

User Setup Guide



The Principal User (“System Administrator”) is set as part of the Installation of the Key (see Installation and Setup User Guide). This guide details how to set up additional advisers and administrators on the Key.

Click on the plus sign next to **Setup**, shown in the browser menu located on the left hand side of the page.

Please Note: You must click on the **Plus Sign** next to Setup, not on the text

The Key v3.3.12 (KT0004)

Start Page

- New Client
 - Create
- Client
 - Contact
 - Fact Find
 - Overview
 - Personal Details
 - Products
 - Documents
 - Notes
 - Admin
- Admin
 - Diary/Tasks
 - Pipeline
 - Reviews
 - Complaints
 - Contacts
- Commissions
 - Receipts
 - Reconciled
 - Amounts due
- Marketing
- Reports
- Setup**

Welcome to the Key

Good afternoon George

Create new client

Find/Edit an existing client

Synchronise my clients

(129) Pipeline business rec

(48) Outstanding tasks

My Tasks

- Sat 05/07/08 17:23, Application with Administrator
- Tue 22/07/08 11:31, This Client has been assigned to you
- Sat 16/08/08 10:30, Application with Administrator
- Sat 01/11/08 16:44, Application with Administrator
- Thu 25/12/08 00:00, Call customer for confirmation of

Last accessed clients

- Mr Martin Cole
- Mrs Tina Boney

This guide will cover the following areas:

- Accessing the Users area
- Setting up a New user
- Unlocking clients

Accessing the Users area

Next click on **Users**, within the **Setup** menu.

The screenshot shows the 'Users' management interface. The left sidebar contains a tree view with 'Users' highlighted under the 'Setup' menu. The main window displays a table of users for 'Sesame Ltd'. The table has the following columns: Firstname, Surname, Job Title, Firm name, Work Tel, User Name, Advisor, View Own W/o, and View branch. The 'George West' row is highlighted. At the bottom of the window, 'Total users shown 11' is displayed, and 'New' and 'Open' buttons are highlighted with red boxes.

Firstname	Surname	Job Title	Firm name	Work Tel	User Name	Advisor	View Own W/o	View branch
Sesame	Admin		Sesame Ltd		Sesame Adm	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
deleted	adviser		Sesame Ltd		ytuytuy78	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Alan	Chandler		Sesame Ltd		Alanch	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Billy	Jean	Adviser	Sesame Ltd		Billy Jean	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Joyce	Jones	Adviser	Sesame Ltd	01484 422224	Joyce Jones	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Read	only		Sesame Ltd		Read Only	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
David	Pilgrim	Principal	Sesame Ltd		David Pilgrim	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Duncan	Pilgrim		Sesame Ltd		Duncan Pilgri	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Admin	Test	Admin	Sesame Ltd		Test Admin	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
George	West	Mortgage Broker	Sesame Ltd		Test Adviser	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
John	Wilson		Sesame Ltd		John P Wilso	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

A list of current users will be displayed, summarising their user details, job title and basic permissions.

To **Edit** a user highlight their name and click on **Open**. To **Add** a new user click on **New**. The screens are the same in either case, albeit with currently recorded data displayed in the case of editing a user.

Setting up a New user

Click the **New** button which will open the **User Details** screen. There are five tabs here:

- **Main Details:** personal information and login details
- **Roles:** access, authorisation and compliance settings
- **Permissions:** details of other users work that can be seen by the adviser
- **Training & Competence:** a record of a users CPD activities
- **Logins:** a record of the login data for a number of applications, allowing the user to bypass any login screens within third party software.

Main Details

Enter the users details with specific reference to the following:-

- **Username and Passwords** – the following guidance should be noted:
 - Ensure that a note is made of an individual's '**Username**' and '**Password**' however care should be taken not to write these details down so that they can be easily accessed by another person. These fields are case sensitive
 - The recommended format for setting of Usernames is "**Firstname Middleinitial Surname**" i.e. Tom J Jones. In the event that this entry is not unique then a warning will be displayed and an additional numeric field should be added at the end of the surname i.e. Tom J Jones01
 - The password should be set so that it cannot be easily guessed by another user i.e. family names, favourite place or teams etc.
 - The password must be a minimum of eight characters in length and must contain both alpha and numeric characters.
- **Sesame Extranet User ID** – where an adviser is being added enter their Sesame Web User ID in this box which will enable them to submit eNBS (electronic new Business Submission) details to Sesame via the Key. If details are not entered this may delay the payment of commission to your firm. This field must not be completed for an Administrator
- **Disable log on** – this is at the bottom of the screen. This should be ticked when an individual leaves and will prevent the user from having future access to The Key, however all records will be retained within the system.
- **Copy Address** – this allows another user's address held within the system to be used avoiding the need to retype information

Roles

This is an important area of the system and controls what Key functionality the user can access, as well as their role within the company. As such there are two main areas to the screen; the Adviser section and the Restrictions section.

Adviser Section

The screenshot shows the 'User Details' window with the 'Roles' tab selected. The 'Primary Role' is set to 'Advisor'. The 'User is an Adviser' checkbox is checked. Other fields include 'Default commission Split %' (0), 'Administrator' (dropdown), 'Supervisors risk weighting' (0), 'Compliance Officer' (dropdown), 'File Check all cases%' (0), 'Check the next' (0), and 'Last Audit' (dropdown with '<Today' link).

This is the upper half of the screen, and is controlled by the tick box indicating whether the user is an adviser or not. If this is not ticked, then the remainder of this area is greyed out, and the user is recorded as an administrator.

If the user is an adviser, there are a number of areas to be completed. These are either drop down selections, or areas for data to be typed in directly:

- **Default commission split:** enter the required split % if appropriate.
- **Administrator:** select the user's administrator (if appropriate) from a list of user's already added.
- **Supervisor's risk weighting:** this is the individual risk weighting associated with this adviser, as determined (usually) by their supervisor. Any number from 0 to 50 can be used, with a higher number reflecting a more serious risk. This area is not currently used by Sesame.
- **Compliance Officer:** allows for the selection of an associated compliance officer from the list of existing users. High risk cases processed through the Key will automatically be highlighted to the Compliance Officer via the Task and Diary function within the Product area.
- **File check all cases %** and **Check the next:** this allows for the default file checking rate to be set for this user. File checks are carried out at random depending upon the figure entered here. However, it is possible to override this setting by 'forcing' the next N cases to be marked for checking, (where N is the number entered alongside **Check the next**). Note that as cases are marked for checking this number will decrease automatically. This area is not currently used by Sesame.
- **Last audit:** this allows for a record to be made of the last time the user was fully audited. This may include items such as advertising material, premises etc.

User Restrictions

Restrictions

- User can edit system settings
- User can view / edit / add users
- User can view / edit / add letter templates
- User can view / edit / add network control templates
- User can delete information
- User can enter commission management
- User can edit contacts after creation
- User can reassign work
- Client Data is Readonly
- User can view closed clients
- Can edit introducer records
- User can edit product details after application date is entered.
- User can edit case accounts
- User can attach documents when client data is readonly
- User can use ad-hoc reports
- User can use reports

This is the lower half of the **Roles** tab and controls the users access to The Key. It consists of a number of statements which are enabled by the presence of a tick in the associated box.

- **View / edit / add user:** if ticked allows the user to enter the **Setup > Users** area to either add or amend details
- **View / edit / add letter templates:** if ticked allows the user to add and amend letter templates within the **Setup > Letters** area
- **Can delete information:** if ticked the user has the ability to delete any information on The Key. If unticked, the delete button is removed from the screen
- **Can enter commission management:** if ticked the user can enter the **Commissions** menu on the main menu and will have access to **Receipts**, **Reconciled** and **Amounts Due** areas. If unticked the **Commissions** menu will not appear.
- **Can edit contacts after creation:** if ticked the user can edit details of any contacts entered via the **Admin > Contacts** screen.
- **Can reassign work:** if ticked the user can reassign clients, tasks and products to other users
- **Client data is Read Only:** if ticked no amendments will be allowed to data within the system
- **Can view closed clients:** if ticked, the user can see client's that are marked as closed within the **Client > Search > Sales Process** area
- **Can edit introducer records:** if ticked the user can edit details of any contacts with a status of Introducer within the **Admin > Contacts** screen.
- **Can edit product details after application date is entered:** if unticked the user will not be permitted to update product details after the application date is entered
- **Can edit case accounts:** this option is not relevant to Sesame users
- **Can attach documents when client data is read only** – this is self explanatory
- **Can use ad-hoc reports:** enables access to the **Ad-hoc** reporting area within the Reports menu
- **Can use reports:** enables access to the **Reports** menu

Permissions

This area is used to highlight whether the user can only view their own clients and associated tasks and whether other users can view their work. **NB: in the event that no advisers are listed, save the details already entered by clicking OK and then re-enter the Permissions tab.**

A tick should be placed in the top box if the user is to be restricted to view their own work. A tick can also be placed next to any other users which are permitted to view this users work.

User Details

Main Details Roles **Permissions** Training & Competence Logins

User can only view their own work

Other users granted access to view this users work

- Mr Sesame Admin
- deleted adviser

Training & Competence

The next tab along is **Training & Competence** which can be used to record an adviser's CPD activity including training, qualifications and ongoing development.

User Details

Main Details Roles Permissions **Training & Competence** Logins

Please enter training / qualification / development events, dates, purpose & outcomes

Event Type	Date	Notes
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Open New

To enter a new activity, click on the **New** button.

Training & Competence Record

Event Type

Date

Notes

CPD Hours

Save

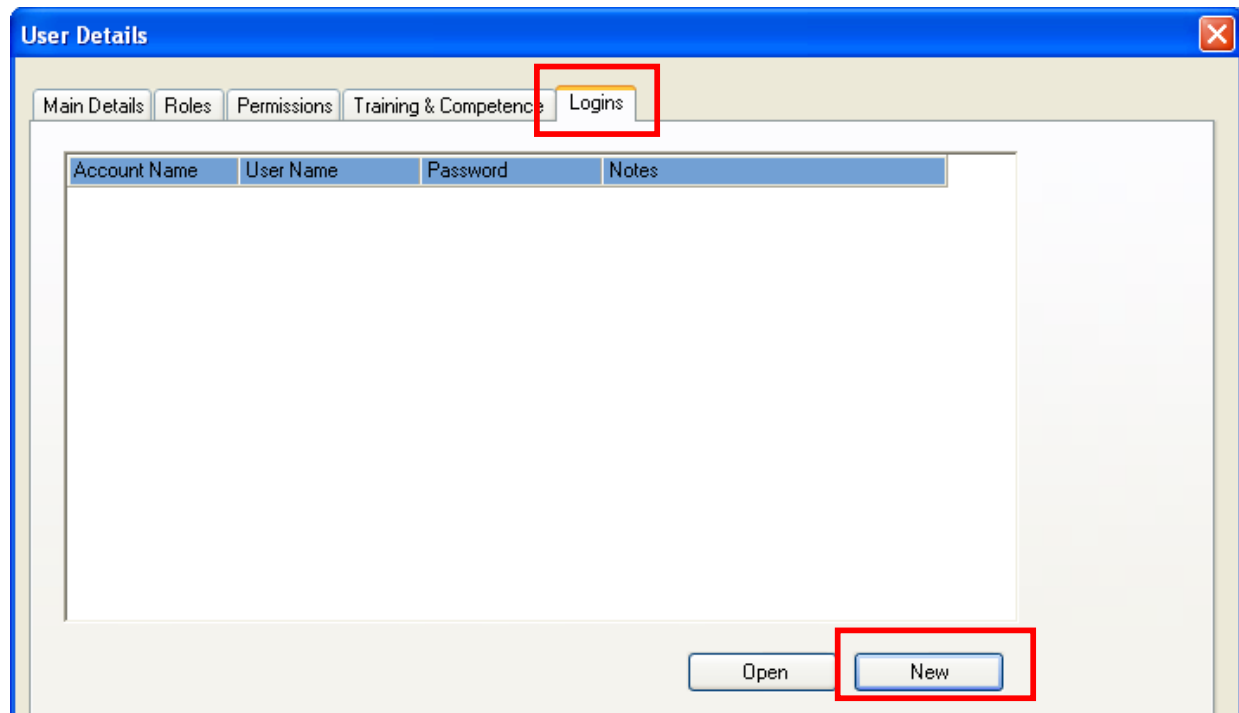
Select the appropriate event from the drop down list. The top option of free text allows for the selection of any event not listed, and the event type can then be overwritten.

The date can then be entered, along with any notes and CPD hours (if appropriate). Click on **Save** to add this record to the list.

Logins

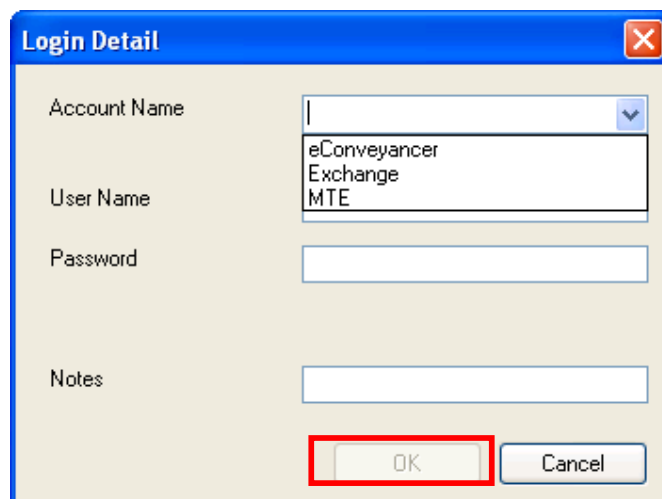
This is the final tab and allows for specified login information to be stored alongside a user's record thus avoiding the need to re-enter log-in information when these systems are accessed via The Key. The third party systems currently available within this function are:

- eConveyancer
- Exchange (Exweb)
- MTE (Mortgage Trading Exchange)



The screenshot shows a window titled "User Details" with a blue header and a close button (X) in the top right corner. Below the header are several tabs: "Main Details", "Roles", "Permissions", "Training & Competence", and "Logins". The "Logins" tab is selected and highlighted with a red box. Below the tabs is a table with the following columns: "Account Name", "User Name", "Password", and "Notes". The table is currently empty. At the bottom right of the window, there are two buttons: "Open" and "New". The "New" button is highlighted with a red box.

Click **New** to add information.



The screenshot shows a dialog box titled "Login Detail" with a blue header and a close button (X) in the top right corner. The dialog box contains the following fields:

- Account Name:** A dropdown menu with a list of options: "eConveyancer", "Exchange", and "MTE".
- User Name:** A text input field.
- Password:** A text input field.
- Notes:** A text input field.

At the bottom of the dialog box, there are two buttons: "OK" and "Cancel". The "OK" button is highlighted with a red box.

Select the appropriate third party from the list, and enter the **User Name** and **Password**. If there is additional login information, or any associated notes, these can be added in the **Notes** section. Click **OK** to save the information.

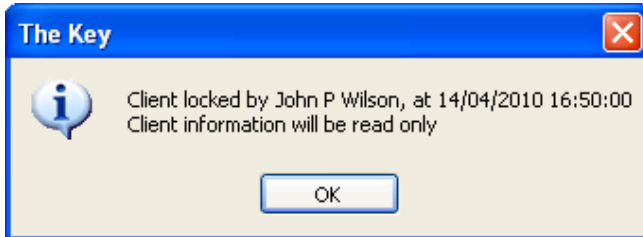
Once all relevant information has been added click **OK** to exit the User details screen.

Unlocking clients

A client record is locked by the Key in the following circumstances:

- when a client is opened and in use by another user
- when the client has been synchronised for use off-line

This process ensures that there is no data conflict where two users could be updating the same client at the same time. Where a client is locked and is accessed by another user the following message appears:

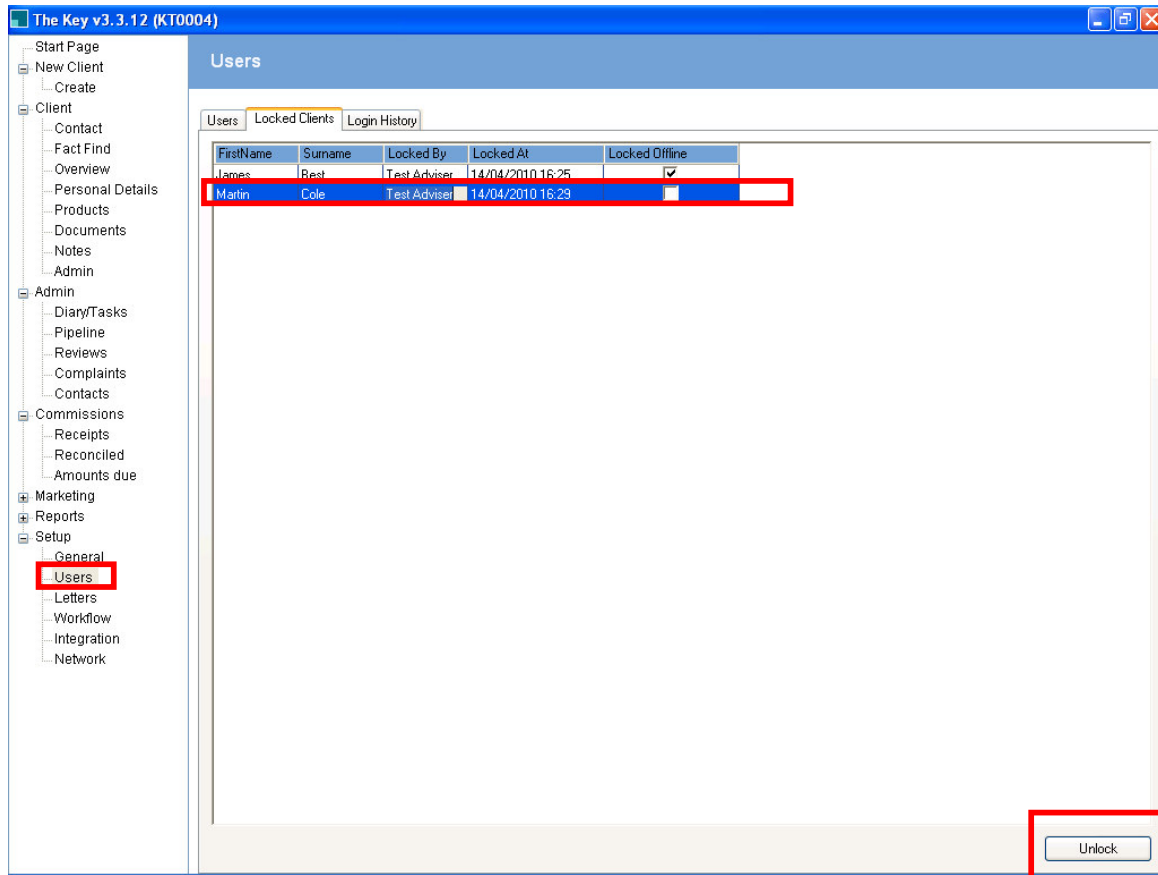


A client will be automatically unlocked in the following circumstances:

- when a new client record is opened thereby unloading the previous client
- when the client is manually unloaded on the **Client** screen by clicking the **Unload Client** option at the bottom of the screen
- when an offline client is synchronised back to the online database

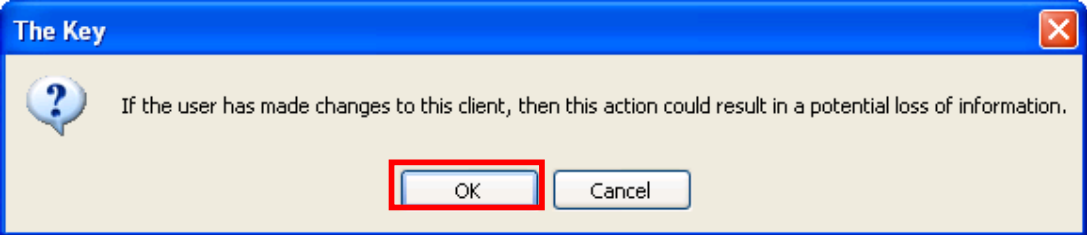
However in exceptional circumstances a client record may still be showing as locked although the record is not in use or has been synchronised on-line. In these cases the client record can be manually unlocked as follows:

Click on the **Users** screen and the **Locked Clients** tab.



Highlight the record to be unlocked and then click on the **Unlock** button at the bottom of the screen.

This will display a warning message if the client record is currently in use. To unlock the client click **OK**.



This will remove the client from the Locked clients list and the record will then be accessible to other users.