ftwPortal Pro Demo Outline

1. **The Home Screen**
    a. Top bar
        i. Accessed on almost every screen in the system
        ii. Contains:
            1. Wolters Kluwer Logo Button
                a. Access many of the Portal features and administrative features
            2. Select A Plan Dropdown
            3. Your name in upper right of screen
    b. ftwPortal Pro dropdown button
    c. can also access the Portal by click on the Portal button on one of the plans under the Search Results section

2. **Document Classifications**
    a. Documents and files being published to Portal need to be classified
    b. Wolters Kluwer button > Administrative Tasks > Portal/Workflow > Edit Document Classifications
        i. We provide you with a set of default classifications
        ii. Change name under Custom Name
        iii. Add custom classifications under Custom Classifications
        iv. Necessary when publishing a file out to the Portal using Document Manager, one of our document batch features, or directly from the Plan Documents
    c. View classifications like permissions of which documents you want your clients to be able to see

3. **Edit Contact Types Option**
    a. Wolters Kluwer button > Administrative Tasks > Portal/Workflow > Edit Contact Types
    b. Can assign certain permissions to each contact type and assign contact types to Portal users
        i. Select Contact Type from dropdown menu
        ii. Set permissions
    c. Update existing Portal users' permissions
        i. Select Contact Type from dropdown menu
        ii. As an example, click the "Documents" tab on the left
        iii. Change classification permissions to No or Yes
        iv. Check the box next to "Apply to portal users
        v. Click Save Tab button
        vi. All portal users associated with that specific contact type will display
        vii. Click on "OK" to update all users selected
    d. *Default* option
        i. Use this when you want to change permissions but do not have the portal user(s) under a Contact Type (or if you do not want to assign permissions based on a specific Contact Type)
        ii. Select *default* as Contact Type
        iii. As an example, select the document type tab on the left
        iv. Change the permission you wish to change
        v. Check the box next to "Apply to portal users"
        vi. Click Save Tab button
        vii. Select the portal users you wish to apply this change to
        viii. Click "OK"

4. **Adding a Portal User**
    a. Manually
        i. Click ftwPortal Pro dropdown button
        ii. Select Portal User Manager
        iii. Click Add button
        iv. Enter Username (must be unique system-wide) and Password
            1. Note: when your portal user logs into the Portal for the first time, he/she will see the password in his/her invitation email
        v. Enter Name and additional information
        vi. Click Create New Contact button
        vii. Edit permissions and Contact Type on the next screen

viii. To associate portal user with a specific plan
    1. Click Add button under Tabs for Plans
    2. Select the plan(s) the user is associated with
    3. Click Add Plans button
ix. By clicking the document type tabs, you can change the permissions per module type per plan for the specific user
x. View button will allow you to view the portal user's portal in View Only mode

b. Spreadsheet upload
    i. Click ftwPortal Pro dropdown button
    ii. Select Upload Portal Users
c. Note: A portal user does not need to be associated with a specific plan in order to be added to the Portal, but you would only be able to communicate with them through the Message Manager feature

5. **Message Manager**
    a. Access
        i. Click ftwPortal Pro dropdown button
        ii. Select Message Manager
        iii. Select a portal user (just for now)
            1. Once in message dialogue screen you can send to multiple users at the same time
    b. Message Manager screen
        i. Will see messages from your portal users and those you sent to your portal users
    c. Send a New Message
        i. Click Send New Message button on Message Manager screen
        ii. To Do List:
            1. Shows your portal users the outstanding tasks they have to do
        iii. Add more portal users to the message
            1. Click Add Portal Users button
            2. Select users to include on message
        iv. Add files or attachments
            1. Click Add Files button
            2. Select files to add
        v. To Send
            1. Click on Upload button to publish out to the Portal
            2. Check the box next to Send Email to email an invite to your portal user to view your message in the Portal
                a. 2 ways:
                    i. Preparer's Email Program
                        1. Invite will open in your own email program
                    ii. Specified Server Option
                        1. You set up your own email server that is the central location from which those email invites go out
                        2. More automated
            3. Email templates available under Templates dropdown list

6. **Document Manager**
    a. Access
        i. Wolters Kluwer logo > ftwPortal Pro > Document Manager
        ii. If in a plan
            1. Click Portal button > Click Document Manager button
    b. A company and plan must be selected before you can send an item out to the portal user
    c. Sending a document to a portal user
        i. Click Add New Document button
        ii. Can add email confirmations and to portal user's To Do List
            1. E-signing a document, completing a questionnaire, or completing the census will all be published automatically to the To Do List, as a few examples
        iii. Add file(s) by clicking Add Files button
        iv. Add file(s) to a Folder by either selecting a previous folder or typing in a new one
            1. / will create a subfolder
        v. Determine the Classification

vi. Enter a Description and Message/ Choose a Template
vii. E-Sign
1. Click E-Sign Options tab
2. Note: only one file is able to be published to the portal for e-signature at one time
3. Check box for E-Sign Document
4. Click Edit Portal User button to edit a portal user's permissions to be able to e-sign
a. Specify who they are signing as from the dropdown list
b. Click Save Changes button
c. Now portal user will display
5. Add other portal users to be notified when the e-signing process has been completed under the Portal Users Notified When E-Signing is Completed section
6. Click Upload
a. Will send email based on selected method
7. Steps for your portal user to take
a. Select Sign Document button
b. Print out/download the file
c. Type name into Signature box
d. Click Electronically Sign Document button
8. NOTE: If you use Document Manager to send the document to portal users to be e-signed, the signature page will be appended to the end of the document. If you have access to our Plan Document software and you publish a document out to the portal for signature, the signature will be inserted into the appropriate section of the document once it has been signed.

d. History
i. To check on history of the document
ii. In Document Manager
1. Click on the document in Document Manager and select the History tab
or
2. On the Edit Plan Screen in the Plan Menu box, select the *Show History* link
a. Will show full history of that plan, including the portal
iii. In Plan Documents module
1. Click E-Sign Docs button in the Plan Documents Menu box
a. Will see all documents electronically signed for that plan

e. Publishing a Document out to the Portal through Plan Documents module
i. Select the document(s) and/or form(s) that you wish to publish
ii. Click on Do with Selected button on the bottom left of the screen
iii. Click Publish to Portal option
iv. Fill out information
v. Click Upload Files button

7. Portal Document Batch

a. Click Create Batch button
b. Insert a name for the batch
c. Batch Screen
i. Similar features to document manager
ii. Fill out additional info on screen
iii. Click the Add Plans button and check the boxes next to the plans you wish to add
iv. To customize certain plans
1. Click Not Customized button next to the plan
2. Add additional information specific to that plan
3. Everything will save automatically
v. Click Post Batch button

8. Batch Annual Notice (for Retirement Plan Document subscribers)

a. Access by Wolters Kluwer logo > Batch > Batch Annual Notice feature
b. Select a year end to print
c. Click Create New Batch button
d. Enter a batch name
e. Click Add Plans button and select the plans you wish to add and click the Add Plans button

f. Check the box(es) next to the items under “Include” that you wish to include
g. Add additional files by clicking the Add Files button under “Additional Files”
h. Select your Delivery Method
    i. Automatic delivery
        1. Automatic Portal delivery
            a. Items will go out to the secure web portal
        2. Automatic direct-link delivery
            a. When you post the batch, an annual notice email will go out to your users with a link that allows them to download the annual notice and any other documents included without having to log into the portal
i. Click Preview button to make sure that all of your portal users you are sending the notices to, have permissions set to “Yes” under Retirement Plan Annual Notice document classification
j. Click Deliver button when ready to send out
k. Click on Send email notice
l. Click on Click to open email
m. Click on Send
n. Click on Mark as sent

9. Online Annual Questionnaire and Census Worksheet Option

a. For Compliance module users, you will have access to both the Online Annual Questionnaire and the Census Worksheet Option in both the batch feature and on the plan level
b. If you do not subscribe to the Compliance module, you will still have access to the Online Annual Questionnaire feature, but the publishing stage will be slightly different than if you were a Compliance subscriber
c. Online Annual Questionnaire
    i. Access by Wolters Kluwer logo > Administrative Tasks > Defaults > Default Online Questionnaire
    ii. Inserting Plan Questions
        1. Click gear icon and select Inset Plan Question
        2. Select the plan questions you would like to add and click Insert Questions button
    iii. Adding a new question
        1. Click the plus sign
        2. Type in the question
        3. Select from the dropdown menu under Type
            a. Text – small response field
            b. Text area – larger response field
            c. List – specify what options you want to appear in a dropdown list
            d. Group – grouping of subquestions below current question
        4. Click Save button to save the changes you have made
    iv. Batch feature
        1. Access by Wolters Kluwer logo > Batches > Online Annual Questionnaire
        2. Create batch
        3. Enter a batch name
        4. Click Add Plans button to add plans
        5. Edit Questionnaire (if needed)
            a. Click on Edit Questionnaire button and click Save button once changes have been made to default questionnaire
            b. Check the box next to Prior Year Default Q&A to use previous year’s questionnaire
        6. Customize individual plans by clicking Not Customized button
        7. Double check you have portal users associated with the selected plans
            a. If none, click on None and select the portal user and determine permissions
            b. Click Save Changes button
        8. Click Post Batch button to post out to the portal
        9. To view in the Compliance module
            a. Go into the Compliance module
            b. Click Census under the Compliance Menu box
            c. Select Portal Files
            d. Once the user has completed the questionnaire:
                i. Click Approve to approve the questionnaire
                ii. Click Unlock to resubmit out to the portal for the user to redo

10. To view in the Portal
    a. Questionnaire will be automatically added to the To Do List
    b. Click on the Online Annual Questionnaire button on the left
    c. User has the ability to Download/Print the questionnaire or fill it out online

d. Census Worksheet
   i. With Compliance subscription, you have access to the worksheet on the plan level, as well as from a batch
      1. Under To Portal User section, load you own file by clicking the box and arrow icon or click Load Prior or Load Current to load a prior year census or a current year census
      2. Click Review to review before sending out to the portal
      3. Click Approve to send it out to the portal
      4. Users will have the ability to Download, Upload, or Edit the census directly online
         a. For editing online, the portal user will enter their information and click the I'm Done button when they are ready to send it back to you
         b. Directions are below the editing screen for guidance
      5. When it is sent back to you, you can review and approve
         a. If changes need to be made, click Unlock to send back to the user
      6. If all is correct, click Make Final link
      7. Option will appear on the bottom of the screen to immediately import the census into the Compliance module
         a. To see the data in the system, go to Census in the Compliance Menu box and select Edit from the dropdown menu

10. Download History Grid / Branding the Portal / Creating Email Templates

a. Download History Grid
   i. Access by Wolters Kluwer logo > ftwPortal Pro > Download History
b. Branding the Portal
   i. Access by Wolters Kluwer logo > Administrative Tasks > Portal/Workflow > Portal Branding
c. Creating Email Templates
   i. Access by Wolters Kluwer logo > Administrative Tasks > Portal/Workflow > Global Email Settings

11. Contacting Support

a. User Guides available
   i. Access by Wolters Kluwer logo > Support > User Guides > Portal How-To Guide
b. Contact Us
   i. support@ftwilliam.com
   ii. (800) 596-0714