Chapter A2: BankLink Books clients

This Chapter is aimed at BankLink Administrators only.

This Chapter covers the options available for processing in BankLink Books. The BankLink Service Agreement permits you to install the BankLink Books and/or BankLink Notes in as many locations as you require, particularly at client sites where you want the client to take on some of the coding effort.

There is no extra charge from BankLink for BankLink Books installations, but there are some issues to consider.

- Your practice is responsible for the actual installation of the BankLink Books software at the client's site and, where applicable, the set up and testing of the client's BankLink Secure options.
- The practice is responsible for supporting the client after the installation of BankLink Books. BankLink Support does not directly support your practice's clients. However, BankLink Support does offer assistance to practices to resolve questions raised on behalf of the BankLink Books client

Option 1: BankLink Books clients

With BankLink Books clients, you install BankLink Books at the client site, using the **Install BankLink Books** option during the installation from the **BankLink CD**. BankLink Books has no Administrator functions - your clients can use it only for their own files.

In BankLink Practice, each client's data resides in an individual file allowing it to be easily **checked out** and sent to be processed in BankLink Books by your client.

You check out the client file after the monthly download and send it to the client for processing. You must check the file back in to BankLink Practice to retrieve the following month's download of data in to the file (the download itself does not require the file - see Chapter 16: Transferring coded data to your accounting system).

Option 2: BankLink Books clients with BankLink Secure

This option is where you install BankLink Books at a client site, but they are also able to carry out their own downloads via the BankLink Secure service.

For a small additional charge made by BankLink to the practice, BankLink delivers the client's data directly to the client using BankLink Secure.

For this to work the client must be on the Internet and have an Internet e-mail account.

This option allows the client to do their own GST and reporting. It is also simpler for the practice than checking out and checking in since it uses less practice staff time in managing the data flow between the practice and the client.

If you are new to either of these options and would like more information, please contact BankLink.

In this chapter you can find out more about:

- BankLink Books client
- Check out facility
- Send to facility
- Check in facility
- BankLink Books with BankLink Secure client

- Registering a BankLink Secure client
- Creating a BankLink Secure client
- Downloading using BankLink Secure
- BankLink Books client file back-up
- Deleting read-only copies of files from BankLink Books
- Upgrading your clients' BankLink Books software

BankLink Books clients

In BankLink Practice, each client's data resides in an individual file allowing it to be easily checked out and sent to be processed by your clients in BankLink Books.

For a BankLink Books client, you check out the client file and send it to the client. The client file must be returned to your practice in order for new transactions to be retrieved. New transaction data is stored in BankLink Practice during the download. When you next check in and open the client file, BankLink Practice prompts you to update the client file with the new transaction data.

When you create a client file for a BankLink Books client, you can set further options to control the way they use BankLink Books, see **Creating a BankLink Books client** for more information.

BankLink Practice provides:

- A check out facility to send the client file from BankLink Practice to diskette or another disk drive
- A send to facility to email client files from BankLink Practice to your client's installation of BankLink Books
- A check in facility to retrieve the client file back into BankLink Practice

By default a user needs Administrator rights to use these functions, but you can instruct BankLink Practice to allow normal (but not restricted) users to use the check in and check out options (see Chapter A6).

Checking out a file does not remove it from BankLink Practice. If you lose the copy you send out, you can recover it in BankLink Practice - see Reset the status of a client in Chapter A9: The System menu.

Any new transaction data for the client file is stored in BankLink Practice. BankLink Practice prompts you to update the client file with new data when you first open it after checking in.

When you check a file out to send to your client, the Chart of Accounts includes only those codes which have the **Show in Basic Chart** flag set. This flag is set by default but if you remove it to reserve the code for practice use your client will not be able to select it from the chart lookup. See the Editing the chart of accounts topic in Chapter 2 for further information on setting this flag.

Creating a BankLink Books client

You can check out and send files to BankLink Books clients without any extra setup, but there are some settings you might want to take advantage of.

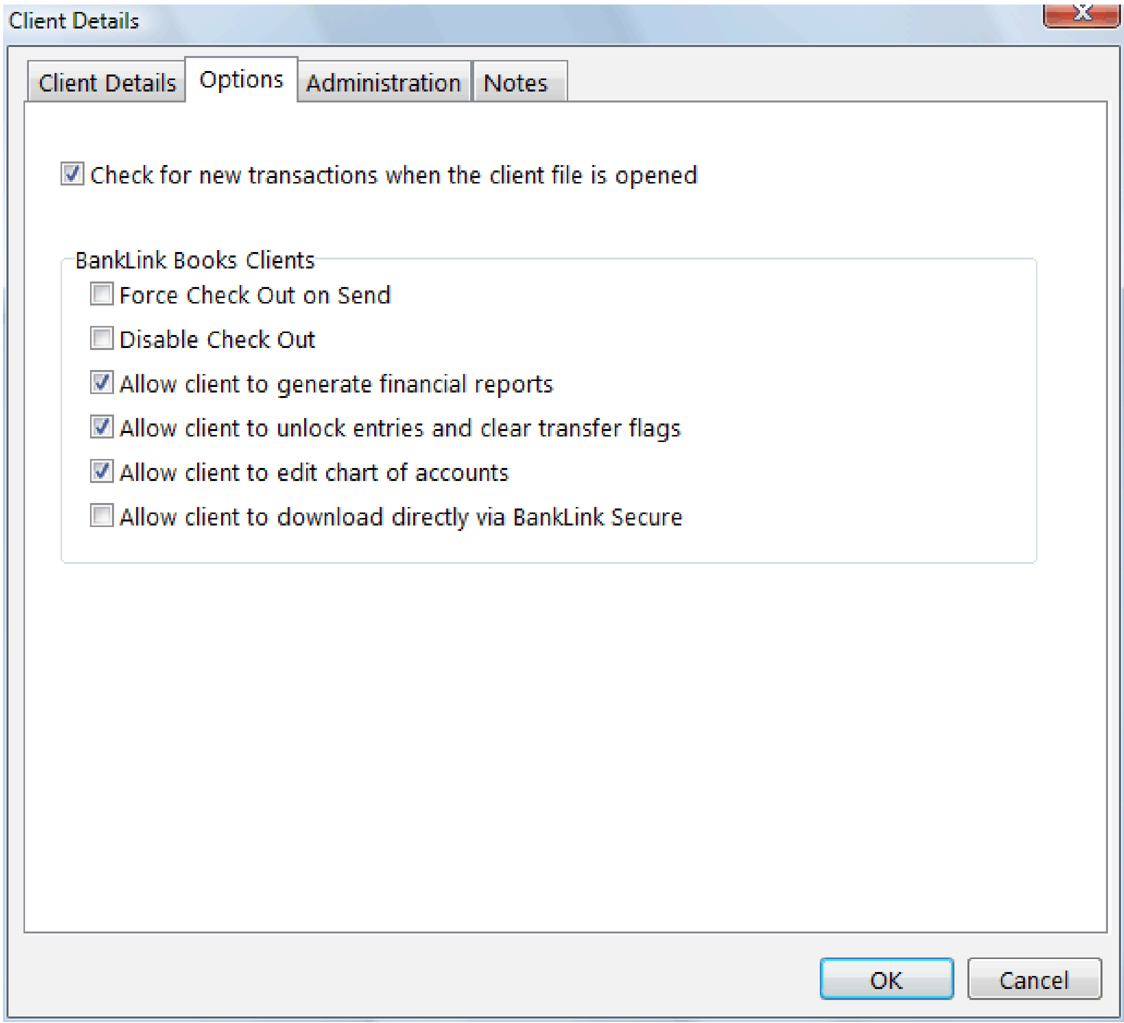
To edit the settings for a BankLink Books client:

1 Open the client file

2 Click **Other Functions, Client Details**

BankLink Practice displays the **Client Details** window

3 Click the **Options** tab



4 Enable the **Force Check Out on Send** checkbox if you want to ensure that your BankLink Books client checks the file out each time it is sent back to the practice

When you select **Force Check Out on Send**

- the file is always checked out when you choose **File**, **Send**
- the **Check out attached client files after sending** checkbox is enabled & greyed out

5 The **Allow client to generate financial reports** checkbox is enabled by default - remove the tick if you don't want your client to be able to produce Cash Flow, Profit & Loss, Trial Balance and Balance Sheet reports

6 The **Allow client to unlock entries and clear transfer flags** is enabled by default - disable it if you don't want to give your client this access

7 The **Allow client to edit chart of accounts** checkbox is enabled by default - disable it if you don't want your client to be able to make changes to the chart you send them

Books users see only the codes in the chart of accounts which are flagged to **Show in Basic Chart**

8 Click **OK**

See the instructions on how to check in and check out client files.

If your client will perform their own downloads you need to set them up as a BankLink Books with BankLink Secure client - see **Creating a BankLink Books with BankLink Secure client** for more information.

Check out facility

To check a client file out of BankLink Practice:

1 Click **File, Check Out** or click the **Check Out** button on the toolbar

BankLink displays the **Select Client(s) to Check Out** window

You can disable the **Only show files that can be checked out** check box to include open or checked out client files in the pick list - you would do this if you were expecting to see a file on the list but didn't because it was open by another user or checked out.

2 Click to select the client files you want to check out of BankLink Practice

To highlight a range of clients, click the first code in the range then hold down the **Shift** key and click the last code. To highlight multiple clients, hold down the **Ctrl** key and click the required codes.

3 Click on the **Check out files to** field and enter the path you want to check the client file out to - you can click the **Browse** button to assist in finding the location

4 Click **OK**

BankLink Practice displays the **Check Out Progress** window showing the client files that are being checked out - when the process is complete BankLink Practice reminds you of the location of the checked out files

5 Click **OK**

If a client file is open on a different workstation, BankLink Practice prevents you from checking it out. Once a client file has been checked out, BankLink Practice flags it so that you cannot edit it while it is checked out (although you may open it as read-only to assist a client with their processing).

The checked out file is an exact copy of the file stored in BankLink Practice, including applicable master memorisations. The file has the BankLink client code as the name and .BK5 as the extension.

When you check a file out to send to your client, the Chart of Accounts includes only those codes which have the **Show in Basic Chart** flag set. This flag is set by default but you can remove it to reserve the code for practice use only. See the Editing the chart of accounts topic in Chapter 2 for further information on setting this flag.

If you have checked the client file out to a diskette, label this diskette clearly with the client name, date checked out and data period for transactions.

If a BankLink Books client discovers that a master memorisation does not apply, they must return the file to the practice for you to delete it.

Send to facility

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 **File, Send** or click the **Send** button on the toolbar.

   BankLink Practice displays the **Send Client File(s)** window
2. Type the email address of the person you are sending the client file to in the **To** field, or click the **To** button to select an email address. If you have setup email addresses for the client and yourself (or practice) in **Other Functions, Client Details** and **System, Users** (or **Practice Details**) BankLink Practice shows:
   - the Practice Contact details as seen by this client
   - the Practice email address (if different to the Practice Contact details)
   - the client's email address (selected by default if entered)
   - the email address for BankLink Support
3. Type the email address of any other person you want to send the client file to in the **CC** field, or click the **Cc** button to select an email address from those entered into BankLink Practice which may include:
   - the Practice Contact details as seen by this client
   - the Practice email address (if different to the Practice Contact details)
   - the client's email address
   - the email address for BankLink Support
4. If your practice is set up (via **File Preferences**) to use Internet mail, the **Send Client File(s)** window has a **Reply to** field - click in this field and enter the email address of the person to receive the reply
5. Click in the **Subject** field and enter the subject of the email
6. By default, BankLink Practice sends the currently open file - if you do not have a file open, or want to send additional files, click the **Attach Client File** button
7. BankLink Practice displays the **Select client file(s) to Send** window
8. Click on the client file(s) you want to send

To select a range of client files, click on the first file then hold down the **Shift** key and click on the last file in the range. To select multiple files, hold down the **Ctrl** key and click on each file you want to select.

9 Click **OK**

10 Click in the **Message** field and enter any message you want to send with the file

11 If you do not want to check out the file when you send it, disable the **Check Out attached client files before sending** check box - it is enabled by default unless you are sending the file to BankLink Support

12 Click **Send**

If you setup email addresses for the client and yourself (or practice) in **Other Functions, Client Details** and **System, Users** (or **Practice Details**), and you have the client file open when you select to send it, then the details default into the **To** and **Reply to** email fields

To send additional files:

1 Click the **Attach Other** button before sending

BankLink Practice displays the **Insert File** window

2 Browse to the folder where the file(s) are located

3 Select the file(s) required

4 Click **Open**

5 Repeat steps 1-4 as required

Check in facility

When the client has finished working on their file, they check it out from their BankLink Books installation and send it to you. You then check the file into your BankLink Practice system.

Your BankLink Books client will still be able to open and view the file if it is checked out. However the file will be flagged as **Read-Only**, which means that they will not be able to save any changes made.

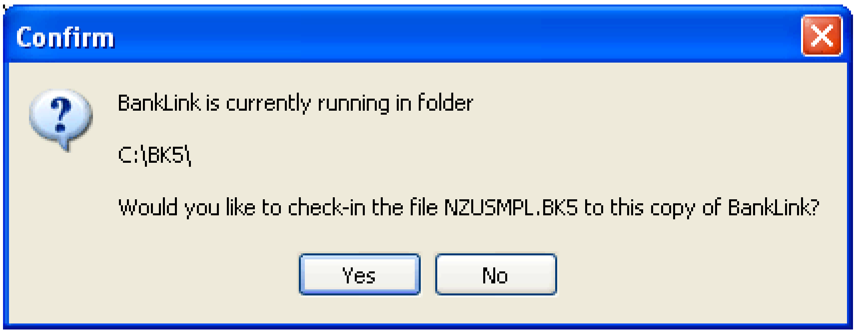
If you receive the file by email and you save the attached file to a folder or disk prior to checking it in - **don't** save it to the folder in which you have installed BankLink Practice as you cannot check it in from this location.

If you install the BankLink Check-In Extension you can check a client file in directly from a location on your workstation or network, or from an email. See **Chapter A1: Installing BankLink Practice, Enabling double-click import and check in on users' workstations** for further information on the BankLink Check-In Extension.

To check a client file in to BankLink Practice with the BankLink Check-In Extension installed:

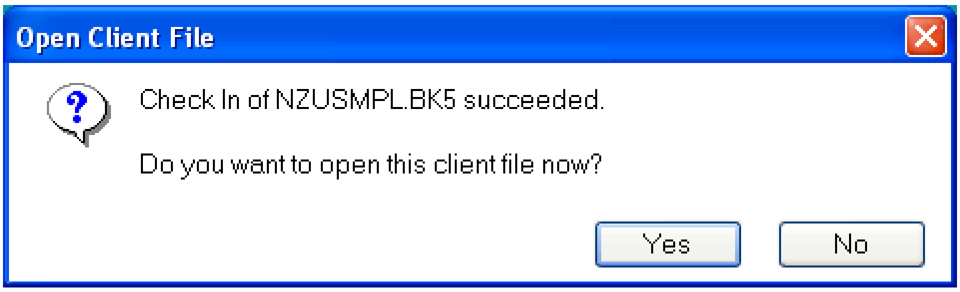
1 From the location to which you have saved the client file, double click the file

If BankLink Practice is already running on your PC you see the **Confirm** window, otherwise BankLink Practice starts and you see the login window before the confirmation window is displayed



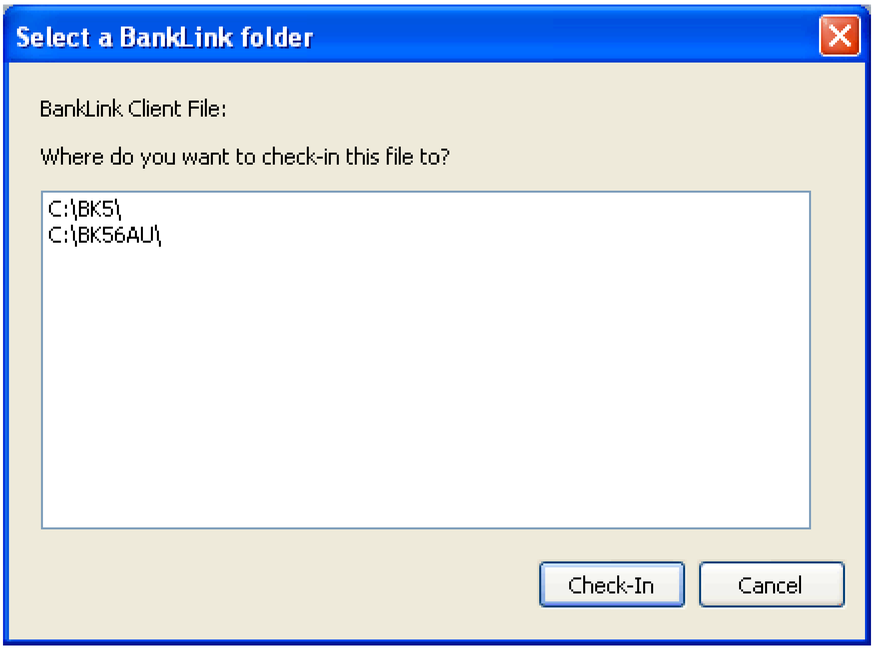
2 Click **Yes** to check the file in

BankLink Practice displays the **Open Client File** window



3 Click **Yes** to open the file you have checked in

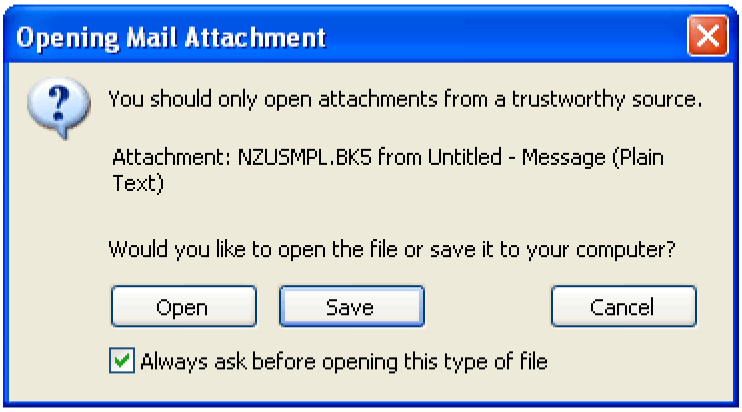
If you have more than one installation of BankLink Practice you will be asked to choose which one to check the file into - click to select the correct one and click **Check-In**



To check a client file in to BankLink Practice from an email:

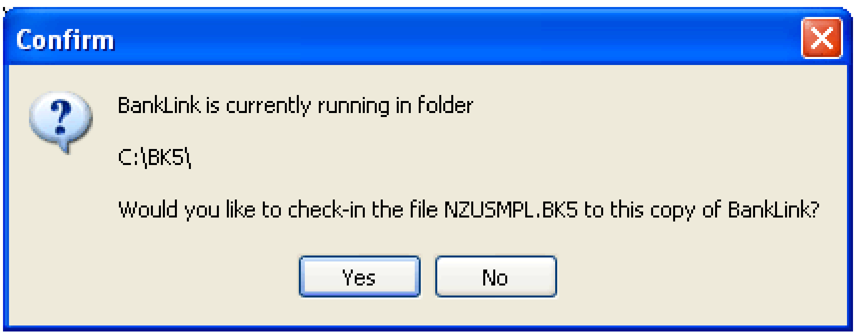
1. Double click the attached file

   You will see a message window asking if you want to Open or Save the file



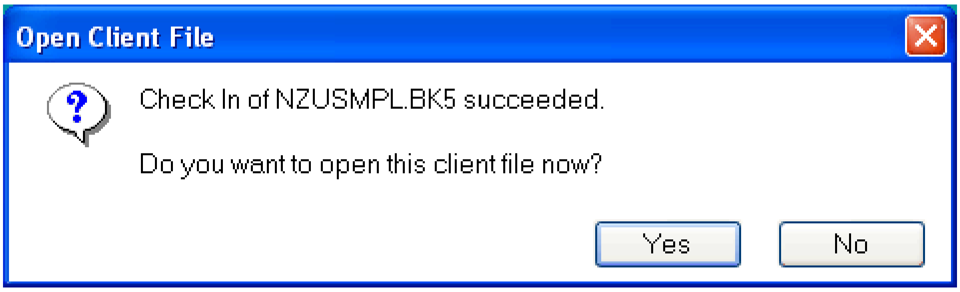
2. Click **Open**

   If BankLink Practice is already running on your PC you see the **Confirm** window, otherwise BankLink Practice starts and you see the login window before the confirmation window is displayed



3 Click **Yes** to check the file in

BankLink Practice displays the **Open Client File** window



4 Click **Yes** to open the file you have checked in

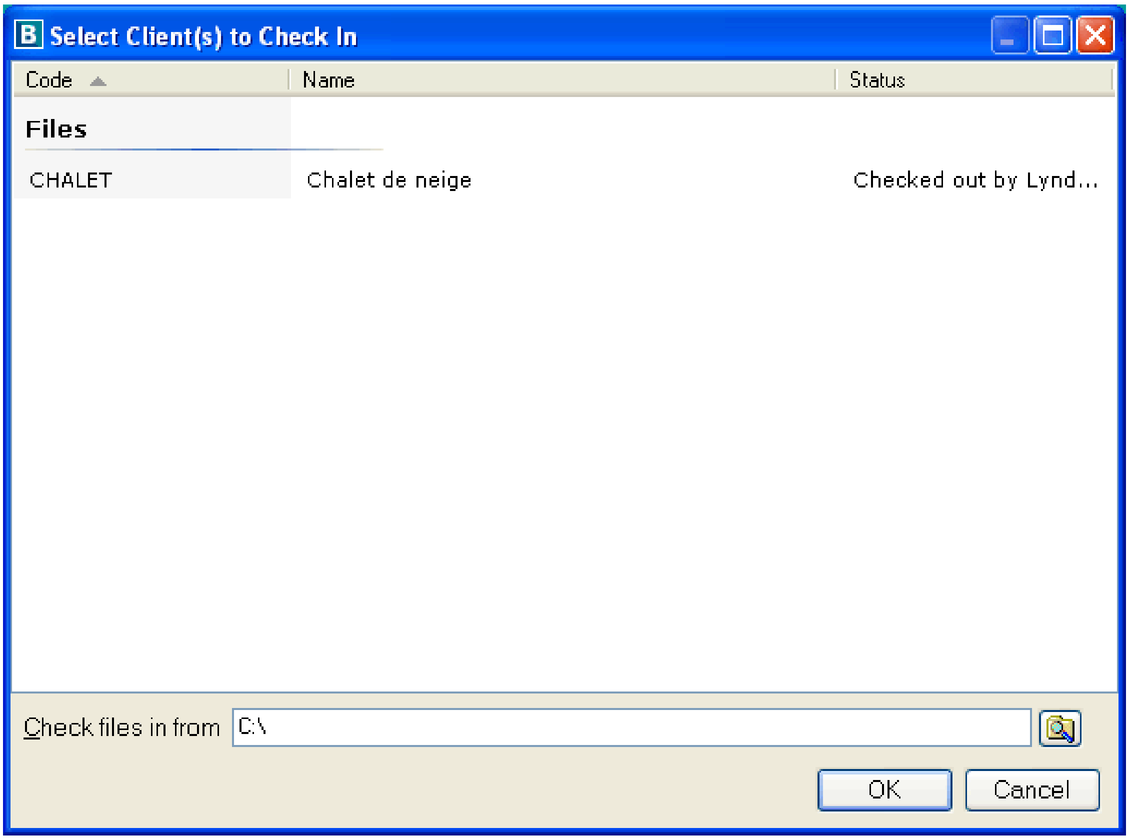
If you don't have the BankLink Check-In Extension installed you need to first save the client file to a folder and then check it in from within BankLink Practice.

If you receive the file by email and you save the attached file to a folder or disk prior to checking it in - **don't** save it to the folder in which you have installed BankLink Practice as you cannot check it in from this location.

To check a client file in to BankLink Practice, from within BankLink Practice:

1 Click **File, Check In** or click the **Check In** button (CheckIn) on the toolbar

BankLink Practice displays the Select Client File(s) to Check In window



2 Click on the **Check files in from** field and enter the folder where the client file is located - you can click the **Browse** button to assist in finding it

3 If you are checking the client file in from a diskette, insert it in your diskette drive

4 Click on the client file(s) you want to check in to BankLink Practice

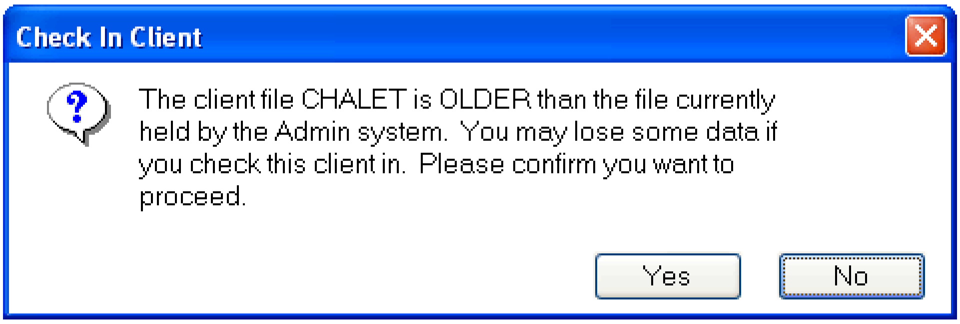
To select a range of client files, click on the first file then hold down the **Shift** key and click on the last file in the range. To select multiple files, hold down the **Ctrl** key and click on each file you want to select.

5 Click **OK**

BankLink displays the **Check In Progress** window and confirms when the process is complete

6 Click **OK**

If work has been done on the file in BankLink Practice while it was checked out, or if the client has sent an older version of the file in error, BankLink Practice displays the **Check In Client** window



Either:

- Click **Yes** to continue the process and lose the changes made by the practice
- Click **No** to halt the process, and ask the client for the latest copy

BankLink Books with BankLink Secure client

This option is where your client not only has their own copy of BankLink Books, but they also download their own data.

For a small additional charge made by BankLink to the practice, BankLink delivers the data directly to your client using BankLink Secure.

For this to work the client must be on the Internet and have an Internet e-mail account.

When you register your client for BankLink Secure, your client receives a unique code to access BankLink for downloading their monthly or weekly data via the Internet.

You set the client as a BankLink Books client in the **Options** tab of the **Client Details** window which you can open by clicking **Other Functions, Client Details**

You check out the client file and send it to them in the normal way.

When you check the file out to send to your client, the Chart of Accounts includes only those codes which have the **Show in Basic Chart** flag set. This flag is set by default but if you remove it to reserve the code for practice use your client will not be able to select it from the chart lookup. See the Editing the chart of accounts topic in Chapter 2 for further information on setting this flag.

They receive an e-mail (or a fax) from BankLink each month or week informing them that their data is ready for download.

Once they download their data, they use BankLink Books to code their data and produce reports. Whenever you wish to review your client's data (for example: at year-end), your client sends you a copy of the client file and you check it back in.

This option allows the client to do their own GST and reporting. It is also simpler for the practice than checking out and checking in since it uses less practice staff time in managing the data flow between the practice and the client.

Registering a BankLink Books Secure client

To register your client with BankLink as a BankLink Books Secure client:

1. For existing clients, simply photocopy the BankLink Books Secure Order Form onto your practice letterhead - remember if they are new clients they must also complete an authority form
2. Complete all sections of the form
3. Check that the form has been signed by an authorised person at your practice and fax it to BankLink on 1800 123 807

Once we have received and processed the form, BankLink Support contacts your practice to inform you that your client has been registered and advise you of your client's PIN and their BankLink Secure code. Test that BankLink Secure is working at your client's site prior to their first download. Contact BankLink Support if you require any further assistance.

Creating a BankLink Books with BankLink Secure client

You must set up the client file as a BankLink Books client in BankLink Practice. This allows you to enter the details for your client to use the BankLink Secure service.

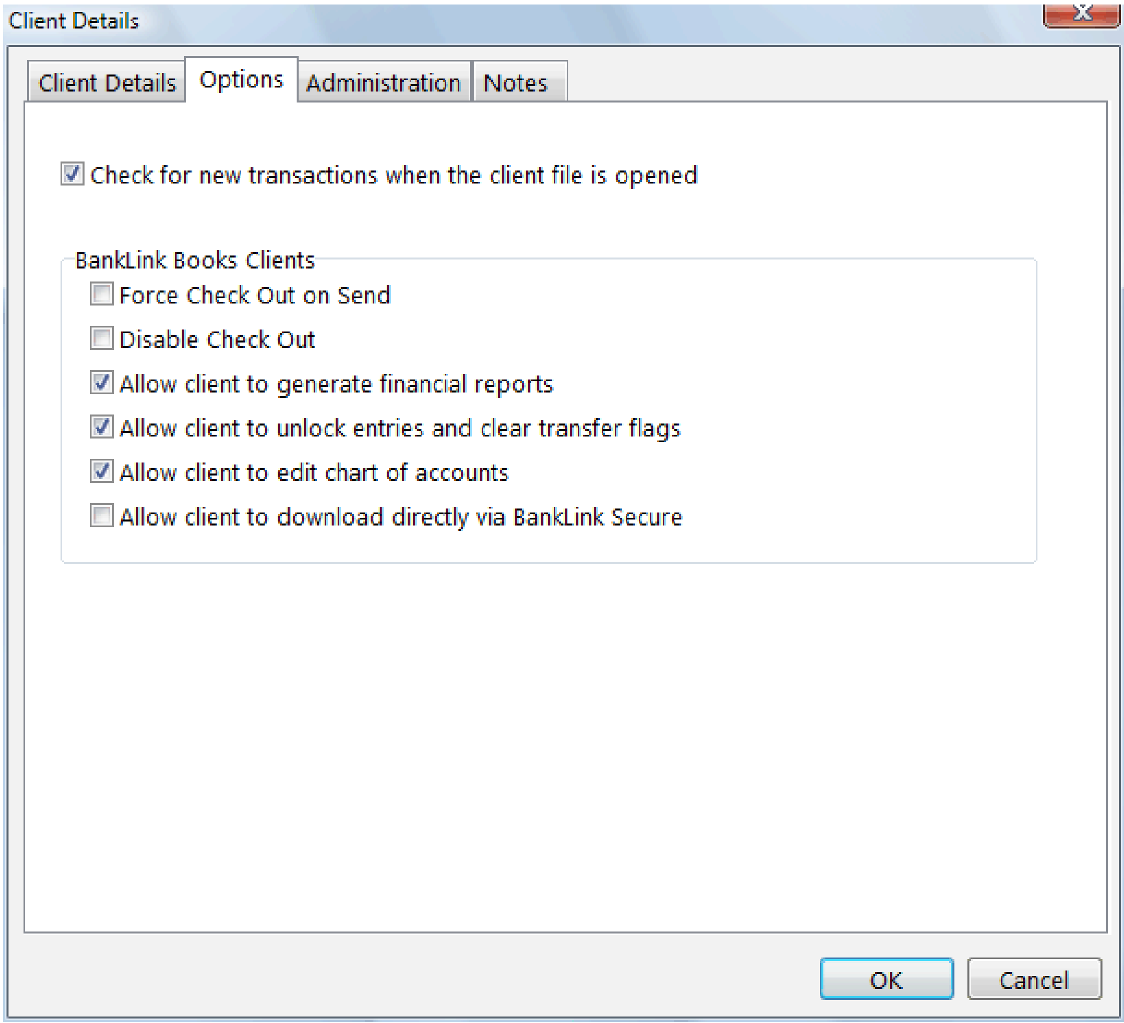
To create a BankLink Books with BankLink Secure client in BankLink Practice:

1 Open the client file

2 Click **Other Functions, Client Details**

BankLink Practice displays the **Client Details** window

3 Click the **Options** tab



4 Enable the **Force Check Out on Send** checkbox if you want to ensure that your BankLink Books client checks the file out each time it is sent back to the practice

When you select **Force Check Out on Send**

- the file is always checked out when you choose **File**, **Send**
- the **Check out attached client files after sending** checkbox is enabled & greyed out

5 Enable the **Disable Check Out** checkbox if you want to prevent your client from checking the file out

When you select **Disable Check Out**

- if your client tries to check the file out they see a message during the Check Out progress dialog informing them that the file may not be checked out

6 The **Allow client to generate financial reports** checkbox is enabled by default - remove the tick if you don't want your client to be able to produce Cash Flow, Profit & Loss, Trial Balance and Balance Sheet reports

7 The **Allow client to unlock entries and clear transfer flags** is enabled by default - disable it if you don't want to give your client this access

8 The **Allow client to edit chart of accounts** checkbox is enabled by default - disable it if you don't want your client to be able to make changes to the chart you send

Books users see only the codes in the chart of accounts which are flagged to **Show in Basic Chart**

9 Enable the **Allow client to download directly via BankLink Secure?** check box - this is only for BankLink Books clients who download their own data

BankLink Practice displays the **Download Settings** panel

- Enter your client's **BankLink Secure Code** as supplied by BankLink Support in the relevant field
- The **Last Download No Processed** field contains **000** - this number increments automatically as downloads are performed - only edit this field if you have been advised to do so by BankLink Support

10 Click **OK**

See the instructions in the previous section on how to check in and check out client files.

Once the file has been checked out of BankLink Practice, you can check that the client has been given an off-site status in your administration system by clicking **System, Maintain Clients** to display the **Maintain Clients** window.

As long as you enable the **BankLink Books Client** check box, you can add the **BankLink Secure Code** later - for example if you need to set up the file and install the software at the client before you receive the code from BankLink Support.

You must enable the **BankLink Books Client** check box in BankLink Practice - you cannot do it in BankLink Books.

Downloading data into BankLink Books using BankLink Secure

BankLink sends an e-mail or fax directly to your client informing them that their data is available for downloading.

The first step is to open the client file in BankLink Books and check that the Download Settings panel has been completed. This panel is found in the Options tab of the Client Details window.

The transaction data can now be downloaded.

To download using BankLink Secure:

1 Open the client file

2 Click **Other Functions, Download New Data**

BankLink Books displays the **BankLink Secure** window

3 Click the **Connect** button

The first time you use BankLink Secure you are prompted for your **password** - this is the password entered on the BankLink Secure client order form that you faxed to BankLink - remember that it is case-sensitive

4 Enter your password and then confirm it

5 Click **OK**

The BankLink Secure program connects to the BankLink website, verifies the password and downloads the transactions. The progress is tracked using green lights. If there is a problem with any part of the download process, a red light and message displays. Contact BankLink Support and inform them at which stage the message in red appeared. The download usually takes less than a minute. BankLink Books confirms when it is complete and advises you the number of files received.

6 The first time you download, BankLink Books prompts you for a **PIN**. Enter the PIN, which BankLink Support supplies to your practice - if the PIN has not been advised the practice must contact BankLink Support.

7 Click **OK**

BankLink Books confirms how many bank accounts were downloaded and the number of entries

8 Click **OK**

Multiple bank accounts can be attached to a client file and downloaded together. However, the BankLink Books with BankLink Secure client has to perform a download for each client if they organise their data into more than one client file.

Installing BankLink Books software

To install BankLink Books software from a CD

1 Insert the BankLink CD-ROM into the CD drive and then wait a few moments while the auto-run program loads.

If this program does not automatically start, your auto-run facility is probably disabled. In this case, click **Start, Run** and then double-click **Setup.exe** from the **Client** folder on the BankLink CD. You may need to use the browser.

The **BankLink Books installation** window appears.

2 Click the **Install BankLink Books** button

The **Welcome** window appears - it is advisable to close all other applications before proceeding

3 Click **Next**

The **Software End-User Licence Agreement for BankLink Ltd** window appears

4 Click **Yes** to accept the terms of this agreement and proceed with the installation

The **Select Destination Directory** window appears. The default destination is **C:\BK5**. If you would like to install BankLink on another drive click on the ▼ in the field at the bottom of the window displaying **C:** and select the drive you require.

5 Click **Next**

The **Select Start Menu Folder** window appears. By default, BankLink will be the name given to the program added to the Start Menu group. The set up procedure adds the software to the Start Menu, accessible by clicking on **Start, Programs, BankLink**.

6 Click **Next**

The **Ready To Install** window appears

7 Click **Install** to install BankLink Books

The **Set Up Completed** window appears

8 Click **Finish** to close the set up application

BankLink Books should be installed into a folder, which is directly beneath a root directory, e.g. C:\BK5. Do not install the software into C:\Program Files\BK5 or any other folder that has space characters in its name, e.g. BANK LINK.

To create a BankLink Books icon on your Windows desktop

1 Click **Start, Programs, BankLink Books**

2 Right click on **BankLink Books** and select **Send To, Desktop (create shortcut)**

3 Go to the desktop and double-click on the shortcut to make sure you can access BankLink Books successfully

BankLink Books client file back-up

BankLink Books clients can back up and restore their own files. The files can be backed up automatically or manually - this is controlled by the settings selected under **File, Preferences, Backups**.

To set up automatic backups

1 Open the client file

2 Click **File, Preferences, Backups**

BankLink displays the **Preferences** window where the default setting is **do nothing**

3 Click on **prompt me for a backup directory** or **backup automatically**

BankLink displays the **Backup client file to** field where the default setting is **C:**

4 Click the **Browse** button to the right of the **Backup client file to** field to select a different directory if required

5 Click **OK**

When your client saves or closes a file BankLink Books either prompts them to confirm the selected backup directory or creates a backup automatically to the directory specified.

If **do nothing** is selected the client can manually backup the client file.

To manually backup a client file

1 Open the client file

2 Click **File, Backup**

BankLink Books displays the **Backup Client File** window

3 Click the **Browse** button to the right of the **Backup client file to** field and select a directory

4 Click **OK**

BankLink saves a backup of the client file, for example: **<clientcode>.OSB** and displays an **Information** window informing you that the process is complete

5 Click **OK**

To restore a client file from a backup

1 Open BankLink Books

2 Click **File, Restore**

BankLink Books displays the **Open** window

3 Click on the backup of the client file, for example: **<clientcode>.OSB**, and then check that the **File name** field is correct

4 Click **Open**

BankLink Books displays the **Restore Client File** window

5 Click **Yes** to proceed

BankLink Books displays an **Information** window informing you that the file restore process has been completed

6 Click **OK**

Deleting read-only copies of files from BankLink Books

When a BankLink Books client checks a file out to send to the practice a read-only copy is left in their software. These read-only files are shown in a separate section of the **Open a file** window and allow clients to view their data while the file is with the practice.

When the file is checked back into BankLink Books the read-only copy is removed and the active file can be viewed and updated.

BankLink Books clients may check in as many files as required, but if a client file is checked out and no longer required they may want to remove the read-only copy from their file list.

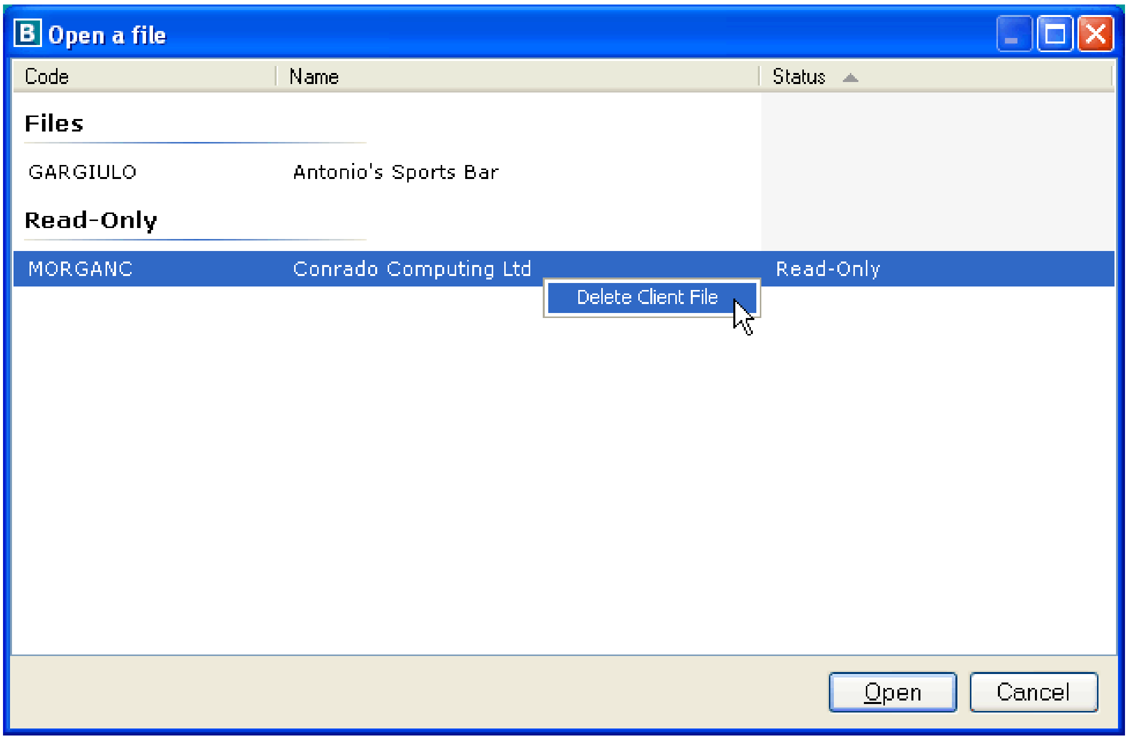
To delete a read-only client file from BankLink Books software:

1 Click **Open**

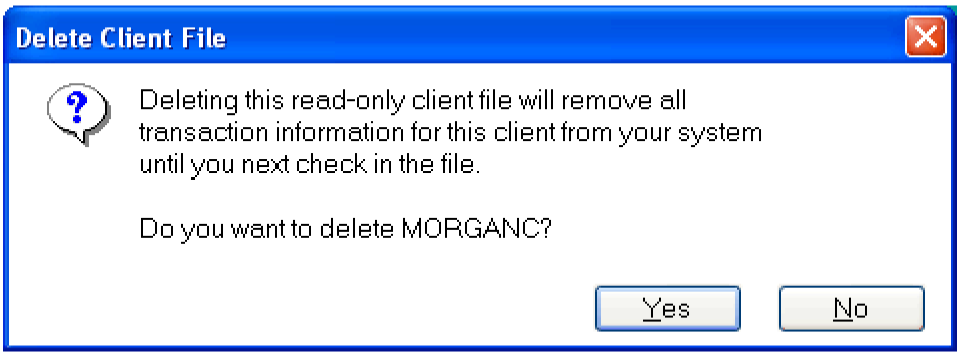
BankLink Books displays the **Open a file** window

2 Right click the Read-Only file you want to delete

3 Click **Delete Client File**



BankLink Books displays the **Delete Client File** window



4 Click **Yes** to delete the file

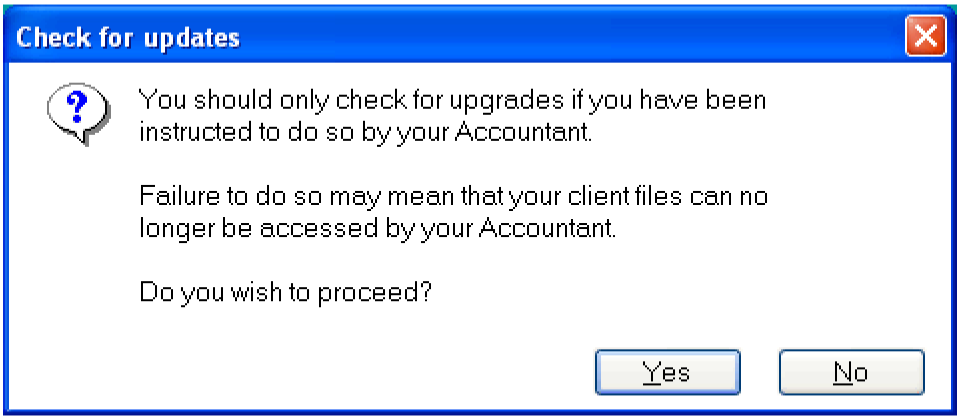
BankLink Books removes the Read-Only file from the list

Updating BankLink Books

To update BankLink Books:

1 Click **Help, Check for updates**

BankLink Books displays a confirmation window



2 Click **Yes** to continue

BankLink Books accesses the update website specified by the practice (see Chapter A3 Updating BankLink Practice) and compares the installed software version to the latest version, then displays a list of the updates available

3 Click the check boxes beside the updates you want to download and click **Download Now**

BankLink Practice downloads the updates and displays a confirmation window informing you that the updates have been downloaded and asking if you want to install them now

4 Click **Install Now** to install the updates you have downloaded

5 Follow the prompts to complete your BankLink Books update