	1040	Personal	John Adam		John Adam	3075 Tenmile Road	Worcester	MA	01610	Sales Tax, Walk-in Ser
T	1040	Personal	Sarah W. Vasquez		Sarah Vasquez	2980 Spruce Drive	Wexford	PA	15090	
Ŧ	1040	Personal	Adam S. Barnett		Adam Barnett	3740 North Avenue	Green Hill	СТ	68977	Walk-in Services

To save your grid to use it in future you can save it as a report. Read more about reports in <u>"Reports Management"</u> chapter.

"Export selection to clipboard" and "Import selection from clipboard" options allow you to simplify you work with multiple clients. Click "Select Multiple Clients" button, select clients from the list and click right mouse button to select "Export selection to clipboard". Choose the column to export and click "OK":

Email Client •	Select Multiple Clients	O Add Work Time						
		Time Tracking	Export	View	Options		System	

1	'ou a	re viewing all	clients after running 1 filter: <((i) Clipboard Selection Export
				Please choose the column to export the selected values for.
0	rag a	column head	ler here to group by that colum	Client ID Consolidated Client Name
*	x	Client I 🔺	Consolidated Client Name	Client Status
2		1	ABC Company: Sheila Saunde	Entity Type Return Type
۲	\checkmark	2	Sylvia Riley	TP Email TP Cell Phone
2		3	Jerry Mattson	TP Work Phone
2		4	XYZ: Alyce Cole	TP Home Phone SP Email
2		5	Kevin Gilbert	Full Address
2	\checkmark	6	Jenkins Consulting: William Je	
2		7	Dirks Company: Donald Dirks,	
2		8	Carlos Bakery: Carlos Kloss	
2	\checkmark	10	Geraldine Ramirez	
2		21	Michael Benson	
				OK Cancel

This feature could be useful in a number of situations. For example, you have setup your clients grid someway and want to do an email campaign for these clients. Now you need to select all these clients, copy "Client ID" column to the clipboard, go to "Email campaign" window, click "Select Multiple Clients", click right mouse button on the list of clients, select "Export selection to clipboard", select "Client ID" (the column that you copied to your clipboard earlier) and click "OK". Now all the clients selected in the first window will be selected in Email campaign window:

	il campa	ign								_ 0
1/2	8	7						X		? ×
Edit Client	Move Emails I		Reports Select Multiple Clients	Preview S	elect Multiple Emails	Load From Template 🔻		Test to Blast to ourself Addres		Help Close
		Clien	ts	Em	ails		Email Me	ssage	S	System
lients	(10 clients a	re displayed)	Emails (0 emails are displayed)	Email Message	Logs					
result	s. 3 clients :	elected. Select	e not the email campaign list aft the clients you want to use for							
Drag (Client ID	Email Status	pup by that column Campaign Problems		Corporate Name	Position	TP Prefix	TP First Name	TP Middle Name	TP Last Name
	1		Client is eligible for you	ur email campaign	ABC Company			Sheila		Saunders
			A 10 10 10 10 10 10					Svlvia		Riley
\checkmark	2		💟 Client is eligible for you	ur email campaign				2,		i succi y
V	2		Client is eligible for you					Jerry		Mattson
	_			ur email campaign	XYZ					,
	3		Client is eligible for you	ur email campaign ur email campaign	XYZ			Jerry		Mattson
	3		Client is eligible for you	ur email campaign ur email campaign ur email campaign				Jerry Alyce		Mattson Cole
	3 4 5		Client is eligible for you Client is eligible for you Client is eligible for you	ur email campaign ur email campaign ur email campaign ur email campaign		Owner	Mr.	Jerry Alyce Kevin	M	Mattson Cole Gilbert
	3 4 5 6		Client is eligible for you Client is eligible for you Client is eligible for you Client is eligible for you Client is eligible for you	ur email campaign ur email campaign ur email campaign ur email campaign ur email campaign	Jenkins Consul	Owner	Mr.	Jerry Alyce Kevin William	M	Mattson Cole Gilbert Jenkins
	3 4 5 6 7		Client is eligible for you Client is eligible for you	ur email campaign ur email campaign ur email campaign ur email campaign ur email campaign ur email campaign ur email campaign	Jenkins Consul Dirks Company	Owner	Mr.	Jerry Alyce Kevin William Donald	M	Mattson Cole Gilbert Jenkins Dirks

Also, this feature could be useful when you work with 3rd party accounting applications or services. One more example: in Lacerte you have a list of clients who have some tax refunds and you want to do an email campaign for them. You can export this list to Excel, select some column with unique values (e.g. email), copy this column to clipboard. At the email campaign window you can click "Select Multiple Clients" button and import selection from the clipboard (list of emails from Excel). Point out that you are importing "TP Email" column and click "OK". Now all the clients from Excel list will be selected in the email campaign list (assuming all clients from Lacerte exist in TaxWorkFlow database) and you can move forward.

Change client fields in bulk

Sometimes there is a necessity to change same field(s) of several clients. To avoid time-consuming one-by-one change you can use "Bulk change client fields" wizard. Click "Change Client Fields" button in the "View Clients" window and select clients you want to change field(s) for:

Y	ou ar	re changing) dient fields. Please select dients and press "Next".				🔍 Search 🛛 💥	Clear
D	rag a	a column he	ader here to group by that column				Search	Cical
ŧ	x	Client ID	Consolidated Client Name	Client Stat 🔺	Entity Type	Return Type	Serviced By Office	TP
1		21	Michael Benson					MB
1		10	Geraldine Ramirez		Personal	1040		Ge
1		8	Carlos Bakery: Carlos Kloss	۲	C-Corporation	1120	NJ office	CK
1		7	Dirks Company: Donald Dirks, Owner (Partner: Maria Dirks)		S-Corporation	1120S	IL office	de
1		6	Jenkins Consulting: William Jenkins	۲	C-Corporation	1120		W.
1		5	Kevin Gilbert		Personal	1040		KG
1	\checkmark	4	XYZ: Alyce Cole		S-Corporation	1120S	IL office	Aly
- And	\mathbf{V}	3	Jerry Mattson	0	Personal	1040	IL office	Je
1		2	Sylvia Riley	0	Personal	1040	IL office	Sy
1		1	ABC Company: Sheila Saunders		C-Corporation	1120		Sh
2		9	Daniel Collins	0				Da
		21	dients •					+

The next step is to select what fields you would like to change:

Ø)	Bı	ulk	k change client fields	• x
١	Yo)u ar	are changing client fields. Please select fields you would like to change and press "Next".	
*	x		Field Name	!
Ø	ſ	đ	Client Representative	<u></u>
5	F	\checkmark	Office	
Ø	[Entity Type	
Ø	Γ		Return Type	
4	6			
Z	7		Prev Next 🚱 Cancel 🞯 He	lp

Please note, only for fields are available for bulk change:

- Client Representative
- Office
- Entity Type
- Return Type

When the field to change is selected click "Next" and choose if you want to select another value for the field (eg. assign clients to another office) or clear selected field:

Bulk change client fields		×
You are changing client fields. Plea	ase select an action for the "Serviced By Office" field and press "Next".	
Office Actions		
Reassign all client to office:	NJ office	•
 Delete all client offices 		
🔇 Prev 🛛 Next 🔮	Cancel	🔞 Help

Upon clicking "Next" button you can see a summary of changes that will be applied to selected clients:

Bulk change client fields	X
You are changing dient fields. Please press "Next" to change the dient fields.	
For dients: #4: "XYZ: Alyce Cole" #3: "Jerry Mattson"	
fields will be changed: <office> -> reassign to "NJ office"</office>	
O Prev Next O Cancel	🛞 Help

The last window contains the information about all changes applied:

🗉 Bulk change client fields	_ _ x
Finished.	
For dients: #4: "XYZ: Alyce Cole" #3: "Jerry Mattson"	
fields have been changed: <office> -> reassign to "NJ office"</office>	
Prev OK Cancel	🕜 Help

Click "OK" button to close wizard.

5. Document Management

Work with documents is completely described in this chapter. You can find out how to search for documents, how to organize them and deliver to your web-site or to CD/DVD. You can also learn all possible ways of uploading documents to the system.

Finding documents

You can find any uploaded document in the system by using the "View Documents" form. Go to the "Clients>Documents" main menu item to display this form. You can put documents into folder so you can navigate the tree and quickly locate the document you are looking for when you click the folder. Numbers in brackets show the quantity of documents in each folder and its subfolders. If you prefer to exclude subfolder's documents and to see only the number of documents in the current folder pull-down the menu by right-clicking on the selected folder and uncheck "Count documents only in folders themselves". You can apply additional filters to the list of documents using "Filters" button.

Add Create P ocuments Documen You are viewing the do	nt Actio		Opti	ons	load Help Syster	n Close	e document count	calculated <u>excluding</u> subfolders					
Non Tax Return		ents (2)	[•	Q Search	Clear
Practice Files (2				Drag a colur	nn header he	re to group by that colu	mn						
Tax Return Docu Tax Returns			4	* Doc ID	Published?	Timestamp	Author	Consolidated Client Name	File Name	Type	Size	Folder	
Audit (5		()		61		2017-10-11 23:26:23	John Smith, Jr.		i1040.pdf	.pdf	2.5 MB	Tax Return Documents	Tax F
🗸 🗁 Tax Returns		(c)			1	2017-10-11 23:26:23	John Smith, Jr.		i1120.pdf	.pdf	484.5 KB	Tax Return Documents	· \Tax I
Draft (0000	Add document				2017-10-11 23:26:23	John Smith, Jr.		i1120s.pdf	.pdf	621.9 KB	Tax Return Documents	Tax F
✓ 🔚 Tax Returns	2	Create a new PDF document			2017-10-11 23:26:23	John Smith, Jr.		payroll-guidelines.pdf	.pdf	235.1 KB	Tax Return Documents	Tax F	
V Tax Returns		Edit folder				2017-10-11 23:11:54	John Smith, Jr.	Sylvia Riley	f1040.pdf	.pdf	188.0 KB	Tax Return Documents	; ∖Tax I
Draft (Count documents including subfolders		· · · ·	2017-02-07 21:38:12	John Smith, Jr.	Carlos Bakery: Carlos Kloss	payroll.docx	.docx	12.9 KB	Tax Return Documents	\Tax I	
↓ I <mark>Pa</mark> Final (€	 ✓ ✓	Hide private client folders Hide empty folders Show all documents in all fo Expand all Collapse all Export documents											
l	Q	Reload											
					6 documents		•						

From this menu you can also add a document to this folder, create a new PDF document, edit folder, hide private client's folders, hide empty folders, show all documents in all folders, expand/collapse all folders, <u>export documents</u> and reload the folders tree.

To operate with documents pull-down the menu by right-clicking on the selected document.

View Documents (6 documents are displayed	d)							_ = ×
Add Document Actions View O	÷	Image: Weight of the second system						
You are viewing the documents for the selected folder. She	Drag a colum	n header here to group by 1 Published? Timestamp Add document Create a new PDF do Delete 1 document Rename document Open document by d	hat column Author Author coment efault program sing TaxWorkFlow a DocuSign s found the client another folder a another client	t calculated excluding subfolders	File Name 11040.pdf 11120.pdf 11120s.pdf payrol-guidelmes.pdf f1040.pdf payrol.docx	Type adf adf adf adf adf add add	Size 2.5 MB 484.5 KB 621.9 KB 235.1 KB 188.0 KB	Folder Tax Return Documents \Tax Re Tax Return Documents \Tax Return Re Tax Return Documents \Tax Return Re Tax Return R
		Clear table layout		L				

This menu contains a number of commands you can run on the document or multiple documents:

- Add document allows to upload the file to selected folder
- Create a new PDF document opens <u>"Create PDF Document"</u> window

- Delete document deletes the document
- Rename document allows you to change the title of the document
- Open document by default program opens the document using the default program configured by your system for this type of files
- Open document using TaxWorkFlow opens the document with a built-in editor for this type of files. You can
 go to "File" > "Connection Settings" > "File Associations" tab to associate different file types with TaxWorkFlow
 or external program. Read more about it in <u>"How to edit connection"</u> chapter
- Save document saves selected document to the local disk
- Publish document publishes document(s) to the "Published documents" folder of the Client Portal (if available). You can find more information in <u>"Client Portal"</u> chapter
- Publish for signing via DocuSign publishes document(s) to the "Awaiting your signature" folder of the Client Portal (if *available*). You can find more information in <u>"Client Portal"</u> chapter
- Email document to client allows you to send the document as an attachment to taxpayer, spouse or both
- Move document to another folder opens "Edit Document Properties" window. From here you can change the document's title and folder, publish document to Client Portal, send notification about portal publication or email document as attachment
- Move document to moves document to another folder, it allows you to select document's folder from the expanding menu item
- Assign document to another client opens "Select Client" window. Here you can select a client that selected document should be reassigned to (in case it was filed to a wrong client)
- Add work time for document allows you to add a work time for this particular document
- Export exports the list of documents to selected format (XLSX, XLS, XML, TXT, HTML)
- Print sends selected document to printer
- Multiselect mode allows you to select several documents. "Select all" and "Unselect all" commands simplifies
 your work in multiselect mode
- Reload refreshes this list

Organizing documents

You can change the folders tree as you wish. Select the "Administration>Edit document folders" main menu item and you'll see the following form:



On the left side of the form you can see a folders tree. Click your right mouse button on this field to add folder, add child folder, modify, duplicate, or hide the selected folder. The right side of the form contains the selected folder's settings.

- Folder name specify the name of a folder here as it will be displayed on the tree
- Assign the document to a client allows you to assign an uploaded to this folder document to specific client
- Email this document to the client as an attachment using the "Client Email Template" check this box and each published document will be mailed to the client as an attachment

The following features will be available in future releases soon:

- Publish this document to the portal into the client's account by checking this box you set up the system to
 publish all uploaded documents from this folder to web portal automatically (*available only with the Integrated
 Web Site*)
- Email to the client about this publication using the "Portal Publication Email Template" allows you to notify the client that document is ready and was published to the portal

If you want to hide some folder which contains documents, you can choose what to do with them. You can hide them with the folder or move them to another folder:



Click "Show Hidden Folders", right mouse button click on any hidden folder will allow you to unhide it:

		0			\bigcirc	×		
Jpdate Add Add Child Duplicate Folder Folder Folder	Folder	Unhide Folder	Show Hidden Folders	Reload	Help	Close		
	er Actions				System			
	Folder na	me: D	raft				Folder ID: 135	
Tax Returns 2012	When a d	locument is	placed into this fol	der do the f	ollowing	actions		
	🗸 Assig	n this docu	ment to a client					
🔚 Fin 🖾 🛛 Add folder	Pu	blish this do	ocument to the port	al into the d	dient's ac	count		
So 🗞 Add child folder		Email to th	e client about this p	publication u	using the	"Portal Pu	blication Email Template"	
Au 🚰 Duplicate folder	Em	ail this doc	ument to the client	as an attad	hment us	ing the "C	lient Email Template"	
Dri Delete Folder								
Fin Delete Polder								
Y 🔚 Tax Re								
Au 🐻 Show hidden folder	S							
Source								
Audit								
Draft								
····· <mark>···</mark> Draft ····· <mark>····</mark> Final ····· <mark>····</mark> Source								

Uploading documents

There are several ways to upload documents to the system.

• You can upload documents from the project's or task's edit view by clicking the "Add File" button at the top of the form:

💣 Create Task		_
Create Task Control Attachr	Add Help Cancel Note System	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
Client:	Kevin Gilbert	▼ 8 ∎
Serviced by office:	TaxWorkFlow	-
Assign to:	John Smith, Jr.	- 🕹
	Task due by: No deadline Due after: Priority 8: TaskID #14: test for test: test test	-
	🞯 Task Instructions 🖉 Attachments (0) 🖾 Emails (0) 🧌 Notes (0)	
	Eile ▼ _Edit ▼ Format ▼	
	>>> Enter task instructions here <<<	A
	Line: 0 Column: 0 Editable	

• You can upload documents from the "View Documents" form by clicking "Add Documents" button at the top of the form. Another way is to select a folder, click right mouse button at the field where uploaded documents shown and select "Add document..." or you can click right mouse button straight on the folder in the folder's tree where you want to add the document.

View Documents (0 documents are displayed)				_ _ ×
		à	Add document	
		8	Delete document	
Add Filters Reload Help Close Documents 🔻		ō	Rename document	
Document Actions System		U	Add work time for document	
			Save document	
The number of documents is calculated excluding subfolders. Please select the folder	to displ	8	Publish document	wn the results.
	-	B	Open document by default program	
Selected folder: Select folder to show its documents	Filter	2	Open document using TaxWorkFlow	
Select Toder to show its documents		5¢	Email document to client	•
V PROOT	ID		Move document to another folder	Author Type
Non Tax Return Documents (1) Practice Files (6)			Move document to	•
			Export documents view list to excel	
Audit (2)		2	Change document's client	
		Q	Reload	

• Documents can be uploaded from the client's view form at the "Documents" tab in the middle of the form. Click your right mouse button at the field and choose "Upload document" from the pop up menu:

Save Save And Close Control		Copy To Clipboard •	Print	Email Client • ient Actio	New Referral	New Associate	Create Project Work	Create Task Flow	Ad	ld Work Time Tracking	Note	0 Add File		() Help	Close		
🛃 Detail	Nor	n Tax Return	Docume	nts (1)		#	Timestamp			File name	Ту	pe	Size	Folde	r		
Memo						1	2017-02-07	21:38:12	2	payroll.doc	cx .do	0CX	12.9 KB	Non 7	Tax Retu	Irn Docume	ents
listory (35)									_						_		
🔯 Tasks (1 open)													ilt program.				
o Projects (1 open)												using	TaxWorkF	low			
Documents (1 out of 1)									A	Publish d	locument						
陷 Notes (0)									•	Add docu	uments						
🔁 Emails (1)									2	Create a i	new PDF d	locum	ent				
齝 Referrals (0)										Downloa	d docume	ent					
纄 Associates (0)										Move do	cument to	anoth	er folder				
💼 Custom Fields (0 of 1)									5¢	Email do	cument to	client					
									8	Delete do	ocument						
										Burn doc	ument						
						4											

You can select "Clients >> Import documents from folder..." to import several documents at once. Before
importing make sure that folders are named by client's names to whom they are intended. If you want to import
a folders tree name folders inside the client's folder accordingly to the folders tree from the database. Find the
"importing documents from folder" form below:

	7	AB	F	(2) ×		
Select des		elect source 3. Map directories	4. Import	Help Close		
document	folder file	directory to clients	documents	System		
				System		
Click "Impo	rt documents" to	import documents from the local dire	ctory into the de	stination document folder		
Steps comp	olete: 2/3					
				67 %		
elect categ	gory	Tax Return Documents \ Tax Retur	rns 2012 \ Final			
-	s with documents	s C:\pocs				
-	s with documents	C:\Docs				
oad folders		C:\Docs				
oad folders Documents Import	s Logs Import status	C:\Docs		Count documents in fol		Client
oad folders	s Logs Import status			Count documents in fol	der Definition customer	
oad folders Documents Import	s Logs Import status P	Name folder		Count documents in fold		Client
oad folders	s Logs Import status	Name folder Adam S. Barnett - Adam Barnett		Count documents in fok	0	Client Adam S. Barnett: Adam Barnett
oad folders	s Logs Import status ? ? ? ?	Name folder Adam S. Barnett - Adam Barnett Dennis D. Perry - Dennis Perry		Count documents in fok	Ø Ø	Client Adam S. Barnett: Adam Barnett Dennis D. Perry: Dennis Perry
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- You can drag-and-drop documents to the "View documents" form which was described in the <u>"Finding documents</u>" section.
- Documents can be uploaded automatically from your PC. Special application TaxFlowService will
 automatically make replications of all folders from TaxWorkFlow so if you scan a document and save it in some
 replicated folder (for example, /Tax Year 2013/DRAFT 2013) this document will be automatically uploaded to
 TaxWorkFlow to the folder with the same name. You must save files in a special way mentioning customer's id
 in the name of file so it'll be stored for this customer in TaxWorkFlow. After the document was uploaded you'll
 get a notification to your email about it.
- You can print document in PDF format straight to the database from any editor using PDF printer.

Please note that you can use drag-and-drop in all uploading scenarios as well.

Uploading the document you need to choose a client and a folder for it. Client will be selected automatically if you attach files to project or task related to this client:

🕹 Edit Doo	cument Properties				+	•	_ 🗆 X
Save Document	Apply This Selection To Remaining Files Control	(?) Help	Cancel				
select the	ttaching a document fo document title and wi	or the op	oen projec	t #45: Prepa er it will be sa	re Yearly Bo ved to.	okkeeping. F	Please
Please enter f1040	r document title:						0
Tax Return	t folder from the tree b Documents \ Tax Return Tax Return Documents tice Files Return Documents Tax Returns 2012 Tax Returns 2013 Audit Draft Final Source Tax Returns 2014 Tax Returns 2015	rns 2013	3 \ Draft				
Save docum	nent to a private client f	folder:					_
Assign docu	ment to selected client	:					[
Geraldine R	amirez						-
Automat	tically publish the docur	nent					

<u>Tip:</u> "Uploading several files click "Apply this selection To Remaining Files" button if you need to store all files in one folder."

You can use documents in "Problems". For example, if you need to get some payment for a baby, the customer must send you a birth certificate. You can create a project problem and TaxWorkFlow won't let you close the project until the document was sent to you and you close the problem. See more about projects at <u>"Projects and Tasks Management"</u> and more about problems at <u>"Problems Management"</u>.

You can find out who and when uploaded some document in "User activity" window. Find out more information about it in <u>"User activity"</u> chapter of this guide.

Create PDF document

TaxWorkFlow allows users to compose PDF files from any images including those captured from scanner. Built-in OCR and image quality tools are able to make your PDF files text searchable and keep the best quality of images along with a high compression level.

To create a new PDF file you need to go to "Clients" > "Documents" and click "Create PDF Document" button. This button is also available from the Dashboard.

First you need to setup document properties. This will save your time as all images you add to the document will be processed according to these properties straight upon you add them. You can change properties later if you need.

<u>Tip:</u> "Set document properties before you add images to the document. You can change properties anytime later but this will require additional time to re-compress and re-OCR all the images of the document. If you have a doubt about settings, add one image and play around with the document properties. When you're satisfied with the quality and size of the image go ahead and add other images to the document."

Properties block contains the following sections:

1. Document Information

- 2.OCR & Image Quality
- 3. Permissions And Security

This is your selected document's properties. New pages will be automatically added into this document.								
0 Document	Information	n						
Title:	Form 104	0						
Author:	uthor: John Smit							
Paper size:	Ledger 17	′ x 11 in	•					
OCR & Image Quality								
Quick settings:	Original		•					
Compression:	Original		•					
Resolution:	Original		•					
Force grayscale:			Off					
OCR language:	English		•					
On Enab	le permissio	ns and s	ecurity					
Permissions	And Secu	rity						
User password:	<user pas<="" td=""><td>sword></td><td></td></user>	sword>						
Owner password:	<owner p<="" td=""><td>assword</td><td>></td></owner>	assword	>					
Print:		Yes						
Print in high resol	ution:	Yes						
Modify contents:			No					
Copy and extract	contents:	Yes						
Make annotations	:		No					
Assemble docume	ent:	Yes						

- 1. In "Document Information" section you can edit document title, author and paper size.
- 2. "OCR And Image Quality" section contains the following settings:
 - 1) "Quick Settings" allows you to apply presets from the list below:
 - Original keeps original compression and resolution. OCR is turned on.
 - Color Document sets compression to JPEG 50% and resolution to 150 dpi. OCR is turned on.
 - B/W Document sets compression to JBIG2 (lossless) that allows you to significantly decrease the file size, keeps original resolution and forces grayscale to ON. OCR is turned on.
 - Picture sets compression to JPEG 50% and resolution to 150 dpi. Turns off OCR.
 - Screenshot sets compression to PNG and keeps original resolution. Turns off OCR.
 - Web Image sets compression to JPEG 25% and resolution to 72 dpi. Turns off OCR.
 - Custom allows you to select your own settings that are not included in the presets list.

Please note, all presets were designed to maximize the quality of images and minimize their size.

- 2) "Compression" allows you to select a compression from the list below:
 - Original
 - PNG
 - JPEG 100%
 - JPEG 75%
 - JPEG 50%
 - JPEG 25%
 - JBIG2 (lossless)

3) "Resolution" - allows you to select one of the following resolutions:

- High (300 dpi)
- Print (150 dpi)
- Screen (96 dpi)
- Web (72 dpi)

4) "Force grayscale"

5) OCR language - allows you to select OCR language or turn OCR off by selecting "No OCR". To add languages to the list you need to open "File" > "Install OCR languages...", select languages that you need to install by marking them as ON and click "Start Install" button. To delete languages from the list you need to mark them as OFF in the list:

art Stop Help Close tall Install Control System			
Control System	+		
his wizard belos you install and uni	install OCR languages by d	woloading or deleting them. Mark one or more language	es as ON to download and install this languages into the
pplication. Or mark languages as C)FF to delete them from Ta	wWorkFlow. Then click Start Install button to complete th	he installation.
)CR languages:			
			✓ Q Search X Clea
Language	Installed?	Language action	
Finnish	No		
French	Yes	Install	
Frankish	No		
Irish	No		
Galician	No		
Gujarati	No		
Haitian; Haitian Creole	No		
Hebrew	No		
Hindi	No		
Croatian	No		
	No		
Hungarian			
Hungarian Inuktitut	No		

When you're ready with document settings you need to compose a document. There are several ways to add images to a document:

- 1. Click "Add From <your scanner name>" button to scan an image and put it into the document
- 2. Select you smart phone or digital camera in the list of scanners to add images from it
- 3. "Add From File" button allows you to add images from your disk or network places
- 4. Drag-and-drop files from your file system onto the document (left pane on the screen)
- 5. Copy the image and paste it into the document

W Save Properties Add From Mustek 1248UB Document	Add from Paste from Rotate Delete Disable Disable Refresh Conserve Conserve Reload Help Close OCR Upon OCR CPU Memory Pages System	
Sources Canners Apple Phone Mustek 1248UB Fle System	□ Eile + Edit + View + □ <td>This is your selected document's properties. New pages will be automatically added into this document.</td>	This is your selected document's properties. New pages will be automatically added into this document.
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11010.pdf #2 (500 dp)	For the year Jan. 1-Dec. 31, 2016, or other tax year beginning .2016, ending .20	Author: John Smith
	Your first name and initial Last name	Paper size: Letter 8 1/2 x 11 in 🔻
	John Smith	
	If a joint return, spouse's first name and initial Last name	
	Anna Smith Home address (number and street). If you have a P.O. box, see instructions. Apt. no.	OCR & Image Quality
	123 11th Ave	
	City, town or post office, state, and ZIP code, if you have a foreign address, also complete spaces below (see instructions).	Quick settings: Original
	New York NY 11111	Compression: Original
	Foreign country name Foreign province/state/country Foreign postal code	Resolution: Original -
	Elitics Output 1 Single 4 Head of household (with quality	Force grayscale: Off
	Filing Status 1 Single 4 Head of household (with qualify 2 Married filing jointly (even if only one had income) the qualifying person is a child	OCR language: English
	Check only one 3 Arried filing separately. Enter spouse's SSN above child's name here.	OCK language: English
	box. and full name here. ► 5 ☐ Qualifying widow(er) with der Examptione 6a ✓ Yourself. If someone can claim you as a dependent, do not check box 6a	Off Enable permissions and secur

To add images from your smartphone you need to select it in the list of scanners. The tree view of all images will appear. You can change it to list view which is helpful if you need to sort files by timestamp independently of the folder they are stored in:

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You can also use "Search" bar to find images by name. Composing the document from images from your smartphone/camera you can drag and drop them to the left pane, you can select multiple images and put them in any place of the document.

Each image of the document can be rotated by 90, 180 and 270 degrees. Also you can drag and drop pages from one document to another, or even drag and drop the whole document to any place of another document.

Besides the documents and their pages the left pane contains a list of sources and an information about OCR jobs. When you add a bunch of pictures to the document and OCR process starts you can see what documents are already OCR-ed and what documents are still in process:

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Documents						÷
 ✓ Document 1 		Page	Status	Duration	Output	ŀ
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📲 f1023-page-009.jpg (300 d		Document 1: f1023-page-008.j	Waiting			K
		Document 1: f1023-page-009.j	Waiting			R
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1023-page-022.jpg (300 d 1023-page-023.jpg (300 d	M	Document 1: f1023-page-020.j	Waiting			
		a commente an income baña aradim				

If you need to check the OCR results you need to click right mouse button on the page you'd like to check and select "Show output text...". A new window with OCR-ed text will be opened. Below is an example of this window and OCR output:

Iview OCR Output	_ _ x
Help Close	
System	
You are viewing the OCR output for "Document 1: f1023-page-001.jpg (300 dpi)".	
Eile - Edit -	
Department of the Treasury Internal Revenue Service	
Notice 1382	
(Rev. October 2013) Changes for Form 1023 * Mailing address	
* Parts IX, X, and X1	
Reminder: Do Not Include Social Security Numbers on Publicly Disclosed Forms	
Because the IRS is required to disclose approved exemption applications and information returns, exempt organizations should not include Social Security numbers on these forms. Documents subject to disclosure include supporting documents filed with the form, and correspondence with the IRS about the filing.	Ŧ
Line: 1 Position: 27 Read-only	

You can copy text from here or save it to text file or print if necessary. You can also look for some text on this page.

Usually there is no need to use a set of "Performance" buttons but sometimes they could be helpful.

"Disable OCR" button allows you to stop OCR process and compose a document without OCR-ing it. Once the document is composed you can enable OCR and the process will start immediately.

"Disable Refresh Upon OCR" button is helpful if you are reading a newly composed document. During OCR process your document will be refreshed as much times as much pages it contains. It will show you the first page upon each refresh and it makes impossible to read the document. This button disables refresh of the document upon OCR so you could familiarize with the document and enable refresh only when you're done with the document and the refresh will not distract you.

"Conserve CPU" button would be helpful for pretty old computers. By default OCR uses all cores of your CPU. Each core works on one page at a time. By clicking this button you will increase the time of OCR process but at the same time your CPU will be loaded less and your computer will be available for other CPU-dependent actions.

"Conserve Memory" button turns on a memory saving mode. The application keeps cached images on disk instead of placing them in the memory. It could be helpful if you have a low memory reserve or if you are working with big documents that can significantly increase memory usage. This mode turns on automatically if the document contains 25+ pages.

Import documents from folder

TaxWorkFlow can automatically upload documents from any folder of your PC.

Select "Clients>Import documents from folder".

First select a destination folder:

🚰 Import docu	nents			_ 0	x
1. Select destinatio document folder		AB 3. Map directories to clients	4. Import documents	(?) X Help Close	
Click "Select destir Steps complete: 0		select the document fo		1.0.0.22260	x
Select category Load folders with c	 771	0	%	Campaigns August 5 2014 Company files Customer feedback Customers Demos Invitations Cise Enhancements and bugs User guides	
	Please sel	ect local folder with doo	cuments to see th		

Next select source file directory:

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Now you need to map loaded directories to clients. Press the appropriate button and assign a client for each directory from the list.

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Select des locument	stination 2. Se t folder file	lect source directory	3. Map directories to clients	4. Import documents	Help	Close	
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oad folder. Document	s with documents	C:\Documents	S			n customer	•••
oad folder.	s with documents		S			in customer	Client John Adam: John Adam
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Check all rows you would like to import and press Import documents button:

🖀 Import documents						_ 0	x
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1. Select destination 2. Select source document folder file directory Import Wiza	3. Map directories to clients ard	4. Import documents	Help Sys	Close tem			
Click "Import documents" to import documer	nts from the local dire	ctory into the de	stination	document	folder		
Steps complete: 3/3							
	10	0 %					
Select category Tax Return D	oci	Inf	ormati	on	×		••
Load folders with documents C:\Documents	— You I	have successful ments during t			tories with otal directories		••
Directory #3 with 5 documents was imported Directory #4 with 3 documents was imported					ОК		•
Import finished You have successfully imported 4 directories		g this session, ar	nd 4 total	directories	1		

Now all documents were uploaded to the system and assigned to clients.

PDF printer

PDF printer is a simple way to upload your file in PDF format straight to the database from any editor. This printer is installed during the <u>TaxWorkFlow installation process</u>. In the same <u>topic</u> you can find how to setup your firewall in case it blocks the installed printer.

To upload a document to the database in PDF format send it to printer and select a TaxWorkFlow PDF Printer from the list of available printers. Depending of the application you're using this dialog may look in different ways. When the printer is selected and you see that it's ready you need to click "Print" button.

Then you will be prompted to select a folder for the document. Also you will need to enter a document title and assign a document to the client:

💽 Edit Docun	nent Properties	↔ _ □ X
Save	Help Cancel	
Document		
Control	System	
	that it shows in the	nd what folder/subfolder it will be saved to. You can also assign this document client records.
final-tax-retur	'n	
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Portal Practi Tax R Ta Ta Ta Ta Ta Ta Ta Ta Ta	ax Return Documents Uploads ce Files eturn Documents ax Returns 2012 ax Returns 2013 ax Returns 2014 ax Returns 2015 ax Returns 2016 Audit Draft Final Source	5
Save documen	t to a private client fo	older:
-	nt to selected client:	
Dirks Compan	y: Donald Dirks, Own	er (Partner: Maria Dirks) 🔹 📓
Automatic	ally publish the docum	lent

Check "Automatically publish the document" if you wish it was available to the client from the portal.

Click "Save Document" button and PDF will be uploaded to TaxWorkFlow database.

If you need to protect your documents with a password you must setup your PDF printer respectively:

Go to Control Panel >> Hardware and Sound >> Devices and Printers. Right mouse click on the TaxWorkFlow PDF Printer and select "Printing preferences":



Select PDF Properties tab, check "Password-protect the documents" and select one of the following options:

- prompt for password each time
- automatically protect with the default password

Set default password if necessary and click OK

a TaxWorkFlow PDF Printer Printing Preferences	x
Layout Paper/Quality PDF Properties	
Password-protect the documents	
I prompt for password each time	
automatically protect with the default password	
Default password:	
OK Cancel App	ły

Delivering documents

You can deliver multiple documents using each of the following ways:

1. via CD-ROM.

2. via a Client Portal (if available).

All manual delivery options are available from the client's view form at the "Documents" tab in the bottom of the form. Click your right mouse button at the field to see the following context menu:



From here you may publish documents on the Client Portal or burn them on a CD-ROM. Also you can email documents to taxpayer, spouse or both. Find the description of all available options at <u>"Finding documents</u>" chapter.

You can configure the system to publish documents on Client Portal automatically. Moreover, if you use TaxFlowService to upload documents it will automatically publish them to web-portal if you checked "Automatically publish documents in this folder to web-portal" box. This feature was described in details in the "Organizing documents" section.

Export documents

To export documents from any folder of TaxWorkFlow to local disk you need to go to to the "Clients>Documents" and pull-down the menu by right-clicking on the selected folder:

view Doo	cuments	(6 docume	ents are	display	(ed)							
Add Documents Docu	Create P Docume ment Acti	nt 🔻	G Reload	(2) Help System	Close	2						
You are viev	wing the do	cuments for th	ne selected	folder. 🕯	5how d	ocumen	ts for all fold	lers. The tree shows the	e document count	calculated <u>excluding</u> s	ubfolders.	
		Documents (2	<u>2)</u>		7 [•	Q Search	💥 Clear
	l Uploads ice Files (2					Drag a col	umn header h	ere to group by that colu	mn			
and the second se	Return Docu ax Returns	ments (2)				Doc ID	Published?	Timestamp	Author	Consolidated Client Na	me	
	Audit (S				Ë	69	V1777777777777	2017-10-11 23:26:55	John Smith, Jr.	Consolidated cliciteria		
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🗸 🛅 Ta	ax Re 🍆											
	🔤 Fin	Edit folder										
		Count docu	ments inclu	uding su	bfolder	s						
	1	Hide private	client fold	lers								
	, ' ,											
	√	Hide empty	roiders									
		Show all do	cuments in	all folde	ers							
	尼	Expand all										
	6	Collapse all										
	B	Export docu	ments									

Select "Export documents" to open an export wizard:

Export Docume	nts)
	<u> </u>	P	(?)	×		
I. Select Document's Root Category Ex	2. Select Local Folder To Export cport Wizard	3. Export Document	ts	Close tem		
Select local folder whe	re to the documents	will be export	ed			
Selected document's ro	oot category:		Non Tax Ret	urn Documents		••
Selected local folder w	here documents will b	e exported:			•	••
Logs:						
Document's root categ	gory has been selecte	ed: Non Tax R	eturn Docum	ents		

Select local folder where you want to export documents:

Export Documer	nts				_ • 2
		F	?	×	
Select Document's Root Category	2. Select Local Folder To Export	3. Export Document	Help	Close	
	ort Wizard			tem	
Click "Export Documen	its" to export docume	nts into selec	ted local folde	er	
Selected document's ro	oot category:		Non Tax Ret	urn Documents	
Selected local folder wł	here documents will b	e exported:	C:\Docs\Non	Tax Return Documents	•••
Logs:					
Document's root categ Local folder has been s				ents	

The final step is to click "Export Documents" button:

Export Docume	nts								 	- '	
	-	B	?	X							
Select Document's Root Category	Folder To Export	3. Export Documents	Help	Close							
E	(port Wizard		Syst	tem					 		
Click "Export Documen	ts" to export docume	into coloctor	local folde	5r			×	1			
							\sim		 		
Selected document's ro	Veu	have successfu	lly export	cob 9 bet	iments						
selected documents re		nave successiu	пу ехрон	ca s aoci	arrienes						
Selected documents re		nave successiu	iny export		annenes						
		nave successiu	iny export		annenes			-			
		nave successiu	пу ехроп			01/	_				
		nave successiu	ily export			ОК					
Selected local folder w		nave successiu	iny export			OK					
Selected local folder w		nave successiu	iny export			OK					
		nave successio	100 %			OK					
Selected local folder w						OK					
Selected local folder w			100 %			OK					
Selected local folder wi Export progress: 9 do	cument export	<u> </u>	100 %) Stop Exp	port		ОК					
Selected local folder will Export progress: 9 do Logs: Document's root categ	cument export	ed: Non Tax Retu	100 %) Stop Exp	port		ОК					
Selected local folder will Export progress: 9 do Logs: Document's root catego Local folder has been	ory has been selected selected: C:\Docs\No	ed: Non Tax Retu on Tax Return Do	100 %) Stop Exp	port		ОК					
Selected local folder will Export progress: 9 do Logs: Document's root categ	ory has been selected selected: C:\Docs\No	ed: Non Tax Retu on Tax Return Do	100 %) Stop Exp	port		OK					
Selected local folder will Export progress: 9 do Logs: Document's root catego Local folder has been Created the list of 9 d	ory has been selected selected: C:\Docs\No	ed: Non Tax Retu on Tax Return Do	100 %) Stop Exp	port		OK					
Selected local folder will Export progress: 9 do Logs: Document's root categ Local folder has been Created the list of 9 d Export started	ory has been selected selected: C:\Docs\No	ed: Non Tax Retu on Tax Return Do	100 %) Stop Exp	port		OK					
Selected local folder will Export progress: 9 do Logs: Document's root categ Local folder has been Created the list of 9 d Export started 1 document export	ory has been selected selected: C:\Docs\No	ed: Non Tax Retu on Tax Return Do	100 %) Stop Exp	port		ОК					

When export is finished you can see all exported documents in selected local folder. Documents will be saved in subfolders named by your clients full names. Please note that it may take a while till all documents are retrieved/saved.

6. Projects and Tasks Management

From this chapter you can learn what tasks and projects are. How to organize tasks into projects, to manage projects and all workflow rules.

Custom task

The simplest piece of work is a task. It's usually a one-time event such as: call client, print tax return, review file. In order to create a new task, you can select "Workflow"> "Create task" or simply press Ctrl+F5.

💣 Create Task		_ 0
	Add Help Cancel	
Control Attachme	ents System	
Client:	Alyce Cole	•
Serviced by office:	NJ office	•
Assign to:	John Smith, Jr.	- 🕹
	Task due by: No deadline Due after: HIGHEST PRIORITY Image: Task Instructions Image: Attachments (0) Image: Emails (0) Image: Priority (0)	•
	IEile ▼ Edit ▼ Format ▼	
	>>> Enter task instructions here <<<	
	Line: 0 Column: 0 Editable	· · · · · · · · · · · · · · · · · · ·

To select a client/office you can use a "Select client form" / "Select office form" or use the drop-down menu.

<u>Tip:</u> "Office selected on this step can be changed in future when task is already created but you can not reassign task to another client upon it's created"

To assign tasks to your staff or to yourself use a <u>"Select user form"</u> or a drop-down menu. Also here you can determine a deadline and choose a priority of the task. Then you can add instructions for this task and attach notes and files if necessary (drag-n-drop option is available).

Keeping track of tasks

To see all created tasks go to "Workflow">"View tasks" or press F5.

New Task	😳 Edit Task 🮯 Complete Tasl 🎎 Reassign Task	💥 Fail T	ask 🌆 E	Change Task Deadline Edit Client Email Reminders 🔻	Select Multiple Tasks	Sew Colit	Project	😡 Delete Project 🎎 Reassign Project 画 Change Project ctions		View Task Problem	xport	 ♥ Filters ▼ ● Grouping ▼ ⑦ Reports ▼ View Options 	
You	are viewing all tas	ks after ru	nning 1 filter: <t< th=""><th>ask status> = "Open"</th><th>. You may use the</th><th>additional filters b</th><th>elow to narro</th><th>w down search res</th><th>sults.</th><th></th><th>•</th><th>Search</th><th>💥 Clear</th></t<>	ask status> = "Open"	. You may use the	additional filters b	elow to narro	w down search res	sults.		•	Search	💥 Clear
Drag) a column header		oup by that colur Task Owner	nn Consolidated Client N	lame		Return Typ	e Proiect Year	Project Template >> Task	Template		Project Instruc	tions
-			John Smith, Jr.				1040	2016					
4	1									oind >> keconcile credit card a	accounts		
·	1		Paul Shaw	Jerry Mattson			1040	2010	Prepare Quarterly Bookkee	ping >> Reconcile credit card a	accounts	Prepare Year	
	1						1040		Prepare Quarterly Bookkee	ping >> Reconcile credit card a	accounts		y Bookkeer
	1 1 1 2		Paul Shaw	Jerry Mattson				2016		ping >> Reconcile credit card a		Prepare Yearh Prepare Quart	y Bookkeer erly Bookk
	1		Paul Shaw Support Support	Jerry Mattson Kevin Gilbert	irks, Accountant (F	Partner: Maria Dirks	1040	2016 2016		g >> Request bank & credit car		Prepare Yearh Prepare Quart	y Bookkeep terly Bookk y Bookkeep
	1 1 2		Paul Shaw Support Support	Jerry Mattson Kevin Gilbert Jerry Mattson	irks, Accountant (F	Partner: Maria Dirks	1040	2016 2016 2015	Prepare Yearly Bookkeeping 1120 Tax Return >> Invok	g >> Request bank & credit car	ırd sta	Prepare Yearh Prepare Quart Prepare Yearh Prepare Tax R	y Bookkeep terly Bookk y Bookkeep teturn - 11
	1 1 2 0 2		Paul Shaw Support Support John Smith, Jr.	Jerry Mattson Kevin Gilbert Jerry Mattson Dirks CPA: Donald Di Kevin Gilbert	irks, Accountant (F	Partner: Maria Dirks	1040	2016 2016 2015 2015	Prepare Yearly Bookkeeping 1120 Tax Return >> Invok	g >> Request bank & credit can	ırd sta	Prepare Yearh Prepare Quart Prepare Yearh Prepare Tax R	y Bookkeep terly Bookk y Bookkeep teturn - 11 II Tax Retu
	1 1 2 0 2 3		Paul Shaw Support Support John Smith, Jr. Support	Jerry Mattson Kevin Gilbert Jerry Mattson Dirks CPA: Donald Di Kevin Gilbert	irks, Accountant (F	Partner: Maria Dirks	1040 i) 1040	2016 2016 2015 2015 2015 2015	Prepare Yearly Bookkeeping 1120 Tax Return >> Invoik Prepare Payroll Tax Returns	g >> Request bank & credit can	ırd sta	Prepare Yearh Prepare Quart Prepare Yearh Prepare Tax R Prepare Payro	y Bookkeep terly Bookk y Bookkeep teturn - 11 Il Tax Retu terly Bookk
	1 1 2 0 2 3		Paul Shaw Support Support John Smith, Jr. Support John Smith, Jr.	Jerry Mattson Kevin Gilbert Jerry Mattson Dirks CPA: Donald Di Kevin Gilbert Kevin Gilbert Jerry Mattson	irks, Accountant (F	Partner: Maria Dirks	1040 i) 1040	2016 2016 2015 2015 2015 2015 2017	Prepare Yearly Bookkeeping 1120 Tax Return >> Invoik Prepare Payroll Tax Returns	g >> Request bank & credit ca ce : - Yearly >> Request data fron	ırd sta	Prepare Yearh Prepare Quart Prepare Yearh Prepare Tax R Prepare Payro Prepare Quart	y Bookkeep terly Bookk y Bookkeep teturn - 11 Il Tax Retu terly Bookk
	1 1 2 0 2 3		Paul Shaw Support Support John Smith, Jr. Support John Smith, Jr. Support	Jerry Mattson Kevin Gilbert Jerry Mattson Dirks CPA: Donald Di Kevin Gilbert Kevin Gilbert Jerry Mattson	irks, Accountant (f	Partner: Maria Dirks	1040 i) 1040	2016 2016 2015 2015 2015 2015 2017	Prepare Yearly Bookkeeping 1120 Tax Return >> Invoik Prepare Payroll Tax Returns	g >> Request bank & credit ca re :- Yearly >> Request data fron g >> Reconcile bank accounts	ırd sta	Prepare Yearh Prepare Quart Prepare Yearh Prepare Tax R Prepare Payro Prepare Quart	y Bookkeep terly Bookk y Bookkeep teturn - 11 II Tax Retu terly Bookk y Bookkeep
	1 1 2 2 3 3 3 4 4 4		Paul Shaw Support Support John Smith, Jr. Support John Smith, Jr. Support John Smith, Jr.	Jerry Mattson Kevin Gilbert Jerry Mattson Dirks CPA: Donald Di Kevin Gilbert Kevin Gilbert Jerry Mattson Alyce Cole Jerry Mattson	irks, Accountant (f	Partner: Maria Dirks	1040 i) 1040	2016 2016 2015 2015 2015 2017 2017 2016	Prepare Yearly Bookkeeping 1120 Tax Return >> Invok Prepare Payroll Tax Returns Prepare Yearly Bookkeeping	g >> Request bank & credit ca re :- Yearly >> Request data fron g >> Reconcile bank accounts	ırd sta	Prepare Yearh Prepare Quart Prepare Yearh Prepare Tax R Prepare Payro Prepare Quart Prepare Yearh	y Bookkeep terly Bookk y Bookkeep teturn - 11 II Tax Retu terly Bookk y Bookkeep
	1 1 2 2 3 3 4 4 4 4 5		Paul Shaw Support Support John Smith, Jr. Support John Smith, Jr. Support John Smith, Jr. Support	Jerry Mattson Kevin Gilbert Jerry Mattson Dirks CPA: Donald Di Kevin Gilbert Kevin Gilbert Jerry Mattson Alyce Cole Jerry Mattson	irks, Accountant (f	Partner: Maria Dirks	1040 i) 1040	2016 2016 2015 2015 2015 2017 2017 2016	Prepare Yearly Bookkeepin, 1120 Tax Return >> Invok Prepare Payroll Tax Returns Prepare Yearly Bookkeepin, Prepare Non-Tax Return >:	g >> Request bank & credit ca re :- Yearly >> Request data fron g >> Reconcile bank accounts	ırd sta m clien	Prepare Yearh Prepare Quart Prepare Yearh Prepare Tax R Prepare Payro Prepare Quart Prepare Yearh	y Bookkeep terly Bookk y Bookkeep teturn - 11 II Tax Retu terly Bookk y Bookkeep Tax Return
	1 1 2 2 3 3 3 4 4 4 5 5 5		Paul Shaw Support John Smith, Jr. Support John Smith, Jr. Support John Smith, Jr. Support John Smith, Jr.	Jerry Mattson Kevin Gilbert Jerry Mattson Dirks CPA: Donald Di Kevin Gilbert Kevin Gilbert Jerry Mattson Alyce Cole Jerry Mattson Carlos Kloss Kevin Gilbert	irks, Accountant (ł	Partner: Maria Dirks	1040) 1040 1040	2016 2016 2015 2015 2015 2017 2016 2016	Prepare Yearly Bookkeepin, 1120 Tax Return >> Invok Prepare Payroll Tax Returns Prepare Yearly Bookkeepin, Prepare Non-Tax Return >:	y >> Request bank & credit car re - Yearly >> Request data fron y >> Reconcile bank accounts > Invoice	ırd sta m clien	Prepare Yearh Prepare Quart Prepare Yearh Prepare Tax R Prepare Payro Prepare Quart Prepare Yearh Prepare Non-	y Bookkeep terly Bookk y Bookkeep teturn - 11 II Tax Retu terly Bookk y Bookkeep Tax Return

At the picture above you can find a list of tasks assigned to all users. There's an option to show just special tasks that are part of a project (choose it from the drop-down menu). Also, you can check/uncheck "Options" checkboxes to adjust how much information you want on this list:

Alert Priority Task Owner	Consolidated Client Name	Return Type Project Year Project 1	Femplate >> Task Template Pro
🖌 Alert	Task Completed Days Ago	Primary Taxpayer / Partner 1	SP Work Phone
Task ID	Task Completed Date	TP Prefix	SP Home Phone
🗸 Priority	Task Completed Timestamp	TP Last Name	SP Other Phone
🗹 Task Owner	Task Closer	TP Middle Name	SP Fax
🗹 Consolidated Client Name	Project Template	TP First Name	SP DOB
🗹 Return Type	Project Owner	TP Suffix	SP SSN
🗹 Project Year	Project Created	TP Email	Full Address
🗹 Project Template >> Task Template	Project Quarter	TP Cell Phone	Address
Project Instructions	Project Month	TP Work Phone	City
Task Instructions	Project Week	TP Home Phone	State
🗹 Task Deadline	Recurrency Type	TP Other Phone	ZIP
🗹 Task Status	Client Code	TP Fax	Country
🗹 Task Problem	EIN	TP DOB	Project Owner Task Owner
🖌 Project Deadline	Company	TP SSN	Project Template >> Order >> Task Template
Task Template	Position	Spouse / Partner 2	Project + Task Instructions
🖌 Task Office	Entity Type	SP Prefix	Task + Project Instructions
Task Created Days Ago	Serviced By Office	SP Last Name	Master Client Name
Task Created Date	Client Representative	SP Middle Name	🗹 Pending Problem Infos
Task Created Timestamp	Preferred Language	SP First Name	Master Client Name Group
Task Updated Days Ago	Filing Status	SP Suffix	
Task Updated Date	Tax Year End	SP Email	
Task Updated Timestamp	Client Memo	SP Cell Phone	

Tip: "Click "Select Multiple Tasks" button to complete, fail or reassign multiple tasks at once."

Once you select a task in the list, you will be able to quickly adjust its status by using the action buttons.

The "Begin Work" and "End Work" are used to keep track of the time you spend on this task. Also you can add work time using an appropriate button. Learn more about Time Tracking <u>here</u>.

"Edit Task" button allows you to edit the selected task:

I. a

	Task #18	0: Review th	ne autom	natically	create	d proje	:t										-	•
E Save	Save And Close	Complete Task	Reassign Task Tas	Fail Task sk Actions	Edit Project	Edit Client	Task Permissions	Email Task 🕶	CONT Add Work Time Time	Begin Work Tracking	End Work	Create Problem Problems	Add File Attachr	Add Note nents	Reload	() Help System	Close	
Client:	Return	n type: 1120 A	ABC Compan	ny: Sheila S	aunders													
Task own	ner: John S	Smith, Jr.							8	Service	ed by office	e: NJ office						
Due after	r: Priorit	y 2: TaskID #18	32: Review f	the automa	atically cri	eated proje	ct to ensure th	nat task owne	ers ▼ ↓1	Task c	reated:	2017-08	-18	Tas	k due by:	No dea	dline	
Task info	: custor	n task #180: Pre	epare Yearl	y Bookkeer	oing >> P	eview the	automatically c	reated projec	t to ensure	for projec	t year 201	5						
Tack etai		Task has not ye																
TOSK STOR		rusk nus not ye	.e been won	tea on pra	iak manag	jer is sonin	sindly Sr.											
🗉 c	verview	📴 Task Instru	uctions 🤇	0 Problem	ns (0)	Attach	ments (0)	🖻 Emails (0)	Notes	; (0) <table-cell></table-cell>	History (1) 👘 Cu	stom Fields	(0 of 1)				
	c Instru w the auto	matically cre	ated proje	ect to ens	sure that	task ow	ners, instruc	tions, dead	llines are co	orrect for	this proje	ect instanc	e.					
		tructions Bookkeeping																

"Save" button will save all changes in the task.

The "Complete Task" closes the task and (if it was part of a workflow project) creates the new task that follows the route of the workflow execution.

The "Reassign Task" button allows you to assign the task to another user of the system if you have a permission for it. You can add reassignment note in this form. You must select a user to reassign task to and determine a priority of the task.

💄 Reassi	gn task #97 to	a new user				_ = ×
\checkmark	Q 📀	×				
Reassign	Reload Help					
Control	System					
Valuara	operioring task #07	from Anna Smith to ar				
Tou are r	eassigning task #97	from Arina Smith to ar				
Select us						
John Smi	th					
Due afte	the following task:					
	HEST PRIORITY ***					•
	ment note:					
V777777		0 🖬 🖁 🤮	<u> </u>	•	• III • B I U	
<u>F</u> ile	• <u>E</u> dit • F <u>o</u> rma	t •				•
						^
						~
Line: 0	Column: 0 Edita	able				

The "Fail Task" button will close the task but in the e-mail notifications and in logs you will find that task wasn't completed but failed. If the task is a part of a project it will downgrade the project. It reverses the flow backwards, moving the project a step back. It's the opposite of the Complete Task as it restarts the old task (i.e. when the processor needs to go back and redo the preparation work).

The "Edit Project" button allows you to edit a project from this tab if the task is a part of the project.

The "Edit Client" button helps you to edit the information about the client from the tab.

Click on "Task Permissions" to see what operations you can do with the task:

List	By By category permissions	(?) X Help Close	
	Grouping Options	System	
our pe	rmissions for the current select	ion:	
Drag a	column header here to group l	by that column	
Allowe	Permissions category	Action	Explanation
\checkmark	Tasks Management	Add work time	You have manager and/or administrator privileges
~	Tasks Management	Begin task work	You are the task owner and can work on it
~	Tasks Management	Change task company	You have manager and/or administrator privileges
V	Tasks Management	Change task deadline	You have manager and/or administrator privileges
~	Tasks Management	Change task instructions	You have manager and/or administrator privileges
V	Tasks Management	Change task priority	You have manager and/or administrator privileges
~	Tasks Management	Change user task priorities	You can prioritize tasks for John Smith
~	Tasks Management	Complete task	Any user is allowed to complete tickets and tasks owned by John S
×	Tasks Management	End task work	You are not working on the task now
×	Tasks Management	Fail task	Custom tasks cannot be failed
~	Tasks Management	Raise task exception	You have manager and/or administrator privileges
~	Tasks Management	Reassign task	You have manager and/or administrator privileges
×	Tasks Management	Reopen task	The task is already open

You can also group this list by permissions:

List	By category Grouping Options	Help Close System	
	permissions for the current se	lection:	
V227	nissions category	Action	Explanation
▼ /	Allowed? : No	* * * * * * * * * * * * * * * * * * * *	•
	Tasks Management	End task work	You are not working on the task now
	Tasks Management	Fail task	Custom tasks cannot be failed
	Tasks Management	Reopen task	The task is already open
• /	Allowed? : Yes		
	Tasks Management	Add work time	You have manager and/or administrator privileges
	Tasks Management	Begin task work	You are the task owner and can work on it
	Tasks Management	Change task company	You have manager and/or administrator privileges
	Tasks Management	Change task deadline	You have manager and/or administrator privileges
	Tasks Management	Change task instructions	You have manager and/or administrator privileges
	Tasks Management	Change task priority	You have manager and/or administrator privileges
	Tasks Management	Change user task priorities	You can prioritize tasks for John Smith
	Tasks Management	Complete task	Any user is allowed to complete tickets and tasks owned by John S
	Tasks Management	Raise task exception	You have manager and/or administrator privileges
	Tasks Management	Reassign task	You have manager and/or administrator privileges

The <u>"Problems</u>" shows if there are any pending problems blocking the further execution of the project. If this button is active, it means that you cannot complete the task until you solve the problem. The problems are discussed in greater detail below.

You can re-prioritize the tasks. The primary information about each task such as deadline or status is also available in this window.

If you completed or failed the task you can find it upon editing filters. By default you can see open tasks only:



Completed custom tasks (tasks that were not a part of any project) can be reopened. Open it in "Edit task" window and click "Reopen Task" button:



Please note, you can't reopen tasks that were a part of the project. If the project contained the task is complete you need to create a new same task but if the project is still open you can <u>downgrade</u> it to this task.

Organizing tasks into projects

As your staff and amount of work grows, the amount of tasks may become difficult to manage, especially when one task will depend on another.

In order to deal with task dependencies and manage your teamwork better, you can organize typical tasks into "projects". A project is composed of 2 or more tasks. It's a preprogrammed set of instructions that tells staff how to work in a sequential order. Projects help reproduce the same sequence of steps over and over again for various customers. These steps reflect your business practice, i.e. who and how is involved with this activity. Projects are based on project templates that define the behavior of the project.

To create a new project based on an existing template select "Workflow"> "Create project" or simply press Ctrl+F6. First you must choose a project template from the list of enabled projects, a client, assign a project owner, determine a deadline. If the project is recurrent you can set owners for projects that will reoccur. Also for recurrent projects you can select if you want to copy project instructions from previous projects or from original project template. You can fill "Project Instructions" and "Task Instructions" fields, however they will be populated by default project and task instructions defined in your workflow template. You can also attach files to the project (i.e. input files from the client, such as expense reports, stubs, bank statements, etc.). Below is an example of the project:

🞯 Create Project					>
	R	🗳 🗳	(2) X		
Create Set Automatic	Set Owners And	Add Add	Help Cancel		
Project Deadline	Instructions Copy Rules	File Note			
Со	ntrol	Attachments	System		
Project template:	1040 Tax Return		O Prepare Non-	i-Tax Return	
	1065 Tax Return		O Prepare Payr	roll Tax Returns - Quarterly	
	1120 Tax Return		O Prepare Payr	roll Tax Returns - Yearly	
	 Correspondence 		O Prepare Quar	arterly Bookkeeping	
	O Payroll Preparation/Pro	cessing	O Prepare Tax	Extension	
	O Prepare Form W-2/W-3	3	Prepare Year	nly Bookkeeping	
Client:	Kevin Gilbert				-
Serviced by office:	IL office				-
Assign this project to:	John Smith, Jr.			✓ ▲ Project due by: No deadline	
Project period:	Week:	- M	onth:	✓ Quarter: ✓ Year: 2016 \$	
	You are going to create	a recurrent proje	ect. A new projec	ct instance will automatically be created on the yearly basis. Please select the start date of the first project from the list be	elow.
Recurrency:	First project start date:	2017-06-14	 [No deadling 	ine] Creation schedule: 2018-06-14, 2019-06-14, 2020-06-14, 2021-06-14, 2022-06-14,	
	This will be a project wit	thout an automat		s owners and instructions will be initialized from the previous project.	
	Project Instructions	Droject Ta	asks 📄 Attach	nments (0) 🗟 Emails (0) 📔 Notes (0)	
	<u> </u>	t•			
		0 🛍 🛍 🤮	90.	The Arial 10 Ⅲ A B I Ξ Ξ Ξ Ξ Ξ Ξ	
	Prepare Yearly Bookkee	enina	(<u></u>		
		· · · · J			
					-
	Line: 1 Position: 1	Editable			

<u>Tip:</u> "If you can't find necessary project template please check its status at "View Project Templates" window. Project template must be enabled to appear in the list of available project templates."

Here is an example of tasks of previously created project:

	Overvie	ew 🧿 Project Instructi	ons 📓 Project Tasks	🔞 Problems (0) l 🌀 Sequence (2)	Attachments (3)	🔄 Emails (1)	陷 Notes (0) 😨 History (6)	Custom Fields (0 of 1)
	#	Task Owner	Task Template	Task Instructions	Task Deadline	Age	Status	
	0	Support	Review work completed	Review work completed	No deadline	Future	FUTURE TASK	
	0	Support	Reconcile loan accounts	Reconcile loan accounts	No deadline	Future	FUTURE TASK	
	0	Support	Reconcile credit card a	Reconcile credit card accounts	No deadline	Future	FUTURE TASK	
	0	Support	Reconcile bank accounts	Reconcile bank accounts	No deadline	Future	FUTURE TASK	
#	1	Support	Request bank & credit	Request bank & credit card statements f	No deadline	61 days	NEW: Task has not yet been wor	ked on

In this example, each scheduled task of the new project has its own order number. You move over to the next task in the queue after you complete the current task. That is called "upgrading the project", i.e. advancing the project up the schedule pipeline of tasks until the project concludes. You can upgrade project, for example, from "prepare" to "review" status, and the prepare task will be closed automatically. Downgrading the project means the step back, e.g. from "review" stage back to "prepare" stage.

To select a client or office you can use a drop-down list or special forms. They are available by clicking the appropriate buttons to the right of the fields.

"Select client form" allows you to select multiple clients to create several identical projects at once for selected clients. Find out more information about "Select client form" <u>"Select client form"</u> chapter. "Select office form" is described in the <u>relevant topic</u>.

<u>Tip:</u> "Office selected on this step can be changed in future when project is already created but you can not reassign project to another client upon it's created"

Another useful feature is the "fast-forwarding" of a project. It means you can move the project state over to any task of the project (not necessary to the next one or previous one). After the fast-forward procedure all tasks in the queue before the chosen task will be skipped if you choose the future task. If you choose some previously completed task all task completed after it will be reset to initial state and scheduled for future completion. You can fast forward a project

by selecting the task from the queue and clicking on the right mouse button and selecting "Fast forward project to this task":

Project template:	ø	Edit Selected Task									
Client:		Copy project and tasks ov	vners and instruc	tions from the previous project	-						
		Copy project and tasks ov	vners and instruc	tions from project template							
Project owner:		Fast forward project to th	nis task		-					Serviced by office:	TaxWorkFlow
Status:	Ē.	Complete selected task								Done:	0%
	Ē.	Fail selected task									
Project period:		Export		•	arter	Ŧ	Year	2016 🗘			
	۵	Print									
Recurrency:	2	Reload)17-04-	27, 2017-0)7-27, 2	017-10-27	, 2018-0:	1-27, 2018-04-27,	
,	• •	Fix column widths			be initi	alized from	the pre	evious proj	ect.		
	臣	Expand all						· · · · · · · · · · · · · · · · · · ·	· · · · · · · · · · · · · ·		
E Overview	8	Collapse all			N 💼	otes (0)	🕑 His	story (3)	Cust	com Fields (0 of 1)	
# Task		Save table layout				Task Dea	adline	Age		Status	
▶ 0 Sup		Clear table layout				No dead	lline	Future		FUTURE TASK	
0 Sup	porc		IUdit accounts	RECOTICIE IDATE ACCOUNTS		No dead	lline	Future		FUTURE TASK	
▶ 0 Sup	port	Reconcile	credit card a	Reconcile credit card accounts		No dead	lline	Future		FUTURE TASK	
I 0 Sup	port	Reconcile	bank accounts	Reconcile bank accounts		No dead	lline	Future		FUTURE TASK	
▶ 0 Sup	port	Request I	oank & credit	Request bank & credit card stateme	ents f	No dead	lline	Future		FUTURE TASK	
辩 1 Sup	port	Custom T	ask	Review the automatically created ti	cket	No dead	lline	16 days		NEW: Task has not yet been wo	rked on

You can also fast forward project from the "View tasks" window. Select the task of the project that you want to fast forward and press the fast forward button:

**	🖏 Edit Task	↓ ¹ Reprioritize Tasks	Change Task Deadline		at the	Complete Project (Delete Project	
Ť	Complete Task	💥 Fail Task	Edit Client		0	Sedit Project	💑 Reassign Proje	ct
New Task	🍰 Reassign Task	Permissions	👼 Email Reminders 🔻	Select Multiple Tasks	New Project	Fast Forward	Change Project	t Deadline
		Task Act	tions			Project Act	ions	
You	i are viewing all task	s after running 1 filte	r: <task status=""> = "Open".</task>	You may use the	e additiona	al filters below to narrow	down search res	sults.
Drag) a column header h	ere to group by that	column		e additiona			
) a column header h	ere to group by that	column		e additiona	I filters below to narrow		Project 1
Drag) a column header h	ere to group by that	column er Consolidated Client Na		e additiona			
Drag) a column header h	ere to group by that	column r Consolidated Client Na h, Jr. Kevin Gilbert		e additiona	Return Type	Project Year	Project 1

In the new window you can select a task to which you want to fast forward project, as well as make other changes in the project, i.e. change the owner, priority or instructions.
Fast F	orward Project					+	
\checkmark	Q 📀	×					
Fast	Reload Help	Cancel					
Control	System						
		·····					
You are	fast-forwarding pr	oject to an arbitrary task. You can select a	ny task in the workflow sequence. By d	oing so, all open	ticket ta	sks will be closed a	and the
Project	tasks:						
#	Task owner	Task template	Task info	Age	Stat	us	
0	Support	Review work completed	Review work completed	Future		URE TASK	
0]]	Support	Reconcile loan accounts	Reconcile loan accounts	Future		URE TASK	
0]]	Support	Reconcile credit card accounts	Reconcile credit card accounts	Future		URE TASK	122
0	Support	Reconcile bank accounts	Reconcile bank accounts	Future	FUT	URE TASK	-
John Si	ask owner: mith, Jr. er the following ta	sk:				Task due by:	-
	EST PRIORITY				•	2017-12-16	
Task ins	structions:						16 G 16 G
File	• Edit • Format	•					
<u></u>		A_b[2			<u></u>	<u></u>	<u>/////a</u>
	눧 🗛 🍕 🐰	🗅 🖺 🗟 🖘 🚧 🛨 🛛 🏝 Calib	ori 🔹 11 👻 🛄 🔺 👻	B <i>I</i> <u>U</u> ≡	E E E		///À•
Recon	cile loan account	:5					*
							-

Each task of the project and a whole project itself can be assigned or re-assigned to any user of the system. Future tasks can be supplemented with special instructions and assigned to different staff on the individual basis. This gives you the power of the "fire and forget" concept that allows you to schedule the work in advance and then have it done according to your plan.

Some projects need to be repeated on a specific time basis. In this occasion you must create a project with recurrence. Recurrent project will be automatically re-created by the system on a time basis you define. For example, the project can be re-created each year if you make this project template recurrent. Pay attention to "Recurrency" block below:

Recurrency

You are going to create a recurrent project. A new project instance will automatically be created on the yearly basis. Please select the start date of the first project from the list below.
First project start date: 2017-06-14 🔹 [No deadline] Creation schedule: 2018-06-14, 2019-06-14, 2020-06-14, 2021-06-14, 2022-06-14,
This will be a project without an automatic deadline. Tasks owners and instructions will be initialized from the previous project.

Here you need to select a first project start date, it'll be automatically created that day and than it will be automatically re-created each year, the application will show you the creation schedule.

You can also set an automatic deadline to the project. Click "Set Automatic Deadline" button on the top of the "Edit project" window:

🕅 Set project automatic deadline	+ _ X
Accept Reload Help Close	
Control System	
You are editing automatic deadline for the new project of type "Prepare Yearly Bookkeeping"	
Set automatic deadline 5 calendar days after project start date 🔹	
☑ If the due date falls on Sat/Sun, set the due date to Monday -	
Press CTRL-ENTER to save and close; ESC to cancel and close	li.

You can link the deadline to project period end, project start date or select a custom month and day. Also you can set the deadline to be moved to any day of the week if the due date fails on Saturday or Sunday.

Later you can change the deadline of particular project by clicking "Change Project Deadline" button.

Also you can select from where to initialize task owners and instructions for new projects by clicking "Set Owners and Instructions Copy Rules" button:

You are editing o "Prepare Yearly E	System			
You are editing o "Prepare Yearly E				
"Prepare Yearly E	wners and inst		·····	
Inclaize project		ers and instructions	s for new projects	from:
 The previous 	project			
The project	template			

For example, if you select "The previous project" the new project will keep all changes you performed during the completion of the previous project while with selected "The project template" the new project will appear with default task instructions and owners.

<u>Tip:</u> "Keep owners and instructions from the previous project can be useful if you have multiple clients and there are some specific instructions for several of them. With this option you don't need to duplicate project templates for each specific client separately."

To stop recurrent project you need simply to click an appropriate button that appears after the project is created:



Select office form

You can open "Select office" form clicking on the icon near Office's drop-down list when you create a new <u>task or</u> <u>project</u>. This form looks the following way:

7777777	ct Office (2	offices are disp	played)									
\checkmark				P	Q	?	×					
Select Office	Create New Office	Edit Selected Office P	View Permissions	Export	Reload	Help	Close					
	Off	ice Actions		Export		System						
										▼ Q Se	earch 💥	Clear
-		here to group by the							w2777		earch 🛛 🗱	
* ID	Name	Address	City	St		Country		Phone 2	Fax	Email		Web
* ID	Name		City	ork N	10002	2 USA	Phone 1 + 1 645,461.2197	Phone 2	Fax		taxworkflow.con	Web http

If you wish to find the office using a search bar, be sure that the column which contains the information you're looking for is enabled in the table. This form was created to make your work with offices more easy and comfortable. Start typing the office name, city or any other office-related information in the search box and you'll see all appropriate results immediately:

	elec	t Office (2	offices are d	isplaye	ed)										+	<u> </u>
V)					P	G		?	×						
Selec Offic		Create New Office	Edit Selected Office	Vie Permis		Export •	Relo	ad	Help C	lose						
		Off	ice Actions			Export		Sj	ystem							
	-		here to group by													
<u> </u>	<u> </u>	<u></u>	Address		City	7777777	nti 🎙 ZII	P 🕈	Countr [,] 🕈	Phone 1	Phone	٩	Fa: 🕈	<u> </u>		Web
۲.	1	TaxWorkFlow	517 Grand Stre	et/Fl1	New Yor	rk N	10	0002	USA	+ 1 646.461.2197					mail@thetaxworkf	http

Also you can add a new office to the system from here or edit an existing one. "Export" button allows you to export existing offices to any format from the list:

🛛 Sele	ct Office (2	offices are display	ed)							+ _	• x
Ø		J.	-	e	Q	$\overline{)}$	×				
Select Office	Create New Office	Edit Selected Vie Office Permi	2000	xport •	Reload	Help	Close				
	Offi	ce Actions		🔹 Ехро	rt to XLSX						
		office for a new task		Expo Expo	rt to XLS rt to XML rt to TXT rt to HTM	IL -				▼ Search 🖉 C	lear
	Name	Address	City	State	ZIP	Country	Phone 1	Phone 2	Fax	Email	Web
• 1	TaxWorkFlow	517 Grand Street / Fl 1	New York	NY	10002	USA	+ 1 646.461.2197			demoemail@thetaxworkflow.com	http
2	NJ office	111 First ave	Jersey Cit	y NJ	07070	USA				demoemail@thetaxworkflow.com	http

Click "View Permissions" button to see what actions are allowed to you:

🖥 View pe	rmissions (2	permissions	are dis	p layed)	_ 🗆 x
	-		×		
	By By By permiss	Help	Close		
Grou	ping Options	Sys	tem	1 1	
Permissions Allowed?	Action	Explanation			
 Permissio 	ns category : Of		ıt		
V	Add offices	_		privileges	
V	Edit offices	You have admi	nistrator p	privileges	

Tip: "Office can be changed in future when the task/project is already created."

Managing projects

In order to view the current status of projects go to "Workflow"> "View projects..." or press F6.

Ö	Ø		Q	24				6	G	P	7 🗊	Q	?	×	
New	Edit		Delete	Reassign	Project	Stop			Add Work	Export	ilters Reports	Reload	Help	Close	
roject	Project	Project P	Project	Project Proje	Permissions ct Actions	Recurren	y Deadline	Projects Tir	Time ime Tracking	Export	View Options	:	System		
)rag a c	column he	eader here to g	group b	y that colun	nn								T	Q Search	🔀 Clea
-	column he	eader here to g		y that colun			Consolidated Client	t Name		Return Typ	e Project Offic	e Projec	• t Instruc		Clea
Alert	column he		ner P		plate		Consolidated Client Kevin Gilbert	t Name		Return Typ 1040	e Project Offic TaxWorkFlo	<u> </u>	///////////////////////////////////////		77777777777777777777
Alert	column he	Project Own	ner P	roject Temp	olate eturn		Kevin Gilbert Sylvia Riley	t Name		<u>, , , , , , , , , , , , , , , , , , , </u>	TaxWorkFlo TaxWorkFlo	w Prepa	re Tax R	tions	. N
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Alert		Project Own Support Paul Shaw John Smith	ner P 1 1, Jr. 1 1	roject Temp 1040 Tax Re 1040 Tax Re 1065 Tax Re	olate eturn eturn eturn eturn		Kevin Gilbert Sylvia Riley William Jenkins	t Name		<u>, , , , , , , , , , , , , , , , , , , </u>	TaxWorkFlo TaxWorkFlo NJ office	w Prepa w Prepa Prepa w Prepa	re Tax R re Tax R re Tax R re Tax R	tions eturn - 1041 eturn - 1041 eturn - 1065	N N N
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From here you can add, edit, complete and delete projects.

Click "Reassign Project" to change project owner.

Click "Select Multiple Projects" to be able to select a bunch of projects for such actions as "Complete Projects", "Delete Projects", "Reassign Projects":

Ø	Ø	©	Q,	A 🔒			1 I	1		G	?	×		
Vew roject	Edit Project	Complete 3 Projects	Delete 3 Projects	Reassign Project 3 Projects Permissions Project Actions	Stop Recurrency	of 3 Projects Projects	Time	ort Filter	Reports	Reload	Help System	Close		
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)rag a	column h	eader here	to group by	that column						•	Q Sear	rch	💥 Cle	ea
				1		Consolidated Client Name	Return	vne Proje	† Office	[2223 c	X Cle	20
	column h	Proj	ect Owner	that column Project Template 1040 Tax Return		Consolidated Client Name Kevin Gilbert	Return 1040			Project Ins	tructions		X Cle	7
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		Proj Sup Pau	ect Owner oport	Project Template 1040 Tax Return 1040 Tax Return		Kevin Gilbert		TaxV	/orkFlow /orkFlow	Project Ins	tructions IX Return IX Return	n - 1041 n - 1041		2
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"Stop Recurrency" button allows you to stop selected project's sequence from reoccurring.

"Add Work Time" button will open "Add new work time for project" window for selected project. Read more about it in "Time Tracking" chapter.

Clicking "Project Permissions" button you can find out what you can or can not do with the certain project:

view peri	missions (15 permissions	are displayed) \leftrightarrow _ \Box
		×
List By	By Help	Close
catego	ory permissions	
Groupi	ng Options Syste	em
Your permis	sions for the Project #34: Pr	epare Tax Return - 1120
Permissions	category 🔺	
Allowed?	Action	Explanation
 Permission 	is category : Projects Manage	ement
V	Add work time	You have manager and/or administrator privileges
×	Change owners and instr	This project is non-recurrent
×	Change project autodea	This project is non-recurrent
V	Change project deadline	You have manager and/or administrator privileges
 Image: A start of the start of	Change project instruction	You have manager and/or administrator privileges
 Image: A set of the set of the	Complete project	You have manager and/or administrator privileges
×	Copy owners and instruc	This project is non-recurrent
	Copy owners and instruc	You have manager and/or administrator privileges
~	Create custom task	You have manager and/or administrator privileges
~	Delete project	You have manager and/or administrator privileges
×	Downgrade project	This project has currently open workflow task
	Fast forward project	You have manager and/or administrator privileges
V		Very have manager and les administrates privileges
•	Reassign project	You have manager and/or administrator privileges
	Reassign project Stop recurrent project Upgrade project	The project is non-recurrent This project has currently an open workflow task

You can filter projects by following parameters:

- Project owners
- Project status
- Project deadline
- Project office
- Project template
- Project year

Double-click on the project to obtain more information about the project:

1 147	03	2/	0	0	6	5	20				simplete Selected Task		nplete Project	E Fast Forward	d Project	13	Add File	Q Rei	
re Save And Close	Reassign Project	Edit	View Future Project	Set Automatic Deadline	Set Owner Instructions C		Project	Cre	ate Edit 1	Selected	il Selected Task lected Task Permission		vograde Proje rade Project	1 Gelete Proje	ct	Add Work Time	😤 Add Note	Hel	
	0.05.01			t Actions						Task Actions			Proje	ct Progress		Time Tracking	Attachments	Syste	100
ject template:	Prepare Yea	arly Bookke	eping																
nt:	Return type	: 1120 Al	BC Company: S	hela Saunders															
ject owner:	John Smith,	3.												Serviced by off	ice: NJ off	kce			
tus:	INACTIVE:	1 open task												Done:	0%		Project due:	io deadline	e
ject period:	Weeks	early proje	- ct created for d	Months	Creation	Quarter: [16-01-01, 20	-	Vear:	9-01-01, 2020-01	-01,							top recurre	ent proje
urrency:	This is a ye	project wi	thout an autom	late: 2015-01-01 atic deadline. Task	s owners and inst	n schedule: 20: tructons will be	e nitialized fi	from the previ	018-01-01, 201 10us project.	9-01-01, 2020-01		and the second	Failer 10 of 11				3	top recurre	ent proje
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In this view you can:

- Complete project
- Reassign project to another user
- Fast forward project to selected task
- Delete project
- View future project (for recurrent projects)
- View project permissions
- Add files and notes to the project
- Add work time
- Set automatic deadline set or change a deadline for current project.
- Stop recurrence of the project
- Set workflow initializing rules the rules how to initialize task owners and instructions for new projects that will reoccur
- Create custom task
- Edit, complete or fail selected task
- View selected task permissions

<u>Tip:</u> "Creating custom task option will add a new task for current project. This will not be reflected in project's template when you create them or when they reoccur automatically. If you want to add a task to the project template permanently you need to change a project template workflow."

Additional information about the project can be found in the tabs at the bottom of the window:

- Overview shows current project instructions
- Project instructions place where you can edit instructions for the project
- Project tasks contains information of all tasks of the project and allows you to manage them
- Problems list of problems related to project
- Sequence available for recurrent projects only. Here you can find all previously occured projects and future project
- Attachments here you can view, add and delete attachments of the project
- Emails all emails linked to this project will be shown here
- Notes here you can add, open or delete notes regarding the project
- History contains all operations that were produced with the project
- Custom fields contains custom fields previously created. For more information see <u>Custom fields</u> chapter.

In this view, you can find all information about project, change the deadline, stop recurrence of the project, reassign project, view all tasks to be done, add file or note to the project (drag-n-drop is available), modify the instruction and, of course, upgrade, downgrade, fast forward and complete project. You can also view completed/scheduled tasks by clicking on them. In addition, you can view, create, or solve problems associated with this project. "Add Work Time" option is also available from this window.

In addition to obtaining a current snapshot of the projects, you can also track the history of each project to see how it is progressing. Go to "Workflow"> "View projects activity..." to view the project activity report.

Here you can filter projects from the list by the user to whom they were assigned to. Selecting the appropriate project in the list, you can find all related activity information in the field below.

#	ID	Client	Pro	viect Template	Pro	oject Instructions	Start Date	Created	Updat	Deadline	Done	Status
1	3	Dirks CPA: Do.	. 112	20 Tax Return	Pre	epare Tax Return - 1120	2016-02-16	484	9 days	2016-09	37%	INACT
2	6	Jerry Mattson	Pre	epare Yearly Bookke	Pre	epare Yearly Bookkeeping	2016-02-16	485	450	2016-12	7%	INACT
3	25	Kevin Gilbert	Pre	epare Quarterly Boo	Pre	epare Quarterly Bookkeeping	2016-10-27	231	9 days	No deadl	47%	INACT
4	27	Kevin Gilbert	Pre	epare Payroll Tax Re	Pre	epare Payroll Tax Returns - Y	2016-10-27	231	230	No deadl	4%	INACT
5	29	Alyce Cole	Pre	epare Yearly Bookke	. Pre	epare Yearly Bookkeeping	2017-02-08	127	1 day	No deadl	7%	INACT:
6 👌	30	Jerry Mattson	Pre	epare Non-Tax Return	Pre	epare Non-Tax Return	2017-02-09	126	1 day	2017-02	83%	INACT:
7	31	Jerry Mattson				epare Yearly Bookkeeping	2017-03-09	98 d	22 d	No deadl	27%	INACT:
·				Pr	anara Tay Datura 1041	2017 02 16	7/110				THACT	
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)rag a c Applies	s To	Us Jo	er ///	Timestamp	35					0 Tax Return"	for clier	nt #7: "[
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<u>Tip:</u> "Sometimes you need to assign one task or project to a few persons. You can't do it in the application but you can create a special user, eg Back Burner. Than you can ask some members of your staff to take care of his projects and tasks. Please note, you need to make this user active and to allow other users to complete user's projects and tasks."

Managing workflow rules

As you learned above, projects are created based on the rules, or "Project templates". Select "Administration"> "Edit project templates". Here you can add, modify, delete existing project templates. Please note, "Tasks" column contains a number of active tasks for each project template.

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To edit project template you can double-click on it or select it in the list and click "Edit Project Template" button:

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Co	ntrols	Project	t Template	Actions		System		
assigr assigr auton roject	ned to the own	ner "Support" upon creati s based on this template" e: n nment rules	ion by defaul	t. A client email about pro	nject start w n project cre	ill be bas eation", (ed on this email te (3) "automatically o	Project period will be set to the custom value defined on project creation. It will be mplate. The following workflow rules are in effect for this project: (1) 'require client be create the helper task to review project workflow if this project is created
×.@	Image: Construction Image: Constructi	on and deadline nce rules	04					representative is not defined, the project will be assigned to the creator of the

In "Project Assignment Rules" category you can select a default project owner. It may be a specific employee or a client representative - the employee who services the client personally.

In "Workflow Rules" category you can change special workflow rules, such as:

1. Creation of the projects based on selected template

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ave	Save And Close	Edit Project Template Workflow	Enabled	Copy Project Name To Instructions	Reload	Help	Close		
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· .	template name								
		es ion and deadline nce rules		Require client be assigned Automatically create first t Automatically create the h Add invoice item upon crea ce item cost: 0.00	ask on proj elper task ti ating project	ect creati o review	on	if this project is created automatically OICED	×

- "Require client be assigned to projects of this template" the project can't be created without a client assigned to it
- "Automatically create first task on project creation" the first task will be created automatically. If this checkbox is unchecked you need to upgrade project manually
- "Automatically create the helper task to review project workflow if this project is created automatically" check this box to add one more task to all automatically created projects. This additional helper task will allow you to review the workflow to make sure it fits for this particular project
- "Add invoice item upon creating project" allows to select the item account for this project and invoice item cost

2. Completion of the projects based on selected template



- "Require administrator or manager privileges to complete projects based on this template" only users with administrator or manager role can complete projects based on this template
- "Create a new non-recurrent project on project completion" this option allows you to create a project based on another project template (without recurrency) automatically after the project based on current project template is completed. Also you can specify clients for whom the new project must be created
- "Prompt to enter quick note when closing this project" opens a "Quick Note" window after the project is completed to ask employee to leave a note regarding closed project
- "Prompt to review the client invoice upon project completion as the result of billable work" opens an "Edit Invoice" window with an appropriate invoice after the completion of the project
- "Prompt to enter work time upon completion of this project" opens "Add New Work Time" window to edit a time spent working on the appropriate project
 - 3. Deletion of the projects based on selected template

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· .	e Tax Extension								
		ies ion and deadline nce rules		rompt to enter quick note	when delet	ting this p	roject		

• "Prompt to enter quick note when deleting this project" - opens a "Quick Note" window upon the project is deleted to ask employee to leave a note regarding deleted project

In "Recurrence and Deadline" category you can add recurrence to the certain project which means that this project will be re-created automatically by the system on a certain time basis:

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ve	Save And Close	Edit Project Template Workflow	Enabled	Copy Project Name To Instructions	Reload	Help	Close	
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·	template nam e Tax Extensio							
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	Project assig Workflow ru		Crea	te this project based on t	he following	schedule	e:	
	Creation		0	Non-recurrent				
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2	Recurrence		0	Bi-weekly				Force start day of the week: Monday 🔻
	- 😚 Recurre		0.5	Semi-monthly (on 15th and	d last day o	f the mor	nth)	
	- Deadline		0 5	Semi-monthly (on 1st and	15th day of	f the mon	th)	
		period on project creation	0	Every 3rd week				Force start day of the week: Monday 🔻
@	Default proj	ect instructions	() E	Every 4th week				Force start day of the week: Monday
			0	Monthly				Force start day of the month: 1st day of the month
			0	Quarterly				Force start day of the month: 1st day of the month
			0.5	Semi-yearly				
			•	rearly				Force start date: January T 1st day of the month
			0	Custom schedule				Quarterly Estimated Payments
			0	Every 2 years				Force start date: January V 1st day of the month
				, _, _,				g in the future. Disable this project template to stop all recurring projects of this type.

<u>Tip:</u> "You can not add a recurrence to those project templates that are already setup to be created as a new non-recurrent project on another project completion."

Creation rules category contains an option that allows you to select if you want that for new projects created as part of recurrency series, owners and task instructions for project itself and its tasks are copied from:

- 1. The previous project (new project will keep all the changes you performed in the previous one).
- 2. The project template (stay permanent independently of changes in the existing project)

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-	emplate name Tax Extensio							
	Workflow rul Creation Completi Completion Recurrence Recurrence Creation Deadline Project p Email client c	ion and deadline nce rules	0	r new projects created as The previous project The project template pply this rule to existing p		urrency s	eries, copy owners	s and task instructions for project itself and its tasks from:

You can also set an automatic deadline option here. It will set the deadline for each new project automatically. If the project is recurrent you can set the deadline before its expiration date.

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ve	Save And Close	Edit Project Template Workflow		Copy Project Name To Instructions	Reload	Help	Close	
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ased reati ject	on this email on", (3) "auto template nam	template. The following matically create the help e:	workflow rule	De initialized from the pr is are in effect for this pr view project workflow if t	oject: (1) "re	equire die	ent be ass	ed to the owner "Support" upon creation by default. A client email about project start will be igned to projects based on this template", (2) "automatically create first task on project ally".
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	Workflow ru	les	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	eate deadlines using the				
	Complet	ion		Set automatic deadline				
		nce i rules						

Project period tab allows you to setup a rule for project period determination:



Client email template tab allows you to setup a notification email template that could be manually sent to the client upon the project based on certain project template creation:

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/e	Save And Close	Edit Project Template Workflow	Enabled	Copy Project Name To Instructions	Reload	Help	Close							
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			w	ear #FIRST_NAME e began working o est regards,		PROJE	CT_NAM	# for #PRO.	JECT_PERIO	D#.				
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To automatically specify project's details you can use macros in the subject and body of the email. You can find macros available for this template in <u>Appendix A</u> of this guide. Outgoing email for the template can be set in "Office settings">>"Email Templates" window.

<u>Tip:</u> "Use global outgoing email to send project creation notifications. This will allow application to send notifications for reoccurred projects automatically."

"Default Project Instructions" tab contains the instruction for current project template:

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re Save A Clos		Enabled	Copy Project Name To Instructions	Reload	Help	Close									
Controls	Proje	ct Template	Actions		System										
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Re Cr De Pro Email o	ence and deadline currence attion rules adline ject period ient on project creation project instructions														

"Edit Project Template Workflow" button opens a list of tasks that project is composed of. Editing workflow means defining the task templates and their sequence within the project. You can add a new task template, delete task from the workflow or change an order of tasks in the project using the form below:

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vew task mplate	Edit task template	Chang . Template		Move Task Template Up	Move Task Template Down	New Probler Trigger	n Filters ▼	Reports •	Export T	Reload	Help	Close	
		Tas	c Templates			Problem Trigg	ers View C	Options	Export	S	ystem		
You are vie	wing task te	mplates for p	oject templa	e "Prepare Tax	Extension" after ru	nning 1 filter: <ta< th=""><th>ask template st</th><th>atus> = "</th><th>Enabled". You</th><th>ı can <u>clear</u></th><th></th><th><u>rs.</u> earch</th><th>💥 Clear</th></ta<>	ask template st	atus> = "	Enabled". You	ı can <u>clear</u>		<u>rs.</u> earch	💥 Clear
Task Tem	alata TD	Order 🔺	Task Templa	ha Alama	Owner		Task Template S		Used in Prob	len Trienen	<u> </u>	Instru	
Task Temp	110	/7/77///////	Prepare		David Jo		Enabled	status	USEU IIT FIUL	×	•/////	11/77777	e put in you
	111		Review		David Jo		Enabled			ž			e put in you
	112	3	Finalize		David Jo	hnson	Enabled			×			e put in you
	113	4	Invoice		David Jo	hnson	Enabled			×		Pleas	e put in you
	114	5	Follow up or	tax extension	David Jo	hnson	Enabled			×		Pleas	e put in you

This window can also be opened by selecting "Admistration" > "View task templates".

To edit the task properties you need to select a task and click "Edit Task Template" button.

In "Task Assignment Rules" tab you can select a default task owner or select an assigning rule for this task. Please note, you can't assign the first task of the project to the employee who completed/failed the previous project task or fast-forwarded project to this task.

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Save	Save And New	Save And Close	Enabled T	Copy Task Name To Instructions	Help	Close			
	Controls		Ta	sk Templates	Sy	stem			
	mplate name:	"Review" fo	or project tem	plate "Prepare Tax Exte	nsion".	It will be assigned	to the the user with the "Revie	w" dient relationship upon creation	by default.
Task	Assignment Ru	les Worl	kflow Rules	Default Task Instruction	ins Pi	oblem Triggers (0)	Completion Email Template		
0	Assign this task	to this task	owner:				David Johnson		
0	Assign this task	to the proj	ect owner						
0	Assign this task	to the emp	loyee who co	mpleted/failed the previ	ous proj	ect task or fast-fo	rwarded project to this task		
0	Assign this task	to the clien	t representat	ive or project owner if r	ot avail	able			
0	Assign this task	to the supe	erior of the cli	ent representative for t	his relati	onship:			Ŧ
•	Assign this task	to the user	with this clier	nt relationship:			Review		•
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In "Workflow Rules" tab you can set a numerous workflow rules for this particular task:

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- "Require manager to complete or fail this task" only administrator or manager can complete such kind of tasks
- "Do not upgrade project upon the task's completion" after the task is completed you need to open the next task in the project manually by upgrading or fast-forwarding the project
- "Move to the following task upon task failure" allows you to automatically change a project scenario in case the certain task was failed
- "Create the following non-recurrent project upon task completion" allows you to create a new non-recurrent project automatically after the task of this task template is completed. You can specify this rule for a selected list of clients only so this rule will be ignored for other clients
- "Create the following non-recurrent project upon task failure" allows you to create a new non-recurrent project automatically in case the task of this task template is failed. There's also an option to close this project if the task was failed and a new project was created.
- "Prompt to attach file document upon task completion as the result of task work" allows you to notify employee that the file must be loaded in the database after the task completion
- "Prompt to review the client invoice upon task completion as the result of billable work" opens "Edit Invoice" form after the task is completed
- "Prompt to enter work time upon completion of this task" opens "Add new work time for task" window automatically upon the task is completed.
- "Prompt to enter quick note when closing this task" opens a quick note window after the task is completed to ask employee to leave a note regarding completed task

In "Default Task Instructions" tab you can add general instructions for this task. Please note, modifying instructions you can easily copy task name to it using an appropriate button:

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	dit • F <u>o</u> ri	1		4	////	////	///								<u>77</u>				////	////	////	////	////	////	////	3.
									<u></u>		<u> </u>			<u> </u>	<u></u>		<u></u> hi				<u> </u>					2
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"Problem triggers" tab contains all problem triggers linked to this task template. You can add new problem trigger by clicking "New Problem Trigger" button. Please refer to <u>"How to manage problem triggers"</u> topic of this guide to get familiar with problem triggers management. The main idea is when certain task of the project becomes active the predefined problem will be triggered. The problem must be solved before you can complete the task.

	F			2			O	Ę	O }	?	×				
e	Save And New	Save Ar Close		nabled	Copy Task I To Instruct	Name N	ew Problem Trigger		Problem Status 🔻	Help	Close				
	Controls			Tas	k Templates			n Triggei		Sys	tem				
ter iew	mplate name:						n". It will be as								
ask	Assignment R	Rules V	Workflow I	Rules	Default Task	Instructions	Problem Trigg	gers (0)	Completio	n Email Ter	nplate				
												- C	Search	💥 Cle	ar
Dra	ig a column he	eader her	re to arou	o by tha	t column										
I	-														
1.2	D Problem	Trigger St	tatus P	Problem T	rigger Name	Task Rule	Time To Live	Client	Гуре Pro	blem To Be	Created	Client Rule	Client Re	turn Type R	ule
	D Problem	Trigger St	tatus P	Yroblem T	rigger Name	Task Rule	Time To Live			blem To Be	Created	Client Rule	Client Re	turn Type R	ule

"Completion Email Template" tab allows you to automatically send email to the client upon the task is completed. To automatically specify task's details you can use macros in the subject and body of the email. You can find macros available for this template in <u>Appendix A</u> of this guide. Outgoing email for the template can be set in "Office settings">>"Email Templates" window.

<u>Tip:</u> "Use global outgoing email to send task completion notifications. This will allow application to send notifications for reoccurred projects' tasks automatically."

	ate									=
ve Save And S New Controls	Close 🔹	d Copy Task Name To Instructions Task Templates	Help Close							
ou are editing task " n email notification t k template name:	Review" for project te o the client will be aut	emplate "Prepare Tax Ext tomatically created on ta	ension". It will be as sk completion based	ssigned to on the en	the the user nail template.	with th	e "Review" client rela	itionship upor	creation	by defaul
view Fask Assignment Rule	es Workflow Rules	Default Task Instruct	ions Problem Trig	igers (0)	Completion	Email T	emplate			
Email subject: We Email body:	<info@thetaxworkflic completed #TASK_NA Format *</info@thetaxworkflic 	ow.com> MME# for #PROJECT_NA	ME# for #CLIENT_F	ULL_NAM	E#					
<u>File</u> <u>E</u> air	<u></u>		B I U		=	- 16	Tr Verdana	▼ 10	•	
	🍜 🐰 🗅 🛍		만 주 주 문 :1	<u> </u>	77/3277///	: P	0 			

Working with tasks and projects grids

Tasks and projects grids contain many columns available to view. Usually not all of them are useful for user. To view all available columns click on the asterisk in the left top corner of the table:

Drag a colui	mn header	here to	group b	by that	column
--------------	-----------	---------	---------	---------	--------

🕷 Alert 🛛 Task ID 🛛 Pri 🔺 Task Owner 🛛 C	onsolidated Client Nam Return Type Project Y	/e: Project Template >> Ta Project Instructions Task I
Alert	Project Quarter	Spouse / Partner 2
🗹 Task ID	Project Month	SP Prefix
Priority	Project Week	SP Last Name
🗹 Task Owner	Recurrency Type	SP Middle Name
🗹 Consolidated Client Name	Client Code	SP First Name
🗹 Return Type	EIN	SP Suffix
Project Year	Company	SP Email
🗹 Project Template >> Task Template	Position	SP Cell Phone
Project Instructions	Entity Type	SP Work Phone
Task Instructions	Serviced By Office	SP Home Phone
🗹 Task Deadline	Client Representative	SP Other Phone
Task Status	Preferred Language	SP Fax
🗹 Task Problem	Filing Status	SP DOB
🗹 Project Deadline	Tax Year End	SP SSN
Task Template	Client Memo	Full Address
Task Office	Primary Taxpayer / Partner 1	Address
Task Created Days Ago	TP Prefix	City
Task Created Date	TP Last Name	State
Task Created Timestamp	TP Middle Name	ZIP
Task Updated Days Ago	TP First Name	Country
Task Updated Date	TP Suffix	Project Owner Task Owner
Task Updated Timestamp	TP Email	Project Template >> Order >> Task Template
Task Completed Days Ago	TP Cell Phone	Project + Task Instructions
Task Completed Date	TP Work Phone	Task + Project Instructions
Task Completed Timestamp	TP Home Phone	Master Client Name
Task Closer	TP Other Phone	Pending Problem Infos
Project Template	TP Fax	Master Client Name Group
Project Owner	TP DOB	
Project Created	TP SSN	

Some of these columns consolidate information from other columns to make your work with the application easier. "Consolidated Client Name" field consolidates "Company" and "Primary Taxpayer" fields. "Project template >> task template" field consolidates project template and task template fields. Both fields are visible by default.

"Project Owner | Task Owner" field consolidates project owner and owner of the task if it's not the same person. "Primary Taxpayer / Partner 1" field consolidates clients first name and last name. "Spouse / Partner 2" field consolidates spouse's first name and last name. Another one field is "Full address" which consolidates client's address, city, state and zip. "Project + Task Instructions" and "Task + Project Instructions" fields consolidate instructions in certain order. All these fields are not displayed by default but you can easily make them visible by checking certain boxes.

If you work with tasks of some user or with your own tasks you can find a "Priority" column among other. If you can't see it add it as it was described above.

You are view	ing all tasks that	match 2 filters: <ta< th=""><th>sk owners> = "John Smith, Jr." and <task status=""> = "Oper</task></th><th>n".</th><th></th></ta<>	sk owners> = "John Smith, Jr." and <task status=""> = "Oper</task>	n".	
)rag a columr	n header here to	group by that colur	nn		
)rag a columr Alert	header here to Priority	group by that colur	nn Consolidated Client Name	Return Type	Project Year
	n header here to Priority I		Consolidated Client Name	Return Type 1040	Project Year 2016
-	Priority 1 2	Task Owner John Smith, Jr.	Consolidated Client Name	1040	

Here you can change the priority of tasks. Sort them by priority and than simply drag-n-drop the task according to its new priority.

Also, you can click "Reprioritize Tasks" button at the top of the tab and accept the reprioritization of tasks in the order they are displayed in your view.

Built-in filters allow you to change grid in several clicks according your needs. Most filters are understandable easily. Below is an explanation of how some of "Project Status" filters work:

- Next occurrence this filter shows projects that has not occurred yet and will occur in future
- Last occurrence this filter shows last projects that occurred (including stopped projects that will not reoccur again in future)

To save your grid to use it in future you can save it as a report. Read more about reports in <u>"Reports Management"</u> chapter.

7. Problems Management

In this chapter you can find out what problems are, how they work and how to manage them.

What are problems?

Problems stop the processing of a project if a certain condition is met. When a problem is created, nobody can upgrade the project until the problem is solved. There are two problem scopes: client-related and staff-related. For example, if you have a task to be done but your client didn't send you the required bank information, you can create a problem that the task cannot be completed until this information is received from the client. This helps to avoid several of management issues:

- You guarantee that nobody will accidentally upgrade the project and proceed with incomplete data, which can
 cost you your reputation and future business
- You can quickly oversee what is stopping your staff from working on their customer returns
- You can quickly send template-driven instructions to customers notifying them of what you require them to do before you can complete the draft return
- You can follow up with reminders in case the customer fails to follow up in a reasonable time frame

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	Create Problem	Edit Client	Edit Task	Edit Project	Email Reminder	Select Multiple Problems	Export •	Filters	Grouping •	Reports •	Reload	Help	Close			
			Problem				Export		View Option	S		System				
You are vie		•				filters below to nar	rrow down	search re	sults.			•	Q s	earch	% (Clear
Drag a colu	umn head	er here		by that		filters below to nar	Problem		sults.			•	Qs	earch		Clear
Drag a colu	umn head Occurred	er here	to group em Emaile	by that	column		Problem	Info	with the Sc	icial Securi	ty number		Q S	earch	X	Clear
Drag a colu * Problem (umn head Occurred	er here	to group em Emaile r	by that ed Prol	column blem Status	Problem Scope	Problem Please p	Info rovide us								
Drag a colu Problem (2017-06-	umn head Occurred 5-14 2-16	er here Probl	to group em Emaile er	by that ed Prol Per Per	column blem Status nding	Problem Scope Client	Problem Please p 1. W-2s	Info rovide us . 2. Inter	with the Sc	ends. 3. M	lortgage i	nterest.	4. Bank	statem	ents. 5	. Prop

How problems work

When you create a problem on a task, you can't complete it until the problem is solved. Below are examples of tasks with and without problems.

Task with problem (the "Complete" button is disabled):

🖗 Edit	Task #13	: Invoice cl	ient and v	wait un	til the p	aymen.														×
Save	Save And Close	Complete Task	Reassign Task Tas	Fail Task sk Action	Edit Project	Edit Client	Task Permissions	Email Task 🔻	Contemporation Add Work Time Time		End Work	Create Problem Prob	View Problems	Add File Attach	Add Note ments	C Reload	(?) Help System	Close		
Client:	Ret	urn type: 10	40 Dirks C	PA: Don	ald Dirks,	Account	ant (Partner:	Maria Dirk	s)										1	
Task ov	wner: Joh	n Smith, Jr.										Serviced by	office: Tax	WorkFlow	V				Ŧ	1 🛛
Due aft	er: Pric	ority 1: TaskII	D #53: Rec	oncile cre	edit card	accounts	for Kevin Gilb	ert		▼ ↓ 1/9		Task create	d: 201	6-02-17		Task du	ie by: 💈	2016-09-29		
Task in	fo: tas	c #13: 1120	Tax Return	>> Invo	oice >> I	nvoice cl	ient and wait (until the p	payment con	nes th for	proje	ct year 2015,	, 1st Quarte	r						1 🛛
Task st	atus: HA	LTED: There	is 1 pend	ing pro	blem N	EW: Tas	k has not ye	t been w	vorked on	Task mana	ager i	is Support								
	Overview	Project	Instruction	5 🔋	Task Inst	ructions	Attachr	ments (0)	🗟 Email	5 (0) 📔	Notes	s (0) 🥹 H	istory (3)	💼 Custo	om Field	s (0 of 1)	9			
<u>Eil</u>	e • <u>E</u> dit •	F <u>o</u> rmat •																	/////. -	10
	B	3 X D			-	Th Ar	ial	• 10	• 🛄 A	• B	<i>I</i> <u>U</u>		E IE IE							
Invoic	e client ar	ıd wait until t	the paymer	nt come	s through	ı													*	
																			Ŧ	

Task without problem:

Ø Edit Task #53: Reconcile credit card accounts	_ = ×
Image: Save And Close Complete Task Reasign Fail Fail Fail Client Permissions Fail Fail Client Permissions Task Email Task Time Tracking Complete Save And Complete Task Actions Complete File Note File Note File Note Complete File Note File Note Complete File Note Com	Help Close
Client: Return type: 1040 Kevin Gilbert	
Task owner: John Smith, Jr. Serviced by office: TaxWorkFlow	·
Due after: HIGHEST PRIORITY Task created: 2017-02-21 Task due	by: No deadline
Task info: task #53: Prepare Quarterly Bookkeeping >> Reconcile credit card accounts >> Reconcile credit card accounts for project year 2016, 3rd Quarter	
Task status: NEW: Task has not yet been worked on Task manager is Support	
🔋 Overview 🥘 Project Instructions 📓 Task Instructions 🐘 Attachments (0) 📾 Emails (0) 🔞 Notes (0) 🧐 History (2) 👼 Custom Fields (0 of 1)
Eile ▼ _Edit ▼ Format ▼	
Prepare Quarterly Bookkeeping	*
	-
	•

In order to solve a problem, select the "View problems" button on the Edit Task or View Tasks forms. The list of problems will appear:

Solve Crea Problem Proble	m Client Task	Edit Email Project Reminder	Select Multiple Problems	Export	Filters	Grouping	Reports	Reload	Help	Close	
Toblem Troble		i riojecti kerninder				•					
	Probl	em Actions		Export		View Option	ns		System		
Drag a column	-	oup by that column	Problem Scope	Problem 1	Info						
2017-02-16	Never	Pending	Client			est and divid	dends. 3. M	ortgage in	terest. 4	1. Bank state	ments. 5. Pro

From this list, you can review task problems, email a reminder or solve problems.

To create a problem select the task or project and click "Create problem" button.

All available problems are shown in the list, all you have to do is to select one and to create it by clicking a "Create problem" button on the top of the form. If you need to create multiple problems click "Select Multiple Problems" button and check problems that you need to be created. You can also create a problem with a custom info by double-click of the left mouse button or by clicking a right mouse button and selecting "Create problem with customized instructions" from the drop-down menu:

Create problem for task #41 for client #4: "	Alyce Cole"				↔	_ 0 3
Create problem Problems Select Multiple Problems List By By scope catego	Export Reload	d Help Clos				
Control	Export	System				
You are creating an problem for the task #41: Prep Request bank _credit card statements from client Select available problems from the list below.	. for project year 2016.	>> Request ba	nk _credit card statements from o	lient or dowr	nload from ban	ik >> ₩ Clear
Drag a column header here to group by that column	lame			Ex Info		
	import K-1			<u> </u>	1 from anothe	r entity
Return Type Providence			n:	1. W-2s.	1 110111 0110 0110	
Return Type O Create problem with custo	mized instructions	ır 1041 retu	n:	1. W-2s.		
Return Type I 🕜 Select Multiple Problems		ır 1065 retu	n:	1. W-2s.		
Return Type I		ır 1120 retu	n:	1. W-2s.		
Return Type I		ır 1120S reti	ım:	1. W-2s.		
Return Type I 🔤 Unselect all		ır 990 return	:	1. W-2s.		
Return Type 🥰 Reload		your return t	уре	Please pro	vide us the fo	llowing:
Reviewer Rem				Review No	otes Pending	
Missing Docun		ber		Please pro	ovide us with t	he Social S
Missing Docun 💐 Customize columns				Please pro	ovide us with t	he occupat
Missing Docun 🔁 Expand all				Please pro	ovide the date	of birth da
Missing Docun		on		Please pro	ovide the follow	ving inform
Missing Docun		formation			ovide us with y	
Missing Docum 📰 Save table layout		tion		Please pro	ovide first name	🦦 last nami 🎽
49 probler 🔯 Clear table layout						•

Here's a form that you can edit choosing to create problem with a custom info:

븆 Create problem	↔	<u></u>	. . x
Problem category: Return Type Documents			Ŧ
Problem name (description of the situation, i.e. "Missing Documents"): Documents required for your 1041 return:			
Problem scope: Client-related Staff-related 			
Instructions to your client how to fix the problem:			
	E E	≣ ∃	
 W-2s. Interest and dividends. Mortgage interest. Bank statements. Property taxes. Charitable contributions. Capital gains / loss. Student loan interest. 			*
Line: 1 Position: 1 Editable			
Create Solve		C	ancel

By raising the problem, you will effectively put a road block on the further execution of the project until you receive the missing information from the client.

You can also automatically create problems based on the workflow rules. See the <u>problem triggers</u> section for more information about how accomplish this.

To view currently open problems for all tasks in the system, select "Workflow"> "View problems" or press F9:

(\mathbb{D} (Û	2	D.	Ø		Ô	P	\mathbf{P}	2		G	?	×			
_		reate oblem	Edit Client	Edit Task	Edit Project	Email Reminder	Select Multiple Problems	Export	Filters	Grouping	Reports	Reload	Help	Close			
				Problem	Actions			Export		View Optio	ns		System				
							filters below to nar	rrow down	search r	esults.			•	Q Se	arch	¥ (Clear
Di	Prag a colum	nn heade	er here t	o group	by that	column				esults.			•	Q Se	arch	% (Clear
Di		nn heade ccurred	er here t	o group m Emaile	by that	column blem Status	Problem Scope	Problem	Info		ocial Securi	ty number	.	Se Se	arch	× (Clear
Di *	Problem Oc	nn heade ccurred	er here t Proble	o group m Emaile	by that ed Prol	column	Problem Scope	Problem Please p	Info rovide us	with the S						¥ (Clear
Di *	Prag a columi Problem Oc 2017-06-14	nn heade ccurred 4	er here t Proble Never	o group m Emaile	by that ed Prol Per Per	column blem Status nding	Problem Scope Client	Problem Please p 1. W-2s	Info rovide us 2. Inter	with the S	dends. 3. M	lortgage i	nterest.	4. Bank s	stateme		_

From this list, you can drill down to the project and task that triggered problems, as well as email reminders.

In the "View problems" window you can apply the following filters:



To save your grid to use it in future you can save it as a report. Read more about reports in <u>"Reports Management"</u> chapter.

How to manage problems

Since you can add many project problems that can happen throughout the business, it's a good idea to organize them into categories to quickly navigate to the problem that suits your situation. You will need to create many problems because each time a problem occurs it can require special instructions or requirements that can be detailed in the problem instance to make sure that it can be resolved quickly.

You can manage problem categories going to "Administration"> "View problem categories".

Here you can add, edit, delete problem categories.

🕹 Edit prol	olem categories (14 proble	m catego	ries are	display	ved)							_ 0 X
Create New	Edit Selected Delete Selected	Export	Reload	(?) Help	X Close						 	
Category	Category Category	•										
Prok	olem Categories Actions	Export		System							 	
	ewing all problem categories. Th		ised to ca	tegorize	/group y	our proble	em temp	lates so	you ca	n easily fi	 elevant pr Search	oblem. 💥 Clear
* Category												
18	Business Returns (1120,11)	205,1065)										
19	Other											
20	Reviewer Reminders											
21	Return Type Documents											
24	Moving Expenses - Form 39	03										
25	Non-Profit											
27	Schedule 8829 (Home Offi	ce)										
28	Schedule A											
29	Schedule B											
30	Schedule C											
31	Schedule D											
32	Schedule E											
33	Trust											
34	Missing Documents											
14 pi	roblem categories	4									 	Þ

The problem templates will be classified into these categories so they can be located more easily. To manage the problem templates, select "Administration"> "View problem templates".

Create N roblem Te			te Selected em Template	Create Problem Probl		ew Problem Categories Actions	View Problems	View Proble Triggers Jsage	em Expo	rt Re		3 Help stem	Close
										• 9	Search	*	Clear
Category	//												i i
Scope	N	ame			Used in prob	lems? Used	d in problem t	riggers? Ir	nfo				
- Cate	gory:	Business Returns (1120,1120	S,1065) (7 red	cords)									
Clier	nt P	Profit & Loss Statement			×		×	F	lease provid	de us with	n the fin	al versi	ion of
Clier	nt B	alance Sheet			×		×	F	lease provid	de us witł	n a Balan	ce She	eet at
Clier	nt M	lissing K-1 Information for yo	ur Business Ent	tity	×		×	F	lease provid	de the fol	lowing ir	nforma	tion v
Clier	nt C	Ownership Info (C-Corp)			×		×	F	lease provid	de us the	name, a	ddress	s, SS#
Clier	nt C	Officers Compensation			×		×	F	lease provid	de us the	amount	of cor	mpen
Clier	nt C	Other			×		×	F	lease provid	de us the	followin	g infor	matio
Clier	nt P	rior Year Returns			×		×	F	lease provid	de us with	n the pri	or yea	r busi
- Cate	gory : I	Missing Documents (18 record	ds)										
Clier	nt M	lissing Social Security Number	r				×	F	lease provid	de us with	n the So	cial Se	curity
Clier	nt M	lissing Occupation			×		×	F	lease provid	de us with	n the oc	cupatio	on for
Clier	nt M	lissing Date of Birth			×		×	F	lease provid	de the da	te of bir	th dat	e for:
Clier	nt M	lissing Education Information			×		×	F	lease provid	de the fol	lowing ir	nforma	tion:
Clier	nt M	lissing Updated Address Infor	mation		×		×	F	lease provid	de us with	n your m	iost up	to d
Clier	nt M	lissing Dependent Informatio	n		×		×	F	lease provid	de first na	me, last	name,	, socia
Clier	nt M	lissing Married Filing Separate	ly Information		×		×	I	f you are fili	ng a sepa	arate ret	urn fro	m yo
Clier	nt M	lissing Childcare Provider Info	rmation		×		×	F	lease provid	de the fol	lowing ir	nforma	tion:
Clier	nt M	lissing Bank Information			×		×	F	lease provid	de us with	n your ba	ank's n	ame,

Here you can add, edit, delete problem templates. Also from here you can easily create a new problem category or manage the list of them by clicking "View Problem Categories" button. Click "View Problems" if you want to see all created and solved problems based on this template. "View Problem Triggers" button allows you to see all problem triggers that create problem based on this template.

Please note: deleting problem category or problem template will force to delete all corresponding problems. If a problem trigger creates some problem you will not be able to delete this problem or its template or group until the problem trigger is deleted.

Below is a form to add a new problem template which includes "Problem category" list, "Problem name", "Problem scope" and "Instruction" fields:

😓 Create New Problem Template							÷		<u> </u>	• ×
Problem category:										•
Problem name (description of the situation, i.e. "Missing Documents"):										
Problem scope: Client-related Staff-related 										
Enter instruction how to fix this problem, i.e. "Send us the missing documen	ts":									
<u> </u>										<u>//</u> .•
📗 🗅 📴 🐯 🍕 💥 🗅 🖺 👫 🌏 🗠 🛹 🗖 📗 Arial	▼ 10	•	A -	B	I	<u>u</u>	E 1	E I	Ξ	//-
Line: 1 Position: 1 Editable										
							Save		Can	icel

The "Instruction" will be automatically pre-populated when you create a problem based on this template.

<u>Tip:</u> "Use project and task-related macros to specify the task, project, it's period and deadline in the instruction of the problem. Later this information will be shown in the email template that contains #EXCEPTIONS# macros:"

Preview Em	nail: "Additional input required for Sylvia Riley" – 🗖 🕨
	Image: Provide Save View message source Image: Provide Save View message source Image: Provide Save Image: Provide Save
To: Syl	hn Smith, Jr. "cwolfdowroda@gmal.com > Sent:
Subject: Add	ditional input required for Sylvia Riley
Dear Sylvia, We are in th Missing K-1s: To complete us with copies	rork on "Get client information" task of "1040 Tax Return" project for 2016 we need you to provide of Form K-1 and the amount of your unreimbursed business expenses to offset against your K-1
Best regards TaxWorkFlow	, Team
TaxWorkFlow 517 Grand Si New York, N	v, LLC treet, Fl 1
•	K Send Edit Send Edit Vou are eding Fon: 2 To: 3 Subject: 3 Dear Stylvia, We are in th Mosing KTs. To complete a us with copies Best rogards TaxWorkFlow S12 Grand S New York, N New York, N

If you select "Problem scope" as Client-related, these instructions will be emailed to your client when the problem is created. Alternatively, Staff-related problems are not emailed to clients and refer only to the internal processing workflow that do not require communications with the client.

Create problem wizard

Wizard for problem creation is another way to create a problem for a certain task. You can open this wizard from "View Projects", "View Tasks" or "View Clients" windows by clicking "Create Problem":

Create p	oroblem				+		
'ou are cre outton.	ating problems	for task #188: "Ge	et dient information" for project #79: "1040 Tax Return" for dient #3: "Jerry	y Matts	son". Please pre	ess "Next"	
				•	Q Search	💥 Clea	ar
)rag a colur	nn header here	to group by that	column				
Task ID	Task Priority	Task Owner	Task Template				
188	20	David Johnson	Get client information				
	1 tasks		4				
	1 tasks		4				-
C Pre		Vext 🚱	۲ Cancel			() Help	

If you click "Create Problem" button from the "View Clients" window you will see the list of all open tasks assigned to this client. When the task is selected click "Next" button and select problem templates from the list:

outto		r task #188: "Get client information" for p	roject #79: "104(0 Tax Return" for dient #3: "Jerry Mattson". Please press "Next"
	a column header here to	a group by that column		▼ Q Search 💥 Clea
х	Problem Template ID	Problem Category Name	Problem Scope	Problem Name
$\overline{\Box}$	124	Missing Documents	Client	Missing Education Information
	125	Missing Documents	Client	Missing Updated Address Information
	126	Missing Documents	Client	Missing Dependent Information
	127	Missing Documents	Client	Missing Married Filing Separately Information
	128	Missing Documents	Client	Missing Childcare Provider Information
	129	Missing Documents	Client	Missing Bank Information
	130	Missing Documents	Client	Missing Educator Expenses
	131	Missing Documents	Client	Missing Self Employed Health Insurance
	132	Missing Documents	Client	Missing Student Loan Interest
	133	Missing Documents	Client	Missing W-2's
	134	Missing Documents	Client	Missing 1099-Misc
\checkmark	135	Missing Documents	Client	Missing K-1's
	136	Missing Documents	Client	Missing Estimated Taxes
	137	Missing Documents	Client	Prior Year Tax Returns
	148	Business Returns (1120, 1120S, 1065)	Client	Profit & Loss Statement
	149	Business Returns (1120, 1120S, 1065)	Client	Balance Sheet
	150 49 problem templates	Business Returns (1120,11205,1065)	Client	Missing K-1 Information for your Business Entity

Next you will see default problem solution that can be changed:

Create problem		÷ .	×
You are creating problems for task #188: "Get client information" for project #79: "104 problem solution based on problem template #135: "Missing Documents \Missing K-1's'	0 Tax Return" for client #3: "Jerry Mattson" '.	. You can change	the
<u> </u>			///
📗 🗅 🛤 🎝 🐰 🗅 🖺 🖁 🌏 🖘 🗭 🗸 🛛 🖬 Arial	• 10 • III A • B I	<u>u</u> ≣≣	
Please provide us with copies of Form K-1 and the amount of your unreint income (if applicable).	nun seg business expenses to onset	ayanısı yuur K	- 1
Line: 2 Position: 24 Editable			Ţ
O Prev Next O Cancel		6	lelp

The next window shows the selected problem template and its solution and allows you to change client and/or task you are creating problem for:

Create problem	+ _ 1	×
You are creating problems for task #188: change client or change task.	"Get dient information" for project #79: "1040 Tax Return" for dient #3: "Jerry Mattson". You can	
* Problem Template	Problem Solution	21
#135: "Missing Documents \ Missing K-	Please provide us with copies of Form K-1 and the amount of your unreimbursed business expenses to offset a	g

Upon clicking "Next" button the problem will be created:

🖰 Create problem		_ D X
Finish.		
The problems created for task #188: "Get dient information" for project #79: "1040 Tax Return" for dient #3: '	"Jerry Mattson".	
Problem Problem template: #135: "Missing Documents \Missing K-1's" Problem solution:		
Please provide us with copies of Form K-1 and the amount of your unreimbursed business expenses to offset ag	gainst your K-1 income (if applic	able).
Prev OK Cancel	r = = 	🛞 Help

Click "OK" button to close the wizard. "Edit email" window will be opened automatically. It will contain the information regarding problems created for particular user:

Edit	email	to Jerry	Mattson < Jerry	/SMattso	n@example.c	om> Additi	onal in	ut required for #CLIENT_	_FU		_ 0 :
\succ			ŀ	#NAME#		O	?	×			
Send	Test	Preview	Deliver Next Business Day Control	Use Macros	Change Email Template 🔻	Add file Attachments	Help Sv:				
You a these	re editin macros	g the email n will be resolv	otification for a pro red into text by click	blem list to a ing the 'Pre	i client. This form m view' button. You c	iay use macros (an also drag-n-c	î.e. #FIR Îrop files	T_NAME#, etc). They will be resol this form to attach files to the en	lved with corresponding client's mail message.	s field names when this email is :	sent. You can see how
From:			' <workflowrocks@g< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></workflowrocks@g<>								
To:			JerrySMattson@exa								
CC:			<jsmith@example.< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>•</td></jsmith@example.<>								•
Subje	t: Addi	tional input r	equired for #CLIEN	T_FULL_NAI	ME#						
E	jile ▼ <u>E</u>	dit • F <u>o</u> rr	nat 🕶								•
) 🗁	8 4	X 🕫 📫 🛍 (🚴 i 🖘 e	>// - 4	Verdana	•	0 • 🔝 A • 🛛 B /		Ē/////////////////////////////////////	
Dea	r #FIF	ST_NAM	E#,								· · · · · · · · · · · · · · · · · · ·
We	are in	the proc	ess of preparir	na vour p	aperwork but	require add	litional	formation.			
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	t rega										
bes	t rega	rus,									
Tax	NorkFl	ow Team									
4	tax	WorkF	low								
517	Grand	ow, LLC Street, NY 1000									
Ger	eral Ir	quiries:	info@thetaxw	<u>orkflow</u>	.com						-
Line	s 1 P	osition: 1	Editable								

Click "Preview" button to see the message with macros replaced with real data:

Preview	/ Email: "/	Additiona	al input	required for Je	erry Mattson"								_ – x
Send Ed	it Reply	Forward	Save Control	View message source	Deliver next business day		Close tem						
You are ed	liting the em	ail notificatio	on for a pr	oblem list to a clier	ıt.								
From:	"John Smit	h, Jr." <wor< td=""><td>kflowrocks</td><td>@gmail.com></td><td></td><td></td><th></th><td></td><td></td><td></td><th>Sent:</th><th></th><td></td></wor<>	kflowrocks	@gmail.com>							Sent:		
To:	Jerry Matt	son <jerrys< td=""><td>Mattson@e</td><td>example.com></td><td></td><td></td><th></th><td></td><td></td><td></td><th></th><th></th><td></td></jerrys<>	Mattson@e	example.com>									
CC:	"John Smit	h, Jr." <jsmi< td=""><td>th@examp</td><td>le.com></td><td></td><td></td><th></th><td></td><td></td><td></td><th></th><th></th><td></td></jsmi<>	th@examp	le.com>									
Subject:	Additional i	input require	ed for Jerry	/ Mattson									
<u> </u>	Edit -												
	6 0 🔒	📓 🛃 🛛 Fi	ind:		•								
Dear Jerr	у,												
We are i	n the pro	cess of p	reparing	g your paperw	ork but require	e additi	onal inf	ormation.					
Missing K		th copies (of Form k	<-1 and the amo	unt of your unre	imburse	d busine	ss exnenses	to offset a	aainst vourK-	1 income (if	applicable)	
Best reg		in copico i		er und the unit	and or your anno		a buome	oo expenses		gamot your re		applicable).	
TaxWorkF	low Team												
	WorkF												
517 Gran	Flow, LLC d Street, k, NY 100	Fl 1											
General I	inquiries:	info@th		orkflow.com port@thetax	workflow.cor	n or ca	∥ +1 64	16.461.21	97				

8. Problem Triggers Management

In this chapter you can find out what problem triggers are, how they work and how to manage them.

What are problem triggers?

Problem triggers creates problems automatically. When using them you don't need to create problems manually every time they happen. Problem triggers will create problems if certain conditions are met for each project in your system. This provides repetitive, consistent tracking of hundreds of things that can possibly go wrong or get lost in the processing of a tax return.

You are viewing all problem triggers after running 1 filter: <problem status="" trigger=""> = "Enabled". You can dear all filters. Image: Column header here to group by that column Image: Time To Live ID Problem Trigger Name Task Rule Client Type Problem To Be Created Problem Trigg Client Rule Permanent 63 Receive 1040 input docu 1040 Tax Return >> 01 Any account CLIENT \Return Type Do © Enabled Permanent 64 Receive 1065 input docu 1055 Tax Return >> 01 Any account CLIENT \Return Type Do © Enabled Permanent 65 Receive 1120 input docu 1120 Tax Return >> 01 Any account CLIENT \Return Type Do © Enabled Permanent 102 Missing monthly bookkeep Prepare Monthly Bookkee Any account CLIENT \Missing Docume © Enabled Permanent 103 Receive K-1 Form 1040 Tax Return >> 01 Any account CLIENT \Missing Docume © Enabled</problem>	ew Problem Trigger	Duplicate Problem Trigger	Constant Change I Edit Problem Change I Trigger Trigger S Problem Trigger Act	Status 🔻 🛛 Trigger	Select Multiple Problem Triggers	Export Export	Filters Ro View Opt	eports •	Reload	Help System	Close	
Permanent 63 Receive 1040 input docu 1040 Tax Return >> 01 Any account CLIENT \Return Type Do Enabled Permanent 64 Receive 1065 input docu 1065 Tax Return >> 01 Any account CLIENT \Return Type Do Enabled Permanent 65 Receive 1120 input docu 1120 Tax Return >> 01 Any account CLIENT \Return Type Do Enabled Permanent 102 Missing monthly bookkeep Prepare Monthly Bookkee Any account CLIENT \Missing Docume Enabled				vblem trigger status> = "Enabli	ed". You can <u>clear a</u>	all filters.				- 🔍	Search	💥 Clear
Permanent 64 Receive 1065 input docu 1065 Tax Return >> 01 Any account CLIENT \Return Type Do Image: Constraint of the state of the	Time To Live	ID	Problem Trigger Name	Task Rule	Client Type	Problem To	Be Created	P	roblem Trigg	Client	Rule	
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	Permanent	65	Receive 1120 input docu	1120 Tax Return >> 01	Any account	CLIENT \	Return Type D	o	Enabled			
Permanent 103 Receive K-1 Form 1040 Tax Return >> 01 Any account CLIENT \Missing Docume Image: Client Council	Permanent	102	Missing monthly bookkeep	Prepare Monthly Bookkee	Any account	CLIENT \I	Missing Docum	e	Enabled			
	Permanent	103	Receive K-1 Form	1040 Tax Return >> 01	Any account	CLIENT \I	Missing Docum	e	Enabled			

How problem triggers work

Problem triggers are simple IF-THEN rules that work the following way: when a certain project achieves a pre-defined task/step and certain other criteria are met, the problem is created automatically and the project is blocked from progressing until the problem is solved.

<u>*Tip:*</u> "Since some of your customers have both business returns and personal returns prepared by you, you can set the system to automatically trigger a problem to make sure you will never miss importing K-1 into the personal tax return using the following rule:"
Edit Problem Tri	gger					_ □
	Change Problem Trigger Status 🕶 er Actions	Create Problem Template Problem Te	Template	() Help Syst		
You are editing permain nformation" and meet	nent problem trigger. s the following criteri	. It will create the follo a: "return type: 1120'	wing problem: "S" ".	TAFF \ Oth	ner \Impor	t K-1" if any account reaches the following task "1120 Tax Return >> 01 >> Get dient
oblem trigger name: I	mport K-1					
Time to live						
Permanent Expires after tax y IF: any master accour any secondary acc any account	nt]				
reaches the followi	ng project >> step >	>> task:				
1120 Tax Return >>	01 >> Get client info	rmation				
and meets the follo	wing criteria:					
☐ Client: ✔ Return Type:	1120					▼ ▼
THEN create the follov	ving problem:					
STAFF \ Other \ Impo	rt K-1					•
ss CTRL-ENTER to s	ave and close: ESC	to cancel and close				

How to manage problem triggers

To edit problem triggers categories go to "Administration"-> "View problem triggers...".

You will be able to create a new problem trigger and select an existing problem trigger from the list to edit, duplicate, delete, or run it. Right mouse button click allows you to select an option to refresh the list of problem triggers.

Trigger Problem Trigger Trigger Trigger Status * Trigger Problem Trigger Actions Export View Options System You are viewing all problem triggers after running 1 filter: <problem status="" trigger=""> = "Enabled". You can <u>clear all filters.</u> Image: Status * <t< th=""><th>New Problem</th><th>Contracte Duplicate</th><th>Edit Problem Change</th><th>Problem Run Problem</th><th>Select Multiple</th><th>Export</th><th>Filters Repo</th><th>nts Reload</th><th>\bigcirc</th><th>× lose</th><th></th></t<></problem>	New Problem	Contracte Duplicate	Edit Problem Change	Problem Run Problem	Select Multiple	Export	Filters Repo	nts Reload	\bigcirc	× lose	
Clear Client Type Problem Trigger Name Task Rule Client Type Problem To Be Created Problem Trigger Client Rule Client Rule Client Type Problem To Be Created Problem Trigger Client Rule Client Rule Client Type Problem To Be Created Problem Trigger Client Rule Client Rule Permanent 63 Receive 1040 input docu 1040 Tax Return >> 01 Any account CLIENT \Return Type Do Enabled Permanent 64 Receive 1065 input docu 1065 Tax Return >> 01 Any account CLIENT \Return Type Do Enabled Permanent 65 Receive 1120 input docu 1120 Tax Return >> 01 Any account CLIENT \Return Type Do Enabled Permanent 102 Missing monthly bookkeep Prepare Monthly Bookkee Any account CLIENT \Missing Docume Enabled	Trigger	Problem Trigger			Problem Triggers	Export	• View Option	s S	ystem		
Time To Live ID Problem Trigger Name Task Rule Client Type Problem To Be Created Problem Trigge Client Rule Permanent 63 Receive 1040 input docu 1040 Tax Return >> 01 Any account CLIENT \Return Type Do © Enabled Permanent 64 Receive 1065 input docu 1065 Tax Return >> 01 Any account CLIENT \Return Type Do © Enabled Permanent 65 Receive 1120 input docu 1120 Tax Return >> 01 Any account CLIENT \Return Type Do © Enabled Permanent 102 Missing monthly bookkeep Prepare Monthly Bookkee Any account CLIENT \Missing Docume © Enabled				blem trigger status> = "Enabl	ed". You can <u>clear a</u>	all filters.			Q Se	arch	💥 Clear
Permanent 64 Receive 1065 input docu 1065 Tax Return >> 01 Any account CLIENT \ Return Type Do Image: Comparison of the comparison	-			Task Rule	Client Type	Problem T	o Be Created	Problem Trigg	Client Rule	e////	
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Permanent 102 Missing monthly bookkeep Prepare Monthly Bookkee Any account CLIENT \Missing Docume O Enabled	Permanent	64	Receive 1065 input docu	1065 Tax Return >> 01	Any account	CLIENT \	Return Type Do	. 😑 Enabled			
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	Permanent	103	Receive K-1 Form	1040 Tax Return >> 01	Any account	CLIENT \	Missing Docume	. 🔵 Enabled			

In this form, you can add, modify, or delete a problem trigger. You can also duplicate problem trigger, i.e. copy its logic if you want to create a few special cases for several individual clients (i.e. child support).

Please note that once enabled, the problem trigger will always trigger problems on all <u>new</u> tasks. In order to create problems that meet the conditions described by the problem trigger for already <u>opened tasks</u>, i.e. after the new problem trigger was created or modified, you may want to "Run selected problem trigger". This will create all problems on existing open tasks that can match your new problem trigger criteria.

This problem trigger will keep running until you disable it or it expires.

Create problem trigger wizard

New problem trigger creation consists of several steps assembled to a user-friendly wizard. On the first step you can select a client to assign this problem trigger to:

Entity Type Personal C-Corporation	Return Type	MBenson@example.com GeraldineRamirez@example.co
C-Corporation	1040	GeraldinePamirez@evample.co
		our aramerkanni ez wexample.co
	1120	CKloss_bakery@example.com
S-Corporation	1120S	demoemail@thetaxworkflow.c
C-Corporation	1120	WJenkins@example.com
Personal	1040	KGilbert@example.com
S-Corporation	1120S	AlyceDCole@example.com
Personal	1040	JerrySMattson@example.com
Personal	1040	SylviaBRiley@example.com
C-Corporation	1120	SheilaFSaunders@example.co
	Personal Personal	Personal 1040 Personal 1040

You can skip this step by clicking "Next" button. This will mean that the problem trigger will be created for all clients.

Next you need to select a problem template for the problem trigger:

lec	are creating a new p cted >>>". Please p	vermanent problem trigger. It wi ress "Next".	ll create the following prol	olem: "Import K-1" if any account reaches the following task "<<< not
				 ✓ Search X Cle
g	a column header he	ere to group by that column		
Pr	roblem Template ID	Problem Category Name	Problem Scope	Problem Name
	108	Other	Staff	Import K-1
	119	Reviewer Reminders	Staff	Review Notes Pending
	184	Other	Staff	Request Bank Information
	188	Missing Documents	Staff	A conformation number needs to be received and recorded

Click "Next" and on the next screen select a project template to assign problem trigger to:

)ra	ag a column header here	to group by that column				
9	Project Template Status	Project Template Name	Manager	Instructions	Require Client?	Tasks
	Enabled	Prepare Tax Extension	Support	Prepare Tax Extension	V	
	Enabled	Prepare Non-Tax Return	Support	Prepare Non-Tax Return	V	
	Enabled	Correspondence	Support	Correspondence	V	
	Enabled	Payroll Preparation/Processing	Support	Payroll Preparation/Processing	V	
	🔵 Enabled	Prepare Payroll Tax Returns - Quarterly	Support	Prepare Payroll Tax Returns - Quarterly	V	
	Enabled	Prepare Payroll Tax Returns - Yearly	Support	Prepare Payroll Tax Returns - Yearly	V	
	Enabled	Prepare Form W-2/W-3	Support	Prepare Form W-2/W-3	V	1
	🔵 Enabled	1040 Tax Return	Support	Prepare Tax Return - 1040	V	
	Enabled	1065 Tax Return	Support	Prepare Tax Return - 1065	V	
	Enabled	1120 Tax Return	Support	Prepare Tax Return - 1120	V	
	Enabled	Prepare Quarterly Bookkeeping	Support	Prepare Quarterly Bookkeeping	V	
	Enabled	Prepare Yearly Bookkeeping	Support	Prepare Yearly Bookkeeping	V	
	Enabled	Prepare Monthly Bookkeeping	Support	Prepare Monthly Bookkeeping	V	
	Enabled	Prepare Payroll Tax Returns - Semi-monthly	Support	Prepare Payroll Tax Returns - Quarterly	V	

1				₹	Search 🛛 💥 Clear
Task Template ID	Task Template Status	Order 🔺	Task Template Name	Owner	Instructions
238	Enabled	1	Get client information	David Johnson	
239	Enabled	2	•	David Johnson	Prepare Tax Return
240	Enabled	3		David Johnson	
241	Enabled	4	Invoice	David Johnson	Invoice client and wait un
242	Enabled	5	Have client review the tax return and sign for	David Johnson	This form is required for E
243	Enabled	6	E-File	David Johnson	E-File
244	Enabled	7	Confirm E-File Went Through	David Johnson	Confirm E-File Went Throu
245	Enabled	8	Scan documents	David Johnson	Scan documents into our s
527	Enabled	9	additional task	Project owner	

The next step is to select a task of the project on which the problem will be triggered:

The last step allows to select:

- problem trigger name
- time to live (if you want the problem trigger to be permanent or expire after selected tax year)
- account type and return type if necessary

olem trigger name: Import	:K-1 for Get client inf	formation		
ime to live				
Permanent Expires after tax year:	2012			
•				
) any master account) any secondary account) any account				
. and meets the following	criteria:			
Return Type:				

Click "Next" button and "OK" if the problem trigger creation process was finished without any issue:

Create problem trigger	_ ¤ ×
Finished.	
reated the new permanent problem trigger. It will create the following problem: "Import K-1" if any account reaches the following task "Get client formation".	
Prev OK Cancel	🕖 Help

9. Billing/Invoicing Module

Work with bills and invoices is completely described in this chapter. Here you can find out how to create and edit invoices, add new items to your invoices. How to work with services invoice wizard is also described in this topic.

Working with accounts

Starting your work with TaxWorkFlow's invoicing system you need to add accounts you want to include in invoices. There are a number of accounts grouped by type available by default. To browse existing accounts, to modify, to delete them or to add new accounts you need to go to "Billing"-> "View accounts..."

	e New count	Edit Delete Account Account Actions							
								▼ Q Search	🔀 Clear
Ту	pe 🔺	3							E
IC		Name	Default rate	Туре	Invoiceable?	Assigned to user	Assigned to office	Billing description	
-	Туре	: Expense (5 records)						<u>, , , , , , , , , , , , , , , , , , , </u>	
	80	Filing Fees	50.00	Expense	×			Filing Fees	
	81	Bank Fees	15.00	Expense	✓			Bank Fees	
	82	Credit Card Processing Fee	15.00	Expense				Credit Card Processing Fee	
	83	Postage and Delivery	10.00	Expense	✓			Postage and Delivery	
	88	Bank Fees	15.00	Expense			NJ office	Bank Fees	
•	Туре	: Income (3 records)							
	84	Tax Preparation Services	500.00	Income	✓			Tax Preparation Services	
	85	Tax Extension Services	75.00	Income	✓			Tax Extension Services	
	86	Bookkeeping Services	250.00	Income	✓			Bookkeeping Services	
•	Туре	: Negative income (2 records)							
	78	Invoice Credits	0.00	Negative income	✓			Invoice Credits	
	79	Unpaid Balance Due	0.00	Negative income	×			Unpaid Balance Due	

To edit an existing account double-click on it or select it and click an "Edit Selected Account" button:

🕹 Edit	Account	#85: "Tax E	Extensior	n Servi	ces"		+	_ 0	x
F	F		Q	?	×				
Save	Save And New	Save And Close	Reload	Help	Close				
	Control			System					
You		the existing Income	account #	85: "Ta	x Extension	Services".			•
	Name:	Tax Extensi	on Service	S					
Assig	n to office:	NJ office							•
	Rate:	75	\$						
I	nvoiceable:	Yes							
Billing o	description:	Tax Extensi	on Service	S					
Press C	TRL-ENTER t	to save and c	lose; ESC to	o cancel	and close				

In this window you can change account's type, name, office it's assigned to and its rate. Also you can choose if this account invoiceable and edit billing description for this account. "Save And New" button allows you to save changes in current account and immediately create a new one. To add a new account from the "Edit Accounts" window you need to click on "Create New Account" button:

🕹 Create New	/ Account				÷	 -//	•	×
88		Q	?	×				
Save Save An New	Close	Reload		Close				
Cont	rol		System			 		
 	ig a new accou	int.				 		
Тур	e: Income							•
Nam	e: Bookkeepin	g Services						
Assign to offic	e: NJ office							•
Rat	e: 100	\$						
Invoiceabl	e: Yes							
Billing descriptio	n: NJ office Bo	ookkeeping	Services					
Press CTRL-ENTE	R to save and c	lose; ESC to	o cancel a	nd clo	se			h

Select a type of the new account from drop-down menu, add name and rate of it and determine if it's invoiceable or not. Add billing description if necessary. Save the changes you've done and a new account will appear in the list of accounts.

Accounts of "Work time" type have a billing category:

🕹 Edit A	Account	t #87: "Hou	rly rate"								2		2		2	2	2	2	l	2	2	2				2	2	2			2	2	2							į	2					2	2												2	į	2	2	2	2	2	2	2	2	2	2	l	2	2	2	2	2	2	2	2	2	2	2	2		l	2		2	2	2				2	Z	g	2	/	7	ł	2	2	2	2
Save S	Gave And New	Close	Reload	(2) Help	× Close	· .				2			1		:	2																																																																																								
	Contro)		System			 	_	_		_		_	_	_	ļ			_																						Ļ						Ļ																				_	_	_	_	_	_	_	_		_				_	_	_	_	_	_		_		_	_	_	_	_		_	_	_	_		_	_	_	_	_
You are		e existing acco Work time	unt #87: "H	lourly rate	2".		 	 	 								-			-	-	 	 	 	-	-			-														-	-		-														-	 			-			_	-	-			-	-		 	-			 	 				-																				
	Name:	Hourly rate																																																																																												_	_	_	_	_	_	_	_			
Assign	to user:											_																																																																																		_		_	_		_	_	_		_	_
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		Administrative Regular work					 	 	 																					•		•		•				•							•			•	•												 																		 	 																								_
Press CTR	L-ENTER	Requiar WOLK					 	 	 						-		-		-	-				 		-		,			,																														 																		 	 																								

You can manage billing categories by clicking "Billing">>"View billing categories":

🔶 View	Billing Categ	jories (6 ca	tegories	are displaye	ed)			_ = X
	i 🤌	×	P	í)	Q		×	
Create N Catego		Delete Category	Export T	Reports	Reload	Help	Close	
Bi	lling Category Ac	tions	Export	View Options		System		
* ID	column header her	re to group by	Billing Statu			2		
- 77	Regular work		Billable					
2	Vacation		Non-billabl	-				
3	Sick time Jury		Non-billabl	-				
5	Holiday		Non-billabl	-		_		
6	Administrative		Billable, No	-		_		
	6 categories			4				Þ

Here you can add new category, delete existing categories or change their names and/or billing status. The most common way of using billing categories is analysis of the time spent for some work. For example, you can add such categories as Accounting, Correspondence, Reconciliation, Tax Forms etc. Apply certain category to the time you are adding to invoice and later you can see how much time and money was spent for accounting, work with correspondence etc.

Operations with invoices

When accounts are set you can start to create invoices. For this purpose go to "Billing"-> "Create invoice...":

Vizard	Save Control	Save And Close	New Invoice Item	Edit Invoice Item		Merge Invoice Items Invoice Item Act			Apply Referral Credit	B Issue Ir Pay Inv Cancel Draft	oice	moree	 New Note Add File Attachments 		Export - Email - Save To Docs ce Delivery	 Print Preview Print Print 	 Reload Help Close System
D M	etail Iemo		You are	viewing the inv	voice detail. Pleas	se add or modify	tems you would li	ke to apply to th	nis invoice.								
			Invoice in	nfo													
			Status:		nvoice date:	Currency:	Invoice issued	by office:			ice issued						
			Draft in	voice		USD .	NJ office			🕶 🍓 Dirk	s Compan	y: Donald Dir	rks, Owner (Partne	r: Maria Dirks)			-
			Invoice i	tame													
			anvoice	centa													
																 Q Search 	💥 Clear
			Drag	a column head	der here to group	o by that column											
			Drag * Iter		ler here to group	by that column	Amount	Rate	Qty W	eek Month	Quarter	Tax Year	Billing Description	on ////////////////////////////////////		Serviced On	
							Amount	Rate	Qty W	eek Month	Quarter	Tax Year	Billing Description	2n.////////////////////////////////////		Serviced On	
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							Amount	Rate		to display>	Quarter	Tax Year	Billing Description	on ////////////////////////////////////		Serviced On	
							Amount	Rate			Quarter	Tax Year	Billing Description	2n.////////////////////////////////////		Serviced On	
							Amount	Rate			Quarter	Tax Year	Billing Description	ən.////////////////////////////////////		Serviced On	
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			• Iter	m ID Records = 0 0 its : Amount: 0.0 nount: 0.0	Account	Account Office	of all invoice item				Quarter	Tax Year	Biling Descripto	sn		Serviced On	

In this window first you need to select a client and an office which serves this client. You can also add some memos to the invoice. When these steps are completed you need to add items into it. Click "New Invoice Item" button:

Add	d New In	voice Item	To A New	Invoice							+	_	-
ave	Save And New Contr	Close	Create Account Account	Edit Account	Reload	() Help	Close						
	are adding	g an invoice i	tem entered	by user Joh	ın Smith, Jı	r. for a n					unt for the new		
	and quant		pulated by d	efault value	s, and you	ı can cha	ange them. Yo		ptionally provid	le the time pe	eriod that this lin	e item refers to Serviced on:	
		n Services							tuco.			Derviced offi	•
	ricparacia							•	1000.00	1 4	1000.0	0 2017-08-17	
	k.		Quarter	Vear		Rilling	description (st	•	1000.00	1	1000.0	0 2017-08-17	•
Vee	••••	Month:	Quarter:	Year:	:		description (sl Preparation Ser	hows or		1	; 1000.0	0 2017-08-17	
Veel Com	The	Month:	• only)	- [Preparation Se	hows or rvices	invoice):				7
Veel Com	The	Month:	• only)	- [Tax P	Preparation Se	hows or rvices	invoice):		1000.0 E = =		7
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Veel Com	The	Month:	• only)	- [Tax P	Preparation Se	hows or rvices	invoice):				7
Veel Com	▼ Iments (fo Eile ▼ Edi D	Month:	v intervention only)		• • •	Tax P	Preparation Se	hows or rvices	invoice):				7

Select a necessary account to add, modify rate, quantity and the date when it was serviced if you need to. You can also enter a week, month or quarter of selected tax year. Add billing description (will be shown on the invoice) and comments (will not be shown on the invoice, for internal use only) if you have some.

"Create Account" and "Edit Account" buttons allow you to open appropriate windows from here and make necessary changes. After all fields are filled you can simply add another item to the invoice clicking "Save and New" button. "Save and Close" button will add the item to the invoice and close the window while "Save" button will save the data and leave the window opened.

To enable all invoice operations you need to save a draft invoice. Upon it's saved you can still add new items to the invoice, edit, merge and delete existing items. Among the others invoice items you can add:

• Work Time Item - opens a list of billable work time for the client from where you can select what time to include to the invoice

11111	Work Time	(2 items are	displayed)							
\checkmark	Ŭ				K					
Add 2 W Time			Review Re oice Items	load Help Cl	ose					
Wo	ork Time Actio	ons	Options	System						
									▼ Q Search	🛛 💥 Clear
-	Entity Type	here to group by Work Time ID		Employee Name	Consolidated Client Name	Billing Status	Actual Duration	Budgeted Rate	Actual Amount	Invoiced Durat
	II.	28	2018-09-04	John Smith, Jr.	Sylvia Riley	Billable	6 hours	50.00	300.00	
4		20	2018-09-06	John Smith, Jr.	Sylvia Riley	Billable	11 hours	100.00	1100.00	
	11	29								
4	E									
	Ľ	Records = 2					17 hours		Total = 1400.0	0.00 hou

• Invoice Credit Item - allows to apply an invoice credit

Apply Invoice	Credit T	o Invo	ice #34,	Sylvia Riley
\checkmark	G	?	×	
Apply Invoice Credit	Reload	Help	Close	
Credit Actions	:	System		
Credit method				
Credit method				
Fixed credit	amount:		25.0	0
O Desired invo	vice amount	:	300.0	0
O Percent of ir	nvoice amou	unt:	10.0	0 %
Invoice and crea	dit amount			
Invoice amount	before appl	ying cred	lit: 300.00	
Credit amount:			25.00	
Invoice amount a	after applyi	ng credit	: 275.00	

• Apply Referral Credit - allows to apply referral credit to the invoice (see more in Referrals chapter of this guide)

	Credit (1	item i	s displayed)						<u></u>	
\checkmark	G	?	×							
Select Referral Credit	Reload	Help	Close							
ferral Credit Actions		System								
You are viewing all pe	nding refer	ral credit	available for clien	t #2: "Sylvia Riley". Please	e select the	e referral credi	t you would	d like to add to	this invoice.	
							•	Q Search	💥 Clea	r
Referral Source				Referral Date	Credit	Comments	Referre			
Sylvia Riley				2018-09-04	100.00		Jenkins	Consulting: Wi	illiam Jenkins	

Also the following buttons are available upon invoice saving:

- Issue invoice changes invoice status to "Final invoice". You can reverse the invoice back to draft invoice by clicking an appropriate button later.
- Pay invoice opens "Receive New Payment" window (see more information about Payments)
- Cancel invoice changes invoice status to "Cancelled"
- Change invoice date allows to change invoice date (available for invoices with a status of "Final invoice")
- Delete invoice deletes currently opened invoice
- New note allows to add notes to this invoice
- Add file allows to attach files to the invoice
- Sync with QuickBooks syncs the invoice with QuickBooks
- Export exports file to Excel or PDF document
- Email opens "Invoice attachment email template" in email editor with attached XLSX or PDF file and prepopulated client's email address
- Save to docs opens "Edit document properties" window (see Uploading documents chapter)
- Print preview allows to preview the document and design and format it before printing. See detailed description of this option in <u>"Invoice print preview"</u> chapter
- Print opens a print dialog

In In Save Save And Close Control	New nvoice Item	Invoice Item Control Invoice Item Invoice Item Invoice Item Invoice Item Actions	Add Invoice Apply Refer	Credit Item	Reverse To	Pay Invoice Cancel Invoic Change Invoi Invoice Action	ice Date	Delete Invoice	New Note Add File Attachments	Sync With QuickBook	Export • Email • Save To Docs ice Delivery	Q Print Preview Print Print	C Reload Help Close System	
Detail Memo History (5)	You are viewing	the invoice detail. Plea	se reverse thi	is invoice bac	k to <u>draft invoice</u> i	f you would like t	to add or r	nodify items	•					
Notes (0)	Invoice info													
Attachments (0)	Status:	Invoice date:	Currency:		issued by office:				sued to dient:					
	Final invoice	2017-12-21	USD	▼ NJ offic	ce .		¥ 928	Dirks Cor	mpany: Donald D	irks, Owner (Par	tner: Maria Dirks)			Ŧ
	Invoice items													
	•									Q Search	💥 Clear			
	Drag a colum	a beader bere to group	by that colum	n								•	Q Search	💥 Clear
		header here to group			Amount	Pate Otv		Neek Mor	oth Quarter	Tay Year Bill	na Description	•		
	Drag a colum Item ID	header here to group Account	Ac		Amount 500.01	Rate Qty 0 500.00	1.00	Veek Mor	nth Quarter		ng Description x Preparation Services		Q Search Serviced Or 2017-12-2	2
		Account	Ac			500.00		Week Mor	ith Quarter	Ta			Serviced Or	
		Account 1 Tax Preparation	Ac		500.0	0 500.00 0 15.00	1.00	Veek Mor	th Quarter	Ta Ba	x Preparation Services		Serviced Or 2017-12-2	1
		Account 1 Tax Preparation 2 Bank Fees 3 Invoice Credits	Ac		500.0 15.0	0 500.00 0 15.00 0 -25.00	1.00 1.00	Neek Mor	th Quarter	Ta Ba	x Preparation Services nk Fees		Serviced Or 2017-12-2 2017-12-2	1
	Item ID Records	Account Tax Preparator Bank Fees Bank Fees Invoice Credits = 3 3 items	Ac	count Office	500.01 15.01 -25.01 Total = 490.00	0 500.00 0 15.00 0 -25.00	1.00 1.00 1.00	Neek Mon	th Quarter	Ta Ba	x Preparation Services nk Fees		Serviced Or 2017-12-2 2017-12-2	1
	Item ID Records Invoice Amount	Account 1 Tax Preparation 2 Bank Fees 3 Invoice Credits = 3 3 Items : 490.00	Ac Services (The tota	count Office	500.01 15.01 -25.01 Total = 490.00 e items)	0 500.00 0 15.00 0 -25.00	1.00 1.00 1.00	Veek Mor	th Quarter	Ta Ba	x Preparation Services nk Fees		Serviced Or 2017-12-2 2017-12-2	1
	Item ID Records	Account Tax Preparator Bank Fees Bank Fees Invoice Credits = 3 3 items	Ac Services (The tota	count Office	500.01 15.01 -25.01 Total = 490.00 e items)	0 500.00 0 15.00 0 -25.00	1.00 1.00 1.00	Week Mor	uth Quarter	Ta Ba	x Preparation Services nk Fees		Serviced Or 2017-12-2 2017-12-2	1

You can manage all created invoices from one place. Go to "Billing"-> "View invoices...":

New	s View	Reverse To	Pay	Duplicate	Cancel	Delete S	elect Multiple	Filters Reports		Show	Sync Wit	h Email	Save To	Reload	Help	× Close	
voice 🔻		Draft Invoi		Invoice	Invoice	Invoice	Invoices	• •		eted Only	QuickBoo		Docs	Reload	ricip	ciose	
			Invoi	ce Actions				View Op	tions		In	voice Delive	y		System		
			p by that colur			arrow down searc								•	Q Se	arch	💥 Clea
Status	Invoice ID	-	Client			Issuing Office	Status	Total Amount	////	Paid Amount		Amount Due		Items	C	omments	
E		1	XYZ: Alyce Cole	e		TaxWorkFlow	Paid in part	250	0.00		200.00		50.00		1		
		2	Jenkins Consul	ting: William Je	enkins	TaxWorkFlow	Paid in full	76	5.00		765.00		0.00		3		
			Jenkins Consul Donald Dirks	ting: William Je	enkins	TaxWorkFlow NJ office	Paid in full Paid in full		5.00 0.00		765.00 500.00		0.00		3		
		6		ting: William Je	enkins			500									
R		6 7	Donald Dirks	-	enkins	NJ office	Paid in full	500	0.00		500.00		0.00		1		
		6 7 8	Donald Dirks Sylvia Riley	-	enkins	NJ office NJ office	Paid in full Paid in full	500 75 500	0.00 5.00		500.00 75.00		0.00		1		
		6 7 8 9	Donald Dirks Sylvia Riley Geraldine Rami	-	enkins	NJ office NJ office NJ office	Paid in full Paid in full Cancelled	500 75 500 95	0.00 5.00 0.00		500.00 75.00 0.00		0.00 0.00 500.00		1 1 1		
		6 7 8 9 10	Donald Dirks Sylvia Riley Geraldine Rami Daniel Collins	-	enkins	NJ office NJ office NJ office NJ office	Paid in full Paid in full Cancelled Draft invoice	500 75 500 95	0.00 5.00 0.00 5.00 0.00		500.00 75.00 0.00 0.00		0.00 0.00 500.00 95.00		1 1 1 4		
		6 7 8 9 10 11	Donald Dirks Sylvia Riley Geraldine Rami Daniel Collins Sylvia Riley	irez	enkins	NJ office NJ office NJ office NJ office NJ office	Paid in full Paid in full Cancelled Draft invoice Paid in full	500 71 500 91 580 2100	0.00 5.00 0.00 5.00 0.00		500.00 75.00 0.00 0.00 580.00		0.00 0.00 500.00 95.00 0.00		1 1 1 4 3		
		6 7 8 9 10 11 12	Donald Dirks Sylvia Riley Geraldine Rami Daniel Collins Sylvia Riley Sylvia Riley	irez	enkins	NJ office NJ office NJ office NJ office NJ office NJ office	Paid in full Paid in full Cancelled Draft invoice Paid in full Final invoice	500 71 500 93 580 2100 210	0.00 5.00 0.00 5.00 0.00 0.00		500.00 75.00 0.00 0.00 580.00 0.00		0.00 0.00 500.00 95.00 0.00 2100.00		1 1 4 3 2		
		6 7 8 9 10 11 12 13	Donald Dirks Sylvia Riley Geraldine Rami Daniel Collins Sylvia Riley Sylvia Riley Carlos Bakery:	irez	enkins	NJ office NJ office NJ office NJ office NJ office NJ office NJ office	Paid in full Paid in full Cancelled Draft invoice Paid in full Final invoice Final invoice	500 77 500 99 588 2100 210 210 210	0.00 5.00 0.00 5.00 0.00 0.00 0.00		500.00 75.00 0.00 0.00 580.00 0.00 0.00		0.00 0.00 500.00 95.00 0.00 2100.00 20.00		1 1 4 3 2 1		
		6 7 8 9 10 11 12 13 13 14	Donald Dirks Sylvia Riley Geraldine Rami Daniel Collins Sylvia Riley Sylvia Riley Carlos Bakery: Kevin Gilbert	rez Carlos Kloss	enkins	NJ office NJ office NJ office NJ office NJ office NJ office NJ office IL office	Paid in full Paid in full Cancelled Draft invoice Paid in full Final invoice Final invoice Draft invoice	500 75 500 99 580 2100 22 100 100	0.00 5.00 0.00 5.00 0.00 0.00 0.00 0.00		500.00 75.00 0.00 0.00 580.00 0.00 0.00 0.00		0.00 0.00 500.00 95.00 0.00 2100.00 20.00 100.00		1 1 4 3 2 1 2		
		6 7 8 9 10 11 12 13 14 15	Donald Dirks Sylvia Riley Geraldine Rami Daniel Collins Sylvia Riley Sylvia Riley Carlos Bakery: Kevin Gilbert Sylvia Riley	rez Carlos Kloss e		NJ office NJ office NJ office NJ office NJ office NJ office NJ office IL office	Paid in full Paid in full Cancelled Draft invoice Paid in full Final invoice Final invoice Draft invoice	500 75 500 99 580 2100 210 100 100 110	0.00 5.00 0.00 5.00 0.00 0.00 0.00 0.00		500.00 75.00 0.00 0.00 580.00 0.00 0.00 0.00 0.0		0.00 0.00 500.00 95.00 2100.00 20.00 100.00 10.00		1 1 4 3 2 1 2 1 2 1		
		6 7 8 9 10 11 12 13 14 15 16	Donald Dirks Sylvia Riley Geraldine Rami Daniel Collins Sylvia Riley Sylvia Riley Carlos Bakery: Kevin Gilbert Sylvia Riley XYZ: Alyce Coli	rez Carlos Kloss e		NJ office NJ office NJ office NJ office NJ office NJ office NJ office IL office IL office	Paid in full Paid in full Cancelled Draft invoice Paid in full Final invoice Final invoice Draft invoice Draft invoice Draft invoice	500 71 500 93 580 2100 2100 210 100 110 110 110 110 110	0.00 5.00 5.00 5.00 0.00 0.00 0.00 0.00		500.00 75.00 0.00 580.00 0.00 0.00 0.00 0.00 0.0		0.00 0.00 500.00 95.00 2100.00 20.00 100.00 10.00 50.00		1 1 4 3 2 1 2 1 2 1 2		

Most operations available in "Edit Invoice" window are available there too. Also from here you can duplicate invoice (create a new draft invoice which is a copy of selected invoice. For example, this could be useful if you need to create similar invoices for different clients) and work with multiple invoices at once.

"Select Multiple Invoices" button allows you to delete, export to Excel or PDF and email selected invoices independently of their status. If statuses of all selected invoices allow the operation you can issue, pay, cancel invoices, reverse them to draft invoices.

Previously deleted invoices could be shown by clicking "Show Deleted Only" button. Please find out how to work with Reports in the <u>"Reports management"</u> chapter. "Filters" button allows you to customize the invoices displayed in the grid. Below is a list of all available filters with their description:

Filters group	Filter name	Description
Invoice status	All invoice statuses	All invoice statuses
	Draft invoice	Draft invoice
	Final invoice	Final invoice
	Paid in part	Invoices paid in part

Period, assuming today is Wednesday, April, 5, 2017

		Paid in full	Invoices paid in full	
		Cancelled	Cancelled invoices	
Issuin	g office	All offices	Issued by all offices	
		"Your office name"	Issued by "Your office name"	
		etc	A list of all offices of your company	
Invoic period		All history	No time period applied	All invoices displayed
•		Today	Today only	All invoices created on April 5, 2017
		Yesterday	Yesterday only	All invoices created on April 4, 2017
		This calendar week-to-date	From Sunday of the current week through today	All invoices created in the date range from April 2, 2017 till April 5, 2017
		This calendar month-to-date	From the first day of the current month through today	All invoices created in the date range from April 1, 2017 till April 5, 2017
		This calendar quarter-to-date	From the first day of the current quarter through today	All invoices created in the date range from April 1, 2017 till April 5, 2017
		This calendar year-to-last- month	last day of last month	All invoices created in the date range from January 1, 2017 till March 31, 2017
		This calendar year-to-date	From the first day of the current year through	All invoices created in the date range from January
		Since one week ago	today All dates since one week ago	1, 2017 till April 5, 2017 All invoices created in the date range from March 29, 2017 till April 5, 2017
		Since one month ago	All dates since one month ago	All invoices created in the date range from March 5, 2017 till April 5, 2017
		Since one quarter ago	All dates since one quarter ago	5, 2017 till April 5, 2017
		Since one year ago	All dates since one year ago	All invoices created in the date range from April 5, 2016 till April 5, 2017
		Past calendar week	Sunday through Saturday of past week	All invoices created in the date range from March 26, 2017 till April 1, 2017
		Past calendar week-to-date	From Sunday of past week through today	All invoices created in the date range from March 26, 2017 till April 5, 2017
		Past calendar month	From the first day through the last day of past month	All invoices created in the date range from March 1, 2017 till March 31, 2017
		Past calendar month-to-date	From the first day of past month through today	All invoices created in the date range from March 1, 2017 till April 5, 2017
		Past calendar quarter	From the first day through the last day of past quarter	All invoices created in the date range from January 1, 2017 till March 31, 2017
		Past calendar quarter-to-date	From the first day of past quarter through today	All invoices created in the date range from January 1, 2017 till April 5, 2017
		Past calendar year	From the first day through the last day of past year	All invoices created in the date range from January 1, 2016 till December 31, 2016
		Past calendar year-to-date	From the first day of past year through today	All invoices created in the date range from January 1, 2016 till April 5, 2017
		Before	All dates before the date you specify	All invoices created in the date range from date you specify till April 5, 2017
		After	All dates after the date you specify	
		Custom range	The date range you specify	

Services invoice wizard

TaxWorkFlow's services invoice wizard allows you to create invoices quickly and easily. Before you open the wizard for the first time you need to setup prices for services you provide. Go to "Billing"-> "View accounts..." where you can determine all services prices. <u>Here is more information how to do it.</u>

After all prices are set you can use a wizard. Please go to "Billing"-> "Services invoice wizard..."

ern In ditor Control					
Summary Net invoice amount: \$0.00 Gross invoice amount: \$0.00 Tot	al discount applied: \$0.00	Tota	l invoice items: 0		
Serviced by office: IL office				-	☑ Tax Year: 2016 ▼
Number of documents Number of W2s: 0	Schedules Schedule A: Schedule B: Schedule C:	 No No No 	 Simple \$35.00 Simple \$35.00 Simple \$30.00 	Complex \$50.00 Complex \$50.00 Complex \$150.00	
Number Of 10998s: 0 ↓ 0*\$10.00= \$0.00 Number Of States: 0 ↓ 0*\$10.00= \$0.00 Number Of K1s: 0 ↓ 0*\$10.00= \$0.00	Schedule C: Schedule D: Schedule E: Schedule SE:	 No No No No 	1-5 transactions \$25.00 Simple \$50.00 Yes Yes \$15.00	 Complex \$150.00 6-25 transactions \$50.00 Complex \$125.00 	>25 transactions \$100.00
Deductions Child Care Expenses: \$25.00 College Deductions/Credits: \$25.00	Tax Review: \$25 Other fees \$: §i Minimum fee:	0.00	Processing: \$50.00	Tax Payments Invoice Made: ? Discount \$: \$0.00	,
Disclosures Foreign Bank Disclosure: - Select Number of Transactions Foreign Gift Disclosure: \$300.00	Tax Returns Number of State		0 \$ 0*\$75.00= \$0.00		
Comments					

Here you need to select a client and an office which is serving him/her. You can also select a tax year. Then you can select any services to be included in the invoice and add your comments. When the invoice is ready click "Save" button and this invoice will appear in the "View Invoices" window with "Draft Invoice" status. To modify this invoice you may open it in editor clicking appropriate button in the "Services invoice wizard" window or you can go to "Billing"-> "View invoices...". Work with this window is completely described in "Operations with invoices" section of this chapter.

Invoice print preview

Print preview option is available for all invoices in the system. It could be opened from "View Invoice" window and it looks the following way:

🔎 🎯 🕻	k 🗄 🍜	₩ ₹							Invoice #6	- Print Preview							⊷ _	
	Preview									-								^
🛄 <u>L</u> oad 🗐 U <u>n</u> load 🗐 <u>S</u> ave	Design	C <u>R</u> ebuild	<u>₽</u> rint	Print Dialog Output	Export To PDF	Page Set <u>u</u> p	Format T	Background Format	Eit to Page Width	W <u>h</u> ole Pag <u>T</u> wo Pages Pages Zoom	Zoom			Navigation	Th <u>u</u> mbnails	Header and Footer Previe	<u>v</u> iew ▼	Close Print Preview
Margins	Left:	0.5 in T	Top:	0.5 in	Right:	0.5 in	Bottom:	0.5 in	Header:	0.2 in Footer	: 0.	2 in						******
				N.	Jo	offic	ce				IV	01	C	E				•
					First av ey City,	/e , NJ 070)70											
										DATE INVO	CE#	2017-02-0 6)9					
				Bil	l to					FOR		Services F	Provide	ed				
				Dona	ald Dirk	s												
					8 Fairfie on, MA	eld Road	1											
				Des	criptio	on			Date		QTY	Р	rice	Amour	ıt			
				Tax	Prepara	ation Se	rvices	-	2017-02-0	09	1	\$500	.00	\$500.00)			
				2016	5													
												Tota		\$500.0	0			-
Page:	1 of	1 P	ages	Paper Size	:	8.5 i	n x 11 in	Status: Read	ly									

This window contains several groups of buttons.

"Report" group - these buttons allow user to load, unload and save Report File (*.rps). Design button allows you to make changes in invoice design while Rebuild button rebuilds the preview according to submitted changes.

Design button opens a popup window where you can change format report options, colors, fonts and behaviors:

Options	Colors	Fonts	Behaviors					
Show				Preview				
	R	ow and Co	olumn Headings	7	8	23	22	60
圃川		idLines		12	6	32	12	62
≞⊛		;		27	17	21	12	77
Miscellan				11	12	15	32	70
	_	o <u>w</u> AutoH	-	11	11	10	32	64
-33	<u>S</u> L	Ippress S	ource Formats	16	16	26	12	70
				84	70	127	122	403

Also from here you can setup format's title and/or footnote text and properties.

"Output" group of buttons allows you to send the document to your default printer by clicking "Print" button. "Print dialog" button opens a standard Windows dialog where you can select printer and setup printing properties."Export to PDF" button opens "PDF Export Options" window.

"Format" group contains the following buttons:

Page Setup - opens "Page Setup" window where you can setup

- paper size
- paper source
- orientation
- print order
- shading
- margins
- header/footer
- scaling

Format button allows to edit title, footnotes, page numbering and date and time format. Background button allows you to select a background color and fill effects. Fit to Page Width - allows you to set content to page width.

"Zoom" group buttons allow you to select a preferable zoom of the preview:

Zoom		x
Zoom To		Preview
 500 % 200 % 150 % 100 % 75 % 50 % 25 % 10 % 	 Page Width Whole Page Two Pages Eour Pages Many Pages: 	12pt Times New Roman
P <u>e</u> rcent:	100 4 ►	AaBbCcDdEeXxYyZz AaBbCcDdEeXxYyZz OK Cancel

"Navigation" group of buttons allow you to navigate the pages of the invoice.

"Preview" group contains "Thumbnails" button that enables thumbnails, "View" button that allows you to show/hide margins, margins bar and status bar. "Header and Footer" button unhides header and footer tabs where you can select a part of header/footer and insert the following information there:

- Page number
- Number of pages
- Page number of pages
- Date and time
- Date
- Time
- Machine name
- user name

🔎 🕸 🗓	++	Header ar	nd Footer			Invoice ‡	≠6 - Print I	Preview
,	Preview	Header	Footer					
(U)	🚦 Switch	h to Left Part	# <u>P</u> a	age Number	🛃 Date and Time	Machine Name		
	📙 Switch	h to Center P	art 🗵 <u>N</u>	umber of Pages	7 <u>D</u> ate		-	
Page Set <u>u</u> p	📑 Switch	h to Right Pa	rt 🛃 Pa	age Number of Pages	🕒 <u>T</u> ime	🚨 <u>U</u> ser Name	Close	
Page Setup		Parts		Page Number	Date and Time	Name	Close	

Payments

Payments system allows you to control the payment status of the invoices. When payment is received you need to reflect it in the system. You can do it using one of the following ways:

1. Click "Pay Invoice" button from "View Invoice" or from "View Invoices" window. "Receive New Payment" window will be opened with prepopulated data from the invoice you are going to pay:

	×	2							Q	? ×	3					
e	Save And Close	Edit Client		hange Paid bice Amount	New Note	Add File	Sync \ OuickB	With Export	Reload	Help Clo	se					
	Control		Payr	ment Actions	Attack	hments		Export	S	System						
	Detail Memo			You are	creating t	the new pa	yment: r	eceived via wire	by office #3	, IL office on	2018-07-19 for	dient #4: "XYZ	: Alyce Cole" with th	e gross amount of	\$500.00.	
				Paymen	t info											
				Payment	received	by office (P	ayee):		Payment	made by client	t (Payer):					
				IL office				-	XYZ: Aly	ce Cole						-
				Date:		Paymen	it type:	Cur	rency:	Net received a	mount: Paymen	nt fees: (Gross paid amount:	Reference #:		
				2018-07	-19 -	 WIRE 		▼ US	D –		500.00	0.00	500.00			
				Pay from	deposit:	Deposit:									Remainir	ng balance:
															~	
					No											
					No											
				Open in		Paid invoice	es Rec	ceived payments	Available o	deposits						
				Open in		Paid invoice	es Rec	ceived payments	Available o	deposits						
				Open in		Paid invoice	es Rec	ceived payments	Available o	deposits				- _	Search	🔀 Clear
					voices				Available o	deposits				-	Search	Clear
				Drag a	voices	eader here	to group) by that column								
				Drag a	voices		to group	by that column	Client	Office	Invoice Date 2018-05-03	Status Paid in part	Total Amount	Paid Amount	Amount Due	Amount
				Drag a	voices	eader here	to group	b by that column Invoice Number 143-120-644	Client XYZ: Alyce	Office	2018-05-03	Paid in part	500.00	Paid Amount 400.00	Amount Due	Amount 0
				Drag a	voices	eader here	to group 27 31	by that column Invoice Number 143-120-644 682-036-966	Client XYZ: Alyce XYZ: Alyce	Office IL office IL office	2018-05-03	Paid in part Final invoice	500.00 500.00	Paid Amount 400.00 0.00	Amount Due 100.0 500.0	Amount 0
				Drag a	voices	eader here	to group 27 31	b by that column Invoice Number 143-120-644	Client XYZ: Alyce XYZ: Alyce	Office	2018-05-03	Paid in part	500.00 500.00	Paid Amount 400.00 0.00	Amount Due	Amount 0
				Drag a	voices	eader here	to group 27 31 32	by that column Invoice Number 143-120-644 682-036-966	Client XYZ: Alyce XYZ: Alyce	Office IL office IL office	2018-05-03	Paid in part Final invoice	500.00 500.00 250.00	Paid Amount 400.00 0.00	Amount Due 100.0 500.0	Amount 0
				Drag a	voices	eader here	to group 27 31 32	by that column Invoice Number 143-120-644 682-036-966	Client XYZ: Alyce XYZ: Alyce	Office IL office IL office	2018-05-03	Paid in part Final invoice	500.00 500.00 250.00	Paid Amount 400.00 0.00	Amount Due 100.0 500.0	Amount 0 0 0
				Drag a	voices	eader here	to group 27 31 32	by that column Invoice Number 143-120-644 682-036-966	Client XYZ: Alyce XYZ: Alyce	Office IL office IL office	2018-05-03	Paid in part Final invoice	500.00 500.00 250.00	Paid Amount 400.00 0.00	Amount Due 100.0 500.0 250.0	Amount 0 0 0 0
				Drag a	voices	eader here Invoice ID Record	to group 27 31 32	by that column Invoice Number 143-120-644 682-036-966 705-629-382	Client XYZ: Alyce XYZ: Alyce	Office IL office IL office	2018-05-03	Paid in part Final invoice	500.00 500.00 250.00	Paid Amount 400.00 0.00	Amount Due 100.0 500.0 250.0	Amount 0 0 0
					voices	eader here Invoice ID Record invoices	to group 27 31 32 ds = 3	by that column Invoice Number 143-120-644 682-036-966 705-629-382	Client XYZ: Alyce XYZ: Alyce	Office IL office IL office	2018-05-03	Paid in part Final invoice	500.00 500.00 250.00	Paid Amount 400.00 0.00	Amount Due 100.0 500.0 250.0	Amount 0 0 0
				Drag z * X • X • V Selected	voices	eader here Invoice ID Record invoices	to group 27 31 32 ds = 3	b by that column Invoice Number 143-120-644 682-036-966 705-629-382	Client XYZ: Alyce XYZ: Alyce XYZ: Alyce	Office IL office IL office	2018-05-03 2018-07-19	Paid in part Final invoice Draft invoice	500.00 500.00 250.00	Paid Amount 400.00 0.00	Amount Due 100.0 500.0 250.0	Amount 0 0 0
				Drag e * X * Ø Selected Gro	voices	eader here Invoice ID Record invoices	to group 27 31 32 ds = 3 0.00 0.00 Br	by that column Invoice Number 143-120-644 682-036-966 705-629-382	Client XYZ: Alyce XYZ: Alyce XYZ: Alyce	Office IL office IL office	2018-05-03 2018-07-19	Paid in part Final invoice Draft invoice	500.00 500.00 250.00	Paid Amount 400.00 0.00	Amount Due 100.0 500.0 250.0	Amount 0 0 0 0

Here you can select or change the client and the office, edit date of payment, add its reference number, select payment type. Select invoice(s) you would like to pay, edit payment fee and net received amount.

<u>Tip:</u> "If you select some invoice from the list "Gross paid amount" will be changed to invoice's total amount. You can add payment fee and this will decrease net received amount automatically. In case you enter net received amount and fee manually it will change gross paid amount automatically independently of total amount of the selected invoice. So manually entered numbers always have higher priority for the system."

Please note, the status of invoice will be changed to "Paid in part" if the paid amount is less than a total amount and to "Paid in full" if the paid amount is equal to the total amount. When all the fields are filled correctly click "Save" button. Upon saving notes and files could be attached to the payment.

2. Go to "Billing"->"Receive New Payment". This menu item will open the same window that is described above but no fields will be prepopulated. You will need to select the invoice from the list of invoices. This list could be decreased upon you specify an office and a client in appropriate fields When the invoice is selected all the operations described in the previous point are available.

3. Click on "Billing"->"View Payments" menu item and click "Receive New Payment" button in the top left corner of the form. This will open "Receive New Payment" window described above.

<u>Tip:</u> "If a gross payment exceed the invoice amount the system will allow you to select if you want to create a deposit based on overpaid amount or refund the difference"

	Ľ	2							F	G	2	3					
e	Save And Close	Edit Client		hange Paid oice Amou				: With Books	Export •	Reload	Help Clo	se					
	Control		Pay	ment Actio	ns Atta	achments		Export			System						
-	Detail Memo					g the new verpaid am			via wire l	by office #3	, IL office on	2018-07-19 for	dient #4: "XYZ:	Alyce Cole" with th	e gross amount of	\$600.00 with a dep	posit of
				Payr	nent info												
						ed by office	(Payee):				made by clien	t (Payer):					
				IL o					•	-							-
				Date 2018	-07-19	Paym ▼ WIRi	ent type:		⊂ US			mount: Paymer 590.00	10.00	ross paid amount: 600.00	Reference #:		
						t: Deposit:			•	U +		550.00	10.00	000.00		Remaining	
				No													
				Оре	n invoices	Paid invo	ices R	eceived pa	ayments	Available	deposits						
					n invoices	Paid invo				Available	leposits				-	Search 🛛	Clear
					n invoices ag a columr Status	header he	re to grou	up by that	column Number	Client	Office	Invoice Date		Total Amount	Paid Amount	Amount Due ///	Amount
					n invoices ag a columr Status	header he	re to grou ID 27	up by that Invoice M 143-120	column Number 0-644	Client XYZ: Alyce	Office	2018-05-03	Paid in part	500.00	Paid Amount 400.00	Amount Due	Amount
					ag a column	header he	re to grou ID 27 31	Ip by that Invoice M 143-120 682-036	column Number 0-644 5-966	Client XYZ: Alyce XYZ: Alyce	Office IL office	2018-05-03	Paid in part Final invoice	500.00	Paid Amount 400.00 0.00	Amount Due 100.00 500.00	Amount
					n invoices ag a columr Status	header he	re to grou ID 27 31 32	up by that Invoice M 143-120	column Number 0-644 5-966	Client XYZ: Alyce XYZ: Alyce	Office	2018-05-03	Paid in part	500.00 500.00 250.00	Paid Amount 400.00 0.00 0.00	Amount Due 100.00 500.00 250.00	Amount
					ag a column	header he	re to grou ID 27 31	Ip by that Invoice M 143-120 682-036	column Number 0-644 5-966	Client XYZ: Alyce XYZ: Alyce	Office IL office	2018-05-03	Paid in part Final invoice	500.00 500.00 250.00	Paid Amount 400.00 0.00	Amount Due 100.00 500.00	Amount
					ag a column	header he	re to grou ID 27 31 32	Ip by that Invoice M 143-120 682-036	column Number 0-644 5-966	Client XYZ: Alyce XYZ: Alyce	Office IL office	2018-05-03	Paid in part Final invoice	500.00 500.00 250.00	Paid Amount 400.00 0.00 0.00	Amount Due 100.00 500.00 250.00	Amount

<u>Tip:</u> "If you select a deposit as a payment type you could choose one deposit from the drop down list. In case the total invoice amount is less than deposit amount, the deposit balance will be updated (decreased). Also you can select "Refund" option that will mark deposit as "Withdrawn in full". If the total invoice amount is greater than deposit amount the deposit amount will be marked as "Withdrawn in full" and the invoice status will be changed to "Paid in part".

Cre	ate New P	ayment	t			<u> </u>																
ave	Save And Close Control	Edit Client	Cha Invoi	inge Pa ce Amo ent Act	ount	t N	New Note Attach	Ad Fil	ld le		ic With kBooks Expo	s 👻		Reload	() Help System							
	Detail Memo							he ne	ew pa	ayment	: receiv	ed via d	eposit v	withdraw	val by o	ffice #3,	IL office on 2	018-07-19 for	client #4: "XYZ: Alyc	e Cole" with the gr	oss amount of \$10	0.00.
						ent info																
					ymer offic	nt rece	ived b	by off	fice (F	Payee)	:	-	1.1.1.1.1	Paymen XYZ: Al		by dient	(Payer):					-
				Dat		le		D-		nt type			Curren				ount: Paymen	t food	Gross paid amount:	Deference #		- I
						07-19				DEPOS		•	USD	cy: +	Netrec		00.00	0.00	100.00	Reference #:		
				Pay	v fro	om dep															Remaining	o balance
				Ye		- Contraction	7	<u> </u>		nce: \$1	.50.00,)	XYZ: Aly	ce Cole,	IL office	e						•	50.0
						invoice g a colu		Paid i				d paymer		wailable	deposit	S				•	Search	🕻 Clear
				*	X	Stat	tus	Invo	pice II) ///	Invoi	ce Numb	er Cl	ient	0	ffice	Invoice Date	Status	Total Amount	Paid Amount	Amount Due	Amour
					V		-					120-644		YZ: Alyc			2018-05-03	Paid in part			100.00	
				14	냳	\$						036-966		YZ: Alyc			2018-07-19	Final invoic			500.00	
)			3.	2 /05-	629-382	: x	YZ: Alyc	e II	L office		Draft invoid	e 250.00	0.00	250.00)
								F	Recor	ds = 3									Total = 1250.00	Total = 400.00	Total = 850.00	т
							3 i	nvoic	es				4 🛛									,
				S	Selec	cted in Gross						kdown:	Net rec	ceived a	mount:	100.00	Payment fees	s: 0.00				

"View Payments" window contains a list of received payments:

Receive New	View	Void De				/nc Payment	Export Reload	d Help Close				
Payment	Payment Pa	Payment Pay ayment Actions	ment Pa	yments	View Options	h Quickbooks Export	•	System				
									▼ Q St	earch	💥 Cl	ear
Payment ID		to group by that c	Date	Payment Type	Status	Net Payment	Service Charges	Gross Payment	Reference Cre	eated Re	fund	Unc
· · · • • · · · · · · · · · ·	_	nsulting: Willia	2017-02-09	CHECK	Paid in Full	500.00	0.00	500.00		0.00	0.00	
	2 Jerry Matt	son	2017-02-09	WIRE	Void	0.00	0.00	0.00		0.00	0.00	
	3 XYZ: Alyce	Cole	2017-02-10	CHECK	Paid in Full	150.00	0.00	150.00		0.00	0.00	
	4 Donald Dir	s	2017-02-10	WIRE	Paid in Full	500.00	0.00	500.00		0.00	0.00	
	5 XYZ: Alyce	Cole	2017-02-10	CHECK	Paid in Full	50.00	0.00	50.00		0.00	0.00	
	6 Jenkins Co	nsulting: Willia	2017-02-10	CHECK	Paid in Full	765.00	0.00	765.00		0.00	0.00	
	7 Sylvia Rile	/	2017-06-02	CREDIT/DE	Paid in Full	655.00	0.00	655.00		0.00	0.00	
		any: Donald Di	2017-12-21	CHECK	Paid and Created De	1000.00	0.00	1000.00	5	510.00	0.00	
	8 Dirks Comp		2018-04-23	CHECK	Paid in Full	200.00	0.00	200.00		0.00	0.00	
	9 XYZ: Alyce	Cole			Paid and Created De	600.00	0.00	600.00	3	300.00	0.00	
			2018-04-24	CHECK	Paid and Created De	000.00					0.00	
1	9 XYZ: Alyce	Cole	2018-04-24 2018-05-03	CHECK	Paid and Created De Paid and Created De	200.00	0.00	200.00	1	00.00		
1	9 XYZ: Alyce 0 XYZ: Alyce	Cole Cole					0.00	200.00 5.00	1	0.00	0.00	
1	9 XYZ: Alyce 0 XYZ: Alyce 1 XYZ: Alyce	Cole Cole	2018-05-03	CHECK	Paid and Created De	200.00			1		0.00 0.00	

Besides receiving of a new payment from here you can view payment, void payment or delete it. Please note, when you void the payment the invoice paid by this payment becomes non-paid.

"Select Multiple Payments" button allows you to void or delete multiple payments at a time." Show Deleted Only" button allows you to see a list of previously deleted payments.

<u>Tip:</u> "You can see detailed statistics by changing grid view. For example, if you need to see the total net payment amount of each client, group the data by "Client (Payer)" and the total amount will be available at the bottom of each group (see image below)"



Deposits

Deposits in TaxWorkFlow can be managed from "View Deposits" window:

dd New Deposit	Del Dep	osit Deposit	Balance Dep	Aultiple	÷	•	÷	lelp Close				
		Deposit	Actions		Export	View Opti	ons Sys	stem				
You are v	viewing	non-deleted deposits a	fter running 1 filter: <deleted?></deleted?>	= "Non-Dele	eted". You car	n <u>clear all i</u>	filters.					
										•	Q Search	💥 Clear
										•	Jearch	
Drag a colu	umn h	eader here to group by t	that column									
Deposit I		Client		Deposit A	Withdrawal	Balance	Status	Deposit Date	Office	Deposit Payments	Updated	Refunde
77767777	<u> </u>		Dirks, Owner (Partner: Maria Dirks)	510.00	0.00	510.00	Created	2017-12-21	NJ office	C	2017-12-21	
	3	Jerry Mattson		30.00	0.00	30.00	Created	2018-04-19	NJ office	0	2018-04-19	
	4	Sylvia Riley		250.00	0.00	250.00	Created	2018-04-19	TaxW	0	2018-04-19	
	7	Sylvia Riley		600.00	30.00	570.00	Withdrawn In Part	2018-05-03	IL office	2	2018-05-04	
	2	XYZ: Alyce Cole		500.00	500.00	0.00	Withdrawn In Full	2018-04-19	IL office	2	2018-04-24	
	5	XYZ: Alyce Cole		300.00	300.00	0.00	Withdrawn In Full	2018-04-24	IL office	1	2018-05-03	
	6	XYZ: Alyce Cole		100.00	0.00	100.00	Created	2018-05-03	IL office	0	2018-07-19	
	8	XYZ: Alyce Cole		350.00	200.00	150.00	Withdrawn In Part	2018-07-19	IL office	2	2018-07-19	
	9	XYZ: Alyce Cole		450.00	100.00	350.00	Withdrawn In Part	2018-07-19	IL office	1	2018-07-19	

There are several ways to create a new deposit:

1. Click "Add New Deposit" button from "View Deposits" window. Select client and office and enter deposit amount in the appropriate field of the form or by clicking "Add Deposit Amount" button. Deposit date could be changed if needed:

Crea	ate New D)eposit												_ =
		2								×				
Save	Save And Close	Edit Client	Add Deposit Amount	Refund Balance	Write Off Balance	Refund Entire Deposit	Delete Deposit	Reload	Help	Close				
	Control			D	eposit Actio	ons			System					
	Detail Memo		Dep	oosit info		osit: received by	office #3,				nt #4: "XYZ: Alyce Col	le" with the total depo	osit amount of \$50.00.	
				osit received	by office:		•	Deposit ma		it:				-
				osit date:	Der	posit amount:	Amount p	XYZ: Alyce			Refunded amount:	Written off amount:	Managed annuals	-
				0sit date: 18-07-20		50.00		aiu: 0.00	Remaining	50.00			_	

2. New deposit can be automatically created when the invoice is overpaid if you select this option. Another option is to refund overpaid amount:

		2			9				Q	?	×						
ve	Save And Close	Edit Client		ange Paid ice Amount	New Note		Sync V QuickB		Reload	Help C	lose						
	Control		Payn	nent Actions	Attac	hments		Export		System							
	Detail Memo			the rema Payment	iining ove	the new pa erpaid amor by office (I	unt of \$10			≠3, IL office		r dient #4: "XYZ	: Alyce Cole" with t	he gross amount	of \$600.00 wit	n a depos	it of
				IL office				•	XYZ: Al	/ce Cole						•	2
				Date:			nt type:			Net receive	d amount: Paymen		oss paid amount:	Reference #:			
				2018-07		 CHECH 	<	- U	SD 🔻		600.00	þ.00	600.00				
				Pay from		Deposit:									Rem	aining bala	ince:
					No										Ŧ		
					. 0	12/12/1/12	7777777		17//////								
				Open in	voices	Paid invoid	es Rec	ceived payments	Available	deposits							
				Open in	voices	Paid invoid	es Rec	ceived payments	Available	deposits				-	Q Search	X Cle	ar
				Open in	voices	Paid invoic	es Rec	ceived payments	Available	deposits				•	Q Search	💥 Cle	ar
								eived payments	Available	deposits				•	Q Search	💥 Cle	ar
				Drag a			e to group		Available	deposits Office	Invoice Date	Status	Total Amount	Paid Amount	Q Search Amount Due		
				Drag a	column h	neader here	e to group	by that column	Client			Status Paid in part	Total Amount 500.00	1	Amount Due		
				Drag a	column h Status	neader here	e to group D 1 27	by that column	Client XYZ: Alyc	Office	ce 2018-05-03			Paid Amount	Amount Due	Am	
				Drag a	column h Status	neader here	e to group D 1 27 31	by that column Invoice Number 143-120-644	Client XYZ: Alyc XYZ: Alyc	Office e IL offi	ce 2018-05-03 ce 2018-07-19	Paid in part	500.00	Paid Amount 400.00 0.00	Amount Due) 10) 50	Am 00.00	
				Drag a	column h Status	neader here	e to group D 1 27 31	by that column Invoice Number 143-120-644 682-036-966	Client XYZ: Alyc XYZ: Alyc	Office e IL offi e IL offi	ce 2018-05-03 ce 2018-07-19	Paid in part Final invoice	500.00 500.00	Paid Amount 400.00 0.00	Amount Due) 10) 50	Am 00.00	
				Drag a	column h Status	neader here	e to group D 1 27 31 32	by that column Invoice Number 143-120-644 682-036-966	Client XYZ: Alyc XYZ: Alyc	Office e IL offi e IL offi	ce 2018-05-03 ce 2018-07-19	Paid in part Final invoice	500.00 500.00 250.00	Paid Amount 400.00 0.00	Amount Due 10 50 50 25 50 50 50 50 50 50 50 50 50 5	Am 00.00 00.00 50.00	nount
				Drag a	column I ⁻ Status Status	eader here	e to group D 1 27 31	by that column Invoice Number 143-120-644 682-036-966 705-629-382	Client XYZ: Alyc XYZ: Alyc XYZ: Alyc	Office e IL offi e IL offi	ce 2018-05-03 ce 2018-07-19	Paid in part Final invoice	500.00 500.00	Paid Amount 400.00 0.00	Amount Due 10 50 50 25 50 50 50 50 50 50 50 50 50 5	Am 00.00 00.00 50.00	Tot
				Drag a	column I ⁻ Status Status	neader here	e to group D 1 27 31 32	by that column Invoice Number 143-120-644 682-036-966	Client XYZ: Alyc XYZ: Alyc XYZ: Alyc	Office e IL offi e IL offi	ce 2018-05-03 ce 2018-07-19	Paid in part Final invoice	500.00 500.00 250.00	Paid Amount 400.00 0.00	Amount Due 10 50 50 25 50 50 50 50 50 50 50 50 50 5	Am 00.00 00.00 50.00	nount
				Drag a	column I ⁻ Status Status	eader here	e to group D 1 27 31 32	by that column Invoice Number 143-120-644 682-036-966 705-629-382	Client XYZ: Alyc XYZ: Alyc XYZ: Alyc	Office e IL offi e IL offi	ce 2018-05-03 ce 2018-07-19	Paid in part Final invoice	500.00 500.00 250.00	Paid Amount 400.00 0.00	Amount Due 10 50 50 25 50 50 50 50 50 50 50 50 50 5	Am 00.00 00.00 50.00	Tot
				Drag a	column h Status	eader here	e to group D 1 27 31 32 ds = 3	by that column Invoice Number 143-120-644 682-036-966 705-629-382	Client XYZ: Alyc XYZ: Alyc XYZ: Alyc	Office e IL offi e IL offi	ce 2018-05-03 ce 2018-07-19	Paid in part Final invoice	500.00 500.00 250.00	Paid Amount 400.00 0.00	Amount Due 10 50 50 25 50 50 50 50 50 50 50 50 50 5	Am 00.00 00.00 50.00	Tot
				Drag a * X V V Selected	column P Status B B S S S S S S S S S S S S S S S S S	Recor	2 to group D 1 27 31 32 ds = 3 00.00	by that column Invoice Number 143-120-644 682-036-966 705-629-382	Client XYZ: Alyc XYZ: Alyc XYZ: Alyc	Office e IL offi e IL offi	ce 2018-05-03 ce 2018-07-19	Paid in part Final invoice Draft invoice	500.00 500.00 250.00	Paid Amount 400.00 0.00	Amount Due 10 50 50 25 50 50 50 50 50 50 50 50 50 5	Am 00.00 00.00 50.00	Tot

When the deposit is saved you can notes and documents to it. Also the following operations are available:

Add Deposit Amount allows you to add any amount to the deposit.

Refund Balance allows to refund remaining balance to the client. The status of the deposit will change to "Refunded in Full" if this deposit wasn't used in payments. If the deposit's status was "Withdrawn in part" the status will stay the same and the balance will be set to zero.

Write Off Balance allows to write off remaining balance. The status of the deposit will change to "Written Off in Full" if this deposit wasn't used in payments. If the deposit's status was "Withdrawn in part" the status will stay the same and the balance will be set to zero.

Refund Entire Deposit will change the status of deposit to "Refunded in Full" and set balance to zero. If the deposit was used in payments you can adjust payment and invoice records or leave them as is using the following dialog:

🕹 Confirm	x
This deposit was already used to pay invoices. What would you like to do with payn and invoice records?	nent
Adjust Refund this deposit, delete payments made from it, and subtract the paid amounts from related inve payments	
Refund this deposit and leave related payments and invoices unchanged	
Cancel Do not refund this deposit	

Delete Deposit allows you to permanently delete deposit from the system. If the deposit was used in payments you can adjust payment and invoice records or leave them as is using the dialog above.

dit Deposit #13								_ =
	dd Deposit Refund Writ Amount Balance Bala	te Off Refund Entire ance Deposit t Actions	Delete Reloa Deposit	d Help Close				
	the deposit amount, t	eposit #13: received by a he memo and the attach			nt #4: "XYZ: Alyce Co	le" with the total depo	sit amount of \$120.00.	You can edi
Uocuments (U)	Deposit info							
	Deposit received by of IL office	fice:	▼ 🛃 XYZ: Aly	ade by client:				-
	Deposit date:	Deposit amount:	Amount paid:		Refunded amount:	Written off amount:	Merged amount:	
		 ✓ 120.00 	0.00				0.00	

Please note, if the deposit was already used and its status is "Withdrawn in Part" you can not decrease its amount.

10. Time Tracking

TaxWorkFlow includes a Time Tracking module. This chapter describes all features of it.

Work time tracking

To track your time working on some task you need to use a group of Time Tracking buttons in the toolbar.



Click "Begin Work" to start time tracking and "End Work" to stop it. You can also add working time manually. Select the task in the grid or open the task by clicking on it and then click "Add Work Time" button.

E Save	Save And Close Wo	Select User ork Time	Select Client Actions	Delete Work Time	Edit Client	Edit Edit Task Proje Related Act	Open ct Document	Add To Invoice	Edit Invoice Invoice A	Delete From Invoice		() Help System	Close			
Durati 1 hou	on: Ir	work tim					ncile credit card Dat Date only 20	:e:	for projec	t #25: "Prepai O Date an	Beg	Bookkee in Date:		r client #5: "K Begin Time:	End Date:	End Time:
Comm	ients:															
E	le • <u>E</u> dit •	F <u>o</u> rmat	•													
) 🗁 民 🛛	3 X	0	r 😞 🖘	ø////	Tr Arial	•	10 🔻 🛄	A -	B I <u>U</u>		(<u> </u> E	E///			

In this window you can select a user for whom you want to enter a work time. You can fill in a duration field or change start and end work time and date. Also you can check a billing status as "Billable". The status must be changed to "Billable" if you add the work time to invoice by clicking an appropriate button on the top of the form. Please note, you need to save the work time by clicking "Save" button to be able to add it to invoice.

Duration field supports different formats of data. Below is a table of symbols that you can enter in this field:

Time period		Possible symbo	ls	
Year(s)	у	year	years	
Month(s)	m	month	months	
Week(s)	W	week	weeks	
Day(s)	d	day	days	
Hour(s) (<24)	h	hr	hour	hours
Minute(s) (<60)	m	min	minute	minutes
Second(s) (<60)	S	sec	second	seconds

Let's look at some examples of how you can enter work time duration:

- 1 year 2 months 2 w 4 d 7hr 18 m 50 sec
- 8 hour 34 min
- 50 m (will be counted as 50 minutes)

<u>Tip:</u> "You can use symbol "m" to enter months and minutes but if "m" occurs just once in the string it will be counted as minutes"

Other formats to enter work time duration are HH:MM (eg 14:20 that would be counted as 14 hours and 20 minutes) and HH.X (eg 9.5 that would be counted as 9 hours and 30 minutes).

Please note, you can't mix formats in one string. For example, 2 days 12.5 won't work.

Clicking "Add To Invoice" button will open a "Select Invoice" window. It shows all the invoices related to work time for this client. You can select an existing invoice or create a blank invoice to add a work time to it.

elect Invoice (1 invo	ice is displayed)									+	<u></u>	. •
ect Create Blank Ri oice Invoice Invoice Actions	eload Help Clo System	_											
lease select an invoice fo	r task #53: "Recor	ncile credit card a	accounts" for ti	icket #25: "P	Prepare (Quarterly Book	keeping" for cl	ient #5: "	'Kevin Gilbert" to b	oill this wo	rk time.		
										- Q	Search	% C	lear
Drag a column header he	ere to group by th	at column											
				2//////////////////////////////////////		/_/////////////////////////////////////		//////////////////////////////////////	////////////////////////////////////		Office		
Invoice ID Invoice dat	e Status	Total amoun	Paid amount	Amount due	Items	Comments		Alert	Client		Unice		
Invoice ID Invoice dat	E Status Draft invoice	Total amoun 200.00	Paid amount 0.00	Amount du 200.00	Items 1	Comments		Alert	Kevin Gilbert		IL offic	e	
Invoice ID Invoice dat						Comments		Alert				e	

When the invoice is selected you can add a new invoice item to it:

e Save And Create Edit Reload Help Close Control Account Account System ou are adding a work time item entered by user John Smith, Jr. for a generic invoice #13: created on 2017-06-05 with the balance of \$200.00. Please select work time item new line item. The rate and quantity will be populated by default values, and you can change them. You can optionally provide the time period that this line in refers to. voiceable account: voiceable account: Rate: x Hours: = Amount ourly rate 100.00 1 100.00 eek: Month: Quarter: Year: Billing description (shows on invoice): 2016 Hourly rate omments (for internal use only) Eile Eile <th>Close Account Account System Outrol Account Actions System</th> <th></th> <th>Ľ</th> <th></th> <th></th> <th>G</th> <th>?</th> <th>×</th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th>	Close Account Account System Outrol Account Actions System		Ľ			G	?	×								
Control Account Actions System Dou are adding a work time item entered by user John Smith, Jr. for a generic invoice #13: created on 2017-06-05 with the balance of \$200.00. Please select work time count for the new line item. The rate and quantity will be populated by default values, and you can change them. You can optionally provide the time period that this line arm refers to. voiceable account: Rate: x Hours: = Armount Serviced on: ourly rate ourly rate voiceable 100.00 1 100.00 2017-06-05 eek: Month: Quarter: Year: Billing description (shows on invoice): 100.00 1 100.00 2017-06-05 eek: Month: Quarter: Year: Billing description (shows on invoice): 100.00 1 100.00 2017-06-05 eek: Month: Quarter: Year: Billing description (shows on invoice): 100.00 1 100.00 2017-06-05 eek: Month: Quarter: Year: Billing description (shows on invoice): 100.00 1 100.00 2017-06-05 Eile Y Edit Y Format Y Zo16 Hourly rate Zo16 Year Year Year Year	Control Account Actions System Du are adding a work time item entered by user John Smith, Jr. for a generic invoice #13: created on 2017-06-05 with the balance of \$200.00. Please select work time count for the new line item. The rate and quantity will be populated by default values, and you can change them. You can optionally provide the time period that this line im refers to. voiceable account: Rate: x Hours: = Amount Serviced on: voiceable account: Rate: x Hours: = Amount Serviced on: outry rate 100.00 1 100.00 2017-06-05 willing description (shows on invoice): 2016 Hourly rate 2016 Hourly rate 	e				Reload	Help	Close								
ccount for the new line item. The rate and quantity will be populated by default values, and you can change them. You can optionally provide the time period that this line merefers to. Rate: x Hours: = Amount Serviced on: ourly rate volceable account: Rate: x Hours: = Amount Serviced on: 100.00 1 ↓ 100.00 2017-06-05 eek: Month: Quarter: Year: Billing description (shows on invoice): V 2016 V Hourly rate Eile V Edit V Format V	count for the new line item. The rate and quantity will be populated by default values, and you can change them. You can optionally provide the time period that this line roliceable account: Rate: x Hours: = Amount Serviced on: voliceable account: Quarter: Year: Billing description (shows on invoice): v v v v v v v v v v v v v v v v v v v	Co					System									
ourly rate Interview of the second sec	burly rate 100.00 1 100.00 2017-06-05 2017-06-05 2017-06-05 2016 Hourly rate Elle × Edit × Format × Ell	cou	unt for the													
eek: Month: Quarter: Year: Billing description (shows on invoice): 2016 Hourly rate omments (for internal use only) Eile Edit	aek: Month: Quarter: Year: Billing description (shows on invoice): 	voic	eable acco	unt:								Rate:	x Hours:		= Amount	Serviced on:
	• • 2016 • Hourly rate omments (for internal use only) File • Edit • Format •	our	ly rate								•	100.00	1	¢	100.00	2017-06-05
File × Edit × Format ×	mments (for internal use only) <u>F</u> ile ▼ <u>E</u> dit ▼ F <u>o</u> rmat ▼	eek	с I	Month:	Quarter:	Ye	ar:	Billing des	cription (show	vs on invoice)	:					
Eile ▼ Edit ▼ Format ▼	<u>F</u> ile ▼ <u>Fo</u> rmat ▼		•	•		▼ 20	016	 Hourly rate 	te							
		-	monto (for													
		E	ile • <u>E</u> dit	• F <u>o</u> rmat •		2	<u> </u>	Tr Arial	- 10) - Ⅲ A	• B	IU≣	E = I	E 1		
		E	ile • <u>E</u> dit	• F <u>o</u> rmat •		2		The Arial	• 10) • III A	- B	<u>IU</u> ≣	8.8			
.ine: 1 Position: 1 Editable		E	ile ▼ <u>E</u> dit	• F <u>o</u> rmat •) 📫 🏦 (Tr Arial	-]10) - III A	- B	<u>IU</u> E	= = :			

Select an invoiceable account from the drop-down list or create a new account. Also you can edit accounts from the list by clicking "Edit Account" button. Below is an example of "Edit Account" window:

Edit A	ccou	nt #87				ŧ	<u> </u>	пх
	ľ		Q	?	×			
	ive An New	d Save And Close	Reload	Help	Close			
	Cont	rol		System				
T N	ype:	the existing acco Work time Hourly rate	unt.					•
Assign to	user:							•
Assign to o	ffice:	NJ office						•
F	Rate:	100	ŧ					
V Invoice	eable							
Press CTRL	-ENTE	R to save and c	lose; ESC to	o cancel	and clos	se		11.

Upon the work time is added to the invoice it can not be edited. You can only delete work time or edit the draft invoice where it was added to.

Save And Select Select Close User Client Work Time Actions	Edit Edit Open A	Add To Edit Delete From Invoice Invoice Actions	Reload Help Close	
You are editing work time for user "John Smith, Jr." for	task #53: "Reconcile credit card acc	ounts" for project #25: "Prepare Q	Quarterly Bookkeeping" for client #5: "Ke	vin Gilbert".
Duration:	Date:		Begin Date: Begin Time:	End Date: End Time:
1 hour vo	ork time for: Date only 2017-0 	6-15 🔹 🔿 Date and tir	me 👻 🔶	
Billing status: 🗹 Billable Billing category: Undefine	d 🗸			
File - Edit - Format -				
D ≥ 5, 5 % D 5, 6 8 ≤ < > >	▼ 1 0 1 0	• III A • II B I U		

Work with invoices is completely described in <u>Billing/Invoicing Module</u> chapter.

View user work time

To view a work time added by the users of the system you need to go to "Billing"-> "View user work time..."

dd Wor Time		t Work Delet Time Work T Work Time Act	ime Work Tim	ple Edit E e Client Ta	dit Edit Open ask Project Document Related Actions	Add To View Invoice Invoice Acti	involce as		Export	Reloa Help Close
You are	viewing	all work time after	running 1 filter: <wo< th=""><th>'k time for user> = '</th><th>"John Smith, Jr.". You may use th</th><th>ne additional filters below</th><th>to narrow down search res</th><th>ults.</th><th></th><th></th></wo<>	'k time for user> = '	"John Smith, Jr.". You may use th	ne additional filters below	to narrow down search res	ults.		
								- Q	Search 🛛 🞇	Clear
Drag a c	olumn h	eader here to grou	p by that column							
Entity	Type	Billing Status	Work Time ID	Employee Name	Client Name	Actual Duration	Invoiced Amount	Work Time Date	Begin Time	
	3	Billable		John Smith, Jr.	Jerry Mattson	2 days 1 hour		2016-05-12	2016-05-12 10	:26
	2	Billable	2	John Smith, Jr.	Sylvia Riley	8 hours		2017-02-10	2017-02-10 12	:45
	3	Billable	4	John Smith, Jr.	Jerry Mattson	5 hours		2017-02-06	2017-02-06 15	:46
	3	Billed	7	John Smith, Jr.	Sylvia Riley	4 hours	400.00	2017-02-10	2017-02-10 15	:53
	3	Billed	9	John Smith, Jr.	Sylvia Riley	1 hour	80.00	2017-02-10	2017-02-10 17	:29
	3	Billed	10	John Smith, Jr.	Sylvia Riley	12 hours	1200.00	2017-02-09	2017-02-09 17	:37
-	3	Billable	13	John Smith, Jr.		2 hours		2017-04-12		
					a la la la sudh	1 hour		2017-06-05		
	1	Non-billable	14	John Smith, Jr.	Jenkins Consulting: Willia	1 nour				
1	_	Non-billable Billed	14	John Smith, Jr. John Smith, Jr.	Kevin Gilbert	2 hours	200.00	2017-02-15		
	28				-		200.00			
	1 2 2	Billed	15	John Smith, Jr. John Smith, Jr.	Kevin Gilbert	2 hours				
		Billed Billed	15 16	John Smith, Jr. John Smith, Jr.	Kevin Gilbert Kevin Gilbert	2 hours 1 hour		2017-03-14		
		Billed Billed Billable	15 16 17	John Smith, Jr. John Smith, Jr. John Smith, Jr.	Kevin Gilbert Kevin Gilbert	2 hours 1 hour 1 hour		2017-03-14 2017-06-15		
	1 2 2 2 2	Billed Billed Billable Non-billable	15 16 17 18	John Smith, Jr. John Smith, Jr. John Smith, Jr. John Smith, Jr.	Kevin Gilbert Kevin Gilbert Kevin Gilbert	2 hours 1 hour 1 hour 1 hour 1 hour		2017-03-14 2017-06-15 2017-08-15		

In this form you can edit work time items and delete them. Also you can edit related tasks from here. A set of filtering options allows you to output the information the way you need it. This information can be exported to the format you wish. "Select Multiple Work Time" button allows you to add multiple work time items to the invoice or delete these work times.

<u>Tip:</u> "You can see detailed statistics by changing grid view. For example, if you need to see the total amount of hours that were already billed, group the data by "Billing Status" and look at the total amount of hours (see image below)"

								▼ Se	arch 🛛 🗶 Clear
Billing Stat Entity Ty	-	Work Time ID	Work Time Date	Employee Name	Begin Time	End Time	Duration	Amount	Billing Category
 Billing 	Status :	Billable (6 records)							
Billing	Status	Billed 04 records)							
	2	7	2017-02-10	John Smith, Jr.	2017-02-10 15:53	2017-02-10 19:53	4 hours	400.00	
	È	9	2017-02-10	John Smith, Jr.	2017-02-10 17:29	2017-02-10 18:29	1 hour	80.00	
		10	2017-02-09	John Smith, Jr.	2017-02-09 17:37	2017-02-10 05:37	12 hours	1200.00	
	È	15	2017-02-15	John Smith, Jr.			2 hours	200.00	Regular work
		Records = 4					19 hours	Subtotal = 1880.00	
→ Billing	Status :	Non-billable (1 reco	ords)						
	1	14	2017-06-05	John Smith, Jr.			1 hour		
		Records = 1					1 hour	Subtotal = 0.00	
		Records = 11					3 days 14 hours	Total = 1880.00	

11. Email and Calendar

In this chapter you will find out how to sync your existing email service and calendar with TaxWorkFlow.

Email client

TaxWorkFlow contains a built-in email client to allow you to work with your correspondence straight from the application. You can learn how to sync your existing email account with TaxWorkFlow at <u>"Office settings"</u> chapter. <u>"Email sync troubleshooting"</u> chapter will help you to address syncing issues.

To open email client go to Dashboard and click on the "Emails" tab.

Emails 🔲
 Synced Emails Client Emails Client #7: Dirks Compare Client #8: Carlos Bakeny Client #10: Geraldine R Client #10: Geraldine R Support (3) John Smith (39) Paul Shaw (3) Clutter Emails (137) Outgoing Emails (0) Unsent Emails (18)
4
Shortcuts
Clients
Tasks
Projects
Problems
Emails
Calendar

Above you can find a list of emails synced with TaxWorkFlow.

"Client Emails" group contains all messages linked to different clients. Select the client from the list and you will see all correspondence related to him and his associates.

"Staff Emails" group contains messages to your staff members.

"Clutter Emails" folder contains those emails that are not linked to any client or staff member.

"Outgoing Emails" folder contains those emails that were sent by you or by the system automatically. If the email was sent successfully it will be removed from the folder. If the email was not sent during one hour due to some reasons (ie incorrect outgoing email settings) it will be moved to "Unsent Emails" folder.

"Unsent Emails" folder contains those emails that were not sent by the application due to some reasons. Each hour the server will attempt to send emails from this folder. If the attempt is successful the email will be removed from the folder. Emails that must be delivered next business day are also stored in "Unsent Emails" folder.

Tip: "Use search bar and filters to find the message you need."

Please note, you can also find all messages related to certain client at the "Emails" tab of the "Edit Client" form.

From the Dashboard you can create new emails by clicking "New Email" button. Upon clicking "New Email" button "Edit Email" window will appear:

@ Edit Email	_ =	×
Send Test Preview Image: Control Image: Control with the preview wit		
You are editing a new email. The email will be delivered on Friday, September 1, 2017 at 09:00. You can also drag-n-drop files on this form to attach files to the email message.		
From: "John Smith, Jr." <workflowrocks@gmail.com></workflowrocks@gmail.com>		0
To:	•	
CC:	•	
Subject:		
Eile + Edit + Format +		
· □ ┣ ฿ 4 X 0 L 8 8 9 0 · · · · I A · B I U E Ξ Ξ Ε Ε		
	· ·	-

Here before sending a message you can test your outgoing email account, preview message and attach files to it. Click "Deliver Next Business Day" to postpone the delivery to 9am of the next business day. Use "Select User" and "Select Client" forms to find the recipient quicker.

Also the following actions are available from the Dashboard:



- Email to client when client's email subfolder is selected this button allows you to email this client and/or his partner/spouse. Select a person you would like to email and a template from the list and the "Edit Email" window will appear
- Open email opens selected email in the "View Email" window
- Edit email allows to edit email and send it again
- Reply allows to reply to sender
- Reply all allows to reply to all recepients of the message
- Forward allows to forward the message
- Assign email to a client links email with the client. Relation with current client remains
- Assign email to a project assigns email to an existing project
- Assign email to a task assigns email to an existing task
- Assign email to another client links email with another client. Relation with current client terminates.

- Unlink email allows you to remove link of the message to the client or employee. This message will be placed in "Unlinked" group
- Delete email deletes email
- Create project based on this email creates a new project of selected type with selected email attached to it
- Create task based on this email creates a new task with selected email attached to it
- Create problem based on this email allows to create a problem for any task opened for the client. If the email is not linked to any client you can create problem for any task that is not linked to any client, too
- Solve problem based on this email solves a problem based on this email if it was previously created
- Edit project opens "Edit project" window if this email was already assigned to the project
- Edit task opens "Edit task" window if this email was already assigned to the task
- Edit problem opens "Edit problem" window if it was already created based on this email.

Calendar

Calendar in TaxWorkFlow allows you to manage your meetings and other events straight from the application. You can learn how to sync your existing calendar with TaxWorkFlow at <u>"Office settings"</u> chapter.

To open calendar go to Dashboard and click on the "Calendar" tab. The list of calendars will be shown at the top left corner of the window:

1	5	7	31
Day	Work	Week	Month
View	Week View	View	View
		Arrange	
Calend	dar		۲
Cale	ndars		
.	✓ taxwor	kflowtest	@gmai
	Bir		
	🗹 🔳 ta		test@
	workfle		- 124
•			gmail.c
	- 🗹 🔳 Co		
		orkflowrod	ks@gn
			i 🛛
2	February	2017	r 14
	SMTW		- 12
3	5 29 30 31 1		
	5 6 7 8		
	12 13 14 15		- LZZL
	19 20 21 22 26 27 28 1		
10			- EZZI
			1
	Toda		·////
V/////		•	

Using "Day View", "Work View", "Week View", "Month View" and "Timeline View" buttons you can change the view of the calendars according your needs.

"Compress Weekend" button unites Saturday and Sunday into one column for a "Month View".

"Working Hours" button shows only working hours in "Day View" or "Work Week View". Also for these two views you can change a time scale by clicking an appropriate button and selecting values from 5 to 60 minutes.

🧐 D	ashboard Ca	lendar 🗙																	
1	5	7	31		0_0 31	27			6		2	\bigcirc	(Ð	Q	G	?	×
Day	Work	Week	Month	Timeline	Group	Group by	Compress		Time	New	Edit	Backward	Forward	Go to	Zoom		Reload	Help	Close
View	Week View	View	View	View	by None	Calendar	Weekend	Hours	Scales *	Appointment				Today	In	Out			
		Arrange			Grou	ір Ву		Layout		Actions			Na	vigate				System	

"Group by None" button will show you events of all calendars at the same screen while "Group by Calendar" button allows you to see all calendars separately on the screen:



To add a new event click "New Appointment" button or double click on the place of the calendar where you want a new event to appear. The application will open "Edit Event" window or ask you to select a calendar where a new event must be posted in case you have more than one calendar:

🕹 Seleo	ct Calenc	lar						+	-	•	×
✓ Select	 Help 	X Close									
Control	Syste	m									
Pleas The r	workflowr	nd uncheck owtest@gr	ked calenda mail.com t@gmail.co	ars have b	nt will b been hid	e posted idden fro	l. m the list	below.			
Press CT	RL-ENTER	to save an	nd close; E	SC to car	ncel ar	nd close					///.

Next double-click on the calendar or press a "Select" button. In the "Edit Event" window enter the subject of the event, its location (if necessary), start and end time (use "Show Time Zones" button to select a timezone). Check "All day event" box if necessary. Add message to the appropriate field:

😼 Edit	Event									x
			B	٨	Q	?	×			
Save	Save A Close		Edit currenc	e Zones	Reload	Help	Close			
Co	ontrol		P	arams		System				
	ler to ma	a one-tim ke it recurr orkflowrock	ring, pre	ss "Edit Recurren	ce".					•
Subjec	ct: Me	eeting with	Andy J	ames						
Locati	on:						Color:			•
Start 1	Time: 20	17-01-30	•	10:00 AM 💲	(UTC-05:0	0) EST		•	All day	
End Ti	ime: 20	17-01-30	•	11:00 AM 🛟	(UTC-05:0	0) EST		•		
Messa	ige:									
Call a	t 999-99	9-9999								*
Press CT	TRL-ENT	ER to save	e and cl	lose; ESC to can	cel and close	2				

Click "Recurrence" button if you need this event reoccur. To set up recurrence first enter the start and end time of the event:

Event t	time						////	
<u>S</u> tart:	08:15 A	м 💲	End:	08:30/	AM 🗘	Durat	tion:	15 minutes
Recurre	ence patt	ern						
• <u>D</u> ail	у) E <u>v</u> e	ery [1	day			
0 <u>W</u> e	ekly	O Eve	ry week	day				
O Mor	nthly							
) <u>Y</u> ea	rly							
Range	ofrecurre	ence						
Start:	2016-0	1-21		•	• <u>N</u> o	end dat	te	
0 <u>-</u> 01 Cl					🔿 En	d a <u>f</u> ter:	10	occurrences
					🔿 En	d <u>b</u> y:	2016	-01-30 🔻

Then select recurrence pattern from 4 available - Daily, Weekly, Monthly or Yearly.

For daily recurrence you can set up the event to reoccur every weekday or every 1st, 2nd, 3rd etc day.

For weekly recurrence select the day of the week the event must recur and determine the number of weeks between events:

Event time						
Start: 08	3:00 AM 💲	<u>E</u> nd: 0	8:30 AM	Dura	ation:	30 minutes
Recurrenc	e pattern					
<u>D</u> aily	Recur	every 2	week	(s) on:		
Weekly		nday	Tuesd	av 🗌	Wedr	nesday 🗹 Thursday
_ <u>M</u> onthl			Sature		Sunda	
○ <u>Y</u> early		-,		,		-,
Range of i	recurrence					
Start: 2	016-01-21			<u>N</u> o end da	ite	
			0	End a <u>f</u> ter:	: 10	occurrences
			0	End by:	2016	-03-24 🔻

For monthly recurrence you can set the event to recur on the certain day of every 1, 2, 3 etc months or you can set it up to recur on the certain weekday every 1, 2, 3 etc months:

Event t	ime		222						
<u>S</u> tart:	08:00 A	м 韋	End:	08:30 A	AM 🗘	D <u>u</u> ration	: 30 minu	ites	•
Recurre	ence pat	tern							
O <u>D</u> ail	y	O Day	22	ofev	ery 1	month(s)		
0 <u>W</u> ee	ekly	● T <u>h</u> e	four	th 🔻	Thursda	ay 🔻	ofevery	3	month(s)
• Mon	thly						_		-
) <u>Y</u> ea	rly								
Range	ofrecurr	ence							
Start:	2016-0	1-21		•) <u>N</u> o e	end date			
<u>-</u>					🔵 End	a <u>f</u> ter: 10	occurr	ences	
					O End	<u>b</u> y: 20	16-10-21		•

Yearly recurrence allows you to set up the event to recur on the certain day/weekday of the certain month:

Event t	ime						
<u>S</u> tart:	08:00 A	м 💲	End: 08:30	AM 🛟	Duration:	30 minutes	
Recurre	ence patt	ern					
Dail	y	O Ever	y January	-	21		
<u> </u>	ekly) T <u>h</u> e	second	▼ Mond	av '	✓ of Janua	rv 🔻
<u>M</u> on	thly	_			-,		.,
• <u>Y</u> ea	rly						
Range	ofrecurre	ence					
	2016-0			۱) ا	end date		
S <u>t</u> art:	2010-0	1-21	•	🔿 End	a <u>f</u> ter: 10	occurrences	;
					by: 2025	5-01-21	•

The last thing you need to set up in this window is "Range of recurrence".

Determine a start date and select when the event must stop to recur if necessary. Here you can select a certain date or the number of occurrences before it stops to recur.

To stop recurrence manually simply click "Remove recurrence" button.

All parameters you set for the event can be edited later. Just double-click on the event to edit it and select if you want to edit this particular event or the series of events. Another way is to select the event by mouse click and click "Edit" button. To open an event you can also click right-mouse button and select "Open" from the appeared menu:

5:00				
6:00	Neeting with Andy James		Open	
7:00		- ₀ ,	Edit Series	
8:00				
9:00		_	Label 🕨	
10:00		\times	Delete	
11:00		_		·

Please note, clicking "Edit" Series" will allow you to edit the recurrency.

From here you can also change "Label" colors or you can delete the event.

Please note, you can drag-n-drop the event if its time and/or date need to be changed.

12. Dashboard

Dashboard was created to simplify your workflow. You can find all necessary tools in one place and user-friendly interface will make your work with TaxWorkFlow as easy as it could be.

You can work with Clients straight from Dashboard. You can also work with tasks, projects and problems from here. If you need to change columns of the grid, click on the asterisk in the left top corner of the table.

All available operations with clients were described in <u>Client Management</u> section of this guide. Working with tasks and projects is completely described in <u>Projects and Tasks Management</u> chapter. <u>Problems Management</u> chapter contains the full information about problems. <u>Emails</u> and <u>Calendar</u> are described in the <u>appropriate chapter</u>.

"Shortcuts" window is a kind of a map of the application. Here you can find all main modules of TaxWorkFlow and see how they are linked with each other and their main functionality. The first tab is a "Workflow" tab:



Clients, Documents, Workflow and Time & Billing modules of TaxWorkFlow are displayed there. Most popular shortcuts from this modules are added to the scheme. Each user of the system may work from here comfortably.

The second tab is an "Administration" tab:



From here you can manage connections and users of the system. Also an "Administration" module with the most used functionality is represented here.

To see your permissions in this tab you can click a "View Permissions" button:



Below is an example of the "View Permissions" window:
	By permissions System	
Your shortco	its permissions:	
Permissions	category 🔺	
Allowed?	Action	Explanation
 Permission 	is category : Shortcuts Management	
V	Add client	Allowed for your privileges
V	Add document	Allowed for your privileges
~	Add referral	Allowed for your privileges
~	Create account	Allowed for your privileges
~	Create project	Allowed for your privileges
~	Create task	Allowed for your privileges
~	Email campaign	You have manager privileges
V	Export documents	Allowed for your privileges
~	Import clients from Excel	You have manager privileges
~	Import clients from QuickBooks	Allowed for your privileges
~	Import documents	Allowed for your privileges
V	Mail campaign	You have manager privileges
V	View clients	Allowed for your privileges
V	View documents	Allowed for your privileges
V	View problems	Allowed for your privileges
V	View projects	Allowed for your privileges
V	View projects activity	Allowed for your privileges
V	View referrals	Allowed for your privileges
<i></i>	View tasks	Allowed for your privileges

13. Interaction with QuickBooks

This chapter contains the information about TaxWorkFlow interaction with QuickBooks.

Authorization dialog

The first time TaxWorkFlow logs in to QuickBooks, QuickBooks must already be launched and running in the foreground with a company file open and the administrator user logged in. These requirements prevent unauthorized applications from gaining access to QuickBooks.

The authorization dialog appears when TaxWorkFlow tries to access a QuickBooks company file for the first time. The authorization dialog is also displayed when

- A QuickBooks company file is opened for the first time by TaxWorkFlow after it makes an event subscription.
- TaxWorkFlow previously authorized to access a particular QuickBooks company file attempts to access that file in a way different than authorized or with different preferences than the last time it accessed that file.

Here is an example of QuickBooks default authorization dialog:

NOICAT	following QuickBooks co	ock Castle Construction ading and modifying QuickBool oks user interface.	
CERT		on oes not have a certificate developer's identity.	. QuickBooks
	QuickBooks Solutions Search for information	n about this application at the	•
o you want to allow this ap	plication to read and modify	/ this company file?	
Yes, prompt each time			
	Books company file is open		
Yes, always; allow acces	s even if QuickBooks is not	running	
Login as: <a>	user>		
 Allow this application to a customer credit card info 		s Social Security Numbers and	d <u>Tell me more</u>
		1	1

Below is the list of dialog's available options and their explanations:

- No refuse authorization.
- Yes, prompt each time authorize for only the current session and force the application to be authorized again the next time the application attempts to access a company file.
- Yes, whenever this QuickBooks company file is open authorize the application to access QuickBooks with no additional authorization whenever that company file is open, regardless of which user is logged in.
- Yes, always; allow access even if QuickBooks is not running authorize the application to log on in unattended mode (auto login).

If the user selects unattended mode authorization, and if there is more than one user (not just the administrative user) then the "login as" dropdown is visible and enabled, presenting the user with a list of login IDs currently able to log in to that company file.

The checkbox at the bottom of the authorization dialog, if checked, authorizes your application to access sensitive personal data. However, the currently logged in user is still restricted by the permissions set up in QuickBooks, regardless of whether or not the checkbox is checked.

Setting authorization preferences within QuickBooks

The QuickBooks administrator may need to set additional authorization preferences or change existing authorization preferences for integrated applications within QuickBooks by clicking on the Integrated Applications icon in the

QuickBooks Preferences window, then selecting Company Preferences. Preferences that can be set by the administrator include the following:

- Disallowing or changing application access.
- Enabling certificate date checking.
- Listing authorized applications.
- Granting auto-login privileges and assigning the name of the auto-login user.
- Allowing application access to personal company data.

The screenshot below shows the window presented to the administrator for managing integrated applications and their access to QuickBooks.

Preferences			Type a help question Ask	W How Do I?
	My Preferenc	es Company Prefere	nces	ок
Accounting	You can manage	all applications that interact w	vith this QuickBooks company fi	le here. Cancel
ø	Don't allow an	y applications to access this co	ompany file	Help
Checking			on whose certificate has expire	d Default
নর্শ্বস	Applications tha	t have previously requested a Application Name		Also See:
Desktop	1	CustomerAdd C# sample	Properties.	General
View	1	Data Extension Sample - QB		General
%.	1	IDN AddCustomer QBFC2 VB	NET sa Remove	Service
Finance	1	IDN Data Extension Sample -	- QBFC	Connection
Charge	1	IDN Desktop VB QBD Expense	e Report	
	1	IDN Item Inventory Modify S	ample	
🐪	1	IDN Item Receipt Sample		10.000/01/02/05
General	1	IDN Price Level Sample		
		QuickBooks Fixed Asset Man	ager 🚽	
	L	r		
Integrated	To loarn more sh	out applications that istaarate	with Ouisl Books, on to the	
Applications		out applications that integrate olutions Marketplace	s which Quickbooks, go to the	
	· SALLAGES SA	ANALY THE REWOLD		

Import clients from QuickBooks

TaxWorkFlow can automatically upload clients from QuickBooks using a predefined template. Before importing make sure QuickBooks application and QBFC13.0 are installed on your PC. If your first installation was TaxWorkFlow 2.0.0.41210 or later version, QBFC13.0 is already included to the package you've installed otherwise you need to download QBFC13.0 from http://thetaxworkflow.com/release/QBFC13_0Installer.exe and install it separately.

Select "Clients>Import clients from QuickBooks":

Import Clients From	n QuickBooks						<u></u>	
lê ji kara kara kara kara kara kara kara kar	6	A B	2-		6		(?)	×
oad From QuickBooks Application Directly	Load From QuickBooks Company File	1. Map Fields	2. Validate Values	3. Start Import	Show Skipped Fields	Reconcile Existing Clients	Help	Close
	From			Import	Wizard		Syst	tem
Steps complete: 0/4			0 %					
			0 70					
Client database	view D Logs							
	Please load customers	s from Quie	ckBook applic	ation to se	e the database	view		
	Please load customers	s from Quid	ckBook applic	ation to se	ee the database	view		
	Please load customers	s from Quie	ckBook applic	ration to se	ee the database	view		
	Please load customers	s from Quie	ckBook applic	ation to se	e the database	view		

Here you can select from where you want to import clients: directly from QuickBooks account or from QuickBooks company file (*.qbw). If you want to import clients directly from QuickBooks make sure your QuickBooks application is running on your PC. If you want to import clients from company file, please note, that your QuickBooks application must be closed before the importing procedure.

The next steps are to map fields that were not mapped automatically and to validate values of cells. Both procedures are identical to <u>Import clients from Excel</u>. After it's done you can start import clicking the appropriate button.

Export invoices to QuickBooks

To export invoice to Quickbooks first open it in "Edit Invoice" window. To start the process click "Export" button and select "Export to Quickbooks" option. Then follow the instructions in the appeared window:

ø	Export estimate to QuickBooks –	•	x
W	This page This page contains required information for user about exporting estimate in QuickBooks a	app.	
	This wizard helps you to export your invoice from TaxWorkFlow app to QuickBooks. The following software must be installed your computer: - QuickBooks application; - QuickBooks Foundation Class Library. WARNING! To continue, please run QuickBooks and open the company file in it. The next step will check the availability of the requested software and check of status of company file in QuickBooks. Press "Next" to continue.	-	
	Back Next Cancel	elp	

4	Export estimate to QuickBooks –	•	x
S	tep 1: Software components and company file This page contains information about availability of requested software components on you machine and opened company file in QuickBooks app.	ır	
	All required software components are installed on your machine.	*]
	The list of required software components: Installed product name: QuickBooks Accountant 2013 Installed product version: 23.0 Installed version QBFC: 13.0 Supported version QBFC: 12.0 The company file currently opened in QuickBooks application is: C:\Users\Public\Documents\Intuit\QuickBooks\Sample Company Files\QuickBooks 2013\sample_product-based business.qbw Please press 'Next' to continue exporting estimate to the company in QuickBooks application.		
	Back Next Cancel He	lp	

After the software components and company file check, the system will check if this invoice was already exported to QuickBooks.

ø	Export estimate to QuickBooks –	•	x
S	tep 2: Status of exported estimate items This page contains information about elements of exported estimate and their status in QuickBooks app.		
	Information about all required items exists in QuickBooks application. Please press 'Next' to continue exporting estimate to the company in QuickBooks application. Detailed information is presented below:	•	
	Client information: First Name: Glen Middle Name: L. Last Name: Lew Work Phone: 415-555-5483 Email: glew@samplename.com Address Line 1: Glen Lew Address Line 2: Lew Plumbing Address Line 3: 221 Old Bayshore Rd City: Bayshore State: CA Zip: 94326		
	Items information: Item #1 Name: Postage and Delivery	•	
	Back Next Cancel Hel	p	

When existing of all elements of exported invoice confirmed and there's no such invoice in QuickBooks the system will compare the client's information stored in both systems:

Title of fields	TaxWorkFlow	QuickBooks	
First Name	Glen	Glen	1 2
Last Name	L.	L.	
Middle Name	Lew	Lew	
Email	glew@samplename.com	glew@samplename.com	
Fax	415-555-2912		
Company Name	Lew Plumbing	Lew Plumbing - C	
Work Phone Home Phone	415-555-5483	415-555-5483	
Address Line 1	Glen Lew	Glen Lew	
Addross Line 2 15 fie	Low Plumbing	Low Dlumbing	
Please, select acti To update the TaxWorkFlow		QuickBooks app the information from DI	В

If there's a difference you can select where the information must be updated. Step 2A confirms that all data in both systems is matching and allows you to finish export.

ø	Export estimate to QuickBooks –	•	x
SI	tep 2A: Status of exported estimate items This page contains information about elements of exported estimate and their status in QuickBooks app.		
	Information about all required items exists in QuickBooks application. Please press 'Next' to continue exporting estimate to the company in QuickBooks application. Detailed information is presented below:	•	
	Client information: First Name: Glen Middle Name: L. Last Name: Lew Work Phone: 415-555-5483 Email: glew@samplename.com Address Line 1: Glen Lew Address Line 2: Lew Plumbing Address Line 3: 221 Old Bayshore Rd City: Bayshore State: CA Zip: 94326		
	Items information: Item #1 Name: Postage and Delivery	•	
	Back Next Cancel Hel	p	

If the invoice exists in QuickBooks you'll see the following window with a number of options:

Import estimate to QuickBooks	_	•	x
Step 2: The exported estimate exists already This page contains information of esimate stored in QuickBooks app.			
The estimate with the same ID already exists in QuickBooks application.		•	
Detailed information is presented below: Client information: First Name: Glen Middle Name: L. Last Name: Lew Work Phone: 415-555-5483 Email: glew@samplename.com Address Line 1: Glen Lew Address Line 2: Lew Plumbing Address Line 3: 221 Old Bayshore Rd City: Bayshore State: CA		-	
Please, select action to continue:			
To modify information of estimate stored in QuickBooks app			
\bigcirc To create new estimate and keep hold previous version of estimate in QuickBo	ooks app		
\bigcirc To create new estimate and to delete previous version of estimate in QuickBo	oks app		
Back Next Cancel	<u>H</u> el	p	

If you select to modify information on the previous step you will see the comparison of stored invoices:

Field titles TaxWorkFlow QuickBooks Name Tax Extensions - Business Tax Ext - Business Cost 75.00 75.00	This page con	of items information check tains items information stored in DI QuickBooks app.	3 Taxworkflow app and information	on about sar
Name Tax Extensions - Business Tax Ext - Business Cost 75.00 75.00 Image: Select action to continue: Image: Select action to continue: Image: Select action from DB				
Cost 75.00 75.00	Field titles	TaxWorkFlow	QuickBooks	
lease, select action to continue:	Name	Tax Extensions - Business	Tax Ext - Business	
	Cost	75.00	75.00	
To correct the cost information of items stored in DB TaxWorkFlow the information from QuickBooks app	To update th	e items information stored in Quick	Books app the information from [DB

If no information found in QuickBooks application the invoice will be exported as is from TaxWorkFlow.

Import estimate to QuickBooks		•	x
Step 2: Status of exported estimate items This page contains information about elements of exported estimate and their status in QuickBooks app.			
ATTENTION! Information about one or more requested elements of exported estimate do not exist in QuickBooks application. Press 'Next' to export all items into QuickBooks automatically.	es -	•	
Detailed information about non-existent elements is presented below: Client information: Name: Lew Plumbing First Name: Glen Middle Name: L. Last Name: Lew Work Phone: 415-555-5483 Email: glew@samplename.com Address Line 1: Glen Lew Address Line 2: Lew Plumbing Address Line 3: 221 Old Bayshore Rd City: Bayshore State: CA Zip: 94326 Items information:		•	
		•	
Back Next S Cancel	<u>H</u> elp		

QuickBooks connection troubleshooting

Make sure QuickBooks application is installed on your PC.

If you have the error like this one:

Error	X
8	TaxWorkFlow couldn't establish connection with QuickBooks application. Please read help for more details on how to resolve this problem.
	OK <u>H</u> elp

- 1. Check if QBFC13.0 is installed on your PC.
- 2. If QBFC13.0 is not installed please install it from <u>http://thetaxworkflow.com/release/QBFC13_0Installer.exe</u> or from TaxWorkFlow application folder.
- 3. Restart TaxWorkFlow after QBFC13.0 installation is complete.
- 4. If you're sure that QuickBooks application and QBFC13.0 are installed and you still get the error then restart
- QuickBooks application and TaxWorkFlow.

14. Client Portal

Client Portal is a web-portal (usually created as a sub-domain of your web-site) where your clients can securely upload their documents to the TaxWorkFlow database. Please contact TaxWorkFlow support team if you want a portal to be created for your company. When the portal is ready and uploaded you need to set it up from TaxWorkFlow. Go to "Administration" >> "Office Settings" and select "Client Portal" tab. Enable portal from here, add a Client Portal URL and select a folder where all the document will be uploaded:

al Office Settings			_ 🗆 X
Save And Close Office Actions System	Close		
Policies Office Information Return Types Email Templates Outgoing Email Accounts Synced Calendar Accounts Client Portal	Notify these recipient(s Send notifications t Send notifications t 	https://webinar.workflow.rocks/ Clent Correspondence \Portal Uploads s when a clent uploads a new document at the portal:); support@thetaxworkflow.com to the default recipients only to the default recipients only to the clent representative or the default recipients if the client representative is unknown to both client representative and default recipients	

"Notify these recipient(s)" field contains all the default recipients that will receive notifications when client uploads files. Select "Send notifications to the default recipients only" radio-button if you want only recipients from the list above receive the notifications.

Select "Send notifications to the client representative or the default recipients if the client representative is unknown" radio-button in case you want all the notifications are being sent to client representatives. If there is no client representative the messages will be sent to default emails listed in "Notify these recipient(s)" field.

Select "Send notifications to both client representative and default recipients" in case you want the notifications to be sent to client representatives and to default emails listed in "Notify these recipient(s)" field. When the setup process is finished click "Save" button.

To allow a client to use a portal open his/her profile, select "Client Portal" tab and generate a password for the client. From this tab you can also send a password reminder to the client.

Save And Close Control	Is Prospect at Status	Copy To Clipboard •	Print	Email	New N	ew Create ciate Project Wo		CO Add Work Time Time Tracking	Add Note Attach	G Add File ments	Reload	(?) Help System	Close
😼 Detail	Taxpaver	password: xxx			Remind passw	ord Gene	rate Passwo	rd					
Memo		·		[2									
Ə History (21)													
👌 Tasks (1 open)													
Projects (1)													
Problems (0)													
y Problem Triggers (0)													
Documents (2)													
Notes (0)													
Emails (2)													
heferrals (0)													
Associates (0)													
Client Portal	1												
Custom Fields (0 of 3)	1												
*													
User Relationships (0)													

Client can send a password reminder himself from the portal. Below is an example of "Remind Password" form:

-

 Menu Log In 	Remind F	Password
Remind Password	Email	workflowrocks@gmail.com
	Last 4 digits of SSN/EIN	1234
		Email password reminder

If entered email and last 4 digits of SSN/EIN are correct the email will be sent to client's mailbox and he/she will see the following screen:

info@thetaxworkflow.com



Menu
Log In
Remind
Password

Remind Password

The email with your password was sent to the email address you provided.



+1 646.461.2197 info@thetaxworkflow.com

To login to portal client needs to click "Log In" link and fill in necessary fields.

Below is an example of login page:

 Menu Log In 	Log In	
Remind Password	Email	workflowrocks@gmail.com
	Last 4 digits of SSN/EIN	1234
	Password	



+1 646.461.2197 info@thetaxworkflow.com Upon the login client will be redirected to his/her portal home page where available options are listed. From here client can open "Documents" page where documents can be managed or open "Account Info" page to update his/her contact information:





+1 646.461.2197 info@thetaxworkflow.com

"Account Info" page contains client's information that can be edited by client. To apply changes "Save" button must be clicked.



You are logged in as	Account Info
A John Smith ☐ John Smith Co	
☑ twftest@gmai	Company Info
▼ Menu	
Home Page	Company Name
▼ Account	John Smith Co
Account Info	Position
Change Password	President
 Documents 	EIN
Published Documents	222222
Signed Documents	
Awaiting Your Signature (2)	Primary Taxpayer / Pa
Log Out	First Name
	John
	Middle News

rtner 1

Middle Name

V

Address Line 2	 	
Address Line 3		
City		
New York		
State		
NY		
ZIP		
10001		
Country		
USA		



+1 646.461.2197 info@thetaxworkflow.com

In the "Documents" section you can find the following sub-sections:

- Published Documents
- Signed Documents
- Awaiting Your Signature

"Published Documents" contains all documents published for a client. You can view them by folder or by timestamp. Besides of document title, timestamp and size there is signature status available for each document:



You are logged in as	Documents	View Mode:	By Folder	•
A John Smith	Title	↓ File Timestamp	Size	Signature
John Smith Co	 \Another Folder 			
⊡ twftest@gmai…	🕒 tmp00001.eml	11/17/2016 6:18 PM	22.7KB	
r Menu	 \Client Corresponde 	nce\Portal Uploads		
Home Page	🔁 test.pdf	8/29/2018 7:57 PM	9.9KB	\odot
 Account Account Info 	🖈 File name.xlsx	7/20/2018 8:13 PM	31.6KB	
Change	👌 comment.pdf	4/5/2018 1:24 PM	14.4KB	
Password	🔓 f1040_2.jpg	12/25/2017 9:41 PM	469.3KB	
 Documents 	🖬 f1040_1.jpg	12/25/2017 9:39 PM	445.4KB	
Published Documents	🖬 f1040_1.jpg	12/18/2017 3:06 AM	445.4KB	
Signed	📓 f1040_2.jpg	11/23/2017 7:43 PM	469.3KB	
Documents	🗴 File name.xlsx	11/16/2017 9:09 PM	31.6KB	
Awaiting Your Signature (2)	🖹 f1040_1.jpg	10/30/2017 4:14 PM	445.4KB	
Log Out	🖹 File name.xlsx	9/28/2017 5:23 PM	31.6KB	
-	🖹 File name.xlsx	8/19/2017 7:17 PM	25KB	
	🖈 File name.xlsx	8/19/2017 6:57 PM	25KB	
	🗴 File name.xlsx	8/19/2017 6:55 PM	25KB	

Client can download any file from the list by double-clicking on it except files that were published for signing. These files can be viewed by clicking pencil icon next to their size. To upload a new file the client needs to click "Select file" button at the bottom of the page, select a file and click "Upload file" button:

	_			
	 Client Correspondent 	nce\Tax Return Docume	nts\Tax Returns	2013\Dr
	🖹 twf_print_68630	8/30/2016 8:26 PM	9.9KB	A
	 \Invoices 			
	🗈 f1040_1.jpg	4/13/2017 6:24 PM	445.4KB	
	 \Non Tax Return Doc 	cuments		
	🗋 tmp00001.eml	11/10/2015 6:11 PM	20.5KB	
	Press the 'select file' butto	on and select a file to	Select file 🔔	Upload file
_				
👍 taxWorkF	low			461.2197
			info@thetaxw	orknow.com

You can find uploaded files in the client's documents tab or in the "View Document" window in a folder that you've setup as "Upload folder".

Save Save And Close Control	III 📋 🛛	Print Email Client ▼ Client Actio	New Associa	c	reate Cre roject Ta WorkFlow	isk Time	Add Add Note File Attachment	Re	load H	Help Close stem				
👪 Detail														
Memo	You are viewing the clients	documents.												
listory (21)	💙 🛅 Client Corresponden		1 [-	🔍 Search 🛛 💥 Clear
🔯 Tasks (1 open)	Portal Uploads			kan a coli	ump hondor	here to group by that col	1000							
o Projects (1)				-	Published?			+ 220	1642	Folder		Title	Author	Consolidated Client Name
O Problems (0)			-	235	C/2277777	Timestamp 2017-11-01 19:32:34		Type .pdf	Size 239		pondence \Portal Upl		Author	Tom White
🍇 Problem Triggers (0)				234		2017-11-01 19:32:12	f1040.pdf	.pdf	188	Client Corres	pondence \ Portal Upl	f1040		Tom White
Documents (2)														
📔 Notes (0)														
Emails (2)														
💧 Referrals (0)														
Associates (0)														
🚷 Client Portal														
Tustom Fields (0 of 3)														
User Relationships (0)														
s Invoices (0)														
🗞 Work Time (0)														

"Signed documents" sub-section contains the list of signed files:

ou are logged in as	Signed documents			
John Smith	Title	↓ Signature Timesta	Size	Signature
] John Smith Co ⊴ twftest@gmai	*			
	👌 test.pdf	10/17/2018 5:51 PM	9.9KB	\odot
Menu				
Home Page				
 Account 				
Account Info				
Change				
Password				
 Documents 				
Published				
Documents				
Signed				
Documents				
Awaiting Your				
Signature (2)				
Log Out				

Files from here can also be downloaded by client by double-clicking on it.

"Awaiting Your Signature" sub-section contains all files that were published for signing. Clients can click pencil image to open the document and perform further actions:



You are logged in as	Documents for signing			
Obtain Smith ☐ John Smith Co	Title	↓ File Timestamp	Size	Signature
✓ twftest@gmai	*			
	🕒 i1040gi_short.pdf	6/19/2017 10:32 AM	457.1KB	
Menu		0/20/2046 0.26 DM	0.01/19	
Home Page	🕒 twf_print_68630	8/30/2016 8:26 PM	9.9KB	
 Account 				
Account Info				
Change				
Password				
 Documents 				
Published				
Published Documents				
Documents				
Documents Signed Documents				
Documents Signed				



+1 646.461.2197 info@thetaxworkflow.com

Find more information about signing process in <u>"Signing documents"</u> chapter.

DocuSign integration

DocuSign integration can be turned on for each TaxWorkFlow user separately:

	t User #94												E
	E.Z					\times	?	×					
	Save And	Save And	Add Ne	AV E	dit	Delete	Help						
	New	Close		e Tem	plate	Template							
	User Action	ns		Doc	uSign		Syst	tem					
8	Account info			You are	viewing	DocuSign se	ttings for t	his user.					
1	Roles												
	Superiors ar DocuSign In		es	DocuSig	n user a	ccount infor	mation						
9	Docusign in	litegration		Enable D	ocuSign	for this user	Yes [
				Integrat	or Key:		-	-	10000				
				DocuSig	n User Gl	JID:	(1997) (1997) (1997)		10.00				1
				DocuSia	n User Pr	ivate Key:	BEG	IN RSA PRIVATE KEY	MIIEpAIBAAKCAQEAyWmuCiizUL	.2c+cOhKlBvLz	EvSM/z1aHZ9usł	ha6qIT+5z0aOWub	ijyKGCe2
				DocuSig	n user te	emplates							
												Q Search	💥 Clea
												Jocarci	and a circuit
				Drag a	a column l	header here	to group b	y that column					L
						header here Enabled?			Template GUID				L
						Enabled?			Template GUID				L
					nplate ID	Enabled?	Default?	P Template Name	Template GUID				
					nplate ID	Enabled?	Default?	P Template Name	Template GUID				L
					nplate ID	Enabled?	Default?	P Template Name	Template GUID				
					nplate ID	Enabled?	Default?	P Template Name	Template GUID				
					nplate ID	Enabled?	Default?	P Template Name	Template GUID				<u></u>
					nplate ID	Enabled?	Default?	P Template Name	Template GUID				<u></u>
					nplate ID	Enabled?	Default?	P Template Name	Template GUID				
					nplate ID	Enabled?	Default?	P Template Name	Template GUID				
					nplate ID	Enabled?	Default?	P Template Name	Template GUID				
					nplate ID	Enabled?	Default?	P Template Name	Template GUID				
					nplate ID	Enabled?	Default?	P Template Name	Template GUID				
					nplate ID 1	Enabled?		P Template Name	Template GUID				

To setup DocuSign integration you need the following information:

- Integrator Key
- DocuSign User GUID
- DocuSign User Private Key
- DocuSign User Template GUID

Below you can find where this information can be found.

First login to your DocuSign account from any browser, click on your profile icon and select "Go to Admin":

0
Go to Admin
My Preferences
Feedback
Log Out

Next select "INTEGRATIONS >> API and Keys" from the sidebar menu.

Information under API Username highlighted in yellow is your DocuSign User GUID:

Docu <i>Sign</i> , Admin⇒	Ministration Company (MPROV)		Go ta DacuSign 🛛 🕘
ACCOUNT Billing and Usage	API and Integrator Key Information		
Account Profile Security Settings	Current Information for this Account		
Regional Settings Brands	API Username		
System Updates	API Password 39fae497-d421-4f85-a5b8-77c your current password	315c42a31	
USERS AND GROUPS	API Account ID		
Permission Sets Groups	My Integrator Keys		
SIGNING AND SENDING	ADD INTEGRATOR KEY		
Signing Settings Sending Settings	Integrator Key 🗠	Description	Status
Email Preferences	Antipate (12) with the company	Test Client Portal at webinar.workflow.rocks	Demo ACTIONS *

Next you can add API Integrator Key. Click "Add Integrator Key" button, enter app description, eg. "TaxWorkFlow" and click "Add":

Add API Integrator Key	×
App Description *	
TaxWorkFlow	
Link to Privacy Policy	
http://www.example.com/privacy	
Link to Terms of Use	
http://www.example.com/terms	
This is a mobile app.	
ADD CANCEL	

Upon adding a new integrator key "Edit API Integrator Key" window will appear. Here you can find newly created Integrator Key. In case you already had an Integrator Key click on it to open "Edit API Integrator Key" window:

App Description *	
TaxWorkFlow	
Integrator Key	
x0000000x-x000x-x000x-x00000000000x	
Link to Privacy Policy	
http://www.example.com/privacy	
Link to Terms of Use	
http://www.example.com/terms	
This is a mobile app.	
Redirect URIs	
+ ADD URI	
Secret Keys	
+ ADD SECRET KEY	
RSA Keypairs (ID)	
+ ADD RSA KEYPAIR	
SAVE CANCEL	

Click "Add RSA Keypair" button to generate public and private keys. Copy both keys to safe location and paste Private Key to TaxWorkFlow "DocuSign User Private Key" field:

Keypair ID: 13a229dd-c5c4-4dab-8fef-ad2ce83fe6c2

ATTENTION:

Copy both of these keys to a safe location, they will not be displayed again.

Public Key

BEGIN PUBLIC KEY
MIIBIjANBgkqhkiG9w0BAQEFAAOCAQ8AMIIBCgKCAQEAnlh/GN5KNBBTtgPpSIlJ
7BwuUih6e+3DWLbeszl5L8UqFtECmsnqPjhvH+BttZyBIvirhmUcmu8FThoAExHc
5apwYrpO5DgIzPxf7DZqXPMOO3MtpvpuXYw/w5W/CU2tx5Py57vjiZwFTMB1iMLd

Private Key

BEGIN RSA PRIVATE KEY
MIIEogIBAAKCAQEAnlh/GN5KNBBTtgPpSIlJ7BwuUih6e+3DWLbeszl5L8UqFtEC
msnqPjhvH+BttZyBIvirhmUcmu8FThoAExHc5apwYrpO5DgIzPxf7DZqXPMOO3Mt
pvpuXYw/w5W/CU2tx5Py57vjiZwFTMB1iMLd3u8bMrJBa/HtVULH9yNROS6QVTjR

ОК

Next you can add URI by clicking "Add URI" button. In our example URI is <u>http://webinar.workflow.rocks/Documents/ProceedSignature</u> but it will be different for your portal so please contact TaxWorkFlow support and/or your IT person in case you don't know URI.

The last step is to add DocuSign user template(s) to TaxWorkFlow. To add a template click "Add New Template" button. Here you need to name the template, enter a template GUID and decide if the template is default and enabled:

Enter DocuSign	Template:			
Template name:	Main Template			
Template GUID:	xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx	0<->000	xxx	
Is default:	Yes			
Is enabled:	Yes			
			Cancel	

Template GUID can be found in your DocuSign account at "Templates" section:

-

Docu <i>Sign</i>		П Номе	E Manage	I I Reports				0 🧕
NEW		My Temp	lates			Q. Search My Templatas		₩ FILTERS
My Templates	+	Name			Owner	PowerForms	Last change 🔻	
Deleted		Main Tem Eligible for					9/17/2018 05:37:51 pm	USE 👻
Shared with Me								
Shared Folders	+							
All Templates								

Click on the template you would like to add to TaxWorkFlow, click information sign near template's name and click Copy above the Template's ID:

Main Template () Eligit DETAILS ID / Copy Nore Last used 9/17/2018 05:37:51 pm Nore Last modified 9/17/2018 05:37:51 pm Met Owner Subj Please DocuSign: f1040.pdf	Doc	:u <i>Sign</i>	П Номе	MANAGE	E TEMPLATES	II REPORTS
DETAILS MORE ▼ ID / Copy xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx	Məi	n Template 🕕				
U: ID / Copy ID / Copy XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	Eligit	- for moduling]		
Rec Last used 9/17/2018 05:37:51 pm No re Last modified 9/17/2018 05:37:51 pm Met Owner Subj	US	DETAILS		MORE T		
Rec Last used 9/17/2018 05:37:51 pm No re 9/17/2018 05:37:51 pm Met Owner Subj Image: Subj		ID / Copy				
No re 9/17/2018 05:37:51 pm No re Last modified 9/17/2018 05:37:51 pm Me: Owner Subj		>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>	0000000000			
9/17/2018 05:37:51 pm No re Last modified 9/17/2018 05:37:51 pm Met Subj	Rec	Last used				
Last modified 9/17/2018 05:37:51 pm Me: Owner Subj		9/17/2018 05:37:51 pm				
9/17/2018 05:37:51 pm Me: Owner Subj	No re					
Me: ^{Owner} Subj						
Subj		9/17/2018 05:37:51 pm				
Subj	Me	Owner				
	Subi					
	-	DocuSign: f1040 pdf				
	Mess	ade				

No message has been entered.

When your DocuSign account is set you are ready to use it on the portal. Here you can find a Go Live Guide from DocuSign: <u>https://developers.docusign.com/esign-rest-api/guides/go-live</u>

Signing documents

As we described above, documents sent for signing can be signed by clients at "Awaiting Your Signature" page of the portal by clicking pencil icon next to the document. Upon clicking pencil icon client will be redirected to DocuSign portal where he or she can review the document:



ase review th	e documents below.	IORE OPTIONS -
D	bcuSign Envelope ID: 4EFF8DA5-6182-498B-B403-59FB35A0F6D3 DEMONSTRATION DOCUMENT ONLY 999 3rd Ave, Suite 1700 • Seattle • Washington 1	
	1040 Department of the Treasury - Internal Revenue Service (9) U.S. Individual Income Tax Return (2016 MBRo. 1545-0074 HIS Use Ony-Do not write	Sign
	For the year Jan, 1-Dec. 31, 2016, or other tax year beginning , 2016, ending , 20 See separate ins	tructions.
	Your first name and initial Last name Your social secur	ity number
	If a joint return, spouse's first name and initial Last name Spouse's social sec	ourity number
	Home address (number and street), If you have a P.O. box, see instructions. Apt. no. Apt. no.	
	City, town or post office, state, and ZIP code. If you have a foreign address, also complete spaces below (see instructions). Presidential Elect Check here if you, or you	r spouse if filing
	Foreign country name Foreign province/state/county Foreign posts code a box below will not char will	
	Filing Status 1 Single 2 Married filing jointly (even if only one had income) 4 Head of household (with qualifying person). (See institution of the qualifying person) is a child but not your dependence of the qualifying person is a child but not	
	Check only one box. 3 Married filing separately. Enter spouse's SSN above and full name here. > child's name here. > 5 Qualitying widow(er) with dependent child	
	Base check	en
	If more than four dependents, see	ons) bove
	d Total number of exemptions claimed	
	Income 7 Wages, salaries, tips, etc. Attach Form(s) W-2	
DocuSion	Change Language - English (UK) V Copyright	© 2018 DocuSign Inc. V2R

While reviewing the document client can leave comments if there are any questions appeared. In case client is ready to sign the document he/she can click on the signing area. This will print the signature on the document but it still can be cleared by clicking on it and selecting "Clear" option (in case client clicked there accidentally or changed his/her mind). Also client can click and change the signature's style or draw the signature manually:

Adopt Your Signature	
Confirm your name, initials and signature.	
* Required	
Full Name*	Initials*
John Smith	JS
SELECT STYLE DRAW PREVIEW	Change Style
John Smith JS 3F820BB59BE246A	
By selecting Adopt and Sign, I agree that the signature and initials will be the electronic repre my agent) use them on documents, including legally binding contracts – just the same as a p	
ADOPT AND SIGN CANCEL	

When the signature is placed client can click "FINISH" button to complete the signing process:

×

Click Finish to send the c	ompleted document.			FINISH	MORE OPTIONS -
	Q	ର 🐨 🖨	₽ 0		
DocuSign Envelope ID £ 1040	4EFF8DA5-6182-498B-B403-59FB35	Service (99)	PROVIE 999 3rd www.do	cusign.com	Required - Signature Applied
For the year Jan. 1–D Your first name and	U.S. Individual Income ec. 31, 2016, or other tax year beginning I initial Last	name	, 2016, ending		ond write or state under state
	use's first name and initial Last	name			use's social security number
	ice, state, and ZIP code. If you have a foreign ac		below (see instructions)	. Pr	Make sure the SSN(s) above and on line 6c are correct. esidential Election Campaign k here if you, or your spouse if filing
Foreign country na		Foreign province/		Foreign postal code jointly a box refun	, want \$3 to go to this fund. Checking below will not change your tax or \$. You Spouse
Filing Status Check only one box.	Single Married filing jointly (even Married filing separately. and full name here. ►	,) the ove chil	ad of household (with qualifying p qualifying person is a child but n Id's name here.	ot your dependent, enter this
Exemptions	6a Yourself. If someone c b Spouse		ndent, do not chec	k box 6a	Boxes checked on 6a and 6b No. of children
Karan bar far	c Dependents: (1) First name Last name	(2) Dependent's social security number	(3) Dependent's relationship to you	(4) ✓ if child under age 17 qualifying for child tax credit (see instructions)	on 6c who: • lived with you • did not live with you due to divorce or separation
If more than four dependents, see instructions and check here					(see instructions) Dependents on 6c not entered above Add numbers on
Income	d Total number of exemptions 7 Wages, salaries, tips, etc. A 8a Taxable interest, Attach Sc	Attach Form(s) W-2 .			Add numbers on lines above ►
Attach Form(s) W-2 here. Also attach Forms W-2G and 1099-R if tax was withheld.	 b Tax-exempt interest. Attach sc b Tax-exempt interest. Don p Ordinary dividends. Attach b Qualified dividends . 10 Taxable refunds, credits, or 11 Alimony received . 12 Business income or (loss). / 	ot include on line 8a . Schedule B if required			
DocuSign			Change L	anguage - English (UK) 🔻	Copyright © 2018 DocuSign Inc. V2R

After finishing signing process the client will be redirected back to the "Published Documents" page of the portal.

15. Help Menu

Below you can find the description of all elements of Help menu.

Help menu looks the following way:



Below is a description of each element of this menu:

Help Contents - opens a Windows help file.

About TaxWorkFlow - click this item to discover your build and database version.

Release Notes - find out the latest changes in the application. TaxWorkFlow Home Page - opens the home page of <u>taxworkflow.com</u> in your default browser. Terms And Conditions - shows terms and conditions you've applied installing the application. User Guide - opens "TaxWorkFlow User Guide.pdf" document.

16. FAQ

Most Frequently Asked Questions

Q: Can I use TaxWorkFlow for other practice management functions besides tax?

A: Yes, one of the unique features of TaxWorkFlow is that the software can be customized to accommodate any sequential accounting process or engagement function.

Q: What are the unique functions/capabilities of TaxWorkFlow?

A: To learn more about TaxWorkFlow's robust functionality and unique capabilities please visit our Features and Benefits page.

Q: Can I use TaxWorkFlow with any tax software?

A: Yes, the software can integrate with any tax software.

Q: Does TaxWorkFlow integrate with other software solutions?

A: Yes, the software can integrate with other software solutions including QuickBooks® and other professional grade software.

Q: Will it integrate with any version of QuickBooks, including QB online?

A: TaxWorkFlow can be integrated with QuickBooks Desktop application now. The QB Online integration is not yet available but we're working on the integration now.

Q: How customizable is the system?

A: One of the most powerful features of TaxWorkFlow is that it can be completely customized to the unique needs of each firm. TaxWorkFlow's unique project-and-task structure includes both pre-defined processes and the ability to create completely customized workflows.

Q: What kind of "standard" problems are built into the software?

A: TaxWorkFlow includes automatically generates problems when certain conditions are met or certain requirements fail. There are problems that are pre-defined within the software and there is also the option of setting manual problems customized at the individual client level at specified points in the workflow.

Q: Does the software comply with current IRS statutes and regulations?

A: Yes, TaxWorkFlow is regularly updated to reflect all changes in the IRS tax code.

Q: Is the software compatible and/or supported on Citrix (XenApp)?

A: Yes, it can run on any Windows physical or virtual machine.

Q: Are uploaded documents actually embedded in the database, or are they separate from the client database?

A: Uploaded documents are embedded (stored as BLOBs – binary large objects). This feature provides easy integration with other systems, quick search capabilities inside the application as well as links to tasks projects and other features.

Q: Do you have a confidentiality or nondisclosure agreement?

A: We normally do not sign the confidentiality or non disclosure because this is the part of our Terms and Conditions. You can read them during the installation process or you can find them in the installed application at "Help > Terms and conditions".

Q: Are you integrated with ProSeries®?

A: No, at this time TaxWorkFlow is not integrated with ProSeries®.

Q: How many people can use TaxWorkFlow in my firm?

A: You can have unlimited users of TaxWorkFlow in your firm.

Q: Which data is stored locally and which data is stored in the TaxWorkFlow cloud?

A: Only some private user settings are stored locally. Everything else is in the cloud. However, TaxWorkFlow does have an option to install everything locally in your database (MS SQL Server or MySQL Server).

Q: How are client records secured in the cloud?

A: TaxWorkFlow uses SSL protocol for connecting to the cloud. Login and password credentials are encrypted.

Q: How is client data backed up?

TaxWorkFlow client data is replicated in real-time to an off-site location to ensure immediate availability of the data from a secondary location in case of a catastrophic event at the primary data storage location.

Q: Where is the cloud located?

A: The cloud is located in our own cabinet on our own servers in New Jersey in Equinix NY4 datacenter. Only our staff has access to this cabinet. Learn more about this data center at http://www.equinix.com/locations/united-states-colocation/new-york-data-centers.

Q: Do you store any data at datacenters in foreign countries?

A: No. TaxWorkFlow, LLC is based in New York City and all data is stored securely in New York.

Q: Can I move my database from the cloud to in-house servers?

A: Yes, we can help you to do this anytime.

Q: Do I need to store a full EIN/SSN of my clients in the system?

A: No, you can enter just the last four digits of client's EIN/SSN in the database.

Q: Do you have some price lock terms?

A: Yes, price lock terms are written in the invoice when you buy the service.

Q: Can I pay on any type of payment plan, or is it only upfront?

A: We have annual payments for the year in advance. However we offer you a free period of 2-3 weeks for free set up with our team. This will help you learn if the product works for you.

Q: Client Portal: Is it through you or do we have to maintain a separate portal?

A: The client portal is through us. We can offer email and web site hosting as well (free as part of the service).

Hardware Questions

Q: Is TaxWorkFlow a cloud-based or a server-based solution?

A: TaxWorkFlow is a unique hybrid software application that combines the processing speed of a PC desktop platform with the enhanced data storage capacity of a cloud-based solution.

Q: How is client data secured and backed up? Where is data stored?

A: The client data is replicated in real-time to an off-site location to ensure immediate availability of the data from a secondary location in case of a catastrophic event at the primary location. Client data is stored on TaxWorkFlow's own dedicated servers in our own rack space in the Equinix NY4 data center.

Q: How can I integrate and/or migrate data in and out of the system to other platforms?

A: TaxWorkFlow allows you to import customer information from your existing tax system using an Excel spreadsheet. It also allows you to batch-import the documents from a file system with automatic categorization.

Q: Does the software have to be installed on each PC where it is used?

A: Yes, because the system is a hybrid desktop/cloud solution, each user must install the program on their workstation.

Q: My computer is quite old, will the application run on it?

A: Yes. TaxWorkFlow is a native Windows application so it will run optimally even on older computer with older versions of the Windows operating system (i.e. Windows XP etc.).

Q: What are the minimum operating system requirements for the software?

A: To use TaxWorkFlow you need the following:

Windows XP, Vista, Ultra, 7, 2008, both 32 and 64 bit 2 GB RAM 10 GB hard disk space and a high-speed internet connection (at least 1Mbps upload, 5Mbps download speeds).

Q: Can TaxWorkFlow be used on a Macintosh computer or a mobile device?

A: No. Windows is the only operating system supported for TaxWorkFlow at this time.

Q: What type of internet speed should I have?

A: You can use any internet connection, but a high-speed internet connection will save you time, reducing how long it takes you to upload or download documents, for example.

Q: Can the application be run on tablets?

A: Yes, but only on Windows tablets.

Service Questions

Q: What types of support and training services are included?

A: Your TaxWorkFlow license includes telephone and email support, in addition to a downloadable User Guide to help you learn and maximize TaxWorkFlow's benefits.

Q: What is a time frame to get the application completely set up to use?

A: Normally it takes two or three 30- to 60-minute calls to set up TaxWorkFlow for you to use in your firm.

Q: How long can I expect to wait for support when I have a request or an issue?

A: We generally aim to address all client requests and issues within 24 to 48 hours.

Q: What is the price structure of TaxWorkFlow? Is it per seat, per user or per firm?

A: TaxWorkFlow annual pricing is \$1,500 on a per-firm basis and is subject to sales tax in New York and New Jersey.

Q: What is the cost for subsequent subscription years of TaxWorkFlow?

A: Currently, clients receive a permanent lock guarantee on the \$1500 price for TaxWorkFlow. The annual fee will remain the same as long as you remain our client.

Q: What is the licensing if we want multiple instances of TaxWorkFlow? We might have a desire to have a separate instance of the program for each of our clients?

A: Each license is per database connection. So if you want to have multiple database connections, you will have to purchase additional license for each connection.

Q: What extra-charges should I pay buying the application?

A: There're no extra-charges at all. Buying TaxWorkFlow with the application you're getting a Support, unlimited storage place in the cloud, unlimited users, offices, returns etc. It's all free of charge when you buy an application. Also we offer free the client portal, web and email hosting for existing customers - in case you want to further consolidate your bill.

Q: How long is a trial period of using TaxWorkFlow?

A: The trial period is flexible. We normally offer two weeks trial period but we can extend it to one month if there's a reasonable delay.

Q: How does trial period work? What are the payment arrangements?

A: The trial period is really the period during which we are implementing the software and training your staff. This is done via the webinars where we interview you and understand your requirements, and at the same time we customize the system for you. So you don't have to learn the system to initially setup and start using it. You do not have to pay anything until you confirm that the system we provided and customized meets your needs.

Q: Can I cancel my subscription?

A: If you cancel your subscription, TaxWorkFlow will permanently delete your account along with all the data from the cloud. Before the account is deleted, you may wish to export all of your clients and documents to preserve your data. We will be happy to assist you in transferring your data to another system.

Q: Do you have an agreement that defines the rights and obligations of each party?

A: We don't have an individual agreement. We have <u>standard terms & conditions</u>, that you accept by signing up (that's the industry standard for the subscription-based services).

Functionality Questions

Workflow

Q: I accidently completed the task, how do I reverse it?

A: If the task belongs to a closed project, it can't be reversed. If the task belongs to an open project, you can downgrade the project. Simply open the project that the task belongs to and click the "Downgrade" button.

If the task is custom (not part of a project), it can be reopened by opening this task again (please note, it will be in a group of closed tasks) and click the "Reopen task" button.

Q: Can I assign one task to two people?

A: While you cannot assign a task to two people, you can create a "special user" and get your staff to complete the projects and tasks assigned to this user. The special user must be active to allow other users to complete its assigned projects and tasks.

Q: Is there a way to select multiple clients do projects at one time?

A: Yes. Please read the <u>"Select user form"</u> topic to familiarize with this feature.

Q: Can I delete a task from the project?

A: If the project is already created, you can only fail the task or complete the task you want to exclude from a certain project. If you need to delete a task from the project permanently and it isn't in the projects you will open in the future, you must go to "Edit project templates." From here, select the project you want to modify, click "Modify project template workflow" and delete the task you don't need in this project.

Q: Is it possible to change ownership of a task?

A: Yes. You can reassign the task to another user of the system if you have the appropriate permission. Select a task in the grid of the Dashboard or at the "View tasks" window and click the "Reassign Task" button. You can also reassign the task when it is open in a separate window.

Q: How can I see the status of tax returns with approaching expiration date?

A: In TaxWorkFlow, the expiration date is referred to as a deadline. Every time you create a task or a project you can assign a deadline to them. You can sort projects or tasks by their deadline in the grid and find the information you need.

Q: How do I make sure that specific steps of the project are going to the correct employee?

A: To make sure a step is going to the appropriate person, you need to create a rule for the corresponding task in the project. To do this, go to "Administration > project templates", in the window that appears and select the project that contains the task that you want to assign to a particular person. Double-click on this task to edit it and select the user that you would like this task to be assigned to each time it is created in future.

Q: How do users get notified that a new task or project is assigned to them?

A: TaxWorkFlow's built-in email system will send a notification to a user immediately after a task is assigned to them. It is important to make sure that each user's account is set up correctly to receive these notifications. The users' account must have a valid email address and the "Subscribe this user to automatic projects and tasks email notifications" checkbox must be checked.

Q: I have a monthly recurring project – and set the first project to start. I automatically set up projects for a few more months. The manually created project set up the tasks correctly, but the others all have a custom task showing up. What is it for?

A: That's the extra task for automatically created projects - a reminder to double-check the workflow. It does not happen for manual project creation because you customize the project when creating it already. You can just simply complete it.

Q: When the projects recur each week/month, how do we get the staff member that is in charge of that client to show as the responsible person on that project?

A: We can make it to re-use the previous project's workflow; so the default template will not be used for this client moving forward.

Q: Is there a way to choose whether or not to have some of the criteria recur with the project, rather than defaulting to the template? (i.e. notes, staff, tasks, if we need an extra task included for a specific client).

A: Yes we can make certain changes to that. When you start setting up the workflow, and run into an issue when you need some extra rule/note etc. reoccurring, we can accommodate that request for you.

Q: Can tasks reoccur?

A: No, only projects can reoccur. But the project can consist of just one task that is created automatically, and when you close this task, the project will be closed as well.

Q: Is there any option to print reports?

A: Yes, you can export any table to Excel. For example, you can use filters to build a certain client list or task list and then export it to Excel.

Q: How much master accounts can be set up for one secondary account?

A: Only one master account is possible.

Q: In the project instruction portion, why doesn't it change when a task is completed and show where the project is at?

A: project instruction is created to describe the work for the whole project though it can sound the same as some task from the project.

Q: Is there a way to have a column that lists who is working on the task without have to open the project and open the task? Can this be a column on the main project page? A: No, there's no such column.

Q: When a problem is made she would like to know is there any way that she can see this on the main project page without having to open the task to see the problem?

A: Right now you can't see project's problems from the main project page.

Q: Can Inactive Users still access TaxWorkFlow?

A: Inactive users can't access the TaxWorkFlow. However, they will show up in the user lists inside the TaxWorkFlow (until you reassign tasks/projects away from them). Then you can hide them to remove from the lists.

Document Management

Q: Is there a way to attach documents to a project in TaxWorkFlow?

A: Yes, you can place documents right into the project/task instructions using TaxWorkFlow's drag-n-drop interface or you can use the "Add File" button and select documents to attach from your computer or other accessible locations using the "Import documents from folder" dialog.

Q: Can I assign a document folder to one client?

A: TaxWorkFlow's client folder structure is global for all clients. However, you can file certain folders in client-specific subfolders by typing the subfolder name in the bottom of the "Select Folder" form.

Q: Should I create a document folder tree every time I add a new user?

A: The document folder tree is global for all users, clients and offices, so you need to create it only once for all users. In addition, you can customize the tree and add subfolders for specific documents. Subfolders are not global and will be shown only to the client for whom they were created.

Q: Do files stay in their native format in TaxWorkFlow?

A: Yes.

Q: When I scan a document into the system, will your software be OCR so that the documents can be searchable.

A: No, our software does not OCR documents and does not provide the search inside the document.

Q: How can stored documents be exported out of TaxWorkFlow?

A: Stored documents can be exported into a folder by recreating the folders tree of the database. Or, you can export just one branch of the folders tree.

Email Module

Q: How can I set up my email?

A: Select the "File>Edit Connections" menu item. In the window that appears, open the "Outgoing Email" tab. Here you can enter your email settings and test them to ensure your email is working properly. You can find detailed instructions in TaxWorkFlow or in the online help content.

Q: I have found that when I assign the project to one of my employees, it sends an email out to *all* of my employees. I want to send an email to only the employee that is handling the associated account. Is this possible?

A: Unfortunately, you cannot select which notifications you would like to receive in TaxWorkFlow. There are currently two options: receive all notifications or receive no notifications. There are future plans to enhance this functionality.

Q: Can TaxWorkFlow's email module integrate with Gmail?

A: Yes, the TaxWorkFlow email module can integrate with Gmail, Hotmail and other email services. It can also integrate with Microsoft Exchange.

Q: Is there any type of instant messaging in the application?

A: No. TaxWorkFlow does not currently have instant messaging functionality.

Q: Can I import previous emails into the application?

A: Yes. All emails are stored in the Document Management System so you can easily import any documents including emails to the system using an "Import documents from folder" option.

Q: Can a built-in email system be synchronized with a Google account?

A: Yes.

Q: How often does email sync? Can it be set to sync when you tell it to? Or is it a specific time of day?

A: By default it syncs continuously.

Q: My email service blocks TaxWorkFlow when it tries to sync the email. How can I resolve this issue?

A: Open your mailbox in browser. Here you can find a new message about blocking the application or some pop-up alerts. Follow the instructions to grant TaxWorkFlow an access to your email account. You can find an example how to do it for your Gmail account <u>here</u>.

Q: How can I setup email templates? Where can I find a list of macros I can use in my email templates?

A: Please use <u>appendix A</u> of this guide to get a full information about macros, how and where they can be used. Examples of templates with macros are also available in <u>appendix A</u>.

Q: How to turn off email problem prompt? I don't want en email template opens upon problem creation.

A: To turn off email problem prompt you can change problem's scope from Client-related to Staff-related. To perform these changes you can open "Administration">"View problem templates" and change each template manually:

륮 Edit Problem Template	÷		• ×
Problem category:			
Business Returns (1120, 1120S, 1065)			•
Problem name (description of the situation, i.e. "Missing Documents"):			
Balance Sheet			
Problem scope: Olient-related			
Instructions to your staff how to solve the problem:			
∥ Eile ▼ Edit ▼ Format ▼			A-
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Please provide us with a Balance Sheet at the end of the tax year under preparation.			*
1			

Q: Email messages sent from Office 365 account to AOL or Verizon emails are bounced with the following error message: Remote Server returned '521 5.2.1 : AOL will not accept delivery of this message.'

A: Please use this article to setup your Office 365 email: <u>https://support.office.com/en-us/article/How-to-set-up-a-multifunction-device-or-application-to-send-email-using-Office-365-69f58e99-c550-4274-ad18-c805d654b4c4</u>

Client Relationship Management (CRM) System

Q: Can I import clients from QuickBooks®?

A: Yes, you can import clients from QuickBooks[®] using a built-in wizard.

Q: How can I transfer all of my clients' data from another system to TaxWorkFlow?

A: You can export the data to an Excel[®] spreadsheet and then import it into TaxWorkFlow using the "Import clients from Excel" feature.

Q: What happens when a client has moved, has a new phone number or some other client information has changed?

A: You can advise clients to log into the Client Portal and update their information. You can also synchronize data with QuickBooks[®] or Lacerte[®] if you use these platforms. Alternatively, you can export new data from where it resides and import it into TaxWorkFlow. The CRM reconciliation tool will help you avoid duplicate client records when you import client data to TaxWorkFlow.

Q: How can I make client-related notes?

A: You can add notes for a particular client in the "Edit Client" form. In this view, all notes added to the client's tasks and projects will also be visible.

Q: Is there a calendar/schedule function?

A: Yes, the calendar function is available when you have Microsoft Exchange® server integration and the client portal module. This calendar features dual synchronization with your Outlook[™] calendar (so you can book a meeting in either TaxWorkFlow or Outlook and the calendar slot will be marked as "Busy").

Q: Is there a setting to remove a discontinued client from the system without deleting the client altogether?

A: By default, you can un-delete the client after you delete him/her. It's not a permanent wipe-out and you can have it back later.

Q: Can we add two businesses to the client? We have a few clients that own multiple companies, how do we or can we do this?

A: Unfortunately you can't assign numerous companies to one client. You need to create separate account for each company of the client.

Integration with 3rd party products

Q: Can TaxWorkFlow's email module integrate with Gmail?

A: Yes, the TaxWorkFlow email module can integrate with Gmail, Hotmail and other email services. It can also integrate with Microsoft Exchange.

Q: Is there a calendar/schedule integration?

A: Yes, the calendar function is available when you have Microsoft Exchange® server integration and the client portal module. This calendar features dual synchronization with your Outlook[™] calendar (so you can book a meeting in either TaxWorkFlow or Outlook and the calendar slot will be marked as "Busy").

Q: How can I integrate and/or migrate data in and out of the system to other platforms?

A: TaxWorkFlow allows you to import customer information from your existing tax system using an Excel spreadsheet. It also allows you to batch-import the documents from a file system with automatic categorization.

Q: Does TaxWorkFlow integrate with QuickBooks?

A: TaxWorkFlow integrates with QuickBooks Desktop. Please see <u>Interaction with QuickBooks</u> chapter of this guide.

Q: Can QuickBooks accounts be synced with TaxWorkFlow?

A: No, it's impossible at the moment.

17. Appendix A. Email macros and their usage examples

Below is the list of macros you can use in the email templates:

Client related macros	Macros definition	System templates where macros can be used	Can be used in user's templates
#FIRST_NAME#	Client's first name	All system templates	Yes
#CLIENT_FIRST_NAME#	Client's first name	All system templates	Yes
#LAST_NAME#	Client's last name	All system templates	Yes
#CLIENT_LAST_NAME#	Client's last name	All system templates	Yes
#CLIENT_NAME#	Full client's name, includes name and surname	All system templates	Yes
#CLIENT_EMAIL#	Client's email address	All system templates	Yes
#COMPANY_NAME#	Company name	All system templates	Yes
#CLIENT_COMPANY_NAME#	Company name	All system templates	Yes
#CLIENT_ADDRESS#	Full client's address including city, state and zip. Country is included if it's not US	All system templates	Yes
#CLIENT_FULL_NAME#	Includes TaxPayer First Name, TaxPayer Last Name, Position, Company Name, Spouse First Name, Spouse Last Name	All system templates	Yes
#CLIENT_PORTAL_URL#	Client's portal web address	All system templates	Yes
#CLIENT_SALUTATION#	Full client's name including prefix, name, surname and suffix	All system templates	Yes
User related macros	Macros definition	System templates where macros can be used	Can be used in user's templates
#USER_FIRST_NAME#	User's first name	All system templates	Yes
#USER_LAST_NAME#	User's last name	All system templates	Yes
#USER_FIRST_LAST_NAME#	Full user's name, includes name and surname	All system templates	Yes
#USER_NAME#	Full user's name, includes name and surname	All system templates	Yes
#USER_FULL_NAME#	Full user's name, includes name and surname	All system templates	Yes

#USER_TITLE#	User's title	All system templates	Yes
#USER_NAME_AND_TITLE_WITH_COMMA#	Full user's name, includes name, surname and title separated by comma	All system templates	Yes
#USER_EMAIL#	User's email	All system templates	Yes
#USER_CELL_PHONE#	User's cell phone number	All system templates	Yes
#USER_CELL_PHONE_WITH_PREFIX#	User's cell phone number with prefix, eg. Cell: 123-456-7890	All system templates	Yes
#USER_CELL_PHONE_WITH_SUFFIX#	User's cell phone number with suffix, eg. 123-456-7890 (cell)	All system templates	Yes
#USER_HOME_PHONE#	User's home phone number	All system templates	Yes
#USER_HOME_PHONE_WITH_PREFIX#	User's home phone number with prefix, eg. Home: 123-456-7890	All system templates	Yes
#USER_HOME_PHONE_WITH_SUFFIX#	User's home phone number with suffix, eg. 123-456-7890 (home)	All system templates	Yes
#USER_WORK_PHONE#	User's work phone number	All system templates	Yes
#USER_WORK_PHONE_WITH_PREFIX#	User's work phone number with prefix, eg. Work: 123-456-7890	All system templates	Yes
#USER_WORK_PHONE_WITH_SUFFIX#	User's work phone number with suffix, eg. 123-456-7890 (work)	All system templates	Yes
#USER_OTHER_PHONE#	User's other phone number	All system templates	Yes
#USER_OTHER_PHONE_WITH_PREFIX#	User's other phone number with prefix, eg. Other: 123-456-7890	All system templates	Yes
#USER_OTHER_PHONE_WITH_SUFFIX#	User's other phone number with suffix, eg. 123-456-7890 (other)	All system templates	Yes
#USER_FAX#	User's fax number	All system templates	Yes
#USER_FAX_WITH_PREFIX#	User's fax number with prefix, eg. Fax: 123-456-7890	All system templates	Yes
#USER_FAX_WITH_SUFFIX#	User's fax number with suffix, eg. 123-456-7890 (fax)	All system templates	Yes
Document related macros	Macros definition	System templates where macros can be used	Can be used in user's templates
#DOCUMENT_TITLE#	Title of the document	DocumentPublicationEmailTemplate	No
#DOCUMENT_FILENAME#	Name of the file	DocumentPublicationEmailTemplate	No

#DOCUMENT_TIMESTAMP#	Timestamp of the document in "YYYY-MM-DD hh:mm:ss" format	DocumentPublicationEmailTemplate	No
#DOCUMENT_SIZE#	Size of the document	DocumentPublicationEmailTemplate	No
#DOCUMENT_CATEGORY#	Category of the document	DocumentPublicationEmailTemplate	No
#DOCUMENT_SUBCATEGORY#	Subcategory of the document	DocumentPublicationEmailTemplate	No
#DOCUMENT_FOLDER#	Name of the folder where document is placed	DocumentPublicationEmailTemplate	No
#DOCUMENT_SUBFOLDER#	Name of the subfolder where document is placed	DocumentPublicationEmailTemplate	No
Workflow related macros	Macros definition	System templates where macros can be used	Can be used in user's templates
#INVITATION_LINK#	Secure link that allows user to join TaxWorkFlow	AccountActivationInstructions	No
#INVITATION_STRING#	Secure string that allows user to join TaxWorkFlow	AccountActivationInstructions	No
#WEB_PASSWORD#	User's password	PasswordReminderEmailTemplate	No
#SYSTEM_MESSAGE#	Message about task/project completion and other user's actions	SystemMessageEmailTemplate	No
#EXCEPTIONS#	List of problems related to specific client	ProblemEmailTemplate	No
#PROJECT_NAME#	The name of the project in a project template	ProjectCreationEmailTemplate	No
#PROJECT_DUEBY#	Project's deadline	ProjectCreationEmailTemplate	No
#PROJECT_YEAR#	Project year	ProjectCreationEmailTemplate	No
#PROJECT_QUARTER#	Project quarter	ProjectCreationEmailTemplate	No
#PROJECT_MONTH#	Project month	ProjectCreationEmailTemplate	No
#PROJECT_WEEK#	Project week	ProjectCreationEmailTemplate	No
#PROJECT_PERIOD#	Project period	ProjectCreationEmailTemplate	No
#TASK_NAME#	Task template name	ProjectTaskCompletionEmailTemplate	No
#TASK_DUEBY#	Task deadline	ProjectTaskCompletionEmailTemplate	No

System related macros	Macros definition	System templates where macros can be used	Can be used in user's templates
#MACHINE_NAME#	Name of user's machine	All system templates	Yes
#EMAIL_SERVER_ADDRESS#	Address of the outgoing email server	All system templates	Yes
#APPLICATION_NAME#	Name of the application	All system templates	Yes
#APPLICATION_VERSION#	Version of the application	All system templates	Yes

Below are template examples that show how you can use macros to speed up your work with correspondence:

"Cell phone number changed" email campaign:

TEMPLATE	MESSAGE
Dear #CLIENT_FIRST_NAME#,	Dear John,
This is to inform you that my cell phone number has been changed to #USER_CELL_PHONE# Please update your contact book and refer all the further communications by this number.	This is to inform you that my cell phone number has been changed to +12345678900 Please update your contact book and refer all the further communications by this number.
#USER_FULL_NAME#	Michael Jones
taxWorkFlow	taxWorkFlow
TaxWorkFlow, LLC	TaxWorkFlow, LLC
517 Grand Street, FI 1	517 Grand Street, FI 1
New York, NY 10002	New York, NY 10002
General Inquiries: info@thetaxworkflow.com	General Inquiries: info@thetaxworkflow.com
Sales and Technical Support:	Sales and Technical Support:
support@thetaxworkflow.com or call +1 646.461.2197	<pre>support@thetaxworkflow.com or call +1 646.461.2197</pre>

"Client's details update request" email campaign:

TEMPLATE	MESSAGE
Dear #CLIENT_NAME#,	Dear John Smith,
Due to the oncoming tax season please review your details on the portal at #CLIENT_PORTAL_URL# and update it if necessary. Thank you!	Due to the oncoming tax season please review your details on the portal at http://portal_address and update it if necessary. Thank you!
#USER_FULL_NAME#	Michael Jones
TaxWorkFlow, LLC 517 Grand Street, Fl 1 New York, NY 10002	TaxWorkFlow LLC 517 Grand Street, FI 1 New York, NY 10002

General Inquiries: info@thetaxworkflow.com	General Inquiries: info@thetaxworkflow.com
Sales and Technical Support:	Sales and Technical Support:
support@thetaxworkflow.com or call +1	support@thetaxworkflow.com or call +1
646.461.2197	646.461.2197

"Holiday greetings" email campaign:

TEMPLATE	MESSAGE
Dear #CLIENT_FIRST_NAME#,	Dear John,
We wish you a very Happy Holiday season and a peaceful and prosperous New Year. We're so glad to have you as a client and look forward to serving you in the future.	
TaxWorkFlow Team	TaxWorkFlow Team
taxWorkFlow	taxWorkFlow
TaxWorkFlow, LLC	TaxWorkFlow, LLC
517 Grand Street, FI 1	517 Grand Street, FI 1
New York, NY 10002	New York, NY 10002
General Inquiries: info@thetaxworkflow.com	General Inquiries: info@thetaxworkflow.com
Sales and Technical Support:	Sales and Technical Support:
support@thetaxworkflow.com or call +1	<pre>support@thetaxworkflow.com or call +1</pre>
646.461.2197	646.461.2197

18. Appendix B. Invoice macros

Below is the list of macros you can use in the invoice templates:

#ISSUING_COMPANY_NAME#	Name of the office that is issuing the invoice
#ISSUING_COMPANY_ADDRESS#	Address of the office that is issuing the office
#PAYEE_TAXPAYER_NAME#	Client's full name
#PAYEE_ADDRESS#	Client's address
#INVOICE_STATUS#	Status of the invoice, eg. "INVOICE" or "DRAFT INVOICE"
#INVOICE_DATE#	Date invoice was issued
#INVOICE_NUMBER#	Invoice number
#INVOICE_FOR#	Reason the invoice was issued (eg. Services Provided)
#INVOICE_TOTAL#	Total invoice amount
#INVOICE_CREDITS#	Credits applied to the invoice
#INVOICE_BALANCE_DUE#	Balance due of the invoice
#INVOICE_COMMENTS#	Invoice comments. "Memo" field of the invoice will be displayed there
#INVOICE_ITEM_ACCOUNT#	Name of the invoice item account
#INVOICE_ITEM_BILLING_DESCRIPTION#	Billing description of the invoice item
#INVOICE_ITEM_PERIOD#	Selected period of the invoice item
#INVOICE_ITEM_SERVICED_DATE#	Serviced date of the invoice item
#INVOICE_ITEM_QTY#	Quantity of the invoice item
#INVOICE_ITEM_PRICE#	Price of the invoice item
#INVOICE_ITEM_AMOUNT#	Invoice item amount