Absolute Accounting Software

**Help Guide - Client Portal**

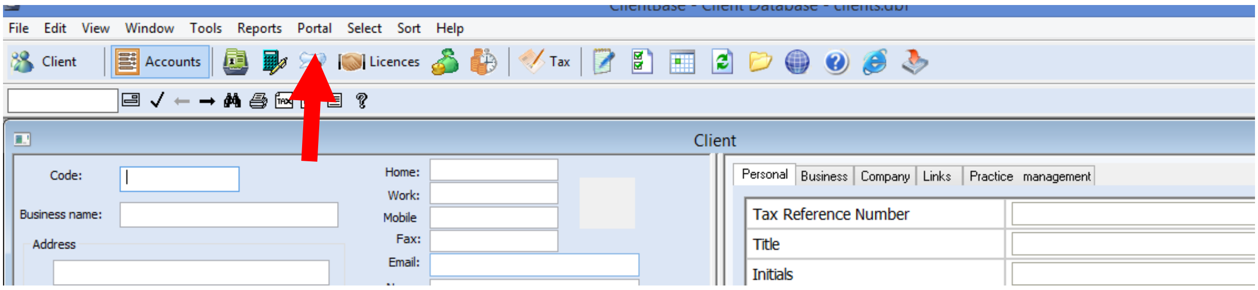
## Getting Started

A video on how the portal works can be found by clicking HERE

The Absolute Portal allows you to share documents online with your clients using a secure website, which is convenient and complies with all aspects of data protection.

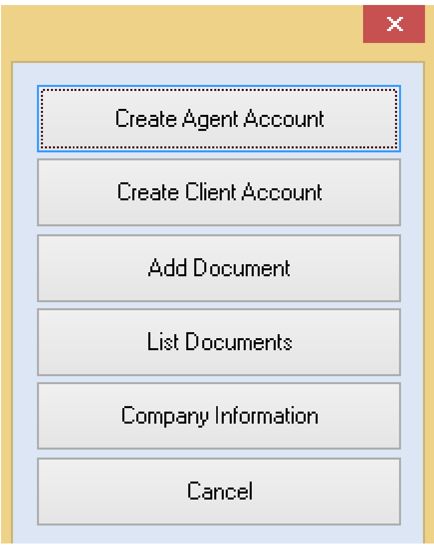
The portal works by creating PDF copies of client Accounts, Tax and Payroll documents which you can then upload onto the portal from within our software. The client can access these by logging securely onto the portal. The documents can be viewed and agreed online, and as the agent you will be notified when the document has been agreed.

The portal menu is accessible from ClientBase by clicking Portal in the menu bar:




## Menu options

When you select the Portal, you will be presented with a number of menu options



- <u>Create Agent Account</u>

Use this option to create an account for your practice. Please ensure that you have set an email address under Tools / User Setup / Agent Details before using this command. You will be asked for a password. You only need to do this once. This email address is the one the portal notifications will be sent to. If you need to change this email address you need to contact support@absolutetax.co.uk.

- <u>Create Client Account</u>

Before you upload for the first time you must create an account for the client. It will use the email address in the client database and prompt you for a password. You must inform the client of the password and email address that they will use to log on. It is important you use different email addresses. If you have the same email address entered for multiple clients in clientbase it will only allow a portal account to be created for the first client.

- <u>Add Document</u>

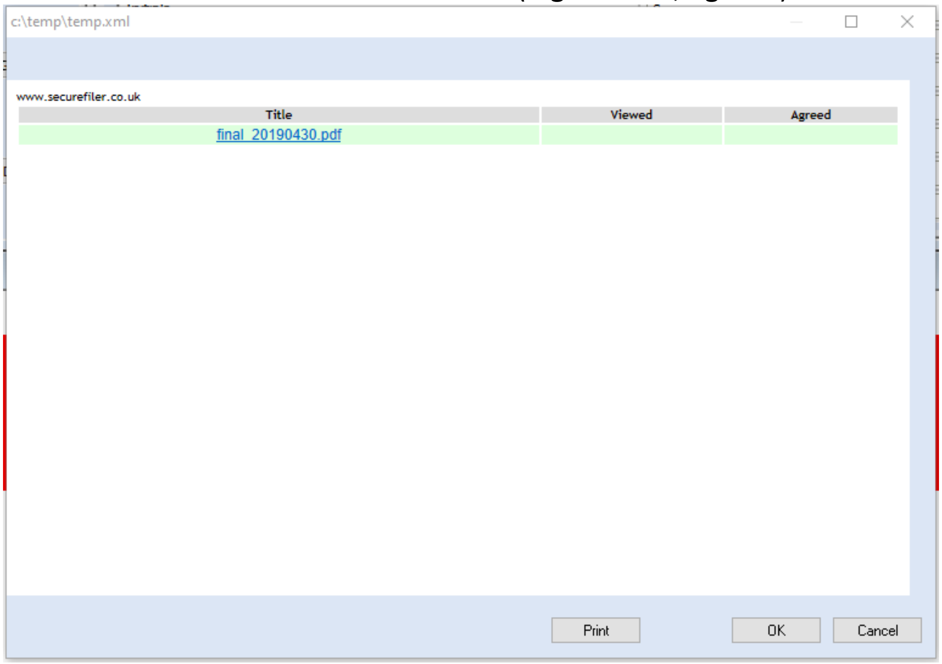
This will allow you to select a pdf **from within the client folder** and upload it to the client portal.
**The document must be in PDF format AND in the client folder**
If you are unsure of your data location, this can be found by going to Tools / User Setup / Paths. By default, this would be C:\Absolute and so the PDF files need to be saved into C:\Absolute\Clients\XXX (where XXX is the unique client code)

When a document is added to the portal by the agent, the client will receive an email to say a document has been added, assuming you have linked the software to your email account.

You can within this option add multiple documents to a portal account. When you browse through Add documents you can select one or multiple documents from the client folder.

- <u>List Documents</u>

This lists the documents and the status (e.g. viewed, agreed) of the documents for this client



- Advanced

This menu option allows you to delete documents from the client portal, delete the client account and also list the client accounts created.

The Add Common Document option allows for one document to be added to multiple client portal accounts. This document would need to be saved into one of the client folders and then it will provide you an option as to who you wish to upload the document to.

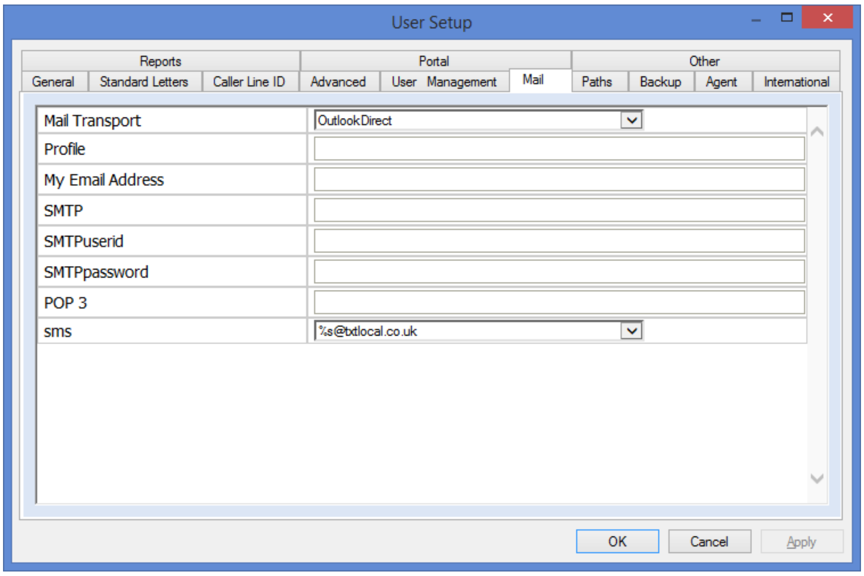
## Portal & Payroll

Within the payroll program you can create a portal account for the Employer as well as the individual employees. This means that the payslips can be sent directly to each employee's portal account. Any item added to the individual employee accounts will also be added automatically to the employer account.

Within Payroll if you go to Portal / Create employee accounts it will use the email address entered through the employee details. When the account has been created the employee will receive an email with a link providing them the option to create a password of their choice. You can then use portal / upload payslip to portal which will add the payslip to the individual employee's portal account and also that for the employer.

## Email Configuration

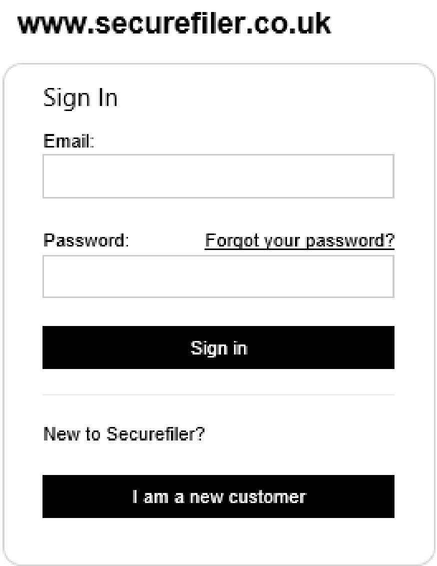
When you are using the Portal you can send emails to your clients when a document has been uploaded and also receive an email from the portal when a document has been approved. The email account has to be configured in clientbase and this is done via Tools / user setup / mail.



You need to select your Mail Transport and then if you use an online email account, such as SMTP direct, you would need to then complete the SMTP details which you can access from your online mail account.

Client Access (including employees)

Your client can access their documents by logging onto http://www.securefiler.co.uk/login.htm using their email address and password (as created above).




Once logged in, the client will be able to see a list of uploaded documents and view / approve them directly through the portal.

| Title | | Viewed | | Agreed |
|---|---|---|---|---|
| Tax Computation 2017.pdf | View | 24/04/18 12:40:37 | | 02/03/18 09:53:40 |
| Tax Return 2017.pdf | View | 24/04/18 12:40:41 | Agree | |
| ashleigh17.pdf | View | 30/04/18 15:51:57 | Agree | |
| ashleigh_p11db_18.pdf | View | 25/04/18 09:34:15 | Agree | |
| ashleighp11db18.pdf | View | 24/04/18 12:40:26 | Agree | |

When your client agrees the document, you will receive an email confirming the name of the document that has been viewed. This provides you with the confirmation that you can then submit the accounts or tax return online.

Other Features

Company Information

One other feature of the Portal is to search for Company information. It contains copies of all accounts filed electronically at Companies House since November 2012 (approximately 1.3 million at the time of writing)
Use this option view accounts filed on the public record. You can search by:

- company name
- company number or
- other criteria (e.g. Post Code)

Advanced searches
Using the other criteria option, you could look for all plumbers in a certain postcode area with more than a certain amount of cash at bank.

You would achieve this by selecting 'Other Criteria' then adding criteria for the SIC code, postcode and CashBankInHand XBRL element.

After searching you can see the result as:

- a csv in excel
- a web page (html) with links to the accounts or
- print labels or do a mail merge with the standard letters.

**Additional Notes**

- The portal uses Amazon S3 which is the infrastructure also used by HMRC and Companies House. It is fully compliant with the data protection act. We do not currently charge for use of the portal but will review this on an annual basis depending on usage and the charges to us by AWS. Further info is available at https://aws.amazon.com/s3/
- The portal is linked to your customer code within the software so you need to ensure all orders for the renewal of the package are done using your correct customer code. If you are unsure of your log in details for our website please email support@absolutetax.co.uk
- We recommend if you create PDF files that these are saved with the names using just alpha numeric characters

- We have some instances where the PDF file hasn’t been able to be viewed online – this will either relate to the default PDF viewer setting on the client’s machine, or possibly the internet browser that they are using
- If the client changes their email address they must not do this manually through the portal, they need to contact the agent so that they can delete the original portal account and then create a new one using the new email address
- If you want to add the link to the portal on your website as the agent to make it easier for your clients to access this, you would need to add the below link:
  <iframe style="border:none;height:300px"
  src="https://www.securefiler.co.uk/loginclient.htm"></iframe>