FactorSoft™

• Release v4.7

ClientWeb Administrator Guide

Limitations on Maintenance Services

The FactorSoft™ application is intended for use in accordance with the standards and processes described within this documentation. Efforts to investigate and/or repair FactorSoft™ application or data integrity issues caused by activities or integrations outside of the intended use of the FactorSoft™ platform will be subject to the then-current Jack Henry Professional Services billable hourly rate.

Standard Maintenance Services (Technical Support) does not include the following:

Investigation and Remediation of errors and data integrity issues caused, contributed to, or by any of the following:

- a software program that was not originally provided by Jack Henry
    - third-party automation, BOT/Screen Scraping technology, custom importers, or any other integration with FactorSoft™ that was not created by or in conjunction with Jack Henry.
- any modification not provided by Jack Henry to the software or standard database schema
    - the addition of custom database elements including triggers, stored procedures, tables, and columns
    - the alteration of standard FactorSoft™ triggers, tables, columns, stored procedures and indexes
    - the execution of T-SQL scripts resulting in changes to the data stored within the FactorSoft™ database
- equipment, software, networks or any other infrastructure in the customer's environment that does not meet the minimum requirements described within the then-current FactorSoft™ product documentation

Please note that if you are exploring possibilities with third-party software providers or considering altering the FactorSoft database in any way, it is strongly recommended that you discuss your plans with the FactorSoft™ support team before making any commitments or changes. As your software partner, we may be able to help solve your business problem in a way that does not introduce risk, data corruption, or system instability.

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Introduction to ClientWeb

ClientWeb allows you to use the Internet to exchange financial data with you customers effectively, and extends your network to your clients in a practical, cost-effective way to provide personalized, up-to-date account information, securely and instantly.

ClientWeb offers the security, flexibility, and scalability you need to transmit data over the Web. Fully adjustable to meet your business needs, ClientWeb provides access to your database for your clients, allowing them to:

- view financial information
- retrieve selected report information
- request credit
- upload new debtor information
- upload invoices
- communicate instantly via WebChat

ClientWeb is an application built using the FactorSoft framework that provides access to a limited set of the FactorSoft functionality and tools through a web-based interface.

Benefits of ClientWeb

ClientWeb uses your live database to output dynamic, up-to-date information. Its implementation is fast, reliable, and flexible.

ClientWeb lets *you*:

- Use the World Wide Web to connect to your clients securely—anywhere in the world.
- Improve lender/client communication to help your business run more efficiently.
- Share select information without compromising confidential data.
- Incorporate your company logo and other individual information to create a personalized site.
- Using the optional Web Chat add-on to communicate with clients instantly.

ClientWeb lets *your clients*:

- View their financial information on-demand.
- Examine and understand the status of accounts receivables.
- Upload invoices and new debtor information into your FactorSoft database, thus reducing your data entry time.
- Submit credit requests
- Print any generated screen in a secure PDF format.
- Get help from your representatives online using the optional Web Chat add-on

Online Administration Console

The Online Administration Console is the component of ClientWeb used by system administrators to provide access to customer data through web page definitions (called Processes in ClientWeb) that can be customized to meet your needs.

The Online Administration Console gives administrators access to the following administrative functions of ClientWeb from the 1) Menu Bar or 2) Administrative Index:

- **Process Maintenance** — used to add, edit, or remove functional page modules, also referred to as Core Processes, Core Process Screens, or web screens depending on the context.
- **Menu Maintenance** — allows you to create a custom menu structure to provide access to the pages you defined. You can add, edit, or remove main menu and submenu items, and create links.
- **Client Restrictions** — allows you to limit the access to pages you have defined in ClientWeb by client.
- **Pre-Login Settings** — lets you change the value of options that control various application features that are loaded before a database is accessed.
- **Process Diagnostics** — this feature allows you to check for erroneous process and field data elements.

Each of these functions is described in following sections of this guide.

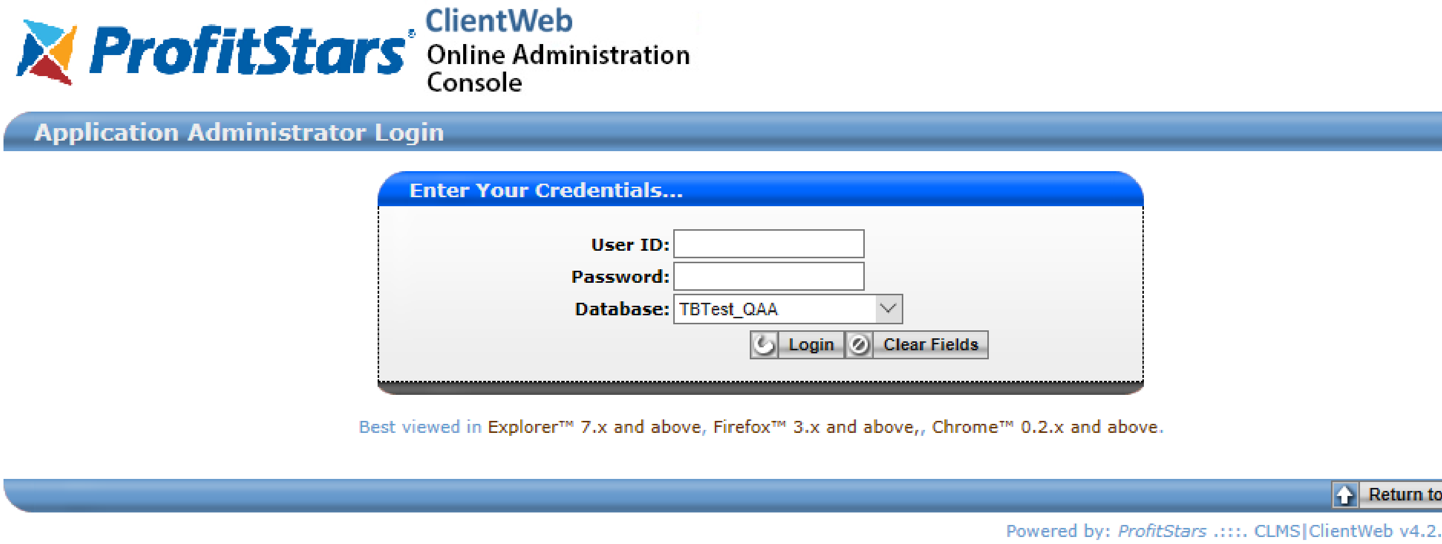
Logging into the ClientWeb Online Administration Console

To log into the Online Administration Console:

1. In one of the recommended browsers(IE, FF, Chrome), enter the URL at which your ClientWeb Administration Console is located.

   For example, “http://Your_ClientWeb.com/app_administration/Login.aspx”.

   The login screen is displayed, as shown below:



2. Enter your **User ID** and **Password**, and select the appropriate Database.

3. Click **Login**. If Two-Step Authenticator is enabled, enter pin. See the Two-Step Authentication section for details on this feature.

4. The Online Administration Console is displayed.

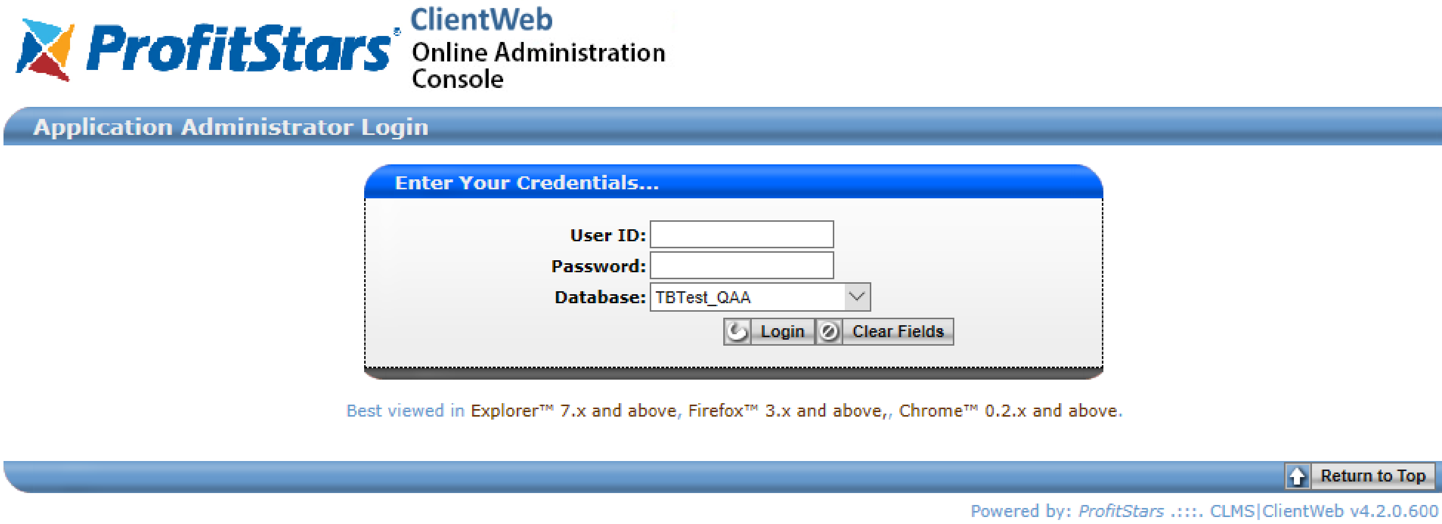
Two-Step Authentication Log In Process

To log into the Online Administration Console with Two-Step Authentication turned on:

1. In one of the recommended browsers(IE, FF, Chrome), enter the URL at which your ClientWeb Administration Console is located.

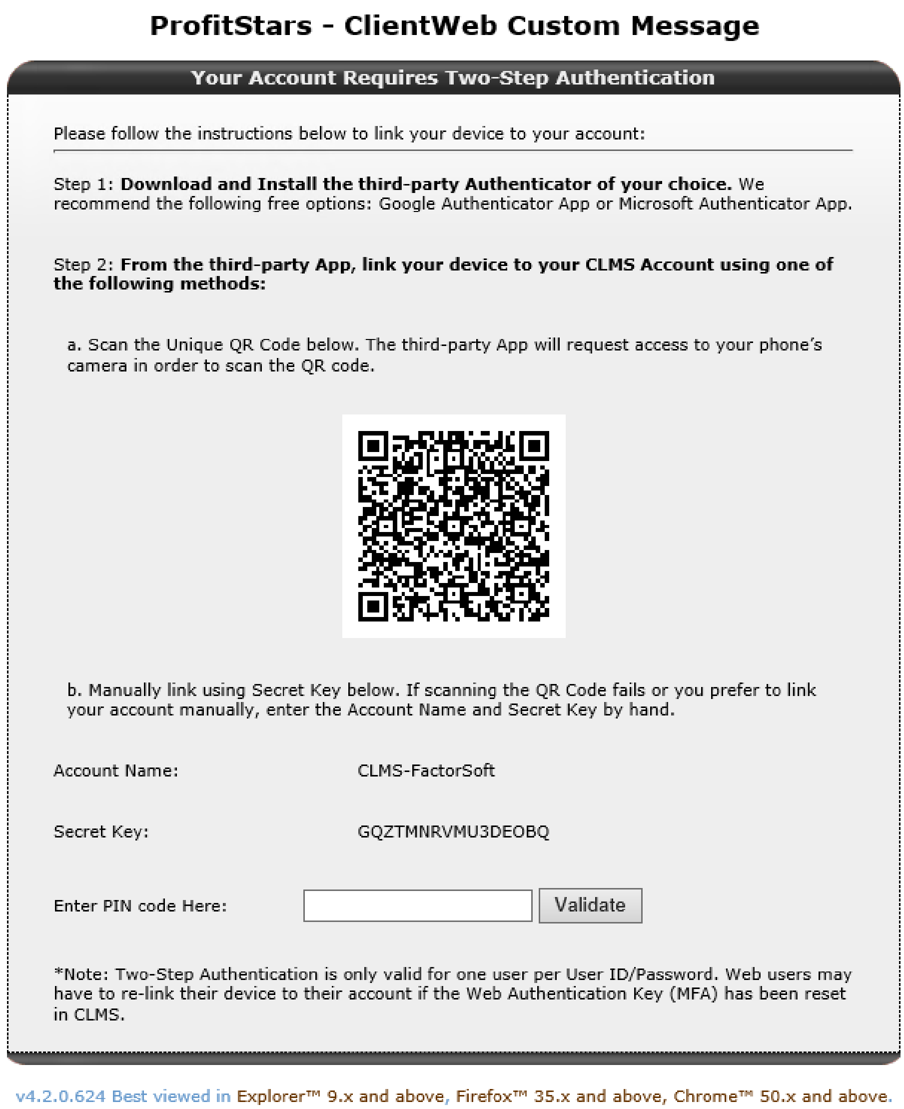
   For example, “http://Your_ClientWeb.com/app_administration/Login.aspx”.

   The login screen is displayed, as shown below:



2. Enter your **User ID** and **Password**, and select the appropriate Database

3. Click **Login**. The Two-Step Authentication Instruction Screen is displayed for the initial Two-Step Authentication Log In.

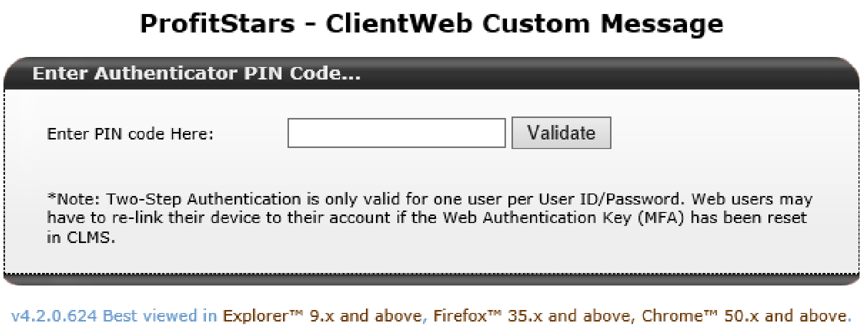


> **NOTE**
>
> Only one device can be linked to one User ID and Password.

4. Follow the on screen instructions to link your device to your FactorSoft ClientWeb Account, also described below:

   1. From your device, download the third-party authenticator app of your choice from the app store. We suggest using the following free options: Microsoft Authenticator or Google Authenticator.
   2. Within your authenticator app, add a new account.
   3. Use one of the 2 methods displayed on the screen to add the account credentials - either scan the QR Code or manually enter the Account Name and Secret Key.

5. Once your device is linked, you will use the app to provide a unique authenticator code each time you log in.



> **NOTE**
>
> Generated codes are time-based and expire quickly. If your log in fails, generate a new code and be sure to log in before the code expires

Only one device can be linked to one User ID and Password.

System Preferences

The Two-Step Authentication is configured in **System Preferences** > **Identification/System constants** > **CLMS|ClientWeb** > **Security** folder:

Preference	Description
Log in Requires 2-Step Authentication	When True, all Client's logging in will be required to link a device to their ClientWeb Account.

Accessing ClientWeb

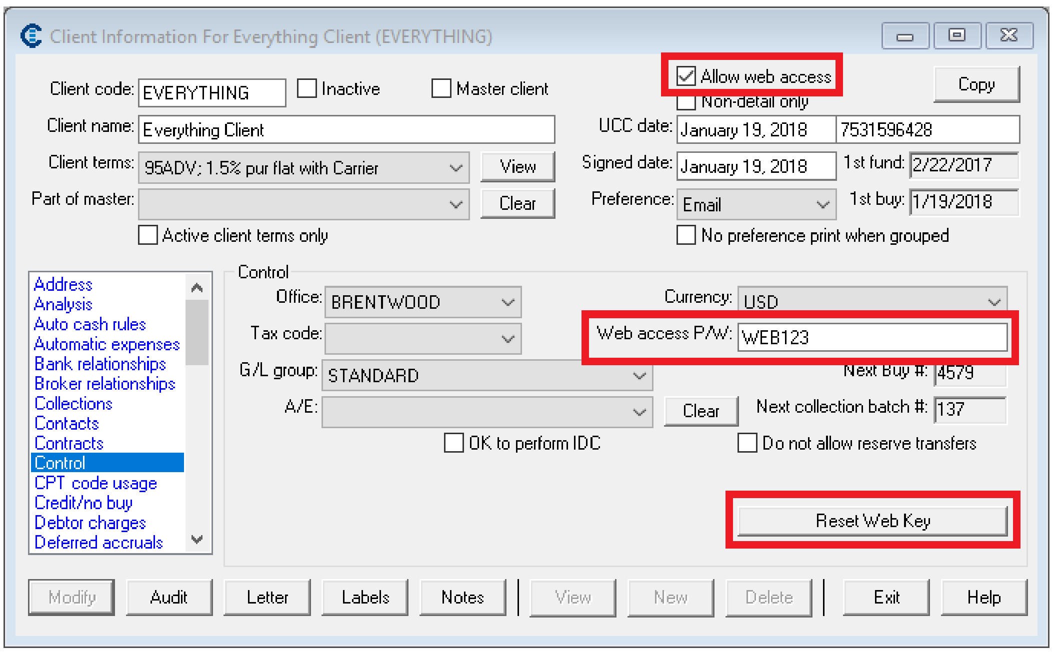
Before a client can view the ClientWeb, they must be granted access to the ClientWeb from FactorSoft. ClientWeb access is assigned on a per client basis, as well as on a screen-by-screen basis per client.

Managing ClientWeb Access for Clients

ClientWeb access is part of the client record and is managed from the Client Information screen.

1. To allow a client access to the ClientWeb, select the **Allow Web Access** checkbox in the upper area of the Client Information window.

2. Set a password for the client by selecting the **Control** panel from the Client Information profile menu and entering a unique password in the **Web Access P/W** field.



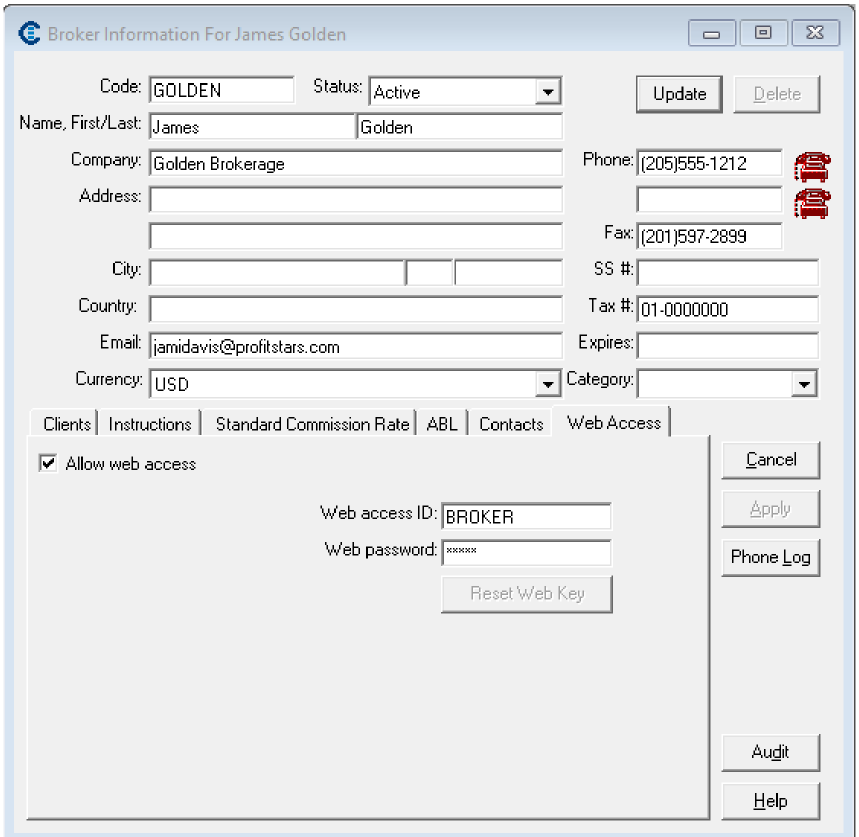
3. If Two-Step Authentication in enabled in System Preferences, users can reset the Two-Step Web Authentication Key, using the Reset Web Key button. This will un-link the client's device from their ClientWeb User ID and Password. If no Web Key exists or the Web key has been reset, this button will be unavailable. Security Roles determine this function.

> Note: After the Web Key has been reset, the Client will need to re-link their device to their ClientWeb User ID and Password by deleting the existing account from their device and following the Two-Step Authentication Instruction Screen displayed at the initial log in process.

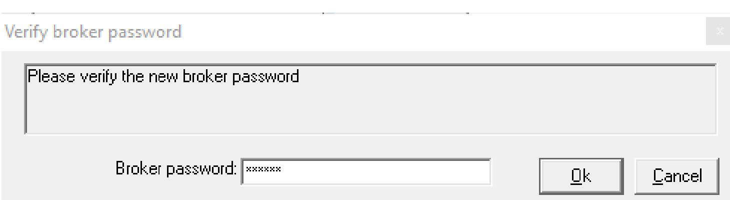
ClientWeb Access for Brokers

Brokers can be given access to the ClientWeb from their individual Broker Information record. Select Broker List (F2) from the FactorSoft Office menu, and then double-click on the desired broker to open their record.

1. With the Broker Information window open, click the Web Access tab in the lower area of the window.
2. Select the **Allow Web Access** checkbox.
3. Create a **Web Access ID** for the broker.
4. Assign the broker a Web password.



5. Click the **Update** button to save the Web Access settings.
6. You are prompted to reenter the **Broker Password** for verification.



7. Click **OK** to complete the broker ClientWeb setup and close the Broker Information screen.

Security Roles

The Password and Two-Step Authentication Security Role is configured in **Security** > **Mange Roles** > **Client Information** > **Control** folder:

Preference	Description
Change Web Password	When True, users will have the ability to change Client's web password and/or Reset Web Key.

System Preferences

The Password Complexity is configured in **System Preferences** > **Identification/System constants** > **CLMS|ClientWeb** > **Security** folder:

Preference	Description
Log in Requires 2-Step Authentication	When True, all Client's logging in will be required to link a device to their ClientWeb Account.
Persist Admin User	
Enforce Password Complexity	• Do not enforce complexity - the system does not enforce the other Password Requirements and the Webuser can set a password with any character type of their choosing. • Enforce Password Complexity - the system will enforce the other Password requirements and the Webuser must create a password containing the characters as indicated in the other Password Requirements that are set to TRUE.
Password Requires Lowercase Character	When True, user passwords must contain a lowercase character.
Password Requires Numeric Character	When True, user passwords must contain a numeric character.
Password Requires Symbol Character	When True, user passwords must contain a symbol character.
Password requires Uppercase Character	When True, user passwords must contain an uppercase character.

> **NOTE**
> It is recommended that the ClientWeb App Pool be recycled after any changes are made to these System Preferences for the System Preferences to be honored.

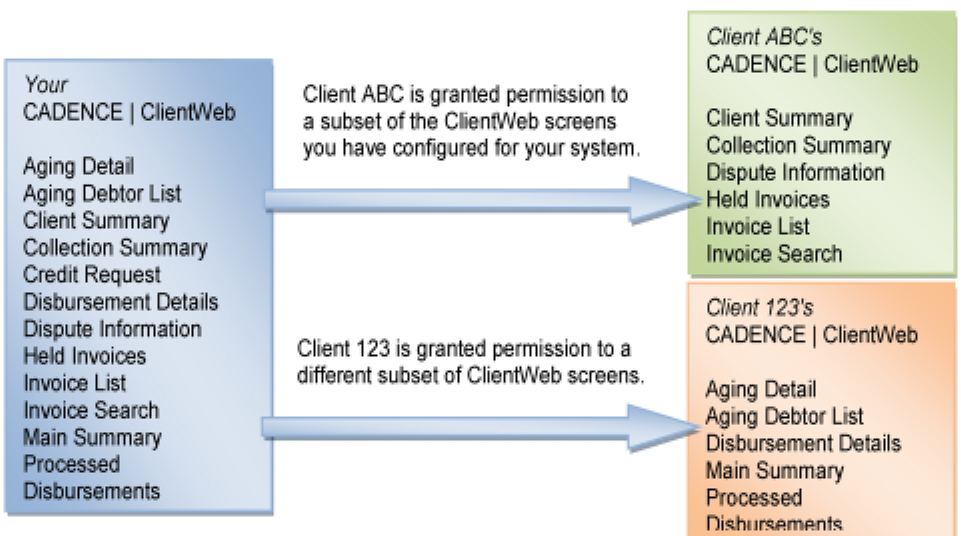
Setting ClientWeb Screen Permissions

Allowing a client to access and use the ClientWeb is actually a matter of two distinct steps:

- granting access – access is granted via a checkbox on the Client Information screen and setting the password for the client on the Control profile
- setting screen permissions – permissions are set via the Client Information Web Screens profile.

Once ClientWeb access is granted for each of your clients, permissions are granted or denied for each client to each screen defined in your implementation of ClientWeb.

For example, you might want to configure your ClientWeb with all possible functionality. You do not, however, want all that functionality available to your clients. You might want Client ABC to be able to view summary, collection, and invoice information, while Client 123 needs access to aging and disbursement information, as shown in the following illustration:



Using each client's individual Client Information screen, you can deactivate the screens you do not wish that individual client to see, as described in the next section.

Restricting Screens by Client in FactorSoft Administration

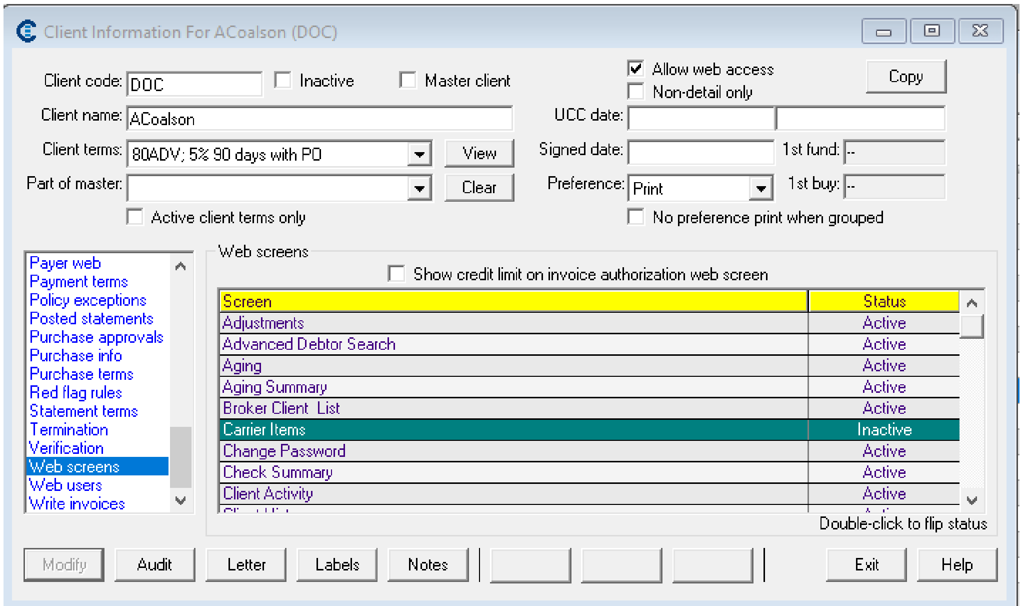
To control which screens an individual client has access to view:

1. Open the Client Information record and select **Web Screens** from the panel list.

   All Web screens available in your global ClientWeb interface are shown in the associated list, and all are **Active** by default.

2. To deactivate a screen, double-click on the line-item.

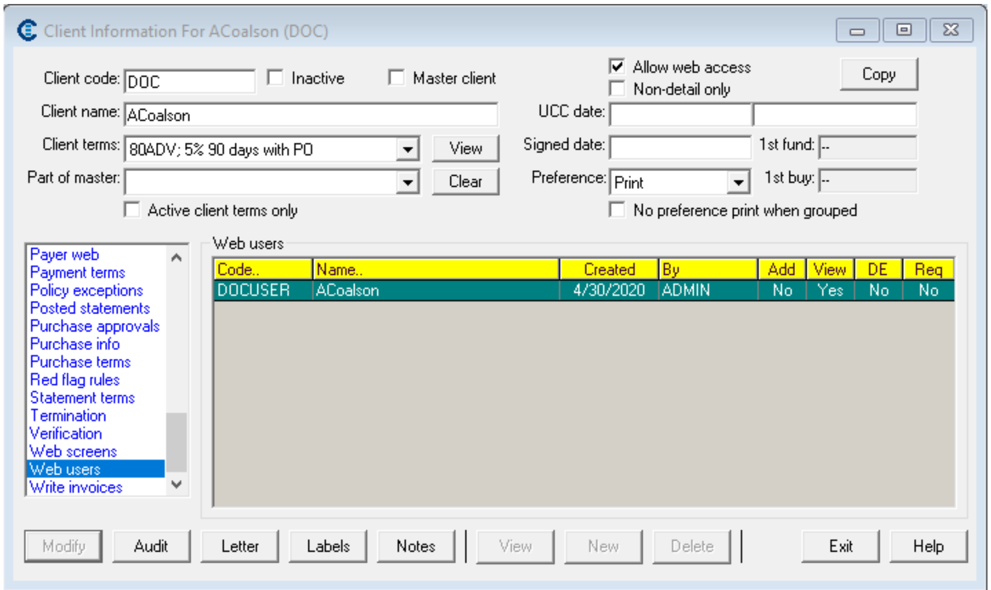
   Double-clicking on an Active screen sets the status to Inactive, and vice-versa.



   For instructions on restricting client access to specific Web screens in the ClientWeb Administration Console, refer to the Client Restrictions section of this guide.

View Web Users

To review the list of users having ClientWeb access, open the FactorSoft Client Information screen and select **Web Users** from the profile menu.



The Web Users panel of the Client Information screen displays each client's users that have ClientWeb access. This list is view only.

	Access rights to ClientWeb can only be added, modified, or deleted from the Web Users screen in ClientWeb, which also displays all users who are set up to work in the ClientWeb.

Designing Your ClientWeb

ClientWeb can be custom-tailored to meet your business needs. By default, all available features, menus, and screens are enabled and active, allowing full use of the ClientWeb features.

ClientWeb menus, fields, and headings can be modified, added, eliminated, or deactivated. This flexibility to limit what is displayed, as well as the ability to modify how it is displayed, allows you to tailor ClientWeb to your needs, allowing you to enhance communications with your customers and streamline business processes.

Functionality for ClientWeb can be modified in two places:

- **ClientWeb Administration console** – allows you to define the menus and screens on the Web pages that your clients will see and use.
- **System Preferences** (Administration) – allows you to specify certain administrative functions pertaining to ClientWeb.

When you begin thinking about creating your own ClientWeb site, you should follow a series of planning steps to make sure your site is successful. It is to your advantage to plan the site carefully in order to make sure everyone will be able to use it easily and that it does the job you intend. To help in planning, you might consider:

- Creating goals for the site
- Using a whiteboard to organize the site structure
- Sketching out how you want the site to look
- Designing the navigation scheme
- Planning and gathering assets

ClientWeb Checklist

From a practical standpoint, designing a ClientWeb site is a combination of System Preferences, Administration settings, and Client Information options. The following checklist might be helpful in setting up a ClientWeb site:

- Identify the directory where ClientWeb is installed.
- Set Client Information Web settings.
- Set System Preferences
- Create Login window
- Set ClientWeb Menus
- Set ClientWeb Screens

Design Best Practices

When creating data grid headings for your ClientWeb, it is best to define the smallest possible number of terms. This is particularly important for the Multilingual ClientWeb AddOn Module, in which each term to be translated has to be defined as both a base English word/phrase and in the language to which the word/phrase will be translated. The terms in the language file must match exactly the terms defined in the ClientWeb Online Administration Module, all comparisons are case-sensitive, and the entire string is matched. Be aware that the Administration module does perform some data manipulation on column headers. For instance, if you define a column header "InvNo" in the Administration module, the word will be displayed in ClientWeb as "Inv No".

To ensure accuracy in translation, it is recommended to:

- Define data grid headers exactly as you want them to appear in the data grid.
- Do not create multiple terms for the same data. For example, for the invoice number, do not create headers for **Inv No**, **Inv#**, and **Invoice** - use the same term on every ClientWeb page. This will greatly simplify the translation file, and at the same time provide more clarity for your clients to understand what is presented on the ClientWeb pages.
- Avoid leading and trailing spaces. Multilingual ClientWeb interprets spaces as part of the string (it must to enable translation of full phrases) and will fail to translate a term if there is a space in the Administration definition, but not in the language file. These failures to translate can be difficult to solve.
- Avoid special characters (including colons) at the ends of terms and phrases.

Responsive Design

ClientWeb provides the capability to individually tailor the user experience to best fit the device requesting the web page. ClientWeb allows menus, sub-processes, and grid columns to be excluded or included by device. Devices are categorized by one of three sizes: Phone, Tablet, or PC.

Because of the limited "real estate" on the screens of mobile devices, designing ClientWeb screens for deployment to phone or tablet will require evaluating the entire web to determine what information you wish to present to clients via these devices. To ensure a satisfactory user experience, the smaller screen presentation area will necessitate:

- limiting the number of menus
- reviewing each sub-process to determine whether it will successfully translate to a smaller presentation
- determining for each sub-process the critical information to be presented in regards to its use on a mobile device

To ease design and maintenance of a web containing screens for presentation on multiple device sizes, Jack Henry™ recommends creating unique sub-processes for each device type and using the Submenu Maintenance to determine which sub-process is available in the menus for each specific device type.

Device type specifications can be applied at three levels: Field Maintenance, Menu Maintenance, and Sub-menu Maintenance.

For specific instructions on ClientWeb set-up, see *Setting Up ClientWeb Screens and Menus* in this guide.

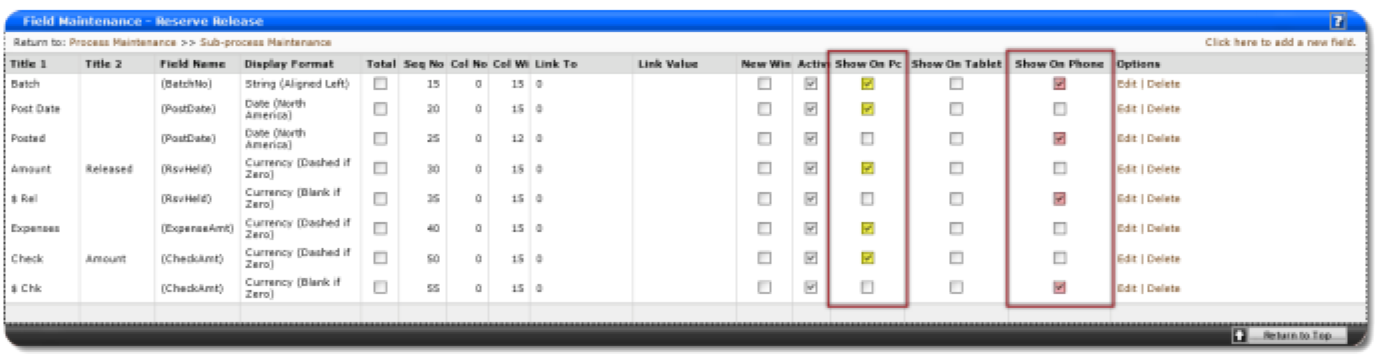
Field Maintenance

The responsive design options in Field Maintenance will determine the grid rows and columns that are visible or excluded from each specific device type for a sub-process (a detailed account of the set up of these fields is found in *Creating Web Screens*, Step 4: Add Fields to a Sub-process in this guide).

Use the **Show On** fields for each Title in the Field Maintenance page for the sub-process to determine on which type of devices the column appears in the ClientWeb core process screen:

- Select **Show On** for the device to display the column on similarly sized devices.
- Clear the **Show On** option for the device to exclude the column on similarly sized devices.

In the example below, the sub-process has been set up with separate Titles for PC and Phone device types, limiting the display to only four columns and with abbreviated title names because of the limited space available on the smaller mobile screen.


Field Maintenance - Reserve Release

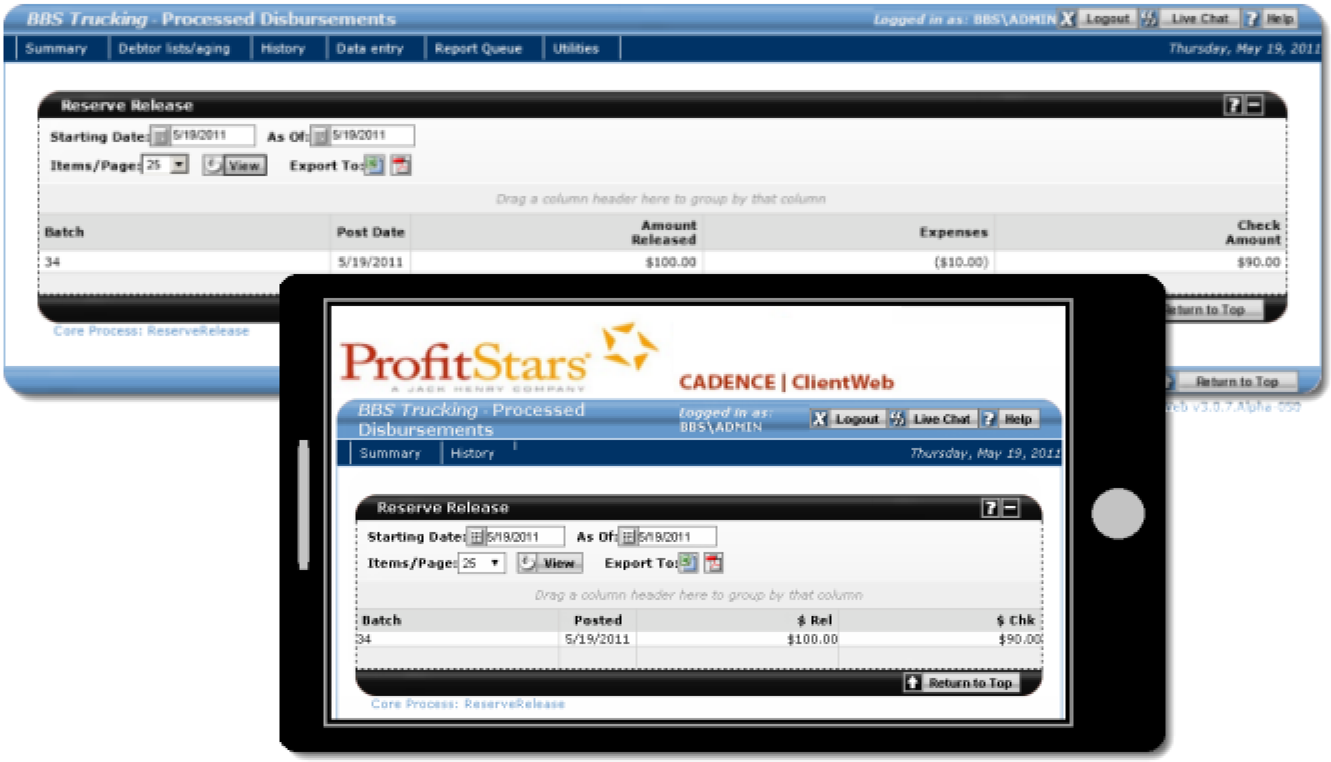
Return to: Process Maintenance >> Sub-process Maintenance

Click here to add a new field.

Title 1	Title 2	Field Name	Display Format	Total	Seq No	Col No	Col Wi	Link To	Link Value	New Win	Active	Show On Pc	Show On Tablet	Show On Phone	Options
Batch		(BatchNo)	String (Aligned Left)	☐	15	0	15	0		☐	☑	☑	☐	☑	Edit | Delete
Post Date		(PostDate)	Date (North America)	☐	20	0	15	0		☐	☑	☑	☐	☐	Edit | Delete
Posted		(PostDate)	Date (North America)	☐	25	0	12	0		☐	☑	☐	☐	☑	Edit | Delete
Amount	Released	(RsvHeld)	Currency (Dashed if Zero)	☐	30	0	15	0		☐	☑	☑	☐	☐	Edit | Delete
$ Rel		(RsvHeld)	Currency (Blank if Zero)	☐	35	0	15	0		☐	☑	☐	☐	☑	Edit | Delete
Expenses		(ExpenseAmt)	Currency (Dashed if Zero)	☐	40	0	15	0		☐	☑	☑	☐	☐	Edit | Delete
Check	Amount	(CheckAmt)	Currency (Dashed if Zero)	☐	50	0	15	0		☐	☑	☑	☐	☐	Edit | Delete
$ Chk		(CheckAmt)	Currency (Blank if Zero)	☐	55	0	15	0		☐	☑	☐	☐	☑	Edit | Delete

Return to Top

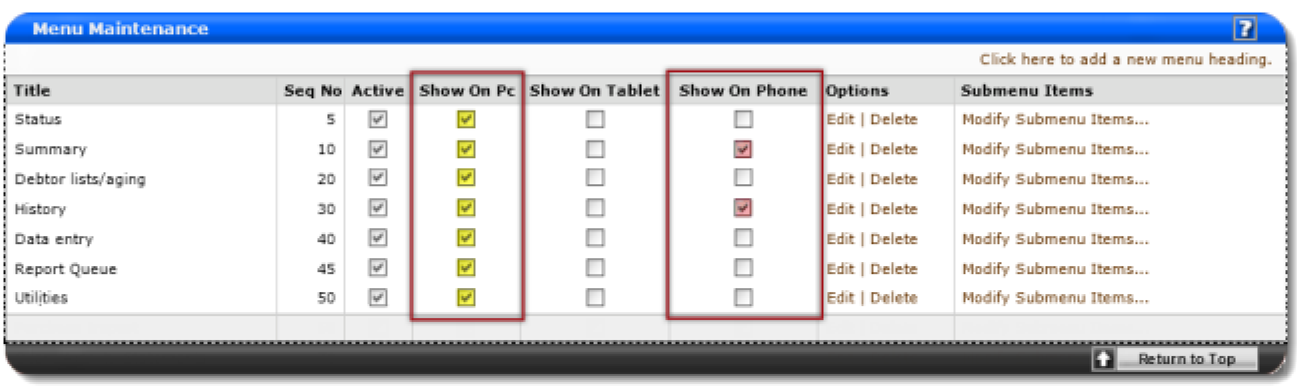
This configuration results in the presentation of the fields differently on a PC and a phone-sized device, as shown below:



Menu Maintenance

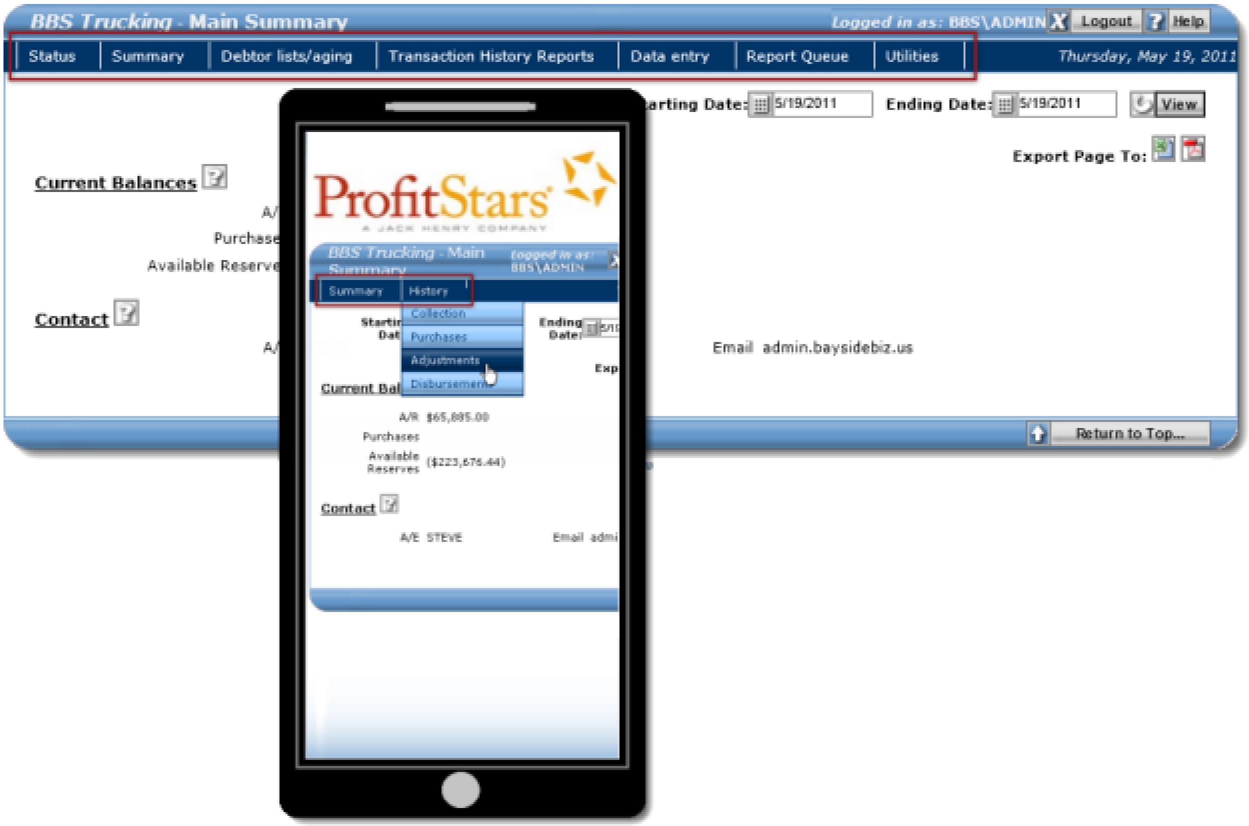
Use the **Show On** fields for each menu item to determine on what devices the menu heading will display in the ClientWeb menu bar.

- Select **Show On** for the device to display the menu heading on similarly sized devices.
- Clear the **Show On** option for the device to exclude the menu heading on similarly sized devices.



Title	Seq No	Active	Show On Pc	Show On Tablet	Show On Phone	Options	Submenu Items
Status	5	☑	☑	☐	☐	Edit | Delete	Modify Submenu Items...
Summary	10	☑	☑	☐	☑	Edit | Delete	Modify Submenu Items...
Debtor lists/aging	20	☑	☑	☐	☐	Edit | Delete	Modify Submenu Items...
History	30	☑	☑	☐	☑	Edit | Delete	Modify Submenu Items...
Data entry	40	☑	☑	☐	☐	Edit | Delete	Modify Submenu Items...
Report Queue	45	☑	☑	☐	☐	Edit | Delete	Modify Submenu Items...
Utilities	50	☑	☑	☐	☐	Edit | Delete	Modify Submenu Items...

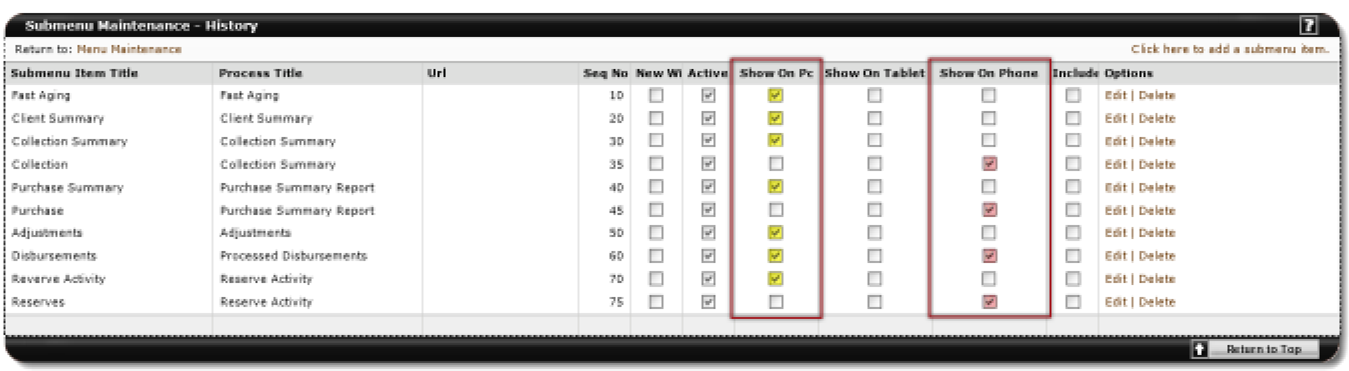
This configuration limits the menu headings displayed on a phone-sized device, as shown below:



Submenu Maintenance

Use the **Show On** fields for each Submenu Item to determine on what devices a menu item appears in the menu.

- Select **Show On** for the device to display the sub-menu item in the menu on similarly sized devices.
- Clear the **Show On** option for the device to exclude the sub-menu item in the menu on similarly sized devices.



Submenu Maintenance - History

Return to: Menu Maintenance

Click here to add a submenu item.

Submenu Item Title	Process Title	Url	Seq No	New Wi	Active	Show On Pc	Show On Tablet	Show On Phone	Include	Options
Fast Aging	Fast Aging		10	☐	☑	☑	☐	☐	☐	Edit | Delete
Client Summary	Client Summary		20	☐	☑	☑	☐	☐	☐	Edit | Delete
Collection Summary	Collection Summary		30	☐	☑	☑	☐	☐	☐	Edit | Delete
Collection	Collection Summary		35	☐	☑	☐	☐	☑	☐	Edit | Delete
Purchase Summary	Purchase Summary Report		40	☐	☑	☑	☐	☐	☐	Edit | Delete
Purchase	Purchase Summary Report		45	☐	☑	☐	☐	☑	☐	Edit | Delete
Adjustments	Adjustments		50	☐	☑	☑	☐	☐	☐	Edit | Delete
Disbursements	Processed Disbursements		60	☐	☑	☑	☐	☑	☐	Edit | Delete
Reserve Activity	Reserve Activity		70	☐	☑	☑	☐	☐	☐	Edit | Delete
Reserves	Reserve Activity		75	☐	☑	☐	☐	☑	☐	Edit | Delete

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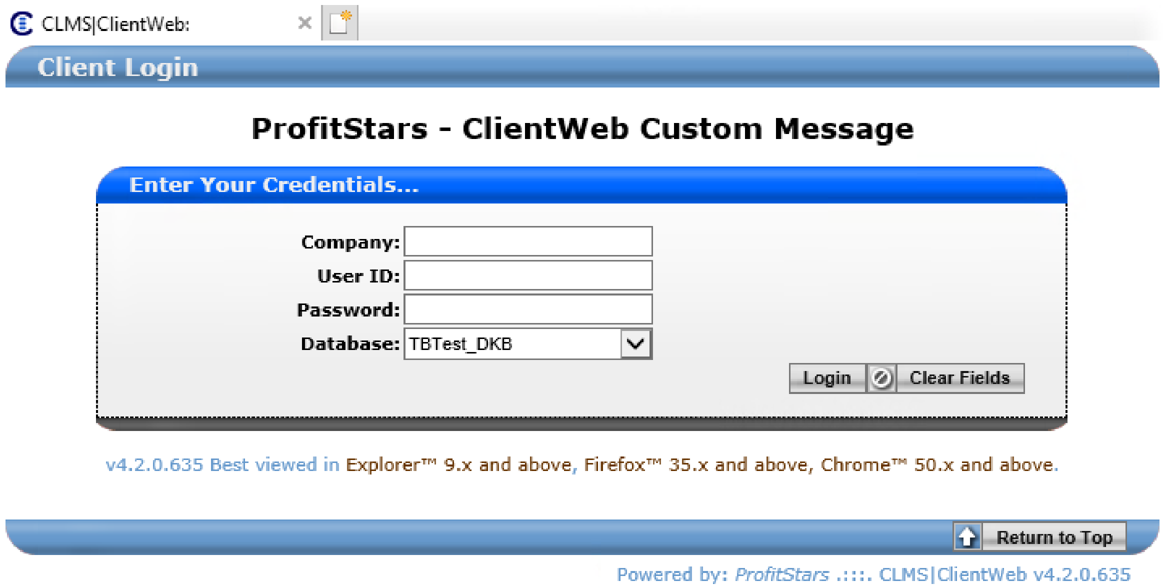
This configuration limits the menu items displayed on a phone-sized device, as shown below:

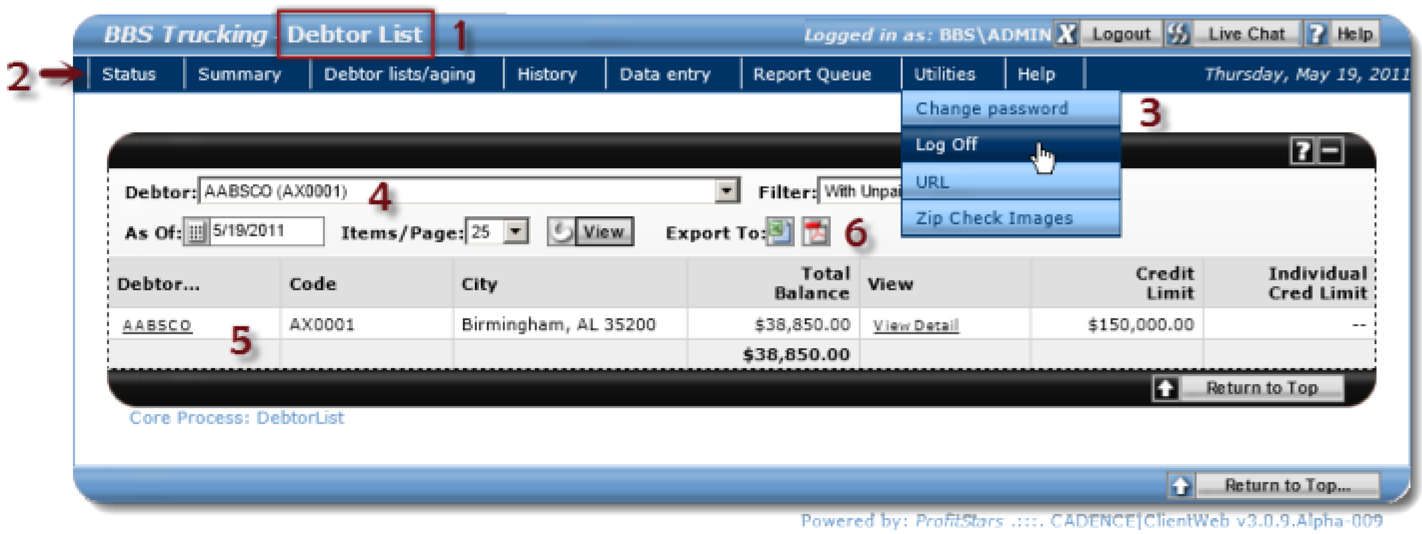
Working with ClientWeb Screens

Clients can access the ClientWeb Interface using a URL that you provide, such as the following: www.y-ourcompany.com/ login.aspx

On the Login screen, clients enter their **Company** name, **User ID**, and **Password**, and then select a **Data-base**. If they wish, they may select the **Remember my User ID on this Computer** checkbox that will auto-matically log them in each time they reach this page.



Because you can modify every part of the ClientWeb, including menus, screens, fields, tables, images, etc., your interface will look quite different from the examples shown here. There are, however, common elements that are present on all ClientWeb screens.



1. The **Screen Heading**—displayed to the right of the client name—is the title of the view (of data) associated with the menu item currently selected. The Screen Heading typically describes the data displayed in the lower part of the window; or the process required to produce the data.

2. The items contained on the **Menu Bar** are dependent upon the options you have selected as being available for this client. See Creating Menus for details.

3. **Sub-Processes** are the options and Submenus available from each menu. See Add or Create Sub-processes for details.

4. **Filters** (in the ClientWeb Online Administration Console) are the lists displaying information pulled from your database, based on the menu item selected. See Add Filters to Sub-processes for details.

5. **Fields** are the individual data elements in the table. See Add Fields to Sub-processes for details.

6. **Export** options on the ClientWeb window allow you to send a copy of the window contents to an Excel spreadsheet (comma-separated file), and PDF or text file, or a Word document.

Data displayed on the ClientWeb Interface is real-time data pulled directly from your FactorSoft database. Most ClientWeb windows display report information only, but some allow the client to enter data as well.

Setting Up ClientWeb Screens and Menus

This section of the *ClientWeb Administrator's Guide* covers the specifics of setting up Web screens and menus in ClientWeb using the Online Administration Console.

To build web screens and menus into your ClientWeb, you must define Processes, Subprocesses, Filters, and Fields to create the screens, and then define menus and menu items from which the processes will be selected in the ClientWeb site. The procedures for creating the entities are detailed in the following sections.

Creating Web Screens

Step 1: Create Processes

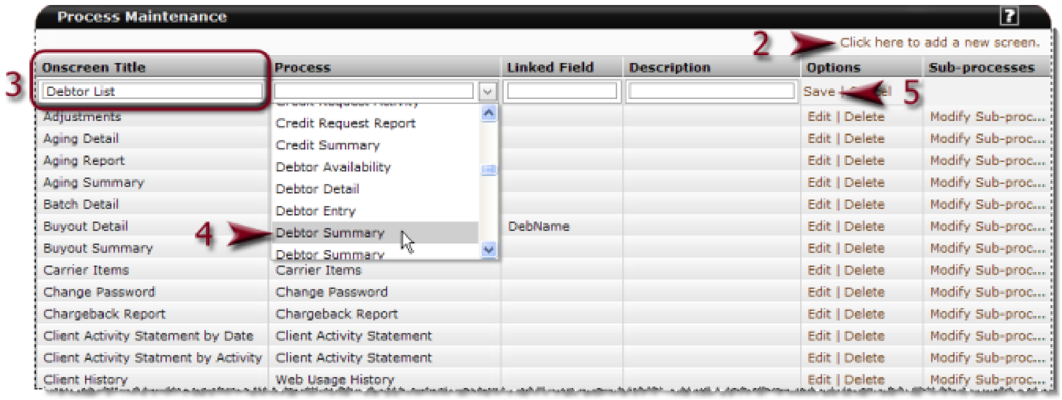
ClientWeb web screens and menus are created in the Online Administration Module by first selecting a process and giving it a screen title. Each process is the framework of a web screen, and after the process is given a title, the sub-processes, fields, and filters can be added to define the attributes of the web screen.

To define a Process on the Online Administration Console:

1. From the Administrator Index, select **Process Maintenance**.

   The Process Maintenance screen is displayed.

2. Select the **Click here to add a new screen** link to open a new row.
3. Enter an **Onscreen Title** that will be displayed in the title bar for the new process screen.
4. Select the **Process** that will be the framework for the web screen.



5. Click **Save**.

   The new process is added to the Process Maintenance list in alphabetical **Onscreen Title** order. You can sort the list by **Process** order by clicking on the **Process** heading.

Step 2: Add or Create Sub-processes

Once the processes are created, create a sub-process to define the web screen definition that is represented by the process and make it available to be added to menus or other processes. You add *filters* to a sub-process to present the user with multiple view options and *fields* to define the data displayed in the data grids on the screens.

For some processes, the sub-processes created in another process are available for selection in the Sub-process list. In these cases, there are typically no filters or fields to select.

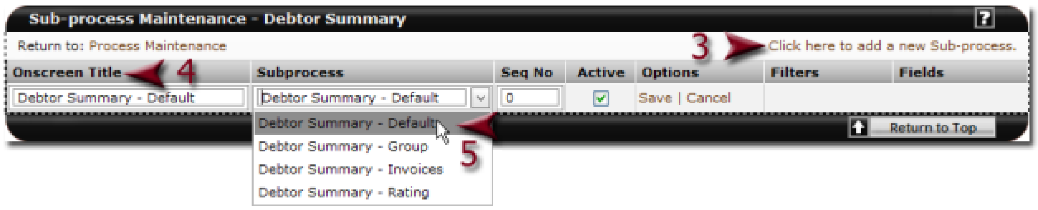
For other processes, you select a process (often the same one you just created) and define the fields and filters to create the attributes of the screen.

You can also define multiple sub-processes for a process and add them separately to a menu or menus to provide different views of the data available to that process.

To add a sub-process to a process, in the Process Maintenance screen:

1. Select the **Process** to which to add Sub-Processes.
2. Select the **Modify Sub-Processes** link.

   The Sub-Process Maintenance dialog is displayed.

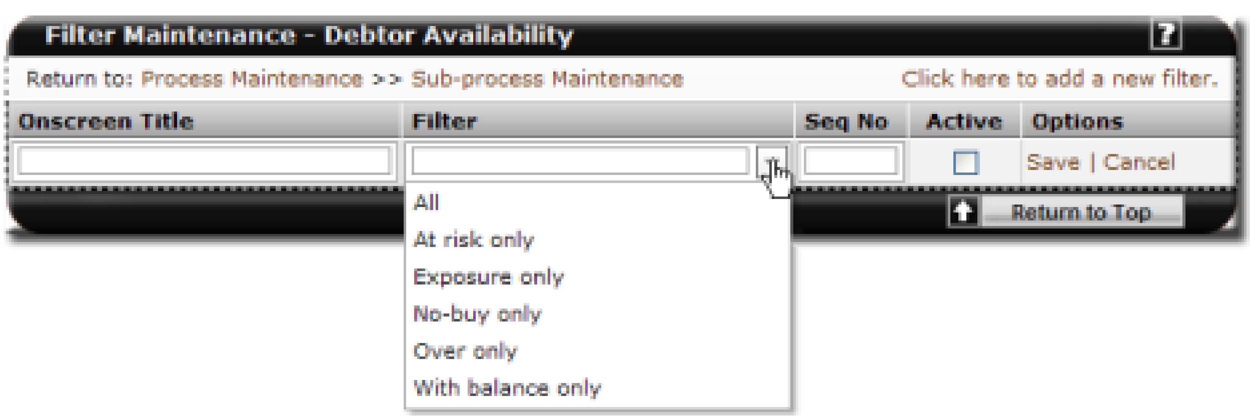


3. Select the **Click here to add a new Sub-Process** link to open a new row.
4. Enter an **Onscreen Title** as it will appear in the Title Bar of the web screen in ClientWeb.
5. Select the process or sub-process that will define the attributes of the screen from the **Subprocess** list.
6. Enter a **Seq No**.

   A Sequence Number is not needed if there is only one sub-process for the process. In this instance, a sequence order will be set for the sub-process in Submenu Maintenance.
7. Select the **Active** checkbox to make the sub-process active.
8. Click the **Save** link to save the sub-process.

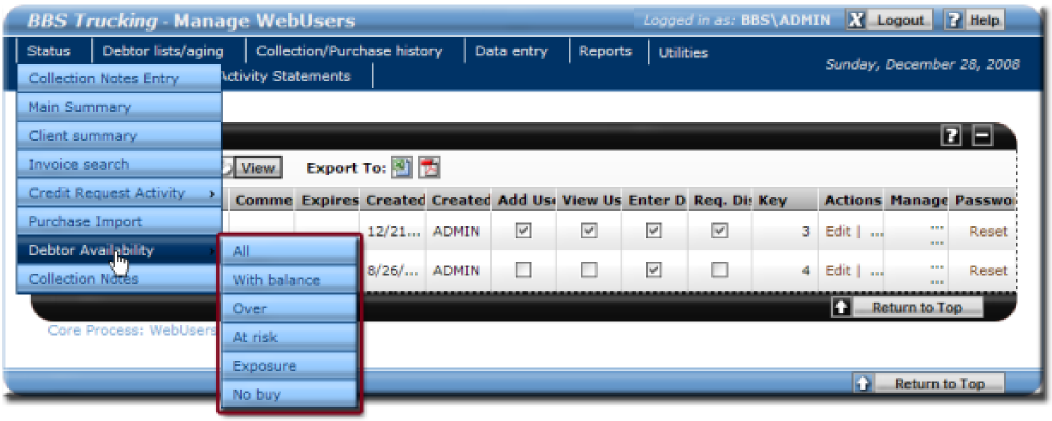
Step 3: Add Filters to the Sub-process

Some sub-processes open directly to a report or data window, while others are designed to present the user with alternate views of the data. The latter sub-process options have *filters*. Filters represent different ways in which the information can be displayed, as is the case with the Debtor Availability process, which can be displayed for all debtors, at-risk only, with exposure only, with no-buy only, over credit only, or with a current balance only, as pictured below:



Filters are available for certain sub-processes only and the logic and parameters are specific to those sub-processes.

When filters are associated with a sub-process they are displayed as a drop down list on the report or data page independent of the sub-process filter set-up. However, when a filter is created and made active, the option is displayed not only on the report or data window, but also as a "fly-out" menu option from a sub-menu, as shown for the Debtor Availability process below:



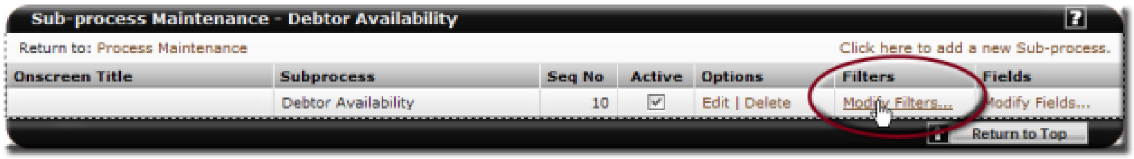
To define filters for a sub-process, in the Process Maintenance screen:

1. Select the **Process** for which the Sub-Process is to be updated.

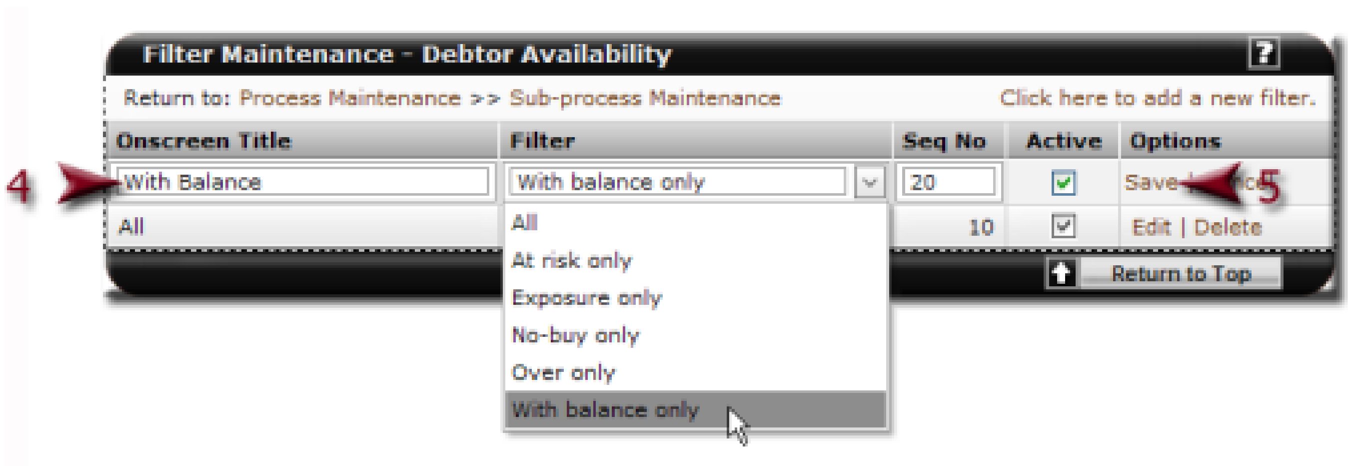
2. Select the **Modify Sub-Processes** link for the sub-process.

   The **Sub-Process Maintenance** dialog is displayed.

3. Click the **Modify Filters…** link.



   The Filter Maintenance screen appears.

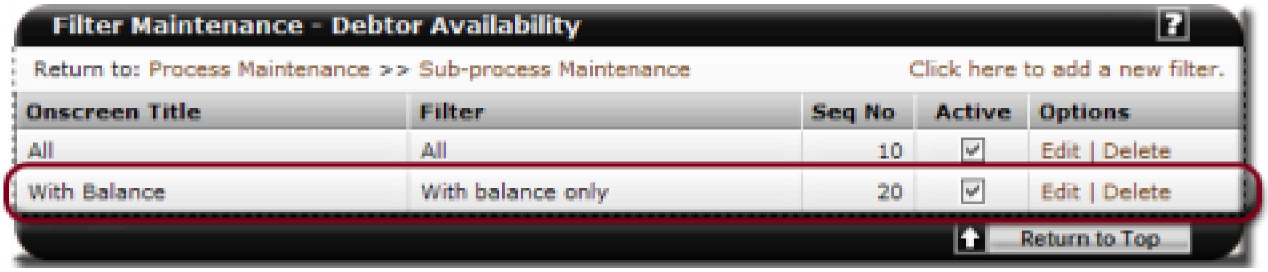


4. Complete the filter line-item record definition as outlined below:

Field	Description
Onscreen Title	Enter a title as it will appear in the Title Bar of the web screen and as a menu item in the fly-out menu.
Filter	Select the applicable filter from the list.
Seq No	Enter a sequence number that will determine the position that the item is displayed relative to other defined filters in the fly-out menu or Filter selection list.
Active	Select this option to make the filter active and display the filter in the fly-out menu.

5. Click **Save**.

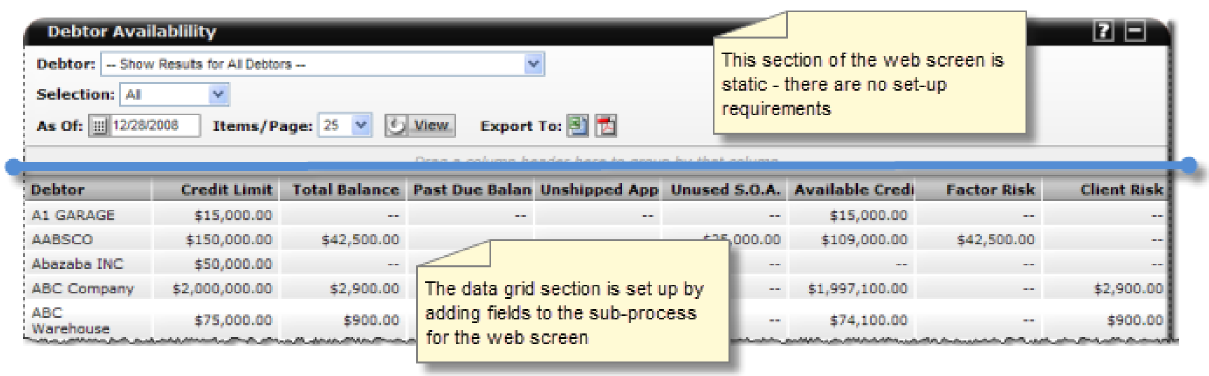
   The new filter appears in the list as shown below:



6. Repeat steps 4 and 5 for each filter to be added for the sub-process.

Step 4: Add Fields to the Sub-process

As with filters, some sub-processes allow you to specify the columns and associated data fields to be included in data grids on the web screens. Other sub-processes are static and do not require any field set-up.



To add fields to the data grid section of a web screen, from the Process Maintenance screen:

1. Select the **Process** for which the Sub-Process is to be updated.
2. Select the **Modify Sub-Processes** link for the sub-process.

   The Sub-Process Maintenance dialog is displayed.
3. Click the **Modify Fields...** link.

   The Field Maintenance screen is displayed.
4. Select the Click here to add a new field link.

   A new row with data entry or selection fields appears.

5. Complete the line-item record definition as outlined below:

Field	Description
Title 1	Enter the column title display name for the column.
Title 2	Enter a second word or words for the column title display name
Field Name	Select the **Field Name** that indicates the FactorSoft data field from which the data value is displayed for each record returned in the data grid. The field names available are specific to each process/sub-process.
Display Format	Select the **Display Format** for the data. The available formats are:

Field	Description
	• String (Aligned Left) • String (Aligned Right) • Currency • Currency (Blank if Zero) • Currency (Dashed if Zero) • Number • Number (Blank if Zero) • Number (Dashed if Zero) • Date (North America) • Date (Australia) • Date/Time (North America) • Date/Time (Australia) • Percentage (Aligned Center) • Percentage (Aligned Left) • Percentage (Aligned Right) • Phone (North America) • Phone (Australia) • Boolean (Yes/No)
Total	For numeric fields, select the **Total** option to display a total row containing a sum total for all records for the column.
Seq No	Enter a **Seq No**, which determines the placement of the column on the web screen in order from left to right.
Col No	If you are setting up the Main Summary or Client Summary core process screen, enter the Column

Field	Description
	Number that indicates the column in which the title and data for this field are displayed. See Setting up Summary Screens for more inform-ation.
Link To	Select the core process screen to open when the link is selected. This option is used in conjunction with the **Link Value** and/or **New Win** fields to create a link to another view.
Link Value	Select the data key to be used when linking to a new screen. The data keys available are specific to each process selected from the **Link To** field. For example, a link next to a Debtor Name column may link to the Debtor Detail page and would have a Link Value of DebtorKey to display the Debtor Detail screen for the debtor represented in the line-item record from which the link was clicked.
New Win	Select this option to indicate that the link opens the linked screen specified in **Link To** in a separate browser window. Since ClientWeb currently does not support use of the Back button on web browsers, this feature can be useful when accessing a detail page from within a summary page - such as opening the Debtor Detail page from within Debtor Search. The ClientWeb user can then open the detail page for review and subsequently return to the search page without having to re-access it from the menu. **Caution**: You should not over use the **New Win** option. If a new browser window opens every time a ClientWeb user clicks a link or menu item, the Taskbar becomes quickly cluttered and nav-

Field	Description
	igation through multiple screens can become difficult and confusing for the user.
Active	Select this option to make the line item record active and display the associated data in the web screen grid.
Show on PC	Select this option to include the field when the page is displayed on a computer monitor, laptop, or similarly sized device. If this option is not selected, the field is not included when the page is displayed on a computer monitor, laptop, or similarly sized device.
Show on Tablet	Select this option to include the field when the page is displayed on a tablet sized mobile device. If this option is not selected, the field is not included when the page is displayed on a tablet sized mobile device.
Show on Phone	Select this option to include the field when the page is displayed on a phone sized mobile device. If this option is not selected, the field is not included when the page is displayed on a phone sized mobile device.

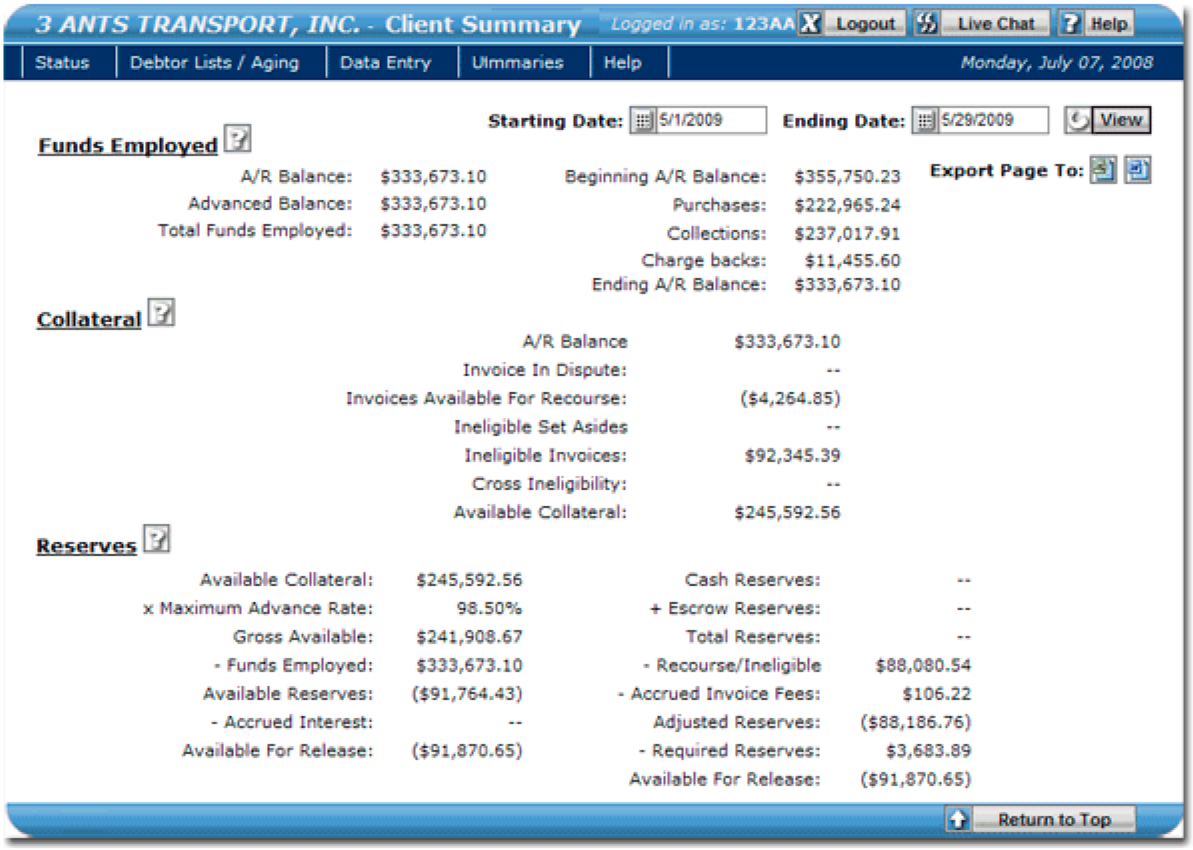
6. Click **Save**.

   The line-item record is added to the Filter Maintenance screen.

7. Repeat steps 4 through 6 for each column to be added to the data grid.

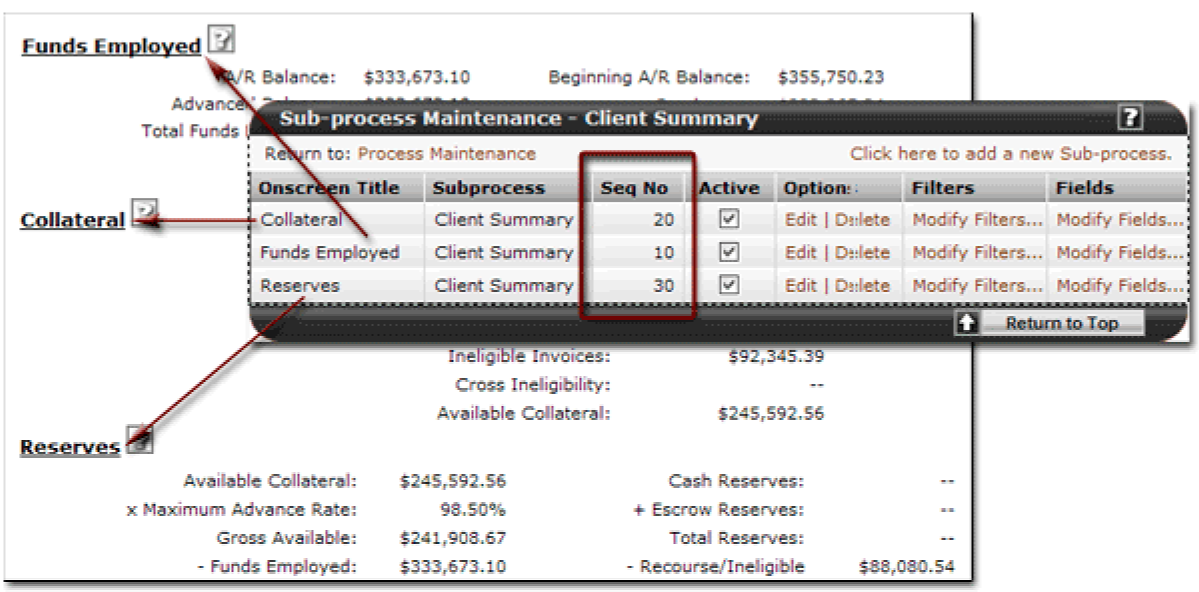
Setting Up Summary Screens

The Client Summary and Main Summary screens display information in a grouped format rather that the linear grid-based format used for the screen definitions described in Creating Web Screens, above. An implementation of the Client Summary screen is illustrated in the following illustration:

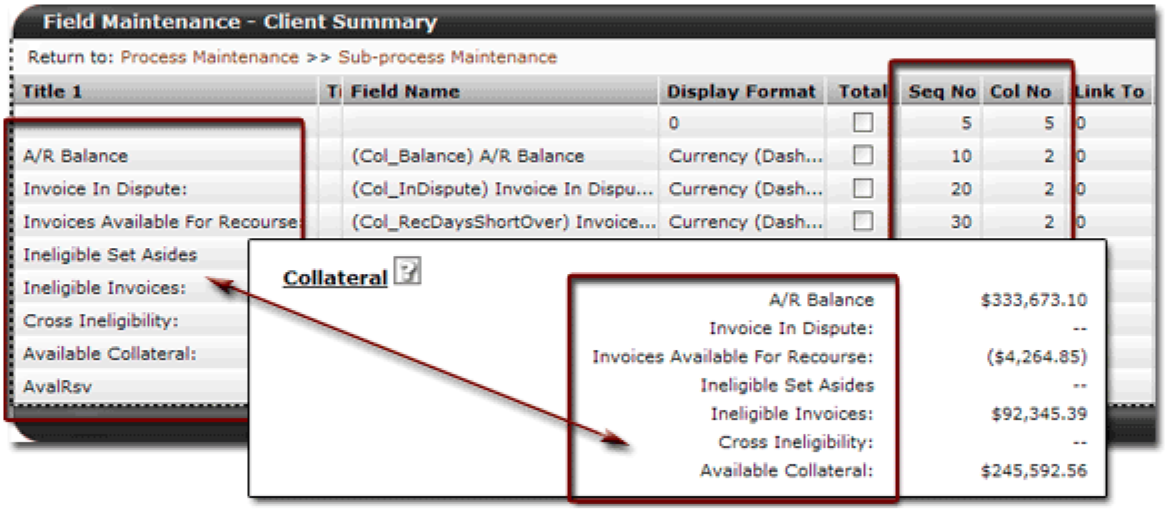


This screen is setup using both rows and columns when setting up fields in Field Maintenance.

The following illustration shows the components of the screen. Each of the major headings, **Collateral, Funds Employed**, and **Reserves**, are sub-processes. The location of the heading on the screen is determined by the **Seq No** assigned to the Client Summary sub-process, as shown in the following illustration.



The fields under each heading are set up in Field Maintenance for the respective sub-process. Each field is positioned on the screen by both **Seq No** and **Col No**.



To see more information about the steps required to add web screens to ClientWeb, see Creating Web Screens.

Setting Up Dashboard Charts

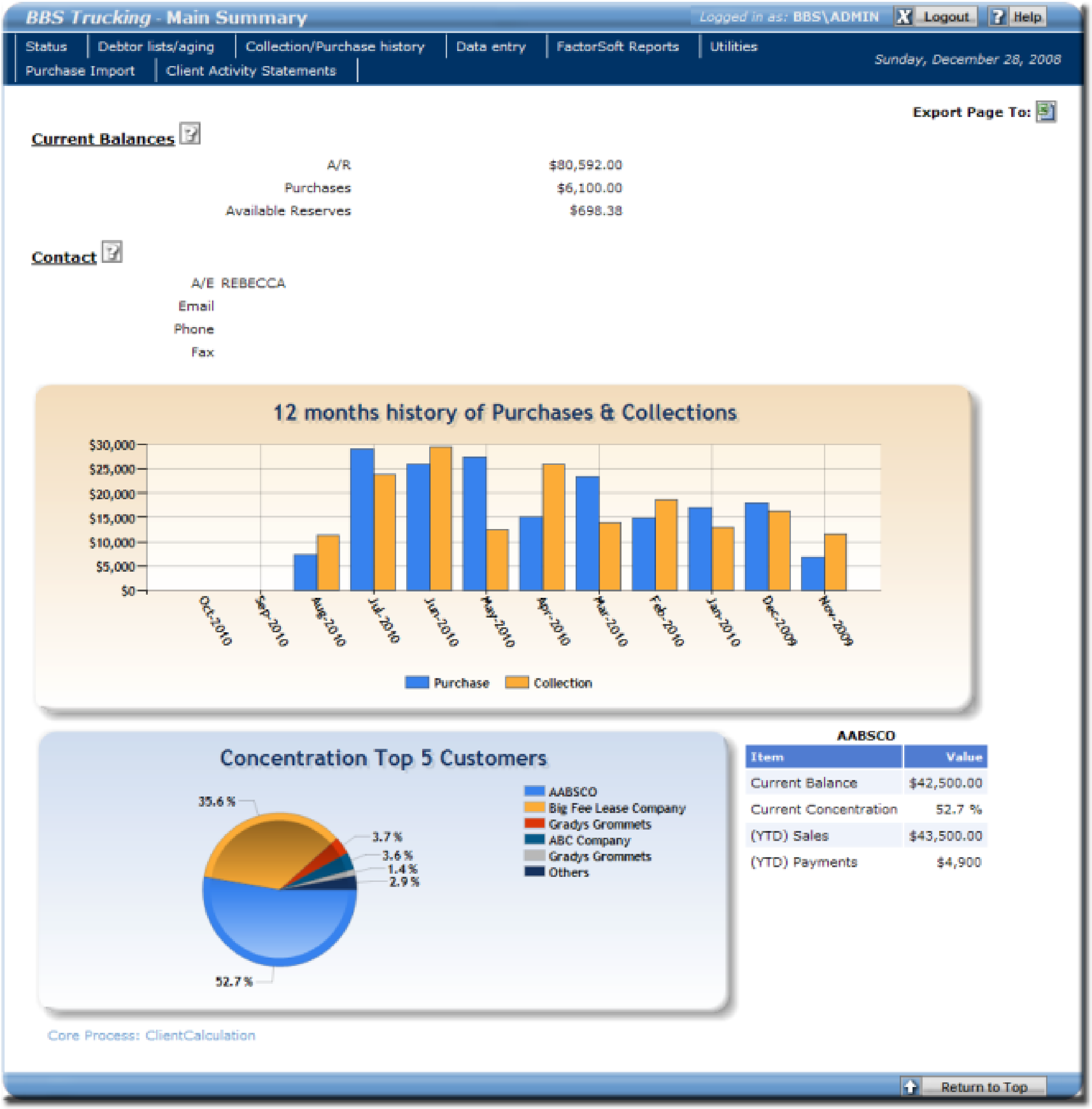
The ClientWeb Dashboard feature allows you to configure views that display graphical representations of client and account specific 12 month trends.

The following Dashboard views are available to be configured on the ClientWeb:

- Collection Activity Chart
- Combined Activity Chart
- Concentration Activity Chart
- Purchase Activity Chart

Each view can be added as a subprocess to any process in ClientWeb. Typically, you would want to add a chart or charts to the Main Summary page and display that page by default so that the client would have a graphic snapshot of their 12 month trends upon accessing their web, as illustrated below:

The default page for all non-Admin users is determined by the setting of System Preference **Identification/system constants**, **ClientWeb**, **Default start pages**, **Start page URL**.



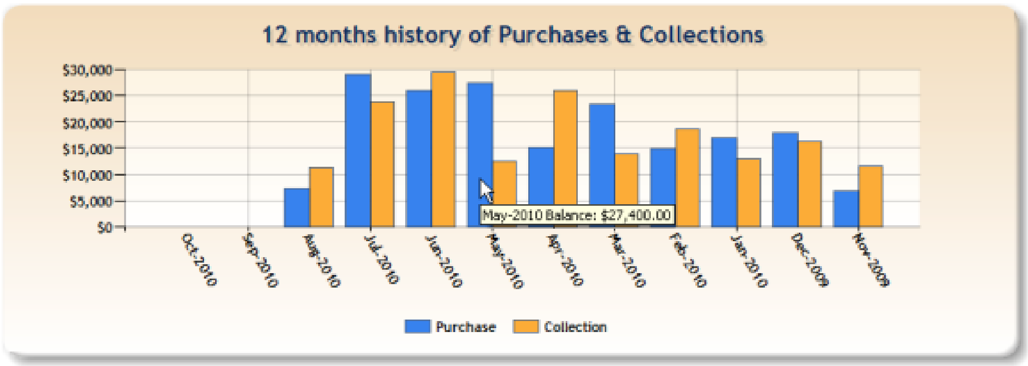
Collection, Purchase, and Combined Activity Charts

The Collection, Purchase, and Combined charts display bar charts that illustrate 12 month trends in collection and/or purchase activity for the client. The information on these charts correlates to the **Purchase** and **Collections** columns displayed on the Trend Analysis Report in the Analysis Menu of the Reports module for the 12 month period ending on the current FactorSoft processing date, and this report can be used to validate the information on the charts.

Each of these charts is illustrated below. Note that you can float the mouse pointer over a bar of the chart to display a pop-up of the purchase or collection balance for that month:

Collection Activity Chart

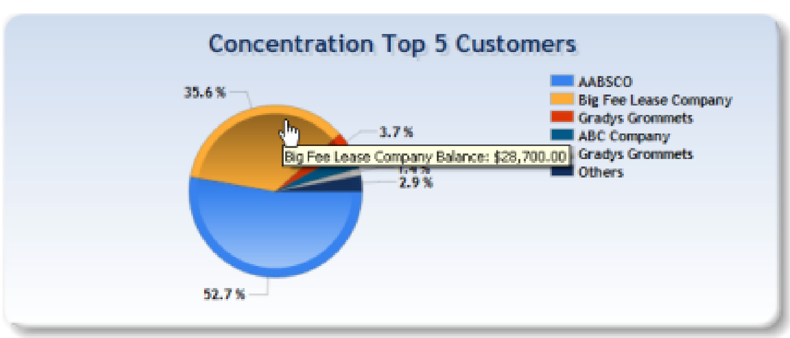
Purchase Activity Chart



Combined Purchase and Collection Activity Chart

Concentration Activity Chart

The Concentration Activity Chart displays a pie graph illustrating the debtor customers who rank top five in A/R balance for the client, plus one more "Others" category that aggregates all other customer debtors. Additionally, a small table is provided that displays current balance, concentration percentage, and purchase and collection amounts for the 12 month period ending on the current FactorSoft processing date for the selected debtor. You can select a piece of the pie chart to display the data for that debtor. Also note that floating the cursor over the piece displays the debtor name and current balance in a pop-up.



Big Fee Lease Company

Item	Value
Current Balance	$28,700.00
Current Concentration	35.6 %
(YTD) Sales	$32,700.00
(YTD) Payments	$4,900.00

Concentration Activity Chart

The information on the Concentration Activity Chart correlates to data displayed on the Concentration Report in Analysis Menu of the Reports module for the 12 month period ending on the current FactorSoft processing date, as follows:

Chart		Report
Current Balance	=	Debtor Balance
Current Concentration	=	% Client Balance
(YTD) Sales	=	Period Sales
(YTD) Payments	=	Period Payments

Adding the Dashboard Charts to a Core Process Screen

You can add the subprocesses for the charts to any core process screen in ClientWeb using the procedures outlined below. However, the procedure assumes that you will be adding the charts to the Main Summary screen.

In the ClientWeb Online Administration Module:

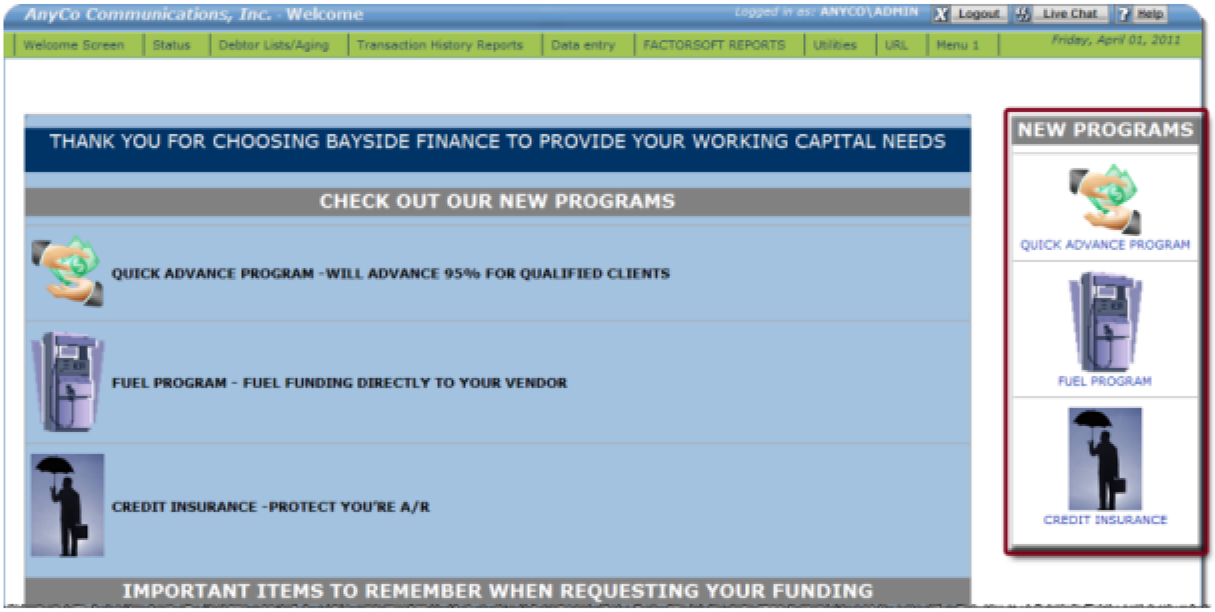
1. Select Process Maintenance and add a new process for the dashboard:
   - Select **Click here to add a new screen**.
   - Enter an **Onscreen Title**.
   - Select the **Main Dashboard** process from the **Process** list.
   - Click **Save**.
2. Create a sub-process for each chart you want to display:
   - On the Process Maintenance screen, select the Main Dashboard process and click **Modify Sub-process**.
   - On the Sub-process Maintenance screen, select **Click here to add a new Sub-process**.
   - Enter an **Onscreen Title**. For clarity, we recommend setting these up as Collection Activity Chart, Combined Activity Chart, Concentration Activity Chart, and Purchase Activity Chart, respectively.
   - Select the Dashboard view process from the **Subprocess** list (the Subprocess names are **Collection Activity Chart**, **Combined Activity Chart**, **Concentration Activity Chart**, and **Purchase Activity Chart**).
   - Enter a unique **Seq No**.
   - Select **Active**.
   - Click **Save**.
3. Edit the sub-process for the core process screen on which you want the chart(s) displayed (Main Summary is used in the procedure for purpose of example):

- On the Process Maintenance screen, select the **Main Summary** process and click **Modify Sub-process**.
- On the Sub-process Maintenance screen, select **Click here to add a new Sub-process**.
- Enter an **Onscreen Title**. For clarity, we recommend setting these up as Collection Activity Chart, Combined Activity Chart, Concentration Activity Chart, and Purchase Activity Chart, respectively.
- Select the Dashboard view process from the **Subprocess** list (the Subprocess name is the name you set up as the **Subprocess** name for the chart in Step 2).
- Enter a unique **Seq No** to indicate the horizontal position that the chart will appear relative to other subprocesses on the Main Summary screen.
- Select **Active**.
- Click **Save**.

> This procedure assumes that you are setting up the charts on an existing screen. If you are creating a new screen, you will need to assign the process to a menu as well using the Menu Maintenance function of the ClientWeb Online Administrative Console.

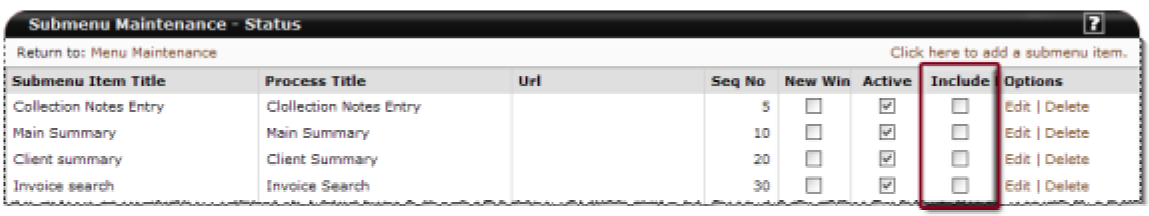
Set Up Customer Resources Pane

The customer resources pane is a customer created .HTML file that is stored in a specific location on the ClientWeb server (C:\ClientWeb\App_Customization\Includes\customer_footer_login.htm), and displayed by default on the Welcome page, as well as any other page specified in Menu Maintenance, as shown in the following illustration.



The customer resources bar can be limited by ClientWeb page. To control this feature by ClientWeb page, in the ClientWeb Administration module:

1. Select **Menu Maintenance**.
2. Select **Modify Submenu Items…** for the Menu Title in which the desired screen is defined.
3. Select **Include** to display the customer resources bar on that page, or clear the Include option to not display the customer resources bar on that page.


Submenu Maintenance - Status

Return to: Menu Maintenance — Click here to add a submenu item.

Submenu Item Title	Process Title	Url	Seq No	New Win	Active	Include	Options
Collection Notes Entry	Clollection Notes Entry		5	☐	☑	☐	Edit | Delete
Main Summary	Main Summary		10	☐	☑	☐	Edit | Delete
Client summary	Client Summary		20	☐	☑	☐	Edit | Delete
Invoice search	Invoice Search		30	☐	☑	☐	Edit | Delete

Set Up Collection Notes Screen

The setup for the Collections Notes screen is unique. In the ClientWeb Online Administration Module, follow these instructions to set up the Collection Notes Screen:

1. In Process Maintenance, add a new screen and select the process **Collection Note Entry** for the screen.

2. Modify the sub-process for the new screen and select **Collection Note Entry** as the **Subprocess**.

3. In Process Maintenance, add another new screen and select the process **Debtor Summary** for the screen. Name this screen in such a way that you are clear that it is the Collection Note Entry screen for purposes of display and selection in ClientWeb.

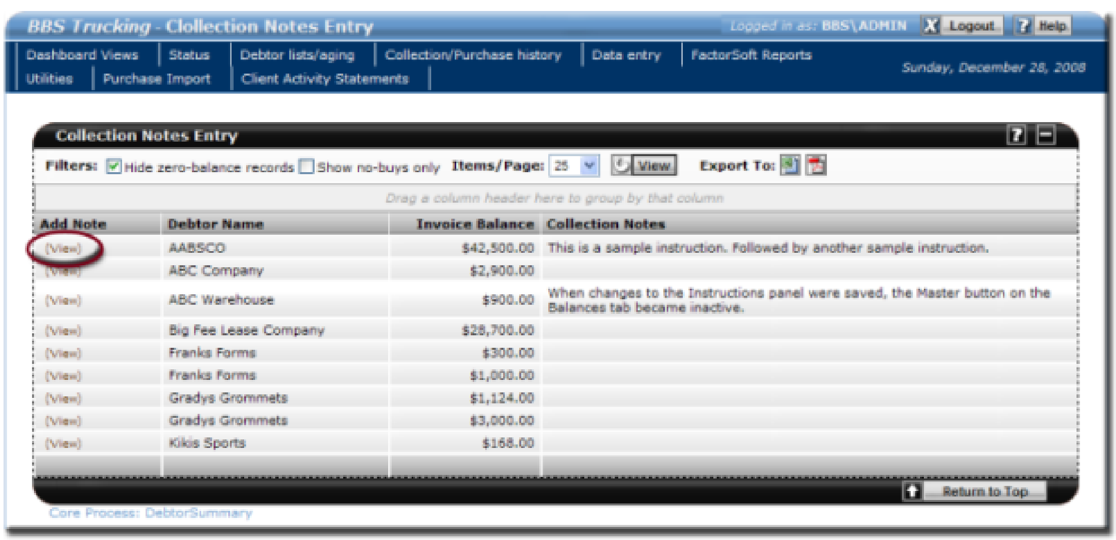
4. Modify the sub-process for this screen, selecting **Debtor Summary – Default** as the **Subprocess** (this should be the only option).

5. Select **Modify fields**, and in the Modify Fields screen, add whatever entries you choose to identify and select the debtor (Debtor Name, Invoice Balance, etc.). In addition, add a Collection Note field with the following attributes:

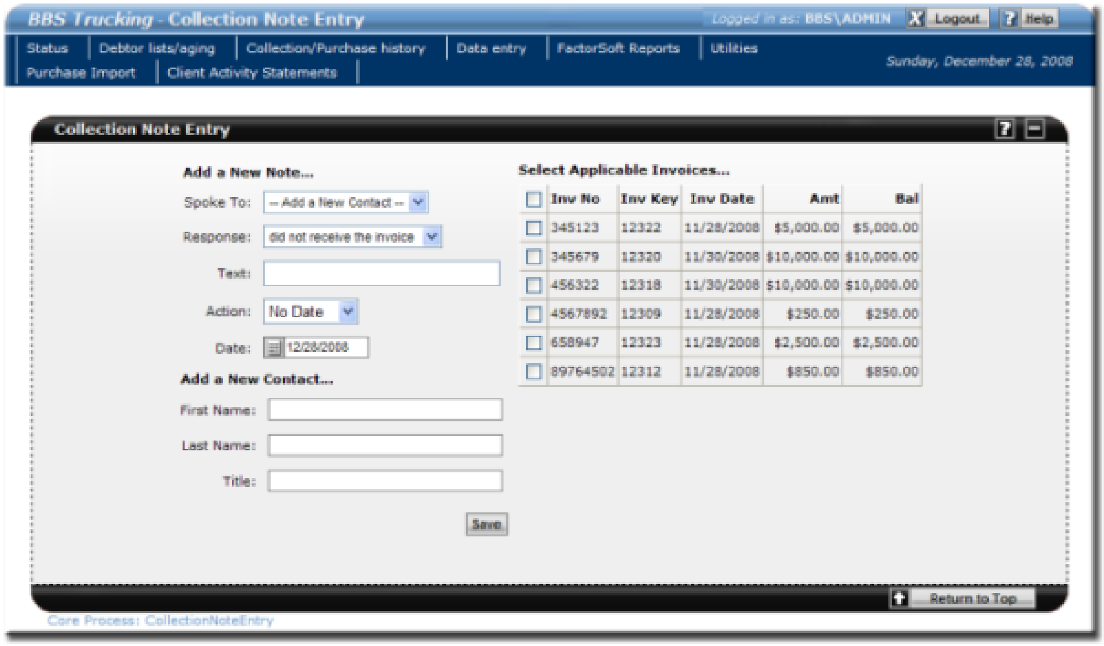
    - Field name = (Add Notes)
    - Link To = Collection Note Entry
    - Link Value = (DebtorKey)
    - New Win = Yes (selected)
    - Active = Yes (selected)

6. In Menu Maintenance, add the new screen created with the Debtor Summary process to a menu of your choosing.

    The end result will look something like the following (note the link in the Collection Note column):



When you click the link, the Collection Note Entry screen is displayed on a separate page:



You can enter a collection note for the selected debtor by completing the fields under **Add a New Note**, selecting invoices in **Select Applicable Invoices**, and clicking the **Save** button.

Field	Description
Spoke To	Select the debtor representative who was contacted from the list, or select Add a New Contact. Debtor representatives are created in the Debtor Information screen for the selected debtor. If you click Add a New Contact, the name and title fields appear to add the representatives information.
Response	Select the predefined response for the contact with the debtor. These responses are defined in the Verification/Collection Message table.
Text	Enter free-form text notes for the contact with the debtor.
Action	Select the agreement reached in the debtor contact:

Field	Description
	• **No Date**: no "Will pay" or "Call back" dates was agreed to • **Will Pay**: debtor contact has agreed to pay the invoice(s) by a specific date. • **Call Back**: debtor contact has agreed to call back by a specific date.
Date	Use this calendar to record the promised payment or call back date.
Select Applicable Invoices	Use the check boxes to select invoice(s) to which to apply the collection note. You can select the checkbox in the heading row to select all invoices for the debtor automatically.
Add a New Contact	These fields only appear if you select Add a New Contact from the Spoke To field, and are used to record the name and title of a new contact to be saved for the debtor.
Save	Click this button to save the collection note.

Set Up Dashboard Screen

The Dashboard screen requires the following set up:

Process Setup

Set up the process and subprocess within ClientWeb Application Administration and then assign the sub-process to a menu (see Creating Web Screens and Create Menus and Menu Entries in this guide for details).

- Process Name: **Invoice Correction**
- Subprocess Name: **Invoice Correction**

System Preferences

Set the following System Preference in the **Data entry behavior**, **Imaging** folder:

Preference	Description
Import folder path for Client	Set the folder path in which the upload files are written by the Dashboard process and which the Engine monitors for files to upload.

Engine Task

The Dashboard process requires that the **Folder Monitor Imports** task type be enabled and assigned a Task Server Load. The task monitors the image folder set in Image Folder Maintenance in the FactorSoft Administration module for files uploaded from the web, processes those files and imports them into FactorSoft.

Database Script

Any database using the Dashboard process for the first time will need to have the following script run against it:

IF EXISTS (SELECT 1 FROM syscolumns WHERE id = OBJECT_ID('OcrData') AND name='Status')

BEGIN

IF 'int' <> (SELECT TYPE_NAME(xtype) FROM syscolumns WHERE id = OBJECT_ID('OcrData') AND name='Status')

BEGIN

BEGIN TRAN

DECLARE @default AS NVARCHAR(100), @sql AS NVARCHAR(1000)

BEGIN TRY

SELECT @default = o.name

FROM syscolumns c

JOIN sysobjects o

ON c.cdefault = o.id

WHERE c.id = OBJECT_ID('OcrData')

AND c.name='Status'

IF @default IS NOT NULL

BEGIN

```
SET @sql = 'ALTER TABLE OcrData DROP CONSTRAINT ' + @default

EXEC sp_executesql @sql

END

UPDATE OcrData

SET [Status] = NULL

WHERE RTRIM([Status]) = ''

SET @sql = 'ALTER TABLE OcrData ALTER COLUMN [Status] INT NULL'

EXEC sp_executesql @sql

UPDATE OcrData

SET [Status] = 0

WHERE [Status] IS NULL

SET @default = 'DF_OcrData_Status'

SET @sql = 'ALTER TABLE OcrData ADD CONSTRAINT ' + @default + ' DEFAULT 0 FOR [Status]'

EXEC sp_executesql @sql

COMMIT TRAN

END TRY

BEGIN CATCH

--DECLARE @ErrorNumber INT = ERROR_NUMBER();

--DECLARE @ErrorLine INT = ERROR_LINE();

DECLARE @ErrorMessage NVARCHAR(4000) = ERROR_MESSAGE();

DECLARE @ErrorSeverity INT = ERROR_SEVERITY();

DECLARE @ErrorState INT = ERROR_STATE();

ROLLBACK TRAN

RAISERROR(@ErrorMessage, @ErrorSeverity, @ErrorState);

END CATCH

END

END
```

FactorSoft Reports Setup

Beginning with FactorSoft version 3.0, all SQL reporting services reports in FactorSoft can be made available to clients in the ClientWeb. The specific report parameters that determine to which clients the report will be available, as well as any specific report formatting options, are configured in the Reports module - no configuration is required in ClientWeb Administration.

The only process that is required is the Report Queue, and it is within this process that all available FactorSoft reports can be requested by a ClientWeb user, and is also the queue where completed reports are accessed for viewing and/or printing.

Set Up the Report Queue

Follow these directions to set up the Report Queue for FactorSoft Reports in ClientWeb:

In the ClientWeb Application Administration Module:

1. Select Process Maintenance and add the new report queue process:

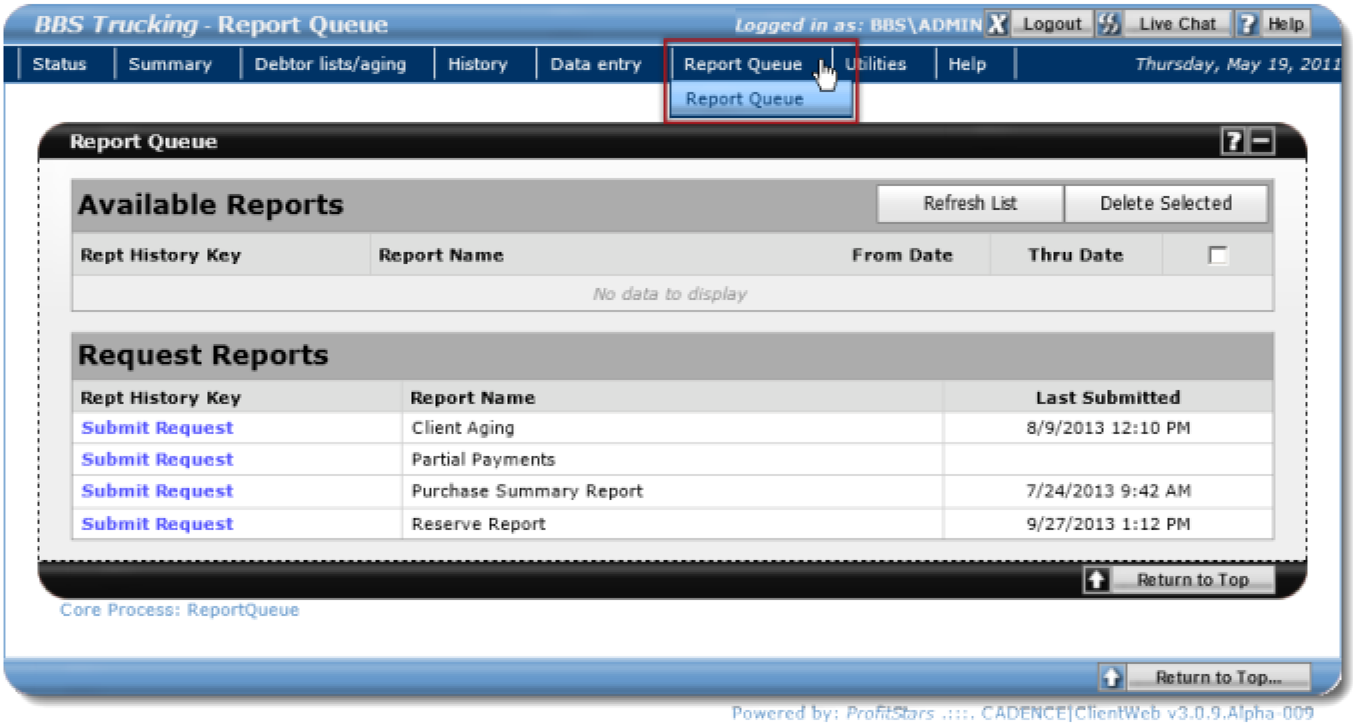
    - Select **Click here to add a new screen**.
    - Enter an **Onscreen Title**.
    - Select the **Report Queue** from the Process list (the Process names are as listed above).
    - Click **Save**.
    - Select **Modify sub-processes** for the Report Queue process.
    - In the Sub-process Maintenance page, enter an **Onscreen Title**, select **Report Queue** in the **Subprocess** list, enter a **Seq No**, select **Active** and click **Save**.

    For step-by-step instructions on creating new screen processes, see Create Processes.

2. Create a menu entry for the report queue:

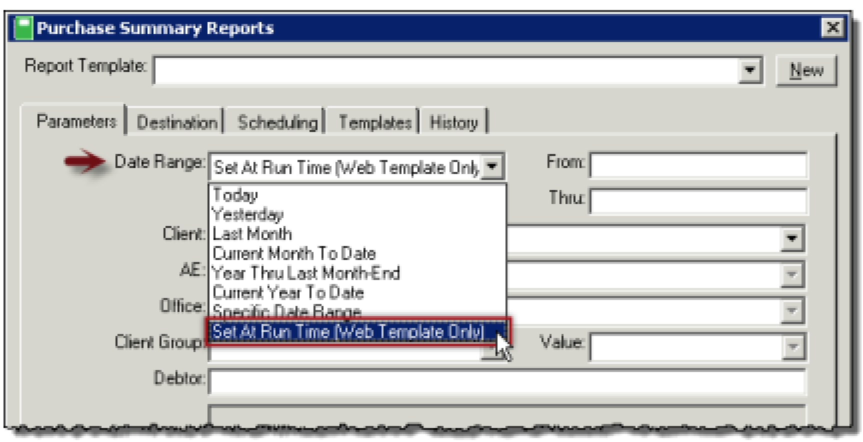
    - In Menu Maintenance, select **Click here to add a new heading**.
    - Enter a **Title** and **Seq No**, select **Active** and click **Save**.
    - Select **Modify Submenu Items**.
    - In Submenu Maintenance, select **Click here to add a submenu item**.
    - Enter **Submenu Item Title**, select the **Report Queue** from the **Process Title** list, enter a **Seq No**, select **Active** and click **Save**.

    The resulting menu will look like the following illustration:

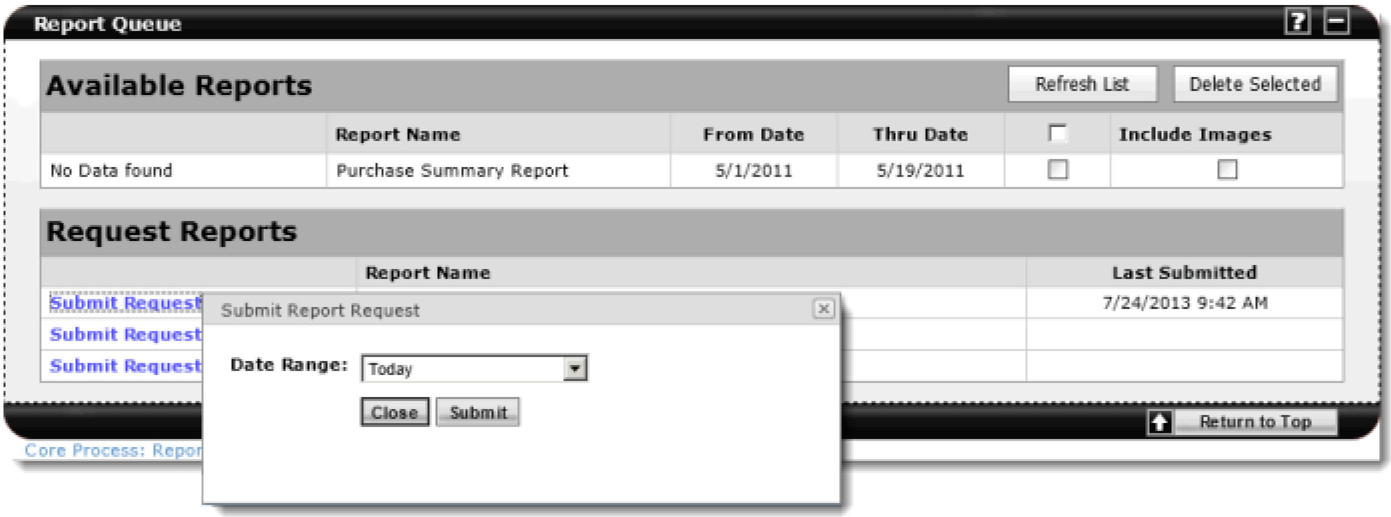


Reports Date Range Selection

FactorSoft SQL Reporting Services Reports that can be produced for a specified date range have an option in the **Date Range** field of the Parameters tab for use when requesting the report through the ClientWeb Report Queue. In the **Date Range** field of the report, select **Set At Run Time (Web Template Only)**, as shown below:



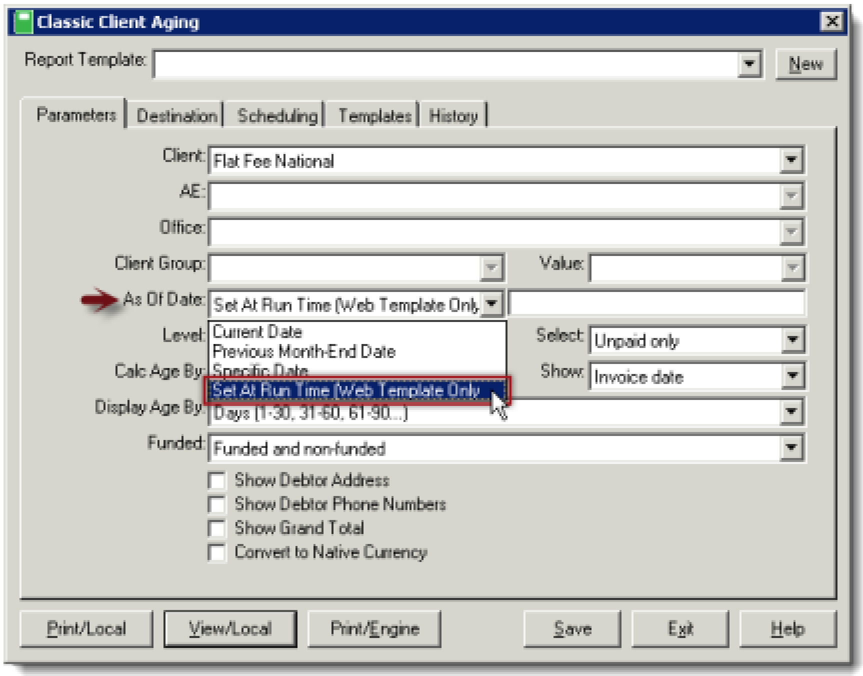
When the report is clicked in the Report Queue, a dialog appears to choose the data range, as shown in the following illustration.



Field	Description
Date Range	Select the date range to use for the report from the list: • **Today** • **Yesterday** • **Last month** • **Current month-to-date** • **Year thru last month date** • **Current year-to-date** • **Specific date** If the **Specific date** range option is selected, enter the beginning and ending dates of the date range to which to limit the report in the From and Thru fields.
Close	Click this button to close the Submit Report Request dialog without submitting.
Submit	Click this button to submit the report request to FactorSoft for the selected date range.

Classic Client Aging Set at Run time Option

The Classic Client Aging Report can be configured in the Reports module to select the As-of Date in ClientWeb at the time the report is submitted from the Report Queue page. To configure the Classic Client Aging report to allow selection of the As-of Date at run time, select **Set At Run Time (Web Template Only)**, as shown below.



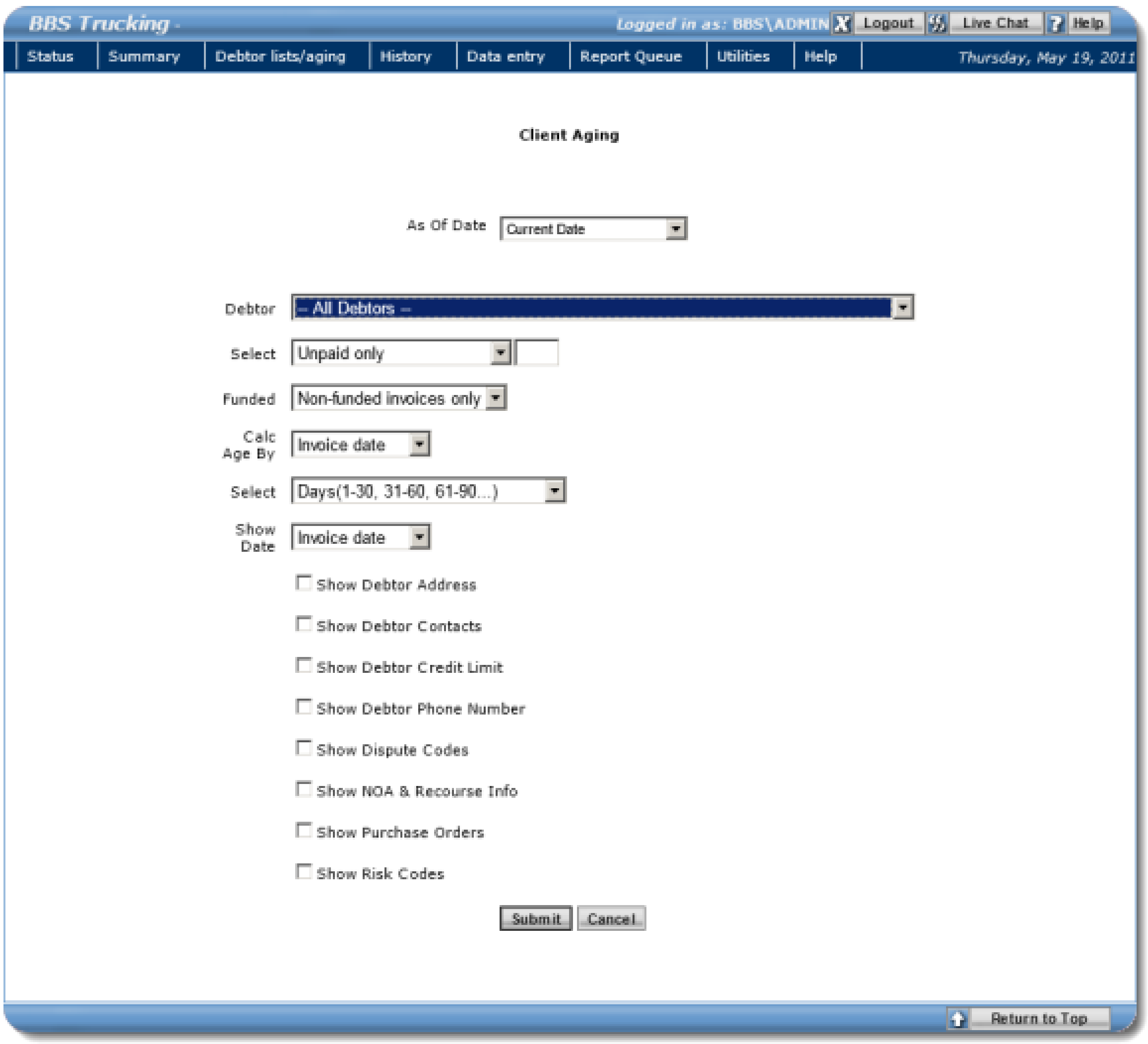
When the report is clicked in the ClientWeb Report Queue, a dialog appears to choose the date range (**Current Date**, **Previous Month-End Date**, or **Specific Date**), as shown in the following illustration.

Classic Client Aging Override Parameters

The **Allow user to override parameters on web** option on the Classic Client Aging report allows the user to override the parameters set up for the report on the ClientWeb report request page. This option applies to Classic Client Aging templates set up as a Web destination with the **As Of Date** set to **Set At Run Time (Web Template Only)**, which allows the selection of the as-of date from the ClientWeb Report Queue at the time the report is requested.

To allow the ClientWeb user the ability to select parameters when requesting the report from the Report Queue page in ClientWeb, select and save the **Allow user to override parameters on web** option on the Classic Client Aging screen for the template. When the user clicks the **Submit Request** link for the report on the Report Queue in ClientWeb, the parameters can then be selected from the page, as shown in the following illustration.

Note that if the **Allow user to override parameters on web** option is not selected for the template, only the **As-of Date** parameter is displayed, as described in *Classic Client Aging Set at Run time Option* above.



Field	Description
As-of Date	Select the date from which to calculate the aging for the report.

Field	Description
Debtor	Select the debtor name to which to limit the report.
Funded	Select the invoice funding status for the items to be reported: • **Non-funded invoices only** • **Funded invoices only** • **Funded and non-funded**
Calc Age By	Select the date from which to calculate aging: • **Invoice date** • **Due date** • **Purchase date**
Select	Select the option for the items to be reported: • **Unpaid only** • **Unpaid & paid this month** • **Everything on file** • **Older than / Show selected**: Select this option to limit the results to invoices older than the number of days entered in the Age field and display only invoices older than those days. • **Older than, show all**: Select this option to limit the results to invoices older than the number of days entered in the Age field, but display all invoices for debtors that have one or more over age invoices, regardless of age.
Show Date	Select the date to be included in the report results:

Field	Description
	• **Invoice Date**: display the invoice date in the first date column and the paid date in the second date column • **Invoice Date (Due date)**: display the invoice date in the first date column and the due date in the second date column • **Due Date**: display the due date in the first date column and the paid date in the second date column • **Due Date (invoice date)**: display the due date in the first date column and the invoice date in the second date column • **Purchase Date**: display the purchase date in the first date column and the paid date in the second date column
Show Debtor Address	Select this option to include the debtor address on the report.
Show Debtor Contacts	Select this option to include the debtor contacts on the report.
Show Debtor Credit Limit	Select this option to include the debtor credit limit on the report.
Show Debtor Phone Number	Select this option to include the debtor phone number on the report.
Show Dispute Codes	Select this option to include the dispute reason for invoices in dispute to the left of the invoice number on the report.
Show NOA & Recourse Info	Select this option to include the recourse days or NOA information for invoices above the invoice balances on the report.
Show Purchase Order	Select this option include the purchase order number on the line below the invoice.

Field	Description
Show Risk Codes	Select this option to include the risk codes for invoices on the report.

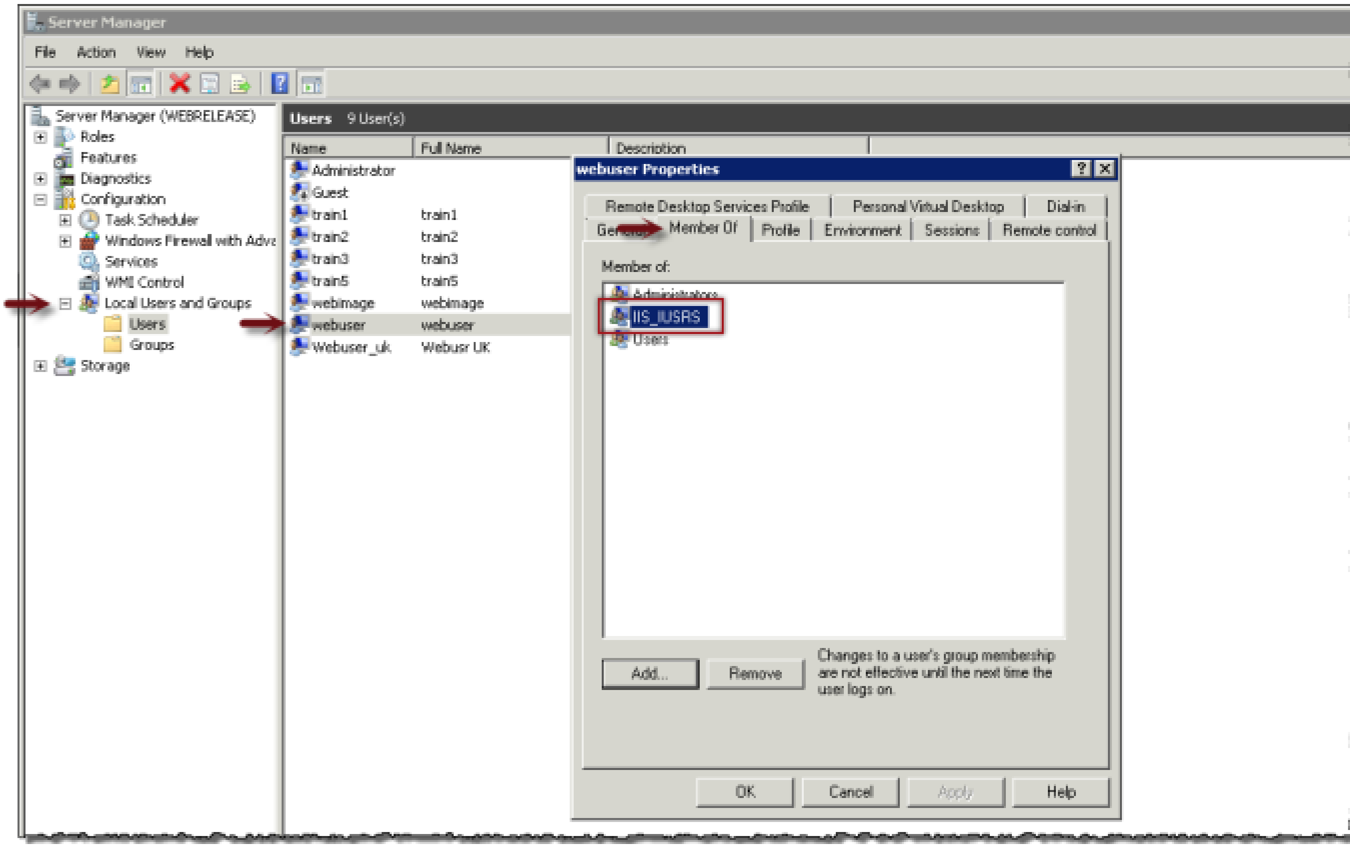
Set Up Pass Through Authentication

To enable the web delivery of FactorSoft reports to the Report Queue, pass-through authentication must be set up between the ClientWeb server and the FactorSoft Report server.

To set up pass-through authentication:

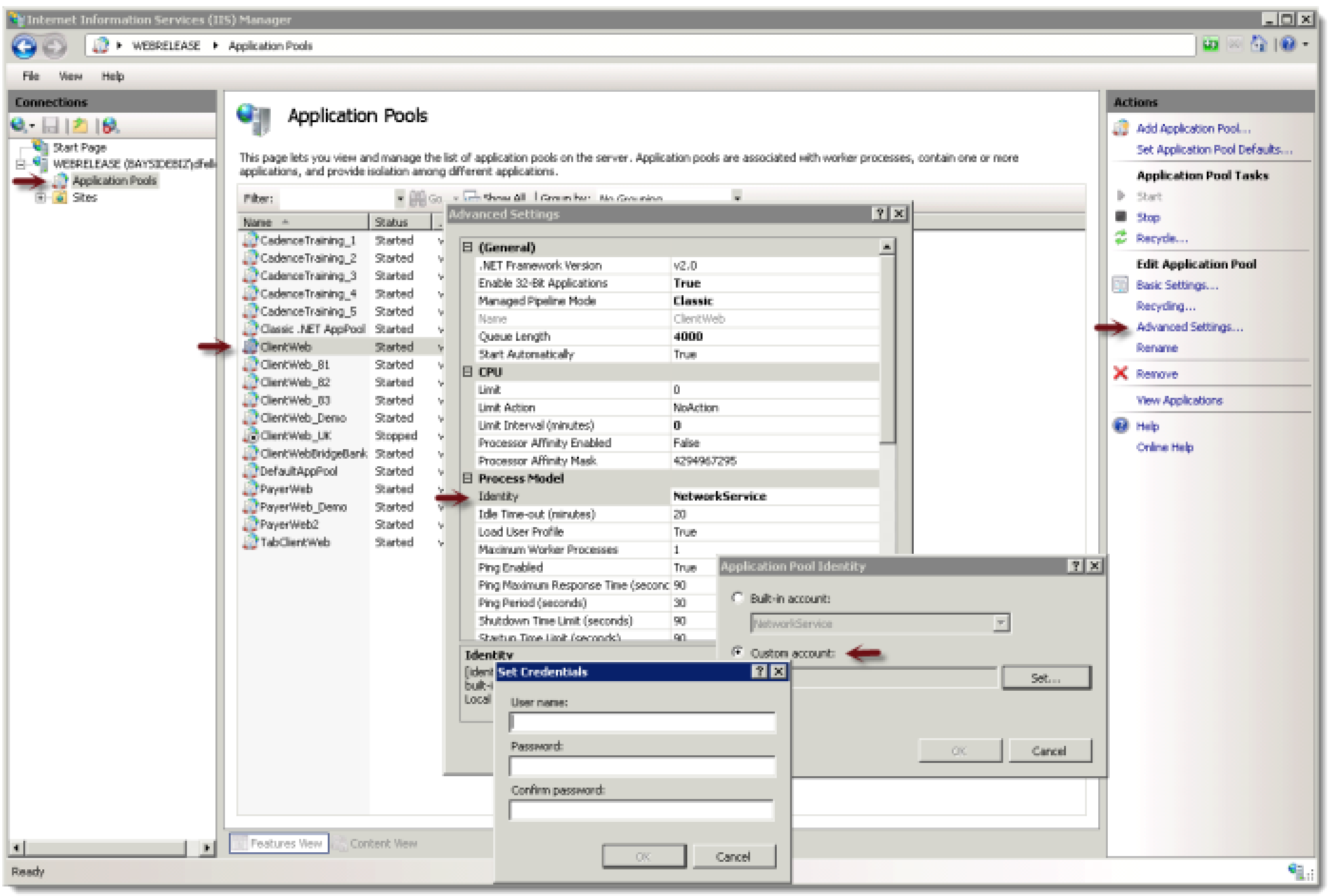
> The following steps assume expertise in Windows server management. If you require assistance performing these steps, please contact FactorSoft support at (205) 972-8900, option 2.

1. Create the Local Users account on the ClientWeb server and ensure that the user is a member of **IIS_Users** in the user properties:
    - Open the Server Manager.
    - Select **Local Users and Groups**, and select **Users**.
    - Create a new user or select the existing user and open the user Properties dialog.
    - On the Member Of tab, ensure that **IIS_Users** is selected.



2. On the ClientWeb server, add the local account user-id and password in the ClientWeb application pool in IIS:

- Open IIS (Internet Information Services).
- Select **Application Pools**.
- Select the ClientWeb application pool.
- In the right-hand pane, select **Advanced Settings**.
- In the Advanced Settings dialog, under Process Model, select **Identity** and click the ellipsis button that appears in this field.
- In the Application Pool Identity dialog, select **Custom account** and click the **Set** button.
- In the Set Credentials dialog, set the exact **User name** and **Password** created for the local user account in Step 1.



3. On the FactorSoft Report server (i.e., the server on which the report files are stored), create a local user with the identical user name and password as the user created on the ClientWeb server in Step 1.

Create Menus and Menu Entries

The menu bar in ClientWeb is set configured in the Menu Maintenance and Submenu Maintenance screens of the Online Administration Module. The following instructions describe the procedures for setting up menus that access the web screens you have set up for ClientWeb.

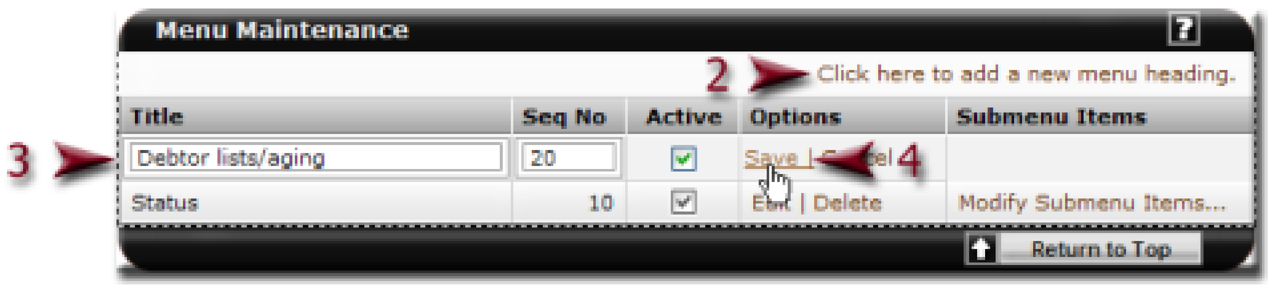
Step 1 - Create Menus

To create the menus from which the screens are accessed, in the Online Administration Console:

1. From the Administrator Index, select **Menu Maintenance**.

   The Menu Maintenance screen is displayed.

2. Select **Click here to add a new menu heading** to create an empty menu item entry row.

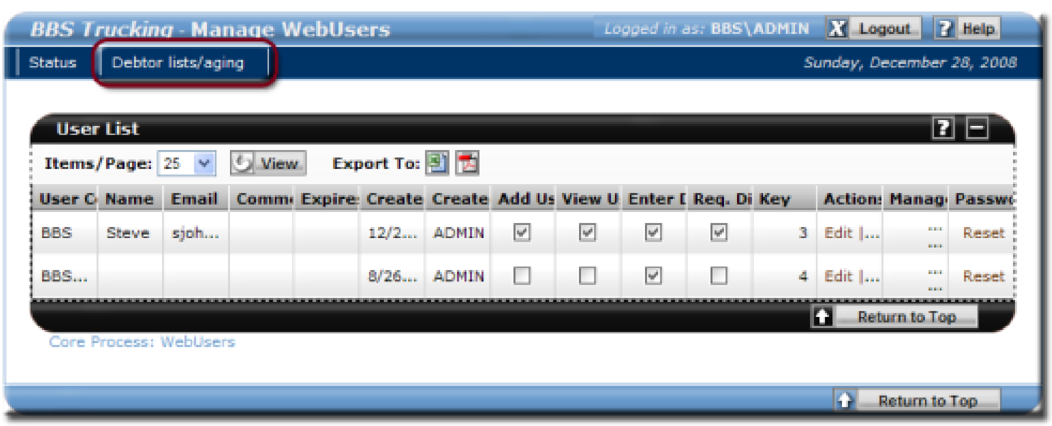


3. Complete the menu item entry row as detailed below:

Field	Description
Title	Enter the menu heading display name.
Seq No	Enter a sequence number that will determine the horizontal position in which the menu heading is displayed relative to other defined menu headings.
Active	Select this option to make the menu heading active and display it in the menu bar of ClientWeb.
Show on PC	Select this option to include the menu when the web is accessed on a computer monitor, laptop, or similarly sized device. If this option is not selected, the menu is not included when the web is accessed on a computer monitor, laptop, or similarly sized device.
Show on Tablet	Select this option to include the menu when the web is accessed on a tablet sized mobile device. If this option is not selected, the menu is not included when the web is accessed on a tablet sized mobile device.
Show on Phone	Select this option to include the menu when the web is accessed on a phone sized mobile device. If this option is not selected, the menu is not included when the web is accessed on a phone sized mobile device.

4. Click **Save** to save the menu heading.

   The menu heading is displayed on the Menu Bar, as illustrated below:



Step 2 - Add Submenu Items to Menu Headings

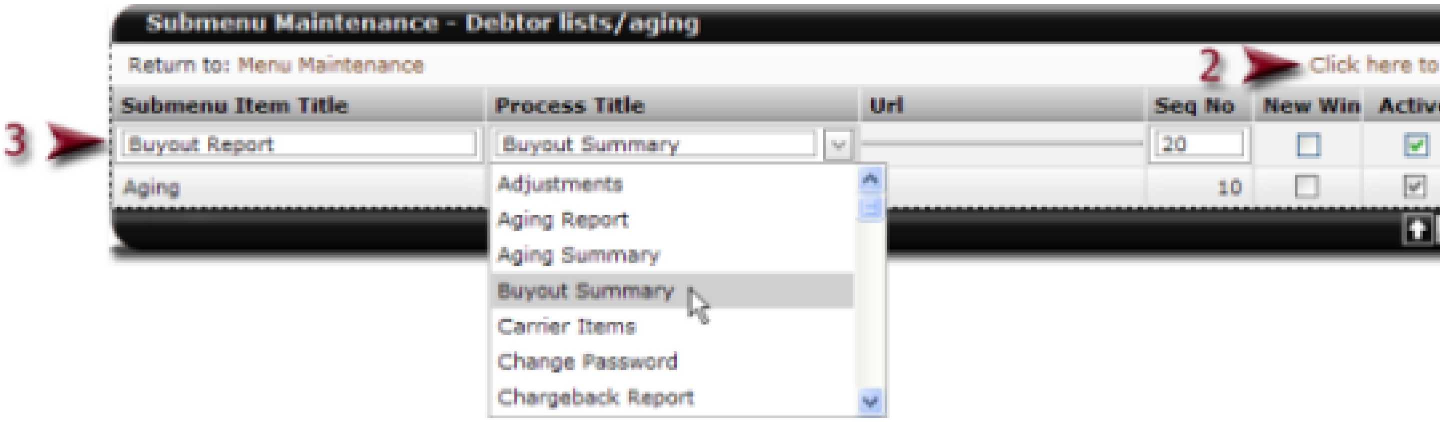
The sub-processes created in the previous section Creating Web Screens can be added to the menu heading definition to create menus. The ClientWeb user can then click those menu items to display the associated web screen. Follow these instructions to add menu items to the menu heading.

To add a sub-process to a process, in the Menu Maintenance screen:

1. Click **Modify Submenu Items...** for the menu heading to which you want to add menu items.

   The Submenu Maintenance screen is displayed.

2. Click **Click here to add a submenu item** to create an empty menu item entry row.



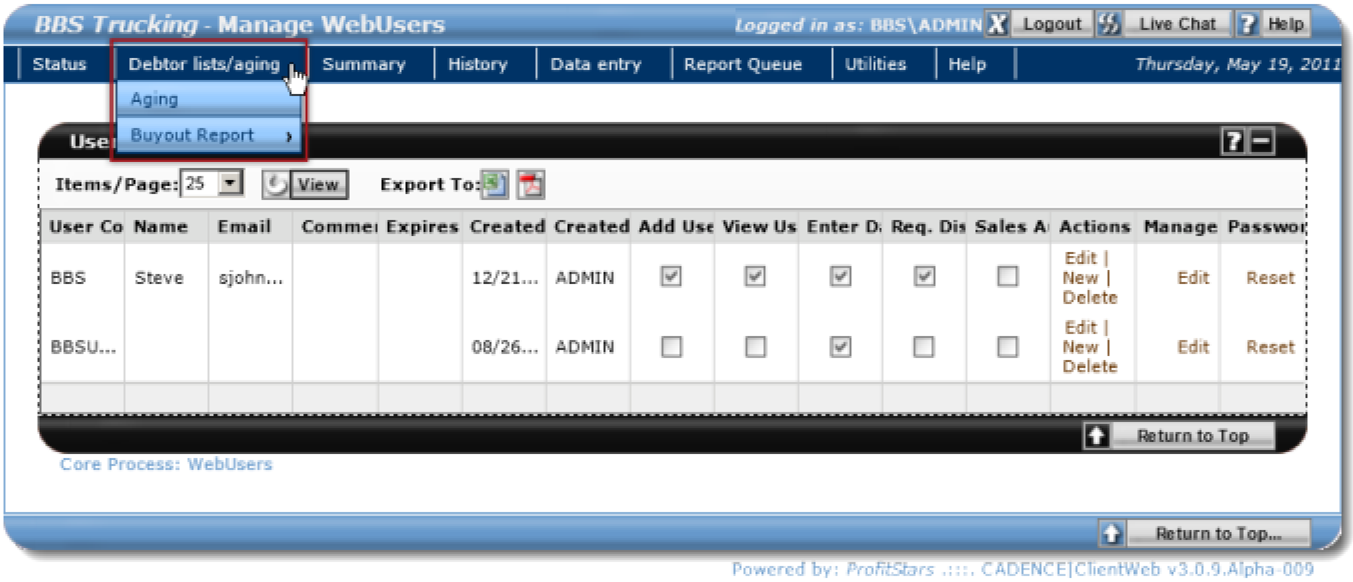
3. Complete the menu item entry row as detailed below:

Field	Description
Submenu Item Title	Enter the menu item name.
Process Title	Select the sub-process name of the web screen to be displayed when this menu item is selected.
Url	Enter the URL for a Website called from the sub-menu item. This field is only available if URL is selected from the Process Title list. See Adding a URL as a Submenu for details.
Seq No	Enter a sequence number that will determine the vertical position in which the menu item is displayed relative to other defined menu items.
New Win	Select this option to indicate that the menu item opens the linked screen specified in **Process Title** in a separate browser page. **Caution**: You should not over use the New Win option. If a new browser window opens every time a ClientWeb user clicks a link or menu item, the Taskbar becomes quickly cluttered and navigation through multiple screens can become difficult and confusing for the user.
Active	Select this option to make the menu heading act-

Field	Description
	ive and display it in the menu bar of ClientWeb.
Show on PC	Select this option to include the sub-menu item in the menu when the web is accessed on a computer monitor, laptop, or similarly sized device. If this option is not selected, the sub-menu item is not included in the menu when the web is accessed on a computer monitor, laptop, or similarly sized device.
Show on Tablet	Select this option to include the sub-menu item in the menu when the web is accessed on a tablet sized mobile device. If this option is not selected, the sub-menu item is not included in the menu when the web is accessed on a tablet sized mobile device.
Show on Phone	Select this option to include the sub-menu item in the menu when the web is accessed on a phone sized mobile device. If this option is not selected, the sub-menu item is not included in the menu when the web is accessed on a phone sized mobile device.

4. Click **Save** to save the menu heading.

   The menu heading is displayed on the Menu Bar, as illustrated below:



Once a Submenu item has been added and activated, it will now appear on the Submenu in the ClientWeb. If the Sub-Process from which the Submenu item was created had available Filters, depending on whether they were activated Add Filters to the Sub-process the new item will appear as a selectable Submenu item or a Submenu item with selectable fly-out menus.

Adding a Website Link to a Menu

You can provide access to a website from within ClientWeb by adding a URL as a Submenu item.

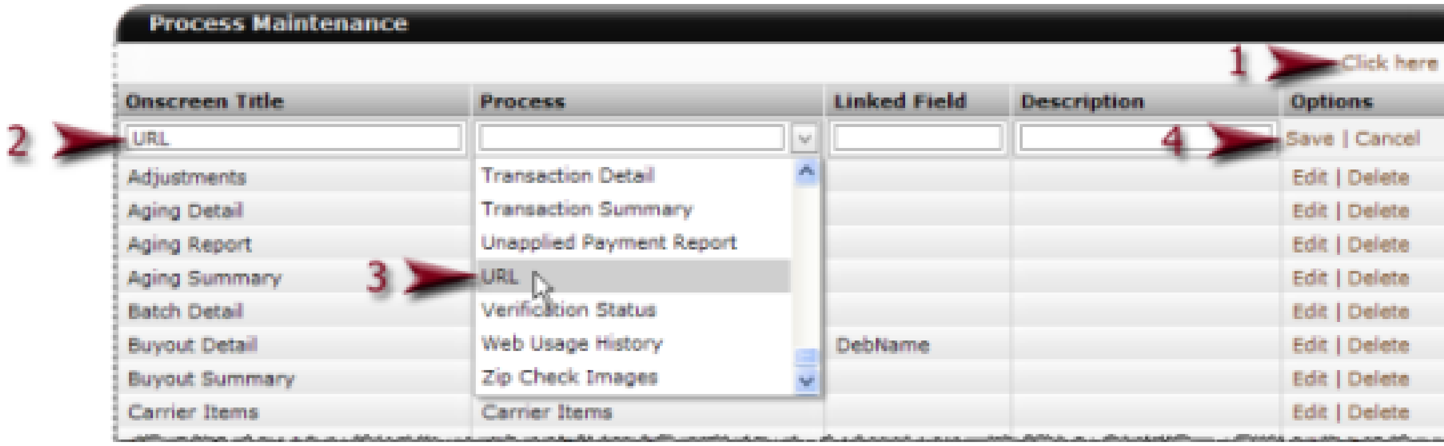
To add a URL as a sub-menu item, in the Process Maintenance screen:

1. Click **Click here to add a new screen...** link to open a new row.

   The Submenu Maintenance screen is displayed.

2. Enter an **URL** as the **Onscreen Title**. The URL must be in all capital letters.

3. In the **Process list**, select the **URL** process.



4. Click **Save**.

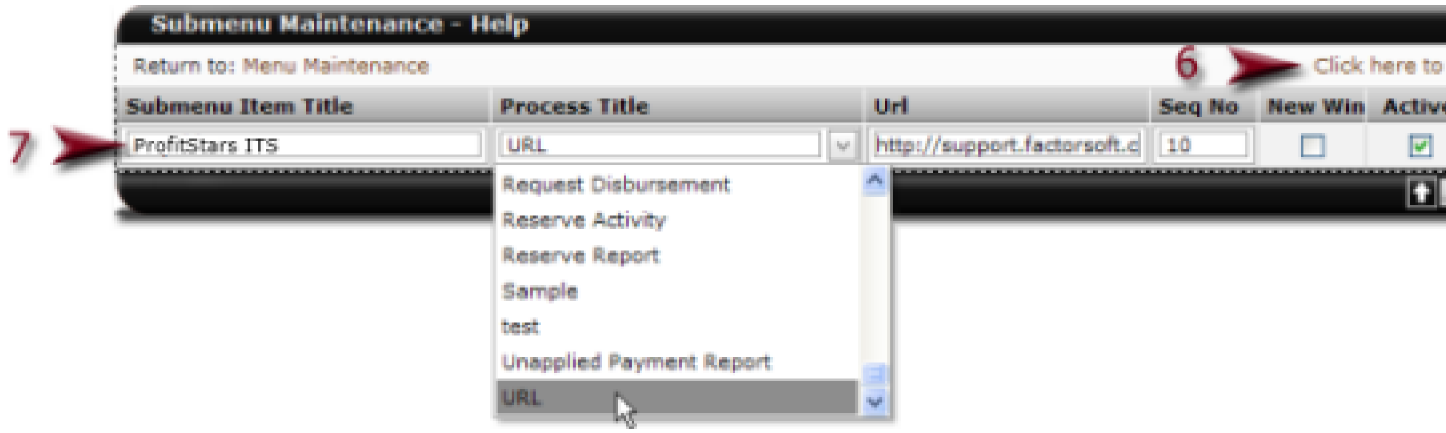
   The new process is added to the Process Maintenance list in alphabetical Onscreen Title order. You can sort the list by Process order by clicking on the Process heading.

   The next steps are to add the URL to a menu as sub-menu item. If you want to add a special menu for the URL or URLs to be accessed from ClientWeb, see Create Menus for instructions.

5. Select **Menu Maintenance** and from the Menu Maintenance screen, select **Modify Submenu Items...** for the menu Title to which you want to add the URL as a sub-menu item.

   The Submenu Maintenance screen is displayed.

6. Click **Click here to add a new submenu item** to display a data entry row.

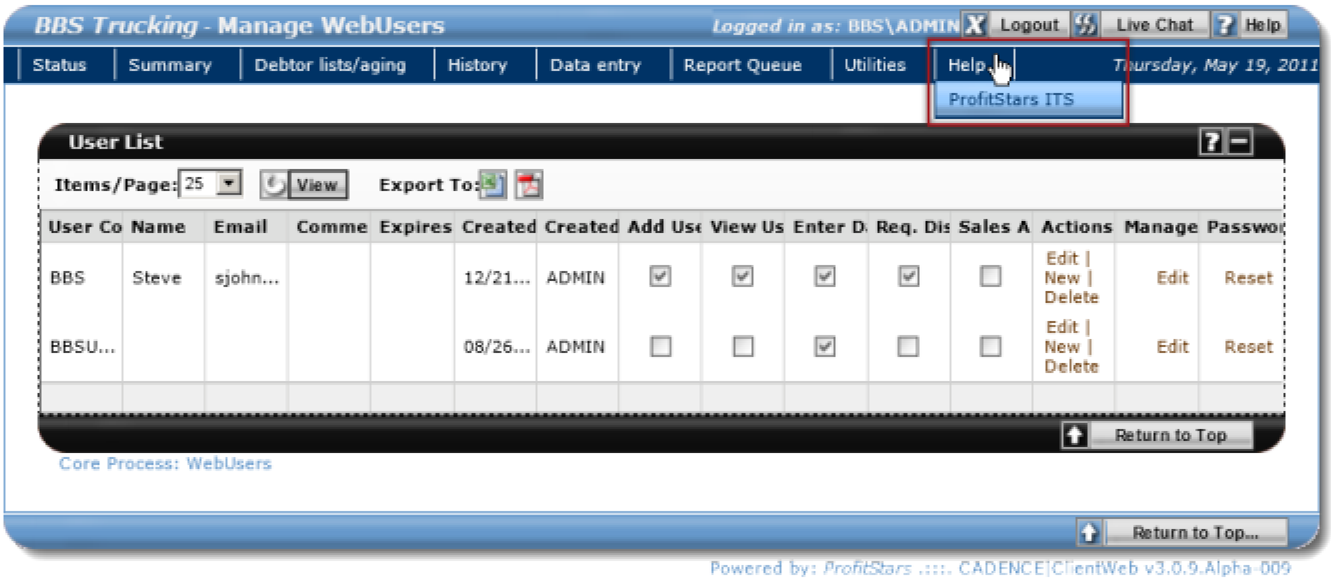


7. Complete the menu item entry row as detailed below:

Field	Description
Submenu Item Title	Enter the title of the sub-menu item as it will appear in the menu.
Process Title	Select **URL**.
Url	Enter the full URL address of the website you want to display when the menu item is selected in ClientWeb.
Seq No	Enter a sequence number that will determine the vertical position in which the menu item is displayed relative to other defined menu items.
New Win	Select this option to indicate that the menu item opens the linked screen specified in **Process Title** in a separate browser window. **Caution**: You should not over use the **New Win** option. If a new browser window opens every time a ClientWeb user clicks a link or menu item, the Taskbar becomes quickly cluttered and navigation through multiple screens can become difficult and confusing for the user.
Active	Select this option to make the menu heading active and display it in the menu bar of ClientWeb.

8. Click **Save** to save the menu heading.

   The sub-menu item is displayed in the selected menu in ClientWeb. Selecting the menu item will display the website entered in the Url field.



Creating Client Restrictions

Client Restrictions are used to prevent individual clients from viewing specific Web screens. When a client has been restricted from viewing a specific Web screen, the restricted screen does not appear on any of their ClientWeb menu options.

To restrict a client's access to a specific Web screen:

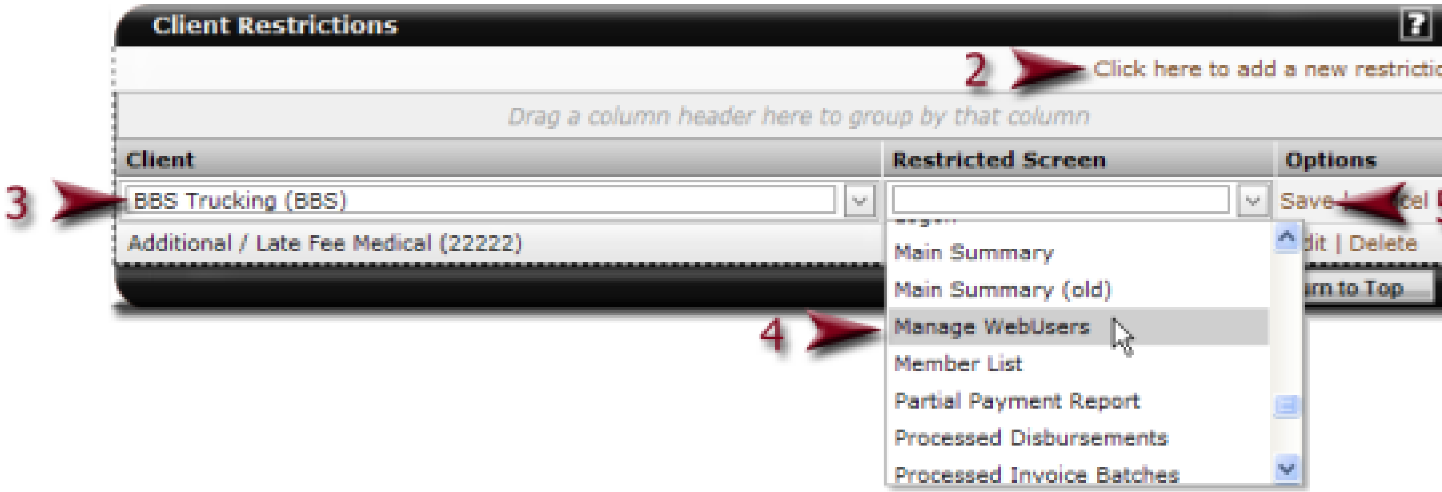
1. From the Administrator Index, select **Client Restrictions**.

   The Client Restrictions screen is displayed.

2. Click the **Click here to add a new restriction** link.

   An item entry row is displayed.

3. In the **Client** column, select the client to be restricted from the list.



4. In the **Restricted Screen** column, select the process name of the screen that the client will be unable to access.

5. Click **Save**.

   The new restriction is displayed in the Client Restrictions screen.

Customizing the Interface

The ClientWeb was built as a Web-work application that you present to your clients. ClientWeb supports corporate branding and corporate identity. Using the Pre-Login Settings of the ClientWeb Online Administration Console, you can add your organization's logo and change the appearance of a number of elements that make up the site to provide a user experience consistent with the existing intranet or organization style of your organization.

	Jack Henry™ strongly advises that ClientWeb interface customization be done by someone in your organization with heavy Web experience.

To access the Pre-login Settings:

1. From the Administrator Index, select Pre-Login Settings.

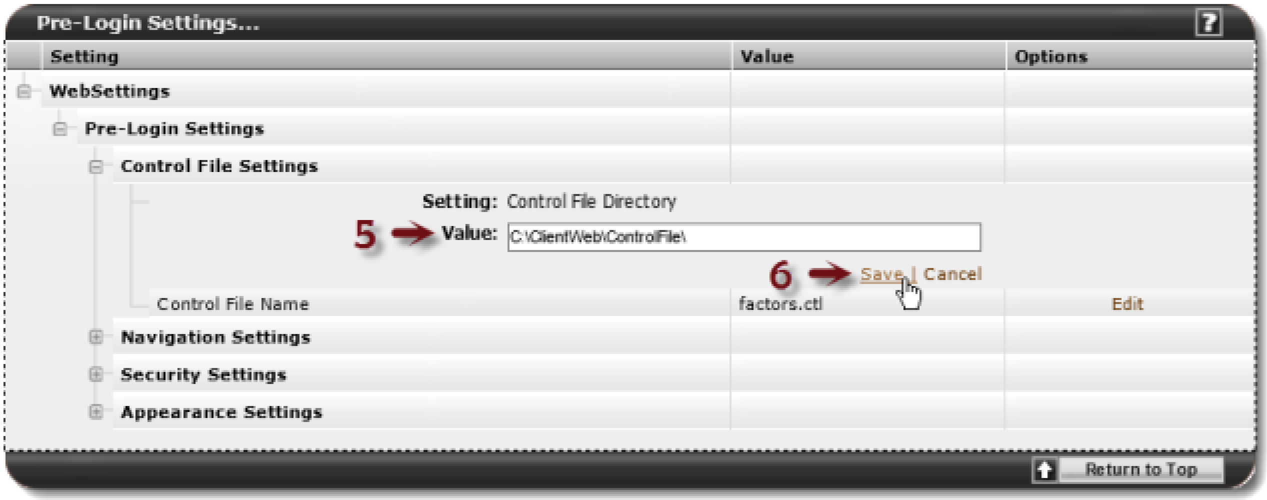
   The Pre-Login Settings screen is displayed. The Pre-Login Settings screen presents a tree structure.

2. To view a listing of the available option categories, click the plus sign next to **Pre-login Setting**. To view the settings for a category, click the plus sign next to the category name.

3. The available options are displayed.

4. To change or set a property in the category, click **Edit** for that property.

   The **Value** field for the property is displayed. Depending on the property selected, the **Value** field may be a data entry field (as is the case above), a selection list, or a set of options from which to select.



5. Enter or select the new value for the property in the **Value** field
6. Click **Save**.

Control File Settings

The Control File Settings contain the location of the ClientWeb Control File and the name of that file:

Field	Description
Control File Directory	Contains the drive and folder location of the ClientWeb control file.
Control File Name	Contains the name of the ClientWeb control file.

Navigation Settings

The Navigation Settings properties allow you to set the URLs for the web pages to use for login, logout, and web chat.

Field	Description
Logout Destination URL	Enter the URL of the web page to be displayed when the user logs out of ClientWeb.
Login Destination URL	Enter the URL of the login web page to be displayed when the starts Cli-entWeb.
LiveChat URL	Enter the URL of the web page to be displayed when the user clicks the Web Chat button. The URL is obtained from the Hidden Code for Visitor Monitoring link on your account page of the Provide Support website. If required, change the word “monitor” to “messenger” in the link, so that the link reads **www.providesupport.com?messenger=account_name**, where “account_name” is the exact account name you set up for Provide Support’s Live Chat. This option is only applicable if Web Chat is enabled. WebChat is a no additional cost feature in ClientWeb, but requires activation by a Jack Henry™ representative, as well as licensing of the third-party chat soft-ware. Contact your Jack Henry™ Technical Support Representative at 205-972-8900, option 2 to schedule an upgrade and activation of this feature.

Custom Login Page Options

You have the option of creating a new ClientWeb login page in either:

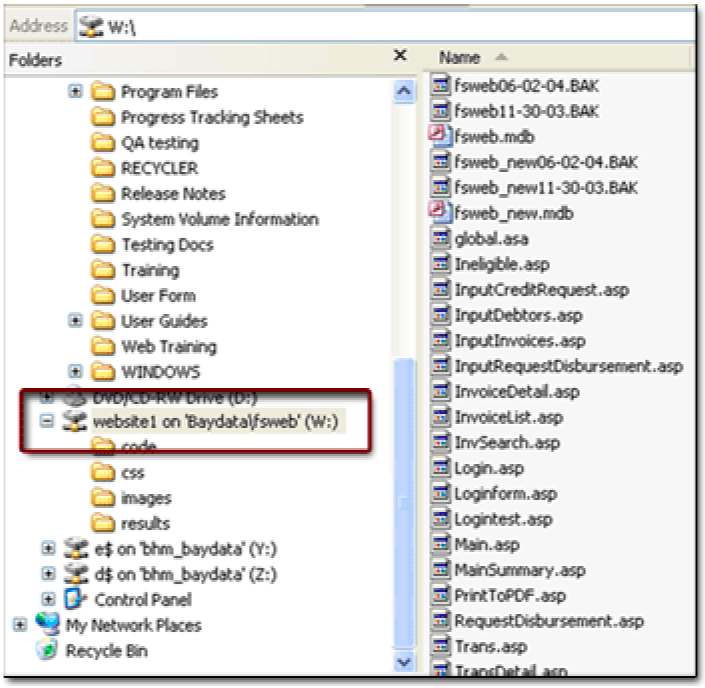
- The same file directory as the default ClientWeb login page. This option lets you use your own login screen instead of the one shipped with ClientWeb.
- A separate file directory. This option allows you to link to ClientWeb from a different Web site.

Creating a Custom Login Page in the ClientWeb Directory

To create a new login page in the same file directory as the default ClientWeb login page:

1. Create your new login page in the Active Server Pages (ASP), and save it as an ASP file in the ClientWeb/Website1 directory, where Website1 is the website you are working with.

2. Save the file using a name different from "login.aspx" or any other existing ASP file in that directory.

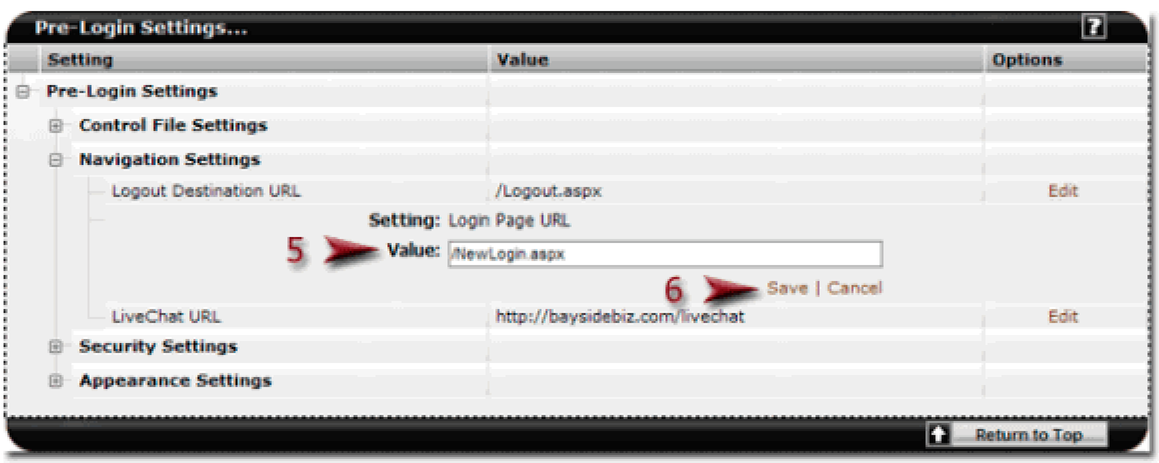


3. Add the following ASP code to your new login page:

- **<% Call InitLoginPage %>**

4. Add the following references to include files in the new login page:
    - **<!-- Numberinclude file="common.aspx" -->**
    - **<!-- Numberinclude file="loginform.aspx" -->**

5. In the ClientWeb Pre-Login Settings screen, Navigation Settings, set the **Value** of the **Login Page URL** to the name of the file saved in Step 1 (for example, newlogin.aspx).



6. Click the **Save** link to save the login page Value.
7. Restart IIS to refresh the Web Parameters which are stored in the server's memory.

Creating a Custom Login Page in a Separate Directory

To create a new login page in a file directory different from the default ClientWeb login page:

1. Create an HTML page for the new login page, and save it as an ASP file in the desired directory, for example D:\otherwebsite\otherfolder\.
2. Add the following references to include files in the new login page:
   - **<!-- Numberinclude file="<PATH>common.aspx" -->**
   - **<!-- Numberinclude file="<PATH>loginform.aspx" -->**
3. Start ClientWeb and select Website1 as the current Website.
4. In the ClientWeb Pre-Login Settings screen, Navigation Settings, set the Value of the Login Page URL to match the full URL of the ClientWeb login screen (for example http://www.url.com/login.aspx.)
5. Close ClientWeb.
6. Make a copy of clientweb.mdb in the directory of the Website you want to login to (for example, Website1), and copy it into the same directory as your new login page ("D:\-someotherwebsite\somefolder\").

	You may be required to repeat this process if ClientWeb is upgraded, or if any changes are made to its configuration.

Creating a Proxy Login from Another Web Application

The following instructions are for websites using ASP.Net and describe the steps necessary to create a “proxy” login to ClientWeb from another web application. This means that the user logged into the first website will click a link to be presented with an authentication page requesting company name, user name, and password to log into ClientWeb.

A proxy login ASPX file is provided with ClientWeb. The name of the proxy page is Login_Proxy.aspx and it is located in the root directory of the ClientWeb application.

The page contains several parameters that must be defined or provided by the user, as described in the following table:

Field	Description
Company	The FactorSoft company ID.
User ID	The username established in ClientWeb for the client user.
Password	The password for the client user.
DbIndex	The numeric index for the database in which the client

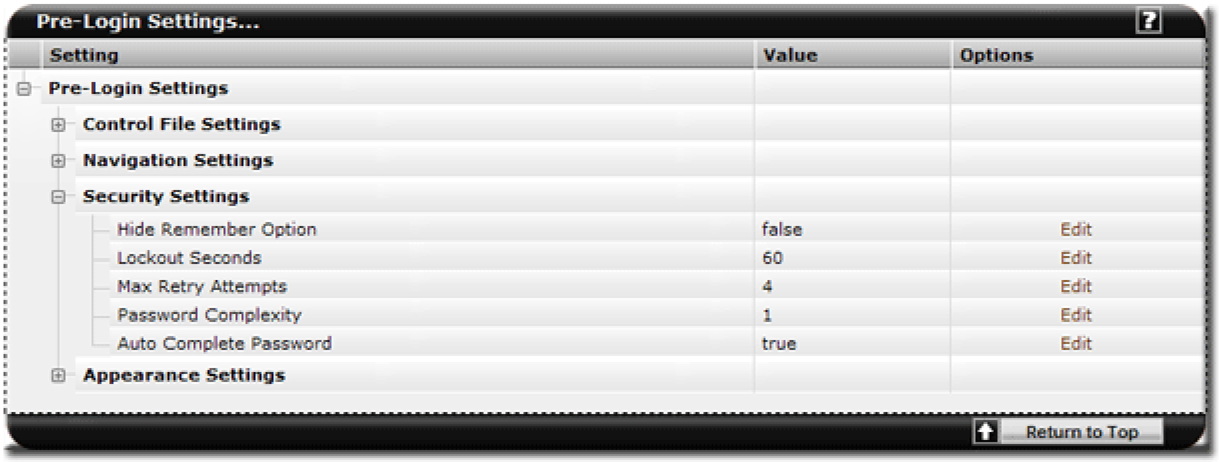
Field	Description
	data resides, which corresponds to the databases position in the control file. If your installation utilizes only one database, this value is always zero.
ReturnURL	The address of the web page that handles any exception returned by the proxy function. The proxy function returns any exception or failed login message in the query string variable named “msg”.

Following is a sample of the ASPX Form that requests the login authentication data.

```
<form id="form1" method="post" action="http://localhost:56786/Login_Proxy.aspx">
<div>
  <table border="0" cellpadding="1" cellspacing="0" width="300">
     <tr>
       <td align="right"><asp:Label ID="lbl_Company" Text="Company: " runat="server" /></td>
       <td align="left"><input type="text" value="20101" name="Company" size="20" /></td>
     </tr>
     <tr>
       <td align="right"><asp:Label ID="lbl_UserId" Text="User ID: " runat="server" /></td>
       <td align="left"><input type="text" name="UserName" size="20" /></td>
     </tr>
     <tr>
       <td align="right"><asp:Label ID="lbl_Password" Text="Password: " runat="server" /></td>
       <td align="left">
              <input type="text" name="Password" value="" size="20" />
              <input type="hidden" name="DbIndex" value="0" />
              <input type="hidden" name="ReturnUrl"
                     value="http://localhost:57017/TestWebsite/Default.aspx" />
       </td>
     </tr>
     <tr>
       <td colspan="2" align="right">
              <input id="Submit1" type="submit" value="submit" />
       </td>
     </tr>
     <tr>
       <td colspan="2"><asp:Label ID="lblMessage" Text="" ForeColor="Red" runat="server" /></td>
     </tr>
   </table>
</div>
</form>
```

Security Settings

The Security Settings properties related to login security.



Field	Description
Hide Remember Option	Determines whether or not the Remember Co. & User ID on this Computer is displayed on the login page. • **False** = Display the Remember Co. & User ID on this Computer on the login page. The user can select this option to automatically fill the company id and user-id of the last login user on the PC upon accessing ClientWeb. • **True** = Do not display the Remember Co. & User ID on this Computer option. All users must provide full credentials for each log in attempt.
Lockout Seconds	Enter the number of seconds the user must wait before attempting to login again after having been locked out.
Max Retry Attempts	Enter the number of failed login attempts after which the user's account is locked out.
Password Complexity	Enter the numeric password complexity code.
Auto Complete Password	Determines whether or not the password field on the login screen uses the predictive auto-complete feature of the Web browser. • **False** = Do not use auto-complete for the Password field. • **True** = Use the auto-complete feature for the Password field. When the user types the first letter of the password, a list of frequently used passwords will appear, from which the user can select a password.

See Appendix A, Password Preferences, for further details concerning ClientWeb Passwords.

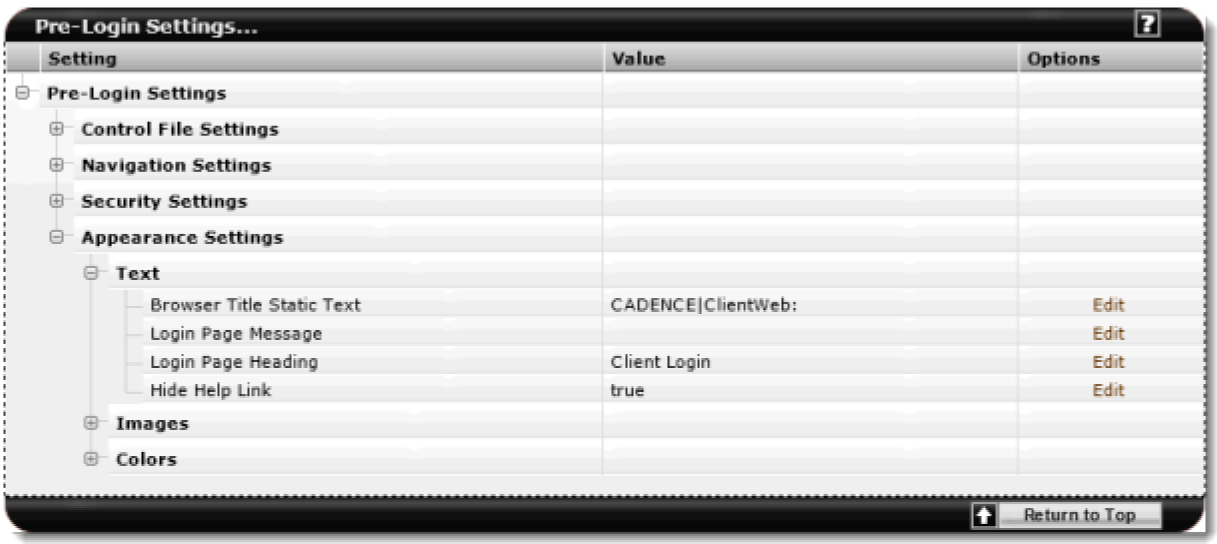
Appearance Settings

The Appearance Settings are used to change the look and feel of your ClientWeb. Everything about the ClientWeb can be customized from the text displayed in the title bar of the Web browsers to login page messages, images, and colors.

The properties are presented in three sub-setting sections – Text, Images, and Colors:

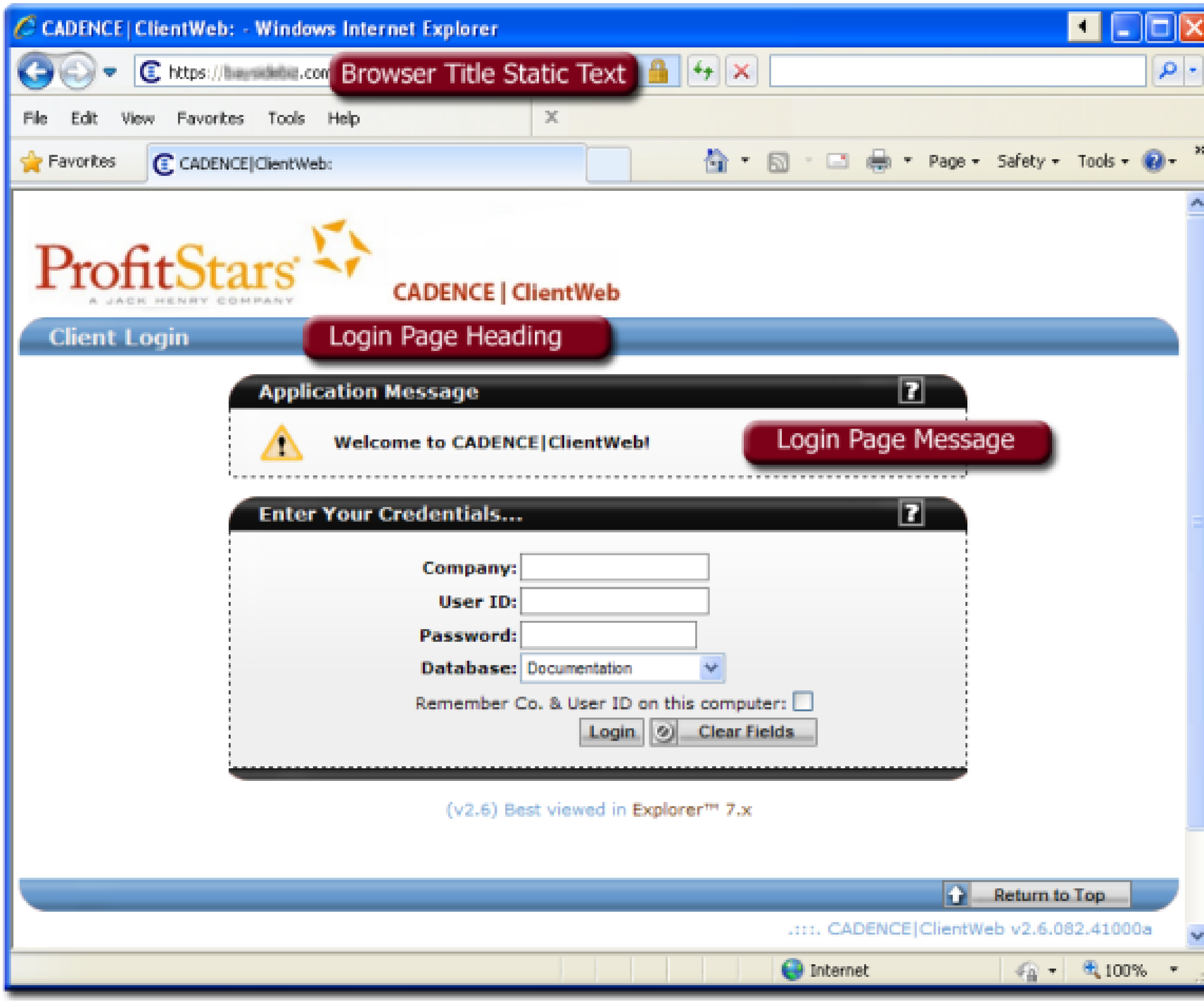
Text

The **Text** settings display title and message options texts that are displayed on the ClientWeb user's Web browser.



Field	Description
Browser Title Static Text	Enter the text to appear in the Title Bar of the web browser when ClientWeb is open.
Login Page Message	Enter the text of a message to be displayed to users as an Application Message on the login page of ClientWeb.
Login Page Heading	Enter the text of the title for the login page.

Example



Images

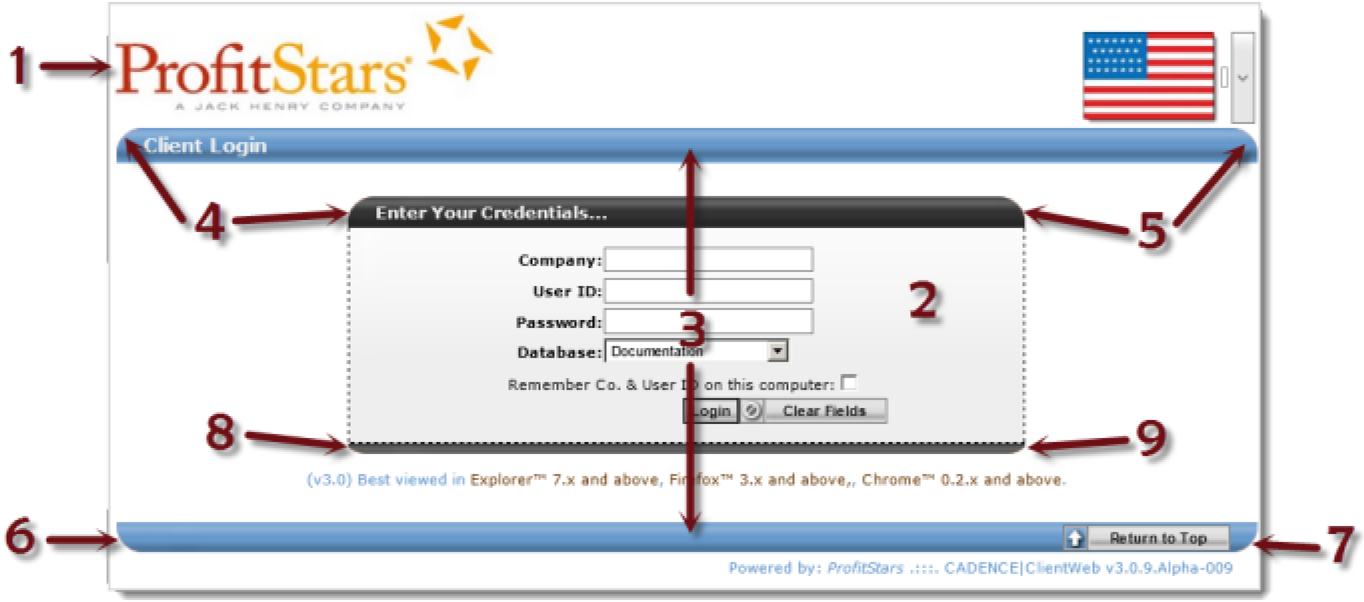
The Images section displays custom image settings that can be used to change the appearance of the ClientWeb screens. The options on this screen are primarily made up of file locations for the graphic files that display the various configurable visual components of the web screens.

Field	Illustration Key	Description
Header Image URL	1	Enter the folder location and image file of the main logo for the ClientWeb page. The main logo dimensions can be no larger than 600 x 400 pixels.
Login Panel Image URL	2	The folder location and image file that contain the water-mark displayed to the right of the credentials fields.
Bar Shader Img URL	3	The folder location and image file that contain the gradi-ent border image that are displayed between the corner images in the top and bottom bar.
Top Left Corner Img URL	4	The folder location and image file that contain the left corner image for the top bar.
Top Right Corner Img URL	5	The folder location and image file that contain the right corner image for the top bar.
Bottom Left Corner Img	6	The folder location and image file that contain the left corner image for the bottom bar.

Field	Illustration Key	Description
URL		
Bottom Right Corner Img URL	7	The folder location and image file that contain the right corner image for the bottom bar.
Bottom Left Corner Cropped Img URL	8	The folder location and image file that contain the left corner image for the bottom bar of the inner screen image.
Bottom Right Corner Cropped Img URL	9	The folder location and image file that contain the right corner image for the bottom bar of the inner screen image.
Alignment	N/A	Enter the alignment for the Header Image: • **Left** • **Center** • **Right**

Illustration

See table above for keys to image properties.



Colors

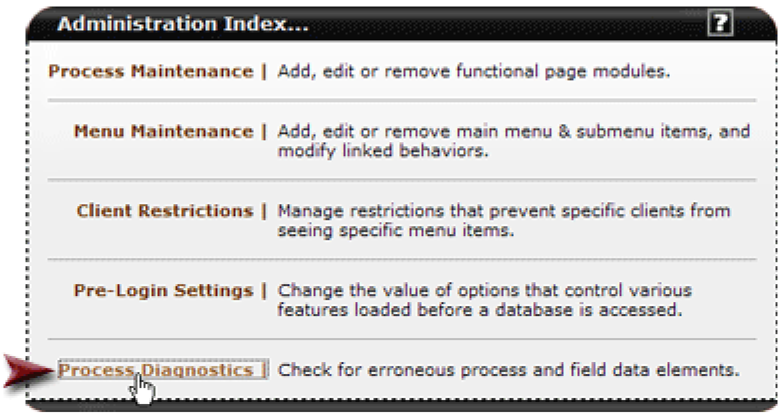
The Colors section of the Appearance Settings can be used to customize the colors that appear in the web screens in ClientWeb.

CAUTION: It is very difficult to achieve the desired results using the Colors options in the Pre-Login Settings of the ClientWeb Online Administration Module. Jack Henry™ strongly recommends that you <u>not</u> use this feature of the Pre-Login Settings.

If you wish to change the standard color scheme of ClientWeb, please contactJack Henry™ Technical Support at (205) 972-8900, option 2.

Using Process Diagnostics

The Process Diagnostics page helps you identify and correct problems with processes and field data elements. The diagnostics run automatically when you click the Process Diagnostics link on the ClientWeb Online Administration Console, as shown below:

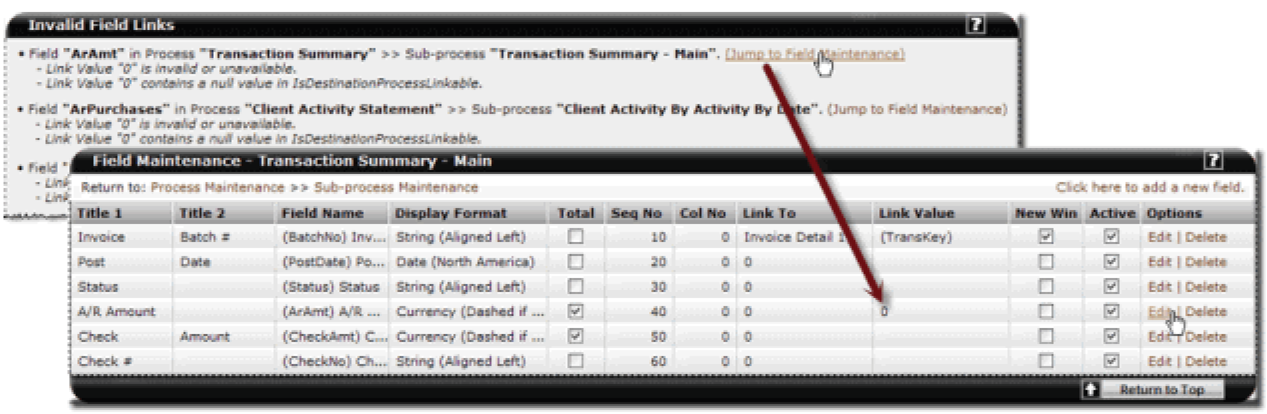


Two screens are returned, the Invalid Field Links field and the Orphaned Record Fields:

Invalid Field Links

The Invalid Field Links screen provides a detailed description of each field link error, and a link to the location where the error can be corrected.

When you click the link, the Field Maintenance screen for the sub-process in question is displayed, as shown below, and you can resolve the issue as required.



Orphaned Records

The Orphaned Records screen lists all child records with no parent records. For example, if you have a Submenu item that does not belong to an existing main menu item, it is an orphan.

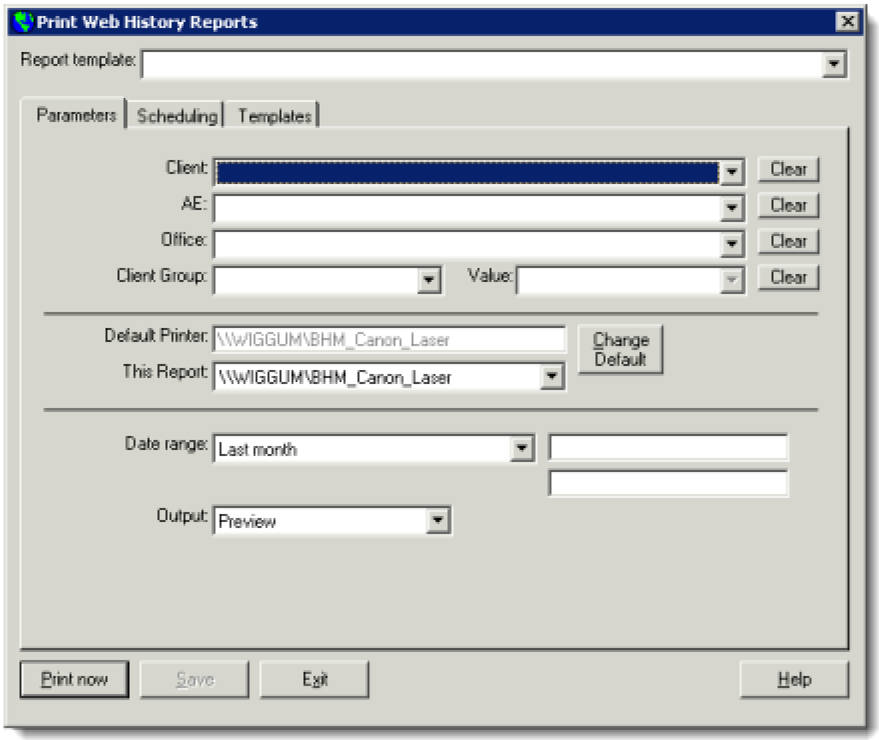
To delete the orphaned records, click the Delete Orphans button at the end of the Orphaned Records dialog.

Miscellaneous Topics

Web History Report

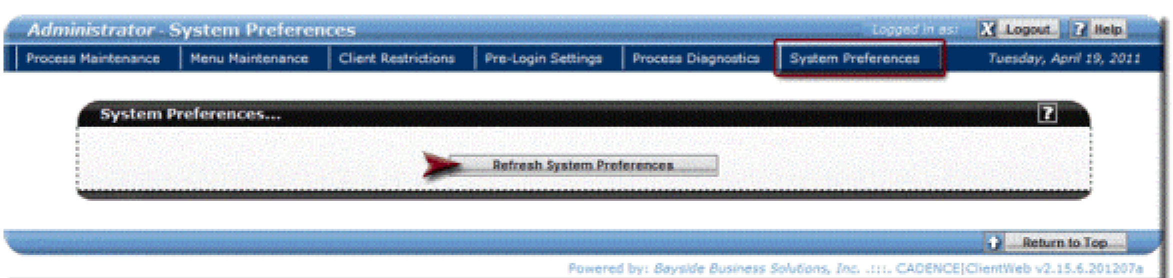
The ClientWeb History Report provides a log of ClientWeb windows accessed by users, and can be specified by client within a date range.

To run the report, select History Report from the Administration module's Web Maintenance menu.



System Preference Refresh

The System Preference refresh of the ClientWeb Online Administration Module removes the need to restart IIS to activate changes made to System Preference for the ClientWeb. To use this option, click the **System Preferences** in the main menu, and then click **Refresh System Preferences** as shown in the following illustration.



Changing Session Timeout

Follow the instructions below to change the session timeout interval for your active web sessions, to prevent frequent time-out of active web sessions for users logged into ClientWeb.

Warning: We recommend that you contact Jack Henry™ support at 800-365-4091, option 2 before altering any properties in the **web.config** file. Any syntax errors created by editing this file can potentially cause ClientWeb to fail.

In the ClientWeb folder directory on your ClientWeb server computer:

1. Open the **web.config** file in the Web folder in a text editing program.
2. Find the **sessionstate** property.

   The property is in the syntax **<sessionState mode="InProc" timeout="30" />**, where "30" is the number of minutes for the timeout.
3. Change the number of minutes in "timeout=" to increase the timeout interval.

	Do not set the interval greater than 60 minutes.

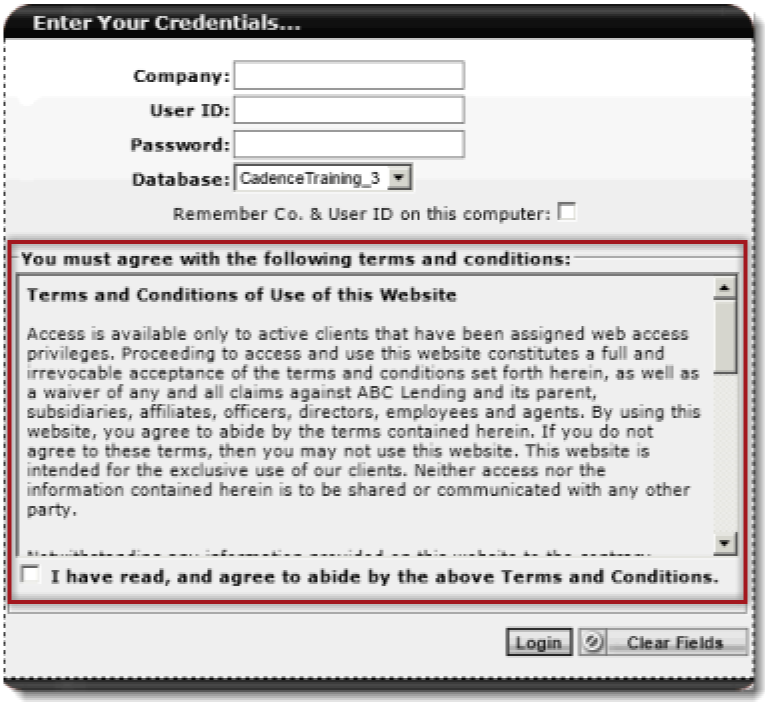
4. Save the **web.config** file.

	It may be necessary to perform an IIS reset to initialize the timeout change.

Configuring Login Terms and Conditions

The capability to display terms and conditions of use and require user acknowledgment of those terms exists in ClientWeb. This functionality is enabled by including the LoginTerms.ascx file in the ClientWeb folders on the ClientWeb server. Specific instructions for the configuration are given below.

When the terms and conditions are configured, they appear on the Login page as shown below, and the user must select the acknowledgment option before clicking the Login button to access ClientWeb.



Configuration Steps

Follow these steps on your ClientWeb webserver machine to create a custom terms and conditions message for the ClientWeb Login page:

1. Open the ClientWeb\App_Customizations\Includes folder.

2. In the Includes folder, open the **LoginTermsbak.ascx** file using a simple text editor, such as Microsoft Notepad.

3. Search the file for the term "**CodeFile**" and change the code file name to "**LoginTerms.ascx.cs**".

4. Edit the message example in the file to your exact terms and conditions to be displayed.

> The following tags and attributes can be used to format the message:
>
> **</p>** = begin a new paragraph
> **<b/>** = bold
> **<\ div>** = allow scrolling
> **height:175px** = character size - you can increase by entering a larger number. Up to two pages of text can be included

5. Save the file as "**LoginTerms.ascx**" (remove "bak" from the name).

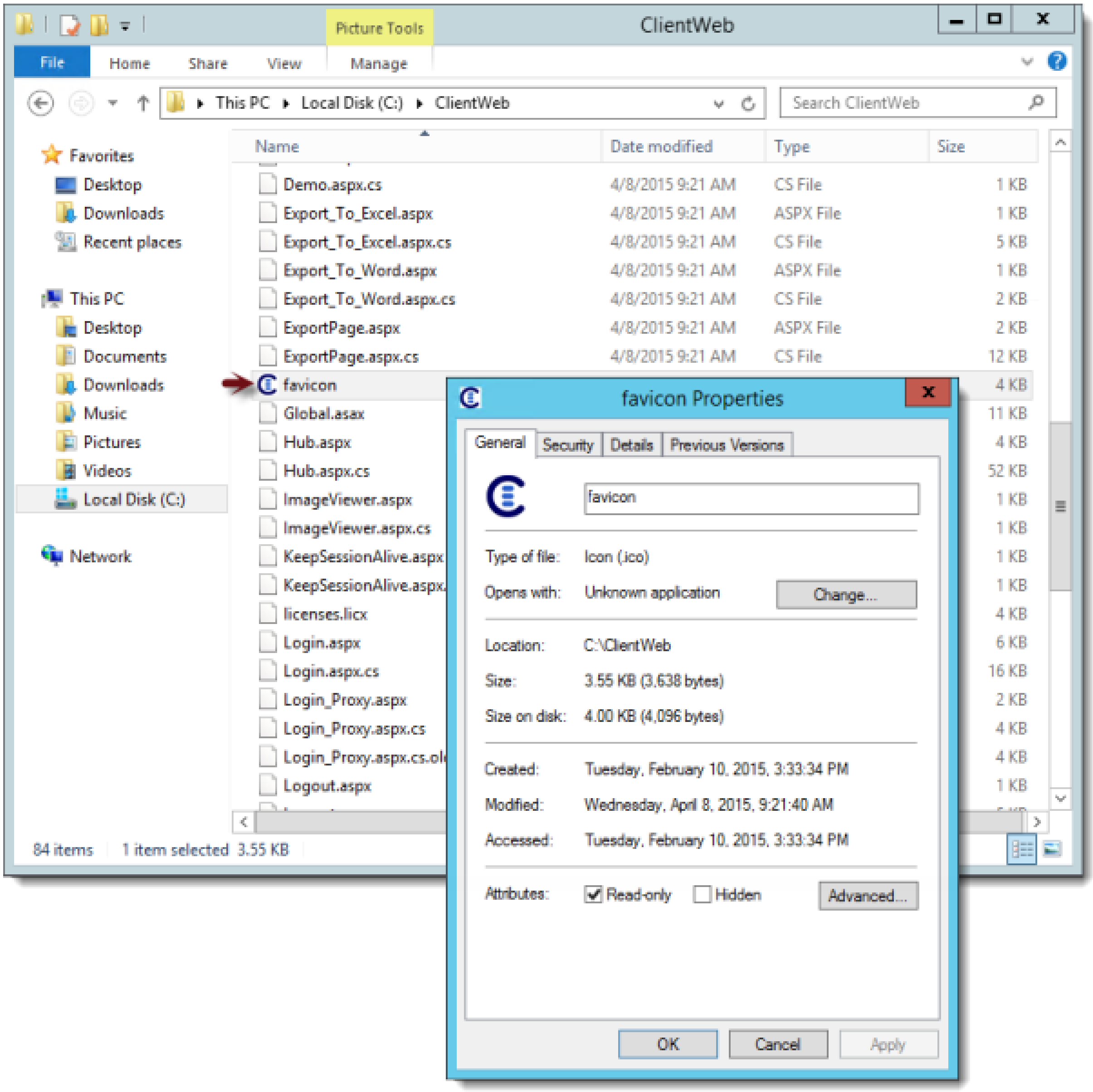
> When using Notepad, choose all files when saving.

6. In the Includes folder, open the file **LoginTermsbak.ascx.cs** using a simple text editor, such as Microsoft Notepad.

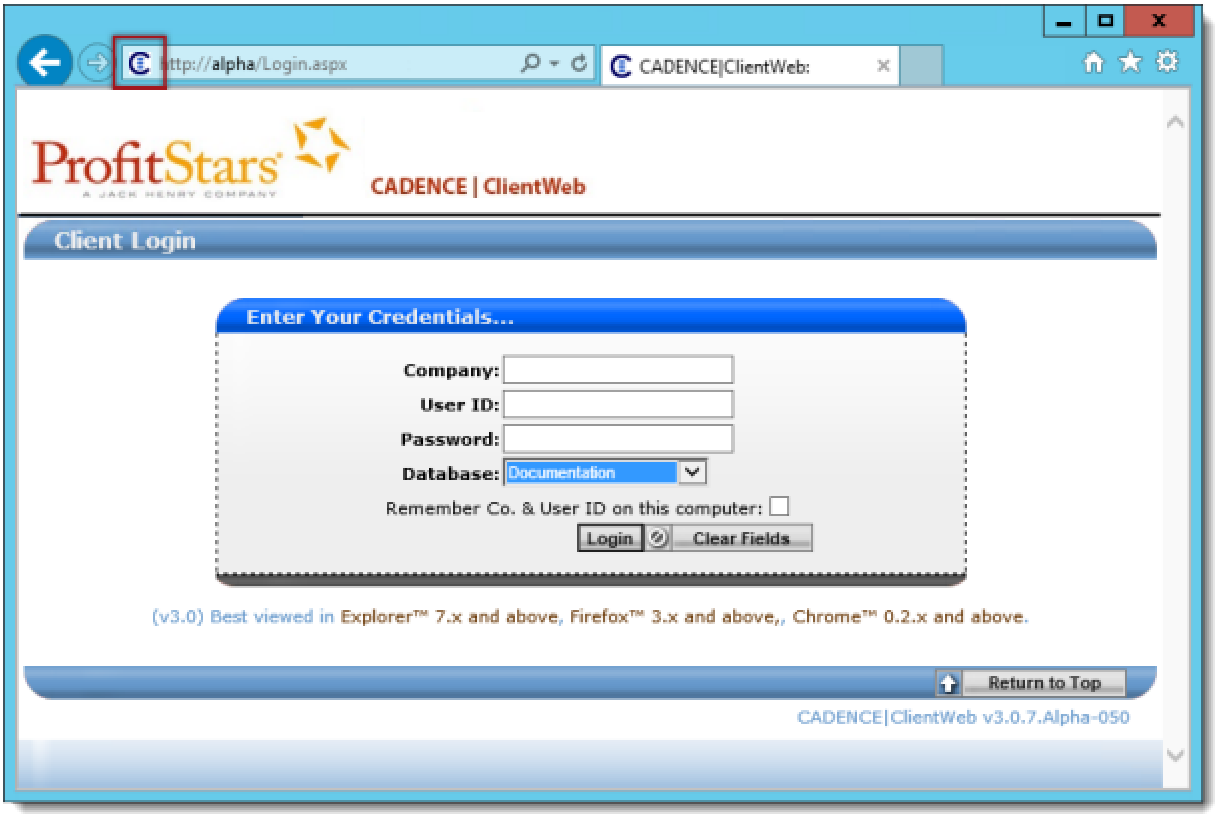
7. Save the file as "**LoginTerms.ascx.cs**" (remove "bak" from the name).

Setting a Favicon

The graphic that accompanies the URL in the address field of the browser can be customized. This graphic, sometimes called a shortcut icon or "favicon," must be saved with the name "favicon.ico" and with dimensions of 32 x 32 pixels in the c:\ClientWeb folder of the ClientWeb server:



The graphic is displayed in the address field when ClientWeb is accessed:


http://alpha/Login.aspx
CADENCE|ClientWeb:
ProfitStars
A JACK HENRY COMPANY
CADENCE | ClientWeb
Client Login
Enter Your Credentials...
Company:
User ID:
Password:
Database: Documentation
Remember Co. & User ID on this computer:
Login
Clear Fields
(v3.0) Best viewed in Explorer™ 7.x and above, Firefox™ 3.x and above,, Chrome™ 0.2.x and above.
Return to Top
CADENCE|ClientWeb v3.0.7.Alpha-050

Appendix A - Password Preferences

The following preferences can be set for ClientWeb Passwords using T-SQL statements.

Preference	Description	T-SQL Statement
Password Encryption	Controls format in which passwords are stored: 0 = Text 1 = Encrypted	UPDATE ParmInteger SET value= 0 WHERE parm= 'Cw1_PasswordEncryption' GO
Password Complexity	Controls the level of password complexity to impose. Set to '**0**' for No Complexity. Set to '**1**' for Medium Complexity. Must set to '**2**' for High Complexity. (Uses Require Symbol Character, Require Lowercase Character, and/or Require Uppercase Character)	UPDATE ParmInteger SET value= 1 WHERE parm= 'Cw1_PasswordComplexity' GO
Password Minimum Characters	Controls the minimum length of the password. Set Cw1_PaswordReqNumChar to "**1**" to enforce.	UPDATE ParmInteger SET value= 0 WHERE parm= 'Cw1_PasswordMinChars' GO
Password Maximum Characters	Controls the maximum length of the password. Set Cw1_PaswordReqNumChar to "**1**" to enforce.	UPDATE ParmInteger SET value= 50 WHERE parm= 'Cw1_PasswordMaxChars' GO
Require	Determines whether at	UPDATE ParmBoolean SET value= 0 WHERE parm=

Preference	Description	T-SQL Statement
Numeric Characters	least one numeric character is required. 0 = No 1 = Yes	'Cw1_PasswordReqNumChar' GO
Require Symbol Characters	Determines whether at least one symbol character is required. 0 = No 1 = Yes	UPDATE ParmBoolean SET value= 0 WHERE parm= 'Cw1_PasswordReqSymbolChar' GO
Require Lowercase Characters	Determines whether at least one lowercase character is required. 0 = No 1 = Yes	UPDATE ParmBoolean SET value= 0 WHERE parm= 'Cw1_PasswordReqLowerChar' GO
Require Uppercase Characters	Determines whether at least one uppercase character is required. 0 = No 1 = Yes	UPDATE ParmBoolean SET value= 0 WHERE parm= 'Cw1_PasswordReqUpperChar' GO