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

What to know before you start (As an administrator)

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.

If you are not familiar with CaseWare Cloud at all, we recommend studying the below FIRST:

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

Click here to access the user guide entitled “Introduction to the basic navigation elements in CaseWare Cloud”.

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:

| Administrator | 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. |
| Staff (People) – for the Firm | 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. |
| Contact – Linked to an Entity | 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. |
| Client – Linked to an Entity | 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. |
| Entities – Linked to other Entities, Staff, Contacts and Clients | 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. |
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.

**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.

![Create Entity form]

- General
- Addresses
- Personal Details
- Residential Address
- Secretarial Options

![Limited options]

- Name
- Phone Numbers
- Status
- Start date
- Year end
- Website
- Email

- Limited
- Cancel
- Save

![Entity list]

- A to Z Auditors & Accountants
- ADAGE TECHNOLOGY FUND S
- ADUJA DEAP KUMAR
- ADUKIA VIKASH
- Argus Freight
- Auditor General
- Augusta van Heerden
- Beautiful Lady Beauty Salon CC
- Belmont Investment Hole

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.

![Staff setup interface](image)
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

For additional guidance, access – How to import staff into 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.
Managing the various Roles of the Staff, Contacts and Groups that you have created

For role assignments, you require one of the following predefined roles (or equivalent):

- Staff: Staff Admin role to add staff.

**Take note** - Verify role assignments from your profile to confirm the correct level of permission.

Navigate to the People app.

- Click the Add drop-down menu.
- Select Staff.
- Complete the section General Info. Mandatory fields include:
  - Email address
  - First name
  - Last name
- Select to assign Firm-Wide Roles
Take note - Assigning firm-wide roles grants the user these permissions over all entities in the system. For more information, see About Role Security.

- Click OK or click Save and add another to add another staff member.
- After you create an account for the staff member, they can immediately log on to the system. In the staff form, if a:
  - Password was not specified an activation email is automatically sent by the system to the specified email address for the staff member. They are provided with instructions on where and how to logon to the system
  - Password was specified the system does not send an activation email. You must provide the staff member with your Cloud URL and their initial password.

Take note - For CaseWare Time users with Cloud Integration enabled, a merge is automatically performed the next time you go online in the Time file. For CaseWare Time users with Cloud Integration enabled, the staff member will be merged with your Time file. The staff number will be composed of three parts: first letter of first name + first letter of last name + number, where the number is an incremental digit to ensure the staff number in Time is unique.

- Importing Staff members or Contacts. For role assignments, you require one of the following predefined roles (or equivalent):
  - Staff: Staff Admin role. Verify role assignments from your profile to confirm the correct level of permission.

A list of staff members or contacts in a character-separated values (CSV) file or delimited block of plain text. The value in each row:

- Represents one staff member or contact, and
- Column represents a property of a staff member or contact.

Example:

<table>
<thead>
<tr>
<th>First Name, Last Name, Email Address, Initials, Title, Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gary, Adams, <a href="mailto:gary.adams@docfirm.com">gary.adams@docfirm.com</a>, GA, Partner, 416-320-5117 Ext: 128</td>
</tr>
<tr>
<td>Larry, Bond, <a href="mailto:larry.bond@docfirm.com">larry.bond@docfirm.com</a>, LB, Senior, 416-965-2115</td>
</tr>
<tr>
<td>Josh, Cadmen, <a href="mailto:josh.cadmen@docfirm.com">josh.cadmen@docfirm.com</a>, JC, Junior,</td>
</tr>
<tr>
<td>John, Carl, <a href="mailto:john.carl@docfirm.com">john.carl@docfirm.com</a>, JC, Manager, 416-899-4191 Ext: 172</td>
</tr>
</tbody>
</table>

Take note - Staff and contacts must be imported separately.

- Navigate to the People app.
- Click Import and select:
  - Import Staff for staff members, or
  - Import Contacts for contacts.
- If importing from: A CSV file, click Import from CSV and browse to the location of the CSV file.
A block of delimited text, copy and paste the information in the text area. A row must contain only one person's information.

Select applicable import options and click Next:
- Delimiter - defines the delimiter character used to separate values.
- Contains Header - select if the file or data being imported contains a header row.
- Override Existing Staff - select if the import should overwrite (replace) existing staff members.
- Override Existing Contacts - select if the import should overwrite (replace) existing contacts.
- Map column headers to staff or contact properties. At a minimum, each staff member or contact must have a(n):

  Take note - Cloud will match column headers with available headers.
- First name.
- Last name.
- Email address.
Click Import.

New staff or contacts are added to Cloud with existing staff and contacts updated to reflect any new details. If staff or contacts were not imported, review import information to ensure there are no missing delimiters and that each row of text has the same number of values.

Take note - Because login access is not imported, contacts do not receive a welcome email with login information. For more information, see Adding a Contact. Contacts without an email address are not imported. Groups are imported and remain associated with the user. The options to Override Existing Staff and Override Existing Contacts only affect people with the same email - this value must be unique. Importing a person with the same email as an existing person overwrites (replaces) the existing user's information.

Example:

- Existing staff member information:
  - Email: gary.adams@docfirm.com
  - First Name: Gary
  - Last Name: Adams
  - Phone: 647-555-8958 Ext:135

- Imported staff member information:
  - Email: gary.adams@docfirm.com
  - First Name: Gary
  - Last Name: Adams
  - Phone: 416-320-5117 Ext:128

In the example above, selecting Override Existing Staff modifies the Phone information for gary.adams@docfirm.com from 416-320-5117 Ext: 128 to 647-555-8958 Ext: 135.

Firm-wide roles enable access to all entities in the system. Staff members assigned this role can, at minimum, see all the entities in the system. For role assignments, you require one of the following predefined roles (or equivalent):

- Staff: Admin role. Note: Verify role assignments from your profile to confirm the correct level of permission.

  Step 1: Navigate to the People app. Select the staff member(s) and click Roles.
    - Tip: Use CTRL or Shift keys to select multiple staff members. Use the drop-down to assign roles.

  Step 2: Click Apply. Staff members with firm-wide roles are able to see all entities in the system. The built-in role assigned to these staff members determines the set of permissions granted to them.
Using Built-in Roles

CaseWare Cloud comes with several built-in roles. These roles define both the type of access and operations a user can perform in Cloud. There are two types of built-in roles: Staff roles and Contact roles. Note: Built-in roles cannot be modified or deleted. Each firm has at least one general Admin user. This super user has the ability to modify firm settings and has permission for everything on the system.

- Staff Roles
- Administrative Roles

These roles are assigned to staff and provide authoritative controls to shape and define a firm's CaseWare Cloud environment - including its members. Administrative roles typically apply at the system level and cannot be assigned at the entity or item levels.

<table>
<thead>
<tr>
<th>Role</th>
<th>Level</th>
<th>What users can do...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entities Admin</td>
<td>System</td>
<td>Create, edit and delete staff groups, entities, or contacts and subsequently all content within entities.</td>
</tr>
<tr>
<td>Staff Admin</td>
<td>System</td>
<td>Create, edit and delete staff and staff groups.</td>
</tr>
<tr>
<td>Firm Settings</td>
<td>System</td>
<td>Access and modify all system settings.</td>
</tr>
</tbody>
</table>

- Regular Staff Roles

These roles are assigned to staff and enable users to work and interact within a defined space (an entity) in CaseWare Cloud. Staff roles apply at all object levels (system, entity, and item) enabling firms to assign the same role for different user groups while maintaining control over access to content.

<table>
<thead>
<tr>
<th>Role</th>
<th>Level</th>
<th>What users can do...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Owner</td>
<td>System</td>
<td>View, edit and delete all items for all entities. In addition, users can grant other people security roles on these items where they are the owner.</td>
</tr>
<tr>
<td>Entity</td>
<td></td>
<td>View, edit and delete items for a specific entity. In addition, users can grant other people security roles on items within that entity where they are the owner and create invoices.</td>
</tr>
<tr>
<td>Item</td>
<td></td>
<td>View, edit and delete a specific item for a specific entity. In addition, users can grant other people security roles on that item where they are the owner.</td>
</tr>
<tr>
<td>Editor</td>
<td>System</td>
<td>View and edit all items for all entities, but not to delete. The user can edit all files and activities content for all entities.</td>
</tr>
<tr>
<td>Entity</td>
<td></td>
<td>View and edit all items for a specific entity, but not to delete. The user can edit all files and activities content for that entity only.</td>
</tr>
<tr>
<td>Item</td>
<td></td>
<td>View and edit a specific item for a specific entity. The user can edit content for that item only.</td>
</tr>
<tr>
<td>Viewer</td>
<td>System</td>
<td>View all items for all entities but not to modify this content.</td>
</tr>
<tr>
<td>Entity</td>
<td></td>
<td>View all items for a specific entity but not to modify this content.</td>
</tr>
<tr>
<td>Item</td>
<td></td>
<td>View a specific item for a specific entity but not to modify this content.</td>
</tr>
</tbody>
</table>

- Entity Access

This role is assigned to staff and enables users to access entities. The Entity Access role does not enable the user to view or manage staff and contacts or any items in an entity. This role is typically assigned to users who would otherwise not know that an entity exists.

- [System level] At this level, this role enables the user to access all available entities in the system.
- [Entity level] At this level, this role enables the user to access a specific entity.
- [Item level] Entity Access is not applicable at this level.

- Contact Roles

These roles are assigned to Contacts with an email address and enable external parties to access CaseWare Cloud in a limited capacity. Contact roles typically apply at the item level (for a specific entity or specific items within an entity).

<table>
<thead>
<tr>
<th>Role</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact - Entity Collaborator</td>
<td>Entity</td>
<td>A contact can be given the Contact - Entity Collaborator role for an entity to collaborate on activities and files within the entity. They also require an Owner, Editor, or Viewer role on any activities and files they will be working with. These users can create and upload files and activities. They are assigned a Contact - Owner role on these activities and files.</td>
</tr>
<tr>
<td>Contact - Entity Access</td>
<td>Entity</td>
<td>A contact can be given the Contact - Entity Access role to read the entity details from the Entities app. They also require an Owner, Editor, or Viewer role on any activities and files they will be working with. The Contact - Entity Access role can be removed, so the contact can no longer view the entity.</td>
</tr>
<tr>
<td>Contact - Owner</td>
<td>Item</td>
<td>A contact will be given the Contact - Owner role when they create an activity or file. They are automatically assigned an Owner role for that item. The contact's Owner role is the only contact role that grants the permission to delete an item. This role does not provide permissions to share items. The Contacts - Owner role can be removed, so the contact can no longer delete the item, but the interface still tracks who created the item and when.</td>
</tr>
<tr>
<td>Contact - Editor</td>
<td>Item</td>
<td>A contact can be given the Contact - Editor role access to a file or an activity. The Contact - Editor role allows the contact the ability to edit and download the file or activity where they have this role. This role does not provide permissions to share items. The Contact - Editor role can be removed, so the contact can no longer edit the item, but the interface still tracks their changes and will list the item as &quot;Last Modified By&quot; as applicable.</td>
</tr>
<tr>
<td>Contact - Viewer</td>
<td>Item</td>
<td>A contact can be given the Contact - Viewer role to access a file or an activity. The Contact - Viewer role allows the contact the ability to view the file or activity where they have this role and comment on the activities. This role does not provide permissions to share items. The Contact - Viewer role can be removed, so the contact can no longer view the item.</td>
</tr>
</tbody>
</table>

- Associated

This role is assigned to contacts to associate them to an entity and without the ability to log into CaseWare Cloud, receive notifications, or access any features. The type of person is normally set up as a contact. This is usually a staff member at your client's firm (Known as an Entity in CaseWare Cloud).

**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.

**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.

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Other useful information on CaseWare Cloud

Introduction to 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”

Click [here](#) to access the webinar on the CaseWare Africa Success Community entitled “How to sync your CaseWare file to CaseWare Cloud and how to download a file from the cloud”

Click [here](#) to access the webinar on the CaseWare Africa Success Community entitled “How to identify which options to select from the download packager list when downloading your software”

Click [here](#) to access the webinar on the CaseWare Africa Success Community entitled “How do I resolve the error which states “Cannot edit. Effective date is for a prior period” when attempting to amend a staff member’s staff rates?”

Click [here](#) to access the webinar on the CaseWare Africa Success Community entitled “How do I process a CaseWare Cloud merge successfully without any merge conflict?”

Click [here](#) to access the webinar on the CaseWare Africa Success Community entitled “How do the permissions on CaseWare Time differ from the permissions on CaseWare Cloud?”

Click [here](#) to access the webinar on the CaseWare Africa Success Community entitled “How do I resolve the error which occurs during the CaseWare Cloud merge process?”

Click [here](#) to access the webinar on the CaseWare Africa Success Community entitled “How do I correct the error, which tells me that there are time and expense transactions which need to be submitted on CaseWare Cloud?”

Click [here](#) to access the webinar on the CaseWare Africa Success Community entitled “Is my data encrypted when transferring files to and from CaseWare Cloud?”

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 Africa Success Community by going to [http://success.casewareafrica.com](http://success.casewareafrica.com)

CaseWare International also provides some generic resources. Click [here](#) to access their resources online.