Start here!

Start here!

Start here to get the best out of BankLink

- If you are new to BankLink, go to **Introducing BankLink** to find out what BankLink is and how it helps you and your clients
- If you are new to using on-screen documentation, go to **Using this help facility** for some tips on how to find the information you're looking for
- If you want more support or help in using BankLink go to More help and support to find out about further assistance, our freephone Support service, and how to reach us on the Internet
- If you want to get started learning the detail about your BankLink Practice system, go to **The Guide** first to find out more about it
- If you are an experienced BankLink Practice user who has just upgraded to the latest version, go to **Recent enhancements** to read all about the latest features

This Guide was last updated on 11 September 2008.

Limits of Liability and Disclaimer of Warranty

BankLink has used its best efforts in preparing the manual and the programs contained in it. These efforts include the development, research, and testing of the theories and programs to determine their effectiveness. BankLink makes no warranty of any kind, expressed or implied, with regard to these programs or the documentation contained in this manual.

BankLink shall not be liable in the event of incidental or consequential damages in connection with, or arising out of, the furnishing, performance, or use of the programs, associated instructions, and/or claims of productivity gains.

Introducing BankLink

Introducing BankLink

BankLink, established in 1986, has a track record of providing a reliable, secure and highly cost effective system to accounting practices.

This section covers:

How the BankLink service and your BankLink software works

Key concepts and terms used in the BankLink software

The basics

BankLink collects data from banks, building societies, credit cards, credit unions and rural suppliers, and every month (or week) sends you secure, electronic copies of your clients' statements via your internet connection (or on diskette if you prefer).

All major banks, as well as over 100 other financial institutions, supply data through BankLink.

BankLink also provides you with powerful software - BankLink Practice - that automates much of your coding, allocates GST and allows you to manage and report on your clients' transactions. This is the software you have installed on your computer and this is the Guide to that software you're reading now. BankLink Practice contains a variety of tools to code each transaction to the appropriate code as defined in your clients' charts of accounts. These tools make the process of coding as automated and as effective as possible.

BankLink Practice interfaces with most accounting systems used in accounting practices. This enables your clients' charts to be read by BankLink Practice to verify the coding, and also enables the automatic transfer of the coded transactions back to your main accounting system. This eliminates a lot of data entry and improves data accuracy.

BankLink provides you with the option of producing the Business Activity Statement (BAS) directly from BankLink Practice, or exporting the BAS form to your tax product. This can be in line with the BAS production schedule for each client.

Key concepts

Key concepts

If you are new to BankLink it is a big help to understand some key concepts and terminology used throughout the system. Once you have grasped the following concepts, you are well on your way to capitalising on BankLink Practice's capabilities to help you work faster and more effectively.

This section covers:

Clients and bank accounts

Linking to your main accounting system

Merging

Downloads

Coding

Memorisations

Unpresented items

Clients and bank accounts

Clients in BankLink Practice are your practice's clients that are suitable to use the BankLink service. (For more on which of your clients are suitable for BankLink, see the BankLink Toolkit.) Each client has to be set up in the BankLink Practice software.

Clients have **bank accounts** that contain the client's **transactions**. You **code** the transactions, which means you assign account codes from the client's chart of accounts to each transaction, coding it as Sales, Expenses, etc. Each bank account needs to be attached to the relevant client within BankLink Practice.

Usually, the BankLink Administrator creates clients and attaches bank accounts, so unless you are the Administrator, all the set up work should be done by the time you come to work on client transactions. However, some client information can be maintained by all users.

See **Chapter 2: Clients, charts of accounts, and bank accounts** for more information.

Linking to your accounting system

In order for you to code transactions correctly, BankLink Practice needs to know about your clients' charts of accounts.

In most practices, BankLink Practice is set up to link directly with the accounting system you already use to manage your clients' accounts. The principle advantage of this is that BankLink Practice can read client chart of accounts information directly and copy it into the client file.

BankLink Practice links to most popular client accounting packages. Ask your Administrator if BankLink Practice is directly connected to your accounting system or not. You need to know this to get the best out of this Guide. If you are not connected but want to know if it is possible, contact BankLink Support, visit the BankLink website, or see **Appendix 1: Accounting system interfaces** for a current list of supported accounting systems.

If you do not have a direct link with your accounting system, you have to set up the chart of accounts in BankLink Practice so that it mirrors the chart in your main system.

See **Chapter 2: Clients, charts of account, and bank accounts** for more information.

Merging charts of accounts and payees

Merging is a powerful facility in BankLink Practice that means that you do not have to create the same setup information for every client, but can create it once and then copy it to other clients. We refer to it as **merging** rather than copying, because data is added to the destination chart only when it does not already exist.

Merging of account codes is very useful for practices that do not have a direct link with the charts of account in their main accounting systems. However, all practices can benefit greatly from BankLink Practice's ability to merge:

- Charts of accounts
- Payees
- GST information
- Divisions, report groups and sub-groups

Downloading and retrieving

Once a month (or week), you receive data from BankLink. This consists of all the transactions for the client bank accounts you have signed on to the service. BankLink gets the data from the financial institutions, and passes it on to you.

Most practices receive their data using a secure connection to the BankLink Secure service. Practices not connected to the service receive their data on diskette.

This process is known as **downloading** and is performed by the BankLink Administrator.

Once the data is in BankLink Practice, you can access your clients' data by **retrieving** it to each client file.

See **Chapter A7: Downloading and purging data** for more information on the download process, and **Chapter 2: Clients, charts of account, and bank accounts** for more information on updating client files with new data.

Coding

The process of assigning the client's chart of accounts codes to their bank account transactions is called **coding**. Using BankLink Practice you can code entries directly in the **Code Entries Screen** – if the code is not in the client's chart of accounts, BankLink Practice colours it red as a warning. Transaction entries can be split (**dissected**) between more than one account, based on amounts and/or percentages.

BankLink Practice also has powerful facilities for coding transactions automatically (see **Memorisations**).

Once you have coded all the transactions you can:

- Transfer them to your main accounting system
- Produce a BAS
- Produce a variety of reports and graphs

Memorisations

BankLink Practice automatically codes recurring entries in a process called **memorisation**.

You create a memorisation by setting certain criteria for BankLink Practice to look for – these criteria can be a combination of entry types, transaction descriptions and amounts.

Bank fees, taxes, duties, interest payments, automatic payments, direct debits, indeed almost all recurring entry types except cheques, can be memorised in this way. This is a powerful BankLink Practice feature - many accounting practices report that they can automatically code up to 80% of data for some clients using memorisations.

Once you create the memorisation, BankLink Practice codes all current and future transactions in this client's bank account that match the criteria you select. This includes any transactions already received that have not yet been locked or transferred whenever you view them in the **Code Entries Screen**, or run certain reports such as the Coding Report.

Once memorised, you can manually override any exceptional transaction.

You can also use the memorisation process to split (**dissect**) the memorisation into 250 lines.

Unpresented items

BankLink transactions are an exact copy of your client's bank transactions. This means that to account for unpresented cheques and deposits in BankLink Practice, you must add these **unpresented items** to your client's transactions in the software.

BankLink Practice has extensive facilities for dealing with unpresented items.

You enter unpresented cheques and deposits into BankLink Practice via the **Code Entries Screen**.

BankLink Practice automatically matches unpresented cheques when it identifies an exact match in the downloaded data.

You can match remaining unpresented cheques and deposits manually, when the items are presented and the transactions downloaded into BankLink Practice.

The Guide

The Guide

This section covers:

What is in the Guide

Guide conventions

Keyboard conventions

Mouse conventions

What is in the Guide?

The Guide is intended for:

- All users responsible for processing client transactions in BankLink Practice
- Installers of the BankLink Practice software
- BankLink administrators (and all those with system menu access)

Information on installation and administration is separated into the BankLink Administrator Chapters. Each of these chapters is prefixed with an **A**, for example: **Chapter A4 Setting up GST**, and marked **This Chapter is aimed at BankLink Administrators**. If you do not have Administrator responsibilities you can safely ignore these chapters and assume that BankLink Practice is already installed and configured on your computer system.

Some experience on your part in Windows-based computing has been assumed in writing the Guide.

In each topic, you will find:

- Some basic concepts and related terms to help you understand the purpose of the task and how BankLink Practice can make it easier for you
- A series of 'how to's: step-by-step instructions describing each task

If you are not familiar with on-screen help we recommend you read **Using this help facility** first.

Guide conventions

Before reading much more of this Guide it is important to understand the conventions in it.

Commands you choose from the menus appear **like this**. For example: 'Click **Data Entry**, **Code Entries**' means select the **Code Entries** option from the **Data Entry** menu.

Buttons on the toolbars and in windows appear **like this**. For example 'Click **Edit**' means click the button with the word 'Edit' on it.

You can also use the mouse to invoke most commands and tasks. Use both the keyboard and mouse methods until you find the method (or combination) that is most comfortable for you.

These symbols are also used in the Guide:

 This is special information

 This denotes a warning

 This is a tip to help you work more effectively

Here's one now:

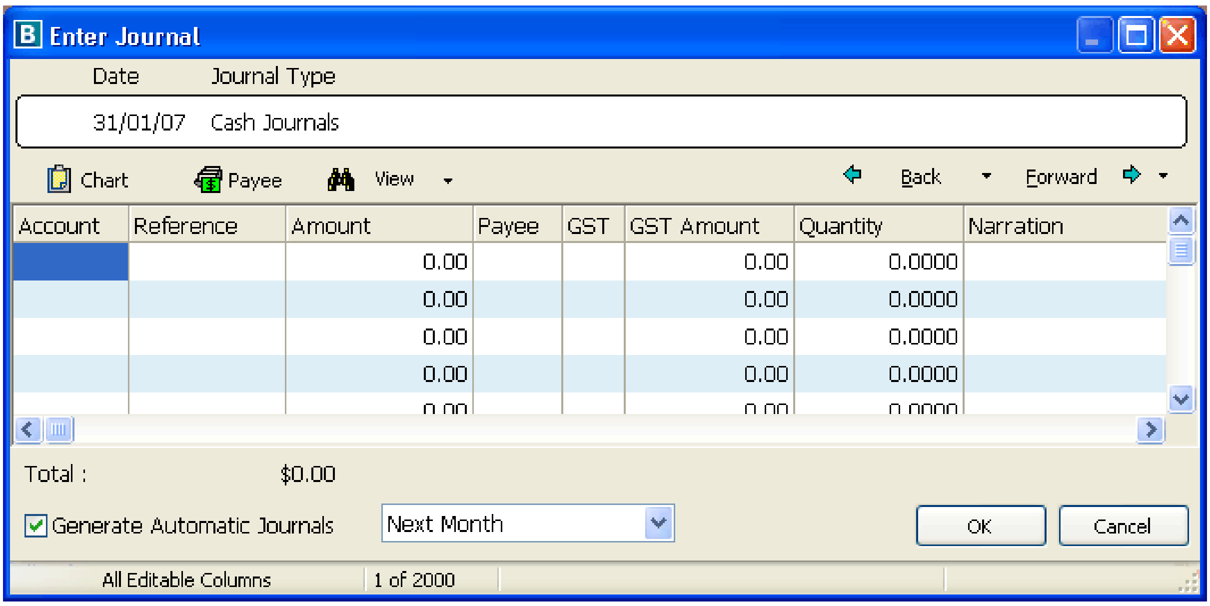
 Step by step instructions often have Click **File, Open** as the first step. This step is optional as the relevant file may already be open.

Keyboard conventions

When you need to press keys in combination they are connected by a **+** symbol.

When you see this…	**Do this…**
(Enter)	Press the **Enter** key on your keyboard.
(Ctrl+S)	Press the **Ctrl** key and the **S** key at the same time.

The **Enter** key is used to move between fields within a grid, the **Tab** key is used to move out of the grid to the next field outside the grid. Look at this window:



The cursor is in the **Account** field.

Pressing **Enter** takes you to the **Amount** field, then the **Payee** field and so on within the grid.

Pressing **Tab** takes you to the **Generate** check box, then the month selection field, then the **OK** button and so on outside the grid.

Moving within the Code Entries Screen using the Keyboard

To move up or down one line:

- Press the **UpArrow** or **DownArrow** key

To Page Up or Page Down:

- Press the **PgUp** and **PgDn** keys

To show the furthest left or right of the screen:

- Press **Ctrl+RightArrow** to go right, **Ctrl+LeftArrow** to go left

To go to the beginning or end of the data:

- **Ctrl+Home** to go to the beginning of the data
- **Ctrl+End** to go to the end of the data

BankLink includes a number of keyboard shortcuts to make keyboard actions easier and more accessible; these are all described in Chapter 1.

In addition to these short cuts, you can combine the **Alt** key and the letter any time you see an underscored letter within the BankLink software.

Mouse conventions

Here’s how we describe mouse actions throughout this Guide:

When you see this…	**Do this…**
Click **File, Open**	Click with the mouse on the **File** menu and then the **Open** option
Double-click	Quickly click the mouse twice, or click once to highlight and press **Enter** on the keyboard
Right-click	Click the right button on the mouse. Note: For your comfort and ease-of-use, you may have configured your mouse to swap the left and right buttons. Throughout the Guide Right-click refers to clicking the button configured as right as a factory default.

Enable a check box	Click on the phrase or check box to place a tick inside the box.
Disable a check box	Click on the phrase or check box to remove the tick from the box.

You can use the **Shift+Click** and **Ctrl+Click** keyboard and mouse combinations when selecting from a list of items, such as:

- Maintaining a Chart of Accounts
- Maintaining a Payee List
- Selecting client files to Check In or Check Out

Using Shift+Click to select a continuous block of items:

1. Click on the first item
2. Move to the last item in the group you wish to select
3. Press the **Shift** key on your keyboard and keep it pressed down
4. Click the last item with the mouse

BankLink Practice selects the first, the last, and all items in between:

Using Ctrl+Click to select individual items from a list, not necessarily next to each other:

5. Click on the first item
6. Move to the next item you wish to select
7. Press the **Ctrl** key on your keyboard and keep it pressed down
8. Click the item with the mouse

BankLink Practice highlights the first and second items

9. Repeat the **Ctrl + click** combination on each item you want to select

BankLink Practice selects the items that are highlighted, but not those in between:

Moving within the Code Entries Screen using a Mouse:

There are mouse scroll bars on the right hand side and bottom of the screen you use to move up and down, and left and right as required. Within the screen, you are also able to move up and down by clicking on a specific transaction using the mouse. You can also right-click on the mouse to access pop-up menus.

Using the mouse right-click lists all available keyboard shortcuts for the window you're using.

Using the Guide

Using the help facility

About BankLink Practice help

The entire BankLink Guide is contained within the on-screen help facility. On-screen help has many advantages over printed documentation:

- You have instant access to it – you don't have to interrupt what you're doing and hunt for printed materials
- You can click directly from the table of contents and index to the selected topic
- There is a powerful search utility to list the topics that contain any relevant information
- The help facility allows you to see the table of contents, index, or search results at the same time you are viewing a help topic - this orients you within the Guide and allows you to see related topics at a glance
- There is 'context-sensitive' help for specific windows, just click a button to get more information on the window you're using within BankLink
- You can surf through the Guide following in-built links to learn what you want in the order you want
- It relates directly to the BankLink Practice version you are using – the latest help is always available on the BankLink website www.banklink.com.au for you to download at any time, or call freephone BankLink support to be sent a copy

How to get a printed copy

You can access printed versions of the Guide by:

- Using the print utility within help to print individual topics
- Viewing and printing printer-friendly PDF versions of each Chapter these are included on your BankLink CD
- Downloading and printing the very latest PDF versions from the BankLink website

In this section find out how to:

Get help in a BankLink Practice window

Use the help viewer

Find a help topic

Print help

Create a list of your favourite topics

Copy a help topic

Get the latest version free

Use help keyboard shortcuts

The help viewer

The help viewer is used to display the BankLink Practice Guide; it allows you to read through the help, search for specific information, and keep a list of the help topics you refer to most often.

The help viewer is divided into two panes – the right hand pane containing the actual information, and the left hand pane containing five tabs to help you find the information: **Contents**, **Index**, **Search**, and **Favourites**.

Adjusting the size of the help viewer

You can adjust the size of the help viewer by clicking and dragging on the window border to make it the size you want. BankLink Practice remembers the size of the help viewer the next time you open it

You can also use the standard Windows **minimise**, **restore** and **maximise** buttons. It is a good idea to keep the help viewer minimised after you have found the help you want, so that you can access it more quickly the next time you need it.

Hiding the navigation pane

You can hide the navigation pane if you wish by clicking on the **Hide** button: 

on the toolbar at the top of the viewer. This is a good idea if you want to see both BankLink Practice and as much of the help text as possible at the same time - use the **restore** option and re-size the windows in both help and BankLink Practice to do this.

You can make the navigation pane visible again by clicking the **Show** button: 

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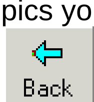
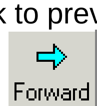
Many topics contain links to other topics so that if you want more information about the subject of the link you can go to it more quickly. If you use the Internet you are already familiar with links (also called hyperlinks). Links are shown as underlined text.

Once you have visited a few help topics you can go back to previous ones you have visited and return again by using the **Back** 

and **Forward** 

buttons. Again these operate in the same way as the back and forward Internet browser buttons.

See also:

Finding a help topic

Printing help

Creating a list of favourite help topics

Copying information from a help topic

To get help in a BankLink Practice window

Press **F1** to open this and display relevant information on the window you are using.

Finding a help topic

Information in the on-screen Guide is organised into Chapters.

Some Chapters are further organised into sections to help you find the most relevant information. The actual information is held in **topics**, with a title that displays in the pane to the left and at the top of the topic when you open it, for example: this topic is titled **To find a help topic**.

In the left-hand pane, click one of the tabs:

Contents tab

To browse through the table of contents, click the **Contents** tab. Double-click the book icons to display sub-sections and topics.

Click a **topic** icon to display the corresponding topic in the right-hand pane.

You can use the right-click menu when the cursor is in the **Contents** tab to open all the books and sections so that you can scroll through them all, or close them up again.

Index tab

To see a list of index entries, click the **Index** tab, and then either type a word or scroll through the list. Topics are often indexed under more than one entry.

You can control the list of topics found by adding or removing keywords from your search. In this way, you can narrow your search until only the most relevant topics and keywords remain in the list.

Click an **index** entry to display the corresponding topic.

Search tab

To locate every occurrence of a word or phrase, click the **Search** tab, type the word or phrase for which you want to search, and then click **List Topics**.

Double-click a search results entry, or click it once and click **Display** to display the corresponding topic in the right-hand pane. Every occurrence of the word or phrase you searched for is highlighted in the topic.

Printing a help topic

To print a help topic:

10 Right-click the topic you want to print

11 Click **Print**

You can also print all the topics within a chapter:

1. On the **Contents** tab, select the chapter
2. On the help toolbar, click **Print**
3. Click **Print the selected heading and all subtopics**
4. Click **OK**

However, when you print the help in this way, the formatting is lost in favour of 'plain text'. To print multiple topics and preserve the look from the screen, you must print the topics individually.

Favourite help topics

You can create a list of the help topics you visit most frequently, so that you can quickly return to them when you want.

To add a topic to your list of favourites:

12 Display the topic you want to add to the list in the right-hand pane

13 Click the **Favourites** tab in the left-hand pane

14 Ensure that the **Current topic** field refers to the displayed topic

15 Click the **Add** button

The topic title appears in the **Favourites** list

You can incorporate a note to yourself in the title, for example: **Cash journals - Remember to use payees if you can** - right-click on the topic name and click **Rename** to rename it

Copying a help topic

You can copy the contents of a topic to the clipboard for pasting into another application. For example, you could copy some of the coding information into a Word document to use for training your BankLink Books clients.

To copy a help topic:

16 In the topic (right-hand) pane, right-click inside the topic you want to copy

17 Click **Select All**

18 Right-click again

19 Click **Copy** to copy the topic to the clipboard

20 Open the document to which you want to copy the topic

21 Click the place in your document where you want the information to appear

22 Click **Edit, Paste** (**Ctrl+V**)

If you want to copy only part of a topic, select only the part you want to copy, right-click the selection, and then click **Copy.**

Words that are links to other topics and step numbers are not copied to the clipboard.

Get the latest version free

To get the latest documentation for BankLink Practice, go to the Support pages at the BankLink Website (www.banklink.com.au).

Printer-friendly .pdf versions of each Chapter of the Guide are available for you to download. BankLink does not charge for this service.

Help keyboard shortcuts

If your mouse is unavailable or if you prefer using your keyboard, you can use the following keyboard commands to navigate within the help.

Help viewer keyboard shortcuts

Press	**To**
Shift+F10	Display the help viewer shortcut menu
Alt+Tab	Switch between the help viewer and other open windows
Ctrl+Tab	Switch to the next tab in the navigation pane
Ctrl+Shift+Tab	Switch to the previous tab in the navigation pane
Up Arrow	Move up one topic in the table of contents, index, or search results list
Down Arrow	Move down one topic in the table of contents, index, or search results list
Page Up	Move up one page in the table of contents, index, or search results list
Page Down	Move down one page in the table of contents, index, or search results list
F6	Switch focus between the navigation pane and the topic pane
Up Arrow or **Down Arrow**	Scroll through a topic

Ctrl+Home	Move to the beginning of a topic
Ctrl+End	Move to the end of a topic
Ctrl+A	Highlight all text in the topic pane
Alt+F4	Close the help viewer

Contents tab keyboard shortcuts

Press	To
Alt+C	Display the Contents tab
Right Arrow	Open a book
Left Arrow	Close a book
Backspace	Return to the previous open book
Up Arrow or **Down Arrow**	Select a topic
Enter	Display the selected topic

Index tab keyboard shortcuts

Press	To
Alt+N	Display the Index tab
Up Arrow or **Down Arrow**	Select a keyword in the list
Alt+D or **Enter**	Display the associated topic

Search tab keyboard shortcuts

Press	To
Alt+S	Display the Search tab
Alt+L	Start a search
Alt+D or **Enter**	Display the selected topic

Recent enhancements

Recent enhancements

Drawing on the suggestions and experience of our customers, we continue to enhance BankLink to make it better for you. Even if you have been using BankLink for some time we recommend you look through the following sections to how these changes can enhance your usage of BankLink.

What's New in BankLink Practice 2008?

September 2008

Superfund processing:

- Set up both accounting and superfund systems at practice level
    - Choose accounting or superfund defaults when setting up client files
- Auto-calculate Franking Credits when adding superfund details to transactions
- Add superfund details to memorisations
- Apply master memorisations to a specific superfund or accounting system
- Include superfund fields in BankLink Notes files
- Transfer multiple accounts for a client when interfacing to Desktop Super, MYOB Superfund and Supercorp SuperVisor II
- New interface to Class Super (Super-IP)

March 2008

Clients page:

- Processing status indicator showing whether new data is **available** for each client file
- **Group** and **Client Typ**e fields, which you assign to clients and use to sort and filter the Clients page
- Filter the Clients page to show or exclude **archived** client files
- New link on the Clients page to **Download new data**

Home Page

- Processing status indicator showing whether new data is **available** for the client file

Downloading data

- New option to automatically retrieve new transactions when a client file is opened

Job Costing

- Create **Jobs** and assign them to transactions in the Code Entries Screen, Dissections, Journals, Historic and Manual Data Entry
- Report on Jobs via the Custom Cash Flow or Custom Profit and Loss
- Summarised and Detailed **Job Coding reports**

Budgets

- **Total column** at the left of the month columns in the Budget worksheet showing annual budget entered

Journals

- When creating Standing journals, specify how many months the journals recur for

Reporting

- **Report Header/Footer** functionality extended to cover more report types - Ledger, GST, Listings, Bank Reconciliations, Payee Spending Reports, Exception Reports, System Reports and Graphs
- Report **styles** functionality introduced so you can customise the look of your reports with images, fonts and colours
- New System Reports listing **Groups** and **Client Types**

Scheduled Reporting

- Extended MAPI support under File, Preferences for System users to ensure smooth processing of emailed reports and files from Scheduled Reporting
- Enter multiple email addresses in the CC field to send copies of reports or files

Interfaces

- HandiLedger - divisional charts now supported in BankLink Practice

Archiving client files

- Option to **archive** (and reinstate) client files, either via System/Maintain Clients or Other Functions/Client Details/ Administration

Client Files

- New option to **Adopt** a BankLink Books Secure client file that has come from another practice, allowing you to make any admin changes necessary

BankLink Notes

- Quantity field now included in Transaction List and Transaction List with Notes reports
- Option to rule a line between entries
- New **Send to Accountant** button

What's New in BankLink Practice 2007?

Clients page:

- Clients page always displayed when starting BankLink Practice
- Shows processing status for each client file, indicating whether the months in view are uncoded, coded, finalised or transferred
- Use the Clients page filter to display the files you need to see
- Produce a report based on the current view of the Clients page
- Open client files directly from the list in the Clients page by double-clicking

Home page:

- See the client's processing status at a glance in the Home page when you open a client file
- Shows processing status for each bank account, journal and GST period
- Use the quick links from the Home page to perform common tasks
- Access the code entries screen, journals and BAS directly from the Home page

Reporting:

- Create a list of Favourite Reports which you run regularly for a client
- View report setup and last run details
- Generate some or all of the reports listed in one easy process
- Profit and Loss – new option to include Percentage of Income column

Code Entries Screen:

- Split dissections by fixed amounts and percentages
- Dissection pop-up hint now shows percentages where applicable
- Bank account balance displayed in the Status bar
- Use the Query functionality to send clients their uncoded entries in plain text emails

Support for four decimal places:

- Enter up to 4 decimal places in quantities, percentage fields and GST rates in BankLink Practice, Books and Notes
- New percent column in dissections, journals, memorisations and payees
- Specify, via System Options, the number of decimal places to extract to your main accounting system - from 0 to 4

View Statements & Download Documents:

- Restrict access to statement and download documents by setting a password

New Accounting System Interfaces:

- BGL Simple Ledger
- Desktop Super

Export Charges:

- New charges interface to MYOB Accountants Office
- New charges interface to HandiSoft Time and Billing
- Increase charges by a percentage, a fixed amount, or both, before individual adjustment
- Override adjusted charges where necessary
- Use the Search feature in charges grid to quickly locate clients
- Manage your file and cost codes as part of the export process

What's New in version 5.10?

Configurable data entry screens for: -

- Dissections
- Journals
- Manual Data Entry
- Historical Data Entry

Client Authority Forms: -

- Authority Forms can now be completed in BankLink Practice and e-mailed in PDF format to your clients for signature

Interfaces : -

- Extra fields added to the super form in BankLink Practice for the interface to BGL - Franked and Unfranked for asset income, as well as Member Component
- Super form fields added in BankLink Practice for Solution 6 Superfund interface
- Super form fields added in BankLink Practice for Supercorp Supervisor II interface
- MYOB Accountants Enterprise Tax ELS format updated
- New XML interface to MYOB Accountants Office Tax

GST: -

- Annual GST Return can now be exported in XML or ELS format to your tax system
- Six new BAS forms introduced (BAS U, BAS V, BAS W, BAS X, BAS Y and BAS Z)
- XML tax export updated to meet latest ATO specifications