CaseWare Cloud Getting Started guide for Administrators
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Audit Firm Administrator steps to follow

What to know before you start

The aim of this guide is to assist the CaseWare Cloud Administrator to follow these simple steps on how to set up your firm’s instance of CaseWare Cloud. Follow the steps listed here and click on the links to access more information on what it is you need to do.

A CaseWare Cloud Administrator can also known as the Firm Champion or Super User. It is essentially the contact person to whom CaseWare Africa will issue a username and password with the top-level permission. Everything starts with your CaseWare Cloud Administrator as this is the person that will create/import all your Entities/Staff/Contacts. Your Administrator will also determine your permission levels.

As an Administrator, it is essential to understand your firm’s CaseWare requirements and the way your firm or organisation uses it. One key factor to keep in mind is the CaseWare Time to CaseWare Cloud integration. There are very specific steps to take before the integration. If your firm or organisation is a CaseWare Time user, please refer to the section on CaseWare Time, BEFORE you start creating any entities, people, staff or contacts. A full CaseWare Time integration requires a clean instance of CaseWare Cloud. Click here to access this guide.

The Administrator will be tasked to perform functions like:

- Going into the Firm Setting area where you will configure your Firm’s or Organisation’s preferences for permissions, custom messages sent from CaseWare Cloud, and general security or system modifications. We provide online tutorials on these herein.
- Creating and or importing Entities, Staff, and Contacts. We provide you with online tutorials further down
- Generally, users will also come to you for assistance with general system queries like resetting passwords and or general navigation. This guide aims to equip you with the necessary knowledge to get your Firm or Organisation set up and to have the ability to perform basic functions in CaseWare Cloud.

Understanding CaseWare Cloud in a nutshell

We have compiled a useful CaseWare Cloud Value Proposition that helps put its features, benefits and possibilities into perspective for your Firm or organisation. Click below to view.
How to do the once off set up for the Audit Firm or Organisation

1. After CaseWare has set up your firm on CaseWare Cloud, you will receive your Administrator login details to your own instance of CaseWare Cloud. An Administrator will then receive an email giving you access to your CaseWare Cloud solution. The administrator is the only person who receives the URL and password email and the only person who should be responsible for setting up the cloud.

Important notice, if your firm is a CaseWare Time user, please refer to the integration process further down in this guide BEFORE you attempt at creating any data in your instance of CaseWare Cloud. Click here to access the CaseWare Cloud integration guideline.

2. This will contain a link that allows your administrative users to log in to the system and begin setting up and configuring the environment (also known as your Cloud instance). Steps to follow include the following:
   a. Navigate to the CaseWare Cloud URL provided with your activation email and log on with your provided credentials.
How to configure your Firm or Organisation on CaseWare Cloud

a. After you are logged on click the drop-down button located in the upper left corner | Firm Settings.

b. The Firm Settings interface has a number of settings along the left pane. Click on each of the settings and use the forms to configure your Firm or Organisation.
This guide will show you how each step can be done individually and we will also be showing you how certain tasks can be done in bulk. This relates more specifically to the batch import of staff members, contact, role-players and entities. This will greatly improve the speed at which you can set up your firm or organisation on CaseWare Cloud.

Here is a small breakdown of Firm Specific elements an Administrator will need to create and manage in CaseWare Cloud:

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<th>Role</th>
<th>Description</th>
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<tr>
<td>Administrator</td>
<td>The CaseWare Cloud Administrator is the function that administers the Firm Settings and the creation/deletion and management of the Staff/Contact/Client and Entity data that is in the Firm’s / Organisation’s instance of CaseWare Cloud.</td>
</tr>
<tr>
<td>Staff (People) – for the Firm</td>
<td>This is your Firm’s / Organisation’s specific staff compliment that will be working on CaseWare Cloud to perform an audit. These staff members will have specific functions to perform and will only be able to view client data, and other entity data that relates to their specific role.</td>
</tr>
<tr>
<td>Contact – Linked to an Entity</td>
<td>With CaseWare Cloud, you eliminate the need to solely rely on emails when contacting other related parties for information, input and or reviews. CaseWare Cloud provides you with the ability to create contacts for specific engagements. Their ability to view or interact within a specific engagement will be limited. Contacts need to be associated to an Entity.</td>
</tr>
<tr>
<td>Client – Linked to an Entity</td>
<td>Client data is crucial as this helps your staff to interact with specific clients that are linked to a specific Entity for a particular audit engagements. Clients will be linked to the specific Entity.</td>
</tr>
<tr>
<td>Entities – Linked to other Entities, Staff, Contacts and Clients</td>
<td>Entities can be seen as the organisation your firm services. Each entity then has staff, contacts and clients (client employees) that are associated to them. This ensures that all parties that are associated with an Entity has a specific function within an audit engagement.</td>
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Take note – To fully understand how roles are defined and used in CaseWare Cloud, refer to the article entitled “About Role Security” in CaseWare Cloud.
Keep in mind that the Firm or Organisation can only be set up by an Administrator that has “Firm-wide” Administrator permissions as shown below:

Once the Administrator is logged in and the permissions (Scope) is set at “Firm-wide” then only can you start with the creation of staff members, contacts, and role-players entities. It will also put you in a position to go through the entire “Firm Settings” screen as shown above to change the settings of the Firm, Email settings, Security, Customizations and System Settings.

Visit this tutorial for additional guidance – Setting up your Firm in CaseWare Cloud as an administrator

How to set up or import an Entity

1. For each client of the audit firm an Entity needs to be created on CaseWare Cloud. Entities can be added to the system one at a time from the Entities interface. Steps to follow:
   a. Access the Entities App by clicking the Entities link at the top of the interface.
b. Click Add and select the applicable entity type:

- **Client Entities** - A Firm or Organisation with several different client engagements would typically create an entity for each of these clients.
- **Internal Entities** - Entities can also be set up to support projects internally at a Firm or Organisation.
- **Other Entities** - A third way that entities are used is to provide a workspace for a third party.
c. Complete the Entities - New form for the entity type you are creating.

d. (Optional Step) Add an associated entity to create unnamed groups of two or more entities. For more information, see here.

e. Click OK to add the entity.

Take note – If you import an Entity, CaseWare Cloud does not identify what the Entity “Type” is. Please remember to go back to your Entities imported, and specify the Entity “Type”. Go to Entities | Select the Entity | Click on Edit | Select the Entity Type. Refer to the image below.
Watch this online tutorial – How to import an Entity into CaseWare Cloud

Take note - Entities may be imported as a bulk action under the Firm Settings app. For clients that require assistance, please contact your provider to allocate a consultant.

How to set up or import your staff members

1. The next step is to set up/import staff members. This can also be done on a per client basis depending on whether the staff member will be working on a specific client engagement. Steps to follow:
   a. Access the People App by clicking the People link at the top of the interface.
   b. Click the Add drop-down menu.
   c. Select Staff.
d. Complete the section General Info. Mandatory fields include:
   i. Email address
   ii. First name
   iii. Last name

e. (Optional Step) Complete the section Password.

f. Use the checkboxes to assign Firm-wide Roles (Note: Assigning firm-wide roles grants the user these permissions over all entities in the system. For more information about firm level roles, see here.)

g. Click OK or click Save and add another staff member.

For additional guidance, access – How to import staff into CaseWare Cloud

2. Once the staff members from the auditor have been created and assigned to an entity on CaseWare Cloud, they will receive a link to confirm their details and set a password. (This will only be applicable to the first time set up).
3. Each Staff member will then open Working Papers and perform the integration with CaseWare Cloud. They will be required to enter a link, username and password.
   a. Navigate to Tools | Options | CaseWare Cloud

How to set up or import a contact

1. Create and assign other users required to work on the client engagement. This may be Contacts (e.g. Client staff members who will be preparing the AFS or who may need access to the data for some or other reason.) Steps to follow:
   i. Access the People App by clicking the People link at the top of the interface.
   ii. Click the Add drop-down menu.
   iii. Select Contact.
   iv. Complete the section General Info.
   v. Mandatory fields include:
      1. Email address
      2. First name
      3. Last name
vi. (Optional Step) Complete the section Password.

vii. Click OK or click “Save and Add Another” to add another contact.

2. Each contact will then open Working Papers and perform the integration with CaseWare Cloud. They will be required to enter a link, username and password.
   a. Navigate to Tools | Options | CaseWare Cloud

Take note - Contacts may be imported as a bulk action under the Firm Settings app. The process for importing contacts is the same as that of Entities. Just select the Import – Contacts task.

CaseWare Time - Setting up Integration with CaseWare Cloud

Some firms or organisations would need to set up an integration between CaseWare Time and CaseWare Cloud to enable you to merge your client data from Time to Cloud. You can then access your client data from Cloud. The above elements address this, but it is good to study all the prerequisites before embarking on a full integration. It is easier to do bulk imports of your relevant data as this is a process that you are able to control with greater ease and accuracy.

As mentioned in the beginning of this guide, please refer to the integration process for CaseWare Time BEFORE you input any data into your instance of CaseWare Cloud. Click here to access the CaseWare Cloud integration guideline.

Click here to learn more about CaseWare Cloud integration activities for your firm or organisation.

Starting with the engagement

1. Open a copy of the prior year engagement file and publish it to CaseWare Cloud (assuming it’s not there already).

2. Once publishing is done, perform a year end close to create the New Year’s engagement file.

3. Set up the new file
   • Ensure the security groups are still valid
   • Ensure that the team members who will be working on the engagement are still the same, or alternatively, change the users accordingly.

4. Ensure that a Group and Users are created for the contact at the client who will be working in the engagement file.
   • The following rights will be assigned to the Contacts’ group. Remove access to:
     o Protection - This will prevent the user from bypassing security to gain access to additional areas in the software.
     o File
       - Lock Client file
       - Unlock Client file
       - Modify issues created by other users
       - Complete issue without being assigned to issue
       - Apply updates from template
       - Publish client file / replace server copy
- Modify Engagement properties
- Modify History Settings
- Lock Down

- Set document assignment
- Modify documents without being assigned to it
- Open/delete document without being assigned to it.
- Set document assignment
- Delete documents from recycle bin

5. Publish the new file to CaseWare Cloud
6. Share the files with the contacts who need access to it.
7. All users who need a copy of the file would create a sync copy:
   - Open | SmartSync Server
   - Double click on the appropriate file

The CaseWare Cloud Help function

To ensure you get all the information and resources you need, don’t forget to use the help function. This is found at the top right hand side of your CaseWare Cloud menu bar as shown below.
Here you can access the online help portal and view your CaseWare Cloud instance version number.

This online portal is updated regularly to provide you with the latest ‘how to’ guides on performing CaseWare Cloud Administrator and user functions.
Other useful information on CaseWare Cloud

CaseWare Cloud – Learner guide

We also compiled an Introduction to CaseWare Cloud user manual to help administrators and users to gain a better insight when using CaseWare Cloud.

Click here to access the user guide entitled “Introduction to CaseWare Cloud”.

CaseWare Cloud – Managing your Firm’s tags

Tags are also a very useful way in which your Firm or Organisation can organise People, Entities and Files. Here you can explore how tags can be managed from an administrator point of view as well as a user point of view.

Click here to access the online tutorial entitled “Tag management as an Administrator in CaseWare Cloud”

Click here to access the online tutorial entitled “How to tag people entities and documents”

CaseWare Cloud – General resources

Click here to access the webinar on the CaseWare Africa Success Community entitled “CaseWare Cloud Fundamentals Training”

We will expand our topic around CaseWare Cloud, so please be on the lookout for more online tutorials to help you win with CaseWare Cloud. Also visit the CaseWare Cloud website for more information: www.casewarecloud.com/