

Chapter 1: Opening BankLink

BankLink Practice is a Windows application. As an existing Windows user, you are already familiar with the look and feel adopted by BankLink Practice; this makes it easier to learn and use.

You are about to open BankLink Practice. At this point, the Guide assumes that BankLink Practice is installed on your computer system and fully operating with:

- Users and clients set up
- Data for your clients already downloaded into BankLink Practice
- An icon on your desktop to access BankLink Practice

Your BankLink Administrator normally carries out these tasks for you. Check with the Administrator to see that this has been done. If **you** are the Administrator, see the Getting Started section in the Toolkit and the Administrator chapters of this Guide for instructions on how to carry out these tasks.

Logging in

After you have double-clicked on the BankLink icon, you may be requested to log in to BankLink Practice.

The login process is simple. BankLink Practice enters the User Code for you, using your Windows login name (you only have to delete the User Code and enter a new one if it is different to your Windows name). You enter your password, and BankLink Practice displays the **Clients** page.

If your BankLink Practice User Name has no associated password and matches your Windows User Name, BankLink Practice by-passes the login and displays the BankLink Practice **Clients** page.



When you reach the **Clients** page you can press F1 to access the on-line BankLink Practice Guide.

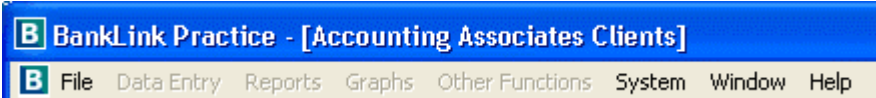
This Chapter covers:

- The Title Bar, Menu Bar and Toolbars
- The Clients page

The Title Bar, Menu Bar and Toolbars

The Title Bar

Located at the top of the window, the Title Bar shows your practice name - in this case, Accounting Associates, and indicates that you are viewing the **Clients** page.



The client-specific **Data Entry**, **Reports**, **Graphs** and **Other Functions** menus are greyed out until you open a client file.

When you open a client file, the client code and name appear on the Title Bar (in this example, HAMILTON - Hamilton and Associates):



If more than one window is open, the title bar for the active window (the one in which you are working) is a different colour or intensity to the other title bars.

The Menu Bar

Located just under the Title Bar, the Menu Bar gives you access to most BankLink Practice functions. Standard drop down Windows menus enable you to select the required operations using either the mouse or keyboard. You can:

- use the mouse to click on an item
- press **Alt** together with the underscored letter shown in the menu option

The menus cover the following functions:

Menu	Purpose	Shortcut Key
File	Things you can do with BankLink Practice client files, such as create New, Send, Save or Close.	Alt+F
Data Entry	Coding transactions, entry of journals and budgets, opening and year-end balances, and adding manual or historical data. Only available when a client file is open.	Alt+D
Reports	Access to all client reports available in BankLink Practice. Only available when a client file is open.	Alt+R
Graphs	Access to all client graphs available in BankLink Practice. Only available when a client file is open.	Alt+G
Other Functions	BankLink Practice operations relating to client files. Only available when a client file is open.	Alt+O
System	The Administration functions of BankLink Practice. Only BankLink Administrators have access to this menu option.	Alt+S
Window	Allows you to arrange your Code Entries or Budget windows, switch between multiple windows and list open windows	Alt+W
Help	Access to this Guide, the System Log and information about the BankLink system.	Alt+H

You can also access many of the items on these menus by clicking the appropriate button on the Toolbar.

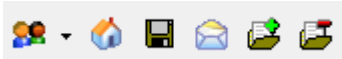
The Toolbars

BankLink Practice offers quick, one-click access to frequently used functions and commands using Toolbar buttons. These are located just below the Menu bar. You can choose to hide the captions for these buttons once you are familiar with the icons. Toolbar tips display when you hover the cursor over a button.

To hide Toolbar captions:

- 1 Click **File, Preferences**
- 2 Click on the **General** tab
- 3 Disable the **Show Caption on Toolbar Buttons** check box
- 4 Click **OK**

BankLink displays the toolbar like this:



To display Toolbar captions:

- 1 Click **File, Preferences**
- 2 Click on the **General** tab
- 3 Enable the **Show Caption on Toolbar Buttons** check box
- 4 Click **OK**

BankLink Practice displays the toolbar like this:



To display Toolbar tips:

- Hover the mouse cursor over the button for a few moments - the tool tip appears

All the functions available from the Menu and Toolbars are described in detail in other Chapters of this Guide.

The Clients page

You see the **Clients** page whenever you open BankLink Practice - giving you an overview of all the client files, as well as providing a handy 'to do' list.



The **Clients** page is available to Normal users and Administrators (those with System menu access) - it is not available to Restricted users.

Your clients can be divided into two categories in BankLink Practice, both of which can be displayed in the **Clients** page:

- Clients, who you have signed onto the BankLink service and
- Prospects, who are not yet signed up for BankLink.

In the **Clients** page you can:

- Track client activities in BankLink Practice without having to open each file
- View the processing status of each client file over a 12 month period
- Sort and filter the files displayed
- Use the Search facility to find a file or files
- Print a report containing the information currently visible in the **Clients** page
- Open client files
- Set up report schedules
- Assign files to staff members, groups and client types
- Maintain client details
- Create mail merge documents to be posted or emailed to clients
- Maintain a record of your communication with both clients and prospects
- Create and edit tasks so that you know what needs to be done and when a task is overdue
- Add comments to client and prospect files - comments remain on a file indefinitely but may be edited or deleted
- Access a PDF version of the Client Authority Form which you can complete on screen and print out or email to your client for their signature

Users with BankLink Administrator access can also:

- Create client and prospect files
- Check files into and out of BankLink Practice
- Download new data

To view the Clients page when working in a client file:

- Click the **Clients** button on the toolbar (**Shift+F12**)
BankLink Practice displays the **Clients** page

Changing the way the Clients page displays data

The **Clients** page displays more information about each client than can normally be viewed on screen - you scroll to view the columns that are not displayed.

There are several ways to alter the appearance of the **Clients** page. The changes you make remain in place until you restore the default settings. The default settings can be restored at any time.

You can:

- Choose files to display in the Clients window
- Filter data in the Clients window
- Sort and group client and prospect files
- Configure columns in the Clients window
- View the processing status for all client files

Choosing files to display in the Clients page

The Clients page has four client file options - **All Clients**, **My Clients**, **All Prospects** and **My Prospects**.

The default is All Clients, but you can choose another by clicking the drop down menu at the top of the window.



Depending on the option chosen, the client files shown in the Clients page are as follows:

Option	Client Files Included
All Clients	Client files that are assigned to you, client files assigned to other users, and client files that are not assigned to any user.
My Clients	Only the client files that are assigned to you.
All Prospects	Prospect files that are assigned to you, prospect files assigned to other users, and prospect files that are not assigned to any user.
My Prospects	Only the prospect files that are assigned to you.

Filtering files in the Clients page

Once you've selected a client option, you can use the **Filter** button to choose exactly which client files you want to see listed in the Clients page. The default is set to all files within the client option.

The selections available in the filter are: -

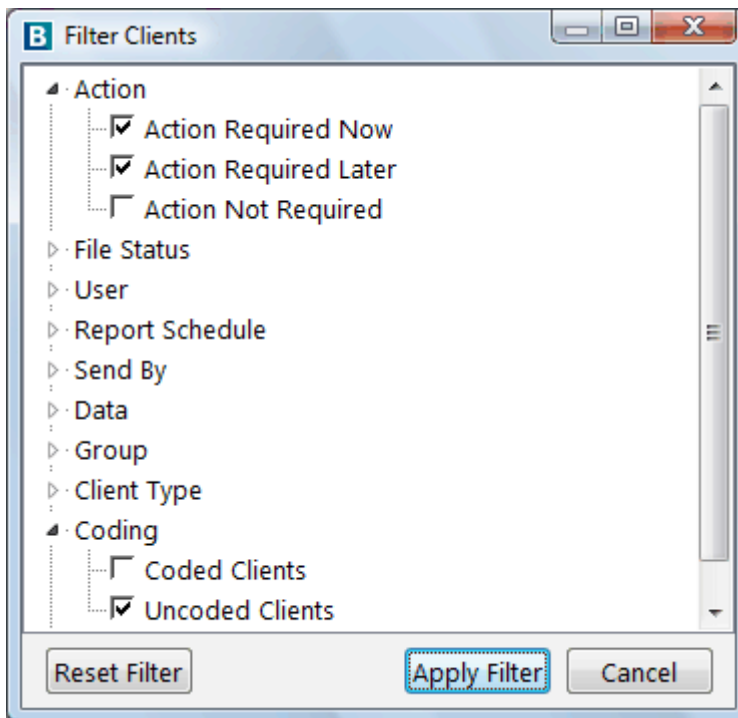
Column	Options
Action	Action Required Now, Action Required Later, No Action Required
File Status	Checked Out, Synchronised, Unsynchronised, BankLink Books, BankLink Books (Secure), Archived, Not Archived
User	List of all Users set up in BankLink Practice to whom files can be assigned
Report Schedule	Don't Send Report, Report Every Month, Report Every Two Months, Report Every Three Months, Report Every Four Months, Report Every Six Months, Report Annually, Report Every Month and Quarter, Report Every Month and Two Months, Report Every Two Months Then Month
Send By	Send to Printer, Send to Email, Send to Fax, Send to BankLink Notes, Send to Web, Send to Check Out
Data	No transactions in the last 12 months, Transactions in the last 12 months
Group	Unassigned Group, any Groups that you set up
Client Type	Unassigned Client Type, Annual, Books, Books Secure, CodeIT, Coding Report, GST, GST/Coding Report, Notes, and any other Client Types that you set up
Coding	Coded Clients, Uncoded Clients




System bank accounts, manual bank accounts, transferring and non-transferring journals are considered as transactions for the filter's Data criterion. New client files, without any system bank accounts attached will always be displayed.

To filter the client files shown in the Clients page:


- 1 Click **Filter**
BankLink Practice displays the **Filter Clients** window
- 2 Click the **+** signs next to the groups to display the options within the groups
- 3 Click to select the options you require




 Logic between the filter groups will be **AND**, logic within a filter group will be **OR**; in the example above the filter chosen is (Action Required Now) **AND** (Send to Printer **OR** Send to Email)

4 Click Apply Filter

BankLink Practice applies the filter you have chosen and displays the **Clients** page

 If you select all the options in a group it has the same effect as selecting none, so BankLink Practice sets the filter back to none selected in that particular group

 The filter takes user file access into account - users never see any files they do not have permission to view

Once you've filtered the **Clients** page, BankLink Practice remembers the filter and applies it until you select a different filter, or reset the filter. The **Reset Filter** button is disabled unless a filter is applied.

To reset the Clients page Filter:

- Click **Reset Filter**

BankLink Practice displays the **Clients** page with no filter applied

When you've applied or reset a filter the number of clients listed is shown next to the Filter buttons at the top of the list of clients.

Searching for files in the Clients page

If you have a long list of client files and want to find a client but can't remember the client code or full name, you can use the **Search** field.

To search for a client file:

- Enter part of the client's name or code in the **Search** field
BankLink Practice displays all the files that match your search



You can enter up to 12 characters in the **Search** field - this field is NOT case sensitive



Search finds files only in those client files displayed, so if you have filtered the **Clients** page, your search will include only files that match the **Filter** criteria and the **Search** characters entered.

To display all files:

- Click **Clear**
BankLink Practice displays all files, or all those that match any filter selected

Sorting and grouping client and prospect files

By default, BankLink Practice sorts the files displayed in the Clients page by **Reminder Date** and shows them grouped by their status - **Action Required Now**, **Action Required Later**, **No Action Required**.

When you change the way BankLink Practice sorts the files, the groups change, depending on the sort order you choose.

To sort the client files:

- 1 Click on the heading of the column you want to sort on
BankLink Practice displays the client files in ascending order
- 2 Click again if you want to sort the files in descending order



When you sort on **Report Schedule** you have four options:

- On first clicking the column header, the files are sorted by Start Month, ascending;
- Click again, the files are sorted by Start Month, descending;
- Click again, the files are sorted by Schedule, ascending;
- Click again, the files are sorted by Schedule, descending.



BankLink Practice saves the sort order when you exit, so that the next time you open the Clients page your files are displayed in the same order.

Configuring columns in the Clients page

You can change the order and the size of the columns in the **Clients** page, or even hide those you don't want to see - your changes are preserved when you exit BankLink Practice.

To change the column order:

- Click on the column heading and drag it to a new position

To change the column width:

- Change the column width by clicking to the right of the column and dragging it in or out

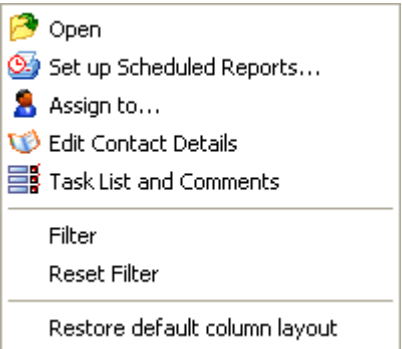
To hide or show columns:

- Right click one of the column headings and click to remove the tick next to the column you want to hide, or
- Right click one of the column headings and click to insert a tick next to the column you want to display



To restore column defaults:

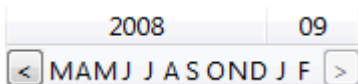
- Right click one of the column headers and select **Restore default column layout**, or
- Right click in the client area of the **Clients** window and select **Restore default column layout** from the menu



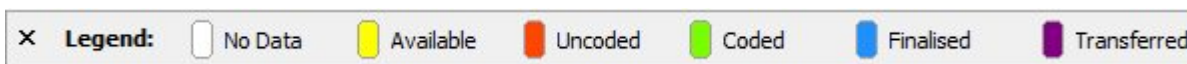
The Processing Status column

The **Processing Status** column defaults to showing the status of the transactions for each month of the year to date, based on the PC date.

You can use the left and right arrow buttons to move the months displayed back or forward, one month at a time. You can't move past the current month, or more than 36 months previous to the current month. BankLink Practice displays the year above the months.



The **Legend** is displayed by default above the column headings.



The Legend indicates whether there is data for each month, and if so, whether it's Available, Uncoded, Coded, Finalised or Transferred.

- Available means that you have downloaded data that can be retrieved to the client file
- Finalised means that you have produced a BAS and confirmed that you want to lock the period.
- Transferred means that you have exported the coded data to your main accounting system.

You can hide the legend if required.

To hide the Legend:

- Click **X** on the **Legend** to hide OR
- Click to remove the tick from the **Show Legend** check box in the **Options** menu

To show the Legend:

- Click to select the **Show Legend** check box in the **Options** menu

Client Files

Using the **Client Files** sub-menu in the **Clients** page you can: -

- Open a client file
- Check files in and out of BankLink Practice
- Set up report schedules
- Assign client files to users
- Assign client files to groups
- Assign client files to client types
- Print a Clients report
- Add and import prospects

Users with Administrator access can also

- Download new data - see Chapter A7: Downloading and purging for more information
- Convert a prospect to a client

Opening a client file

The focus of BankLink Practice is coding and managing transactions for a client. In order to work on bank account transactions you first select a client to work on by opening their file.

To open a client file:

- In the **Clients** page, open the client file you want to work on by either:
 - Clicking the file name, then clicking **Open** in the **Client Files** menu or
 - Double-clicking the file name

By default, BankLink Practice groups the files by **Reminder Date** (see Adding tasks), into **Action Required Now**, **Action Required Later**, and **No Action Required**. Within each group the files are in **Client Code** order - you can re-sort the files by clicking on the column headings (see Sorting and grouping client and prospect files).



If you're looking for a particular file, you can sort in **Name** order, and then start typing the client file name so that the cursor steps down through the files to the relevant file. For example: if you have two files, one with the code of **SMITH** and one with the code of **STEVENS**, and you type **S**, the cursor highlights the **SMITH** file. If you then press **T**, the cursor moves to the **STEVENS** file.

To simplify access to client files, BankLink Practice keeps a record of the last nine client files you have been working on. You can quickly open any one of these client files.

To open one of the last nine client files you have been working on:

- 1 Click **File**, or the arrow to the right of the **Clients** toolbar button
- 2 Click on a file number between **1** and **9**

When you open a client file, BankLink Practice displays the client's **Home** page, with the **Client Code** and **Name** in the title bar.

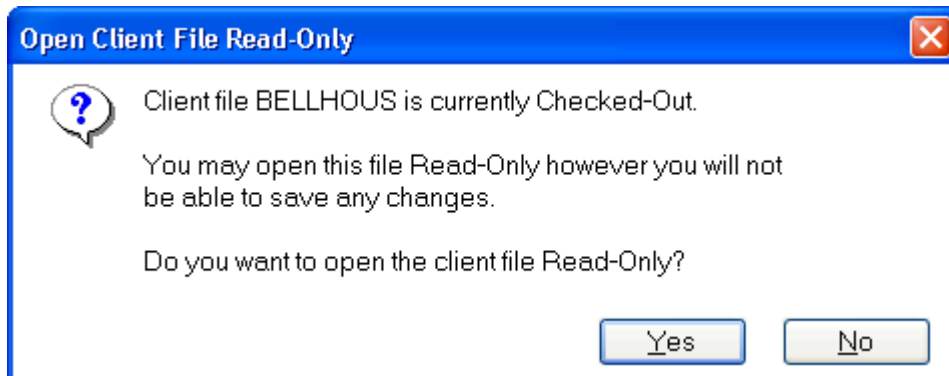
Client File Status

The **Status** column contains one of these indicators:

- blank if the client file is closed
- **Opened by <username>** to show that the user has the client file open
- **Checked out by <username>** to show that the user has checked the client out of BankLink Practice and/or has e-mailed the client file to another BankLink site.

To open a checked out client file:

You can open checked-out client files as **read only** files. When opening a checked out client file BankLink Practice displays the **Open Client File Read-Only** window:



- Click **Yes** to open the client file



Do not make changes to read only files, as they cannot be saved.

Checking files in and out from the Clients page

If you have **System** menu access, you can use the **Clients** page to:

- Check out client files to send to BankLink Books clients
- Check in client files from BankLink Books clients

You can also use the **Send** function to check a client file out, or to send a copy of the client file.

To check client files in and out:

- 1 Select a range of clients by clicking the first client then holding down the **Shift** key and clicking on the last client in the range
Select multiple clients by holding down the **Ctrl** key and clicking on each client you want to select
- 2 Select one of the following options from the **Client files** menu in the **Clients** page:
 - Check out file(s)
 - Check in file(s)

BankLink Practice displays either the **Check out file(s)** or **Check in file(s)** window

- 3 Complete the operation in the normal manner



For more about checking client files into and out of BankLink Practice, see Check in facility and Check out facility in Chapter A2: BankLink Books clients.

This facility allows you to send a client file using email directly to:

- the client
- the practice
- the accountant
- BankLink Support

You can choose to:

- Check the client out of BankLink Practice at the same time so that no one can access the client file - this is the default option unless you are sending the file to BankLink Support
- Keep the client file editable by users while sending a copy of the client file to the selected destination - you can still view the file in a read-only format if you don't select this option
- Send additional files such as reports or spreadsheets

To send a client file:

- 1 Click to select the client file you want to send
- 2 Select **Send File(s)** from the **Client files** menu
BankLink Practice displays the **Send Client file(s)** window
- 3 Complete the operation in the normal manner



For more about sending out client files, see Send to facility in Chapter A2: BankLink Books clients.

Setting up report schedules

To set up Report Schedules:

1 In the **Clients** page select the required client file(s)



If you have **System** menu access you can also set up report schedules via **System, Maintain Clients**



To select a range of clients, click the first client then hold down the **Shift** key and click on the last client. To select multiple clients, hold down the **Ctrl** key and click each required client.

2 Select **Set up a Report Schedule** from the **Client files** menu

BankLink Practice displays the **Report Schedule** window

3 Edit the options as required - for more information see Chapter A5

4 Click **OK**

BankLink Practice displays an **Information** window confirming that the new settings have been applied

5 Click **OK**

BankLink Practice has set up Report Schedules for all the selected clients.



BankLink Practice applies **all** the options to all the select clients - if you just change the frequency for example, the other settings as defaulted into the Report Schedule window become the setting for all the selected files, **overwriting** any previous changes made for specific files.

Assigning client files to users

This function assigns a client file to a BankLink Practice user. Unlike the User Profile function which allows a user to access a client file, this function affects:

- Scheduled Reports by Staff Member
- System Reports
- View my files in the **Clients** page

To assign client files to a staff member:

1 In the **Clients** page, select the required client file(s)



If you have **System** menu access you can also assign client files to staff members via **System, Maintain Clients**



To select a range of clients, click the first client then hold down the **Shift** key and click on the last client. To select multiple clients, hold down the **Ctrl** key and click each required client.

2 Select **Assign User** from the **Client Maintenance** menu

BankLink Practice displays the **Select User** window

3 Select a **User** from the list

4 Click **OK**

BankLink Practice displays an **Information** window confirming that the new settings have been applied - this window may also state that some files could not be opened; contact BankLink support if you cannot see why the new settings were not applied

5 Click **OK**

BankLink Practice assigns the client(s) to the selected User

Assigning client files to groups

This function assigns a client file to a group. You can sort and filter the **Clients** page using the Groups you've assigned the files to.

To assign client files to a group:

- 1 In the **Clients** page, select the required client file(s)



If you have **System** menu access you can also assign client files to groups via **System, Maintain Clients**.



To select a range of clients, click the first client then hold down the **Shift** key and click on the last client. To select multiple clients, hold down the **Ctrl** key and click each required client.

- 2 Select **Assign Group** from the **Client Maintenance** menu

BankLink Practice displays the **Select Group** window

- 3 Click to select a Group from the list

- 4 Click **OK**

BankLink Practice displays an **Information** window confirming that the new settings have been applied - this window may also state that some files could not be opened; contact BankLink support if you cannot see why the new settings were not applied

- 5 Click **OK**

BankLink Practice assigns the client(s) to the selected Group



See Groups in Chapter A9: The System Menu for information about setting up and maintaining Groups.

Assigning client files to client types

This function assigns a client file to a Client Type. You can use the Client Types you assign the files to when sorting and filtering the **Clients** page.

To assign client files to a group:

- 1 In the **Clients** page, select the required client file(s)

BankLink Practice displays the **Maintain Clients** window



If you have **System** menu access you can also assign client files to groups via **System, Maintain Clients**.



To select a range of clients, click the first client then hold down the **Shift** key and click on the last client. To select multiple clients, hold down the **Ctrl** key and click each required client.

- 2 Select **Assign Client Type** from the **Client Maintenance** menu

BankLink Practice displays the **Select Client Type** window

- 3 Click to select a **Client Type** from the list



BankLink Practice provides the following default Client Types:

- Annual
- Books
- Books Secure
- CodeIT
- Coding Report
- GST
- GST/Coding Report
- Notes
- Superfund

If you have System access you can also add your own Client Types - see Client Types in Chapter A9: The System Menu

- 4 Click **OK**

BankLink Practice displays an **Information** window confirming that the new settings have been applied - this window may also state that some files could not be opened; contact BankLink support if you cannot see why the new settings were not applied

- 5 Click **OK**

BankLink Practice assigns the client(s) to the selected Client Type

Printing a Clients Report

You can produce a **Clients Report**, showing whatever is currently visible in the **Clients** page.

The filtering, sort order, column order and column visibility in the report will be as per the current settings in the Clients page. The heading will show whatever filter is selected.

If the processing column is included in the report, the date range is displayed and the legend is represented using letters:

blank	No Data
U	Uncoded Data
C	All Data Coded
F	All Data Finalised
T	All Data Transferred
A	Data Available

To print a Clients Report:

- 1 In the **Client files** menu, click **Print**
BankLink Practice displays the **Clients Report** window
- 2 Select from:
 - **Preview** to display a print preview on screen
 - **File** to save a report in csv, txt, Microsoft Excel®, or PDF format
 - **Print** to send a report to your default printer
 - **Cancel** if you no longer require a report

Adding and importing Prospects

Adding prospects

In BankLink Practice prospects are your clients who are not yet signed up for the BankLink service. If you have **System** menu access you can create prospects individually or by importing them, either from a .csv file or your Contact list in Microsoft Outlook.

To add a prospect:

- 1 Open the **Clients** page
- 2 Select **All Prospects** or **My Prospects** from the drop-down list at the top of the window
- 3 Click **New** on the Prospect Files menu

BankLink Practice displays the **Add Prospect Contact Details** window

The screenshot shows a dialog box titled "Add Prospect Contact Details". It contains the following fields:

- Prospect Code: [Text box]
- Prospect Name: [Text box]
- Address: [Three stacked text boxes]
- Salutation: [Text box]
- Contact Name: [Text box]
- Phone: [Text box]
- Mobile: [Text box]
- Fax: [Text box]
- E-mail: [Text box]
- Assigned To: [Dropdown menu with "Bessie-Lou Besancon" selected]

Buttons: OK, Cancel

- 4 You must enter the **Prospect Name** - all other fields in this window are optional
BankLink Practice creates a Prospect Code based on the first 8 characters of the Prospect Name if you haven't assigned one, and defaults Assigned To to your user name
- 5 Click **OK** to add the prospect

If you want to add more than one prospect it may be worth importing them, either from a .csv file or from your contacts in Microsoft Outlook.

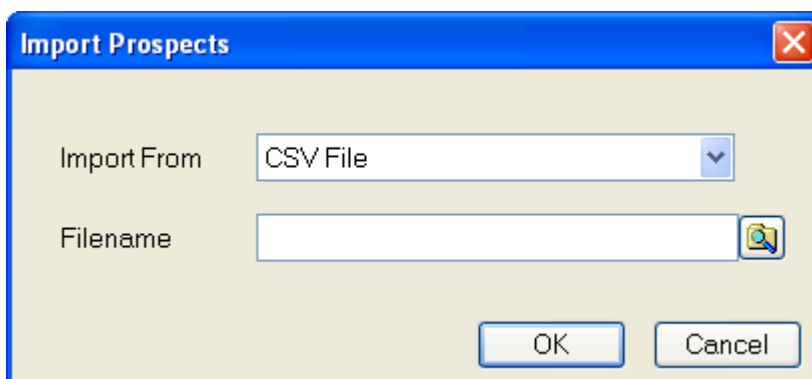
Importing prospects from a .csv file

Using a .csv file import lets you extract data from another system or compile a list of the clients you would like to sign up for the BankLink service. BankLink Practice expects the file to have twelve columns with the data in the following order. The only column which must contain data is Client Name, the rest can be blank. The format is given in the table below: -

Column Number	BankLink Practice Field	Mandatory or Optional	Description
1	Client Code	Optional	You can enter a code or let BankLink Practice create one for you, based on the client's name
2	Client Name	Mandatory	This field is mandatory - if there is no client name BankLink Practice will not create a prospect
3	Address 1	Optional	First line of the address
4	Address 2	Optional	Second line of the address
5	Address 3	Optional	Third line of the address
6	Salutation	Optional	Title of the contact
7	Contact Name	Optional	Name of the contact
8	Phone	Optional	Phone number
9	Fax	Optional	Fax Number
10	Mobile	Optional	Mobile Number
11	E-mail Address	Optional	E-mail address
12	User Assigned To	Optional	Practice partner or staff member responsible for the file - can be either the user code or user name held in BankLink Practice

To import prospects from a .csv file

- 1 In the **Clients** page select **Import New** from the Prospect Files menu
BankLink Practice displays the **Import Prospects** window

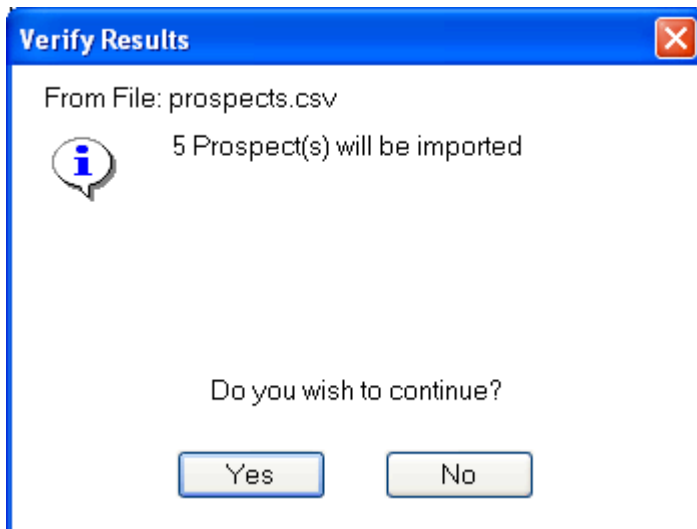


The **Import From** field defaults to **CSV File**

- 2 Type in the name of your .csv file or use the **Browse** button to select it

3 Click **OK**

BankLink Practice displays the **Verify Results** window



4 Click **Yes** to continue

BankLink Practice confirms the number of prospects imported successfully



5 Click **OK** to return to the **Client Manager** window

Importing prospects from Microsoft Outlook

The fields in Microsoft Outlook are not an exact match to those in BankLink Practice so the following table shows how the Outlook Contacts fields are matched to the BankLink Practice fields. The Alternate field is only used if the primary field is blank. If the alternate field is also blank then the BankLink Practice field is left empty.

Note that if both Client Name and Contact are blank even after using the alternate fields then that Outlook Contact will not be listed and cannot be imported, because in BankLink Practice Client Name is a mandatory field.

BankLink Practice Field	Primary Outlook Field	Alternate Outlook Field(s)
Client Name	Company	First Name + Middle Name + Last Name
Salutation	Title	-
Contact	First Name + Middle Name + Last Name	-
Phone	Business Phone	Home Phone
Fax	Business Fax	Home Fax
Mobile	Mobile Phone	Car Phone
E-mail	E-mail 1	E-mail 2 or E-mail 3
User Assigned To	No equivalent field - always set to Not Allocated	-
Client Code	Auto-generated based on client name	-


There are 5 address fields in Outlook 2002 but only 3 in BK5 so they convert as follows, depending on how many Outlook Mailing Address fields are filled in:

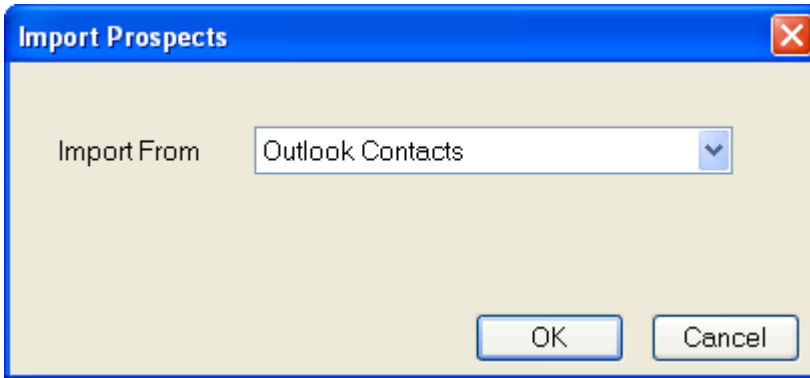
No. of Outlook Address Fields filled in	BankLink Practice Address 1	BankLink Practice Address 2	BankLink Practice Address 3
0	blank	blank	blank
1	Outlook field	blank	blank
2	1st Outlook field	2nd Outlook field	blank
3	1st Outlook field	2nd Outlook field	3rd Outlook field
4	1st Outlook field	2nd Outlook field	3rd Outlook field + 4th Outlook field
5	1st Outlook field	2nd Outlook field + 3rd Outlook field	4th Outlook field + 5th Outlook field

To import prospects from Microsoft Outlook:

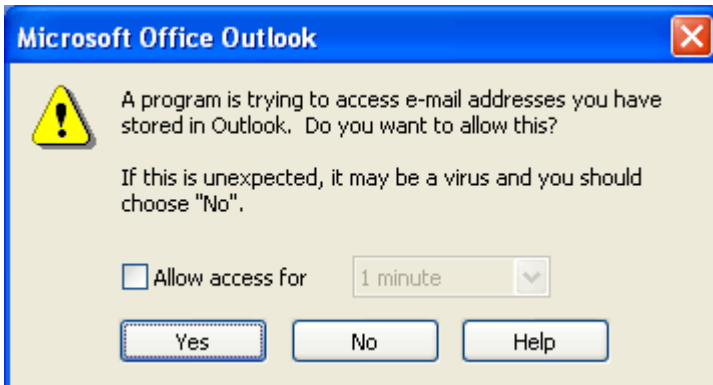
- 1 In the **Clients** page select **Import New** from the Prospect Files menu

BankLink Practice displays the **Import Prospects** window and the **Import From** field defaults to **CSV File**

- 2 Click the  to select **Outlook Contacts** from the drop-down list
BankLink Practice hides the **Filename** field



- 3 Click **OK** to continue
You will see a **Microsoft Office Outlook** message window



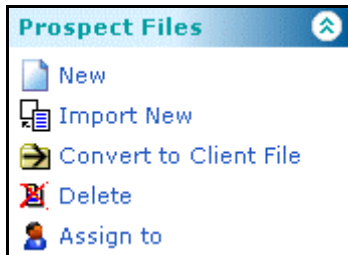
- 4 Click the **Allow access for** box and select **10 minutes** to allow BankLink Practice time to read the contacts
- 5 Click **Yes** to continue
BankLink Practice displays the **Import Prospects** window in which each of the contacts has a **green tick** beside it
- 6 Exclude a contact from the import by clicking to remove the tick - you can use the **Enable All** and **Clear All** buttons, and the **Enable/Clear Selection** box to ensure you import only the contacts you want
- 7 Click **OK** to import the prospects
BankLink Practice confirms the number of prospects imported successfully
- 8 Click **OK** to return to the **Clients** page

Converting a prospect to a client

When your prospects sign up for the BankLink service you need to convert them to client files in BankLink Practice in order to attach their bank accounts and start coding the transactions you receive for them.

To convert a prospect to a client:

- 1 Click to select a prospect file
- 2 From the **Prospect Files** menu, click **Convert to Client File**, or right click and select **Convert to Client File**, or double click the prospect



BankLink Practice displays the **Setup New Client Wizard** window

- 3 Click **Client Details** and enter the **Financial Year Starts** date - this is the only field you need to complete to convert the prospect to a client, though you may wish to add other details as necessary
- 4 Click **OK** to continue
- 5 You can complete the rest of the steps:
 - Accounting System
 - GST Setup
 - Chart of Accounts
 - Payees
 - Bank Accounts
 - Report Schedule
 - or just click **OK** to create the client and add the rest of the information at a later date

See Creating a client in BankLink Practice - the New Client Wizard in Chapter A5: Creating client files and attaching bank accounts for further information.

Client Details

The **Client Details** sub-menu shows you client details relating to whichever client you have selected. If there are two or more clients selected, BankLink Practice just tells you how many are included.

You can use the links in **Client Details** to

- Update client Contact Details
- Add, close or delete tasks
- See how many tasks exist and whether they're due or overdue
- Report on tasks
- Add, edit or delete Comments added to the client file

Updating client contact details

To update client contact details:

- 1** Open the **Clients** window
- 2** Select a single client file
- 3** Select **Edit Contact Details** from the **Client Details** menu or right click the file and select **Edit Contact Details**
- 4** BankLink Practice displays the **Update Contact Details** window
- 5** Enter or change the fields as required:
 - **Client Name**
 - **Address**
 - **Salutation**
 - **Contact Name**
 - **Phone**
 - **Fax**
 - **Mobile**
 - **E-mail**
- 6** Click **OK**
- 7** If the client file is open at the time, BankLink Practice displays an **Information** window confirming that the details are updated when the client file is saved - click **OK**

Adding tasks

You can add tasks to clients and prospects; if the **Clients** page is sorted by **Reminder date** (the default) you will notice the file move from the **No Action Required** category into one of the **Action Required** categories.



To make the most of the **Clients** window and its Task features, you need to keep your task status up to date.

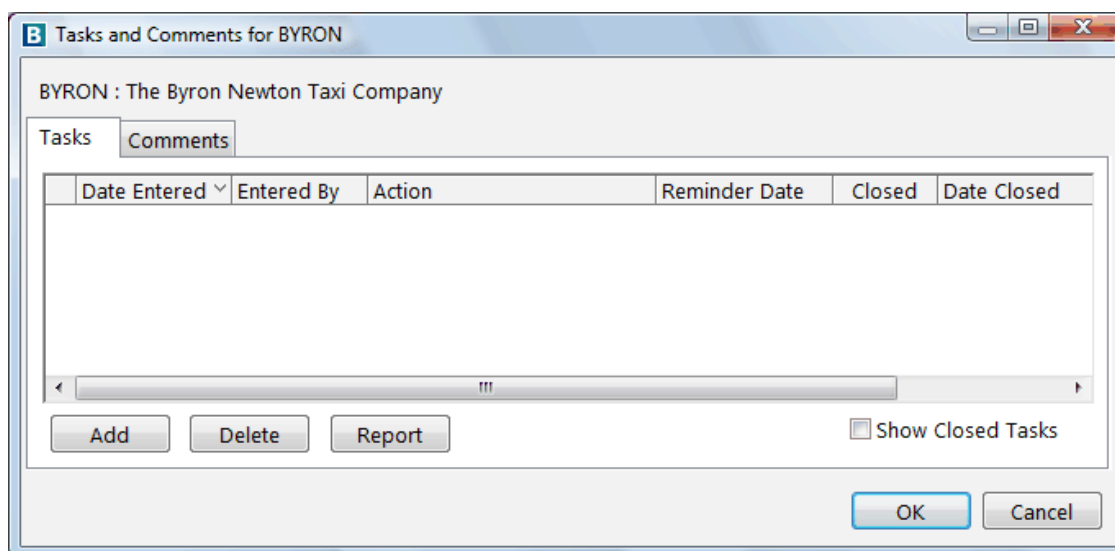


Tasks can be added manually and/or automatically - to find out about automatic creation of tasks see Task tracking in Chapter A9: The System menu

To add a task in the Clients page:

- 1 Select a client or prospect in **Clients Page**
- 2 Right click the client or prospect and select **Task List and Comments** from the drop-down menu, or click **Task List and Comments** from the **Client Details** or **Prospect Details** menu

BankLink Practice displays the **Tasks and Comments** window for the client



- 3 Click the **Add** button


BankLink Practice completes the **Date Entered** and **Entered By** fields with today's date and your BankLink Practice User Code

- 4 Type a task in the **Action** field
- 5 Select a **Reminder Date** if required by clicking the **Calendar** button and clicking on a date in the pop-up calendar
- 6 Click **OK**



If you do not add a reminder date, BankLink Practice displays the file in the Action Required Now category of the **Clients** window.

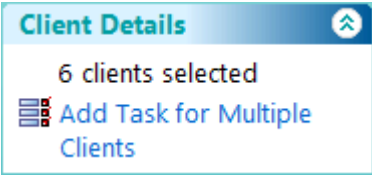


You can also add a task when a client file is open - click **Other Functions, Tasks** or click the **Tasks** button on the toolbar: 

To add a task to two or more clients in the Clients Page:

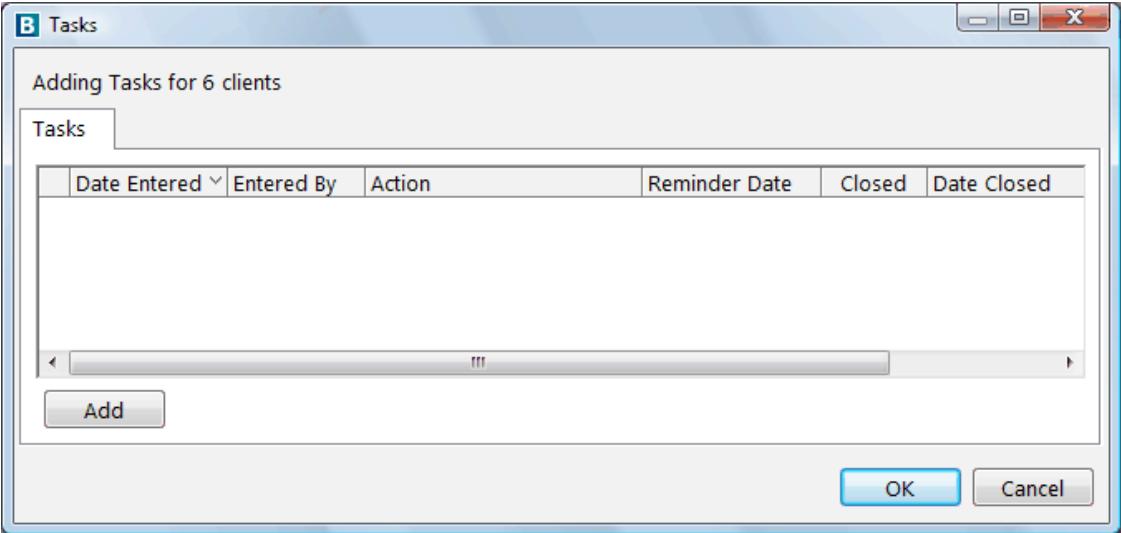
- 1 Select the clients or prospects you want to add the task to - you can use **Shift+Click** to select a range, or **Ctrl+Click** to select individual clients

BankLink Practice displays the number of clients selected



- 2 Click **Add Task for Multiple Clients**

BankLink Practice displays the **Tasks** window



- 3 Click **Add**

BankLink Practice completes the **Date Entered** and **Entered By** fields with today's date and your BankLink Practice User Code

- 4 Type a task in the **Action** field
- 5 Select a **Reminder Date** if required by clicking the **Calendar** button and clicking on a date in the pop-up calendar
- 6 Click **OK**

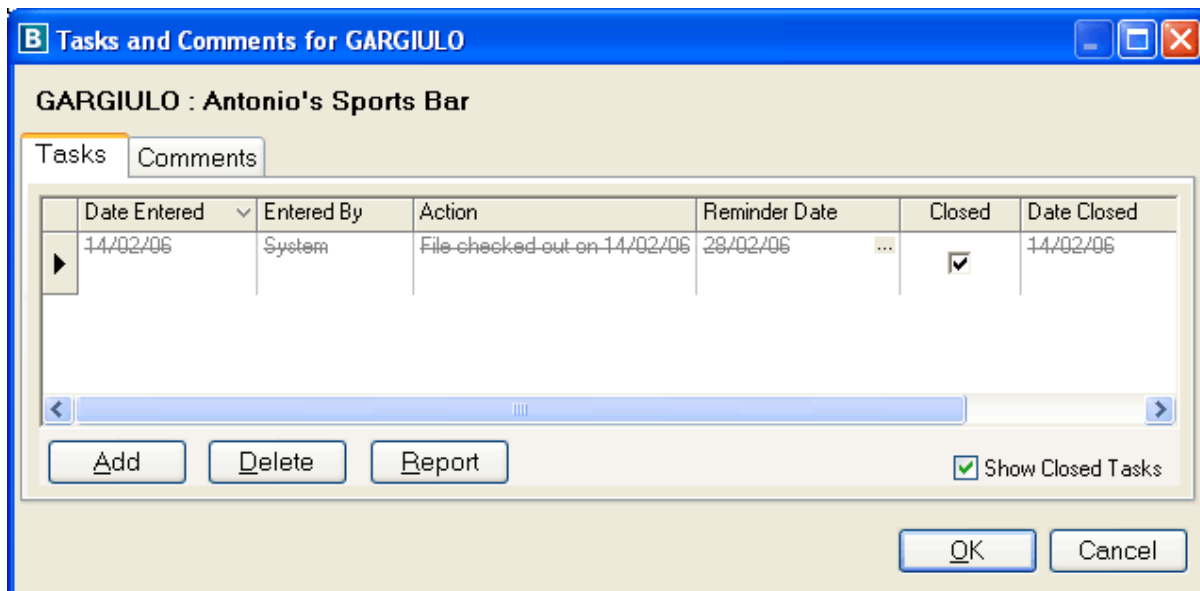
Closing tasks

By closing a task you move a client or prospect file from one of the Action Required categories into the No Action Required category (unless there are other tasks to be completed).

To close a task:

- 1 Select a client or prospect in the **Clients** page
- 2 Right click the client or prospect and select **Task List and Comments** from the drop-down menu, or click **Task List and Comments** from the **Client Details** or **Prospect Details** menu
BankLink Practice displays the **Tasks and Comments** window
- 3 Enable the **Closed** check box
BankLink Practice completes the **Date Closed** field with today's date
- 4 Click **OK**

Closed tasks can be viewed by enabling the **Show Closed Tasks** check box. This provides a means of viewing the task history.




Deleting tasks

You can delete tasks which you have added in error, or no longer wish to retain.

To delete a task:

- 1 Select a client or prospect in the **Clients** page
- 2 Right click the client or prospect and select **Task List and Comments** from the drop-down menu, or click **Task List and Comments** from the **Client Details** or **Prospect Details** menu

BankLink Practice displays the **Task and Comments** window

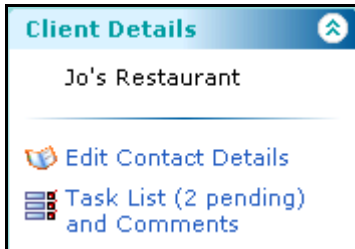
- 3 Click the record selector  to the left of the task to select it
- 4 Click the **Delete** button
- 5 Click **OK**



To select a range of tasks, click the record selector on the first task then hold down the **Shift** key and click on the last task in the range. To select multiple tasks, hold down the **Ctrl** key and click on each task you want to select.

Displaying tasks

You may have more than one open task added to a client file. BankLink Practice shows this in the Client Details section of the **Clients** page:




However, the **Clients** page displays only one outstanding task per client file. The following rules are used to select which task to display:

Rank	Reminder Date	Display Details for the Clients page
1	Overdue	If more than one task has an overdue Reminder Date, the task with the earliest Reminder Date displays. If both tasks have the same Reminder Date the task that was created first displays.
2	None	If more than one task has no Reminder Date the task that was created first displays.
3	Future	If more than one task has a future Reminder Date the task with the earliest Reminder Date displays. If both tasks have the same Reminder Date, the task that was created first displays.

Reporting on tasks

In the Clients Page you can print a list of open tasks for all selected clients.


To print open tasks:

- 1 Select the clients or prospects you want to report on in the **Clients** page
-  You can use **Shift+Click** and **Ctrl+Click** to select a range of clients or prospects
- 2 Click **Print Open Tasks** from the **Client Details** or **Prospect Details** menu
BankLink Practice displays the **All Open Tasks** window
- 3 Select from:
 - **Preview** to display a print preview on screen
 - **File** to save a report in CSV, TXT, Microsoft Excel®, or PDF format
 - **Print** to send a report to your default printer
 - **Cancel** if you no longer require a report

You can also produce a Tasks report showing the tasks added to an individual client or prospect file.

The report includes the information currently displayed in the **Task and Comments** window, for example: if only open tasks are displayed the report only shows those, if closed tasks are also shown, the report includes them too.

To produce a task report:

- 1 Select a client or prospect in the **Clients** page
 - 2 Click **Task List and Comments** from the **Client Details** or **Prospect Details** menu
BankLink Practice displays the **Task and Comments** window
 - 3 Click the **Report** button
BankLink Practice displays the **Tasks** prompt window
 - 4 Select from:
 - **Preview** to display a print preview on screen
 - **File** to save a report in CSV, TXT, Microsoft Excel®, or PDF format
 - **Print** to send a report to your default printer
 - **Cancel** if you no longer require a report
-  You can also print a Tasks report when the client file is open - click the **Tasks** button on the toolbar or click **Other Functions, Tasks** and then click the **Report** button

Comments

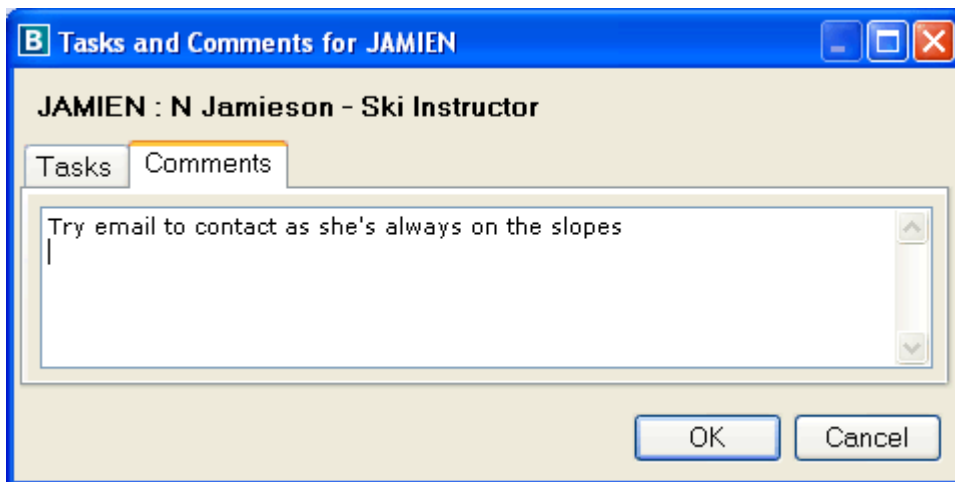
Comments can be added to client and prospect files within the **Clients** page. Comments remain on a file indefinitely but may be edited or deleted.



Comments are not visible to the client when the client file is **Checked Out**. This is useful if you need to record information which the client has no interest in seeing, for example: 'Always phone on the mobile as they're usually out of the office'. This is different to the **Notes** tab in **Other Functions, Client Details**.

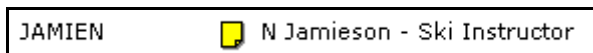
To add comments:

- 1 Select a client or prospect in the **Clients** page
- 2 Right click the client or prospect and select **Task List and Comments** from the drop-down menu, or click **Task List and Comments** from the **Client Details** or **Prospect Details** menu
BankLink Practice displays the **Tasks and Comments** window
- 3 Click on the **Comments** tab
- 4 Type your comments



- 5 Click **OK**

BankLink Practice displays a page symbol in the **Client Manager** next to files with comments:



To edit comments:

- 1 Click on the page symbol in the **Clients** page
- 2 Edit your comments
- 3 Click **OK**



You can also add or edit comments when a client file is open - click the **Tasks** button on the toolbar and then click on the **Comments** tab, or click **Other Functions, Tasks**


Contact Clients

You can use the **Contact Clients** sub-menu to:

- Create documents and emails to send to clients
- Merge and print documents
- Merge and email documents
- Complete and email Client Authority Forms
- View the latest list of financial institutions supplying statement information through The BankLink Service

Creating documents and emails from the Clients page

You can use the **Clients** page to create mail merge documents in Microsoft Word® to be printed or e-mailed out to your clients and prospects.

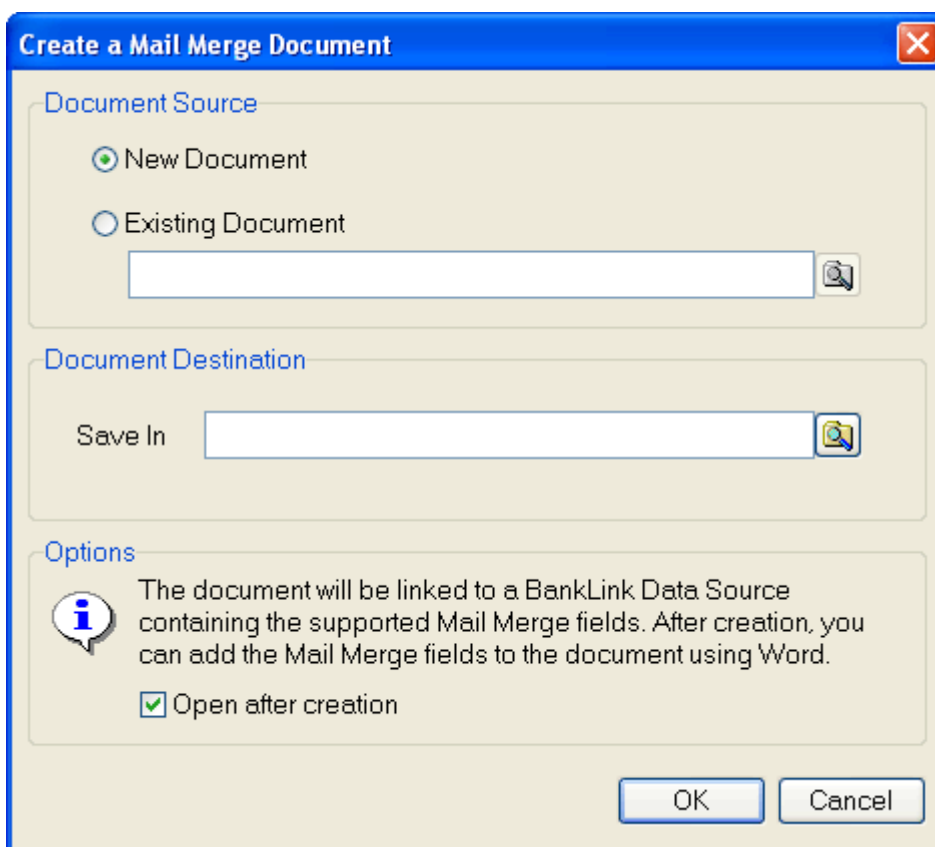
 Mail merge functionality in BankLink Practice is supported for Microsoft Office 2000® and later

You must first create the document - this can be a document written from scratch or one that you have already saved somewhere.

To create a document


- 1 In the **Clients** page, select **Create Document** from the **Contact Clients** or **Contact Prospects** menu

BankLink Practice displays the **Create a Mail Merge Document** window



- 2 In **Document Source** choose either **New Document** or **Existing Document**
 - If you choose **Existing Document** you can use the **Browse** button to locate it
- 3 Under **Document Destination** specify a path and name to save the Merge document to. You can use the **Browse** button to find the path - the **Save As** window is displayed
- 4 In the **Save As** window, specify a file name for the Mail Merge document and click **Save**
- 5 Under **Options** the **Open after creation** box is ticked by default - leave this ticked so that you can add the merge fields to your document
- 6 Click **OK**

BankLink Practice opens Microsoft Word® for you to create or edit your Word document

- 7 Type in the text of the document
- 8 Click **View, Toolbars, Mail Merge**
The Mail Merge toolbar is displayed in Microsoft Word®
- 9 Click the **Insert Merge Fields**  button to insert the merge fields into your letter
- 10 When you have placed all the fields that you want to insert click **Save**
- 11 Close Microsoft Word® and return to BankLink Practice

When you have created a document and inserted the merge fields the next step is to complete the merge and produce the documents or emails.

Merging and printing documents from the Clients page

The Print Document option on the menu is greyed out until you select one or more clients.

- Click to select a single client OR
- Use **Shift+Click** and **Ctrl+Click** in the list of clients or prospects to select the clients or prospects



To select a range of clients, click the first client then hold down the **Shift** key and click on the last client. To select multiple clients, hold down the **Ctrl** key and click each required client.

To merge and print a document:

- 1 In the **Clients** page, select the clients or prospects you wish to send the letter to
- 2 Click **Print Document** in the **Contact Clients** or **Contact Prospects** menu

BankLink Practice displays the **Mail Merge and Print** window

The screenshot shows the 'Mail Merge and Print' dialog box. It has a blue title bar with the text 'Mail Merge and Print' and a close button. The dialog is divided into three sections: 'Documents', 'Task', and 'Report Summary To'. The 'Documents' section has two text boxes: 'Merge Document' (empty) and 'Save In' (containing 'n:\BK5\BKPrinted.doc'), each with a browse button. The 'Task' section has a checkbox labeled 'Create a task' which is unchecked. The 'Report Summary To' section has three radio buttons: 'None', 'Preview' (which is selected), and 'Printer'. At the bottom right are 'OK' and 'Cancel' buttons.

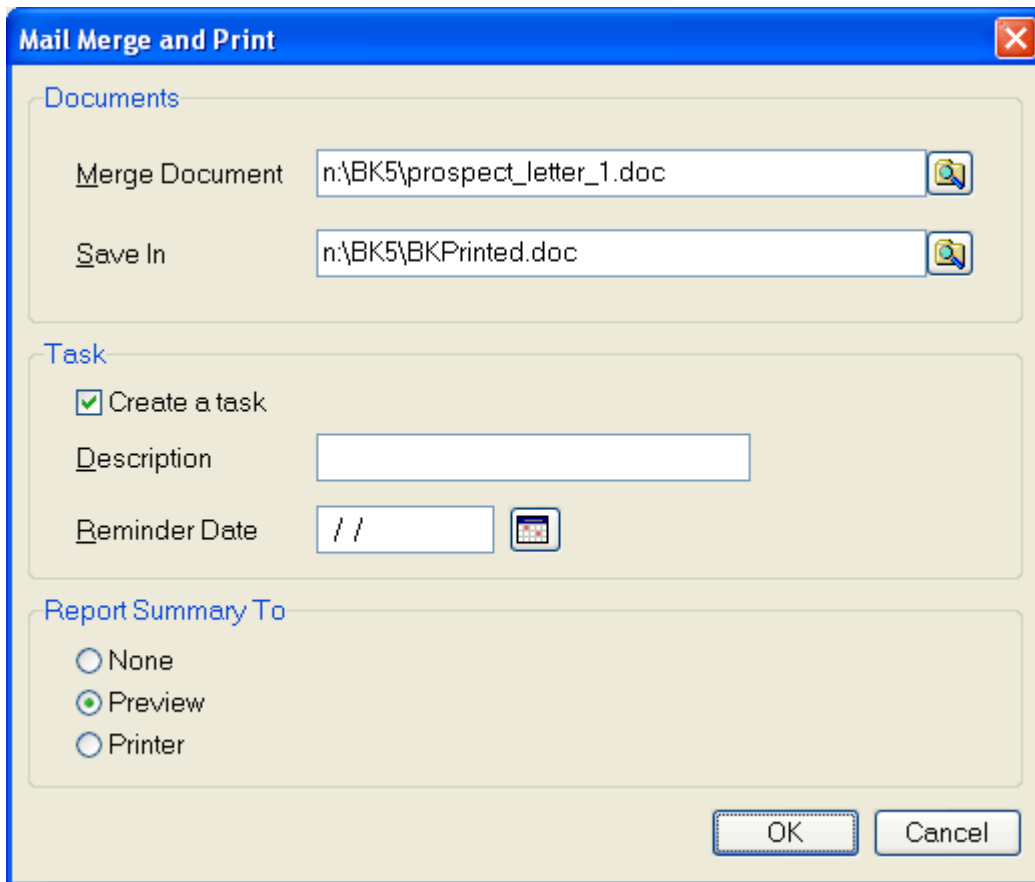
- 3 In **Merge Document** specify the path and name of the merge document you created. If you use the **Browse** button to find the document the **Open** window is displayed

- Select the document you want to merge to and click **Open**

The path and filename are returned to the **Mail Merge and Print** window

- 4 In **Save In** specify the destination path and name of the document to be printed - BankLink Practice defaults to **n:\BK5\BKPrinted.doc** where **n** is the drive and **BK5** is the folder where BankLink Practice is installed. You can use the **Browse** button if you want to change the default destination

- 5 Click **Create a Task** if you want to add a task to the client(s) selected for the mail merge
BankLink Practice expands the **Task** area of the **Mail Merge and Print** window



The 'Mail Merge and Print' dialog box is shown with the following fields and options:

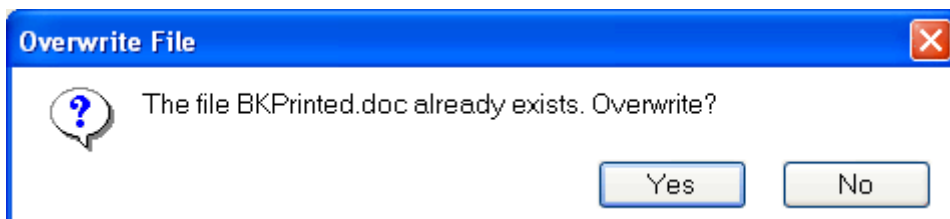
- Documents:**
 - Merge Document:** n:\BK5\prospect_letter_1.doc
 - Save In:** n:\BK5\BKPrinted.doc
- Task:**
 - Create a task
 - Description:** [Empty text box]
 - Reminder Date:** // [Calendar icon]
- Report Summary To:**
 - None
 - Preview
 - Printer

Buttons: OK, Cancel

- 6 Click in **Description** and enter the text for the task
- 7 Type in a **Reminder Date** or use the calendar icon to select one
- 8 BankLink Practice can produce a Report Summary listing the clients or prospects for whom the documents were created - click **Preview** or **Printer** to view or print the report, or click **None** if you don't want to produce the report
- 9 Click **OK** to carry out the mail merge



If you have previously used the mail merge with the default **Save In** destination BankLink Practice asks you to confirm that you want to overwrite the document - click **Yes** to overwrite or **No** to return to the **Mail Merge and Print** window to specify a different destination

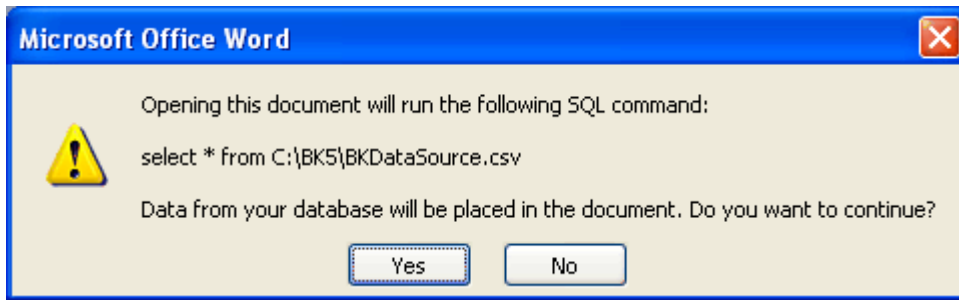


The 'Overwrite File' dialog box displays the following message:

The file BKPrinted.doc already exists. Overwrite?

Buttons: Yes, No

BankLink Practice displays a message window telling you that it is merging the document and then you may see a Microsoft Word® message asking you to confirm that you want to continue



10 Click **Yes** to continue

BankLink Practice displays the message window again telling you that it is merging the document



BankLink Practice opens Microsoft Word® so that you can preview your documents and make any changes required before printing

11 Return to BankLink Practice to view the Report Summary if you have chosen to preview it, otherwise you see the clients or prospects in the Clients page

Merging and sending emails using the Clients page

The Email Document option on the menu is greyed out until you select one or more clients.

- Click to select a single client OR
- Use **Shift+Click** and **Ctrl+Click** in the list of clients or prospects to select the clients or prospects

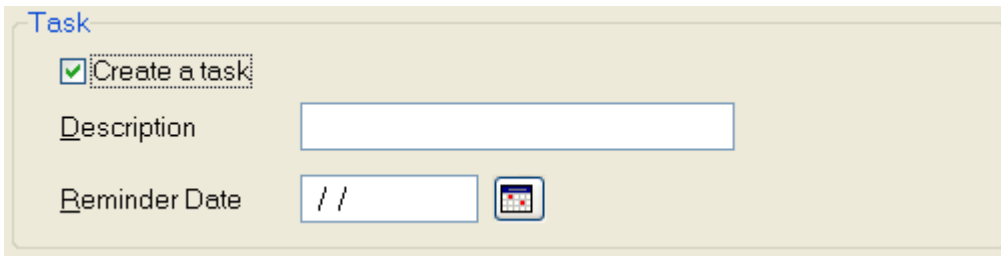


To select a range of clients, click the first client then hold down the **Shift** key and click on the last client. To select multiple clients, hold down the **Ctrl** key and click each required client.

To merge and print a document:

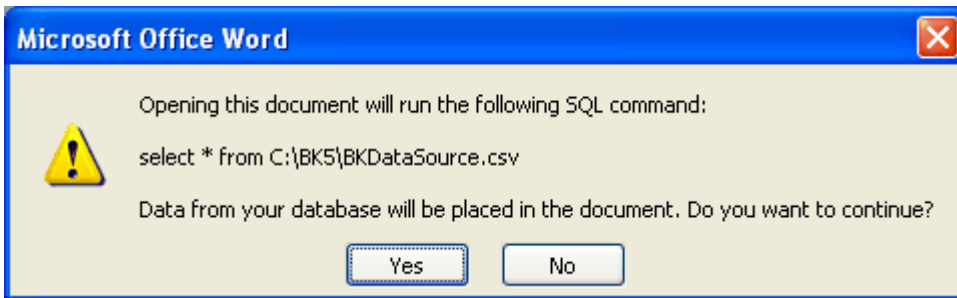
- 1 In the **Clients** page, select the clients or prospects you wish to send emails to
- 2 Click **Email Document** in the **Contact Clients** or **Contact Prospects** menu
BankLink Practice displays the **Mail Merge and E-mail** window

- 3 In **Merge Document** specify the path and name of the merge document you created. If you use the **Browse** button to find the document the **Open** window is displayed
 - Select the document you want to merge to and click **Open**
 The path and filename are returned to the **Mail Merge and E-mail** window
- 4 In **Mail Subject** enter the text you want to send in the subject line of the email
- 5 Click to select **Mail as message (HTML format)** or **Mail as message (plain text format)**
- 6 Click **Create a Task** if you want to add a task to the client(s) selected for the mail merge
BankLink Practice expands the **Task** area of the **Mail Merge and E-mail** window



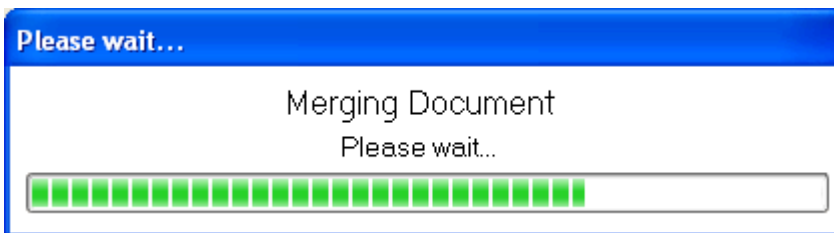
- 7 Click in **Description** to enter the text for the task - BankLink Practice enters the description from **Mail Subject** by default but you can overwrite this if you wish
- 8 Type in a **Reminder Date** or use the calendar icon to select one
- 9 BankLink Practice can produce a Report Summary listing the clients or prospects for whom the documents were created - click **Preview** or **Printer** to view or print the report, or click **None** if you don't want to produce the report
- 10 Click **OK** to carry out the mail merge

BankLink Practice displays a message window telling you that it is merging the document and then you see a Microsoft Word® message asking you to confirm that you want to continue




- 11 Click **Yes** to continue

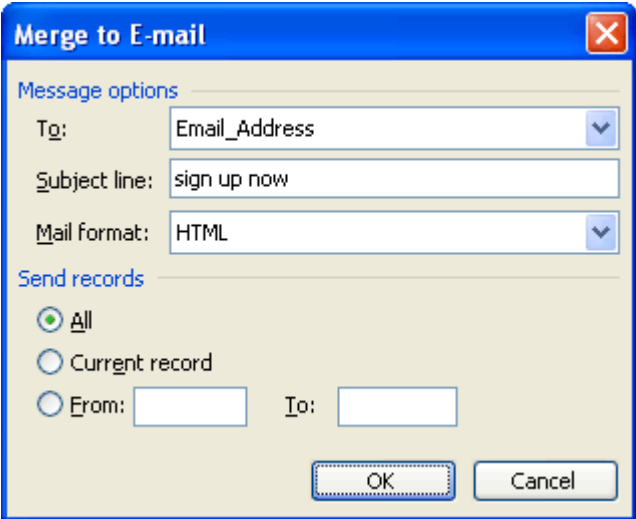
BankLink Practice displays the message window again telling you that it is merging the document



BankLink Practice opens Microsoft Word® - you see the merge document you selected, prior to the actual merge

- 12 In Microsoft Word 2003 the Mail Merge toolbar is displayed - click the **Merge to E-mail** button  to send the emails

You see the **Merge to E-mail** window where the settings you entered in BankLink Practice are displayed

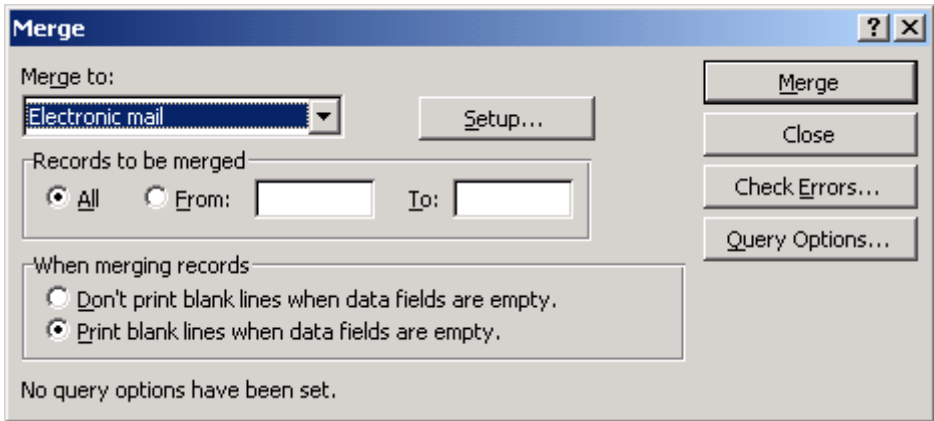


13 Click OK to send the emails



In Microsoft Word 2000 click **View, Toolbars, Mail Merge** - the Mail Merge toolbar is displayed

Click the **Merge** button - you see the **Merge** window



Select **Electronic Mail** in the **Merge To** field and click **Merge** to send the emails

There is no confirmation message from Microsoft Word to say that the emails have been sent though you will briefly see the merge details from the first client or prospect file you selected appear in the document before the merge fields are displayed again

14 Return to BankLink Practice to view the **Report Summary** if you have chosen to preview it, otherwise you see the clients or prospects in the Clients page

Accessing a Client Authority Form

You can create a PDF (Portable Document Format) version of the Client Authority Form from the Clients page, where you enter the required information before printing or emailing the document to your client for signature.



Do not send the form to the bank - once the form has been completed, send the **original signed document** to BankLink who will then arrange with the appropriate bank's branch (where the signature originals are held) for signature verification.



More than one account may be entered onto a single Client Authority Form provided that the signatory (or signatories) for all accounts represented on the form is/are the same person(s) and the accounts are with the same bank and branch.



Please note that the Client Authority Form must not be altered as it has been approved by the legal departments of all the financial institutions supplying data to BankLink and is the only format which will be accepted.

To access and complete a Client Authority Form:

1 In the **Clients** page click to select the client you are creating the Client Authority Form for

2 On the **Contact Clients** menu in Client Manager click **Open Client Authority Form**
BankLink Practice displays the **Client Authority Form**



Hover your mouse over the fields to see hints regarding their contents

3 Enter the following information on the form:

- **Name of Account** - Enter the account holder's name as it appears on your client's statements, cheque forms or deposit forms
- **Account Number** - Enter the complete account number as it appears on your client's statements, cheque forms or deposit forms - you may staple a blank deposit form onto the Client Authority to ensure that the details are correct



Credit Unions require both member number and account number, e.g.132S1

Bendigo Bank requires the Customer Account Number, NOT a cross reference number

Wesfarmers Dalgety requires the account number from the bank statement, NOT the debtors statement

For Elders accounts enter the account number from the statement in the following format: #####-#####-### (13 digit account number)

- **Bank and Branch** - enter the FULL name of the client's bank and branch
- **Commencement Date** - enter the month and year you wish to start collecting transactions. If you enter ASAP you will receive data as soon as the bank has processed the form
- Your practice name (**My/Our Advisors**) and **Practice Code** are completed from the details held in BankLink

4 Select from:

- **Preview** to display a print preview on screen
- **File** to save the Authority Form in PDF format

- **E-mail** to send the Authority Form as a .pdf document to your client's contact email address
- **Reset Form** to clear the details you have entered
- **Print** to send the Authority Form to your default printer
- **Close** if have finished working with the Authority Form



The document is a single page which means you need to get the client to sign the form and then take copies for your own records. It is important that BankLink receive the **original, signed copy** for it to be accepted by the financial institution.

Viewing a list of financial institutions

When you are completing Authority Forms, it may help to have access to the latest list of institutions that supply statement information through The BankLink Service.

To see a list of financial institutions that supply statement information through The BankLink Service:

- 1** In the **Clients Page**, click **Show Available Institutions**
BankLink Practice accesses the BankLink website and displays the Financial Institutions page
- 2** You can view the list on-line, or download the latest PDF version of the list



This link will work only if you have access to the Internet