How To...
Manage Client Documentation Settings

The Key allows the generation and storage of a wide range of client documentation, both template based as well as free format documents. This document covers:

- Supporting documentation for the fact find, including data protection statement, interest only mortgage questionnaire and so on.
- Additional user created documentation stored as a template within the Key.

Disclosure documentation (both printed and oral) are covered in 'How To Manage Disclosure Documentation', whilst the Reasons Why Letter functionality is covered in 'How To Edit The RWL' (creating and managing the underlying RWL template) and 'How To Create The RWL' (producing an RWL for a client).

This guide will initially cover adding, editing and deleting document templates within the Key before looking at the settings that are available for each document.

Managing User Created Documents as Key Templates

Note that making changes to the Setup>Letters area of the Key is only possible for users with the 'User can view / edit / add letter templates'.

Adding an Existing Document as a Template

- Click on Setup>Letters in the left navigation menu. The following screen is displayed:

Figure 1: Adding an Existing File

- Click the 'Add Existing File' button.

- Navigate to the file to be added using the Windows dialogue box that appears.
- With the file selected, click on the Open button. A window will appear offering the chance to rename the document. This is the title displayed for any other user wishing to generate a document based on this template; therefore, it is important to ensure that this description is clear. Click OK to confirm the file name.
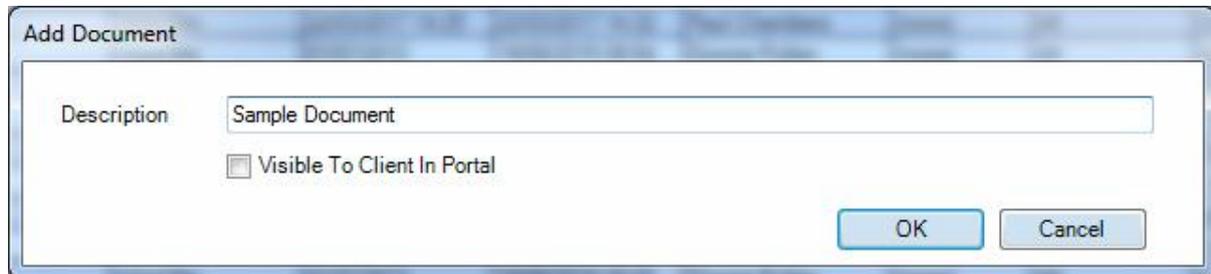
Figure 2: Adding Document Description

- The document will be added to the list.
  - A document added to the list of templates can have a default category assigned through the 'Document Settings' functionality outlined below
- If a document generated from this template is to be automatically made visible within the client portal, enter a check in the appropriate checkbox in the window shown in figure 2.
- Note that adding a document takes a *copy* of the original document and adds it to the Key. Consequently, any editing of the document must be done within the Key. Edits to the original document outside of the Key will not be reflected here.

Creating a New Document Template from within the Key

- Click on Setup>Letters in the left navigation menu. The following screen is displayed:
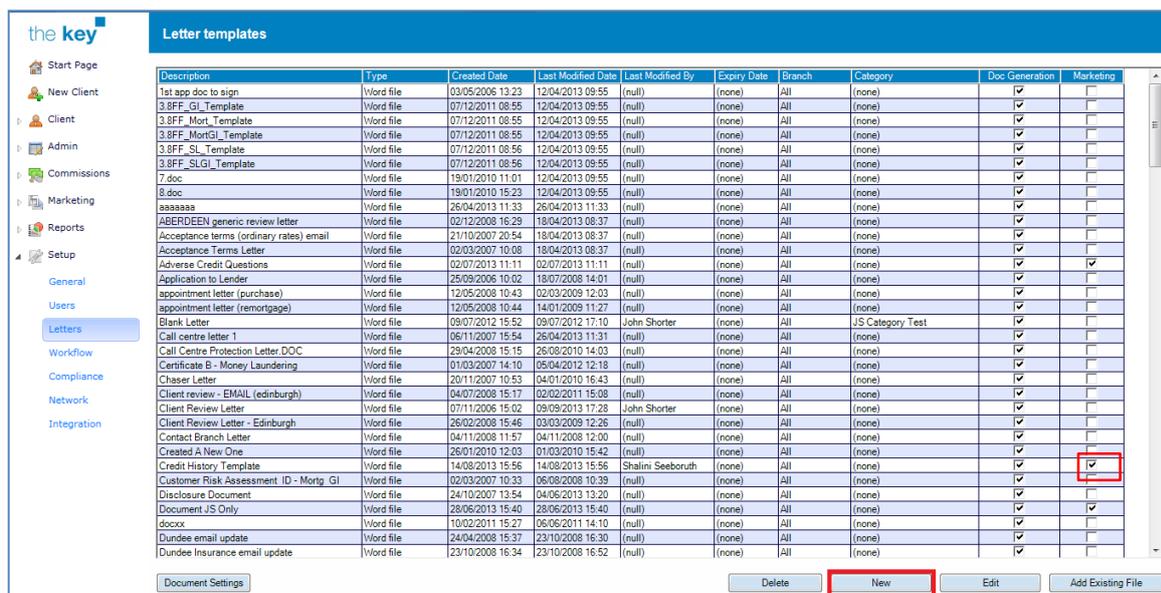
Figure 3: Creating a Template

- Click on the 'New' button the following screen will be displayed.
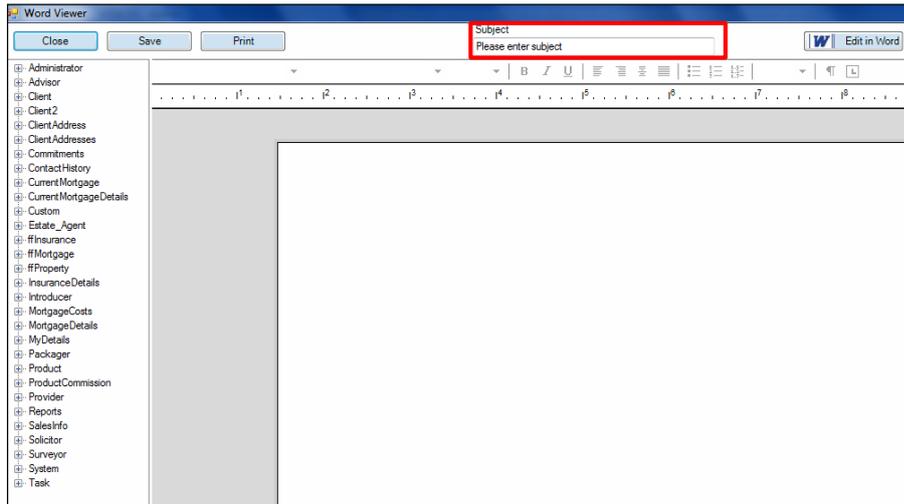
Figure 4: New Template in the Key

A new letter template can be created within the above screen and available merge fields can be selected from the list on the left to pre-populate data when the document is generated within the Key.

- Make any appropriate changes to the word document and choose a subject for the document.
- After choosing an appropriate subject name for the document and reviewing the layout and its content, click on the Close button, confirming that the changes are to be saved.

Editing an Existing Document Template within the Key

- Click on Setup>Letters in the left navigation menu. The following screen is displayed:
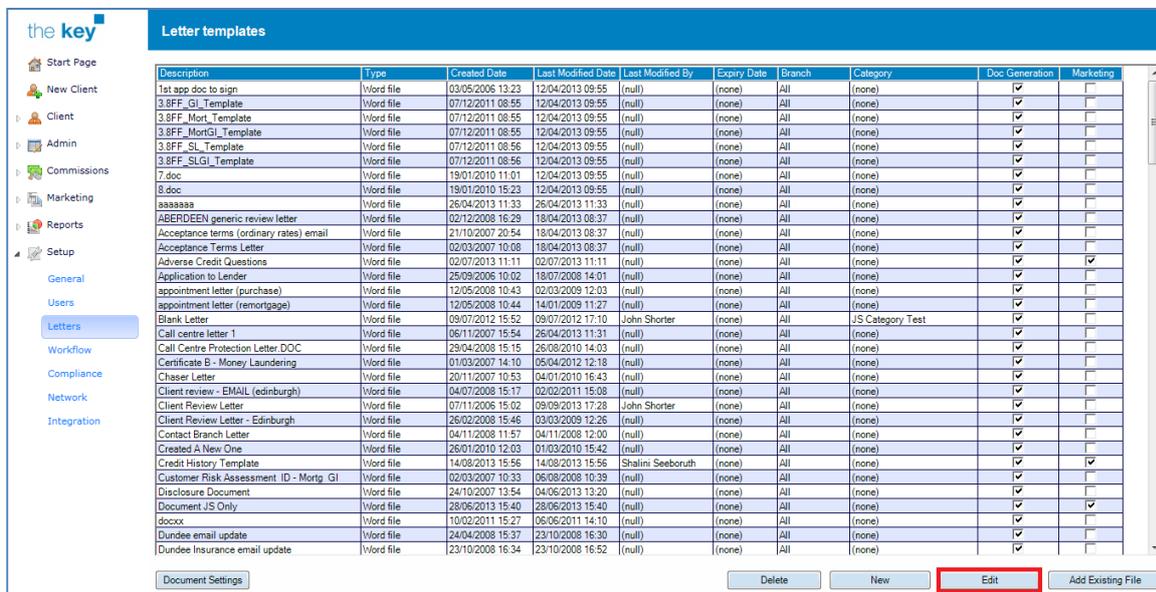
Figure 5: Editing a Key Document

- Highlight the document to be amended, and click on the Edit button.

The document will open in the Word Viewer as shown below. Make any changes required, and click on the Close button, confirming that the changes are to be saved.
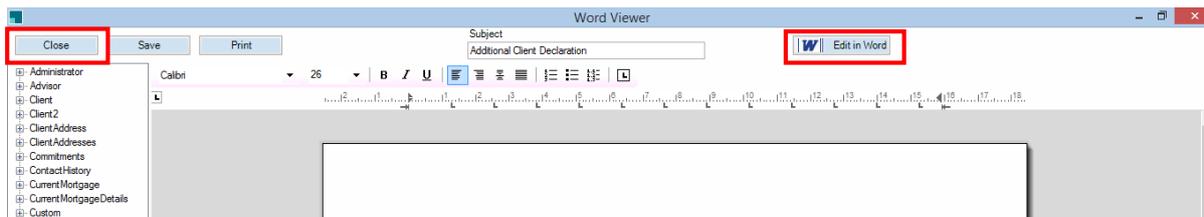
Figure 6: Launching the Word Edit Function

- Note that, if preferred, the document can be edited in Microsoft Word by clicking on the button 'Edit in Word'. When editing in Word is complete, simply close Word and save the changes when prompted. This will return the edited document to the Word Viewer where it can be closed and saved.

Deleting a Document Template within the Key

- Click on Setup>Letters in the left navigation menu. The following screen is displayed:

**Figure 7: Deleting a Key Template**

- Highlight the document to be deleted, and click on the Delete button.
  - o Note that the 'Delete' button will only appear of the user has the 'User can delete information' permission
- Confirm that the document is to be deleted.
- The document is then removed from the list of templates.
- Note that if this document was added to the Key then the original file will not be amended; only the copy of the file in the Key is deleted.

Customising Document Settings

A number of features can be customised for any document added to the Key, including access restrictions, categories (please see below on how to manage the document categories) etc.

Opening the Document Settings

- Click on Setup>Letters in the left navigation menu.
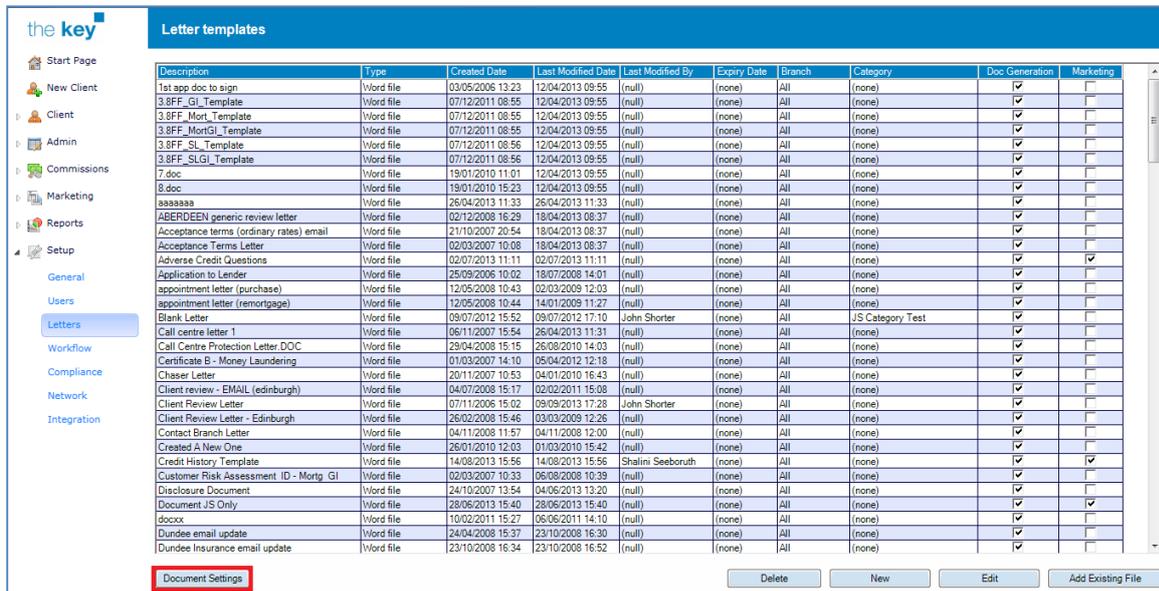
Figure 8: Launching Document Settings

- Highlight the document to be amended.
- Click on the Document Settings button.

Applying Document Access Restrictions
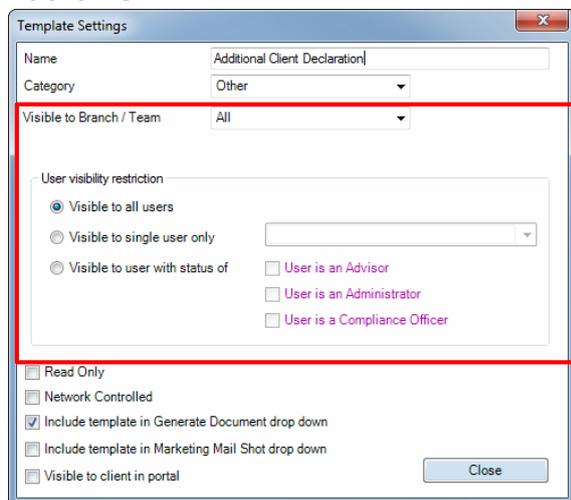
Figure 9: Amending Access Restrictions

Within the 'Template Settings' window, there is the ability indicate whether the document is to be restricted to a specific branch/team, a single user or a specific user based on their status. Click 'Close' to save the changes.

By default, all users will be able to view (and generate from) a template.

Amending Other Document Settings

The 'Template Settings' window also allows for a number of other document settings to be recorded.

Figure 10: Additional Document Settings

- Read Only: The document generated from this template will be in 'read only' format, and the end user will be unable to edit the contents
- Network Controlled: This adds another restriction to the editing of the template itself; only users with the permission 'User can view/edit/add network control templates' is able to make any changes
- Include…Generate Document drop down: A tick in this box means that the document will appear in the list of templates available from the Product Details>Documents window
- Include…Marketing Mail Shot drop down: A tick in this box means that the document will appear in the list of templates available within the Marketing>Mail Shot functionality
- Visible to client in portal: When a document is generated from this template, it will automatically be flagged as visible in the Client Portal

Managing Document Categories

Document categories are managed through Setup>General>Lists, and selecting 'Document Categories' from the 'List' dropdown.

Figure 11: Managing

To add a new category, click on 'Add' at the bottom right of the screen, or select a category to amend and click 'Edit'.
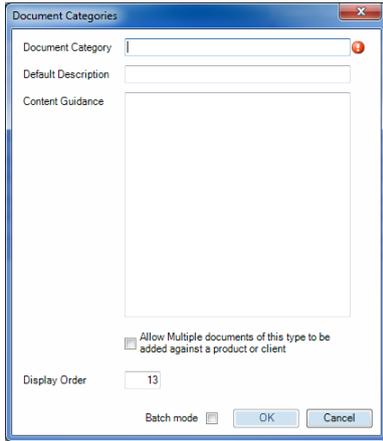
Figure 12: Adding a Document Category

There are four elements per category:

- Document Category – This is the main description of the category
- Default Description – When adding a document, and assigning it to a category, the description (i.e. the name of the document when viewed in the document list) will default to this value rather than the file name of the file being added
- Content Guidance – Explanatory notes that can be visible when adding a document, e.g. a list of acceptable forms of identity verification
- Display Order – When selecting a category, the options will appear to the user in the order specified here

There is also an indicator as to whether multiple documents of a 'category' can be added against a product. For example, a category of income verification may well allow for multiple documents to be added as there may be separate documents covering different income streams for the client. *It is recommended that this box is ticked, unless there would only ever be a single document associated.*

Selecting 'Batch mode' will return you to the Document Categories window after saving each entry.

Amending the document category

When in document settings (Setup>Letters>Document Settings), you are able to associate the document category to a template.

From the dropdown next to 'Category' (highlighted below), select the category to be applied to this document. Click 'Close' to save the changes.

When this template is used to generate a document within the Key, this category will automatically be assigned.
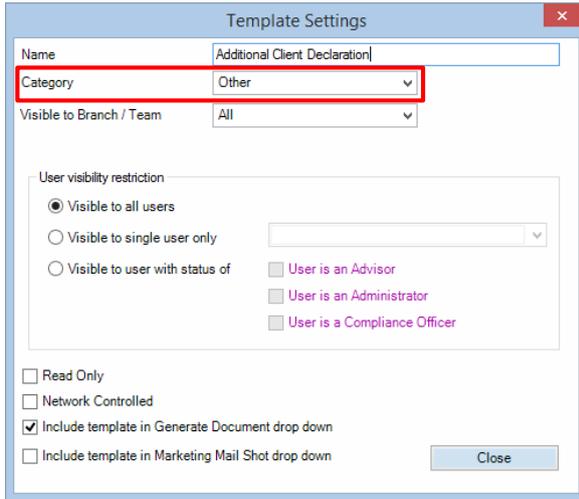
Figure 13: Document Category with Document Settings

Managing the Fact Find Templates

There are a number of fact find templates that are used to produce a printed copy of the appropriate fact find. As a matter of course, these need not be amended, but are available if required e.g. as part of a technical support call.

To access the fact find template setting:

- Click on Setup>General in the left navigation menu.
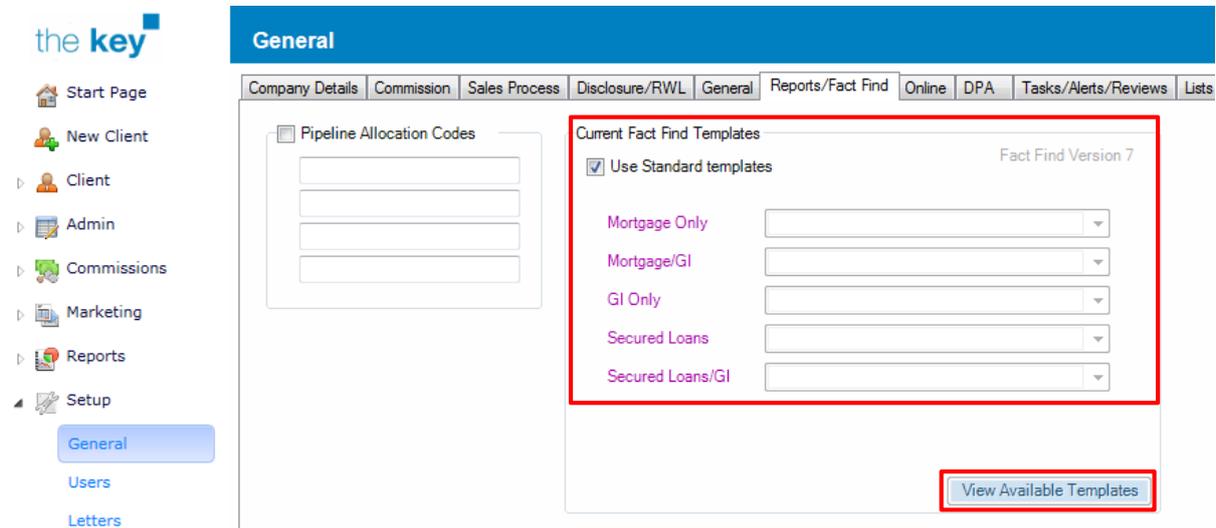- Select the 'Reports/Fact Find' tab. The following screen is displayed:

Figure 14: Fact Find Templates

- If using the default templates, the 'Use Standard templates' option will be selected
- To use 'user defined' templates, remove the tick from 'Use Standard templates'
  - o The template being used for each fact find type will be displayed (this will default to a blank item)

o To amend the template, select the appropriate document from the dropdown list. This must already be present within the Setup>Letters area.

The templates can be changed for Version 1, 2, 3, 4, 5, 6 or 7 fact finds by clicking on the 'View Available Templates'.
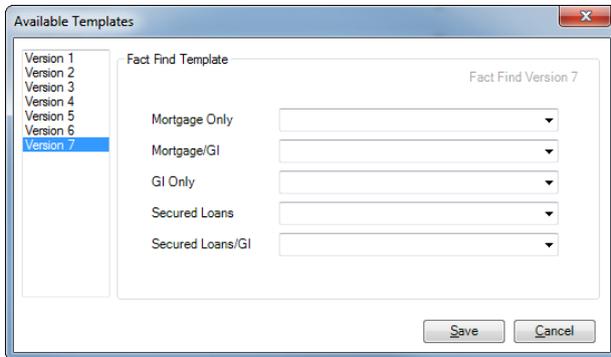
Figure 15: Available Fact Find Templates (Showing user defined templates selected)

Note: Fact Find version 7 (issued with version 5.3 of the Key) will use the 007 templates. These will be used for any new clients created from v5.3 onwards. Any clients created prior to v5.3 will use earlier versions of the Fact Find templates. For example, Version 6 templates will have a 006 at the end of the template name and so on for all different versions except Version 1 templates which do not have a set of numbers after the name.

- Select on the left which version templates you would like to change.
- Using the dropdown menu on the right, select which template from the list to use.
- Once the desired templates have been chosen then click on the 'Save' button.

A reminder that the default Fact Find templates can be used by selecting the 'Use Standard templates' checkbox.

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