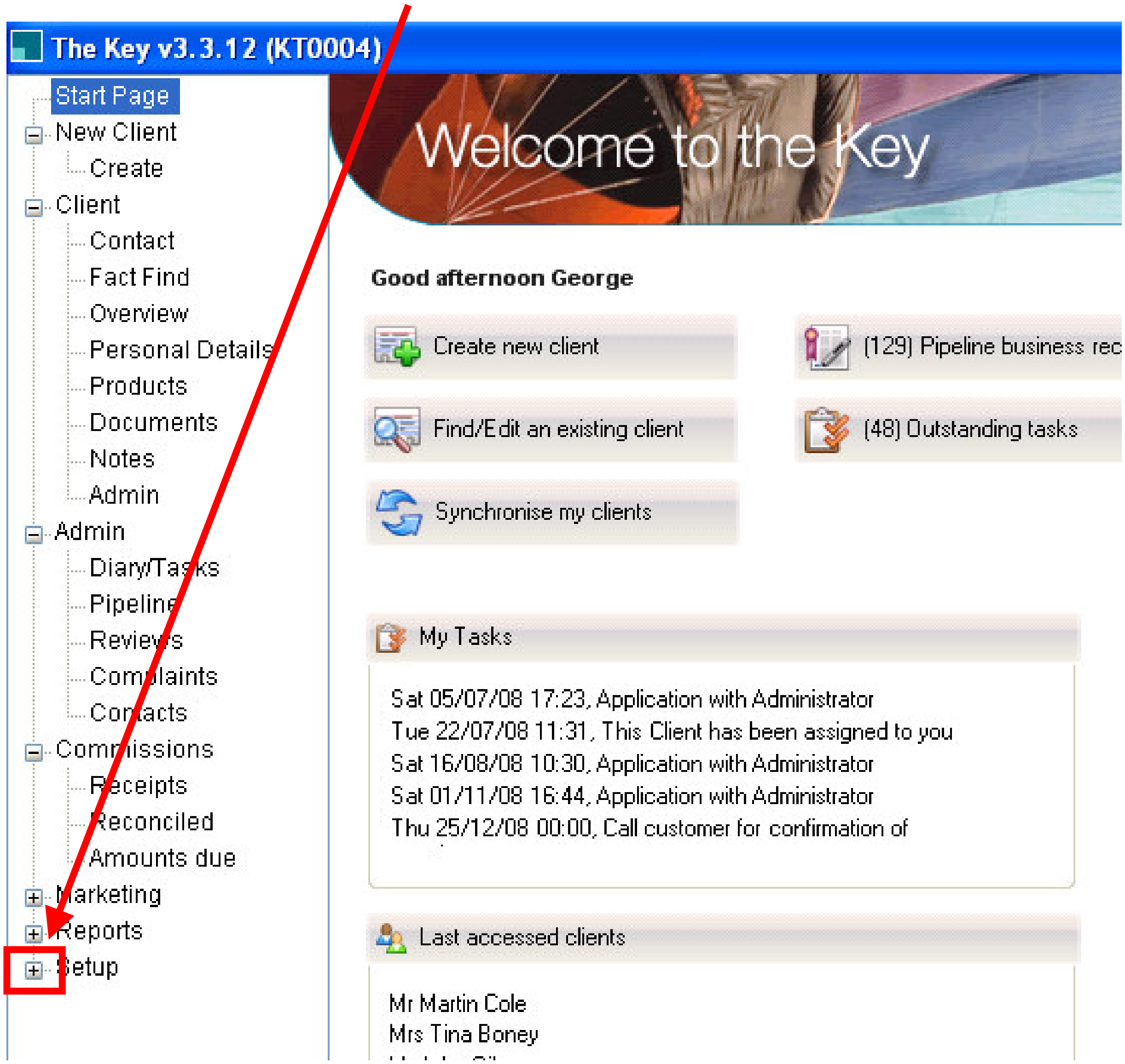
User Setup Guide

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

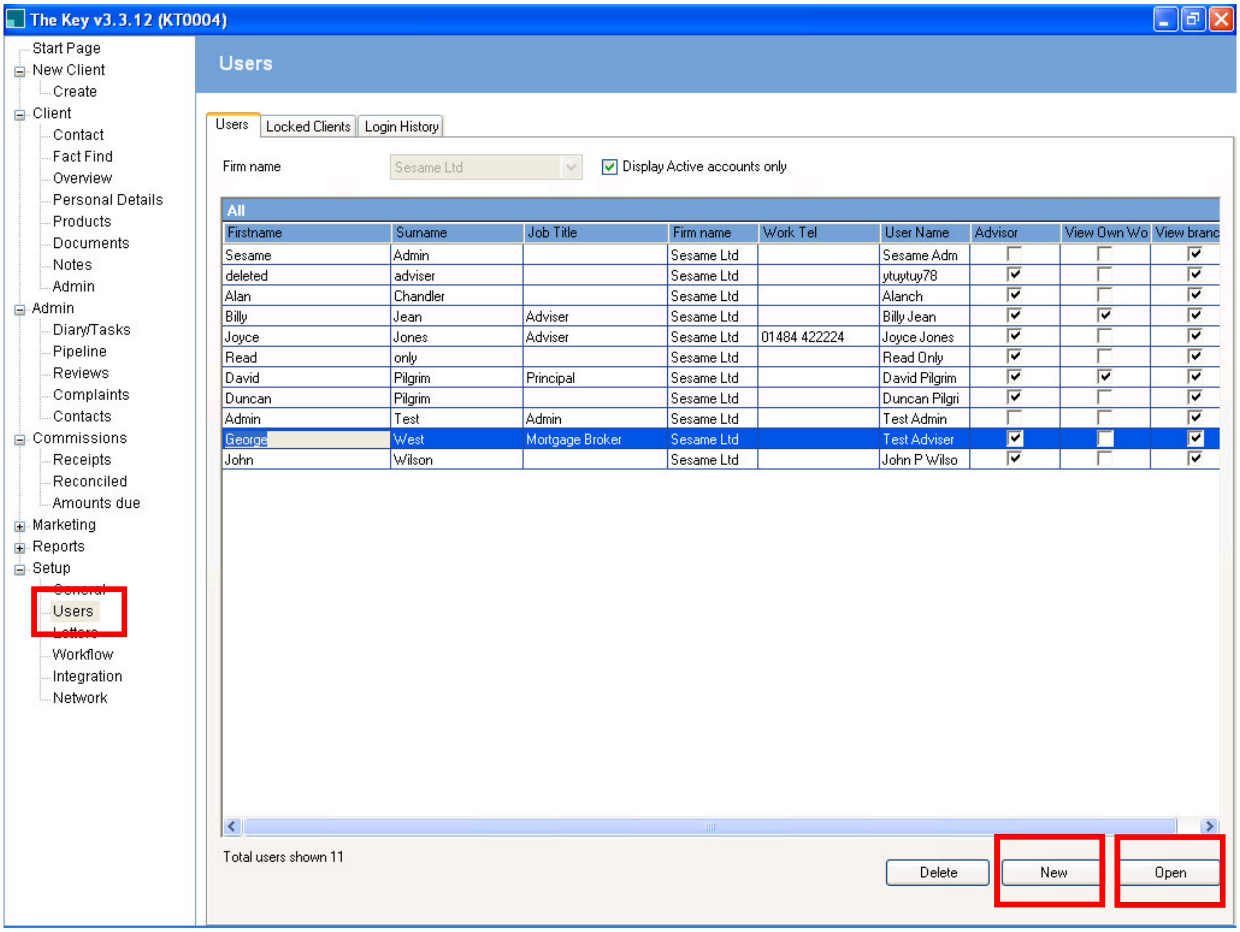


This guide will cover the following areas:

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

Accessing the Users area

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



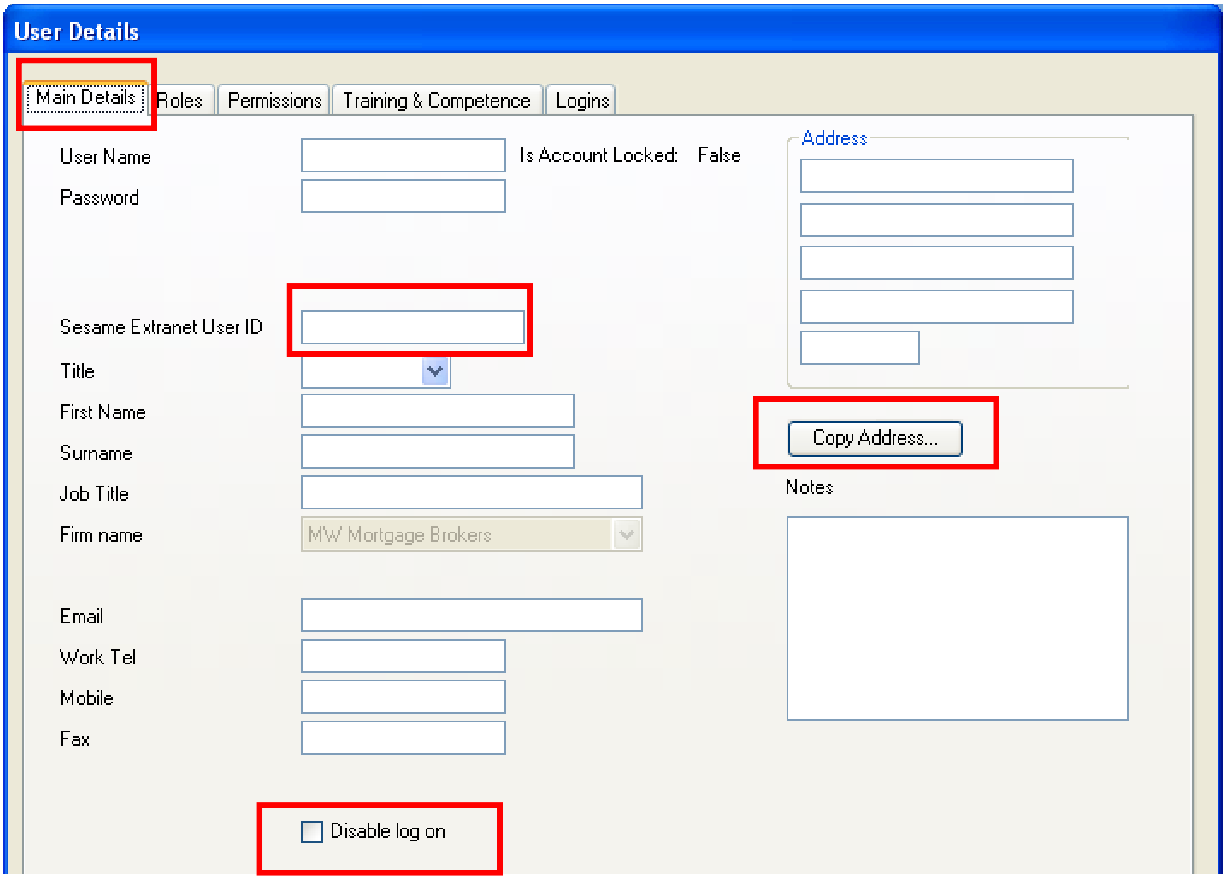
A list of current users will be displayed, summarising their user details, job title and basic permissions.

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.



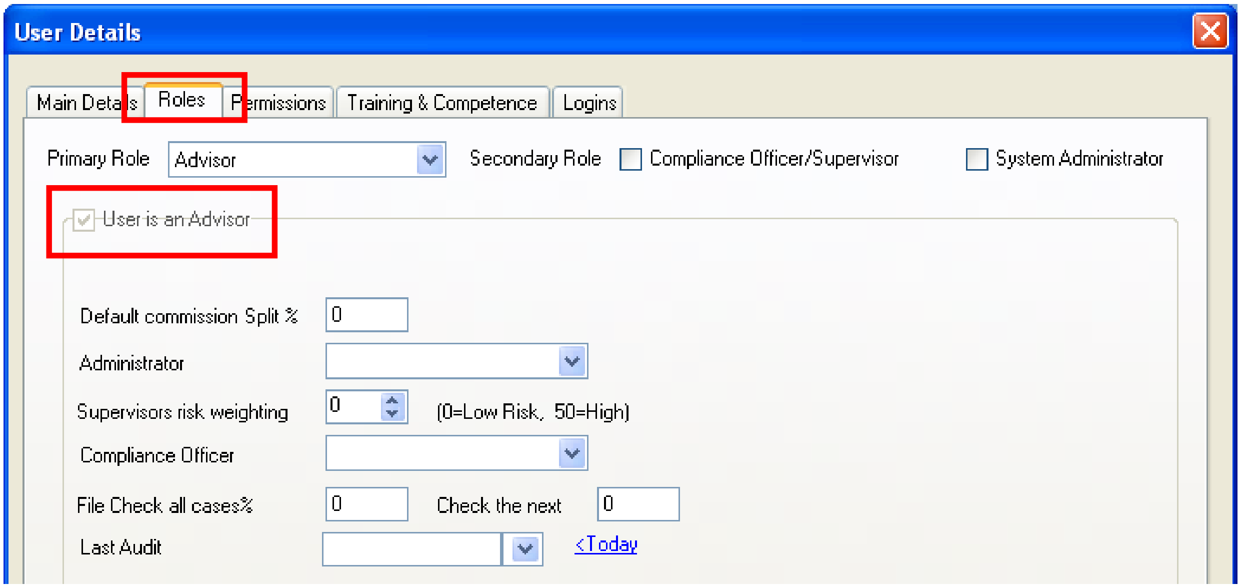
Main Details

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

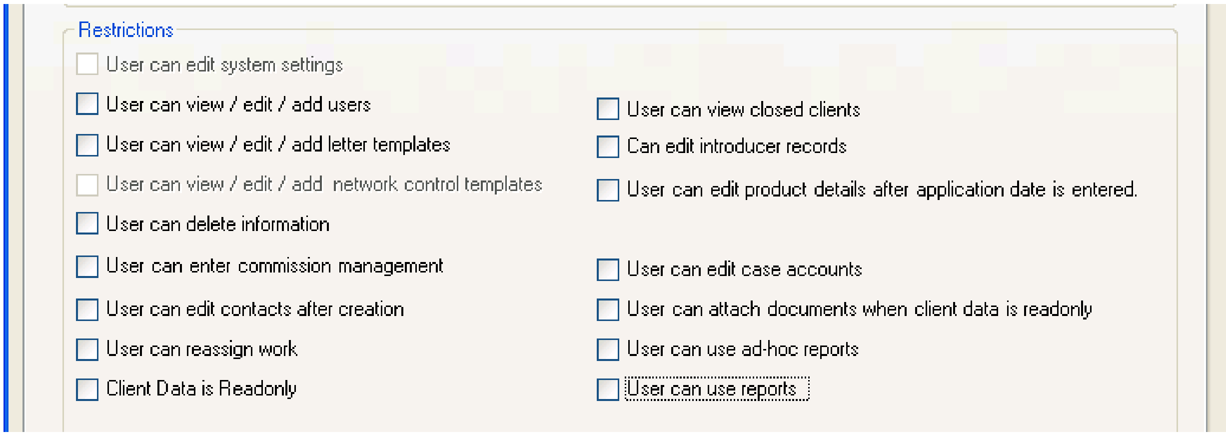


This is the upper half of the screen, and is controlled by the tick box indicating whether the user is an adviser or not. If this is not ticked, then the remainder of this area is greyed out, and the user is recorded as an administrator.

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



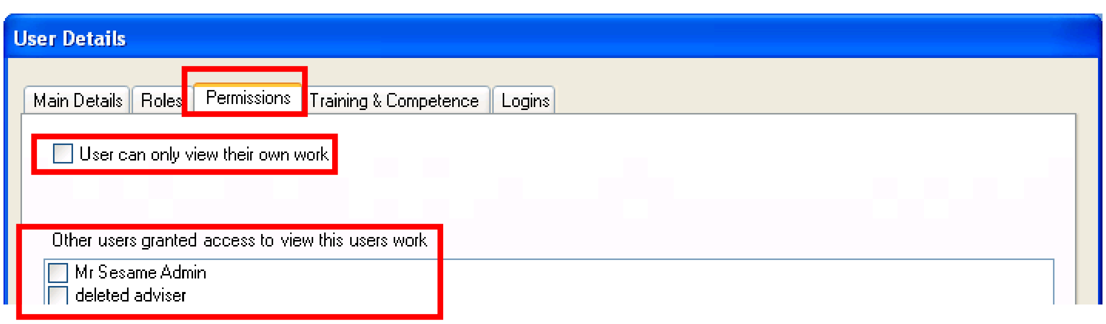
This is the lower half of the **Roles** tab and controls the users access to The Key. It consists of a number of statements which are enabled by the presence of a tick in the associated box.

- **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

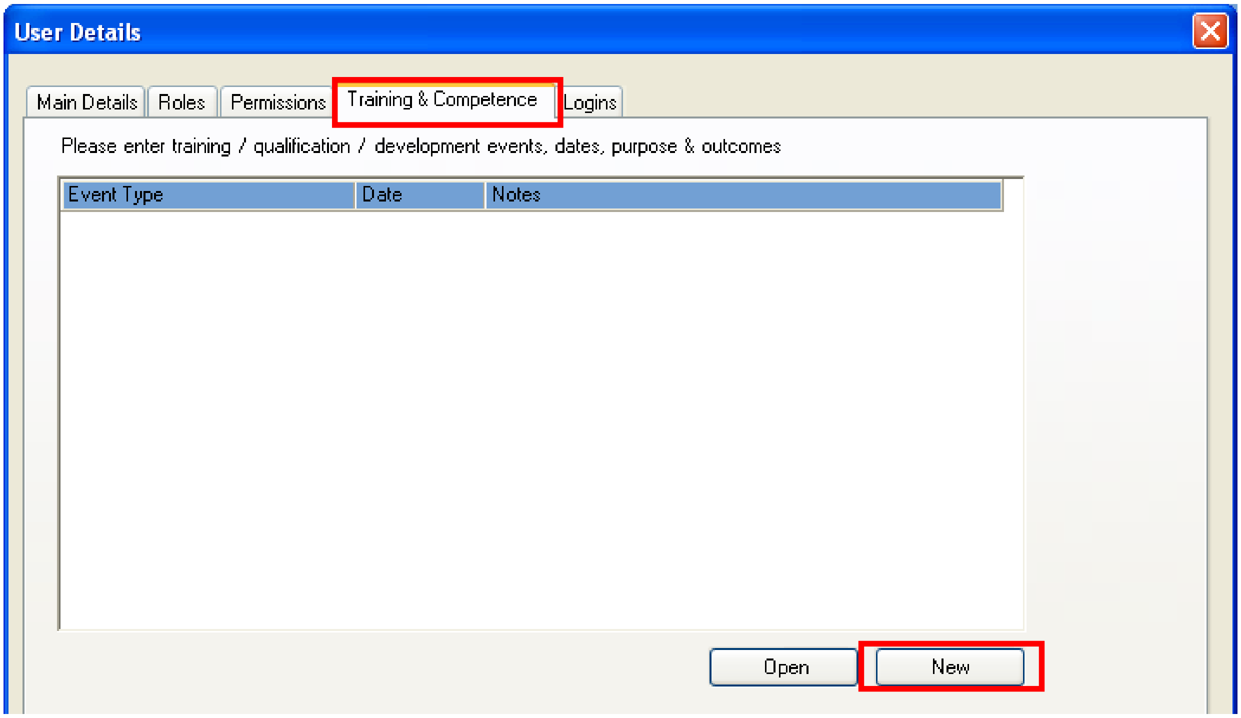
This area is used to highlight whether the user can only view their own clients and associated tasks and whether other users can view their work. **NB: in the event that no advisers are listed, save the details already entered by clicking OK and then re-enter the Permissions tab.**

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.

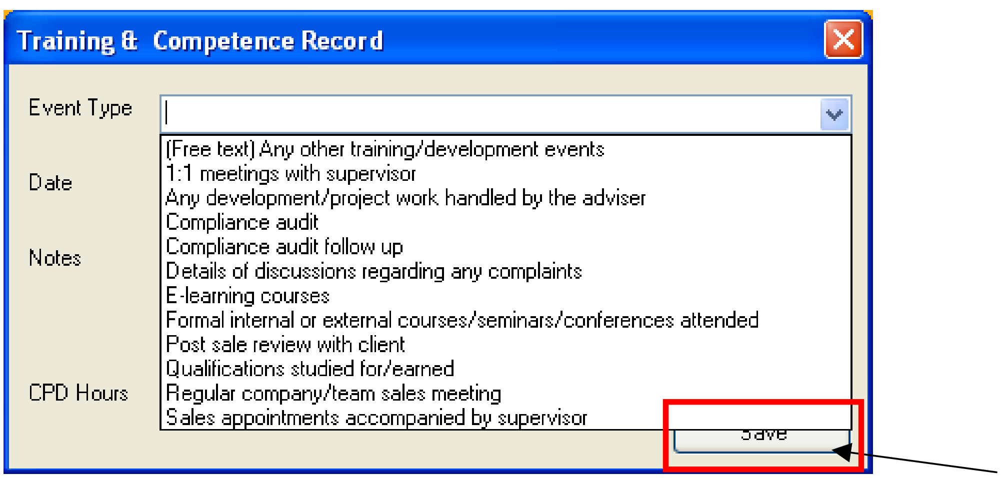


Training & Competence

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



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



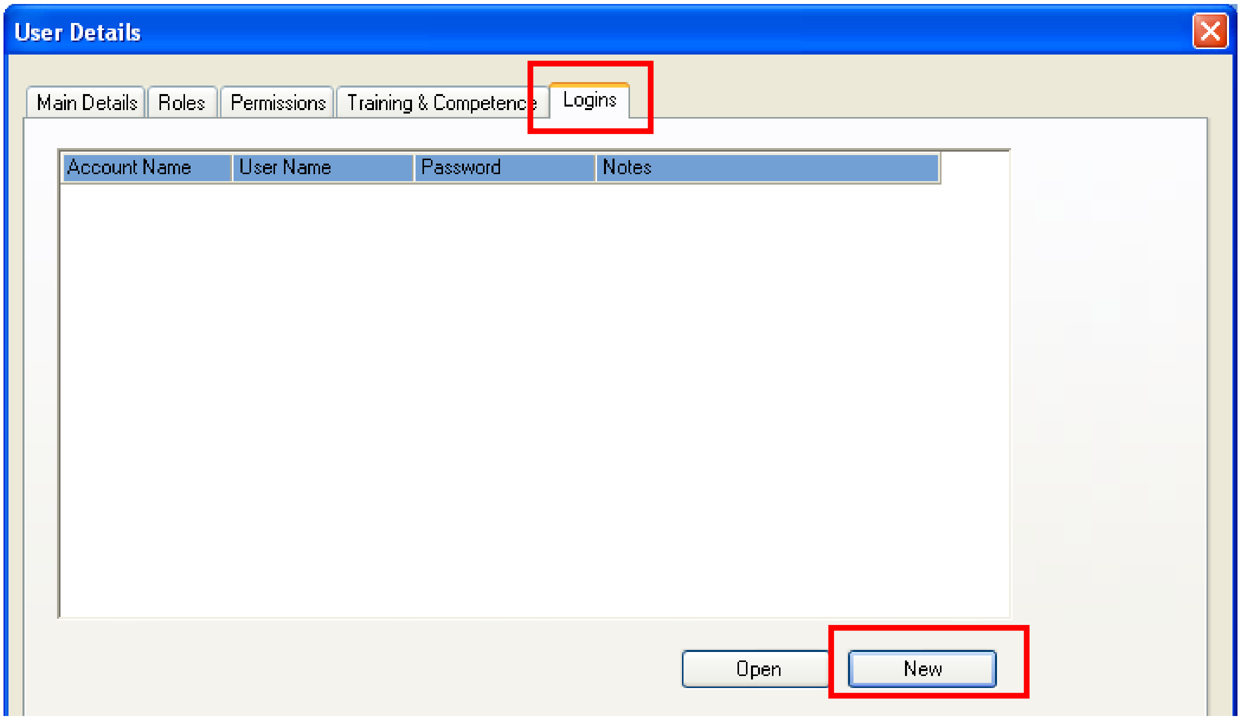
Select the appropriate event from the drop down list. The top option of free text allows for the selection of any event not listed, and the event type can then be overwritten.

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.

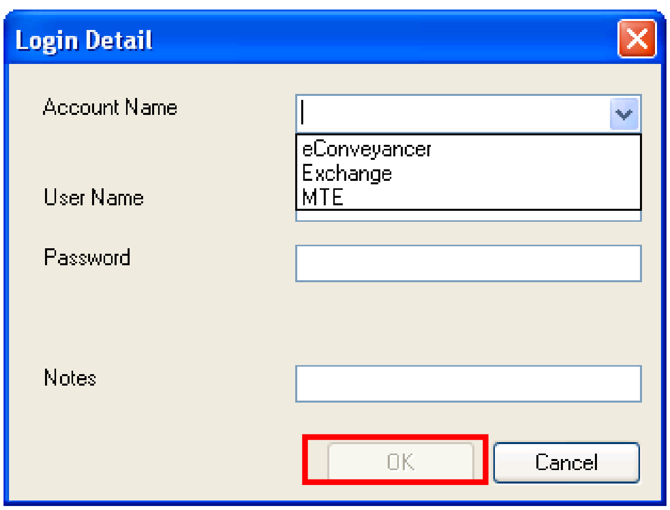
Logins

This 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 partyd systems currently available within this function are:

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



Click **New** to add information.



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.

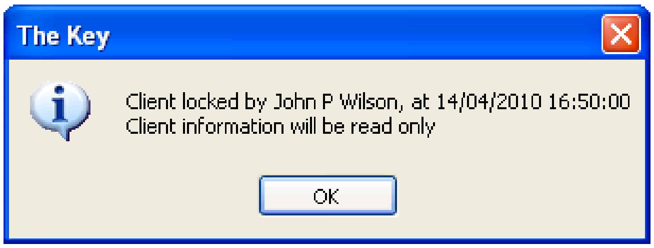
Once all relevant information has been added click **OK** to exit the User details screen.

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:

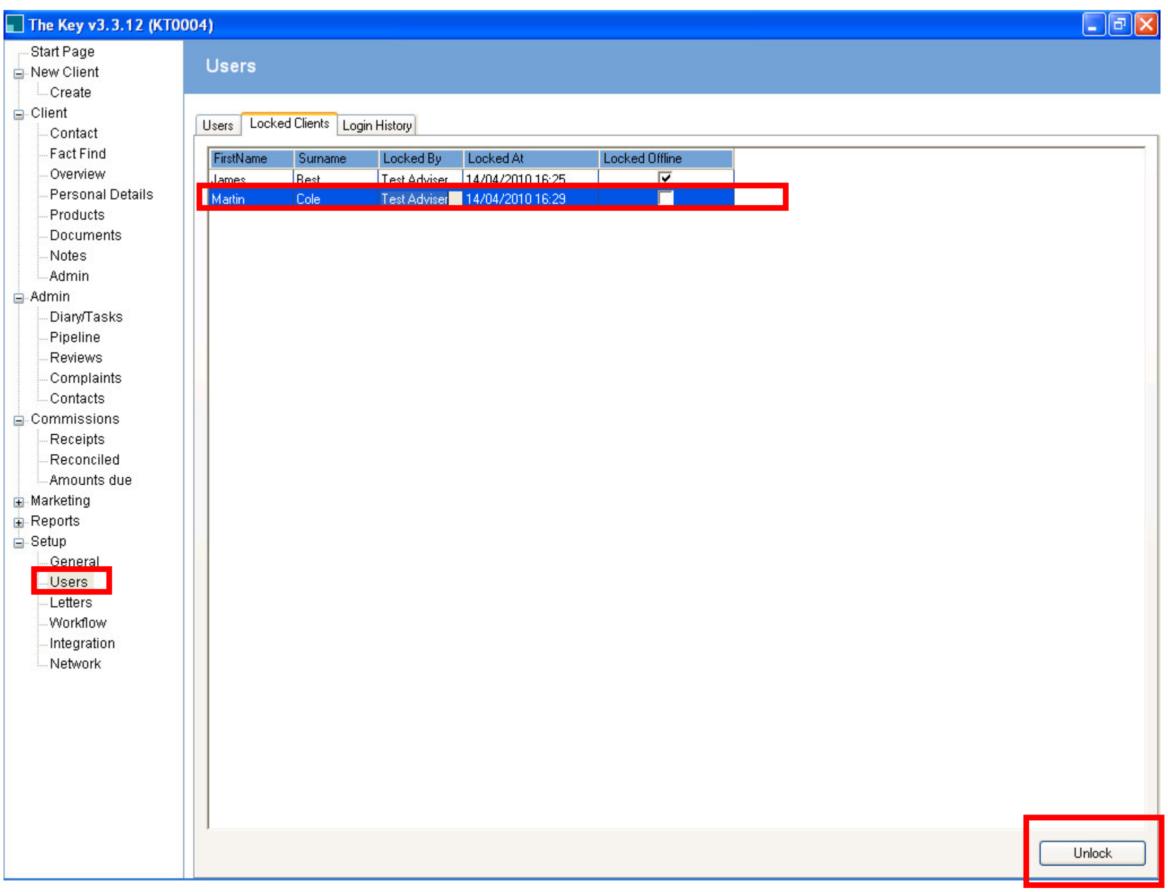


A client will be automatically unlocked in the following circumstances:

- 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

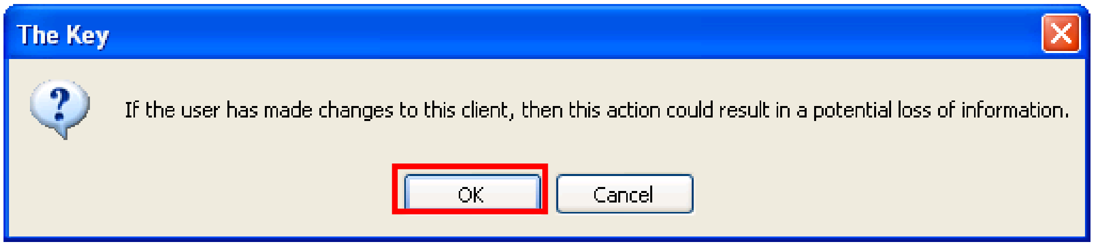
However in exceptional circumstances a client record may still be showing as locked although the record is not in use or has been synchronised on-line. In these cases the client record can be manually unlocked as follows:

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.