Client Track
www.ClientTrack.ca

User Guide

CLIENT TRACK 6

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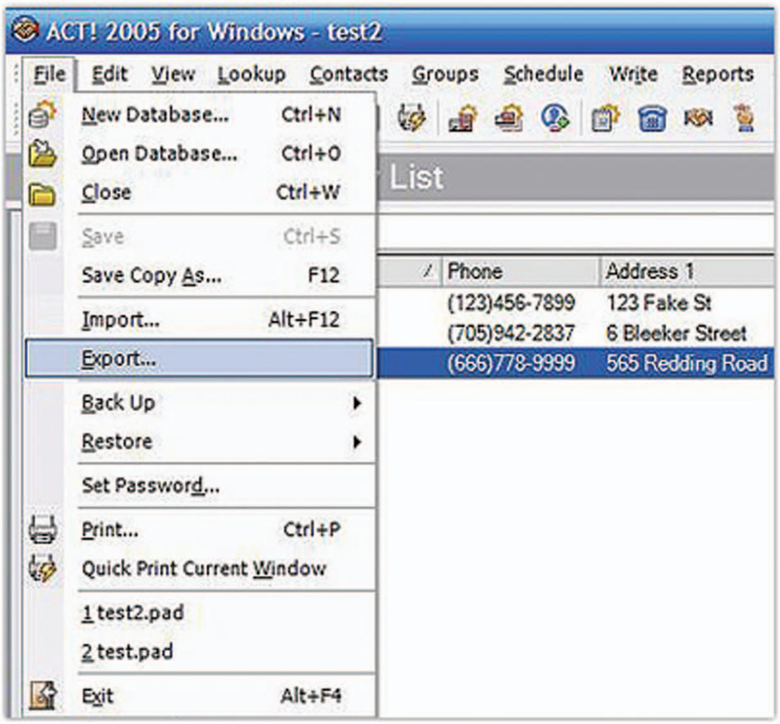
Importing Clients

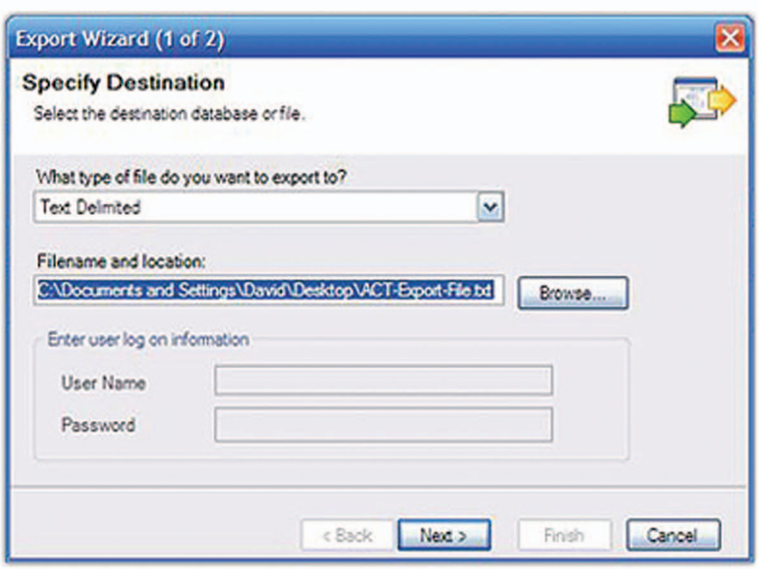
Exporting Your Clients From Act! Into Client Track

Step 1



In menu, go to **File** > **Export**

Step 2

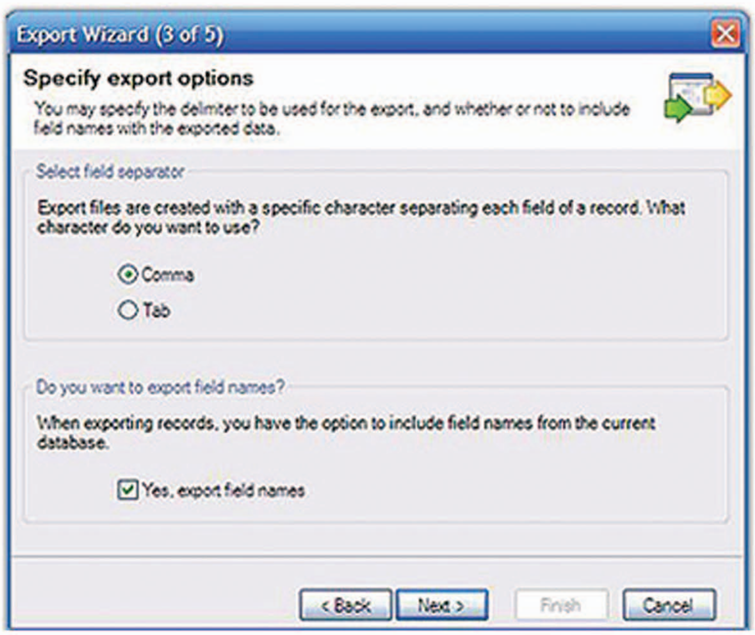


1) Select **Text Delimited** from drop-down list to export file to.
2) Click **Browse** and save export text file.
3) Click **Next.**

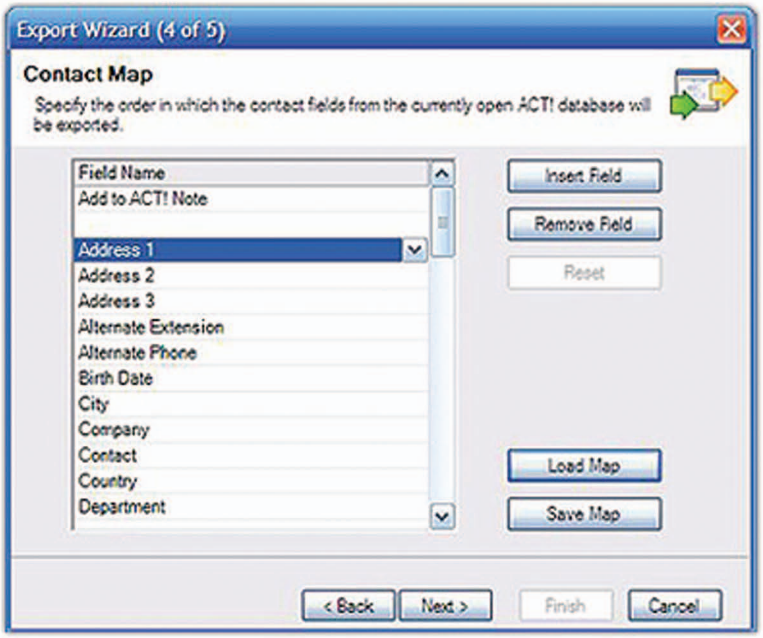
Step 3

Select type of records to export and then click **Next.**

Step 4



Step 5



Select order of fields from list to export and then click **Next.**

Note: The order of the export fields do not matter because the field can be mapped in Client Track.

Step 6

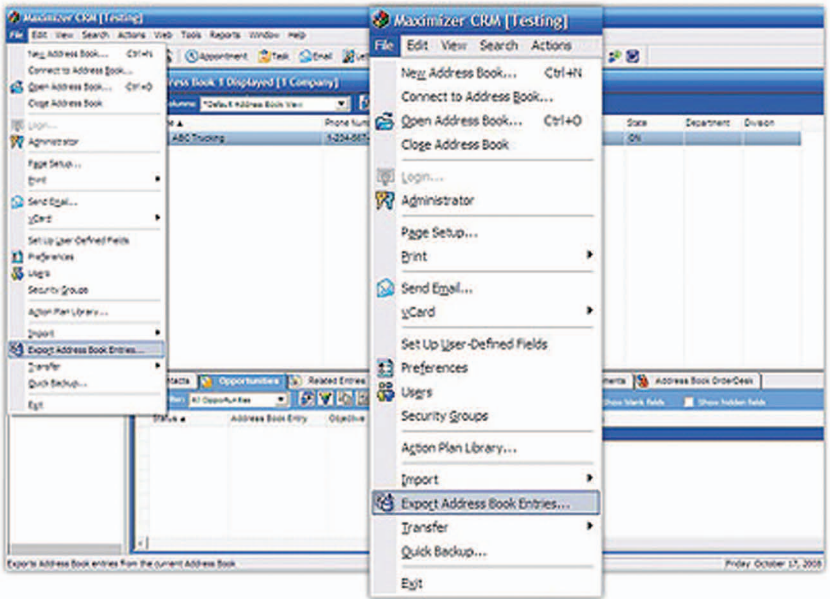
Click **Finish** to complete exporting file.

Step 7

To import Act! export file into Client Track, follow the instructions on pg.35.

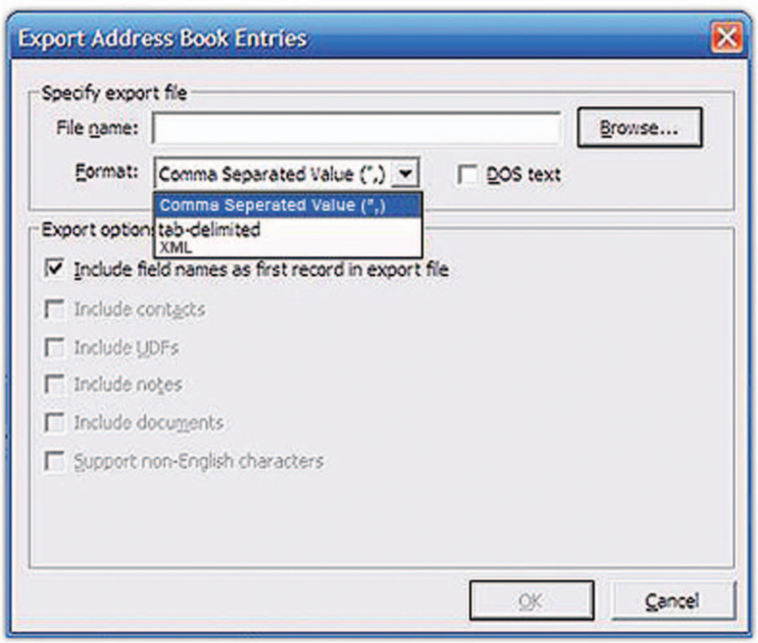
Exporting Your Clients From Maximizer Into Client Track

Step 1



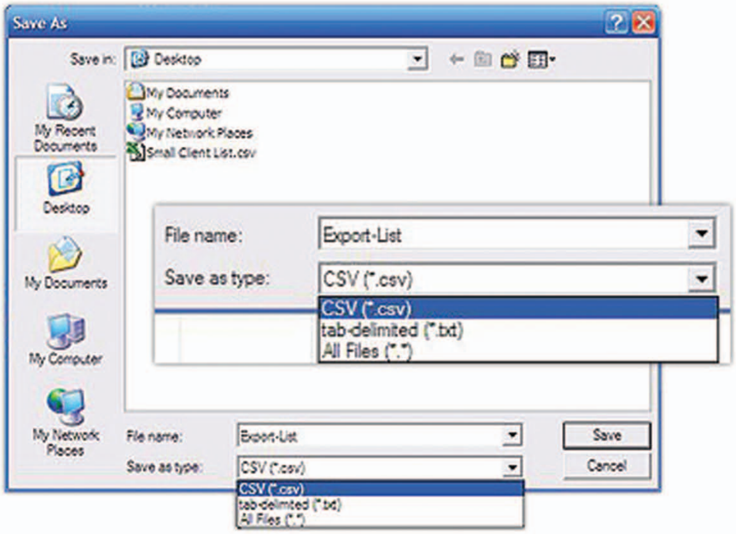
In menu, go to **File** > **Export Address Book Entries**

Step 2



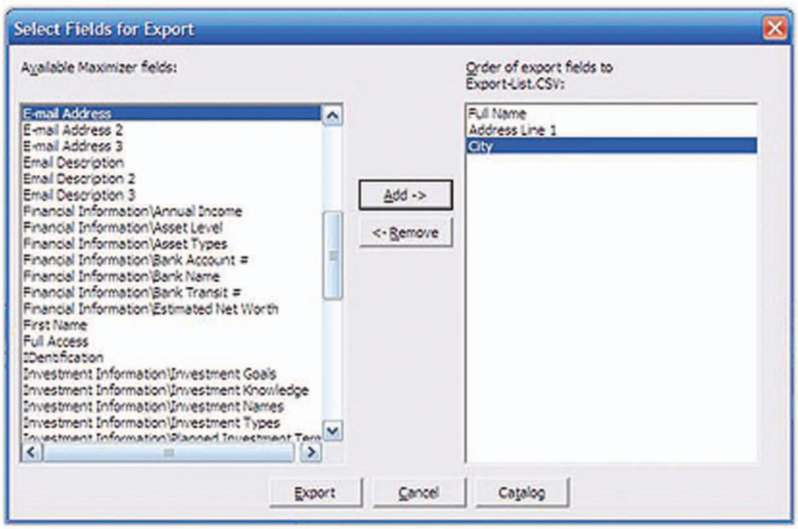
1) Name export file and click **Browse** to save the file to.
2) Select **Comma Seperated Value** from drop down list and then click **Ok**.

Step 3



1) Create export file name and select **CSV (.csv)** from drop-down list.

Step 4



Select which fields to export and then click **Export**.

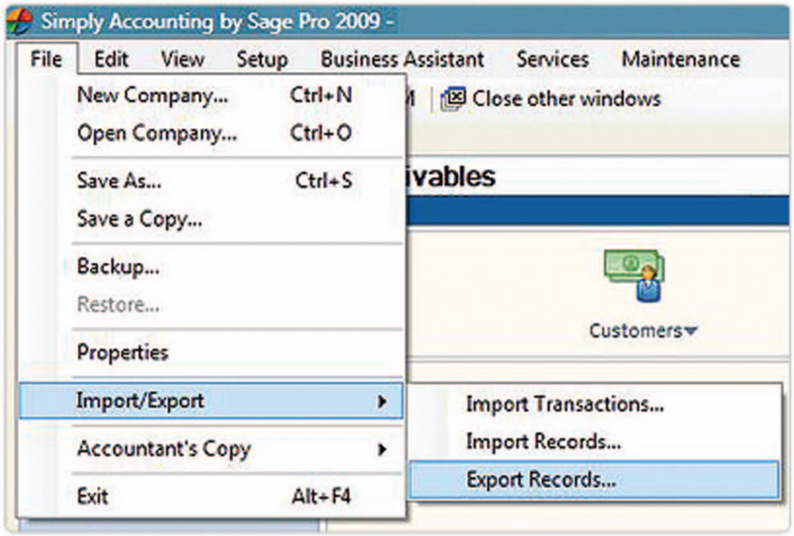
Note: The order of the export fields do not matter because you can map the fields in Client Track.

Step 5

To import Maximizer export file into Client Track, follow the instructions on pg.35.

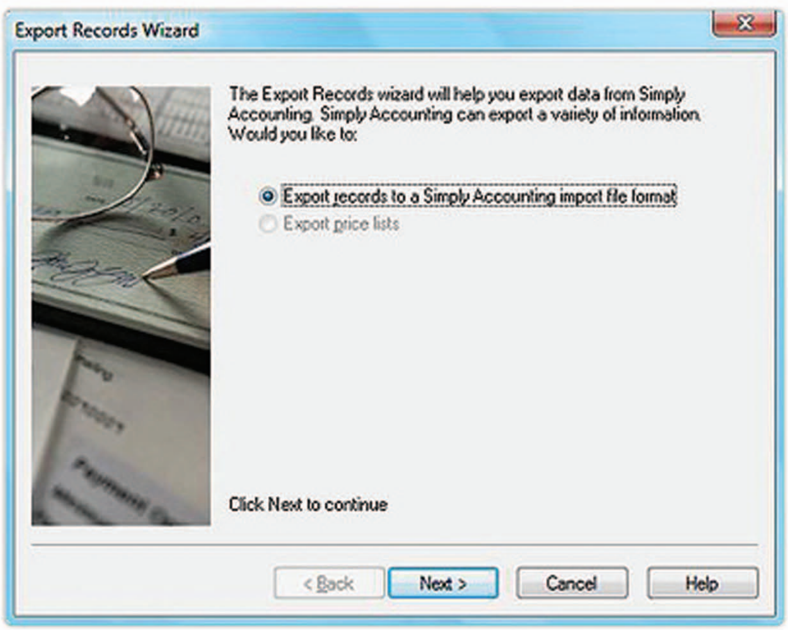
Exporting Your Clients From Simply Into Client Track (A)

Step 1



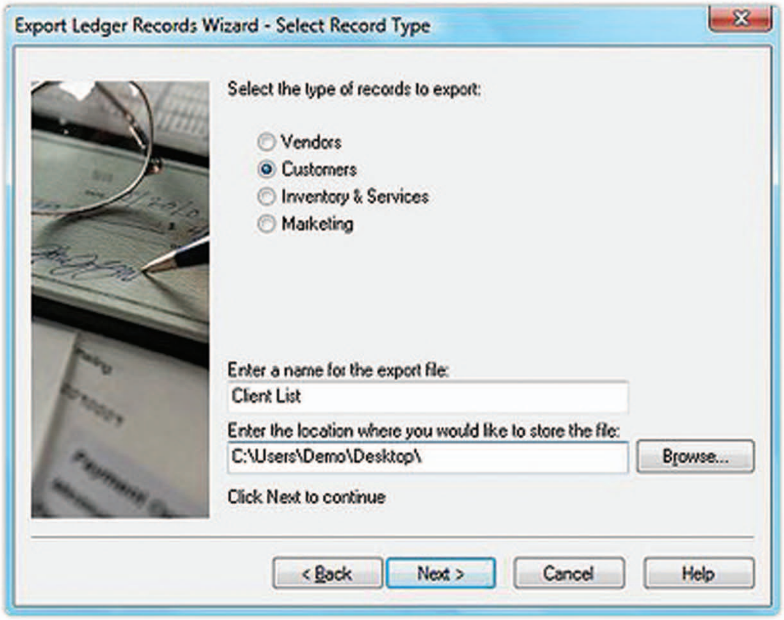
In menu, go to **File** > **Import/Export** > **Export Records**

Step 2



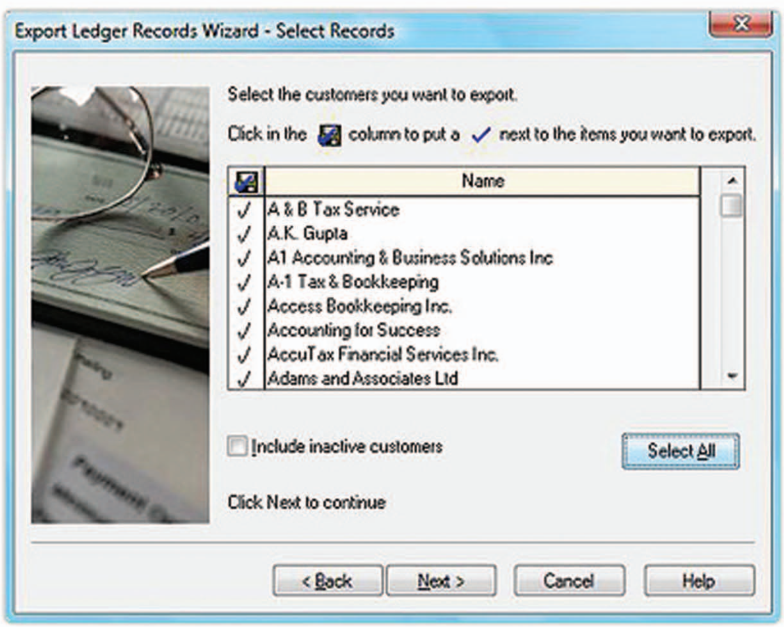
1) Select **Export records to a Simply Accounting import file format.**
2) Click **Next.**

Step 3



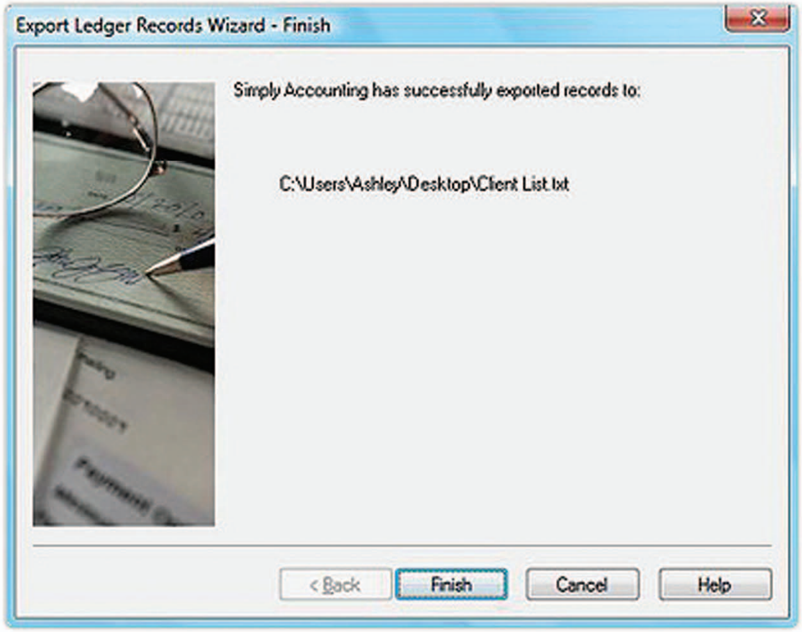
1) Select **Customers** as type of record to export.
2) Create export export file name and click **Browse** to save to.
3) Click **Next.**

Step 4



Select which customers you want to export and click **Next.**

Step 5



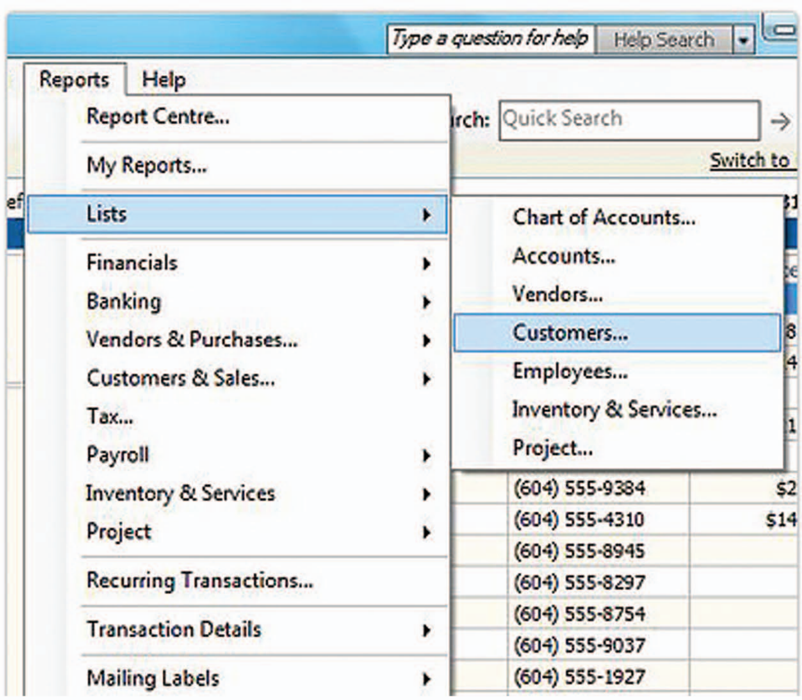
Click **Finish** to complete exporting file.

Step 6

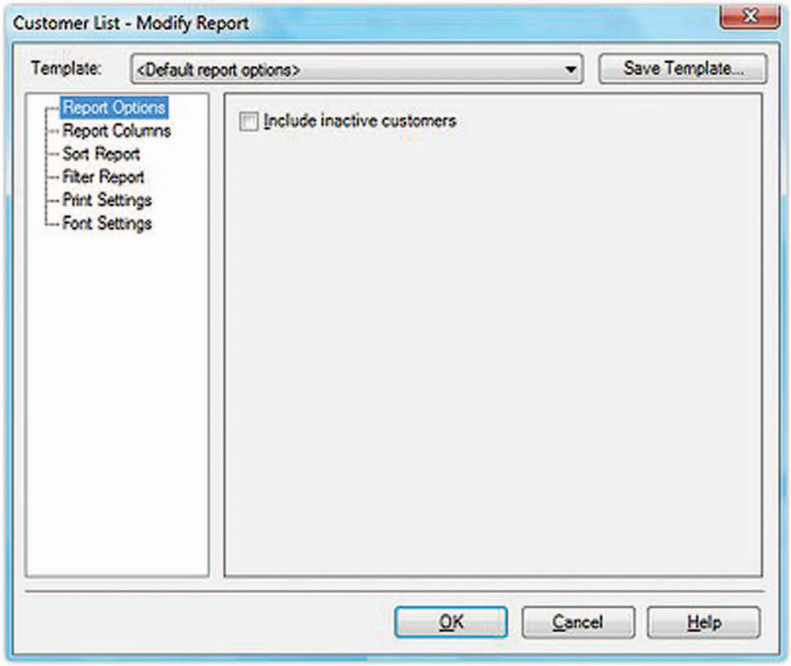
To import Simply export file into Client Track, follow the instructions on pg.35.

Exporting Your Clients From Simply Into Client Track (B)

Step 1

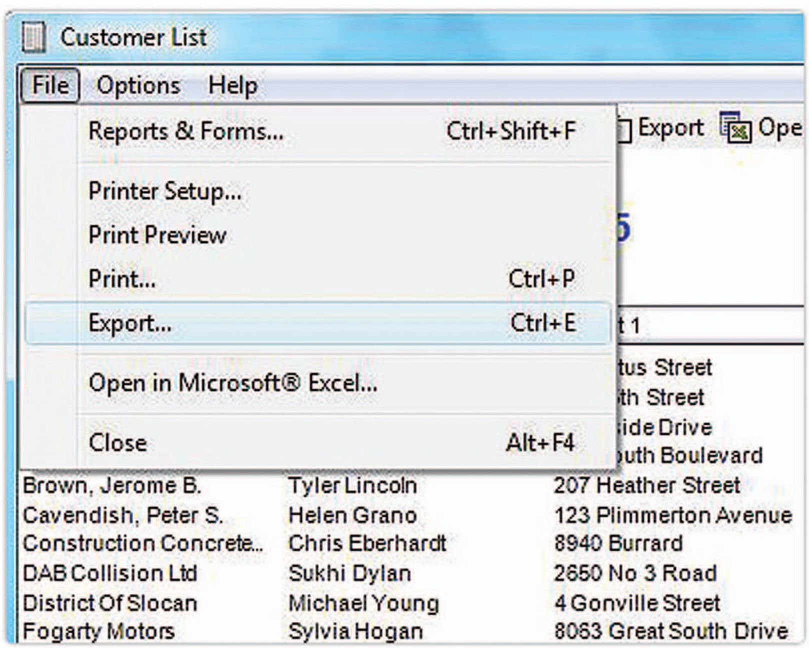


Step 2



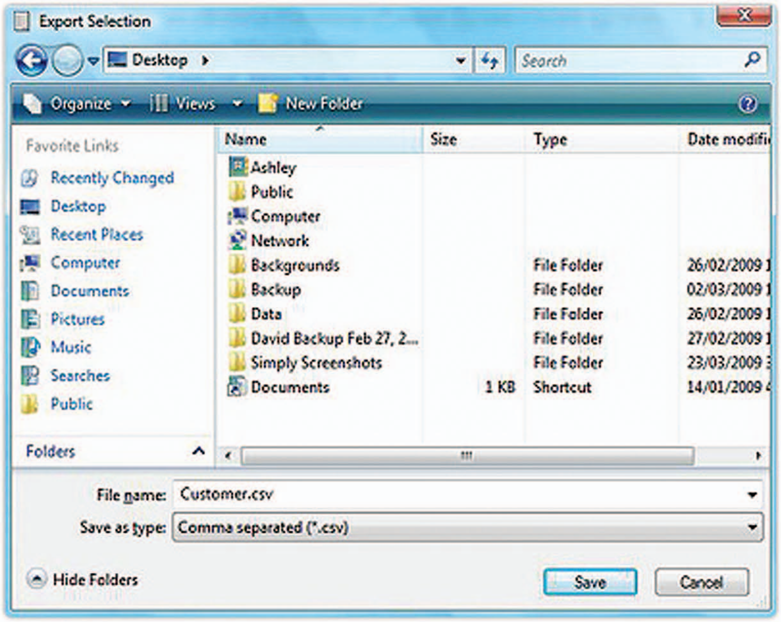
Go through the Customer List options on sidebar and click **Ok**.

Step 3



In menu, go to **File** > **Export**

Step 4



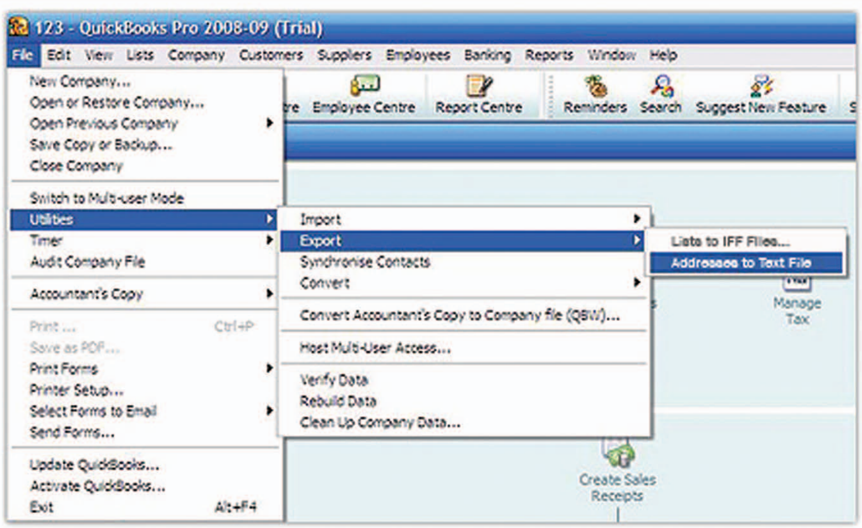
1) Name export file and select **Comma Seperated** as save export type from drop-down list.
2) Click **Save.**

Step 5

To import Simply export file into Client Track, follow the instructions on pg.35.

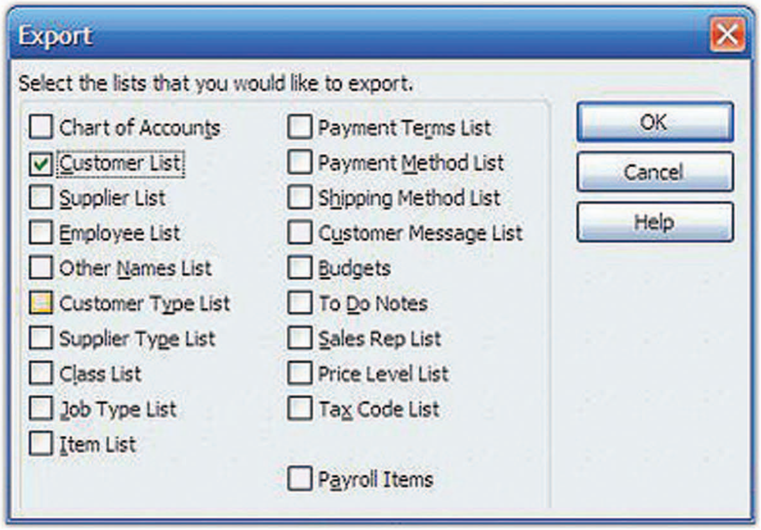
Exporting Your Clients From QuickBooks Into Client Track

Step 1



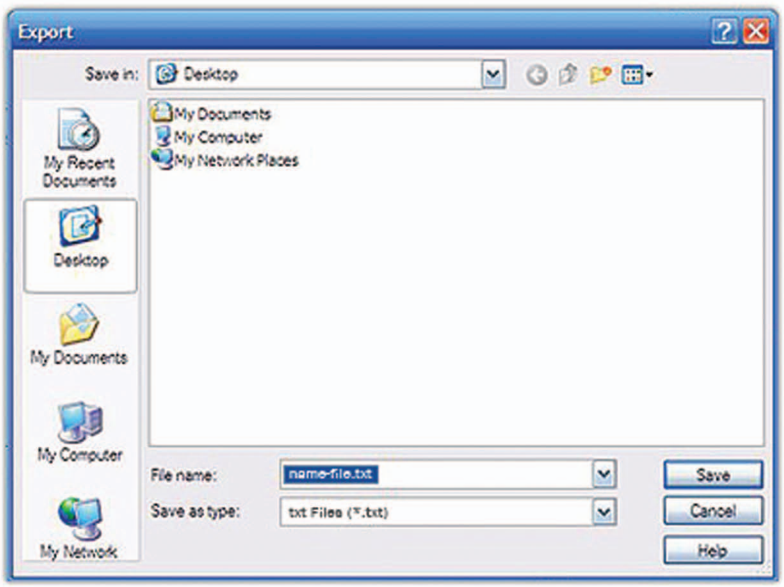
In menu, go to **File** > **Utilities** > **Export** > **Addresses to Text**

Step 2



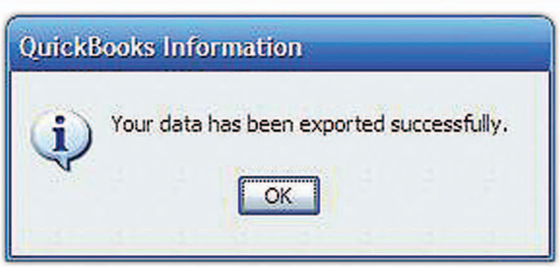
Check off **Customer List** and then click **Ok**.

Step 3



1) Create export file name and select **txt files (.txt)** from drop-down list.
2) Click **Save**.

Step 4



Click **Ok** after successful export.

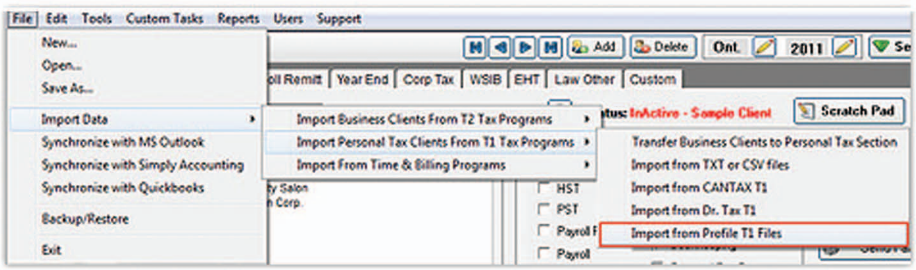
Step 5

To import QuickBooks export file into Client Track, follow the instructions on pg.35.

Exporting Your Clients From Profile T1 Into Client Track

Client Track seamlessly imports the information from Profile T1 & T2 with a click of a button. All you need to do is tell Client Track where your Profile files are located and Client Track will give you a list of your clients entered in Profile and allow you to indicate which files to import. Client Track automatically manages your clients by updating the clients you already have entered and adding any new clients entered into Profile.

Step 1

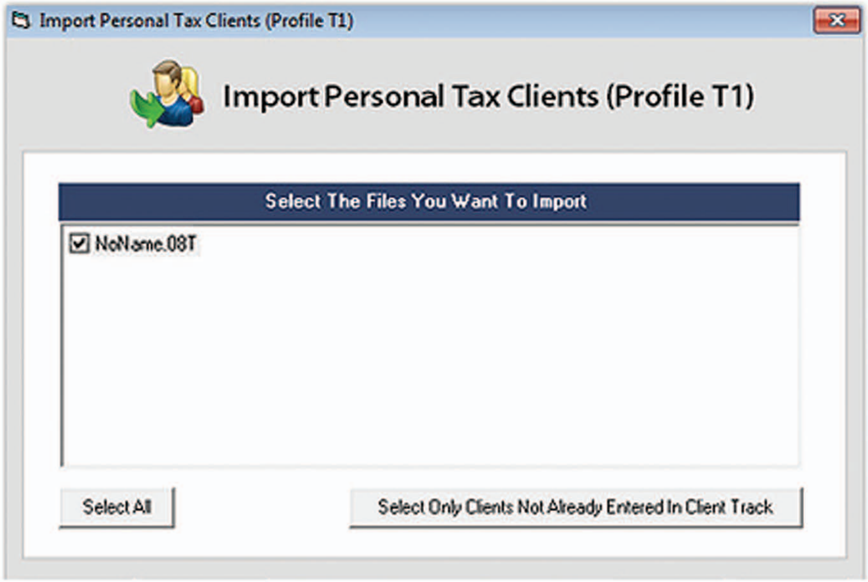


1) Open up Client Track 6.0 on your computer.
2) In menu, go to **File** > **Import Data** > **Import Personal Tax Clients from T1 Tax Programs** > **Import from Profile T1 Files**

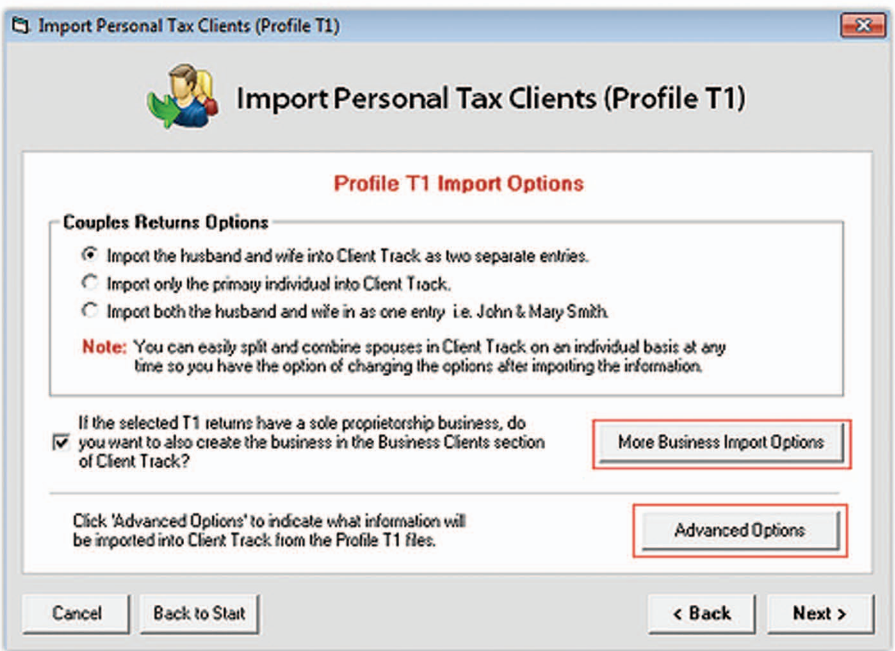
Step 2

1) Click **Browse** and select Profile T1 file from your computer.
2) Click **Next**.

Step 3



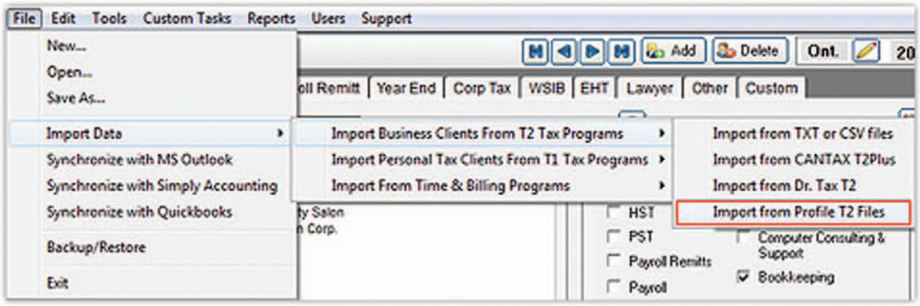
Step 4



1) Select type of import for couple returns.
2) **Optional:** If T1 return has sole proprietorship business, click **More Business Import Options** and proceed to Step 6 below.
3) Click **Advanced Options** to select what information to import.
4) Click **Next.**

Exporting Your Clients From Profile T2 Into Client Track

Step 1

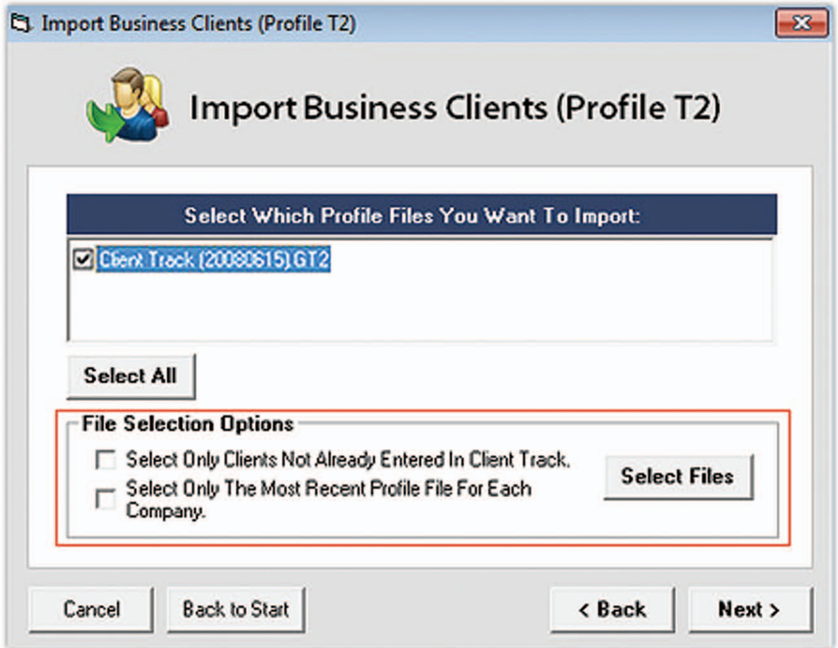


1) Open up Client Track 6 on your computer.
2) In menu, go to **File** > **Import Data** > **Import Business Clients from T2 Tax Programs** > **Import from Profile T2 Files**

Step 2

1) Click **Browse** and select Profile T2 file from your computer.
2) Click **Next.**

Step 3



1) Select the Profile T2 file(s) you want to import into Client Track.
2) Click **Next.**

Step 4

1) Check off **Duplicate for duplicate personal tax client entries** and then select **Match by Business numbers** and **Update client information.**
2) Click **Finish.**

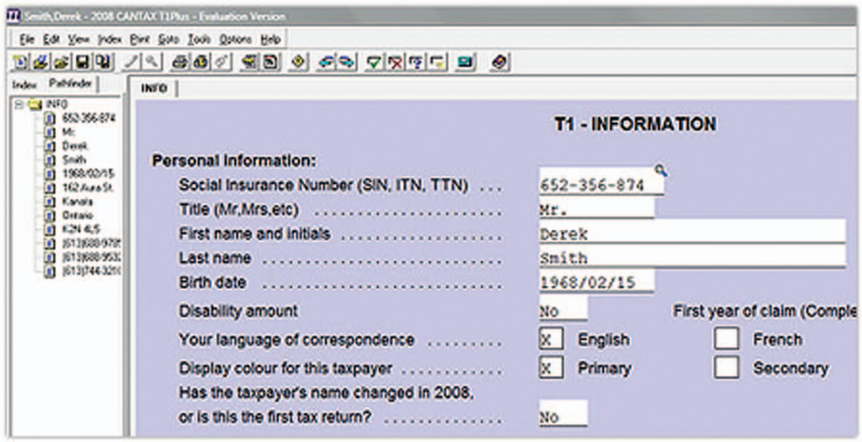
Click **Ok** to complete importing data from Profile T2.

Exporting Your Clients From CANTAX T1 Into Client Track

Step 1

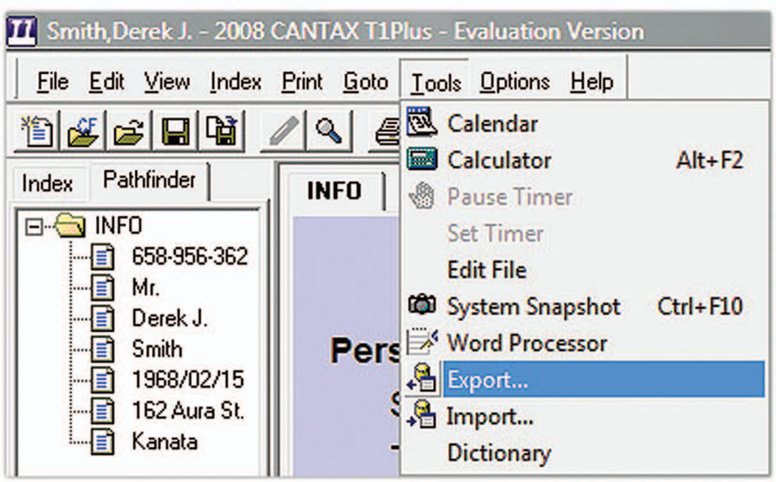
Download file from www.clienttrack.ca/tpls/Client_Track_Cantax_T1_Export_Template.tpl.

Step 2



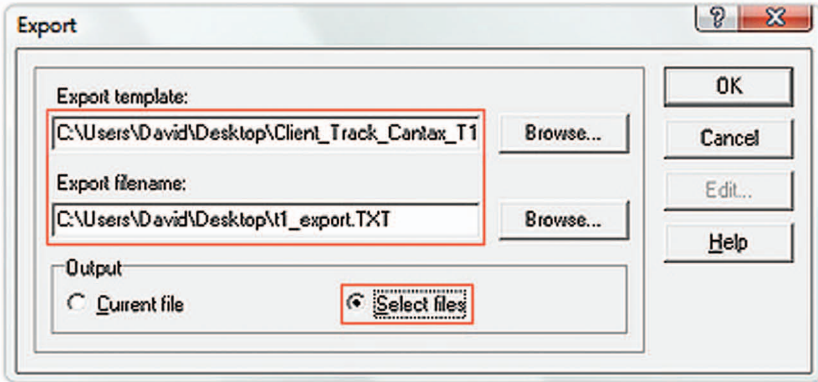
Open a file in CANTAX T1 to export.

Step 3



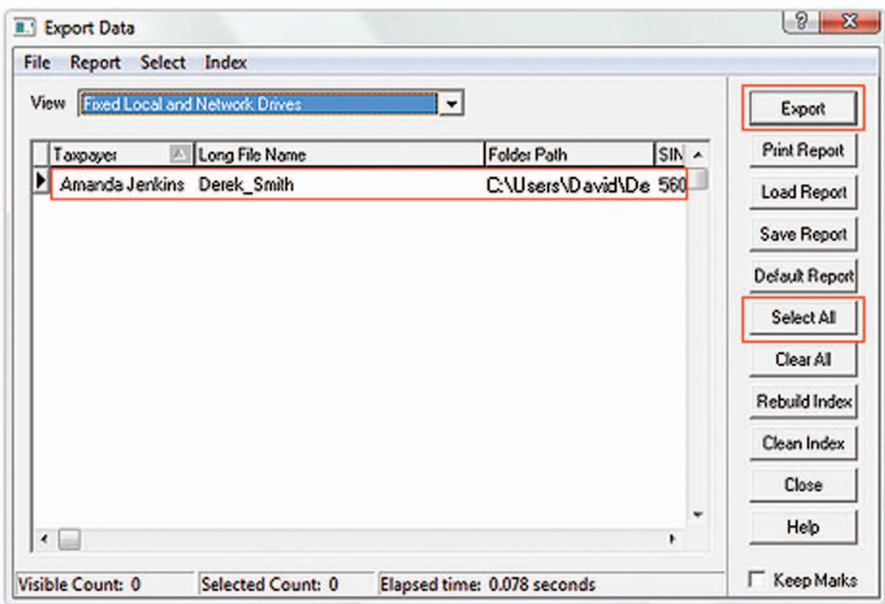
In menu, go to **Tools** > **Export**

Step 4



1) Under **Export Template**, click **Browse** and select the T1 template file (.tpl) you downloaded from **Step 1** above.
2) Under **Export Filename**, click **Browse** and save export file to desktop.
3) Under **Output**, click **Select Files.**

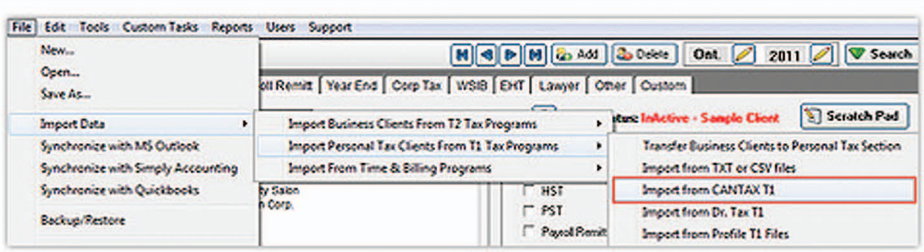
Step 5



Click **Select All** to export all T1 files and then click **Export.**

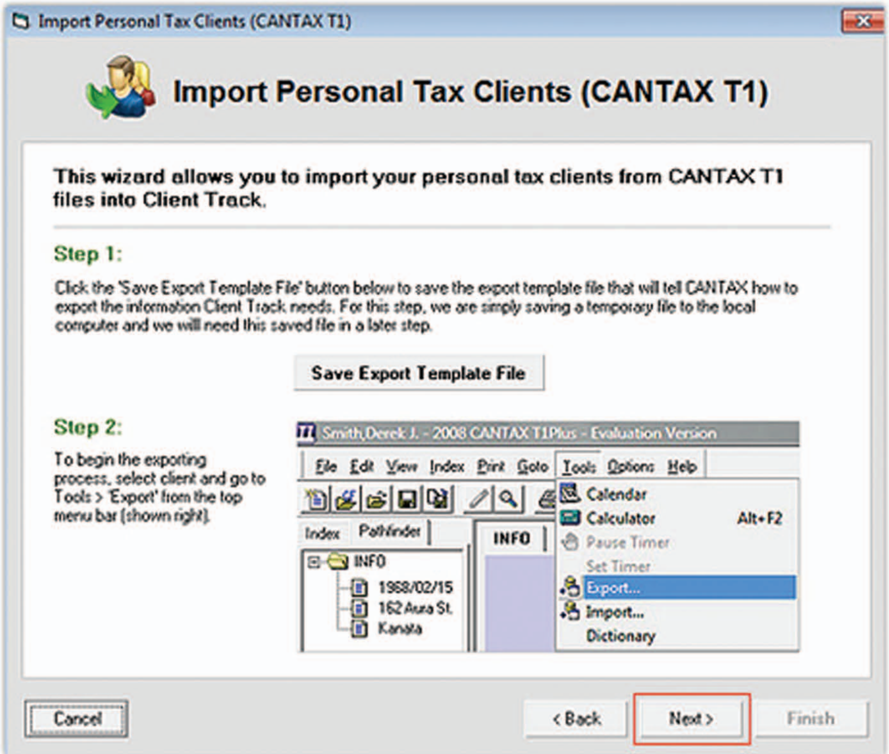
Note: To select certain T1 files to export, hold **Ctrl** key on keyboard while clicking on the files from list and then click **Export.**

Step 6

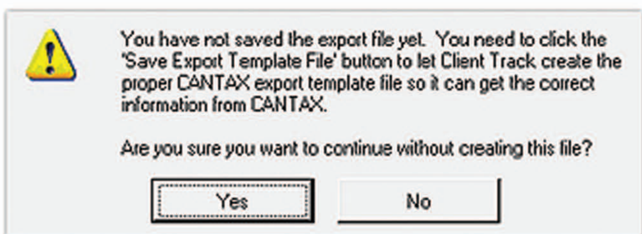


1) Open up Client Track 6.0 on your computer.
2) In menu, go to **File** > **Import Data** > **Import Personal Tax Clients from T1 Tax Programs** > **Import from CANTAX T1**

Step 7

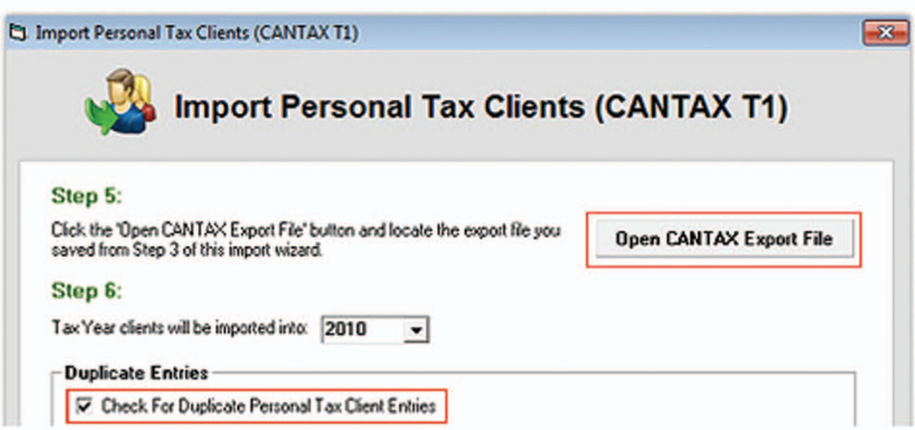


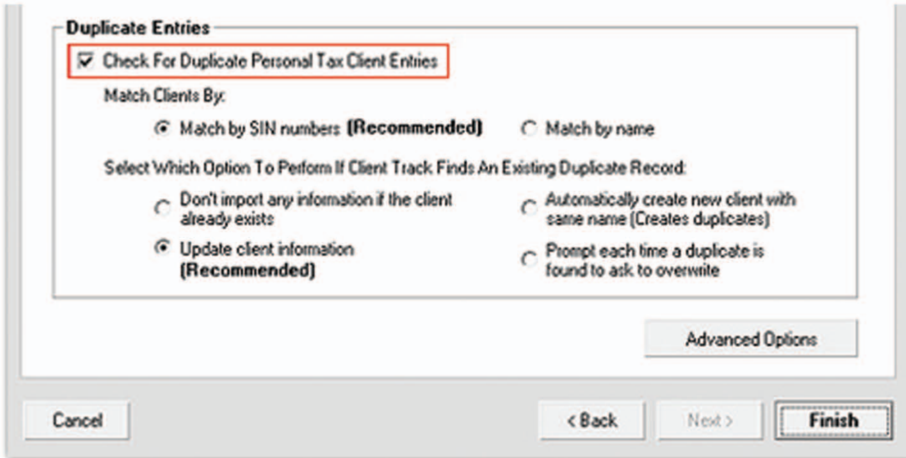
1) Click **Next** since Steps 1 & 2 has been done in the Import Wizard.



2) In warning pop-up, click **Yes** to continue since template has been downloaded from Step 1.
3) Keep clicking **Next** in export wizard until **Step 5**.

Step 8





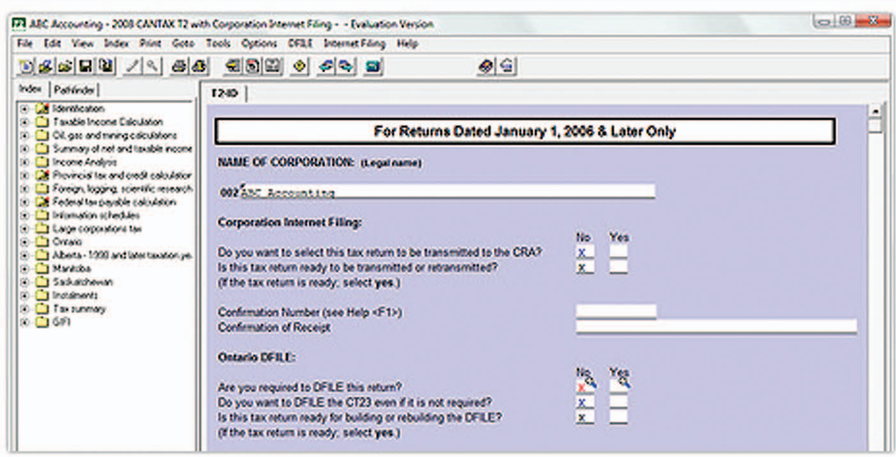
1) Click **Open CANTAX Export File** and browse to the CANTAX T1 text file that was exported from Step 5 above.
2) To avoid duplicate fields, check off **Check For Duplicate Personal Tax Client Entries** and select type of duplicate search.
3) Click **Finish.**

Exporting Your Clients From CANTAX T2 Into Client Track

Step 1

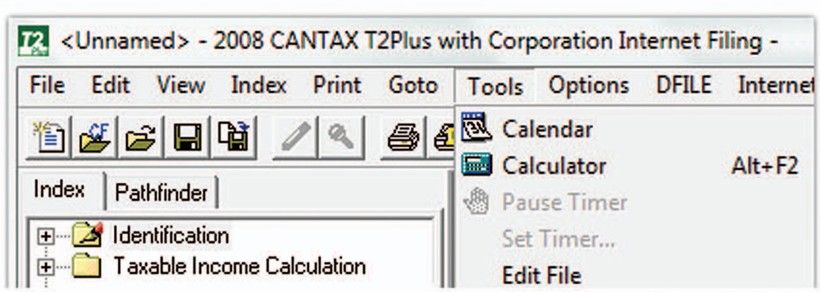
Download file from www.clienttrack.ca/tpls/Client_Track_Cantax_T2Plus_Export_Template.tpl.

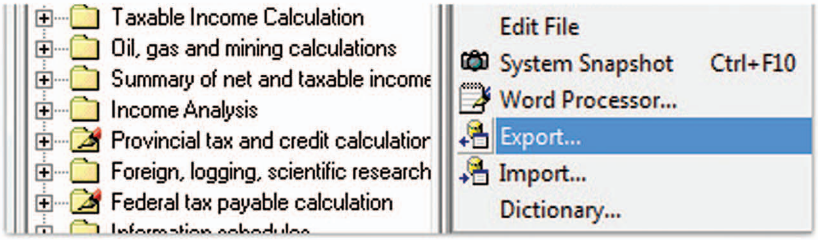
Step 2



Open a file in CANTAX T2Plus to export.

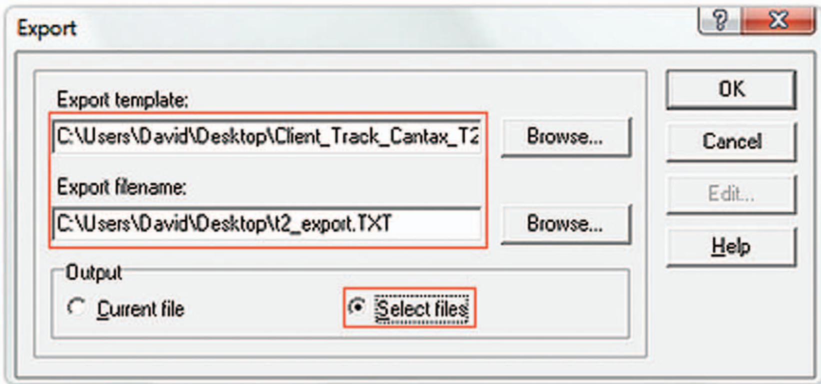
Step 3





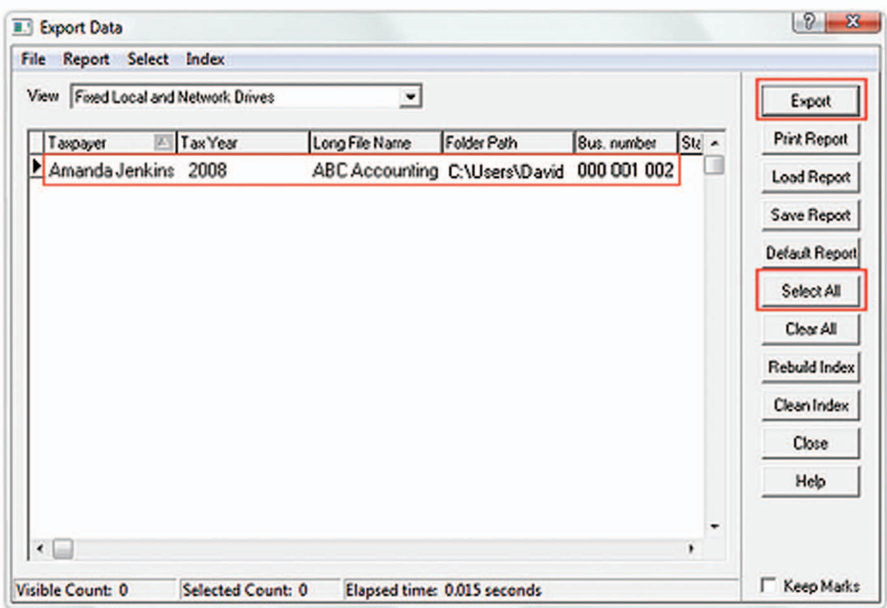
In menu, go to **Tools** > **Export**

Step 4



1) Under **Export Template**, click **Browse** and select the T2Plus template file (.tpl) you downloaded from **Step 1** above.
2) Under **Export Filename**, click **Browse** and save export file to desktop.
3) Under **Output**, click **Select Files**.

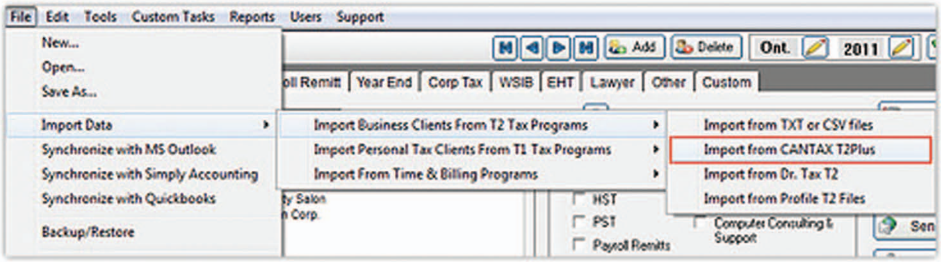
Step 5



Click **Select All** to export all T2Plus files and then click **Export.**

Note: To select certain T2 files to export, hold **Ctrl** key on keyboard while clicking on the files from list and then click **Export.**

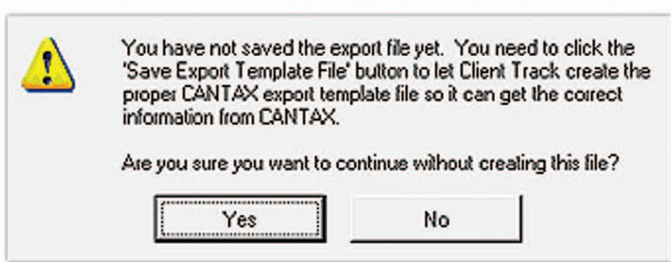
Step 6



1) Open up Client Track 6.0 on your computer.
2) In menu, go to **File** > **Import Data** > **Import Business Clients from T2 Tax Programs** > **Import from CANTAX T2Plus**

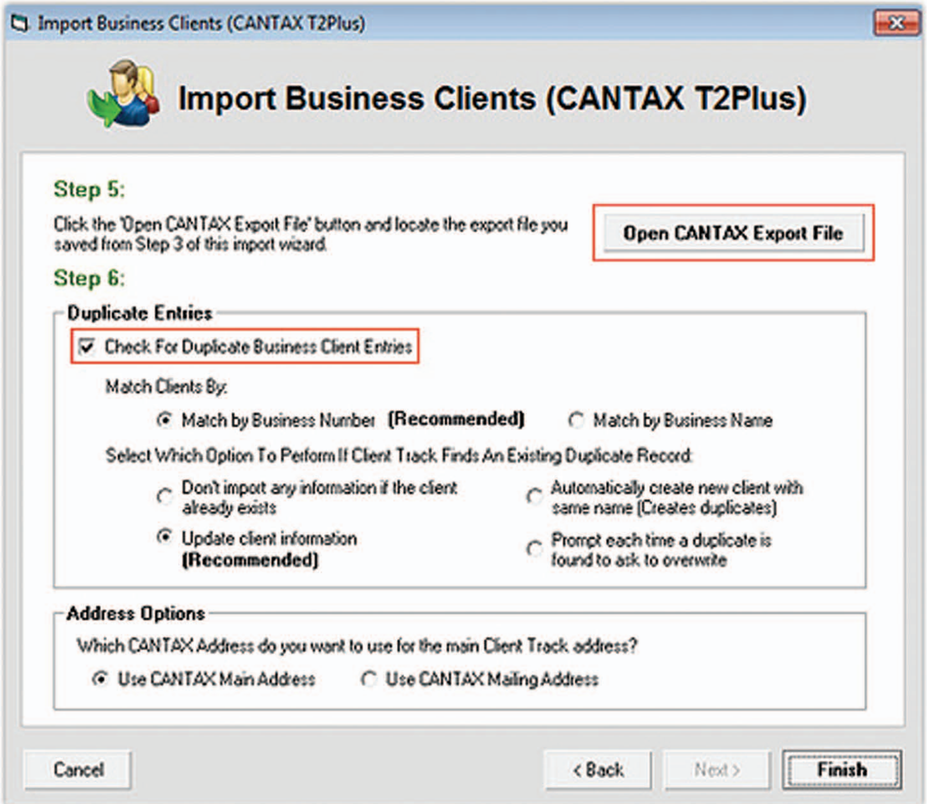
Step 7

1) Click **Next** since Steps 1 & 2 has been done in the Import Wizard.



2) In warning pop-up, click **Yes** to continue since template has been downloaded from Step 1.
3) Keep clicking **Next** in export wizard until **Step 5**.

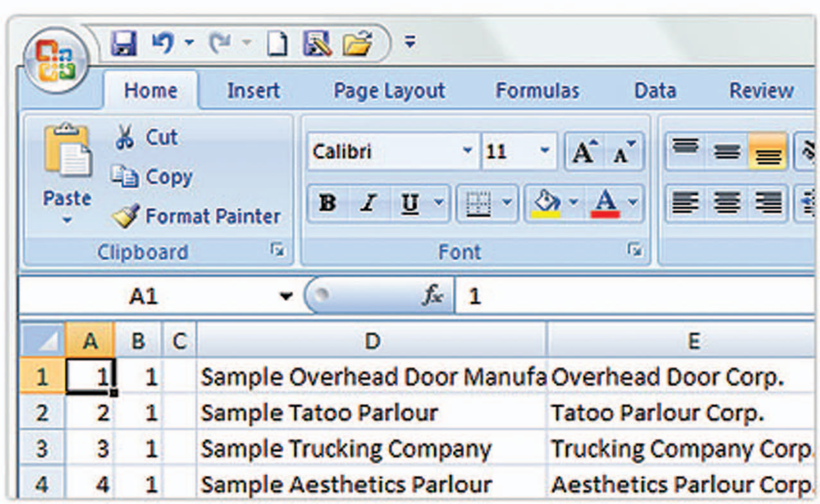
Step 8



1) Click **Open CANTAX Export File** and browse to the CANTAX T2 text file that was exported from Step 5 above.
2) To avoid duplicate fields, check off **Check For Duplicate Tax Client Entries** and select type of duplicate search.
3) Click **Finish.**

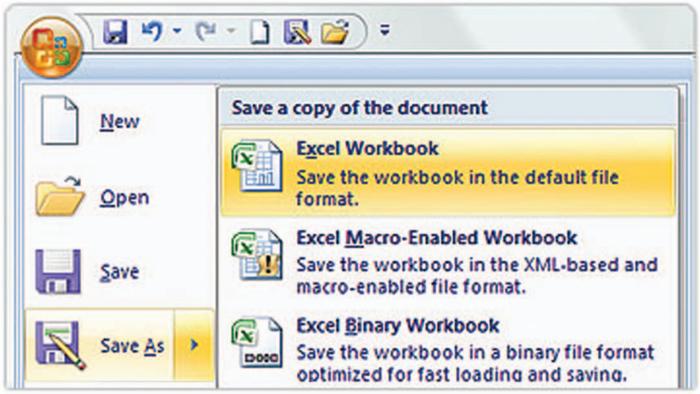
Exporting Your Clients From Excel Into Client Track

Step 1



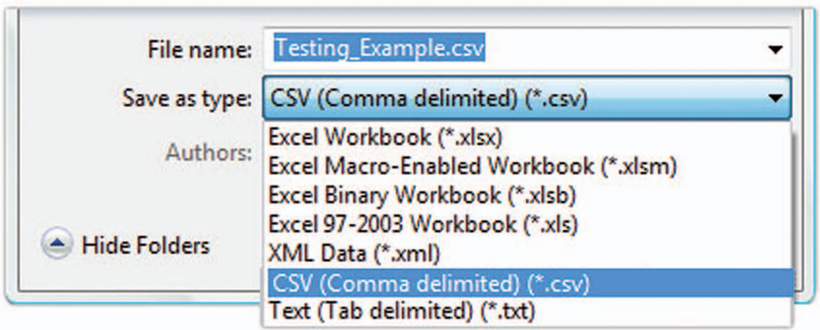
Open a file to export in Microsoft Excel.

Step 2



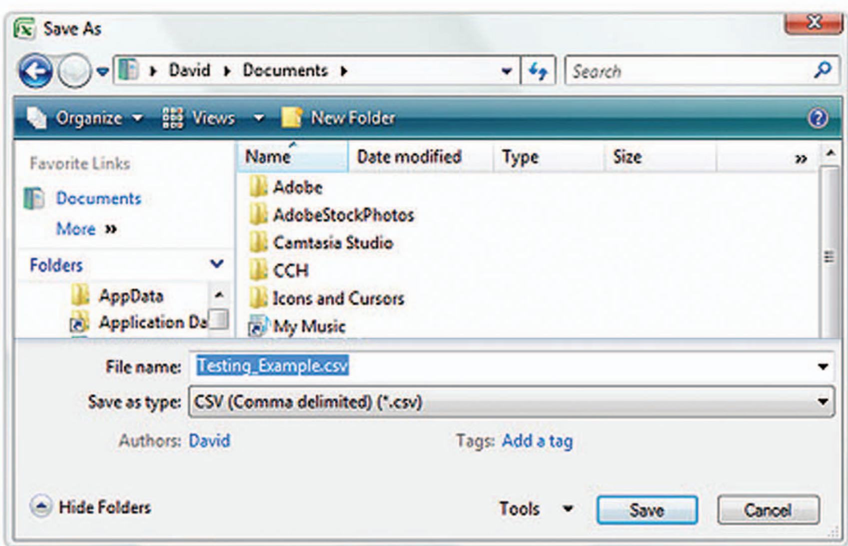
In menu, go to **File** > **Save As** > **Excel Workbook**

Step 3



Create export file name and select **CSV (.csv)** from drop-down list.

Step 4



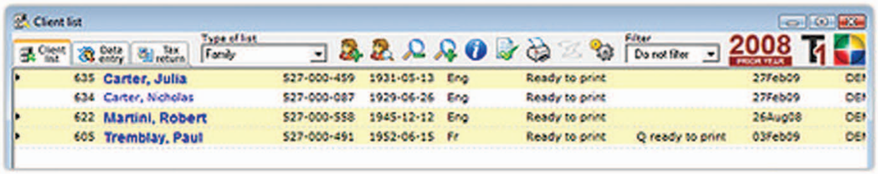
Click **Save** to complete exporting file.

Step 5

To import Excel export file into Client Track, follow the instructions on pg.35.

Exporting Your Clients From DrTax T1 Into Client Track

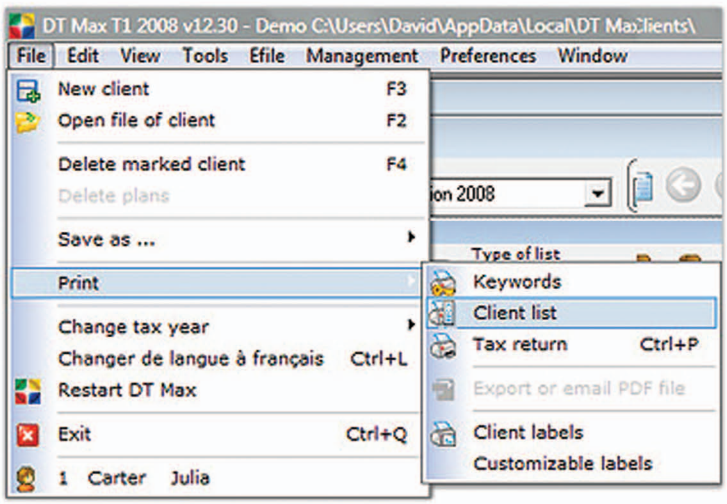
Step 1



1) Open up Dr Tax T1 file to begin exporting clients.
2) To select certain clients to export, click on a client and press **Spacebar** on your keyboard. A light yellow bar will appear to let you know that the clients has/have been 'marked'.

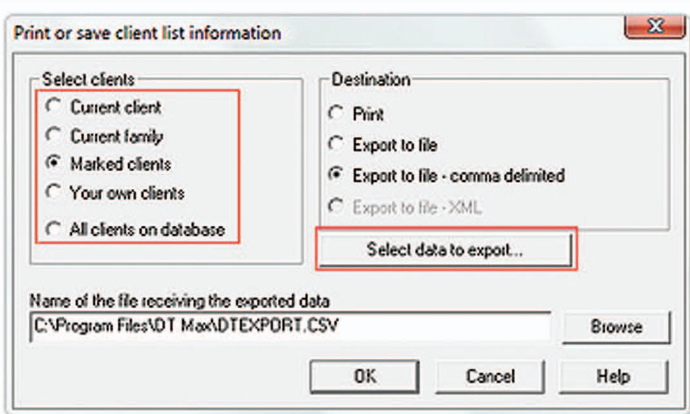
Note: To export all of your clients, proceed to **Step 2**.

Step 2



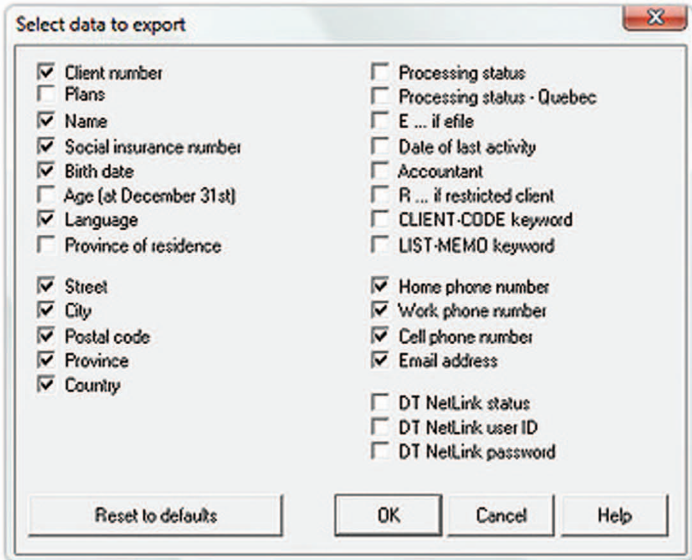
In menu, go to **File** > **Print** > **Client List**

Step 3



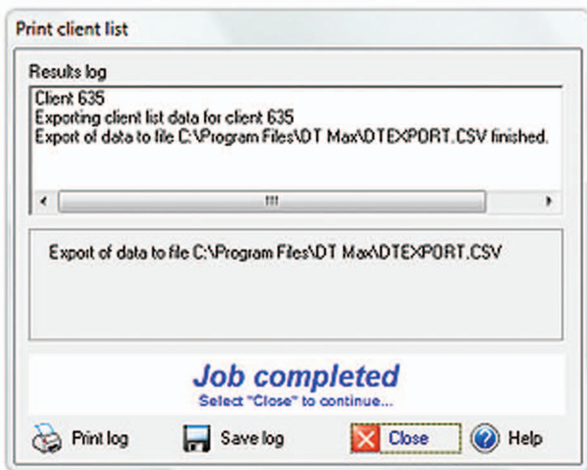
1) If certain clients were selected from **Step 1**, **Marked Clients** will be automatically selected as shown above. If not, select **Current Client**.
2) Under **Destination**, select **Export to file - comma delimited**.
3) Click **Select data to export.**
4) Click **Browse** and find location on your computer to save export file.

Step 4



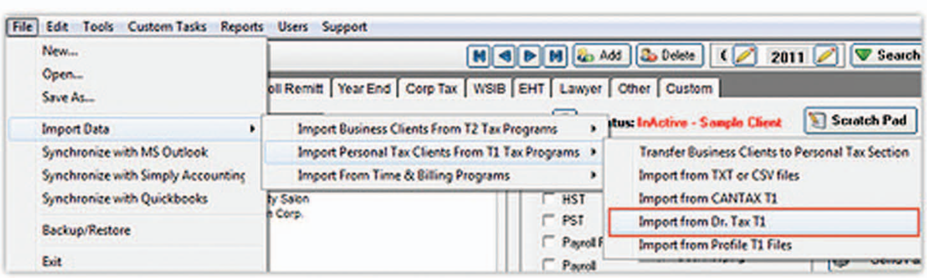
1) Check off **only and all of data fields shown above** to export.
2) Click **Ok.**

Step 5



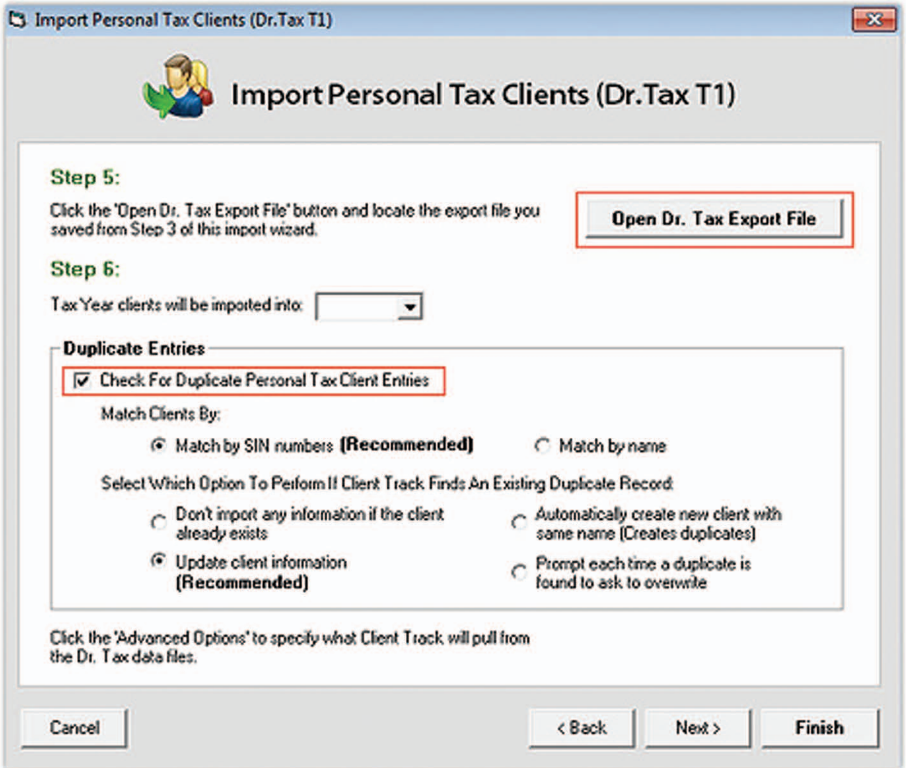
Click **Close** after successful export.

Step 6



1) Open up Client Track 6.0 on your computer.
2) In menu, go to **File** > **Import Data** > **Import Personal Tax Clients from T1 Tax Programs** > **Import from Dr.Tax T1**

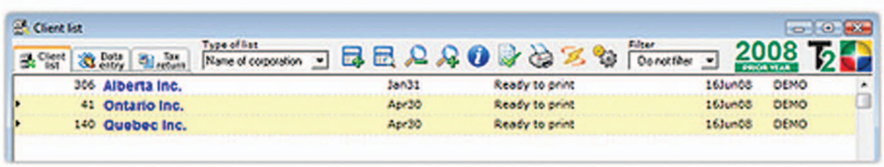
Step 7



1) Keep clicking **Next** in export wizard until **Step 5.**
2) Click **Open Dr.Tax Export File** and browse to the Dr.Tax T1 text file that was exported from Step 5 above.
3) To avoid duplicate fields, check off **Check For Duplicate Personal Tax Client Entries** and select type of duplicate search.
4) Click **Finish.**

Exporting Your Clients From DrTax T2 Into Client Track

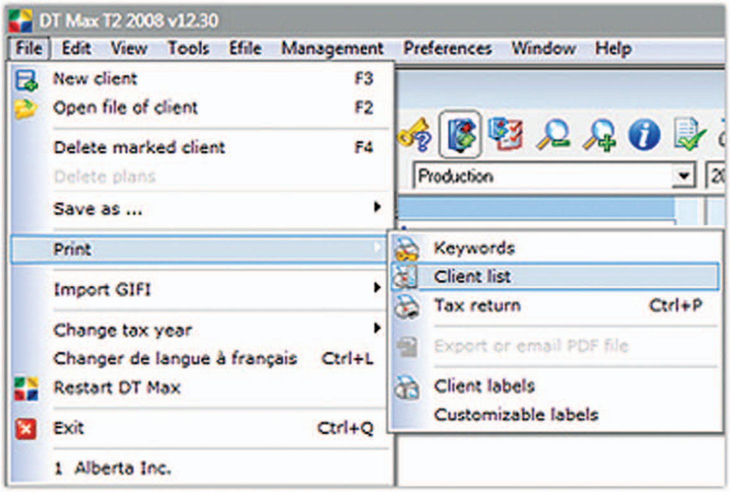
Step 1



1) Open up Dr Tax T2 file to begin exporting clients.
2) To select certain clients to export, click on a client and press **Spacebar** on your keyboard. A light yellow bar will appear to let you know that the clients has/have been 'marked'.

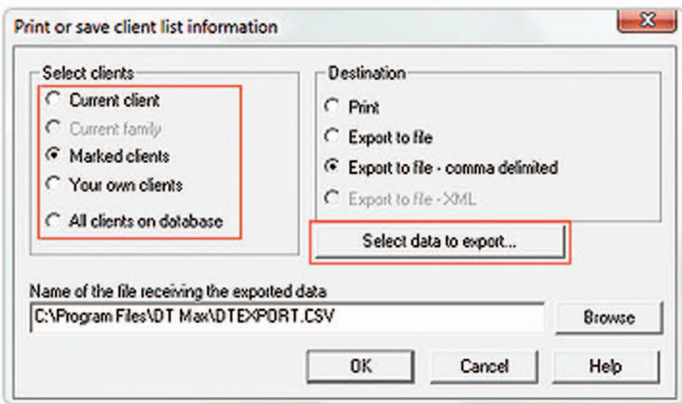
Note: To export all of your clients, proceed to **Step 2.**

Step 2



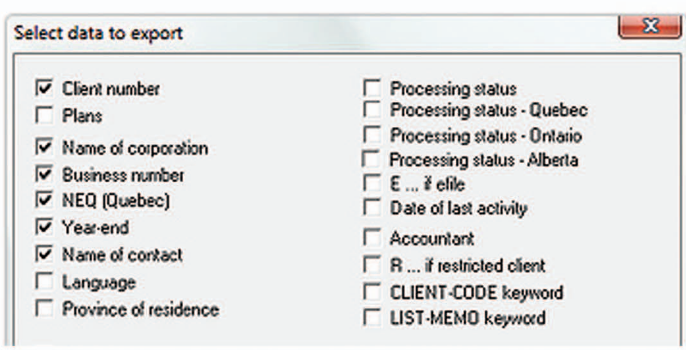
In menu, go to **File** > **Print** > **Client List**

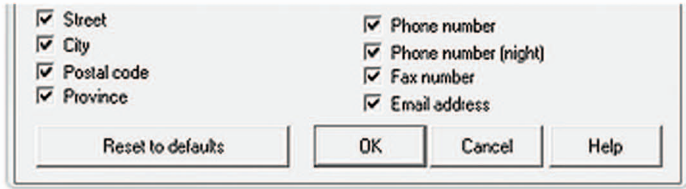
Step 3



1) If certain clients were selected from **Step 1**, **Marked Clients** will be automatically selected shown above. If not, select **Current Client**.
2) Under **Destination**, select **Export to file - comma delimited.**
3) Click **Select data to export.**
4) Click **Browse** and find location on your computer to save export file.

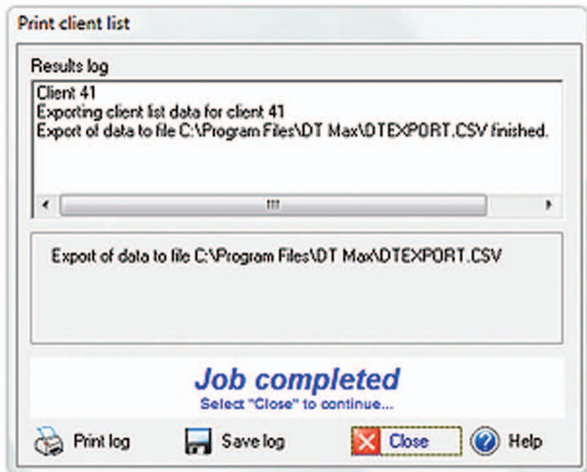
Step 4





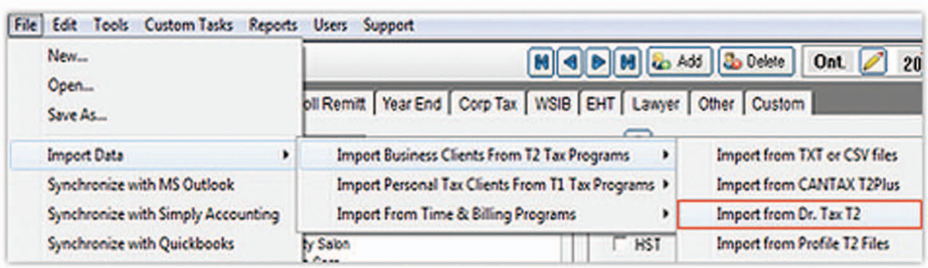
1. Check off **only and all of data fields shown above** to export.
2. Click **Ok**.

Step 5



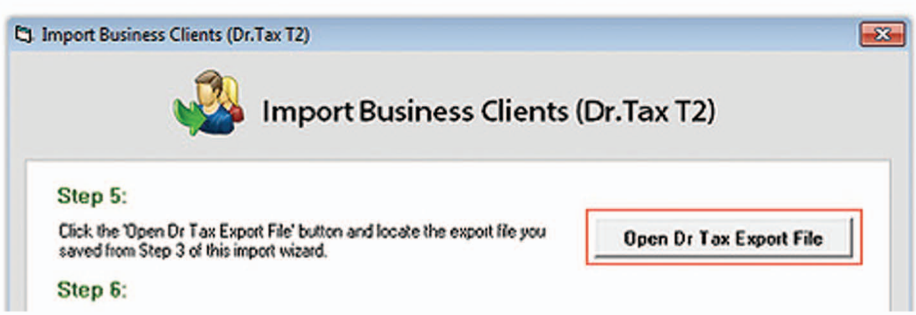
Click **Close** after successful export.

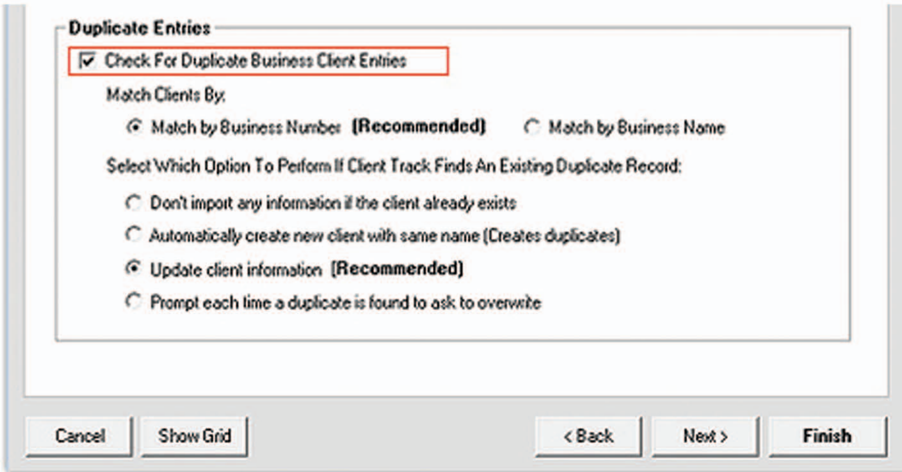
Step 6



1) Open up Client Track 6.0 on your computer.
2) In menu, go to **File** > **Import Data** > **Import Business Clients from T2 Tax Programs** > **Import from Dr.Tax T2**

Step 7



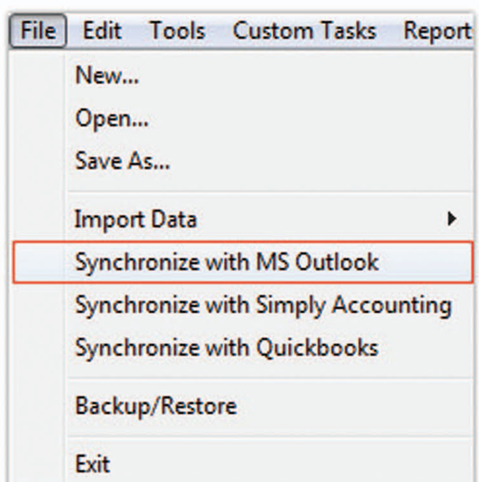


1) Keep clicking **Next** in export wizard until **Step 5**.
2) Click **Open Dr.Tax Export File** and browse to the Dr.Tax T2 text file that was exported from Step 5 above.
3) To avoid duplicate fields, check off **Check For Duplicate Business Client Entries** and select type of duplicate search.
4) Click **Finish**.

Exporting Your Clients From Outlook Into Client Track

Client Track seamlessly imports and exports the information contained in Microsoft Outlook 2000 and higher. You can synchronize your information back and forth and have control to indicate which information gets synchronized at which time. Client Track allows you to synchronize your client information, tasks, and appointments. This means you have an easy way to synchronize with many PDA's like the iPhone, Blackberries, and Palm series.

Step 1



In menu, go to **File** > **Synchronize with MS Outlook**

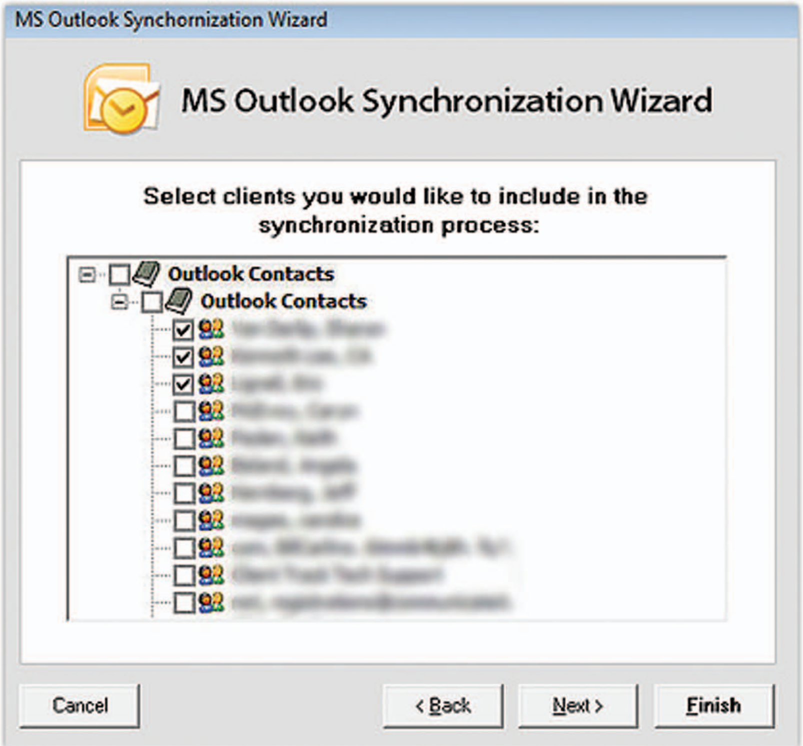
Step 2

1) Select **Synchronize your Companies and Contacts.**
2) Click **Next.**

Step 3

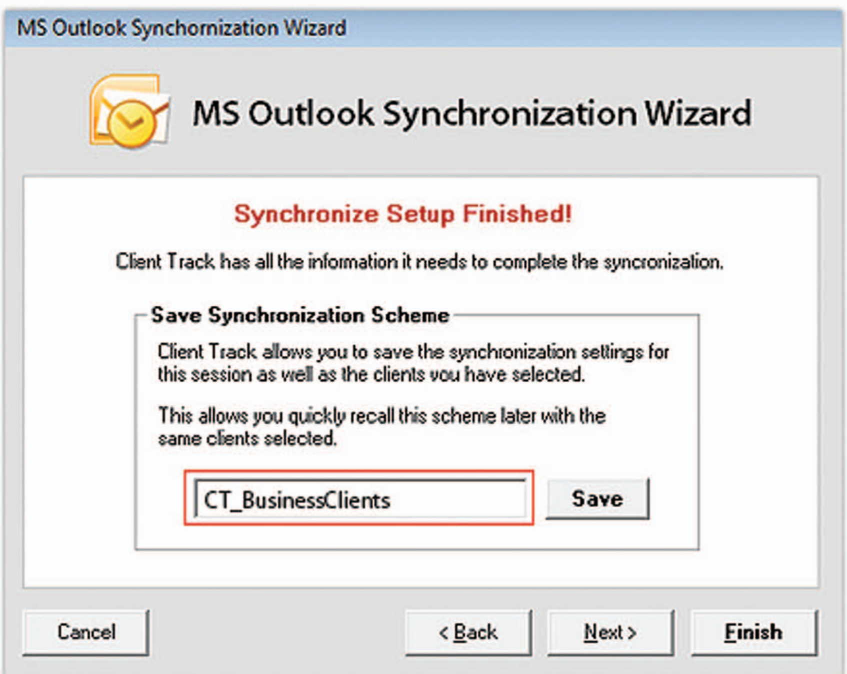
1) Select **Synchronize your information from Outlook to Client Track.**
2) Click **Save.**

Step 4



Select which contacts you would like to synchronize.

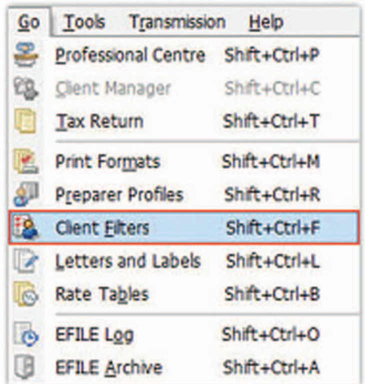
Step 5



1) **Optional:** Name your synchronization scheme and click **Save.**
2) Click **Finish.**

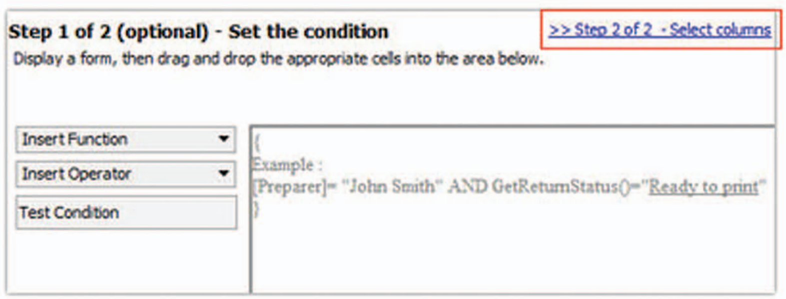
Exporting Your Clients From Taxprep T1 Into Client Track

Step 1



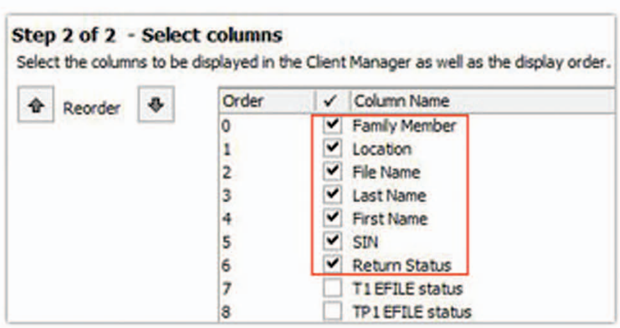
In menu, go to **Go** > **Client Filters**

Step 2



1) After you click **Client Filters**, select **New**. The lower part of the screen will change showing few options.
2) Click **Step 2 of 2 - Select Columns** on right top corner shown above.

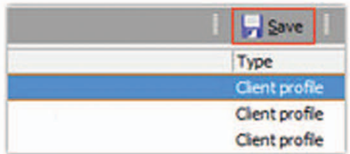
Step 3



Select the checked column names to export as shown.

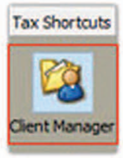
Note: Do not select any TP1s since they are irrelevant.

Step 4



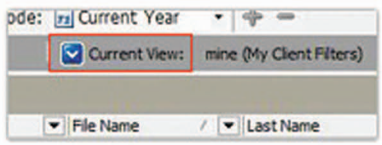
Click **Save** on top right corner and name the file.

Step 5



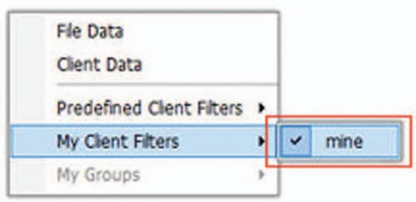
1) Click the **Tax Shortcuts** button on sidebar
2) Click **Client Manager** icon shown above.

Step 6



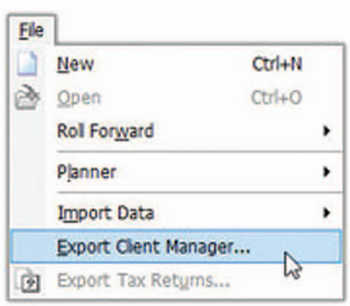
In **Client Manager**, click **Current View** icon on top.

Step 7



Select the saved client filter from **Step 4**.

Step 8



1) Go to File menu and select **Export Client Manager**.
2) Save the export as a csv file.

Step 9

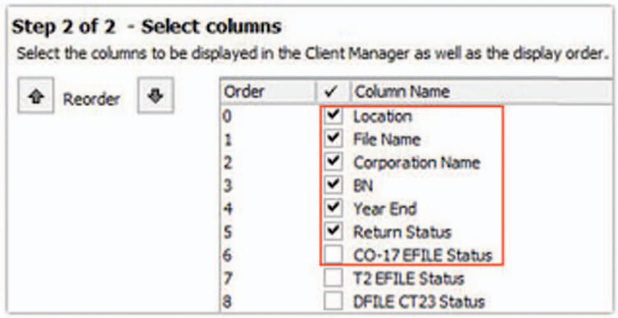
To import Tax Prep export file into Client Track, follow the instructions on pg.35.

Exporting Your Clients From Taxprep T2 Into Client Track

Step 1

Follow Steps 1-2 in Tax Prep T1 instructions above.

Step 2



Select the checked column names to export as shown.

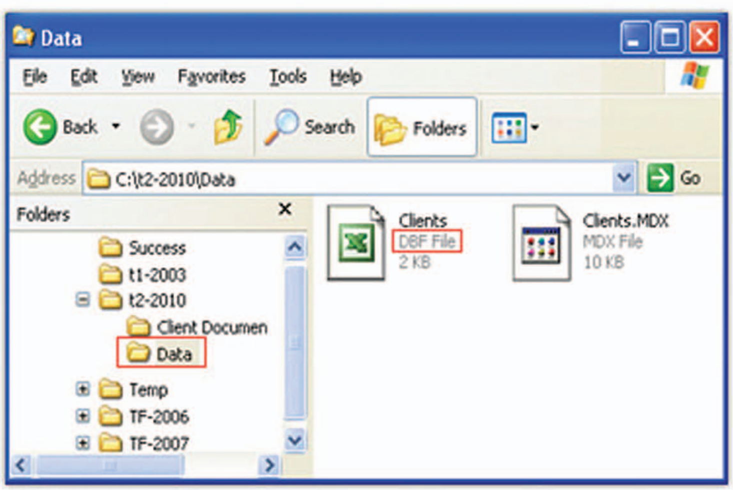
Note: Do not select any TP2s since they are irrelevant.

Step 3

Follow Steps 4-9 in Tax Prep T1 instructions above.

Exporting Your Clients From Visual Tax Into Client Track

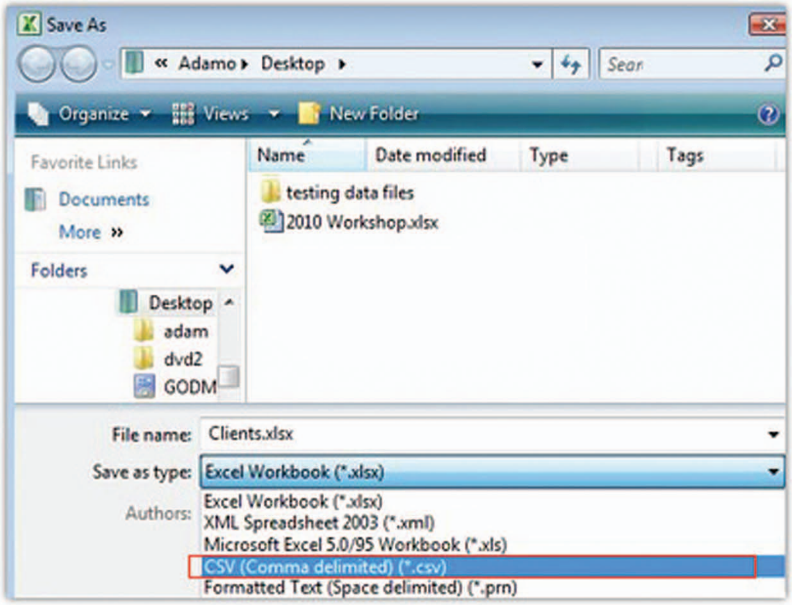
Step 1



1) On your computer, go to the **Start** menu and click **Computer.**
2) Click on the (**C:**)Drive, double-click **Program Files** and then **Visual Tax** folder.
3) Click **Data** folder and select which DBF file you want to export from T1 or T2 folder shown above.

Note: Your computer may not show file extensions, thus, you need to right-click the file to make sure it is indeed a DBF file (see above).

Step 2



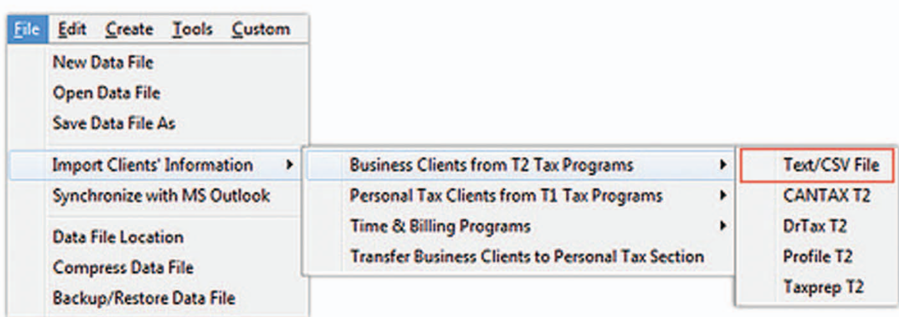
1) Open up Microsoft Excel on your computer and open the DBF file you want to export.
2) In Excel, go to **Save As** and select **CSV** from list as export type (see above).
3) Locate the new exported file and follow Step 3 below.

Step 3

To import Visual Tax export file into Client Track, follow the instructions on pg.35.

Importing Your Text/CSV File Into Client Track

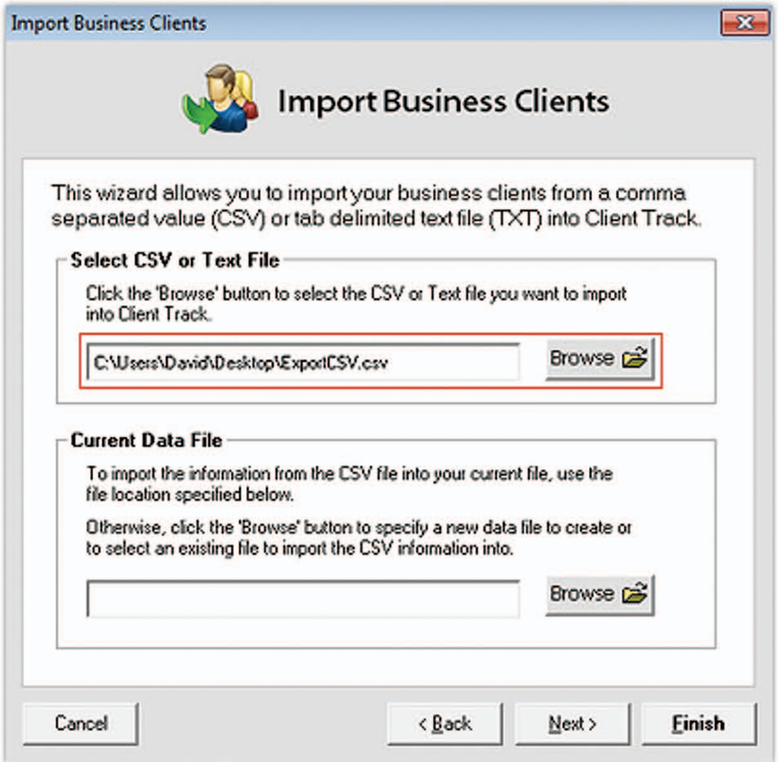
Step 1



In menu, go to **File** > **Import Clients'...** > **Business Clients From T2...**

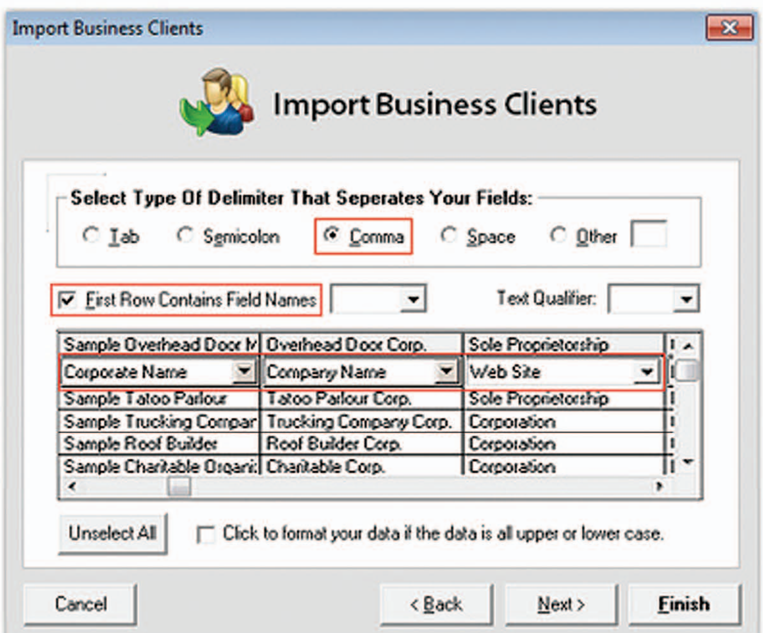
In menu, go to **File** > **Import Clients'...** > **Personal Clients From T1...**

Step 2



1) Click **Browse** and locate the export file (.txt/csv) and click **Ok**.
2) Click **Next**.

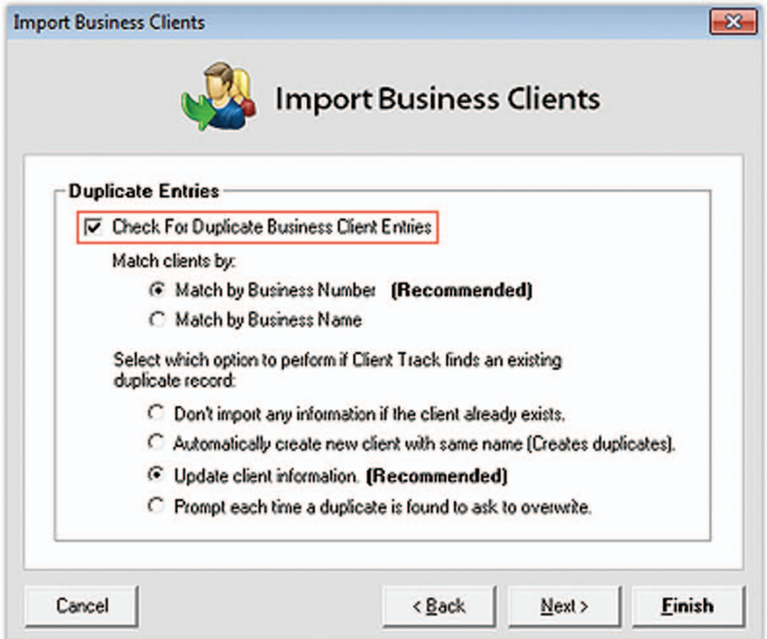
Step 3



1) Select title for each column field from drop-down list.
2) Click **Next**.

Note: If **Yes, export field names** was checked off in Act! Export Wizard, then check off **First Row Contains Field Names in Import CSV Wizard.**

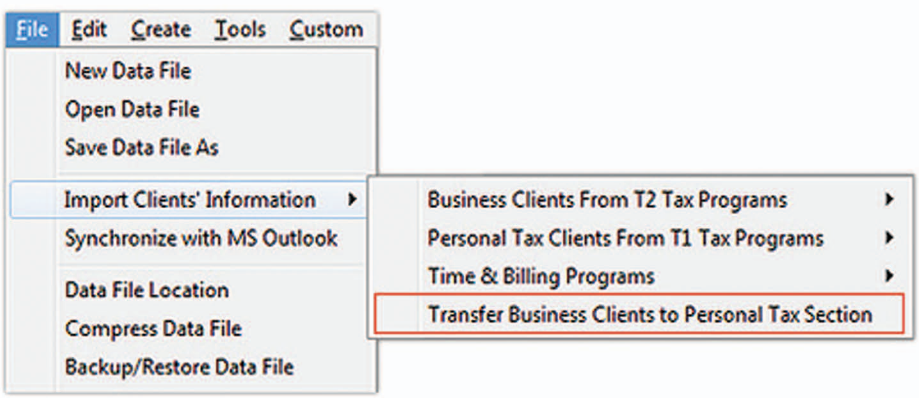
Step 4



1) Check off **Check for duplicate Company Name Entries.**
2) Select which option to check for existing duplicate(s) specifically.
3) Click **Finish** to complete the import.

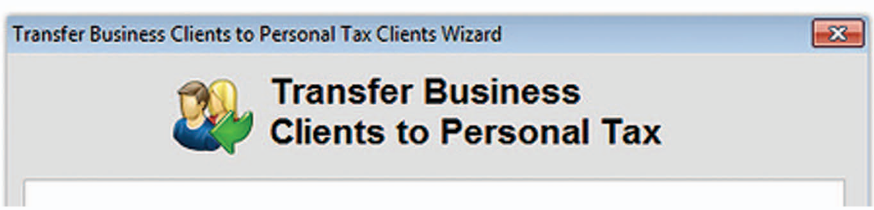
Transfer Business Clients To Personal Tax Section (Copy)

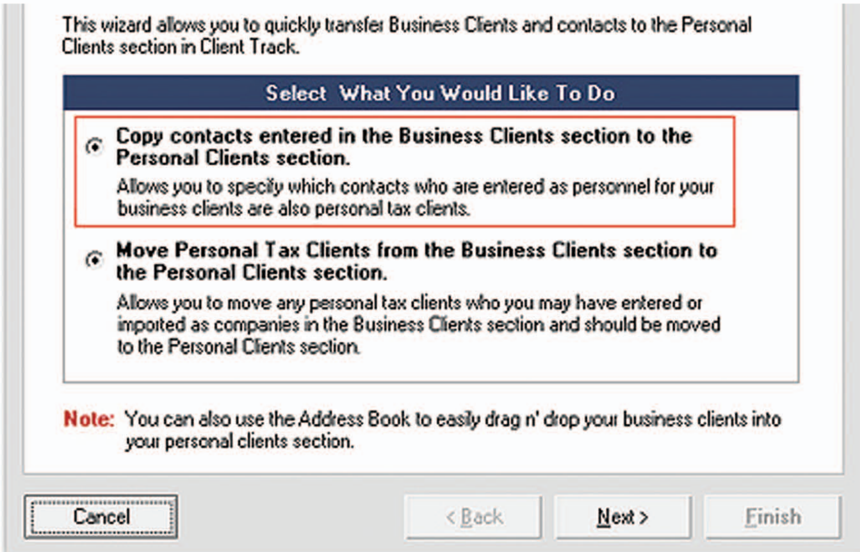
Step 1



In menu, go to **File** > **Import Clients' Information** > **Transfer...**

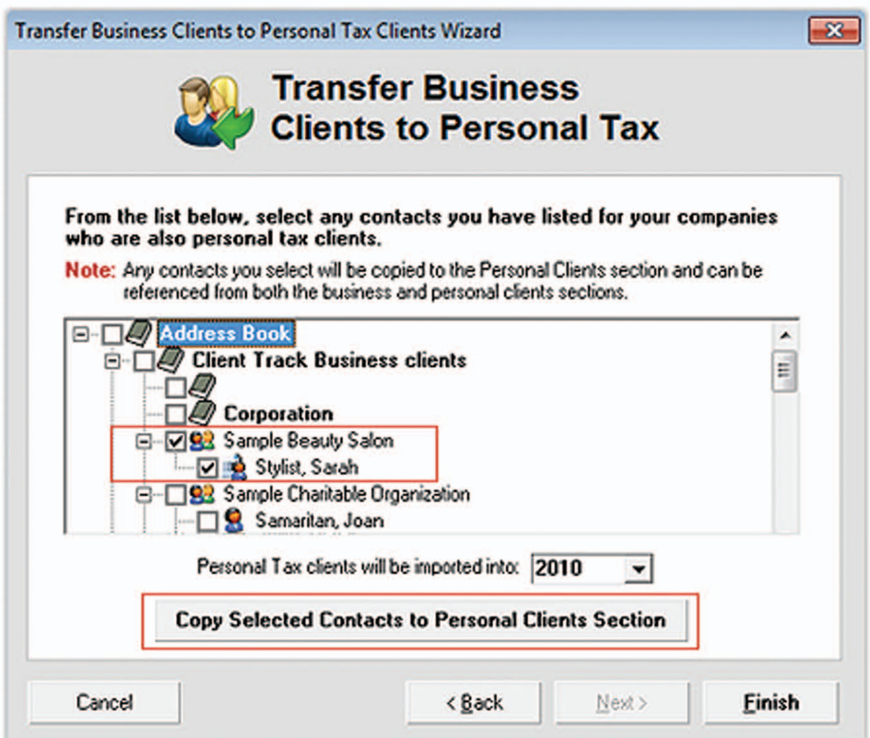
Step 2





1) Select **Copy contacts entered in the Business Clients section....**
2) Click **Next.**

Step 3



1) Check off which clients to copy to personal tax.
2) Select year to import personal tax clients from drop-down list.
3) Click **Copy Selected Contacts to Personal Tax Section.**

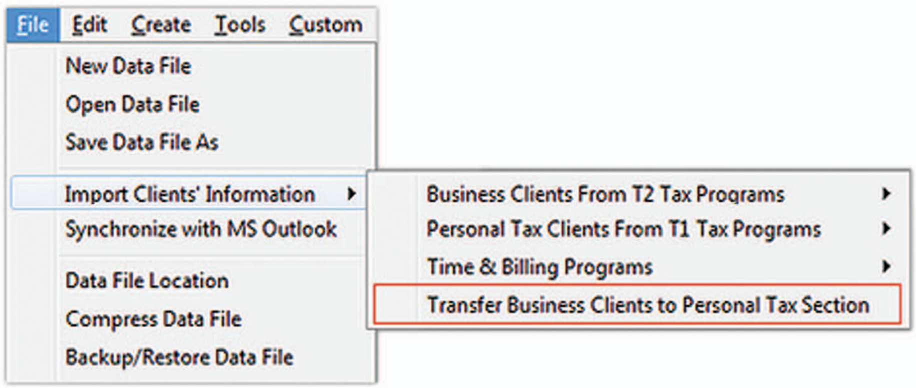
4) Click **Ok** after confirmation.
5) Click **Finish.**

Step 4

1) Click **Personal Clients** on left sidebar.
2) Verify that the client has been moved in the client bar shown above.

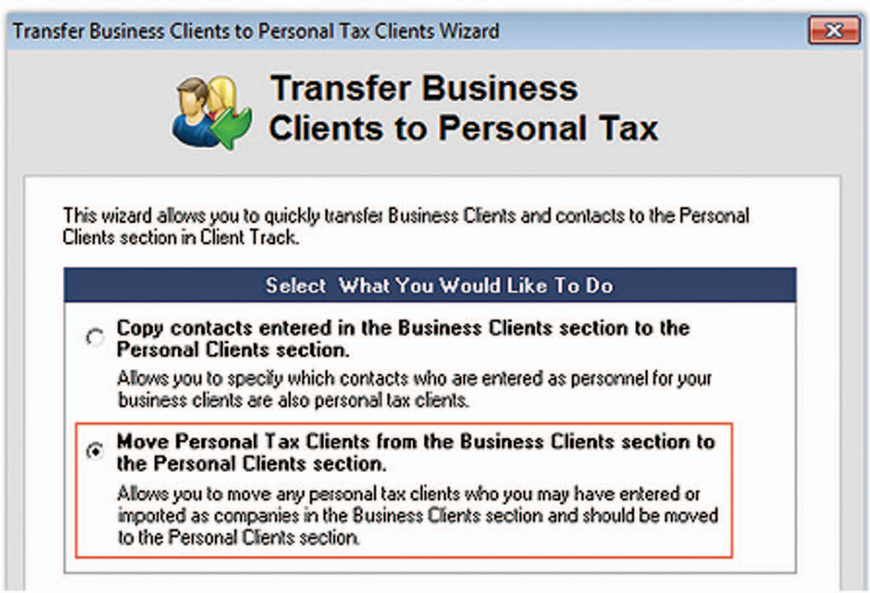
Transfer Business Clients To Personal Tax Section (Move)

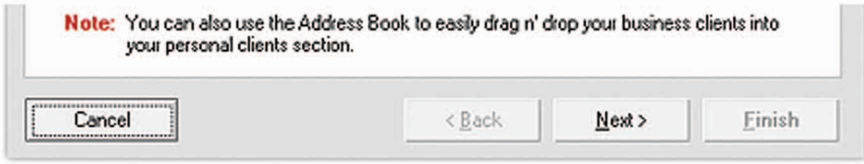
Step 1



In menu, go to **File** > **Import Clients' Information** > **Transfer...**

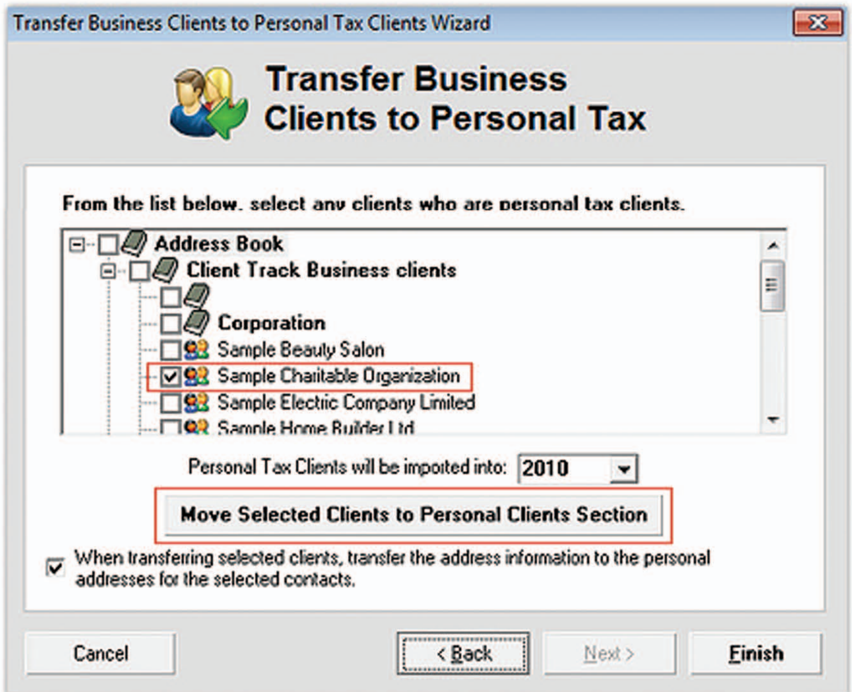
Step 2



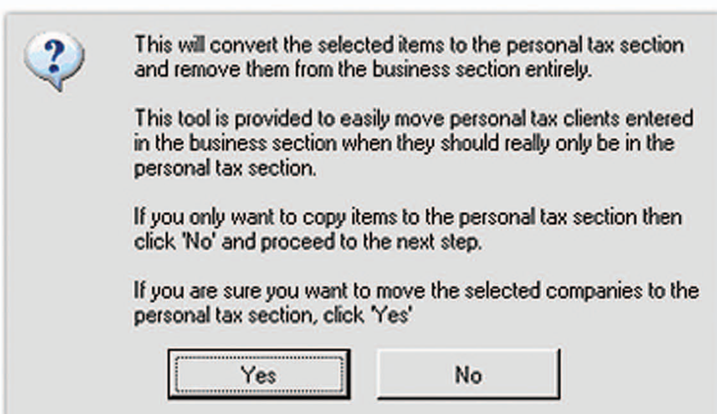


1) Select **Move Personal Tax Clients from Business Clients Section....**
2) Click **Next.**

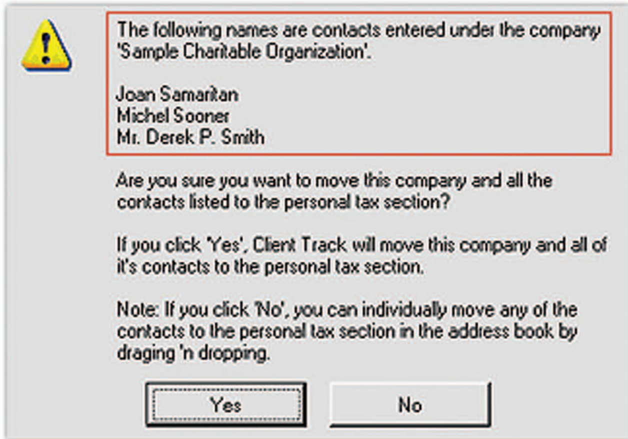
Step 3



1) Check off which clients to move to personal tax.
2) Select year to import personal tax clients from drop-down list.
3) Click **Move Selected Contacts to Personal Tax Section.**



4) Click **Yes** in pop-up warning window.



5) Click **Yes** to confirm moving business client to personal tax.

6) Click **Ok** after confirmation.

Step 4

1) Click **Personal Clients** on left sidebar.
2) Verify that the client has been moved in the client bar shown above.

Setup

After you have finished installing the free trial version of Client Track on your computer, follow the instructions below to set up Client Track.

Startup

Step 1

Double-click the Client Track 6 icon on your desktop.

Step 2

1) The **30-Day Free Trial/Register** window will first appear. Select type of edition you want to try for 30 days.
2) Click **Try Client Track For Free.**

Step 3

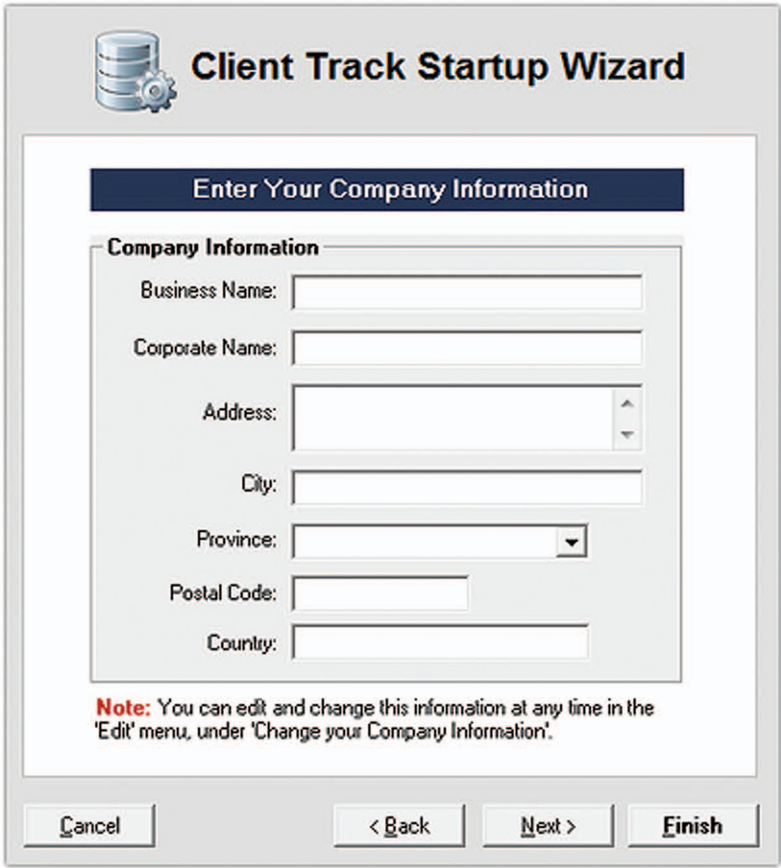
Client Track automatically creates a data file for you, therefore, click **Next.**

Note: If there is en existing data file, click **Specify File Location** and link Client Track to that data file. For more information on data file, go to pg.47.

Step 4

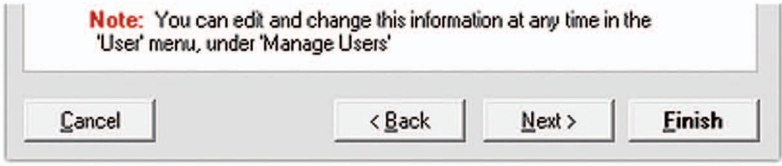
1) Select your province from drop-down list.
2) Click **Next.**

Step 5



1) Insert all of your company's information in required fields.
2) Click **Next.**

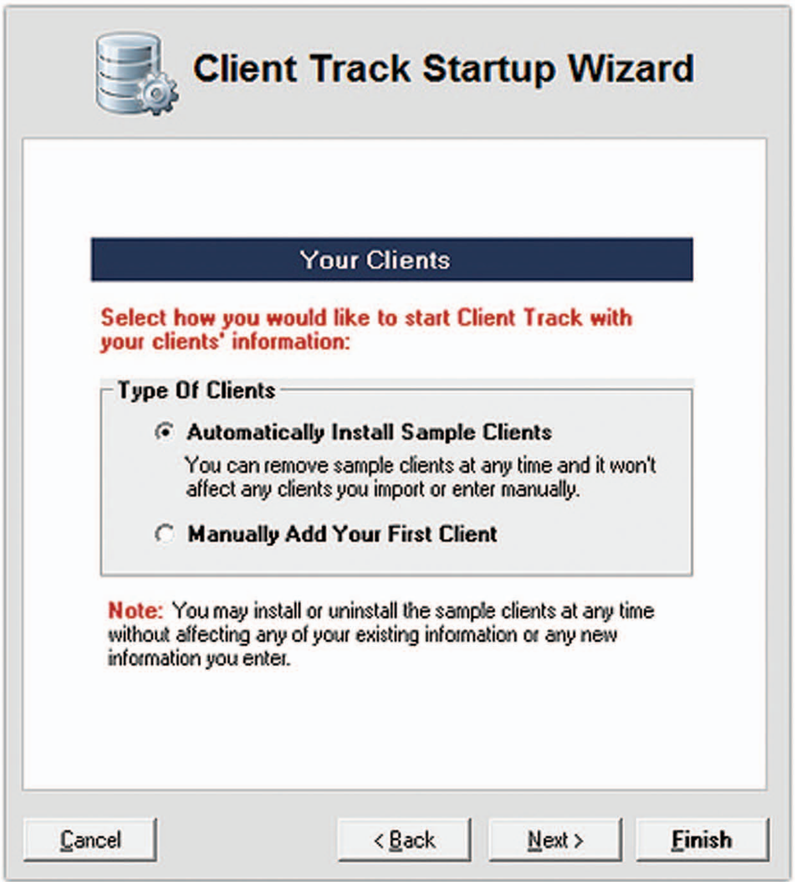
Step 6



1) Type in full and user names.
2) Click **Next.**

Note: The user name appears in the login screen when you start up Client Track.

Step 7



1) Select **Automatically Install Sample Clients.**
2) Click **Finish** to begin using Client Track.

Notes

After you purchase Client Track, you can import your clients by the following:

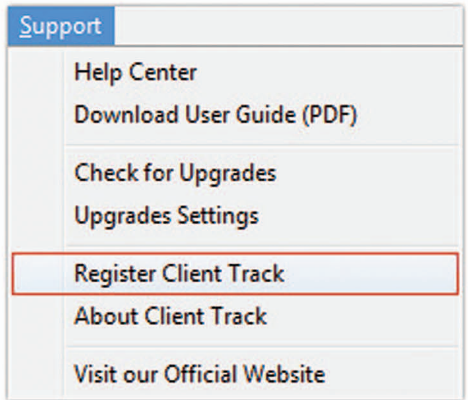
1) Importing Clients' List (pg.1)

2) Importing text/csv file into Client Track (pg.35)

Register Client Track

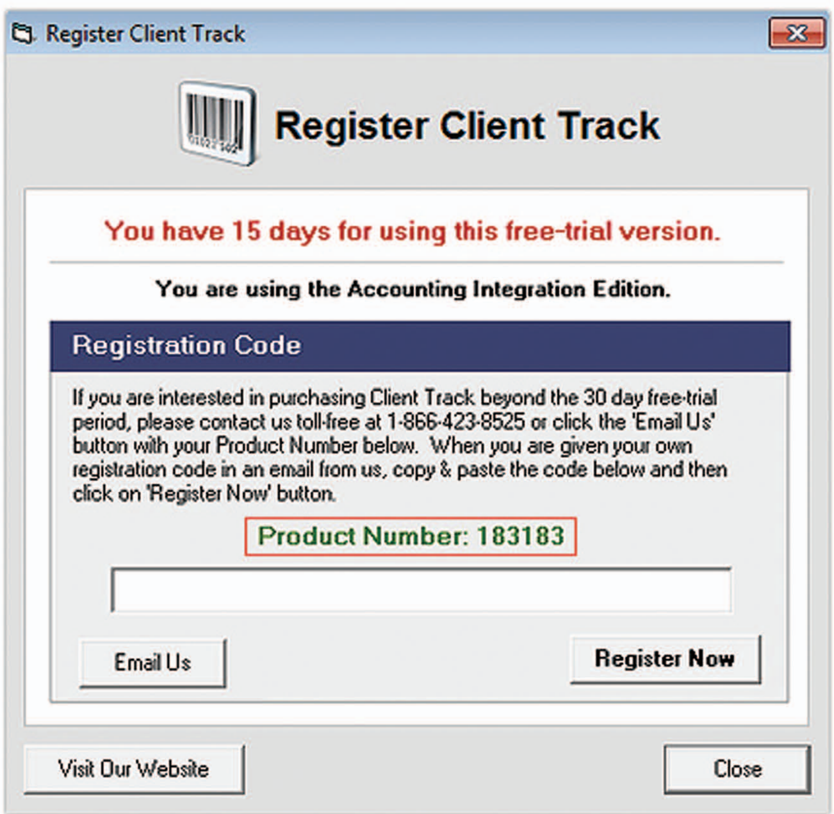
To continue using Client Track after 30-day free trial period, you must purchase a licence and register Client Track.

Step 1

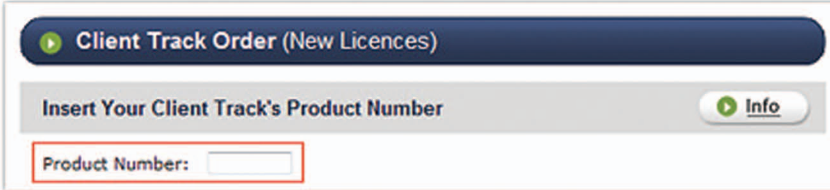


In menu, go to **Support** > **Register Client Track**

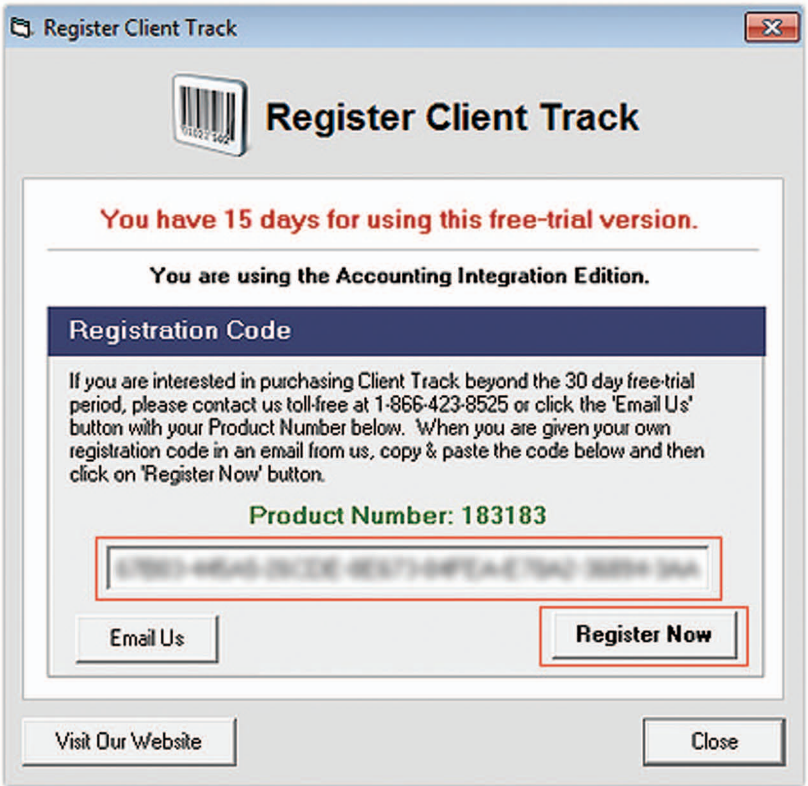
Step 2



1) Write down your 6-digit **Product Number** on a piece of paper.
2) Head over to our order page to purchase licences at www.clienttrack.ca/pricing_store_new_licences.html



3) Type in your **Product Number** in order form shown above.
4) Complete rest of order form and click **Proceed to Checkout.**
When your purchase has been successfully received, you will receive an email from us that includes your Registration Code to unlock 30-day free trial.



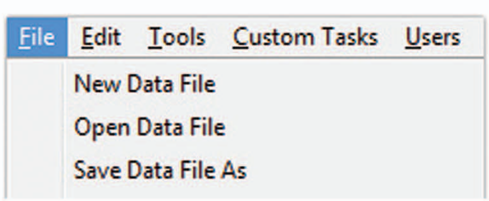
5) Copy & paste your **Registration Code** inside the white box shown above and click **Register Now.**

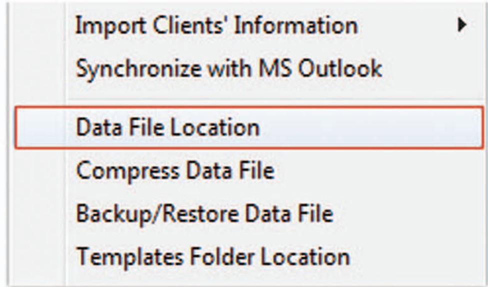
Note: You can also purchase Client Track by contacting us at 1-866-423-8525 or by email at sales@clienttrack.ca. You will need to give us your product number(s) to receive your registration codes by email.

Finding Data File

When you complete filling your information in the **Startup Wizard** after opening up Client Track for first time, **Client Track automatically creates and saves your data file on C:\ drive on your computer.**

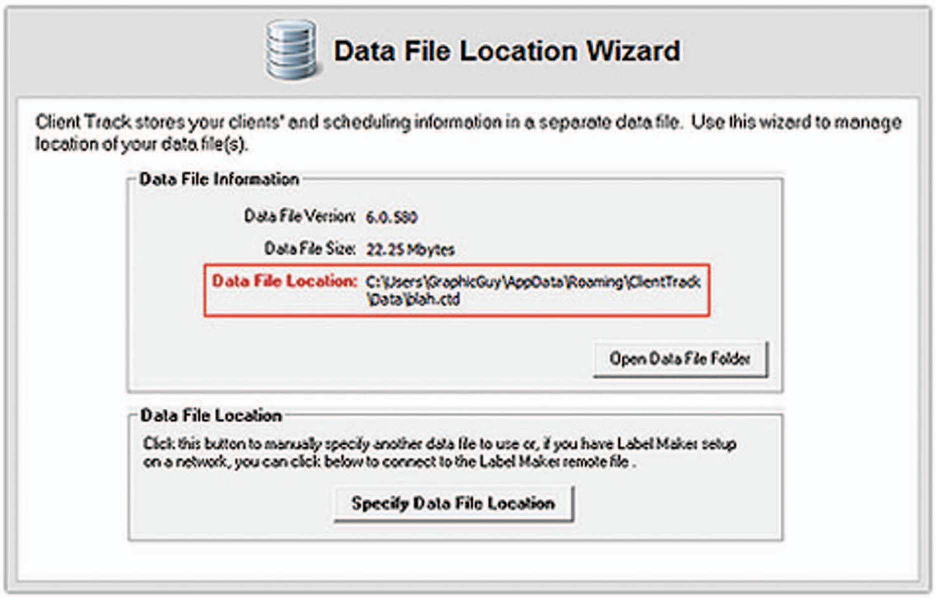
Step 1





From menu, go to **File** > **Data File Location**

Step 2



The data file path is shown under **Data File Information** shown above. This can be very useful to ensure that everyone in office is connecting to the same data file in Client Track.

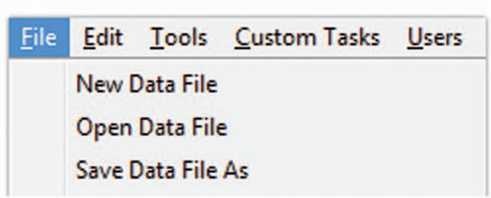
Placing Data File

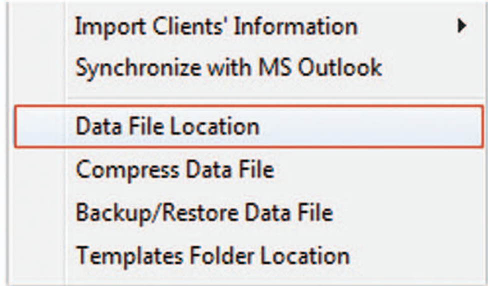
Step 1

Create a new folder on your desktop and name it **Client_Track_Data** as example. Copy your data file (i.e. data_company.ctd) into this folder and **place the folder on your shared server**. Note the path of your data file on server. For example;

'Your server Name/Directory/Client_Track_Data/data_company.ctd'

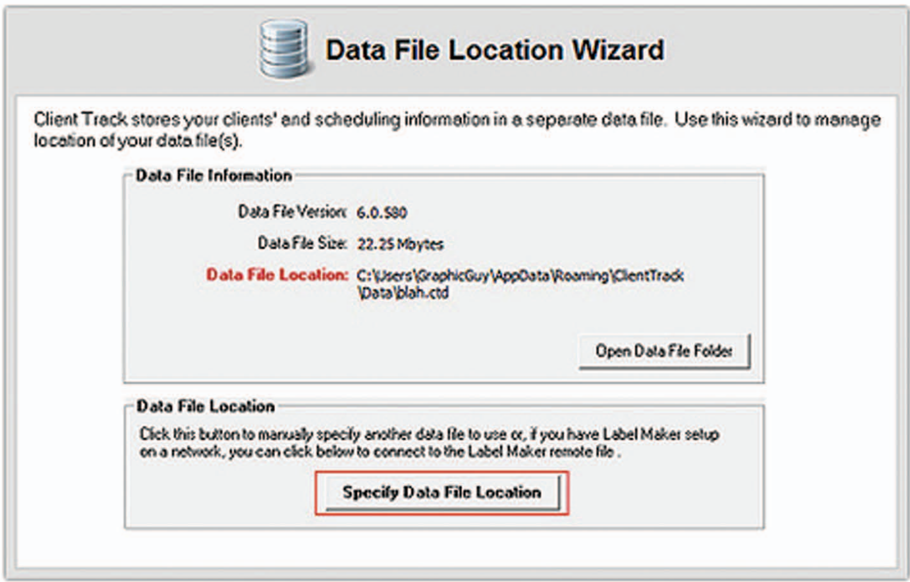
Step 2





From menu, go to **File** > **Data File Location**

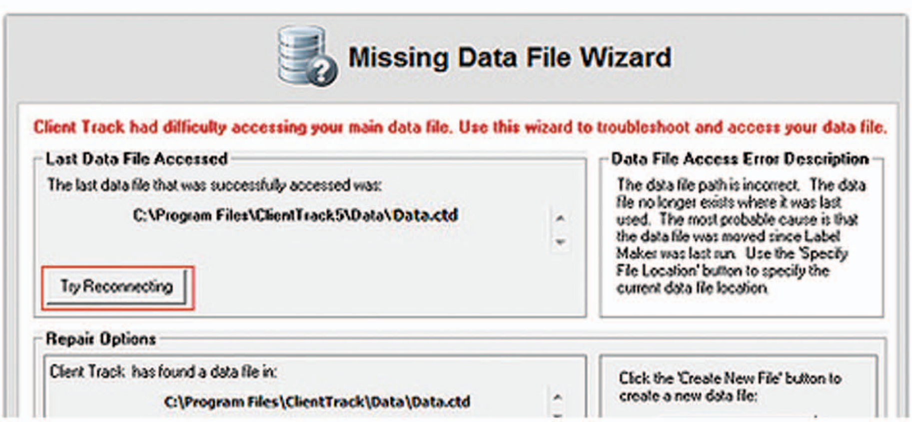
Step 3

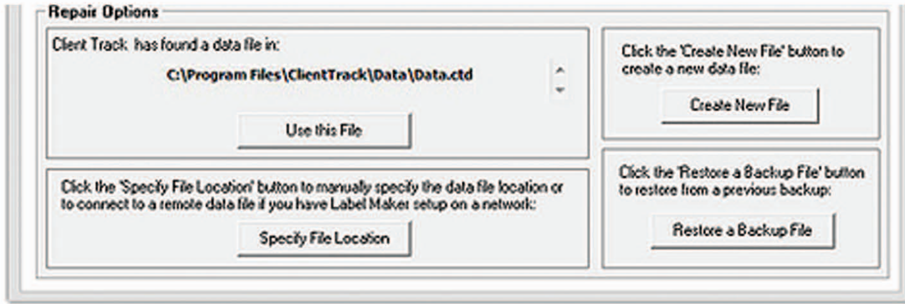


1) Click **Specify Data File Location**
2) Browse to data file in folder you placed on shared server from Step 1. (i.e.data_company.ctd)
3) Click **Close** to save it.

Missing Data File

If data file has been moved, renamed, accidently deleted, or if server is down, the **Missing File Data Wizard** window will appear when Client Track starts up.



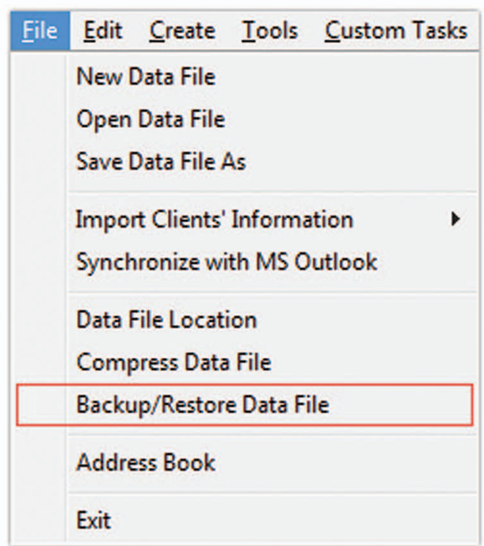


Solutions

1) Turn on and boot up the server and then click **Try Reconnecting.**
2) If you still receive an error, check the path and file name on both **Missing Date File & Data File Location** under **File** menu. In addition, check the location of your data file on your shared server.

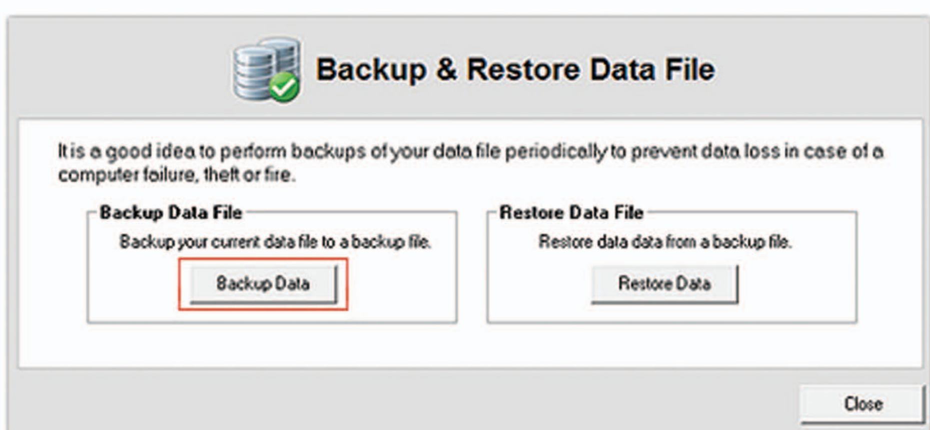
Backup Data File

Step 1



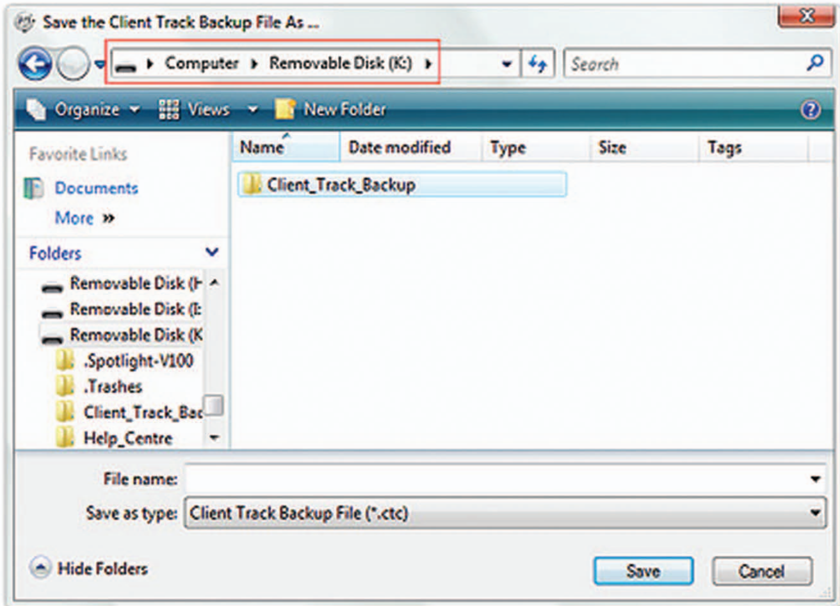
In menu, go to **File** > **Backup/Restore Data File**

Step 2

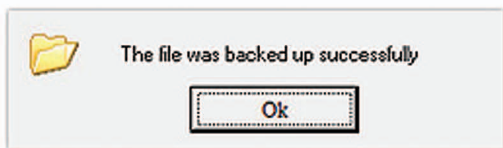


Click **Backup Data.**

Step 3



1) Create a backup folder and click **Save**. Notice the saved path.

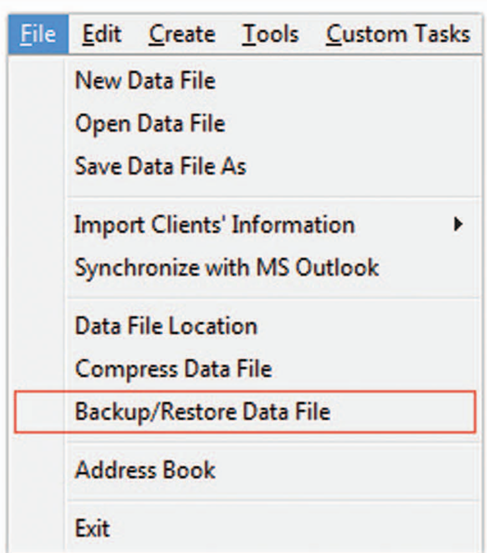


2) After the backup save is complete, click **Ok**.

Restore Data File

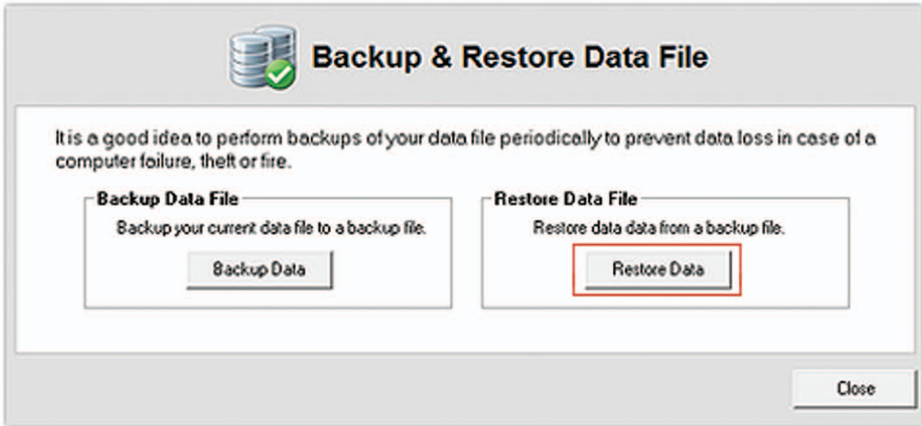
Restoring Backup Data File allows you to recover the previous data file if your current data file is damaged.

Step 1



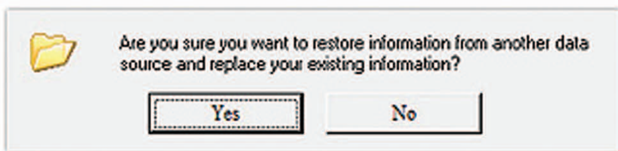
In menu, go to **File** > **Backup/Restore Data File**

Step 2

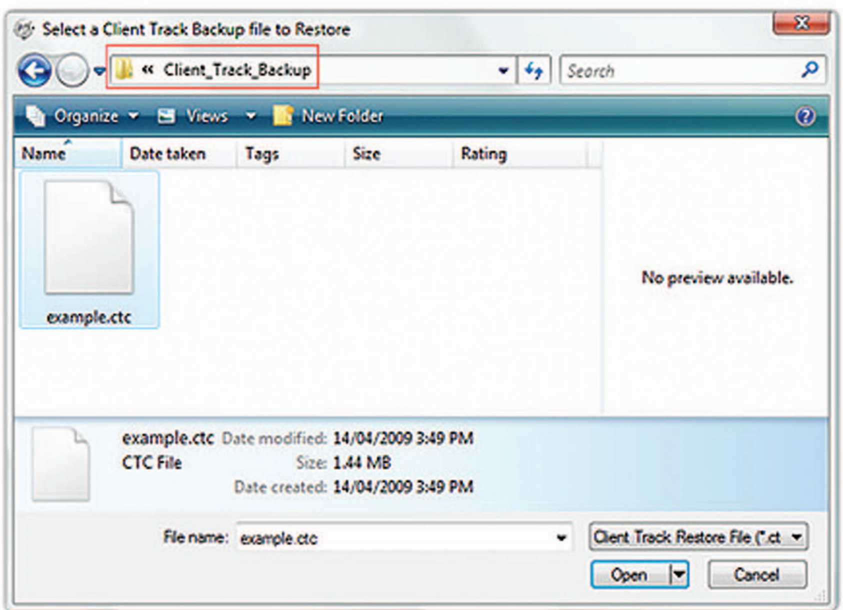


Click **Restore Data.**

Step 3



1) Click **Yes** to confirm restore.



2) Select the backup file to recover and click **Open**. Notice the opened path.

Terminal Services

Client Track generally runs without any issues in Terminal Services but it does need to be installed properly with the correct install permissions. Below is the best way to install Client Track in terminal services.

Client Track uses a component call MDAC (Microsoft Data Access Components) and to install software properly on a Terminal Server computer, Terminal Server must be set in Install Mode. One way to do this is to use the Add/Remove Programs application from Control Panel to install the software.

The issue is when you install MDAC in this manner, the setup program reports that **Add/Remove Programs** must be terminated before installation can continue because files needed by MDAC could be locked by "Add/Remove Programs" and setup would require a restart to copy these files. However, if you terminate "Add/Remove Programs", there is a risk of losing data because Terminal Server will no longer be in **Install Mode**.

To install Client Track on Terminal Services properly, follow these steps:

Step 1

Set Terminal Server in Install Mode by entering the following command at a command prompt: **change user /install.**

Step 2

Launch the Client Track setup program.

Step 3

After the installation succeeds, you can execute the following command to return Terminal Server to the default setting: **change user /execute.**

Note: For more information, go to http://support.microsoft.com/.

64-bit Windows

Microsoft has developed a type of software (WOW64) built into Windows that is designed to allow 32-bit programs to run on a 64-bit operating system. What is the real difference between 32 and 64-bit Windows? The 64-bit Windows can run many more programs at once in a faster and efficient pace.

Generally, Client Track will run without any problems in 64-bit editions of Windows. However, if, in the rare case, you do encounter a problem relating specifically to the 64-bit emulator,you must contact Microsoft to help answer any of your questions because we do not directly support 64-bit Windows. We will, of course, support and answer any questions relating to Client Track itself when running in 64-bit windows.

What is WOW64?

WOW64 is an x86 emulator of Windows that is capable of running 32-bit applications and is included on all 64-bit versions of Windows (***Windows 2000 Limited Edition, Windows XP Professional x64 Edition, Windows Server 2003, 64-bit versions of Windows Vista and Windows Server 2008***). WOW64 is designed to take care of all the differences between 32-bit Windows and 64-bit Windows, particularly involving structural changes to Windows itself.

The 64-bit Windows isolates 32-bit applications from 64-bit applications which includes preventing file and registry collisions. Console, GUI, and service applications are supported the 64-bit operating system provides interoperability across the 32/64 boundary for scenarios such as cut and paste and COM.

However, the 32-bit processes cannot load 64-bit DLLs for execution, and 64-bit processes cannot load 32-bit DLLs for execution. This restriction does not apply to DLLs loaded as data files or image resource files.

Windows Server 2008

Step 1

Right-click on **Computer** icon on your desktop and then click on **Properties.**

Step 2

Click on **Advanced System Settings** under **Tasks** on left sidebar.

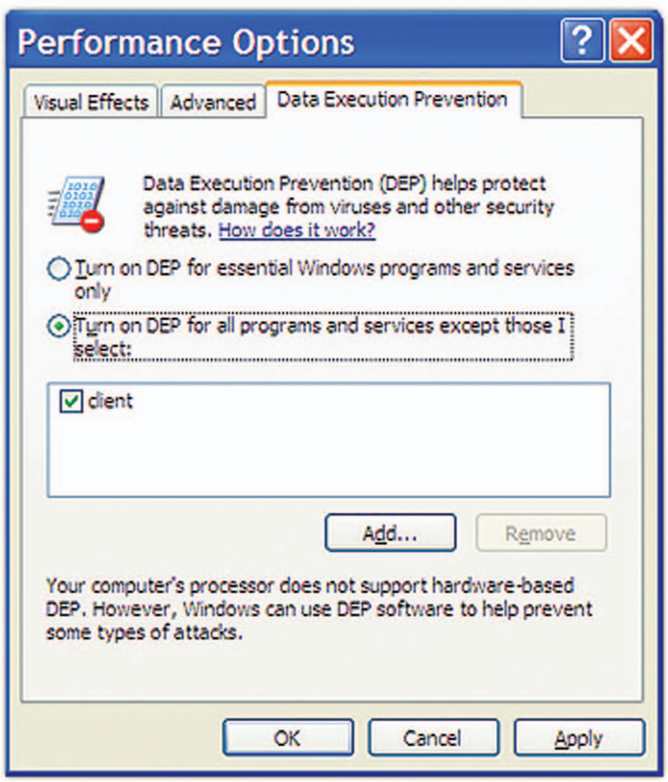
Step 3

Click the **Advanced** tab and then click the **Settings** button under **Performance.**

Step 4

Click the **Data Execution Prevention** tab.

Step 5

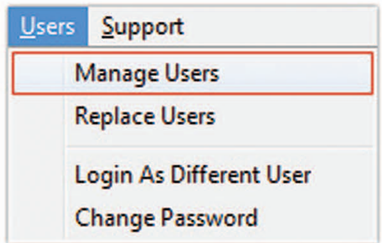


1) Select **Turn on DEP for all programs and services except those...**
2) Click the **Add** button and browse for the Client Track application file (.exe).
3) Click the **Apply** button and then click **Ok.**

Users

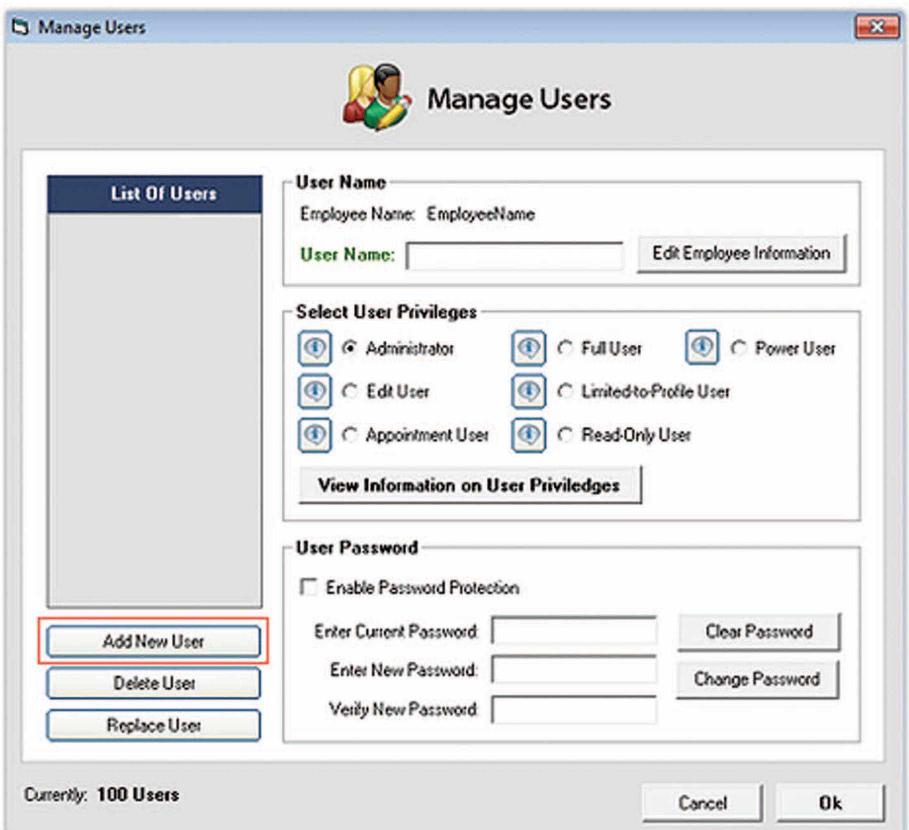
Add New Users

Step 1



In menu, go to **Users** > **Manage Users**

Step 2



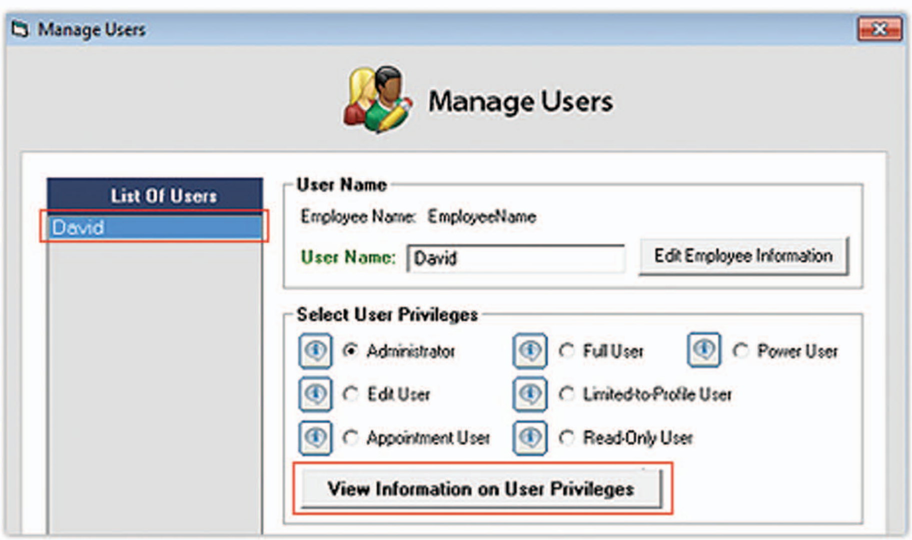
Click **Add New User** under **List of Users** shown above.

Step 3

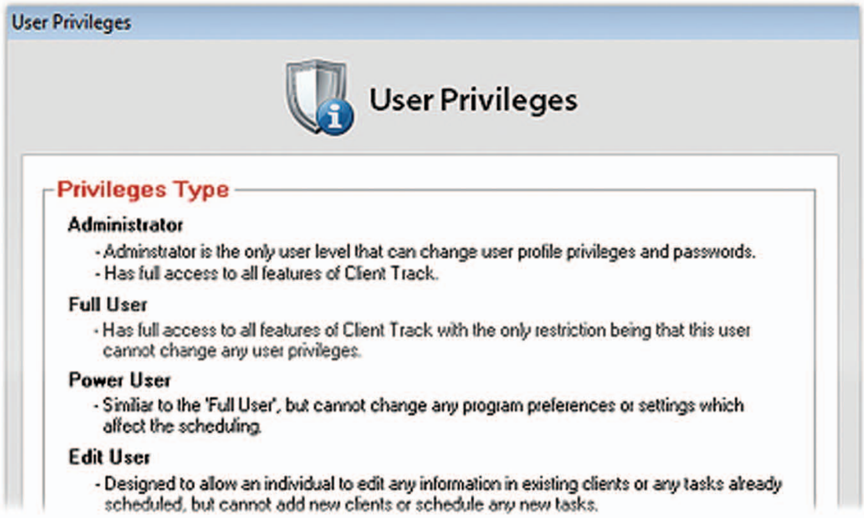
Step 3

1) Enter in full and display names of user shown above.
2) Click **Finish** to save added user.

Step 4

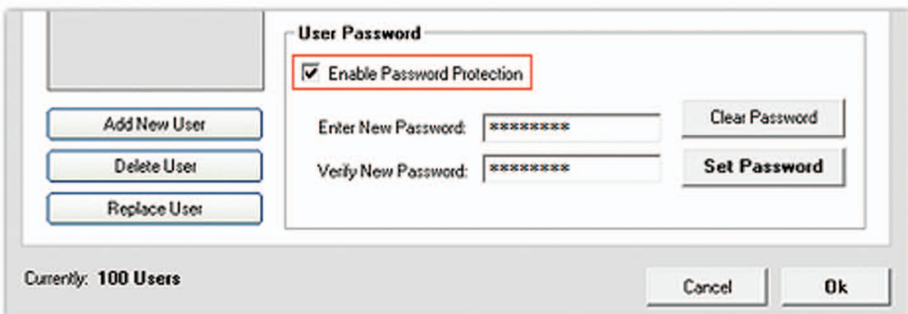


1) Select added user from **List of Users** category.
2) Click **View Information on User Privileges.**



3) Read over the user privileges to determine which privilege is right for user.
4) Click **Close** to exit **User Privileges** and select a privilege from list.

Step 5

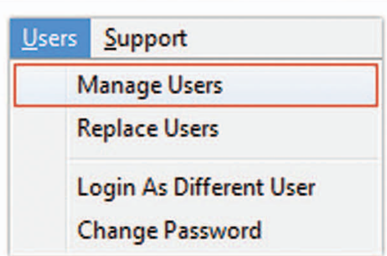


1) For adminstrator of Client Track within office, enter new and verify new password and then click **Set Password** (**Enable Password Protection** will automatically be checked off).
2) Click **Ok** to complete added user.

Note: Only administrator has rights to change user privileges. To change the password, click **Change Password** to enter in new password.

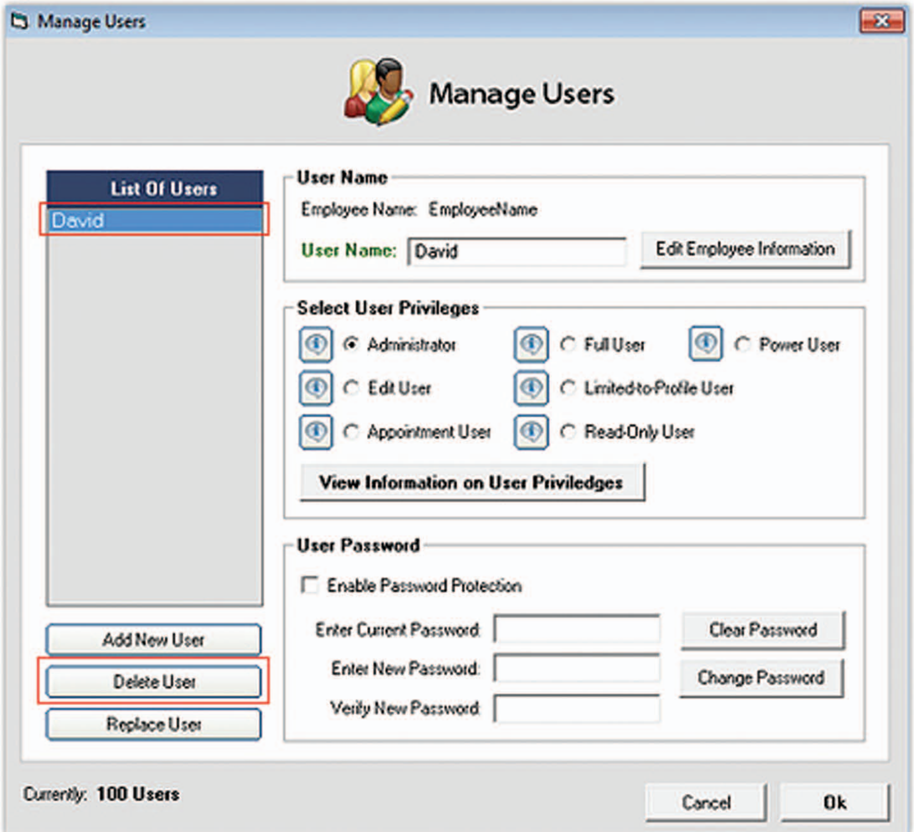
Delete Users

Step 1



In menu, go to **Users** > **Manage Users**

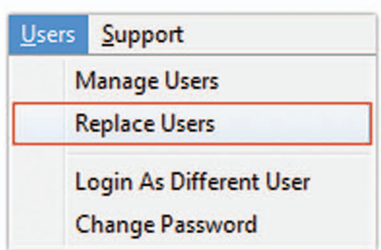
Step 2



1) Select user to delete from **List of Users** category.
2) Click **Delete User**.
3) Click **Ok** to save change.

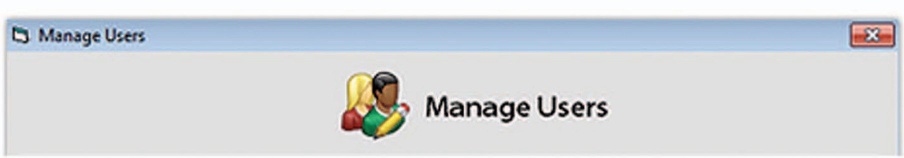
Replace Users

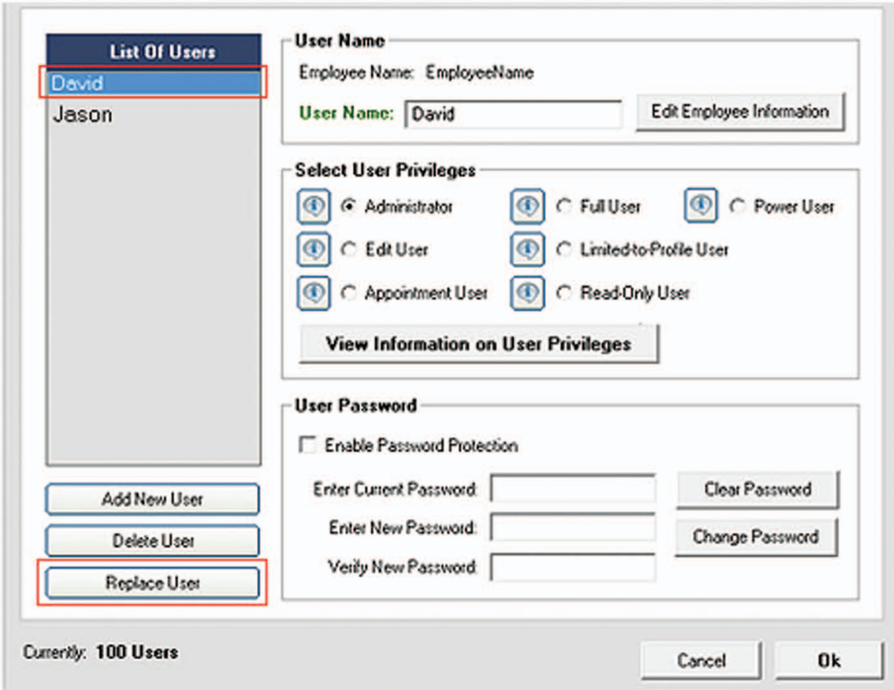
Step 1



In menu, go to **Users** > **Replace Users**

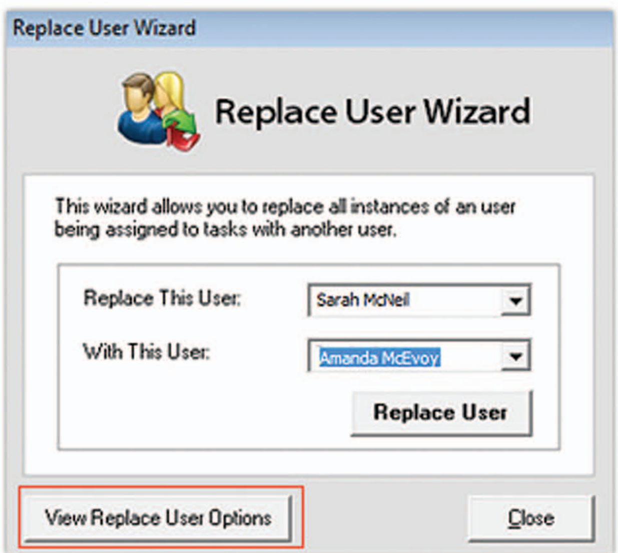
Step 2



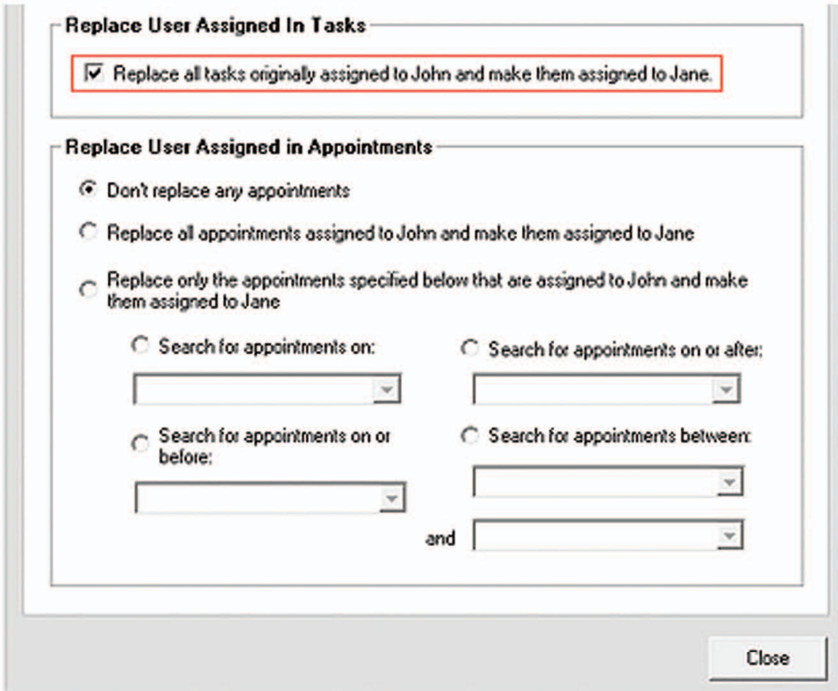


1) Select user to replace from the **List Of Users** category.
2) Click **Replace User.**

Step 3



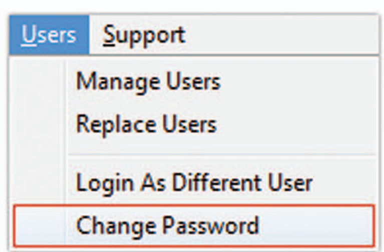
1) Select which employee to replace and by who from drop-down lists.
2) Click **View Replace User Options.**



3) Check off **Replace all tasks originally assigned...** and select whether to replace user's appointments as well or not.
4) Click **Close.**
5) Click **Replace User** to save change.

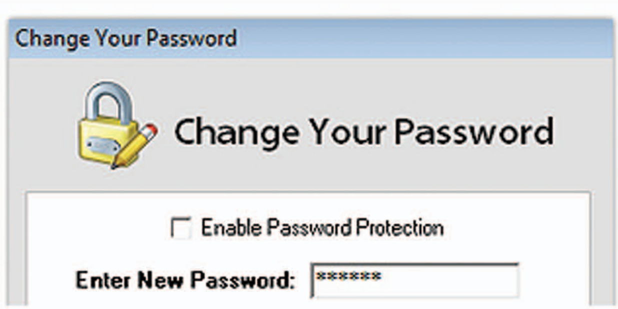
Change Password

Step 1



In menu, go to **Users** > **Change Password**

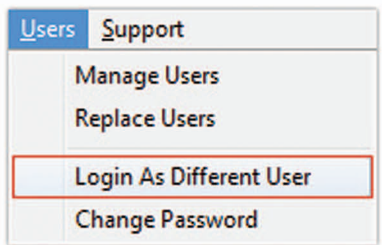
Step 2



1) Enter in new password twice and click **Set Password**.
2) **Optional:** Check off **Enable Password Protection**.
3) Click **Ok** to save new password.

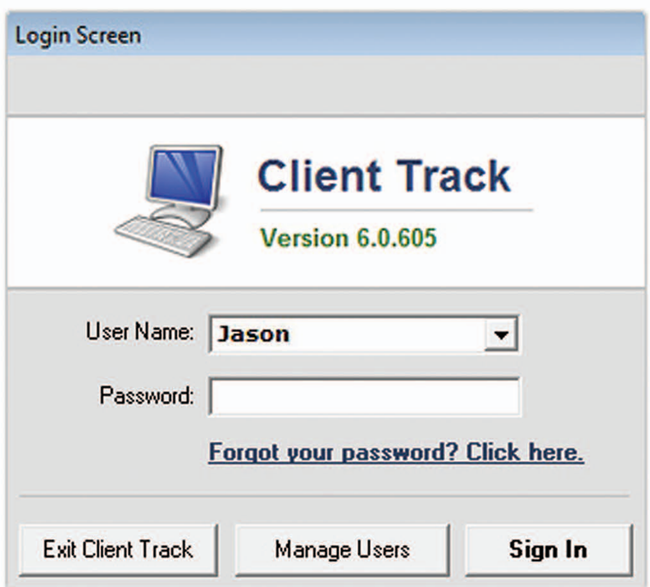
Login As Different User

Step 1



In menu, go to **Users** > **Login as Different User**

Step 2



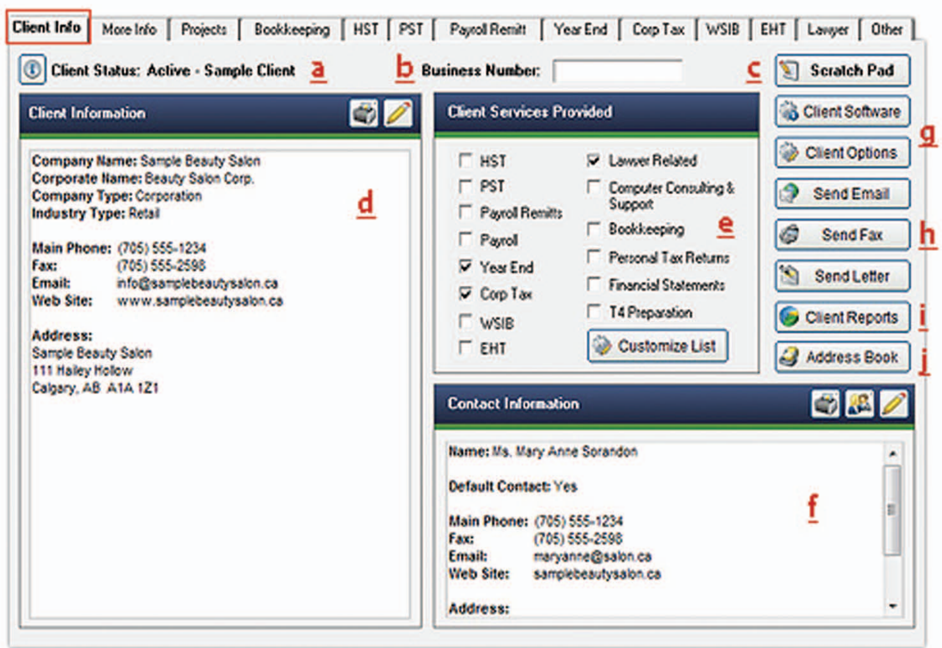
1) Select user name from drop-down list.
2) If Enable Password Protection (Step 2) was activated, enter in **Password**.
3) Click **Sign In**.

Business Clients

Client Information

The **Client Info** tab is designed to be the main source that contains all of your business clients'information and quick access to all of the main client options and tools of Client Track in one area. Familiarize yourself with the sections below.

In Business Clients, go to **Client Info** > **Client Info** (tab)



***a.** Client Status **b.** Business Number **c.** Scratch Pad **d.** Client Information*
***e.** Client Services Provided **f.** Contact Information **g.** Client Software/Options*
***h.** Send Notifications **i.** Client Reports **j.** Address Book*

(a) Client Status

If a particular business client is no longer your client for whatever reason but would still like to keep their information in Client Track, you can set the business client to **Inactive** by following the steps on pg.292.

(b) Business Number

Insert business client's 9-digit business number here.

(c) Scratch Pad

Click on pencil icon to insert additional notes on selected business client.

(d) Client Information

To edit a business client's information, click the pencil icon and fill in the updated information under each tab, if applicable.

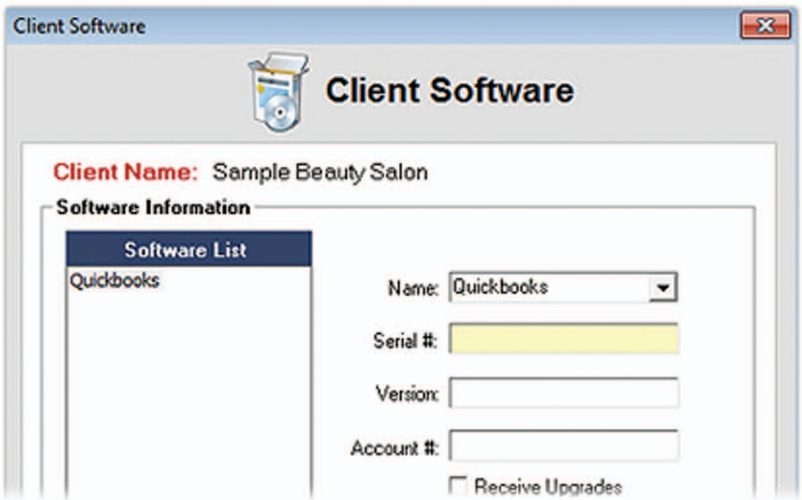
(e) Client Services Provided

Checklist of all services that client provides for tax returns. Removing or adding additional services can be done by clicking on **Customize List** shown above.

(f) Contact Information

The default contact's information appears first in display. If you have multiple contacts for a company, you can see their information by clicking the *people* icon and selecting a contact from drop-down list. You can also edit a contact's information by clicking the pencil icon.

(g) Client Software/Options



Client Software includes information of all your softwares added into one place for easy convenience. To begin, simply click **Client Software** button. Insert all the information tied to software and then click **Add New Software** to save it.

For instructions on how to customize options for business clients, go to pg.295.

(h) Send Notifications

For instructions on how to send a notification to personal tax client, go to pg.325.

(i) Client Reports

For instructions on how to merge documents with business client, go to pg.259.

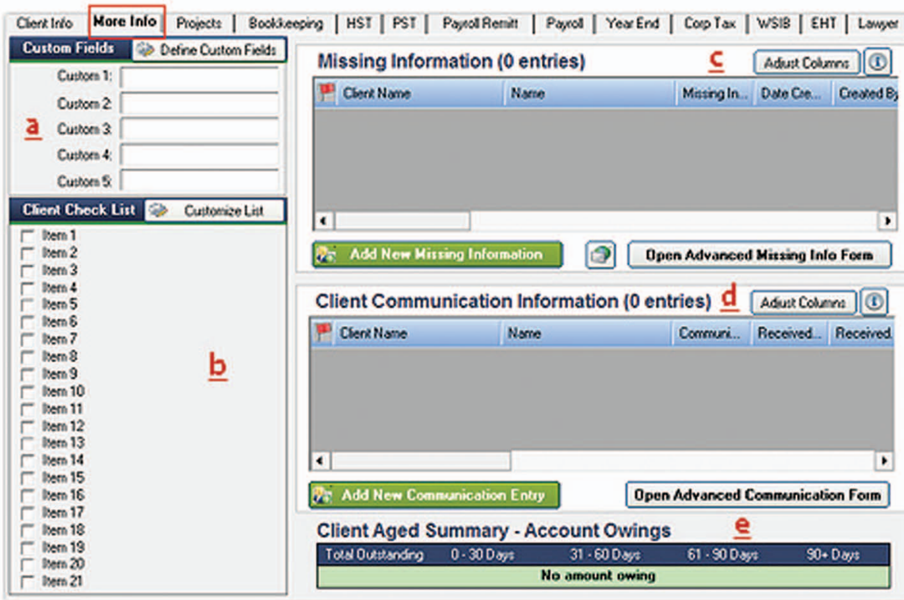
(j) Address Book

Address Book contains all of your business and personal clients. You can add other contacts to Address Book such as friends, partners, family members, etc.

More Info

The **More Info** tab is designed to add additional information about the business client such as questions, missing documents, appointments and custom tasks.

In Business Clients, go to **Client Info** > **More Info** (tab)



a. Custom Fields b. Checklist c. Missing Information
d. Client Communication Information e. Client Aged Summary

(a) Custom Fields

Allows you add multiple custom fields of other specific tasks for business client.

(b) Checklist

Allows you to make a list and check off other items done for client when completed.

(c) Missing Information

Allows you to add documents that are missing relating to tasks for business client.

(d) Client Communication Information

Allows you add logs of communication information for client.

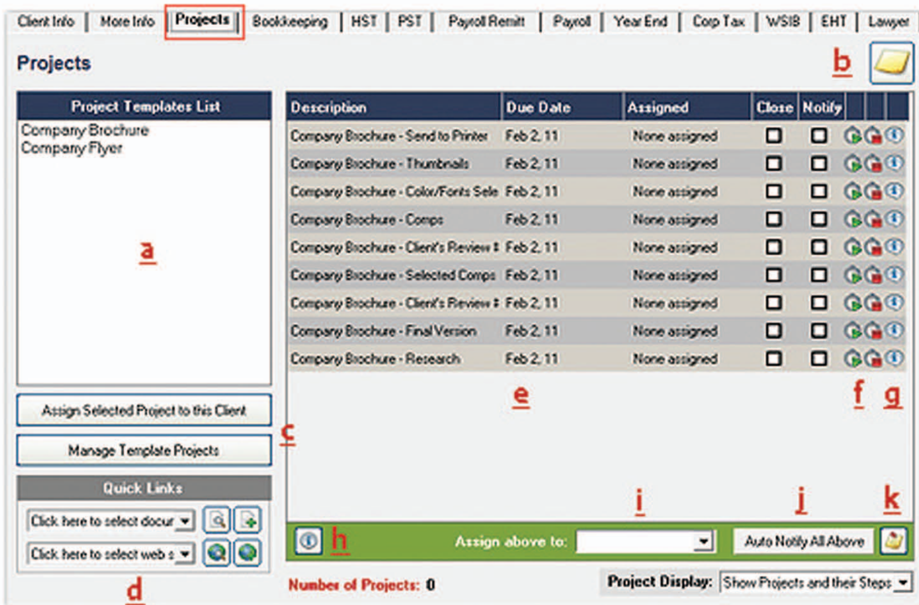
(e) Client Aged Summary

Allows you to view total ownings that the business client needs to pay.

Projects

The **Projects** tab is designed to apply saved project template including projects steps and other information such as billing to a business client.

In Business Clients, go to **Client Info** > **Projects** (tab)



***a.** Tasks List **b.** Scratch Pad **c.** Task Tools **d.** Quick Links **e.** Task Description **f.** Task Timers **g.** Task Information **h.** Client Options **i.** Assign User **j.** Auto Notify **k.** Edit Notification Template*

(a) Task List

Allows you to assign a saved project task to a business client.

(b) Scratch Pad

Include additional notes on a business client with regards to Custom. If there are notes inside, the notepad icon will include a pencil.

(c) Task Tools

Allows you to assign a selected project to a business client as well as editing a saved project template.

(d) Quick Links

Built-in links to websites with more information on Custom. You can add your own links or attach documents by clicking the globe icons.

(e) Task Description

Includes information type of task, due date, and assigned user based on type of payment schedule you select. You can notify business client or close a task by checking off the boxes from here.

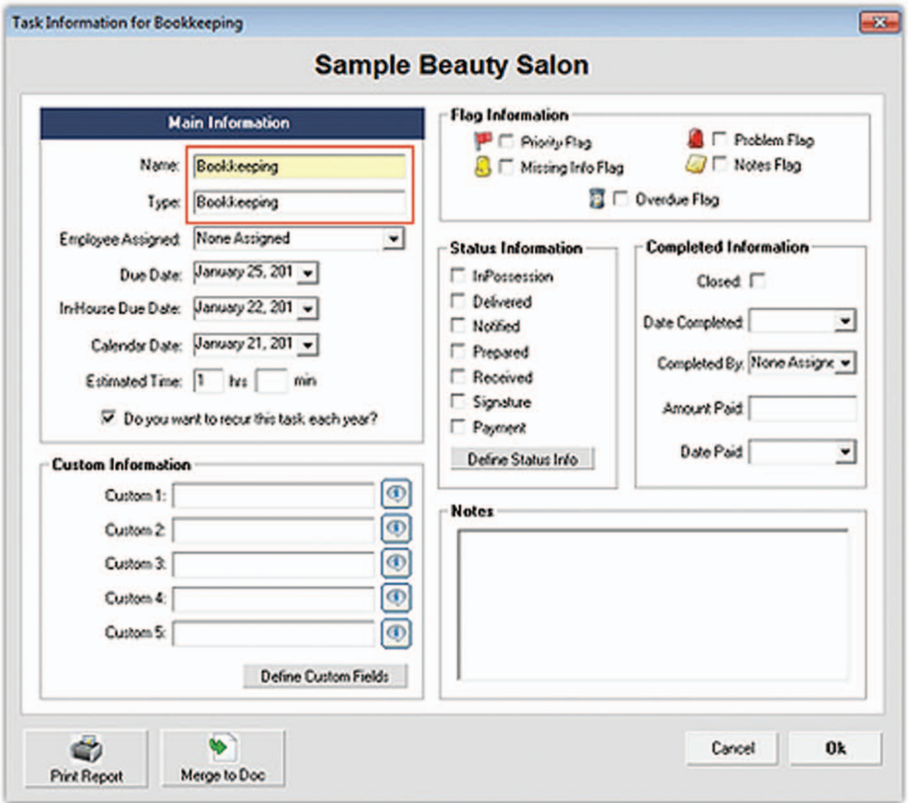
Note: Information for tasks in 3 categories can be edited by clicking on the text.

(f) Task Timers

Simply click the start timer to being time entry for billing and when done, click the stop timer. The billing time of task willin appear in the **Time & Billing** section.

(g) Task Information

Can edit or include additional information on tasks such as dates, type of flag, status, custom information and notes shown below.



(h) Client Options

For instructions on how to customize options for business client, go to pg.295.

(i) Assign User

To assign user to **all tasks**, select an user from drop-down list besides **Assign above to.**

(j) Auto Notify

To notify a business client of a task(s), follow these steps:

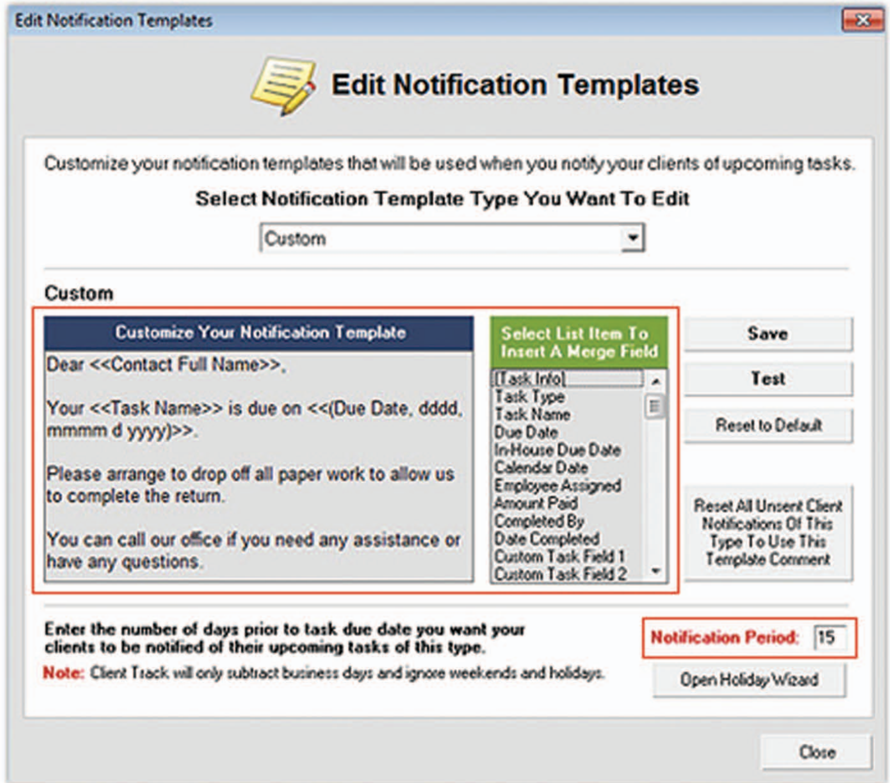
1) Click **Auto Notify All Above.**
2) Check off a notification method and click **Finish.**

(k) Edit Notification Template

To customize the notification template for Custom to send to a business client or the number of days prior to task due dates to notify business client of upcoming tasks deadlines, follow these steps :

1) Click **Edit Notification Template** icon.
2) Select template type from drop-down list and insert merge fields shown below.

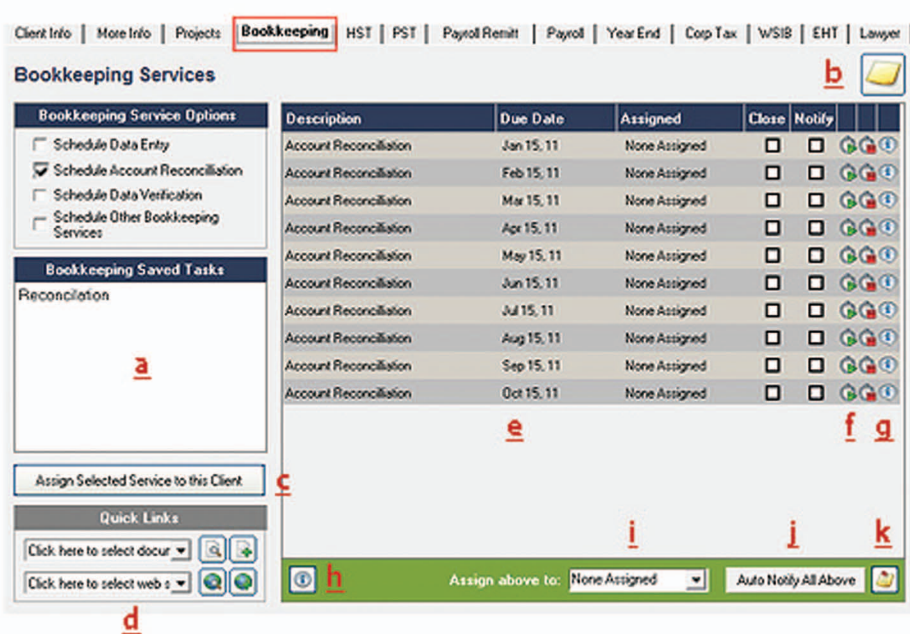
3) **Optional:** Change the number of days
4) Click **Close.**



Bookkeeping

The **Bookkeeping** tab is designed to schedule bookkeeping tasks for your business clients. This includes data entry, data verification and much more.

In Business Clients, go to **Client Info** > **Bookkeeping** (tab)



a. Task Options & List b. Scratch Pad c. Task Tools d. Quick Links e. Task Description f. Task Timers g. Task Information h. Client Options i. Assign User j. Auto Notify k. Edit Notification Template

(a) Task Options & List

Allows you to select type of bookkeeping task such as data entry, account reconciliation, data verfication and other services for a business client.

(b) Scratch Pad

Include additional notes on a business client with regards to Custom. If there are notes inside, the notepad icon will include a pencil.

(c) Task Tools

Allows you to assign a saved bookkeeping service to a business client.

(d) Quick Links

Built-in links to websites with more information on Custom. You can add your own links or attach documents by clicking the globe icons.

(e) Task Description

Includes information type of task, due date, and assigned user based on type of payment schedule you select. You can notify business client or close a task by checking off the boxes from here.

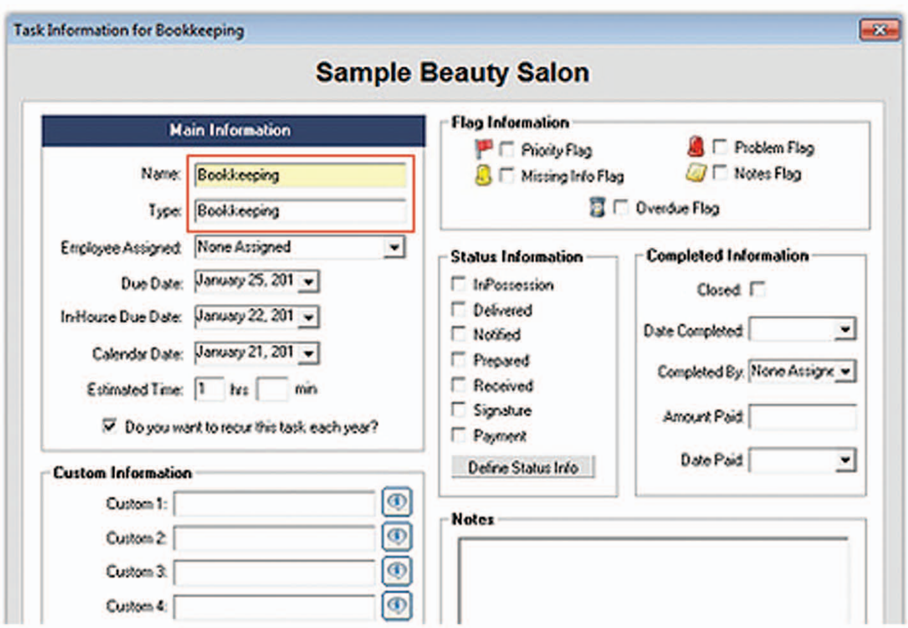
Note: Information for tasks in 3 categories can be edited by clicking on the text.

(f) Task Timers

Simply click the start timer to being time entry for billing and when done, click the stop timer. The billing time of task willin appear in the **Time & Billing** section.

(g) Task Information

Can edit or include additional information on tasks such as dates, type of flag, status, custom information and notes shown below.



(h) Client Options

For instructions on how to customize options for business client, go to pg.295.

(i) Assign User

To assign user to **all tasks**, select an user from drop-down list besides **Assign above to.**

(j) Auto Notify

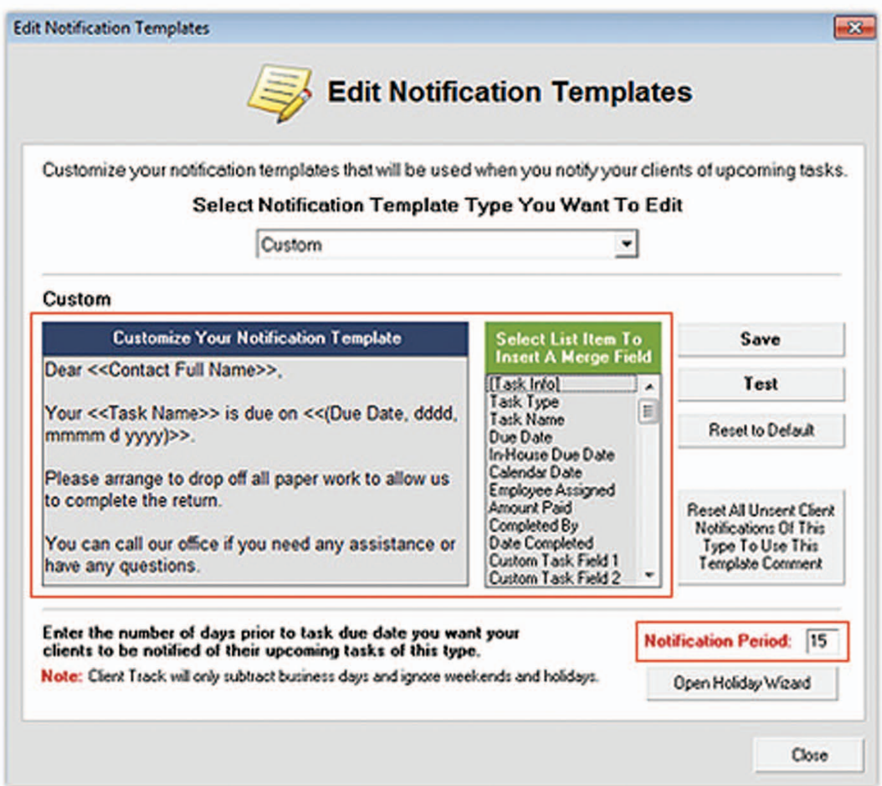
To notify a business client of a task(s), follow these steps:

1) Click **Auto Notify All Above.**
2) Check off a notification method and click **Finish.**

(k) Edit Notification Template

To customize the notification template for Custom to send to a business client or the number of days prior to task due dates to notify business client of upcoming tasks deadlines, follow these steps :

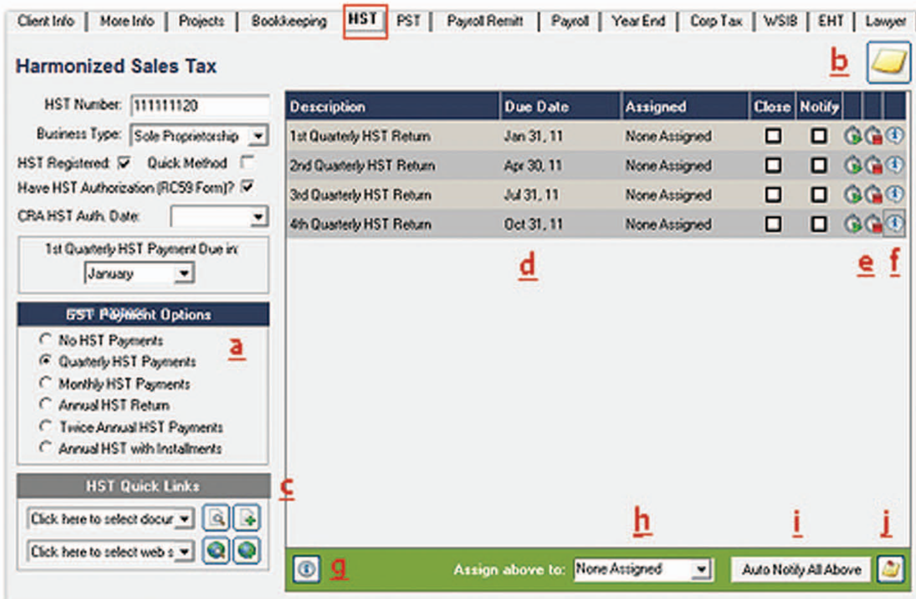
1) Click **Edit Notification Template** icon.
2) Select template type from drop-down list and insert merge fields shown below.
3) **Optional:** Change the number of days
4) Click **Close.**



HST (Harmonized Sales Tax)

The **HST** tab is designed to schedule HST returns for your business clients. The federal and provincial dates for HST returns are built into Client Track, therefore, all you need to do is include the HST information and select a type of payment schedule for a business client.

In Business Clients, go to **Client Info** > **HST** (tab)



a. *Task Settings* ***b.*** *Scratch Pad* ***c.*** *Quick Links* ***d.*** *Task Description* ***e.*** *Task Timers*
f. *Task Information* ***g.*** *Client Options* ***h.*** *Assign User* ***i.*** *Auto Notify* ***j.*** *Edit Notification Template*

(b) Scratch Pad

Include additional notes on a business client with regards to HST. If there are notes inside, the notepad icon will include a pencil.

(c) Quick Links

Built-in links to websites with more information on HST. You can add your own links or attach documents by clicking the globe icons.

(d) Task Description

Includes information type of task, due date, and assigned user based on type of payment schedule you select. You can notify business client or close a task by checking off the boxes from here.

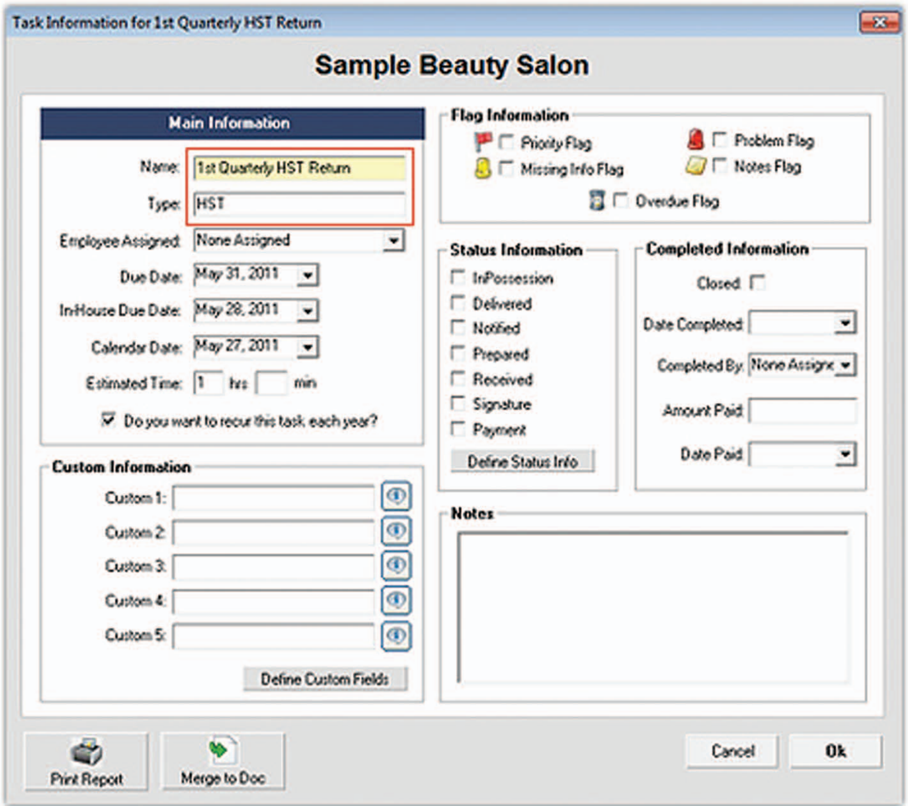
Note: Information for tasks in 3 categories can be edited by clicking on the text.

(e) Task Timers

Simply click the start timer to being time entry for billing and when done, click the stop timer. The billing time of task willin appear in the **Time & Billing** section.

(f) Task Information

Can edit or include additional information on tasks such as dates, type of flag, status, custom information and notes shown below.



(g) Client Options

For instructions on how to customize options for business client, go to pg.295.

(h) Assign User

To assign user to **all tasks**, select an user from drop-down list besides **Assign above to.**

(i) Auto Notify

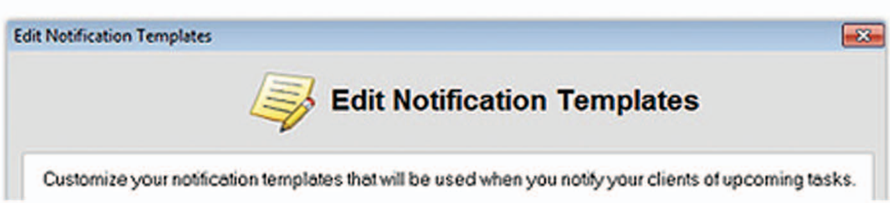
To notify a business client of a task(s), follow these steps:

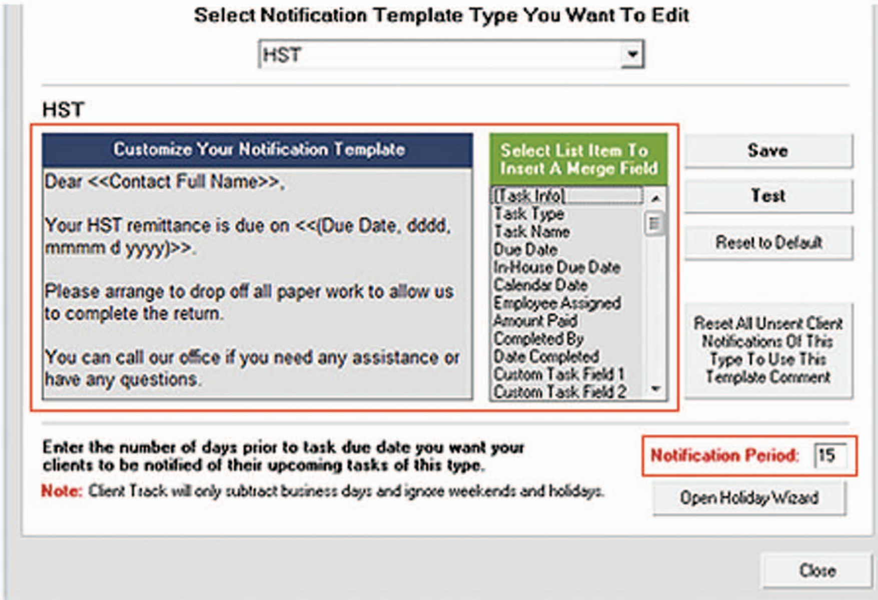
1) Click **Auto Notify All Above.**
2) Check off a notification method and click **Finish.**

(j) Edit Notification Template

To customize the notification template for HST to send to a business client or the number of days prior to task due dates to notify business client of upcoming tasks deadlines, follow these steps :

1) Click **Edit Notification Template** icon.
2) Select template type from drop-down list and insert merge fields shown below.
3) **Optional:** Change the number of days
4) Click **Close.**



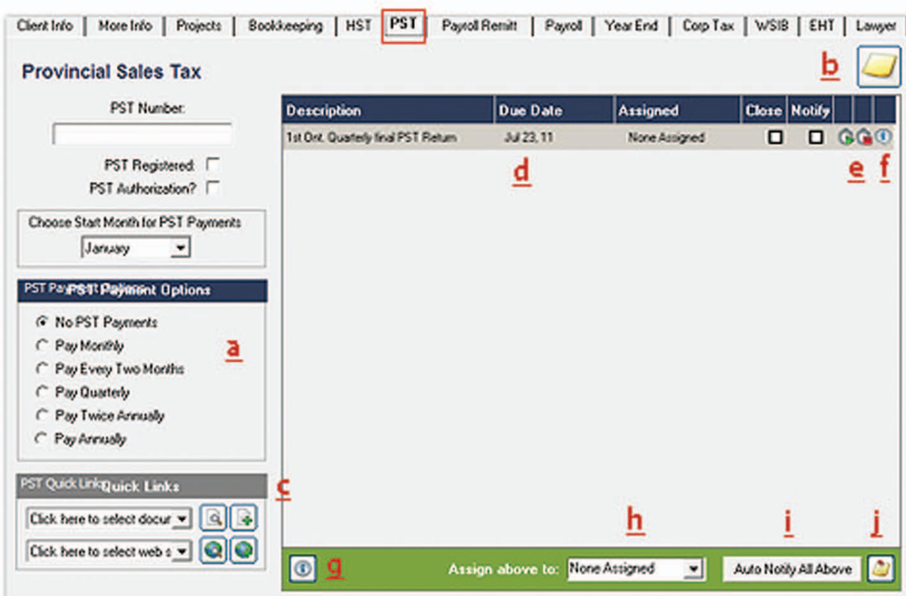


PST (Provincial Sales Tax)

The **PST** tab is designed to schedule Provinical Sales Tax/Retail Sales Tax returns for your business clients and stores information such as PST Number.

Note : You can schedule PST due dates for other provinces by temporarily changing your working province. For more information on how to do this, go to pg.298.

In Business Clients, go to **Client Info** > **PST** (tab)



***a.** Task Settings **b.** Scratch Pad **c.** Quick Links **d.** Task Description **e.** Task Timers*
***f.** Task Information **g.** Client Options **h.** Assign User **i.** Auto Notify **j.** Edit Notification Template*

(a) Task Settings

Insert PST-related information and select type of PST payment for business client.

(b) Scratch Pad

(b) Scratch Pad

Include additional notes on a business client with regards to PST. If there are notes inside, the notepad icon will include a pencil.

(c) Quick Links

Built-in links to websites with more information on PST. You can add your own links or attach documents by clicking the globe icons.

(d) Task Description

Includes information type of task, due date, and assigned user based on type of payment schedule you select. You can notify business client or close a task by checking off the boxes from here.

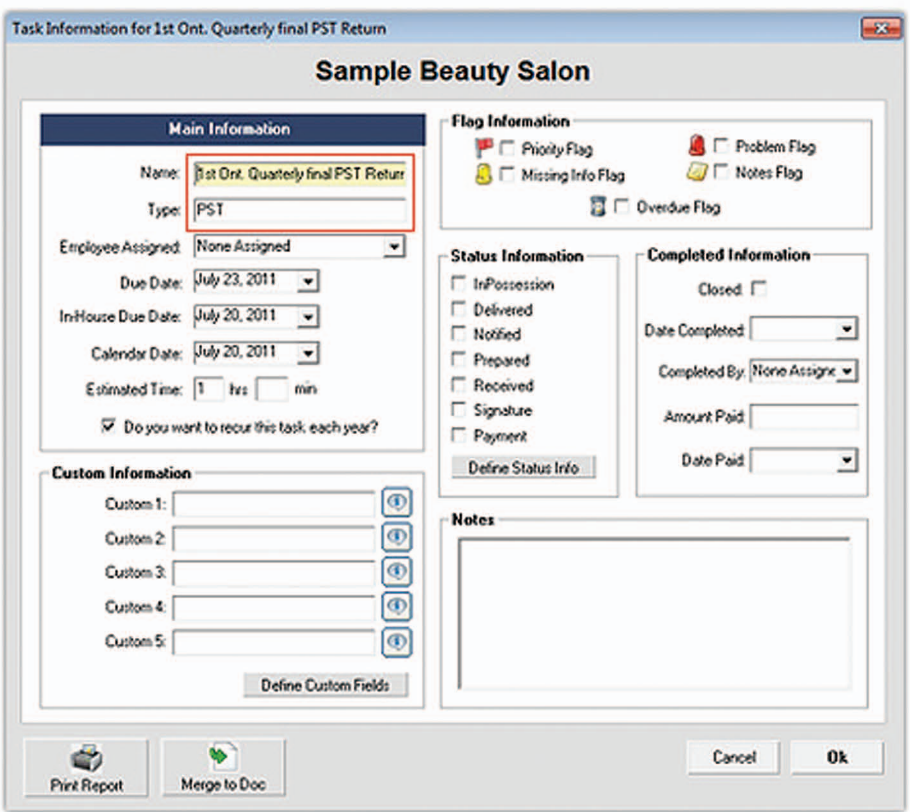
Note: Information for tasks in 3 categories can be edited by clicking on the text.

(e) Task Timers

Simply click the start timer to being time entry for billing and when done, click the stop timer. The billing time of task willin appear in the **Time & Billing** section.

(f) Task Information

Can edit or include additional information on tasks such as dates, type of flag, status, custom information and notes shown below.



(g) Client Options

For instructions on how to customize options for business client, go to pg.295.

(h) Assign User

To assign user to **all tasks**, select an user from drop-down list besides **Assign above to.**

(i) Auto Notify

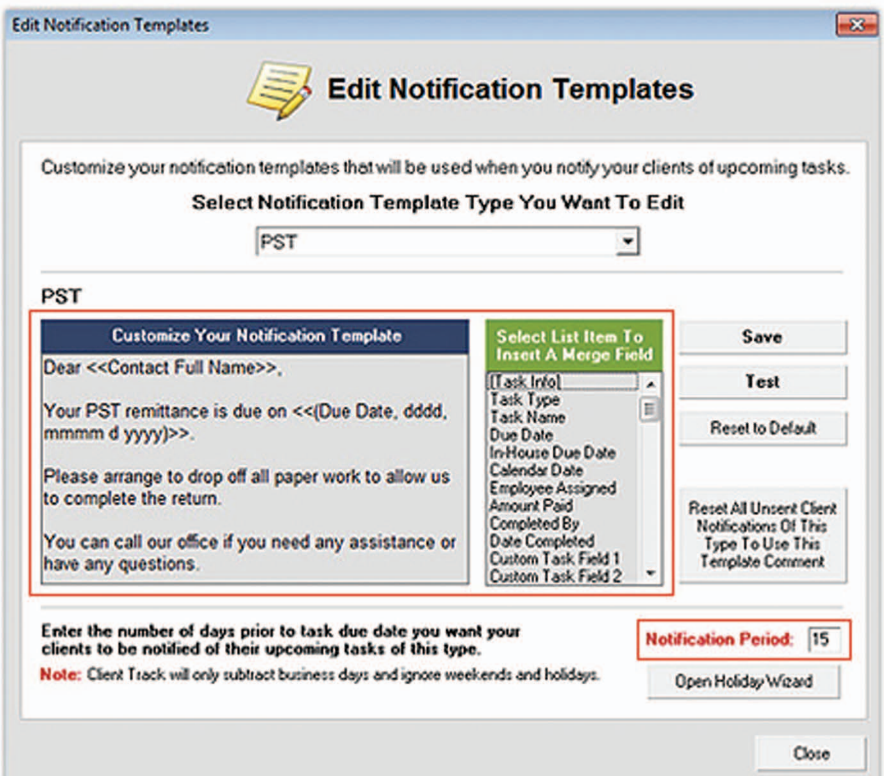
To notify a business client of a task(s), follow these steps:

1) Click **Auto Notify All Above.**
2) Check off a notification method and click **Finish.**

(j) Edit Notification Template

To customize the notification template for PST to send to a business client or the number of days prior to task due dates to notify business client of upcoming tasks deadlines, follow these steps :

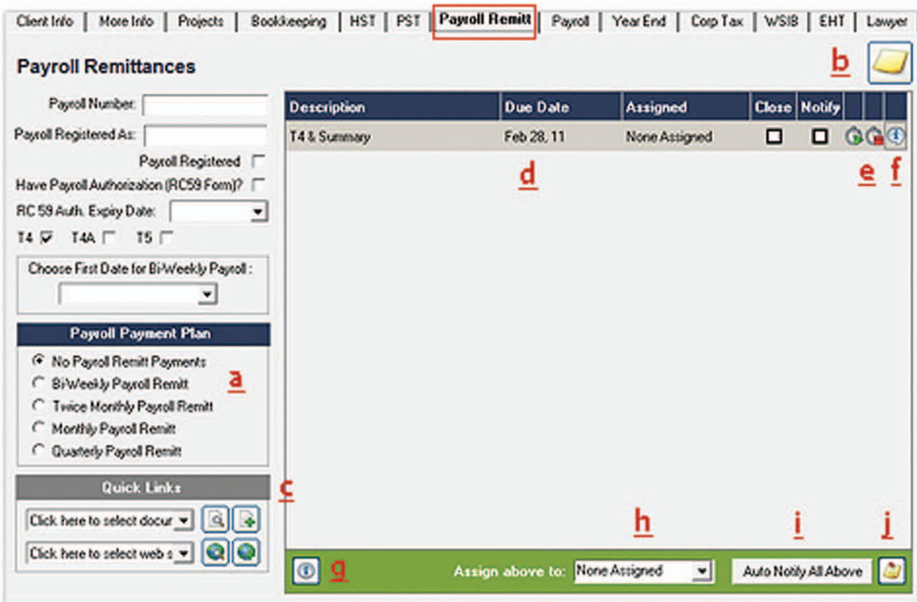
1) Click **Edit Notification Template** icon.
2) Select template type from drop-down list and insert merge fields shown below.
3) **Optional:** Change the number of days
4) Click **Close.**



Payroll (Souce)

The **Payroll (Source)** tab is designed to schedule payroll remittances for your business clients throughout the year.

In Business Clients, go to **Client Info** > **Payroll (Source)** (tab)



a. Task Settings b. Scratch Pad c. Quick Links d. Task Description e. Task Timers f. Task Information g. Client Options h. Assign User i. Auto Notify j. Edit Notification Template

(a) Task Settings

Insert payroll-related info and select type of payment plan for business client.

(b) Scratch Pad

Include additional notes on a business client with regards to Payroll Remitt. If there are notes inside, the notepad icon will include a pencil.

(c) Quick Links

Built-in links to websites with more information on Payroll Remitt. You can add your own links or attach documents by clicking the globe icons.

(d) Task Description

Includes information type of task, due date, and assigned user based on type of payment schedule you select. You can notify business client or close a task by checking off the boxes from here.

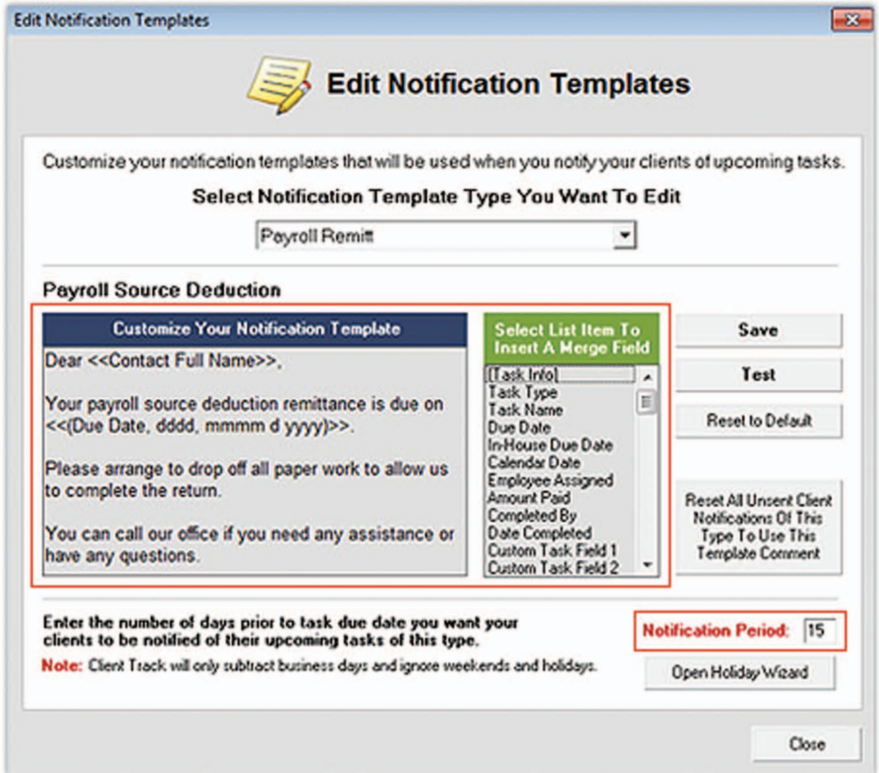
Note: Information for tasks in 3 categories can be edited by clicking on the text.

(e) Task Timers

Simply click the start timer to being time entry for billing and when done, click the stop timer. The billing time of task willin appear in the **Time & Billing** section.

(f) Task Information

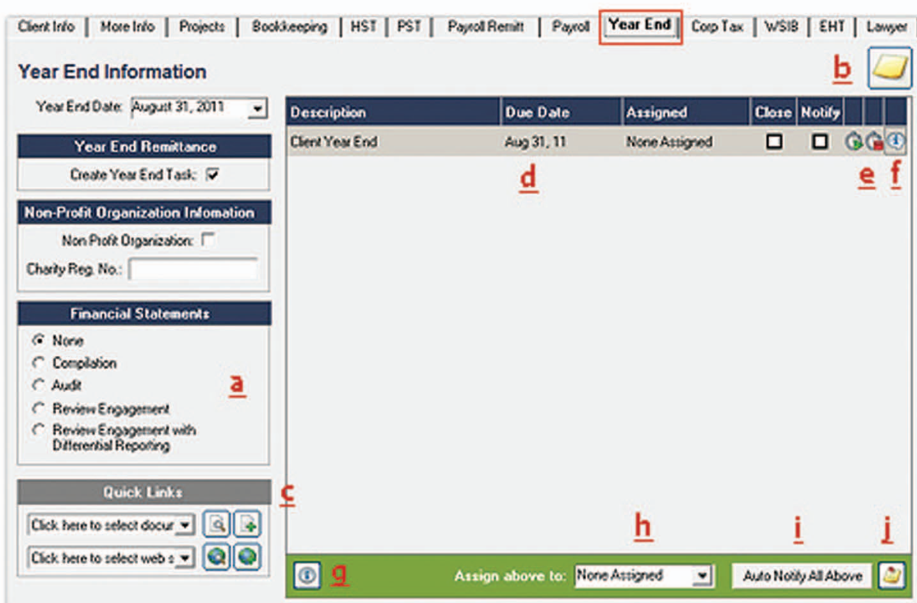
Can edit or include additional information on tasks such as dates, type of flag, status, custom information and notes shown below.



Year End

The **Year End** tab is designed to remind your business clients' year end date.

In Business Clients, go to **Client Info** > **Year End** (tab)



a. Task Settings b. Scratch Pad c. Quick Links d. Task Description e. Task Timers f. Task Information g. Client Options h. Assign User i. Auto Notify j. Edit Notification Template

(a) Task Settings

Select year end date and type of financial statement(s) for business client.

(b) Scratch Pad

Include additional notes on a business client with regards to Year End. If there are notes inside, the notepad icon will include a pencil.

(c) Quick Links

Built-in links to websites with more information on Year End. You can add your own links or attach documents by clicking the globe icons.

(d) Task Description

Includes information type of task, due date, and assigned user based on type of payment schedule you select. You can notify business client or close a task by checking off the boxes from here.

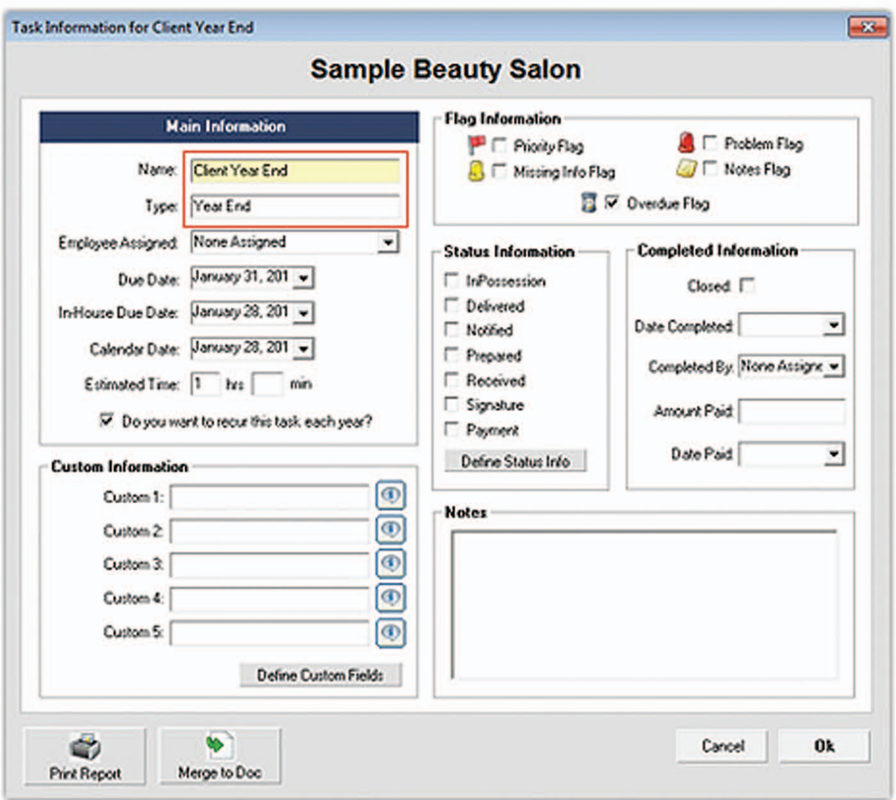
Note: Information for tasks in 3 categories can be edited by clicking on the text.

(e) Task Timers

Simply click the start timer to being time entry for billing and when done, click the stop timer. The billing time of task willin appear in the **Time & Billing** section.

(f) Task Information

Can edit or include additional information on tasks such as dates, type of flag, status, custom information and notes shown below.



(g) Client Options

For instructions on how to customize options for business client, go to pg.295.

(h) Assign User

To assign user to **all tasks**, select an user from drop-down list besides **Assign above to.**

(i) Auto Notify

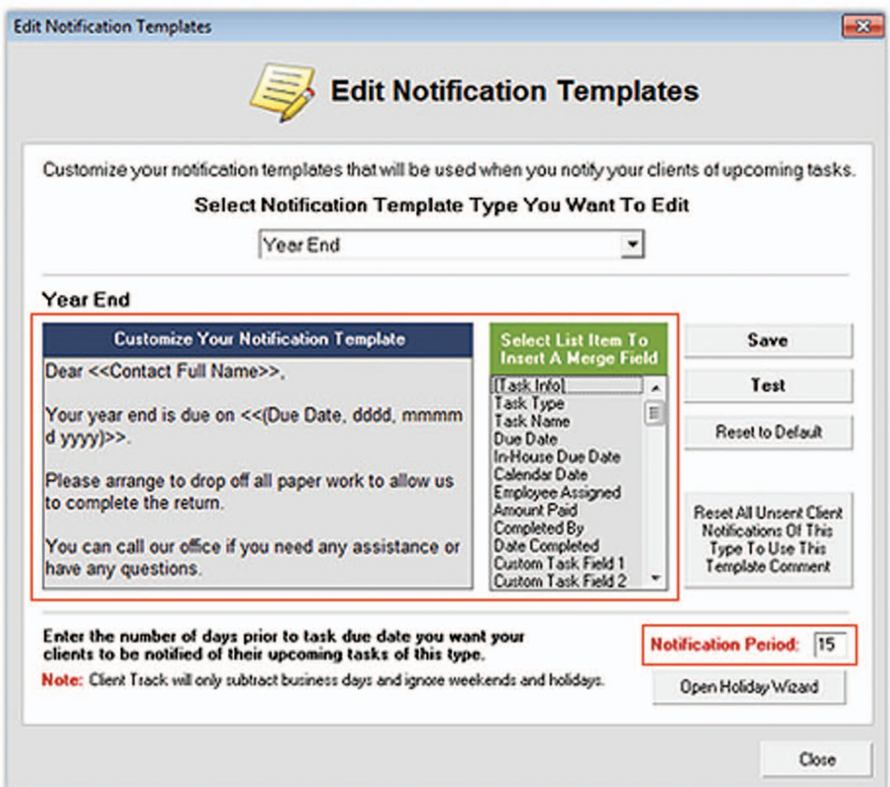
To notify a business client of a task(s), follow these steps:

1) Click **Auto Notify All Above.**
2) Check off a notification method and click **Finish.**

(j) Edit Notification Template

To customize the notification template for Year End to send to a business client or the number of days prior to task due dates to notify business client of upcoming tasks deadlines, follow these steps :

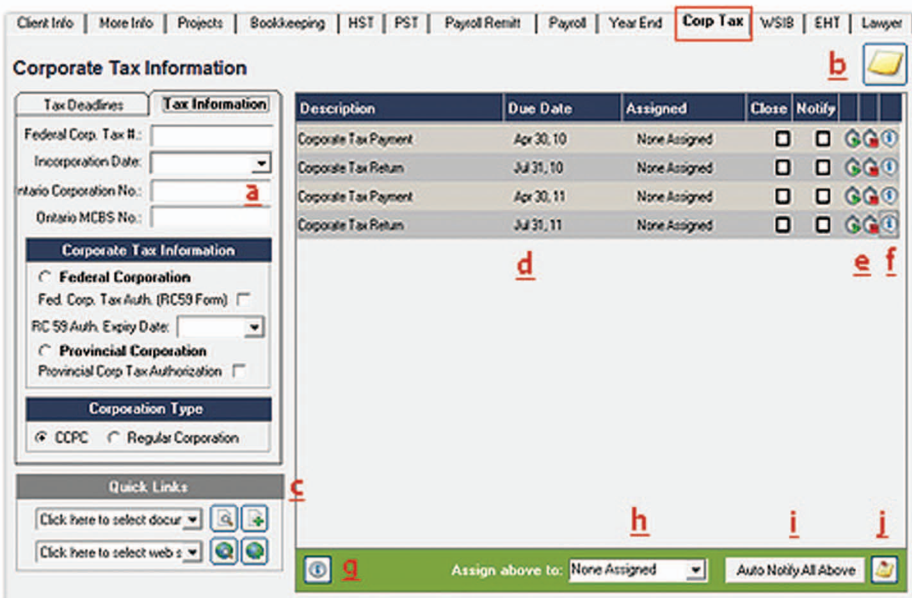
1) Click **Edit Notification Template** icon.
2) Select template type from drop-down list and insert merge fields shown below.
3) **Optional:** Change the number of days
4) Click **Close.**



Corp Tax

The **Corp Tax** tab is designed to keep track of corporate tax returns of your business clients throughout the year and store important information such as federal corporate tax number, incorporation date and type of corporation.

In Business Clients, go to **Client Info** > **Corp Tax** (tab)



a. *Task Settings* ***b.*** *Scratch Pad* ***c.*** *Quick Links* ***d.*** *Task Description* ***e.*** *Task Timers*
f. *Task Information* ***g.*** *Client Options* ***h.*** *Assign User* ***i.*** *Auto Notify* ***j.*** *Edit Notification Template*

(a) Task Settings

Insert corp tax-related information under **Corp Tax Deadlines** and **Corp Tax Info** tabs for business client.

(b) Scratch Pad

Include additional notes on a business client with regards to Corp Tax. If there are notes inside, the notepad icon will include a pencil.

(c) Quick Links

Built-in links to websites with more information on Corporate Tax. You can add your own links or attach documents by clicking the globe icons.

(d) Task Description

Includes information type of task, due date, and assigned user based on type of payment schedule you select. You can notify business client or close a task by checking off the boxes from here.

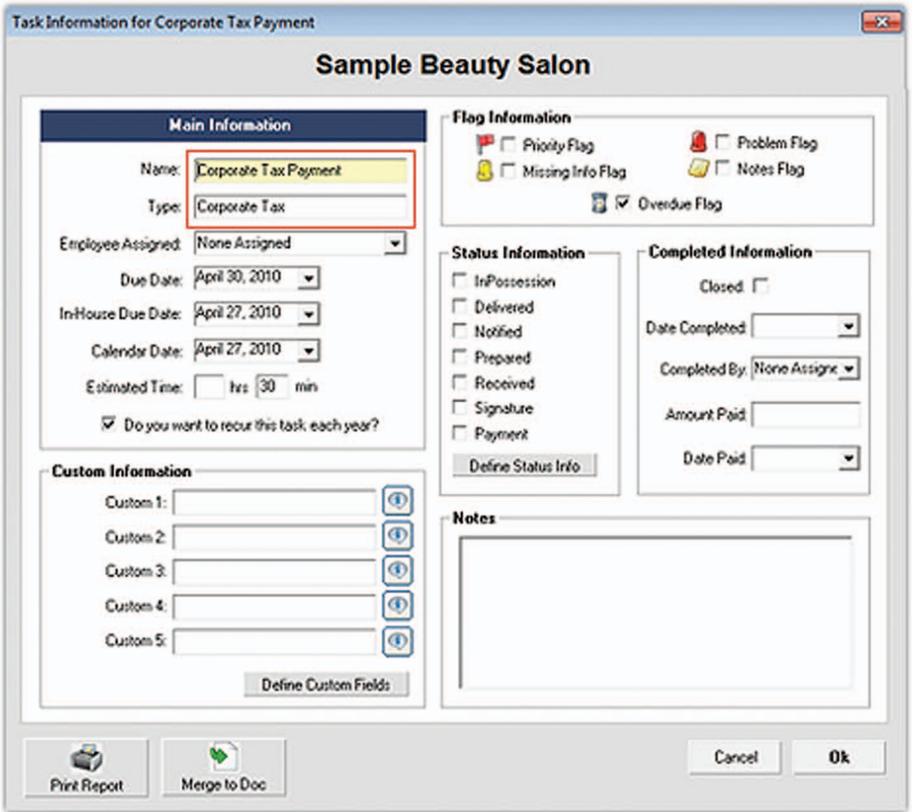
Note: Information for tasks in 3 categories can be edited by clicking on the text.

(e) Task Timers

Simply click the start timer to being time entry for billing and when done, click the stop timer. The billing time of task willin appear in the **Time & Billing** section.

(f) Task Information

Can edit or include additional information on tasks such as dates, type of flag, status, custom information and notes shown below.



(g) Client Options

For instructions on how to customize options for business client, go to pg.295.

(h) Assign User

To assign user to **all tasks**, select an user from drop-down list besides **Assign above to.**

(i) Auto Notify

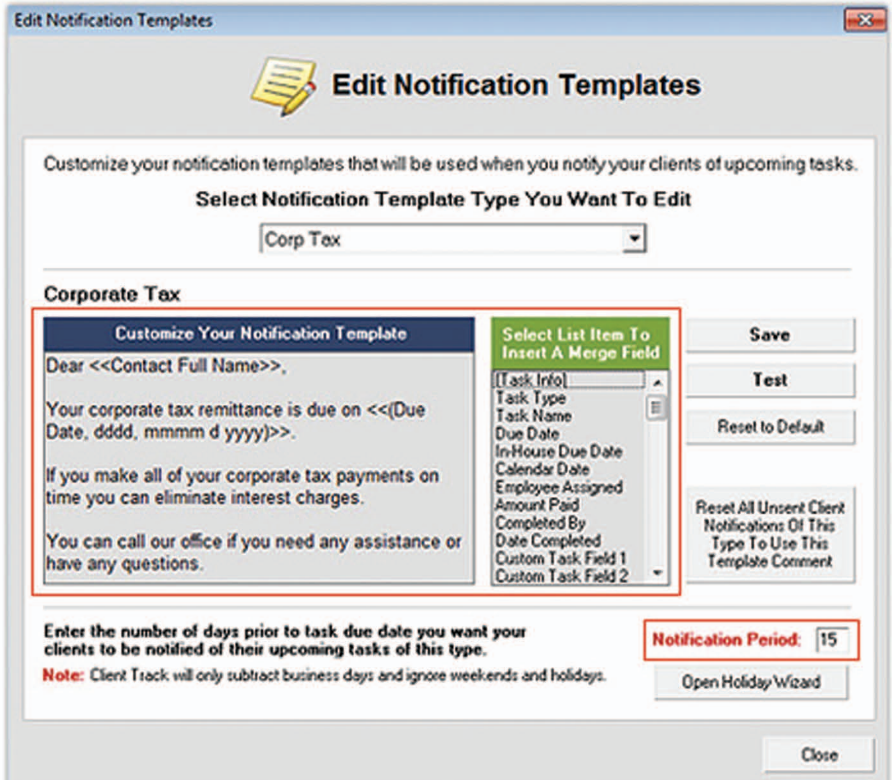
To notify a business client of a task(s), follow these steps:

1) Click **Auto Notify All Above.**
2) Check off a notification method and click **Finish.**

(j) Edit Notification Template

To customize the notification template for Corp Tax to send to a business client or the number of days prior to task due dates to notify business client of upcoming tasks deadlines, follow these steps :

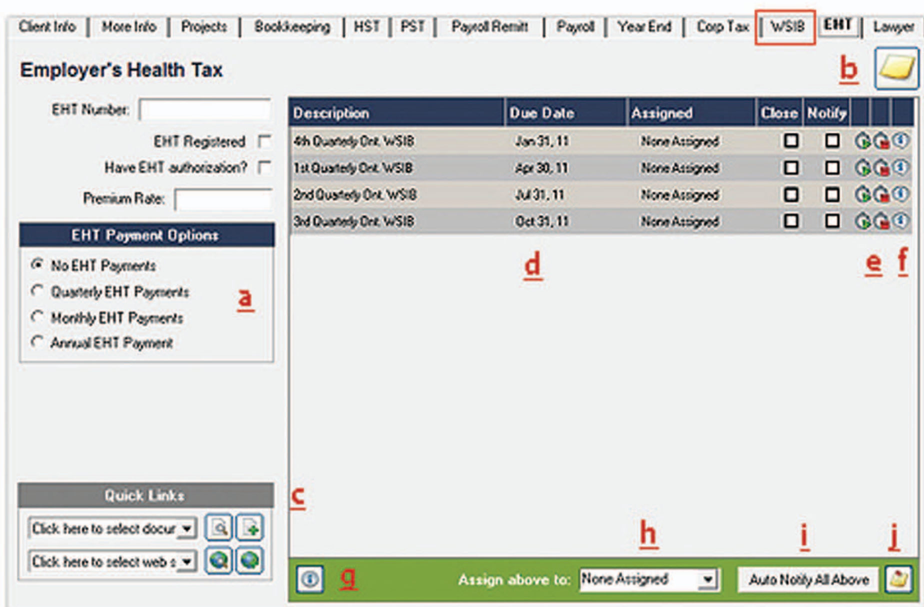
1) Click **Edit Notification Template** icon.
2) Select template type from drop-down list and insert merge fields shown below.
3) **Optional:** Change the number of days
4) Click **Close.**



WSIB

The WSIB tab is designed to schedule WSIB **(Workplace Safety & Insurance Board), WCB (Workers' Compensation Board)**, WorkSafe remittances for your business clients and stores information such as firm number and insurance details.

In Business Clients, go to **Client Info** > **WSIB** (tab)



a. Task Settings b. Scratch Pad c. Quick Links d. Task Description e. Task Timers f. Task Information g. Client Options h. Assign User i. Auto Notify j. Edit Notification Template

(a) Task Settings

Insert WSIB-related information and select type of WSIB payment option for business client.

(b) Scratch Pad

Include additional notes on a business client with regards to WSIB. If there are notes inside, the notepad icon will include a pencil.

(c) Quick Links

Built-in links to websites with more information on WSIB. You can add your own links or attach documents by clicking the globe icons.

(d) Task Description

Includes information type of task, due date, and assigned user based on type of payment schedule you select. You can notify business client or close a task by checking off the boxes from here.

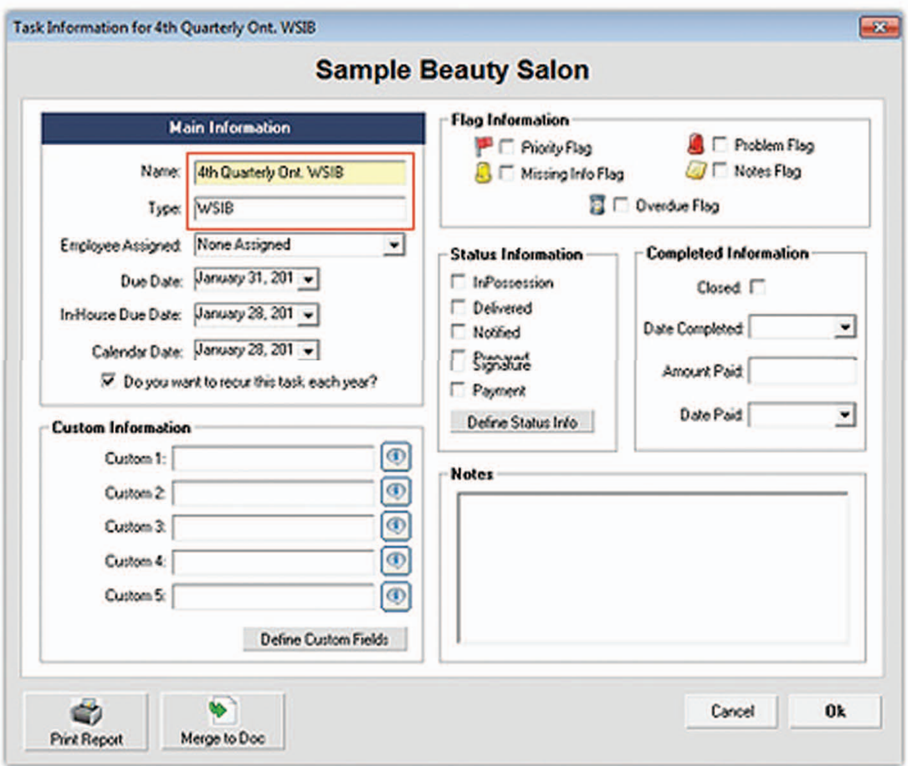
Note: Information for tasks in 3 categories can be edited by clicking on the text.

(e) Task Timers

Simply click the start timer to being time entry for billing and when done, click the stop timer. The billing time of task willin appear in the **Time & Billing** section.

(f) Task Information

Can edit or include additional information on tasks such as dates, type of flag, status, custom information and notes shown below.



(i) Auto Notify

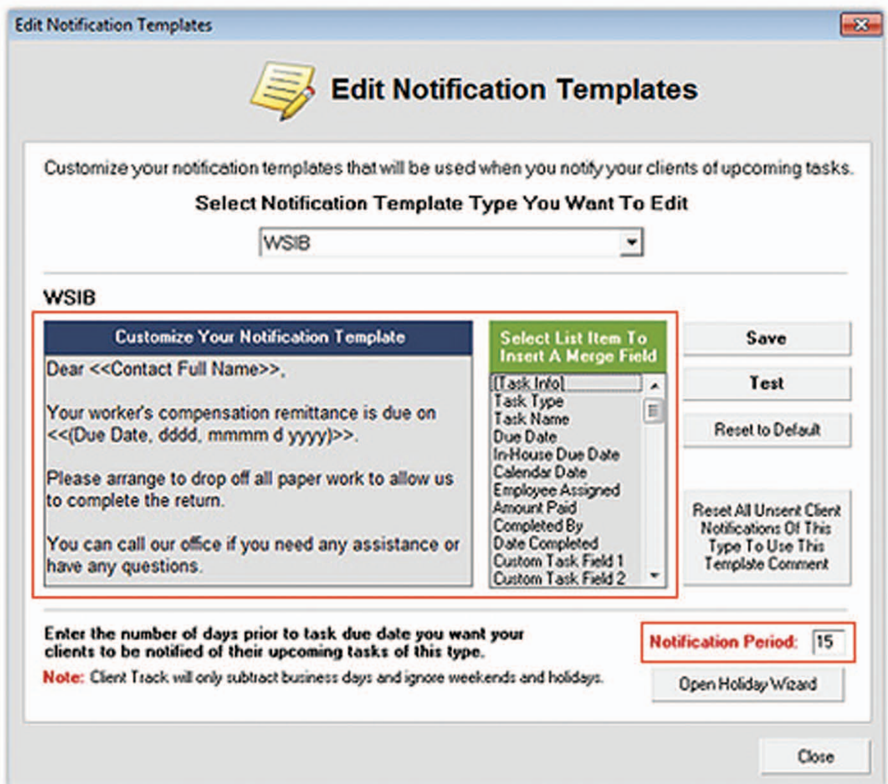
To notify a business client of a task(s), follow these steps:

1) Click **Auto Notify All Above.**
2) Check off a notification method and click **Finish.**

(j) Edit Notification Template

To customize the notification template for WSIB to send to a business client or the number of days prior to task due dates to notify business client of upcoming tasks deadlines, follow these steps :

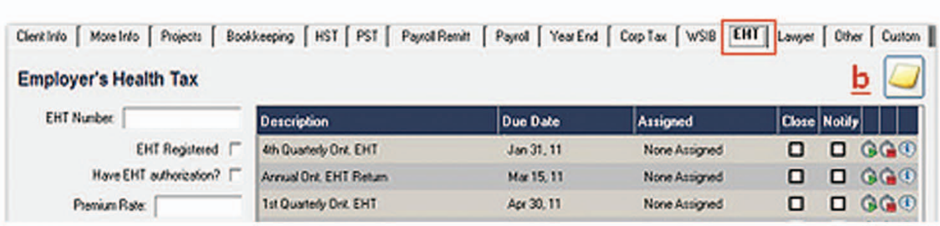
1) Click **Edit Notification Template** icon.
2) Select template type from drop-down list and insert merge fields shown below.
3) **Optional:** Change the number of days
4) Click **Close.**

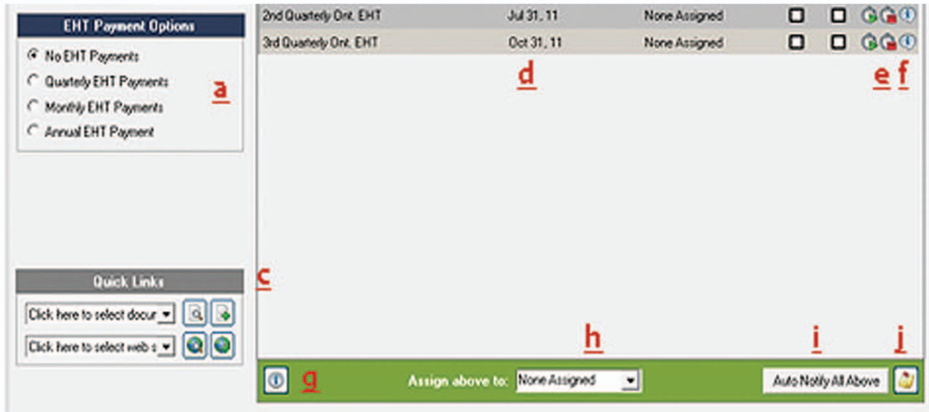


EHT (Employer's Health Tax)

The **EHT** tab is designed to keep track of employer health tax's remittance due dates for your business clients and store information such EHT number, registration, and premium rate.

In Business Clients, go to **Client Info** > **EHT** (tab)





a. *Task Settings* ***b.*** *Scratch Pad* ***c.*** *Quick Links* ***d.*** *Task Description* ***e.*** *Task Timers*
f. *Task Information* ***g.*** *Client Options* ***h.*** *Assign User* ***i.*** *Auto Notify* ***j.*** *Edit Notification Template*

(a) Task Settings

Insert EHT-related information and select type of EHT payment for business client.

(b) Scratch Pad

Include additional notes on a business client with regards to EHT. If there are notes inside, the notepad icon will include a pencil.

(c) Quick Links

Built-in links to websites with more information on EHT. You can add your own links or attach documents by clicking the globe icons.

(d) Task Description

Includes information type of task, due date, and assigned user based on type of payment schedule you select. You can notify business client or close a task by checking off the boxes from here.

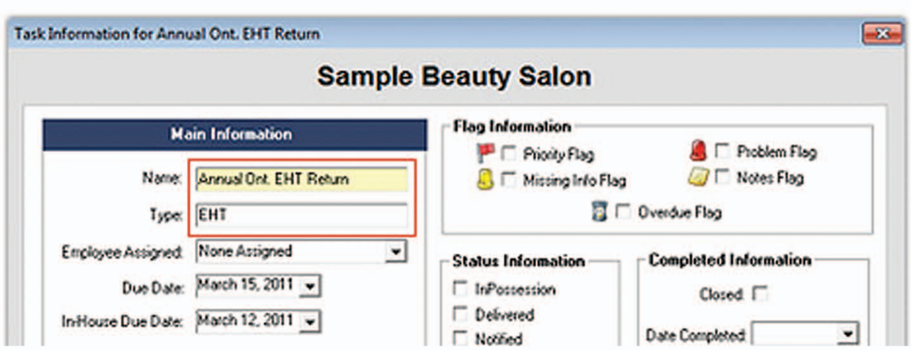
Note: Information for tasks in 3 categories can be edited by clicking on the text.

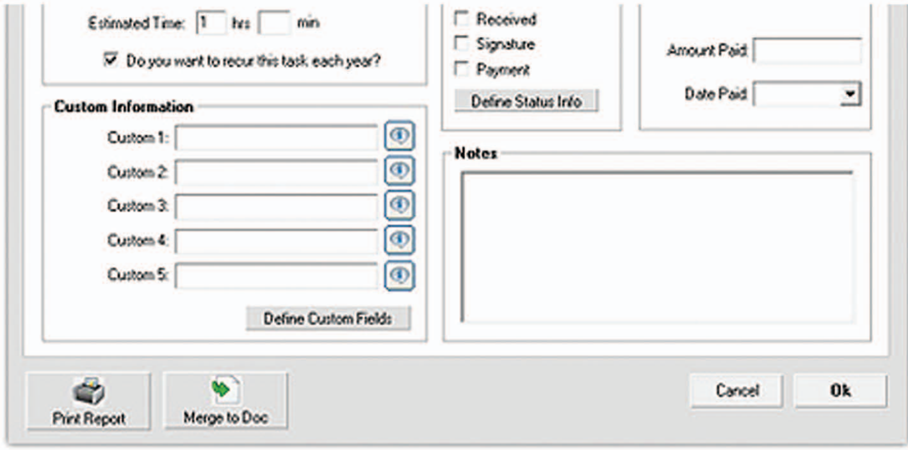
(e) Task Timers

Simply click the start timer to being time entry for billing and when done, click the stop timer. The billing time of task willin appear in the **Time & Billing** section.

(f) Task Information

Can edit or include additional information on tasks such as dates, type of flag, status, custom information and notes shown below.





(g) Client Options

For instructions on how to customize options for business client, go to pg.295.

(h) Assign User

To assign user to **all tasks**, select an user from drop-down list besides **Assign above to.**

(i) Auto Notify

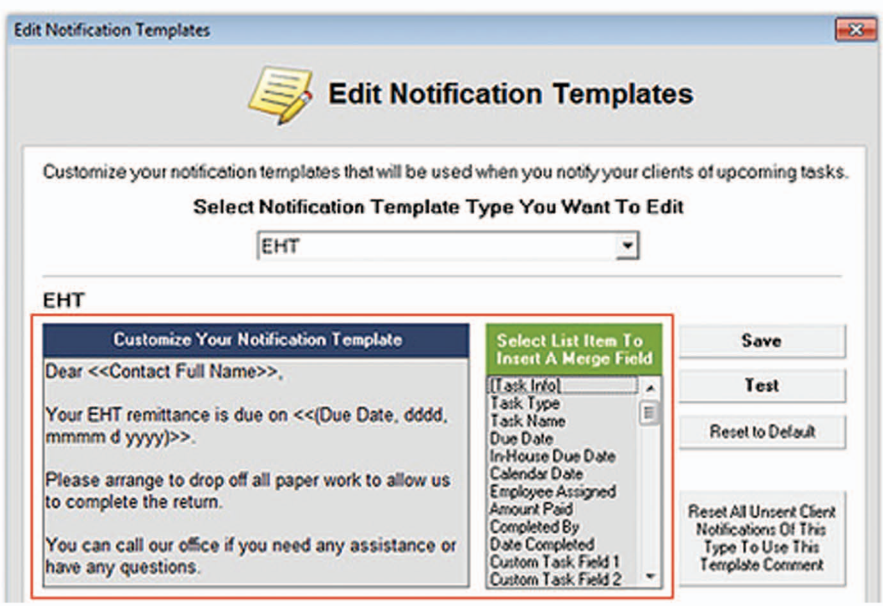
To notify a business client of a task(s), follow these steps:

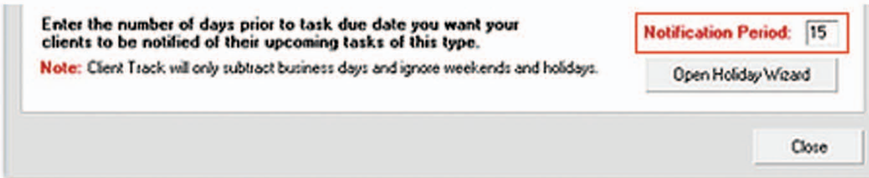
1) Click **Auto Notify All Above.**
2) Check off a notification method and click **Finish.**

(j) Edit Notification Template

To customize the notification template for EHT to send to a business client or the number of days prior to task due dates to notify business client of upcoming tasks deadlines, follow these steps :

1) Click **Edit Notification Template** icon.
2) Select template type from drop-down list and insert merge fields shown below.
3) **Optional:** Change the number of days
4) Click **Close.**

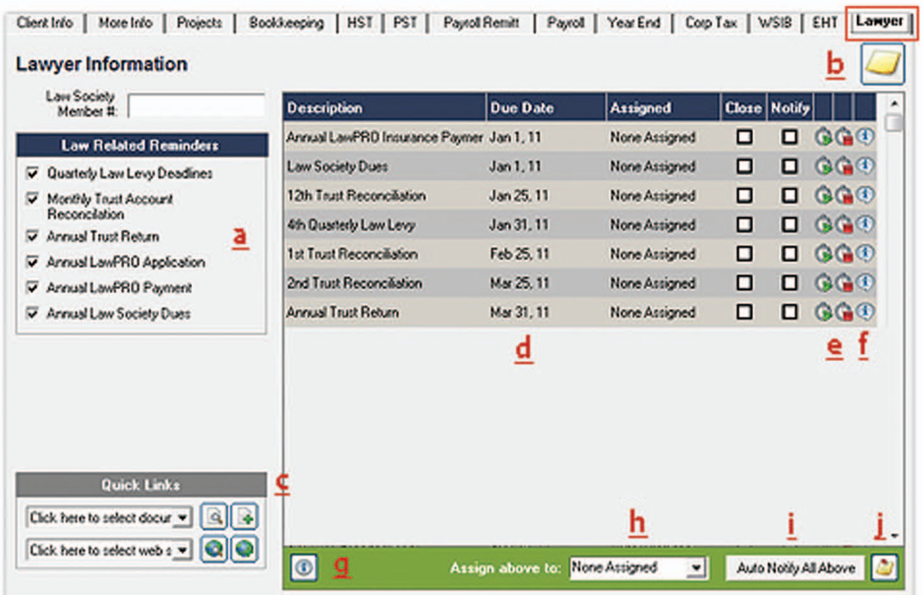




Lawyer

The **Lawyer** tab is designed to schedule law related reminders for your business clients who are lawyers such as levy deadlines, trust returns, and reconcilations.

In Business Clients, go to **Client Info** > **Lawyer** (tab)



a. Task Settings b. Scratch Pad c. Quick Links d. Task Description e. Task Timers f. Task Information g. Client Options h. Assign User i. Auto Notify j. Edit Notification Template

(a) Task Settings

Type in society member number and select type of law related reminder(s) to schedule for business client.

(b) Scratch Pad

Include additional notes on a business client with regards to Lawyer. If there are notes inside, the notepad icon will include a pencil.

(c) Quick Links

Built-in links to websites with more information on Lawyer. You can add your own links or attach documents by clicking the globe icons.

(d) Task Description

Includes information type of task, due date, and assigned user based on type of payment schedule you select. You can notify business client or close a task by checking off the boxes from here.

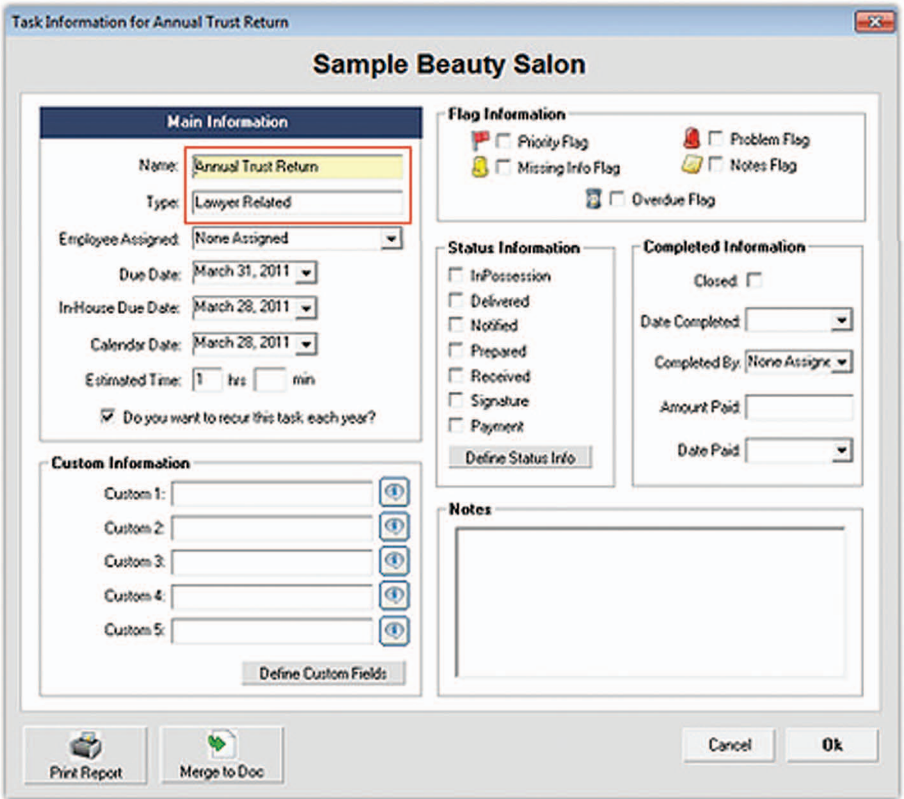
Note: Information for tasks in 3 categories can be edited by clicking on the text.

(e) Task Timers

Simply click the start timer to being time entry for billing and when done, click the stop timer. The billing time of task willin appear in the **Time & Billing** section.

(f) Task Information

Can edit or include additional information on tasks such as dates, type of flag, status, custom information and notes shown below.



(g) Client Options

For instructions on how to customize options for business client, go to pg.295.

(h) Assign User

To assign user to **all tasks**, select an user from drop-down list besides **Assign above to.**

(i) Auto Notify

To notify a business client of a task(s), follow these steps:

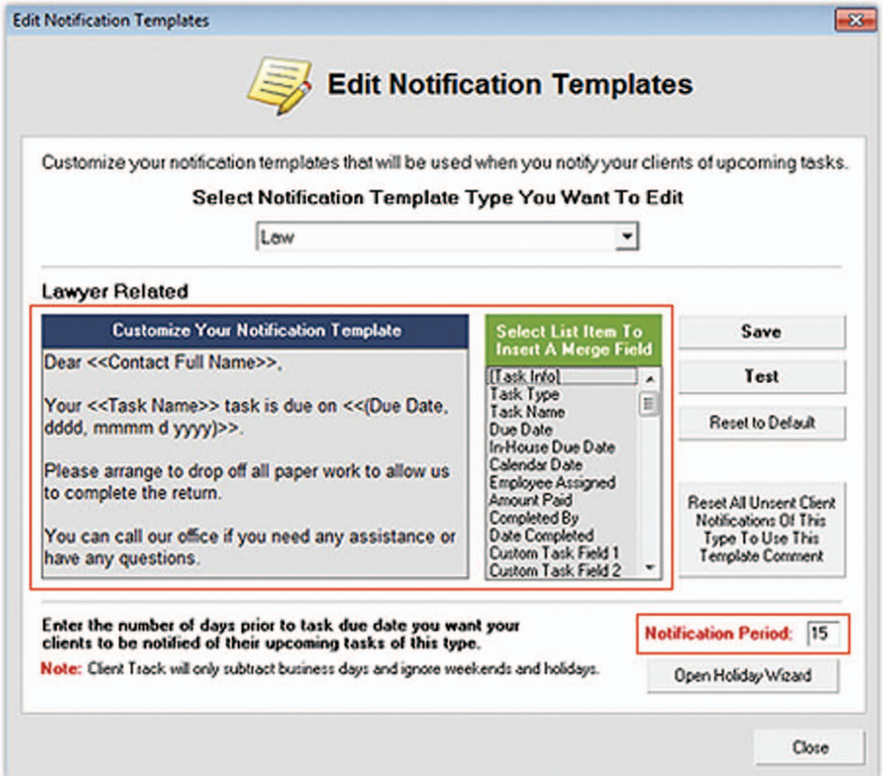
1) Click **Auto Notify All Above.**
2) Check off a notification method and click **Finish.**

(j) Edit Notification Template

To customize the notification template for Lawyer Information to send to a business client or the number of days prior to task due dates to notify business client of upcoming tasks deadlines, follow these steps :

1) Click **Edit Notification Template** icon.
2) Select template type from drop-down list and insert merge fields shown below.

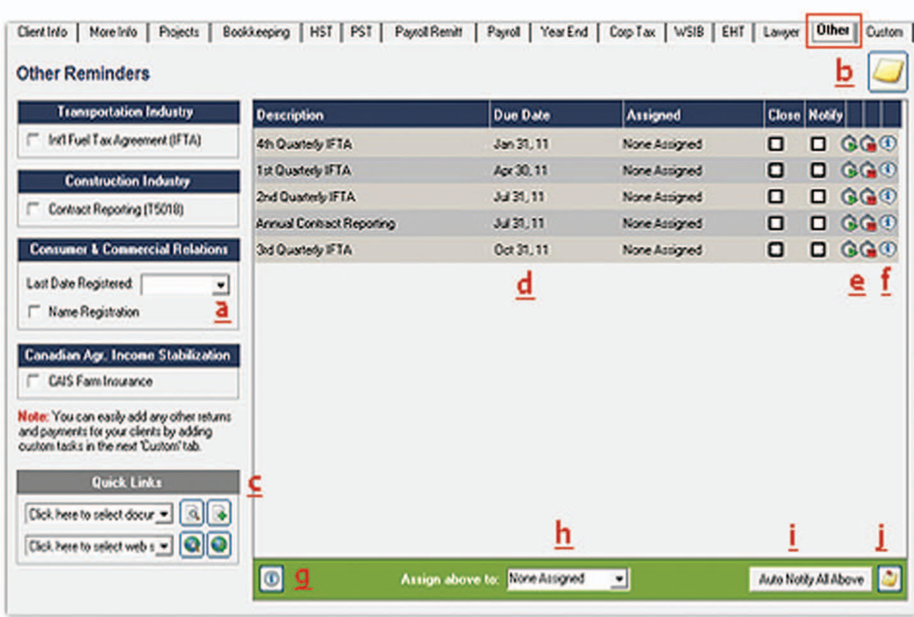
3) **Optional:** Change the number of days
4) Click **Close.**



Other

The **Other** tab is designed to schedule miscellaneous reminders for your business clients who are in the agriculture, IFTA, and contracting industy.

In Business Clients, go to **Client Info** > **Other** (tab)



a. Task Settings b. Scratch Pad c. Quick Links d. Task Description e. Task Timers f. Task Information g. Client Options h. Assign User i. Auto Notify j. Edit Notification Template

(a) Task Settings

Select which other reminders to schedule for business client.

(b) Scratch Pad

Include additional notes on a business client with regards to Other. If there are notes inside, the notepad icon will include a pencil.

(c) Quick Links

Built-in links to websites with more information on Other Reminders. You can add your own links or attach documents by clicking the globe icons.

(d) Task Description

Includes information type of task, due date, and assigned user based on type of payment schedule you select. You can notify business client or close a task by checking off the boxes from here.

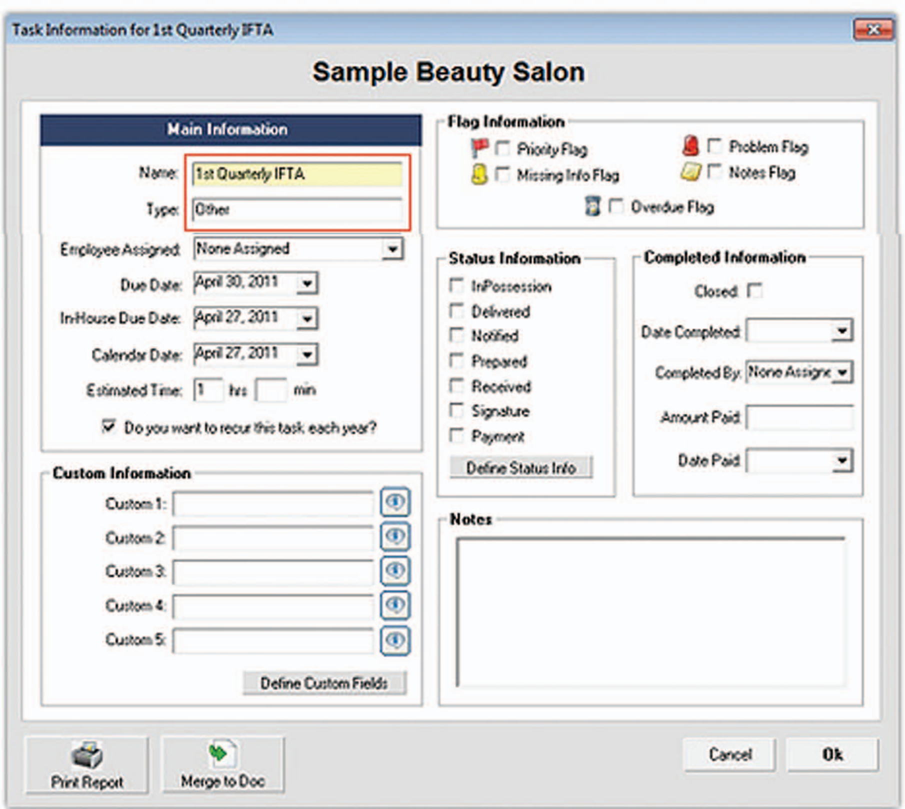
Note: Information for tasks in 3 categories can be edited by clicking on the text.

(e) Task Timers

Simply click the start timer to being time entry for billing and when done, click the stop timer. The billing time of task willin appear in the **Time & Billing** section.

(f) Task Information

Can edit or include additional information on tasks such as dates, type of flag, status, custom information and notes shown below.



(g) Client Options

For instructions on how to customize options for business client, go to pg.295.

(h) Assign User

To assign user to **all tasks**, select an user from drop-down list besides **Assign above to.**

(i) Auto Notify

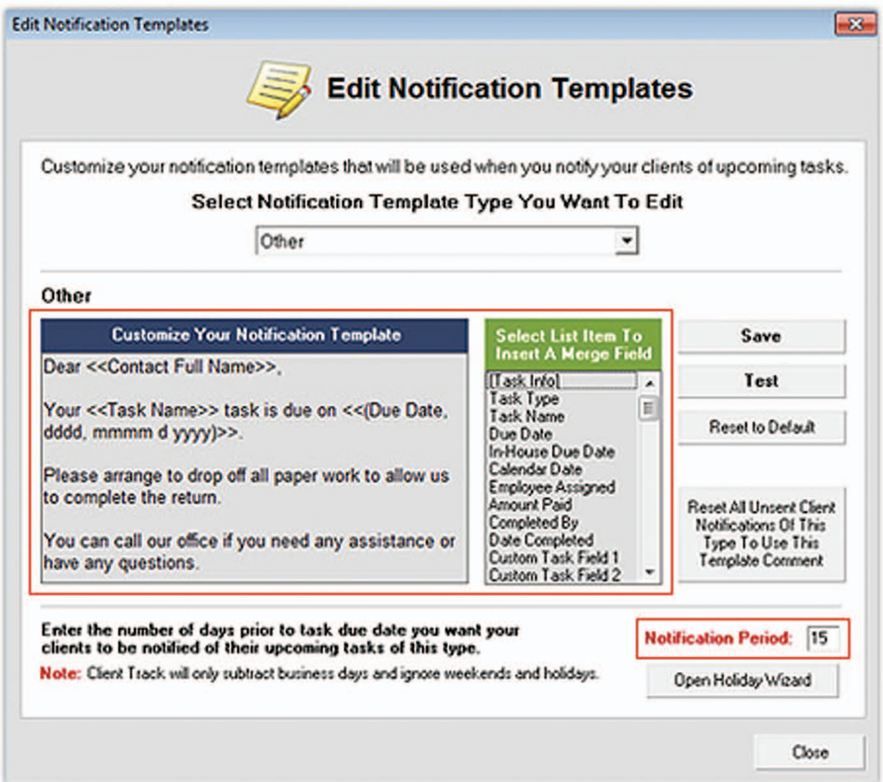
To notify a business client of a task(s), follow these steps:

1) Click **Auto Notify All Above.**
2) Check off a notification method and click **Finish.**

(j) Edit Notification Template

To customize the notification template for Other Reminders to send to a business client or the number of days prior to task due dates to notify business client of upcoming tasks deadlines, follow these steps :

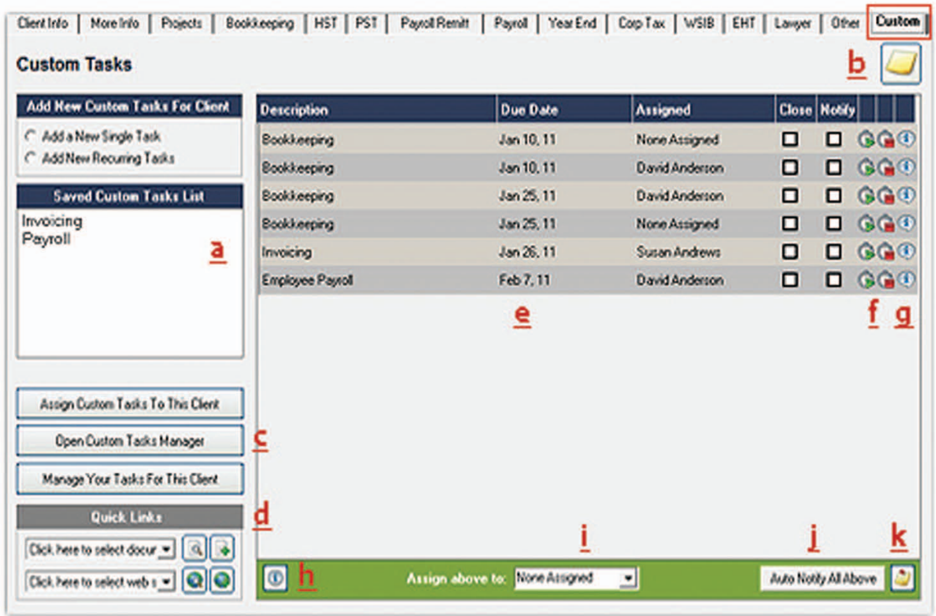
1) Click **Edit Notification Template** icon.
2) Select template type from drop-down list and insert merge fields shown below.
3) **Optional:** Change the number of days
4) Click **Close.**



Custom

The **Custom** tab is designed to schedule specific tasks for your business clients. This may include one-time deadlines that do not appear in other tabs such as **Family Trusts** and **Wills** or add recurring tasks in which you can control the frequency of deadlines. You can create up to a maximum of five custom fields.

In Business Clients, go to **Client Info** > **Custom** (tab)



a. Task Options & List b. Scratch Pad c. Task Tools d. Quick Links e. Task Description f. Task Timers g. Task Information h. Client Options i. Assign User j. Auto Notify k. Edit Notification Template

(a) Task Options & List

Allows you to select type of custom task such as single, recurring or a saved custom task for a business client.

(b) Scratch Pad

Include additional notes on a business client with regards to Custom. If there are notes inside, the notepad icon will include a pencil.

(c) Task Tools

Allows you to assign a saved custom task to a client and manage your custom tasks all at once from here.

(d) Quick Links

Built-in links to websites with more information on Custom. You can add your own links or attach documents by clicking the globe icons.

(e) Task Description

Includes information type of task, due date, and assigned user based on type of payment schedule you select. You can notify business client or close a task by checking off the boxes from here.

Note: Information for tasks in 3 categories can be edited by clicking on the text.

(f) Task Timers

Simply click the start timer to being time entry for billing and when done, click the stop timer. The billing time of task willin appear in the **Time & Billing** section.

(g) Task Information

Can edit or include additional information on tasks such as dates, type of flag, status, custom information and notes shown below.

(h) Client Options

For instructions on how to customize options for business client, go to pg.295.

(j) Auto Notify

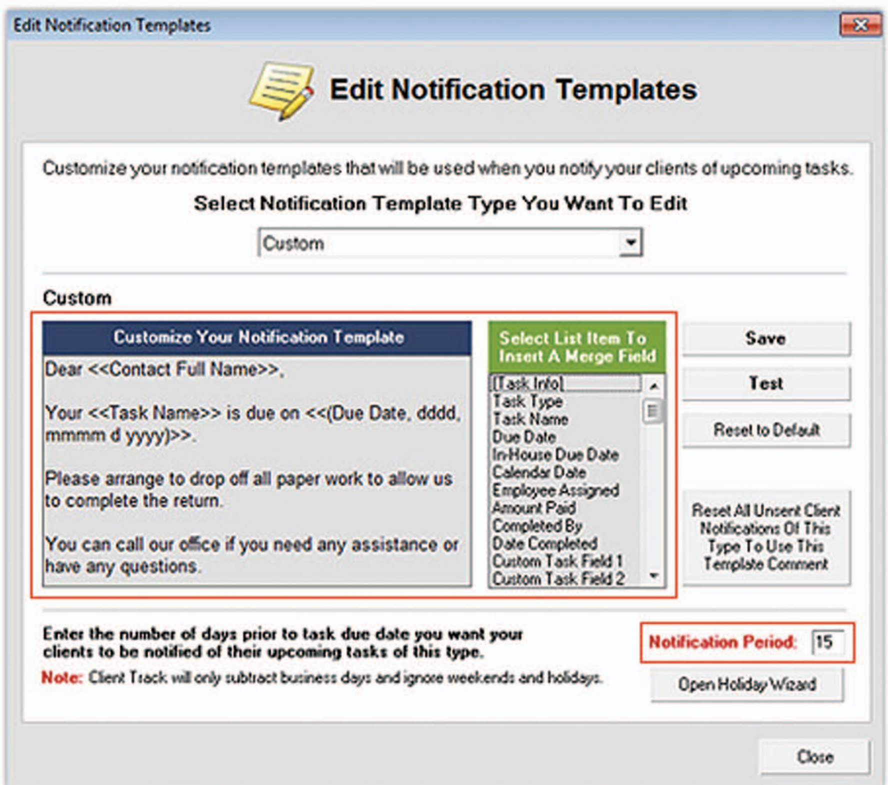
To notify a business client of a task(s), follow these steps:

1) Click **Auto Notify All Above.**
2) Check off a notification method and click **Finish.**

(k) Edit Notification Template

To customize the notification template for Custom to send to a business client or the number of days prior to task due dates to notify business client of upcoming tasks deadlines, follow these steps :

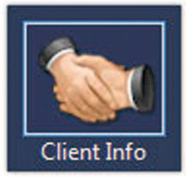
1) Click **Edit Notification Template** icon.
2) Select template type from drop-down list and insert merge fields shown below.
3) **Optional:** Change the number of days
4) Click **Close.**



Business Clients

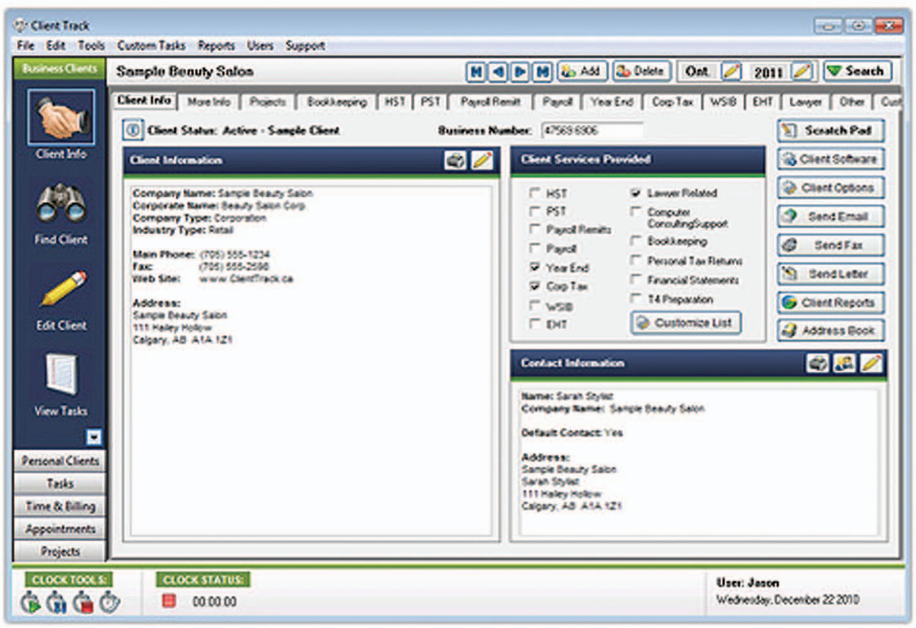
Client Info

Step 1



In **Business Clients**, go to > **Client Info** (icon)

Step 2

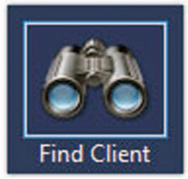


To learn the how-to's of **Client Info**, select one of the following:

- Client Info (pg.62)
- More Info (pg.64)
- Projects (pg.65)
- Bookkeeping (pg.67)
- HST (pg.70)
- PST (pg.72)
- Payroll (Source) (pg.74)
- Year End (pg.76)
- Corp Tax (pg.79)
- WSIB (pg.81)
- EHT (pg.83)
- Lawyer (pg.86)
- Other (pg.88)
- Custom (pg.90)
- Client Status (pg.292)
- Client Options (pg.295)
- Send Email, Fax and Letter (pg.325)
- Create Reports (pg.259)
- Address Book (pg.220)

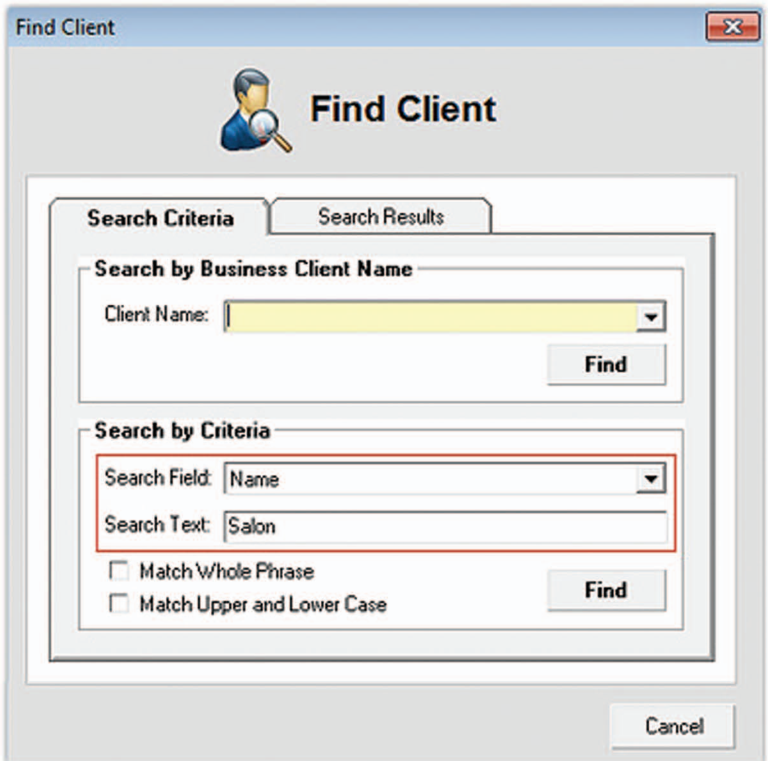
Find Client

Step 1



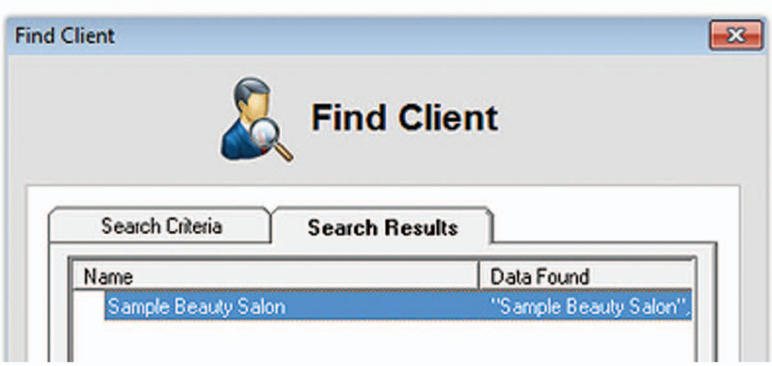
In **Business Clients**, go to > **Find Client** (icon)

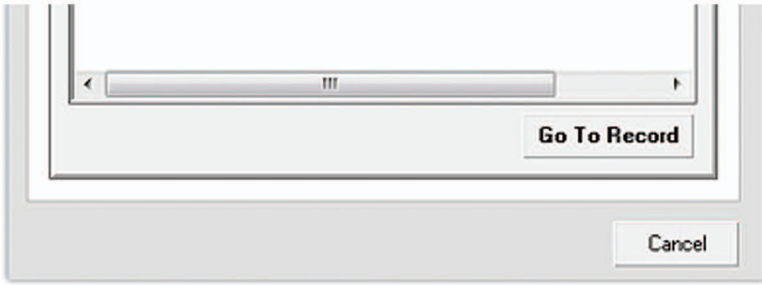
Step 2



1) Under **Search Criteria** tab, select type of search from drop-down lists above.
2) Click **Find**.

Step 3

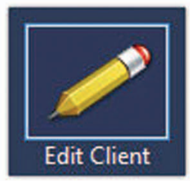




1) Under **Search Results** tab, select the appropriate business client above.
2) Click **Go to Record** to have business client automatically show up.

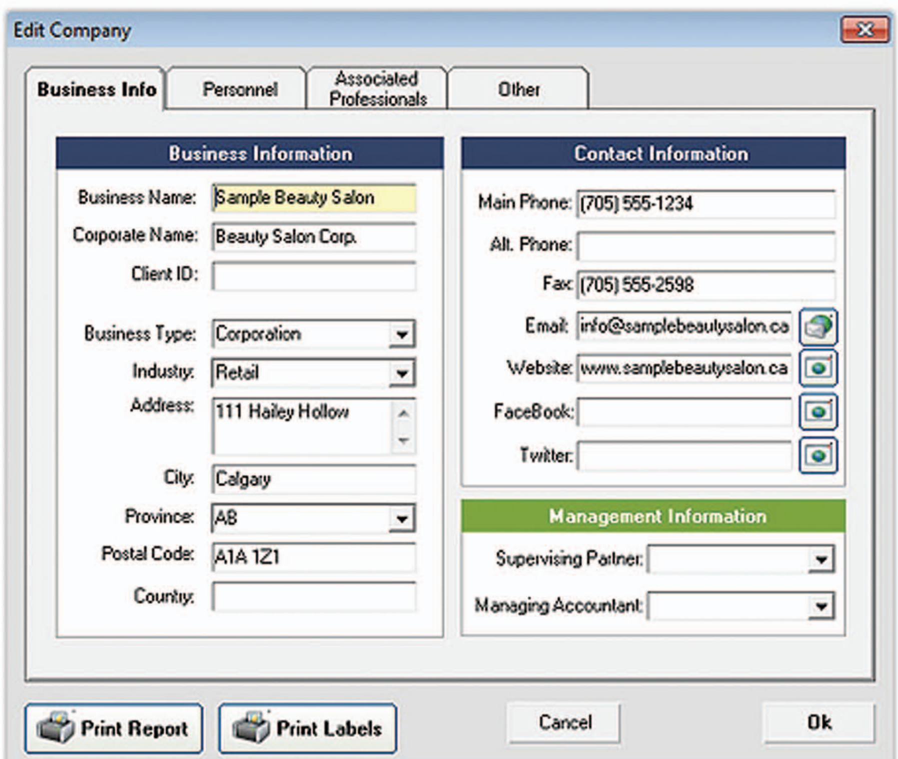
Edit Client

Step 1



In **Business Clients**, go to > **Edit Client** (icon)

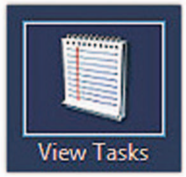
Step 2



1) Edit business client's information in any of following tabs shown above: **Business Info, Personnel, Associated Professionals,** and **Other**.
2) Click **Ok** to save changes.

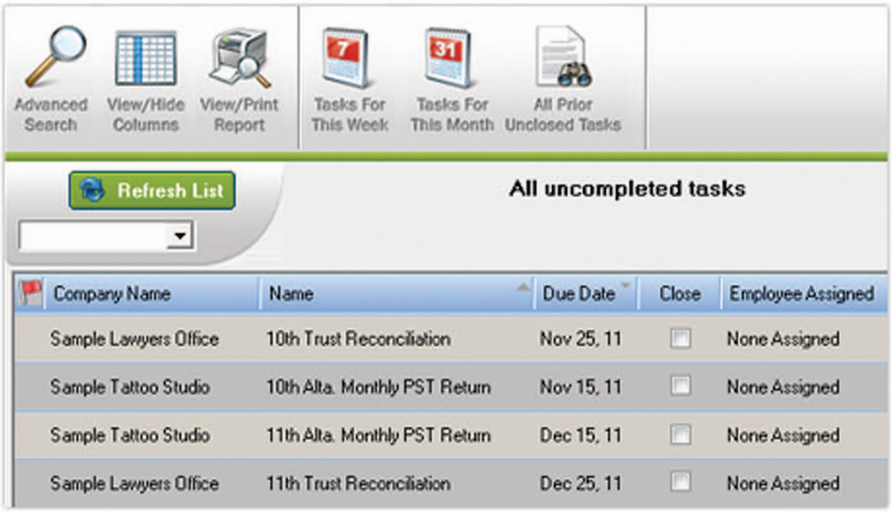
View Tasks

Step 1



In **Business Clients**, go to > **View Tasks** (icon)

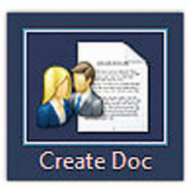
Step 2



Follow the instructions on how to view business clients' tasks on pg.122.

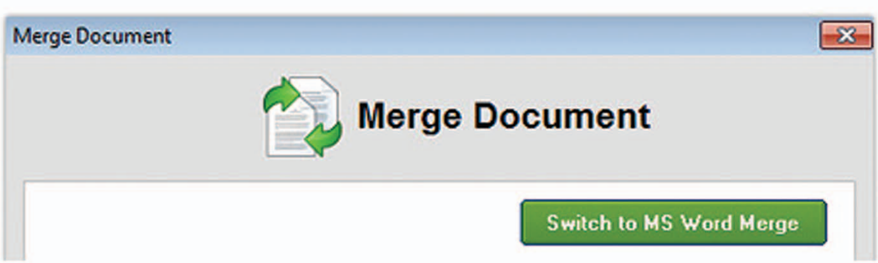
Merge Document

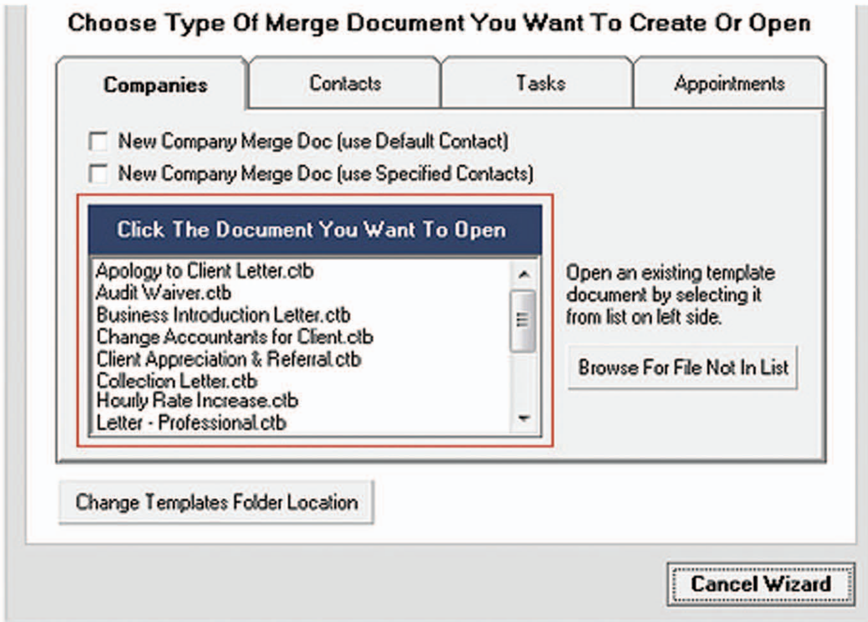
Step 1



In **Business Clients**, go to > **Create Doc** (icon)

Step 2

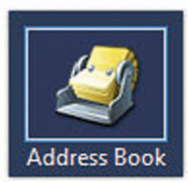




1) Select the document from the list to merge company with as shown above.
2) Follow the instructions on pg.234.

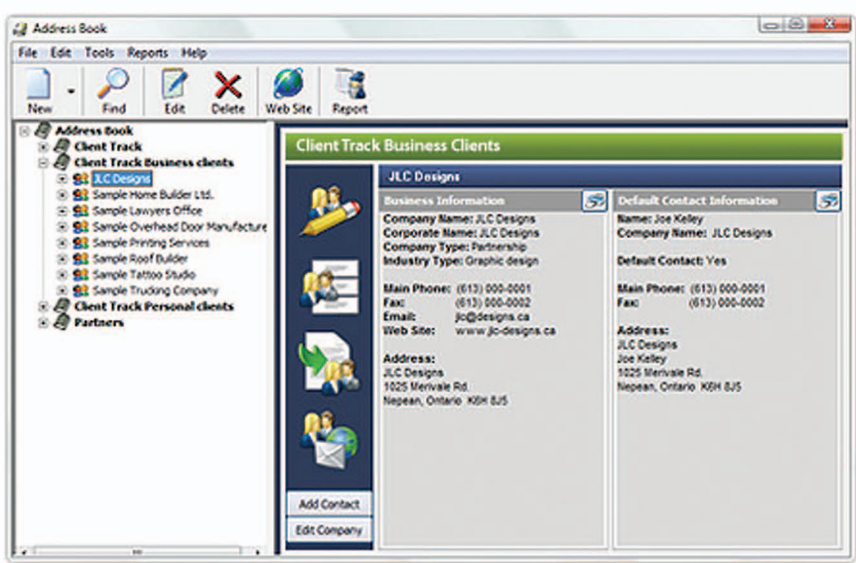
Address Book

Step 1



In **Business Clients**, go to > **Address Book** (icon)

Step 2

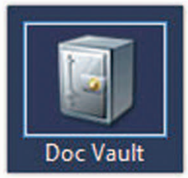


To learn the how-to's of the **Address Book**, select one of the following:

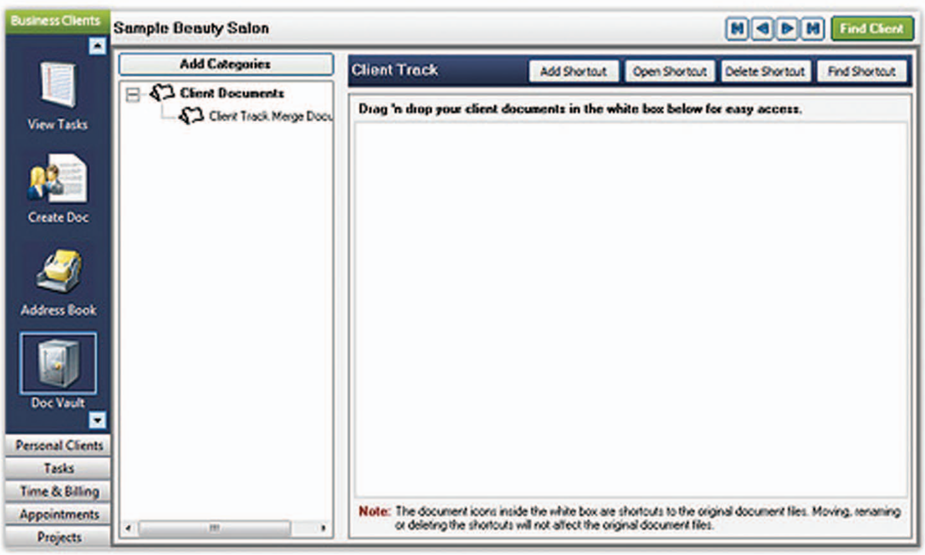
- Add New Contact (pg.220)
- Add New Company (pg.222)
- Add New Category (pg.223)
- Edit Contact (pg.225)
- Find Contact (pg.226)
- Delete Contact (pg.228)
- Delete Category (pg.229)
- Moving Multiple Contacts (pg.230)
- Preferences (pg.231)

Document Vault

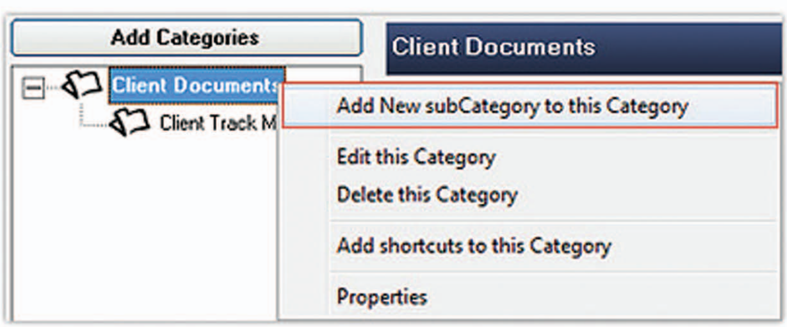
Step 1



In **Business Clients**, go to > **Doc Vault** (icon)

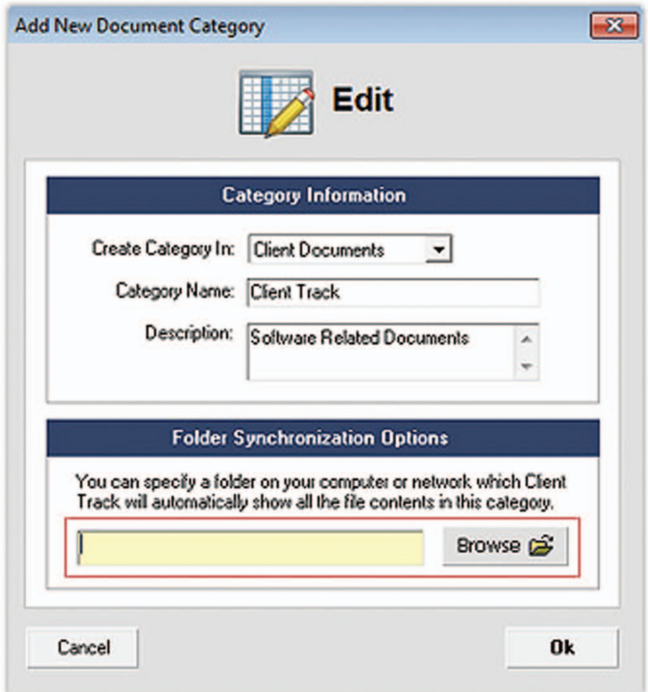


Step 2



1) To add new business client, right-click on main category (**Client Documents**) and select **Add New subCategory to this Category** shown above.

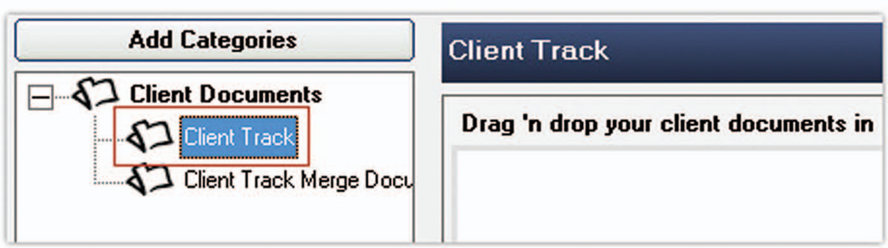
Optional: Click **Add Categories** button to create new category.



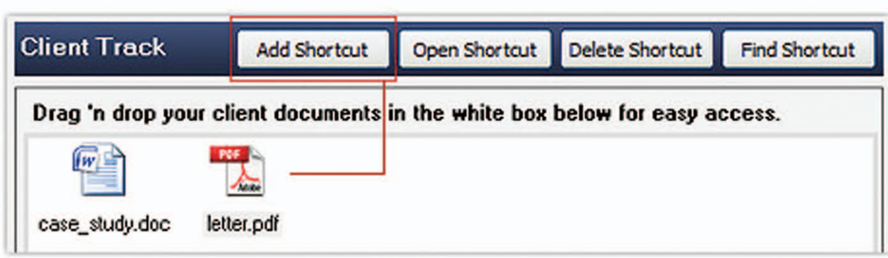
2) Type category name and description shown above.
3) To synchronize a folder from network, click **Browse**.
3) Click **Ok**.

Note: To delete a category, select category and hit **Delete** on keyboard.

Step 3



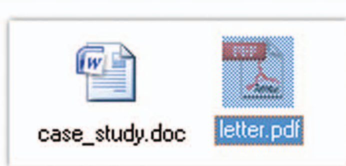
1) Select new category that you have created in Step 2 shown above.



2) Click **Add Shortcut** and select file(s) from your computer to store in doc vault shown above.

Optional: You can drag 'n drop files from your computer in doc vault.

Step 4



1) To delete a document from **Doc Vault**, select a document shown above.
2) Click **Yes** to confirm delete in pop-up window.

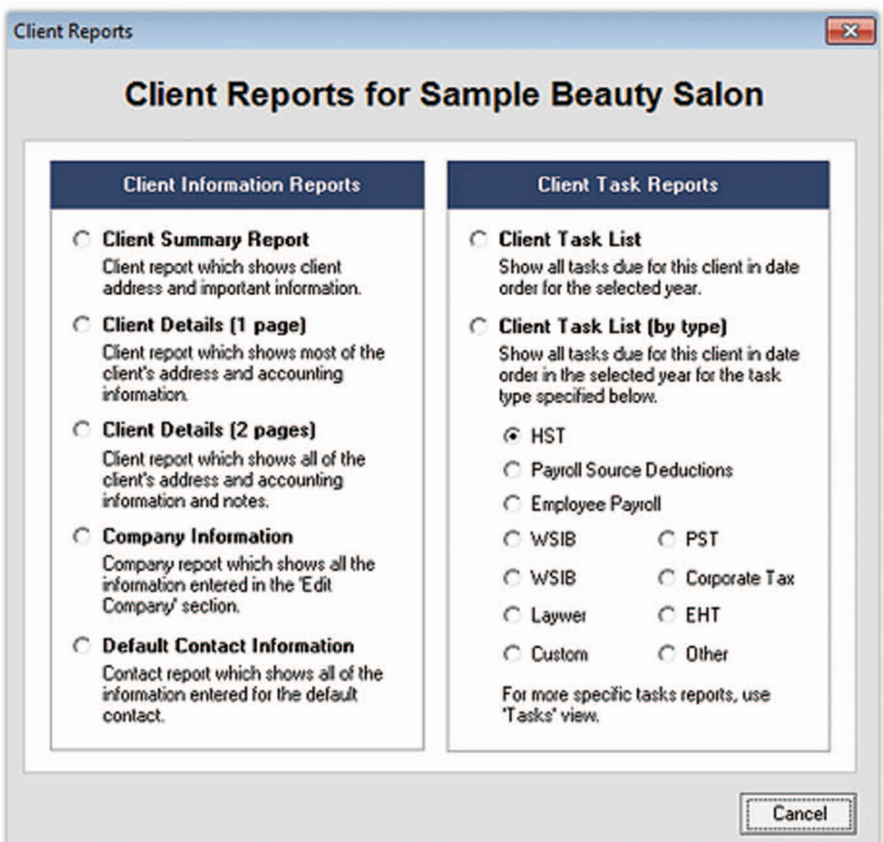
Note: Documents that are stored in doc vault act as 'shortcuts', therefore, deleting them will not delete the original file source on your computer.

Reports

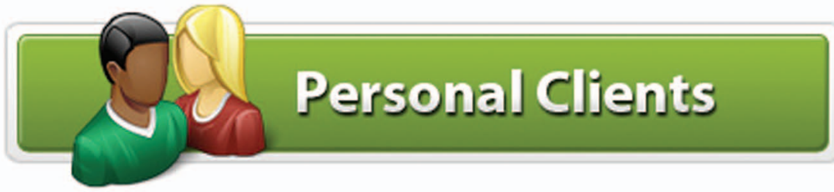
Step 1

In **Business Clients**, go to > **Reports** (icon)

Step 2



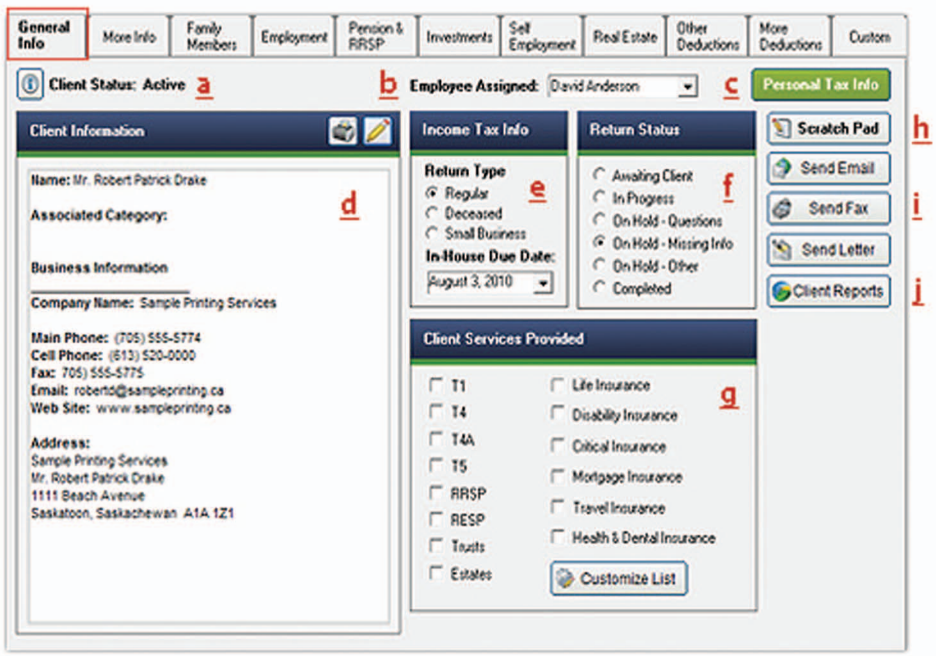
Follow the instructions on how to create a report for a business client on pg.259.



General Info

The **General Info** tab is designed to be the main source that contains all of your personal clients' information and quick access to all of the main client options and tools of Client Track in one area. Familiarize yourself with the sections below.

In Personal Clients, go to **Client Info** > **General Info** (tab)



a. *Client Status* ***b.*** *Employee Assigned* ***c.*** *Personal Tax Info* ***d.*** *Client Information*
e. *Income Tax Info* ***f.*** *Return Status* ***g.*** *Client Services Provided*
h. *Scratch Pad* ***i.*** *Send Notifications* ***j.*** *Client Reports*

(a) Clients Status

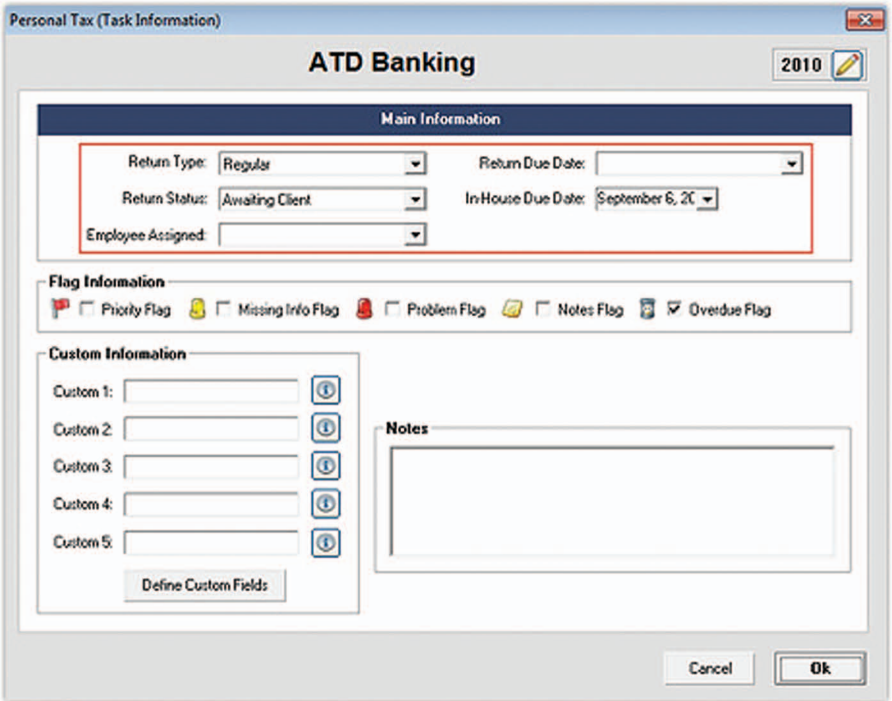
If a particular personal tax client is no longer your client for whatever reason but would still like to keep their information in Client Track, you can set the personal tax client to **Inactive** by following these steps on pg.292.

(b) Employee Assigned

Ability to assign specific employees to business clients.

(c) Personal Tax Info

Can edit or include additional information on task such as information on return, type of flag, custom information and notes shown below.



(d) Client Information

To edit a personal tax client's information, click the pencil icon and fill in the updated information under each tab, if applicable.

(e) Income Tax Info

To create an income tax return for a personal tax client, select type of income tax and set an in-house due date.

(f) Return Status

To set status on an income tax return for a personal tax client, select one from list.

(g) Client Services Provided

Checklist of all services that client provides for tax returns. Removing or adding additional services can be done by clicking on **Customize List** shown above.

(h) Scratch Pad

Click on pencil icon to insert additional notes on selected personal tax client.

(i) Send Notifications

For instructions on how to send a notification to personal tax client, go to pg.325.

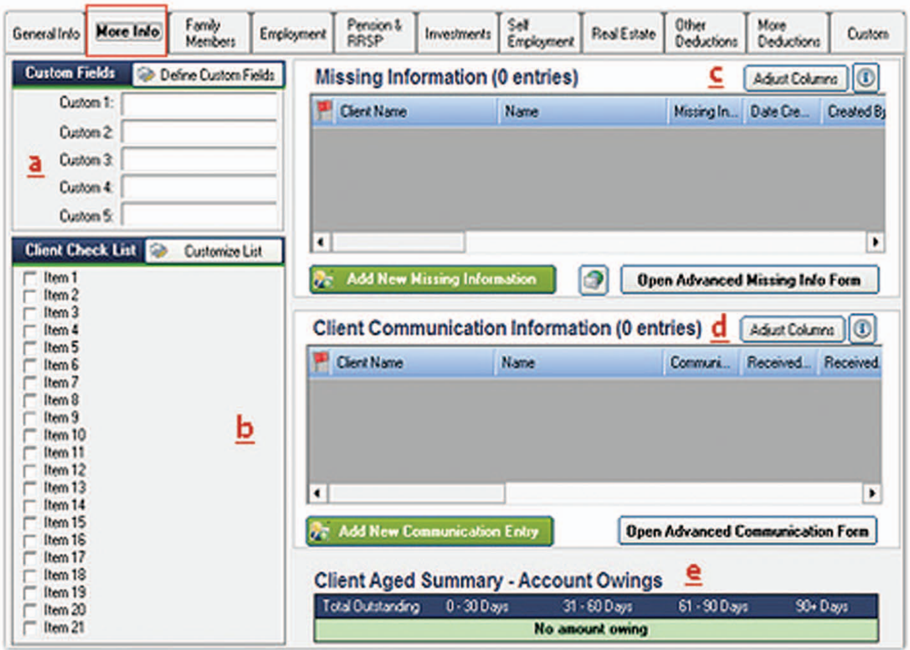
(j) Client Reports

For instructions on how to create a report for a personal tax client, go to pg.261.

More Info

The **More Info** tab is designed to select which type of tax prep documents relating to employment and income have been brought in by your personal clients and on what date.

In Personal Clients, go to **Client Info** > **More Info** (tab)



a. *Custom Fields* ***b.*** *Checklist* ***c.*** *Missing Information*
d. *Client Communication Information* ***e.*** *Client Aged Summary*

(a) Custom Fields

Allows you add multiple custom fields of other specific tasks for business client.

(b) Checklist

Allows you to make a list and check off other items done for client when completed.

(c) Missing Information

Allows you to add documents that are missing relating to tasks for business client.

If you are missing documents relationship to income tax return for a specific personal tax client, follow these steps:

1) Click **Add Missing Doc** shown below.
2) Type in missing document name and information and click **Ok** in pop-up window.
3) Send email to personal tax client by clicking the basket icon.

(d) Client Communication Information

Allows you add logs of communication information for client.

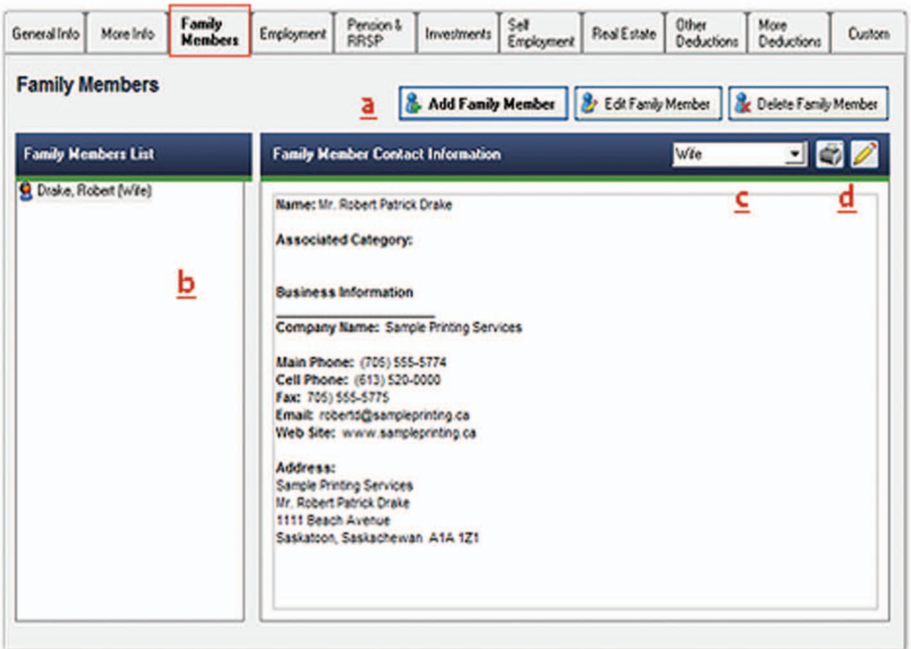
(e) Client Aged Summary

Allows you to view total ownings that the business client needs to pay.

Family Members

The **Family Members** tab is designed to store relationships of personal clients and create a family tree which appears in the Address Book.

In Personal Clients, go to **Client Info** > **Family Members** (tab)



a. *Family Member Options* ***b.*** *Family Members List* ***c.*** *Relationship Type* ***d.*** *Edit Member*

(a) Family Member Options

1) Click **Add New Family Member** shown above.
2) Click **Add a new contact as a family member.**
3) Type in contact's information and relationship type and click **Ok.**

(b) Family Members List

The names of family members you add will appear in the left sidebar of list.

(c) Relationship Type

To edit the type of relationship, select one from drop-down list shown above.

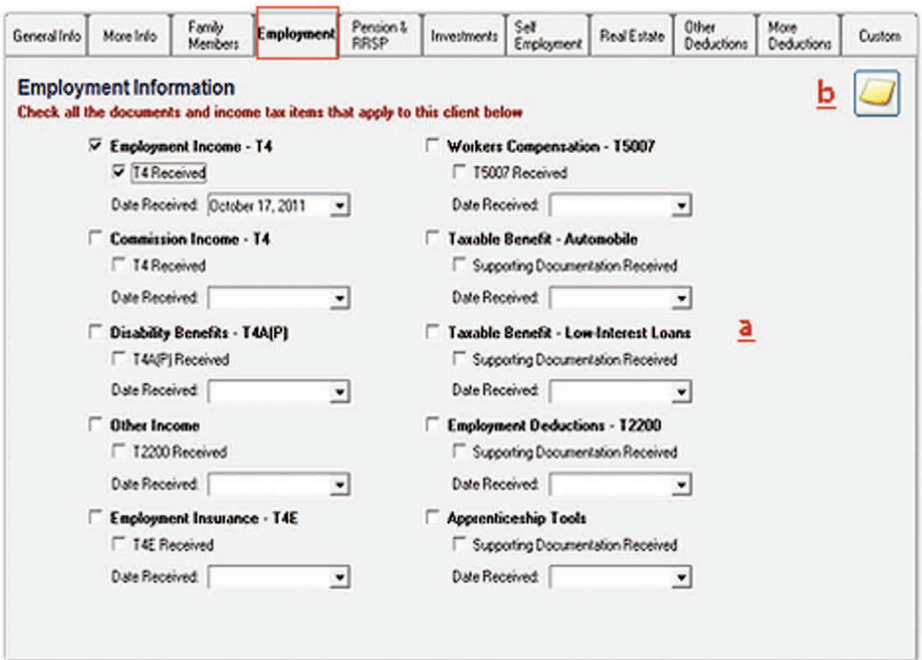
(d) Edit Contact

To edit contact's information, click on the pencil icon.

Employment

The **Employment** tab is designed to select which type of tax prep documents relating to employment and income have been brought in by your personal clients and on what date.

In Personal Clients, go to **Client Info** > **Employment** (tab)



a. Documents b. Scratch Pad

(a) Documents

Check off type of document(s) you have received from your personal clients and select the date(s) on calendar from drop-down list besides **Date Received**.

(b) Scratch Pad

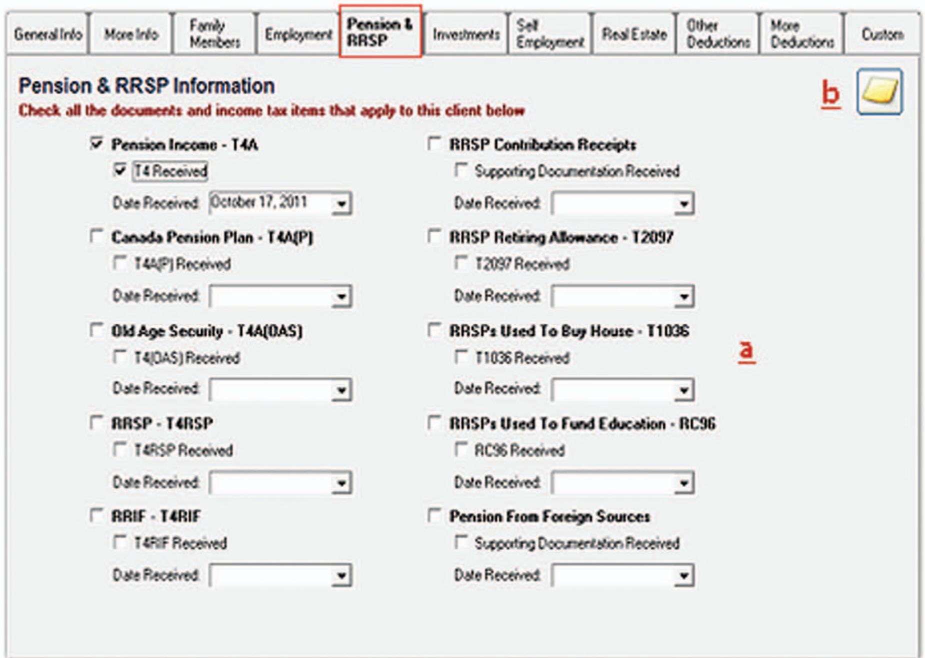
Include additional notes on a personal client with regards to Employment.

Note : After you save the notes, the icon will automatically change to a pencil to let you know that there are notes inside.

Pension & RRSP

The **Pension & RRSP** tab is designed to select which type of tax prep documents relating to pension and RRSPs have been brought in by your personal clients and on what date.

In Personal Clients, go to **Client Info** > **Pension & RRSP** (tab)



a. Documents *b. Scratch Pad*

(a) Documents

Check off type of document(s) you have received from your personal clients and select the date(s) on calendar from drop-down list besides **Date Received.**

(b) Scratch Pad

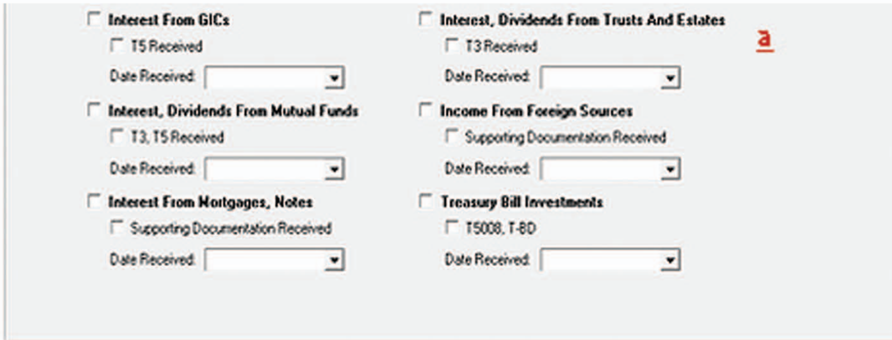
Include additional notes on a personal client with regards to Pensions & RRSPs.

Note: After you save the notes, the icon will automatically change to a pencil to let you know that there are notes inside.

Investments

The **Investments** tab is designed to select which type of tax prep documents relating to investments have been brought in by your personal clients and on what date.

In Personal Clients, go to **Client Info** > **Investments** (tab)



a. Documents b. Scratch Pad

(a) Documents

Check off type of document(s) you have received from your personal clients and select the date(s) on calendar from drop-down list besides **Date Received**.

(b) Scratch Pad

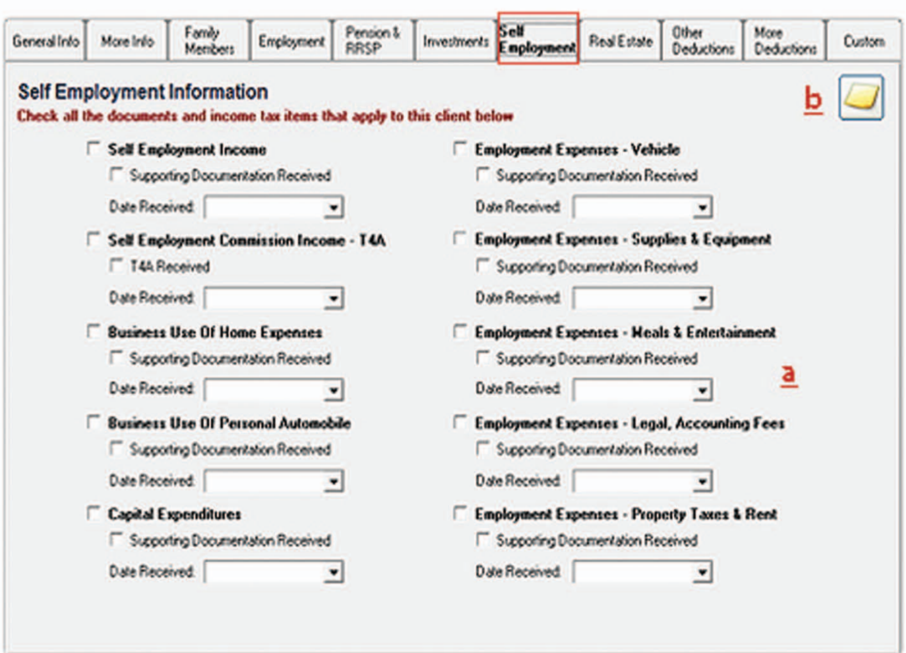
Include additional notes on a personal client with regards to Investments.

Note : After you save the notes, the icon will automatically change to a pencil to let you know that there are notes inside.

Self-Employment

The **Self Employment** tab is designed to select which type of tax prep documents relating to self employment have been brought in by your personal clients and on what date.

in Personal Clients, go to **Client Info** > **Self Employment** (tab)



a. Documents b. Scratch Pad

(a) Documents

Check off type of document(s) you have received from your personal clients and select the date(s) on calendar from drop-down list besides **Date Received**.

(b) Scratch Pad

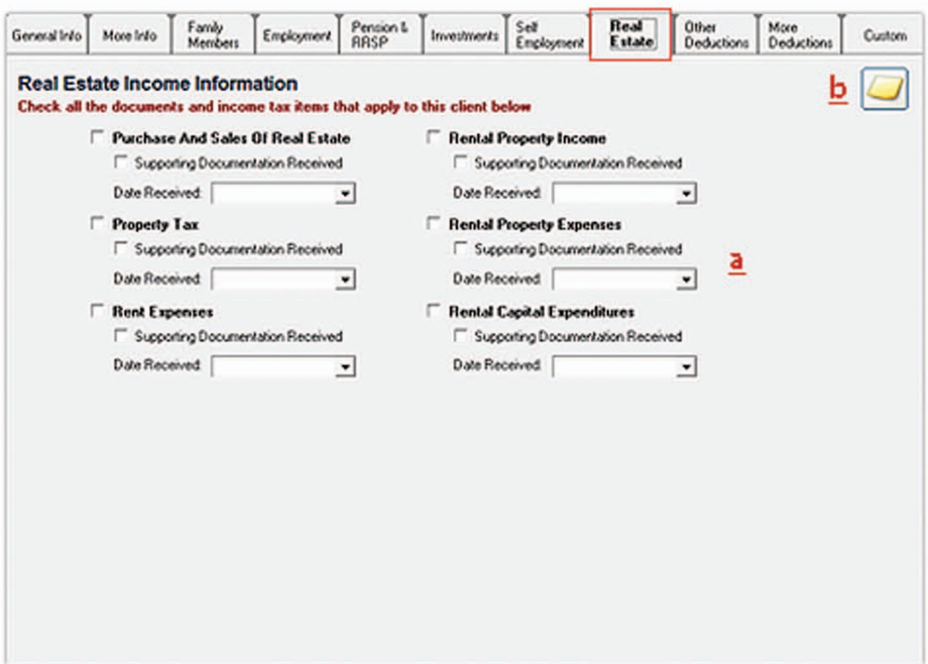
Include additional notes on a personal client with regards to Self-Employment.

Note: After you save the notes, the icon will automatically change to a pencil to let you know that there are notes inside.

Real Estate

The **Real Estate** tab is designed to select which type of tax prep documents relating to real estate income have been brought in by your personal clients and on what date.

In Personal Clients, go to **Client Info** > **Real Estate** (tab)



(a) Documents

Check off type of document(s) you have received from your personal clients and select the date(s) on calendar from drop-down list besides **Date Received**.

(b) Scratch Pad

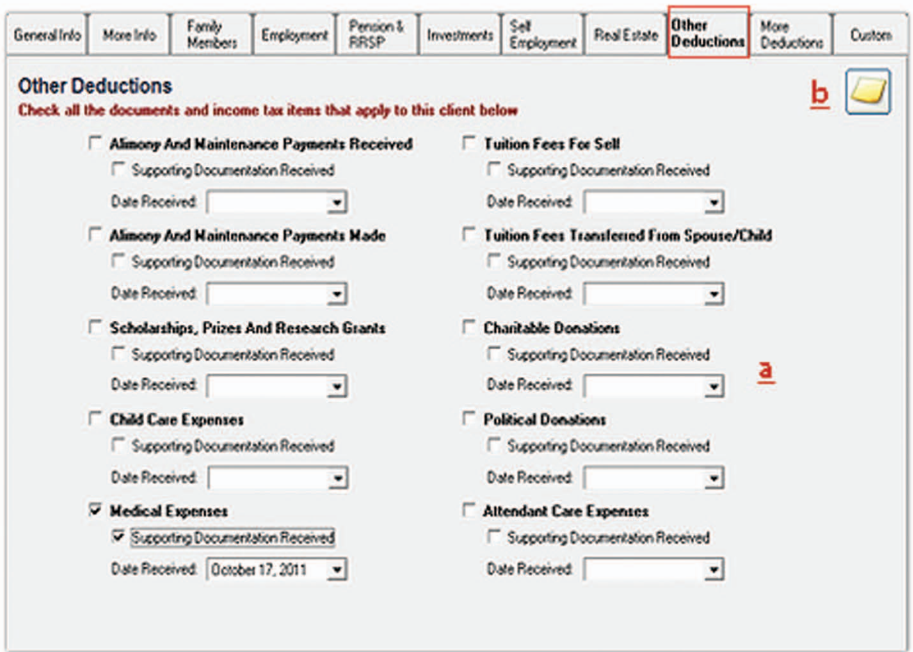
Include additional notes on a personal client with regards to Real Estate Income.

Note : After you save the notes, the icon will automatically change to a pencil to let you know that there are notes inside.

Other Deductions

The **Other Deductions** tab is designed to select which type of tax prep documents relating to expenses, tuition fees, and donations have been brought in by your personal clients and on what date.

In Personal Clients, go to **Client Info** > **Other Deductions** (tab)



a. *Documents* **b.** *Scratch Pad*

(a) Documents

Check off type of document(s) you have received from your personal clients and select the date(s) on calendar from drop-down list besides **Date Received.**

(b) Scratch Pad

Include additional notes on a personal client with regards to Other Deductions.

Note : After you save the notes, the icon will automatically change to a pencil to let you know that there are notes inside.

More Deductions

The **More Deductions** tab is designed to select which type of tax prep documents relating to union dues, interests, fees, and legal costs have been brought in by your personal clients and on what date.

In Personal Clients, go to **Client Info** > **More Deductions** (tab)

a. *Documents* ***b.*** *Scratch Pad*

(a) Documents

Check off type of document(s) you have received from your personal clients and select the date(s) on calendar from drop-down list besides **Date Received**.

(b) Scratch Pad

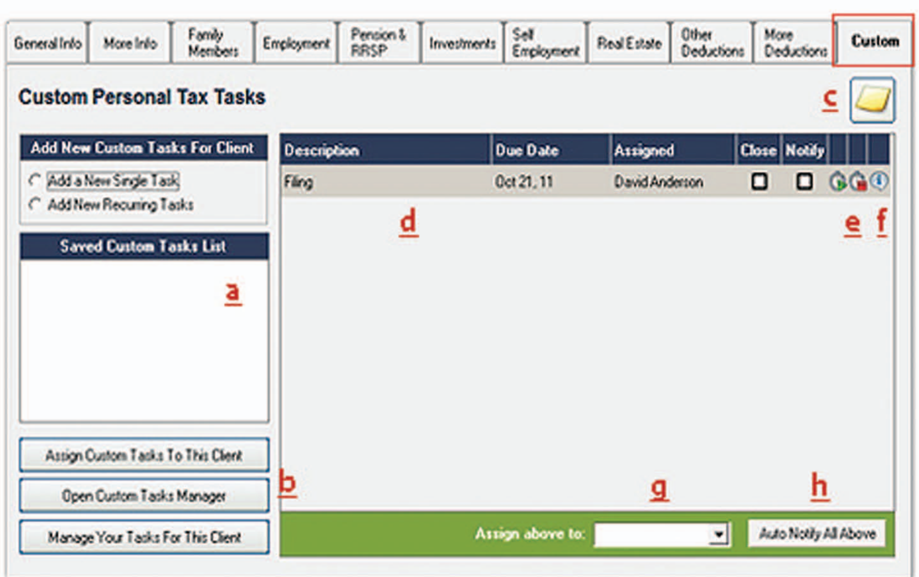
Include additional notes on a personal client with regards to More Deductions.

Note : After you save the notes, the icon will automatically change to a pencil to let you know that there are notes inside.

Custom

The **Custom** tab is designed to select which type of tax prep documents relating to employment and income have been brought in by your personal clients and on what date.

From personal clients menu, go to **Client Info** > **Custom**



a. *Task Settings* ***b.*** *Scratch Pad* ***c.*** *Task Description* ***d.*** *Task Timers*
e. *Task Information* ***f.*** *Assign User* ***g.*** *Auto-Notify*

(a) Task Settings

Create multiple custom fields to meet the specific needs for business client.

(b) Scratch Pad

Include additional notes on a business client with regards to Custom. If there are notes inside, the notepad icon will include a pencil.

(c) Task Description

Includes information type of task, due date, and assigned user based on type of payment schedule you select. You can notify business client or close a task by checking off the boxes from here.

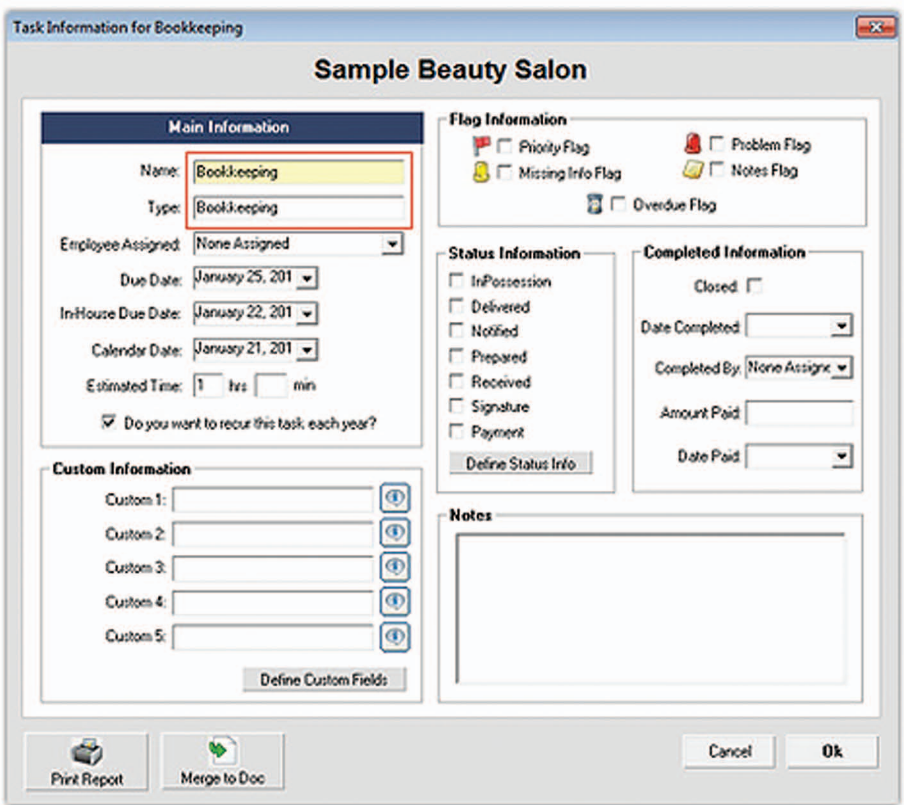
Note: Information for tasks in 3 categories can be edited by clicking on the text.

(d) Task Timers

Simply click the start timer to being time entry for billing and when done, click the stop timer. The billing time of task willin appear in the **Time & Billing** section.

(e) Task Information

Can edit or include additional information on tasks such as main, custom info, flag, status information and notes as shown below.



(f) Assign User

To assign user to **all tasks**, select an user from drop-down list besides **Assign above to.**

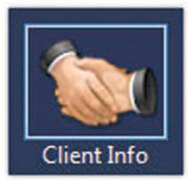
(g) Auto Notify

To notify a business client of a task(s), follow these steps:

1) Click **Auto Notify All Above.**
2) Check off a notification method and click **Finish.**

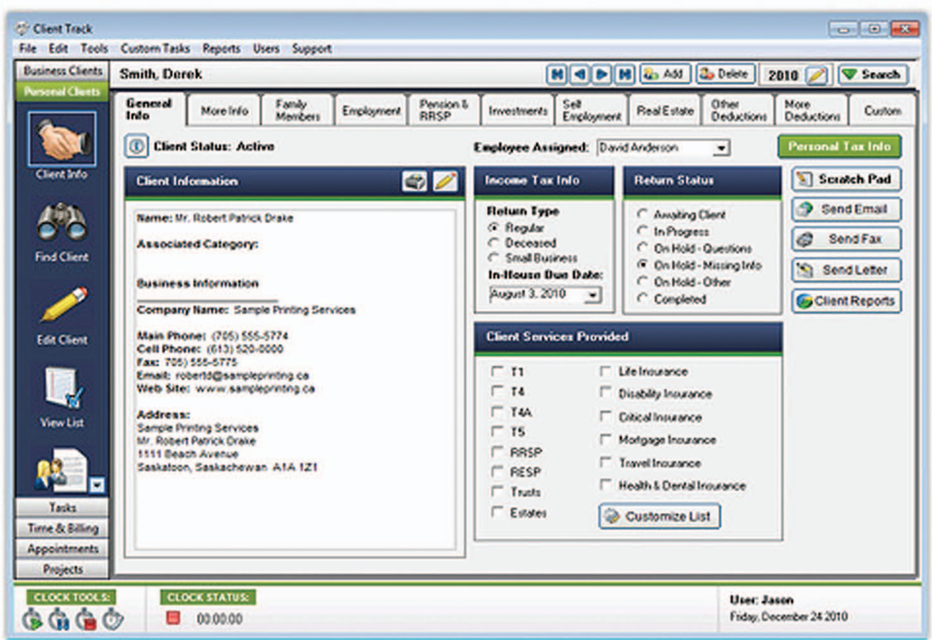
Client Information

Step 1



In **Personal Clients**, go to > **Client Info** (icon)

Step 2

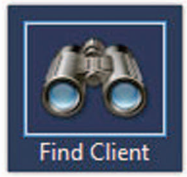


To learn the how-to's of **Client Info**, select one of the following:

- General Info (pg.101)
- More Info (pg.103)
- Family Members (pg.104)
- Employment (pg.105)
- Pension & RRSP (pg.105)
- Investments (pg.106)
- Self-Employment (pg.107)
- Real Estate (pg.108)
- Other Deductions (pg.109)
- More Deductions (pg.109)
- Custom (pg.110)
- Client Status (pg.292)
- Send Notifications (pg.325)
- Client Reports (pg.261)

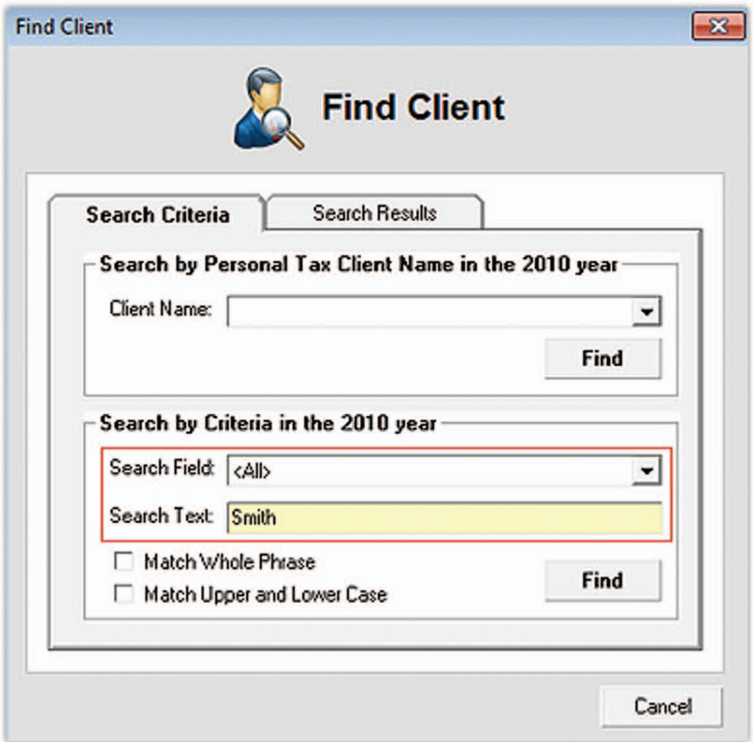
Find Client

Step 1



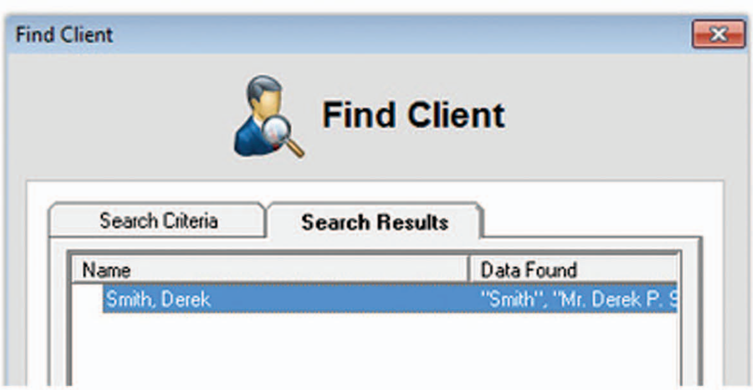
In **Personal Clients**, go to > **Find Client** (icon)

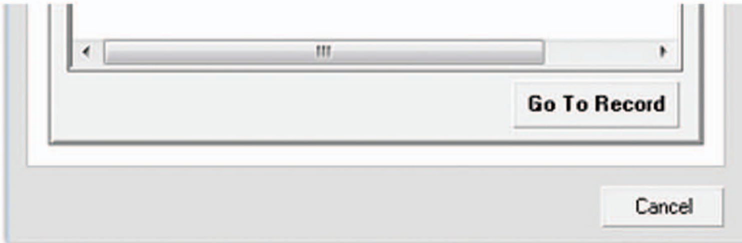
Step 2



1) Under **Search Criteria** tab, select type of search from drop-down lists above.
2) Click **Find**.

Step 3

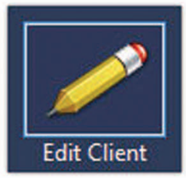




1) Under **Search Results** tab, select the appopriate personal tax client above.
2) Click **Go to Record** to have personal tax client automatically show up.

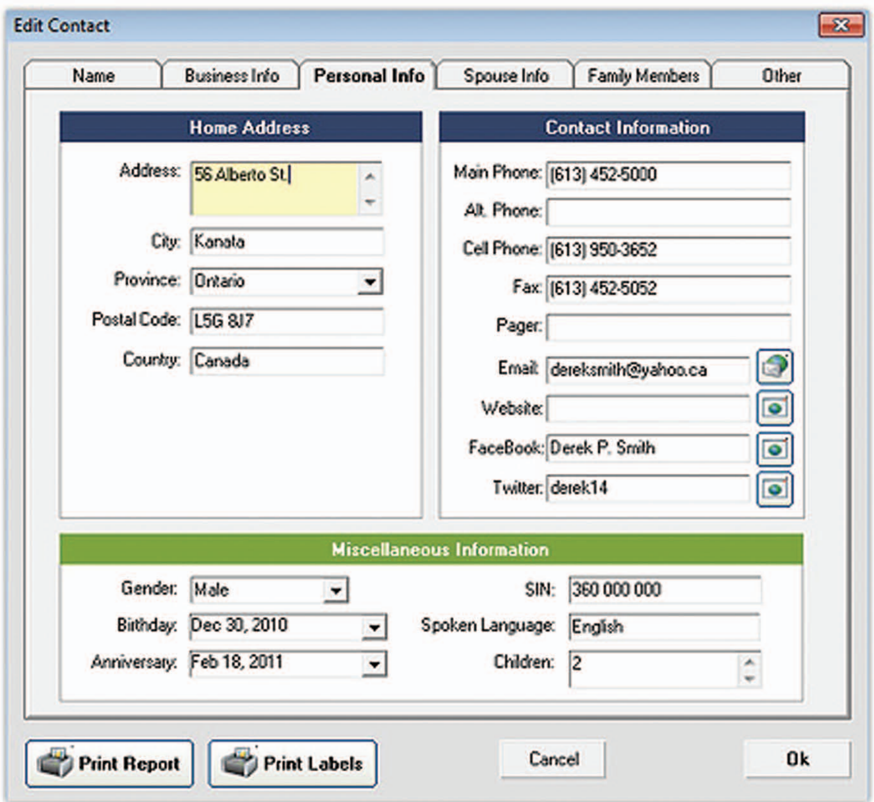
Edit Client

Step 1



In **Personal Clients**, go to > **Edit Client** (icon)

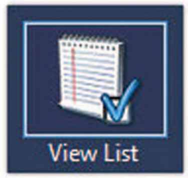
Step 2



1) Edit personal tax client's information in any of following tabs shown above: **Name, Business/Personnel/Spouse Info, Family Members,** and **Other**.
2) Click **Ok** to save changes.

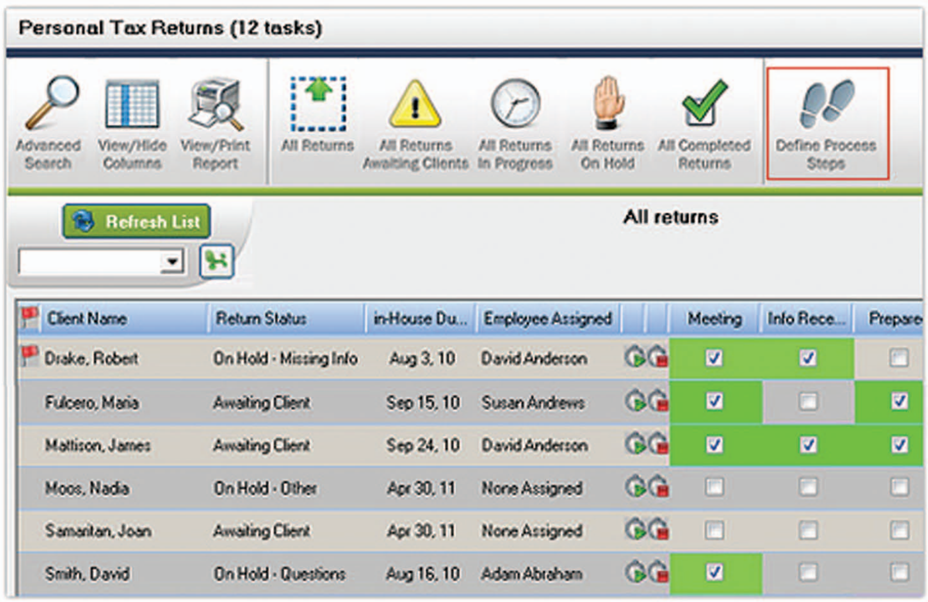
View List

Step 1

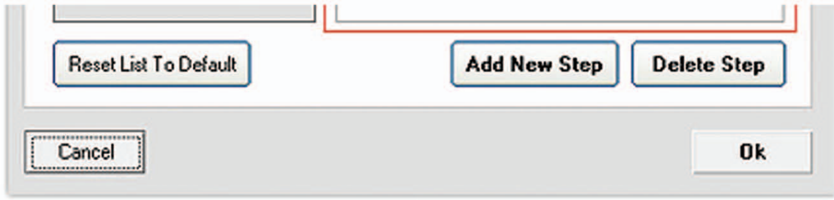


In **Personal Clients**, go to > **View List** (icon)

Step 2



1) To change order of process steps, click **Define Process Steps**.

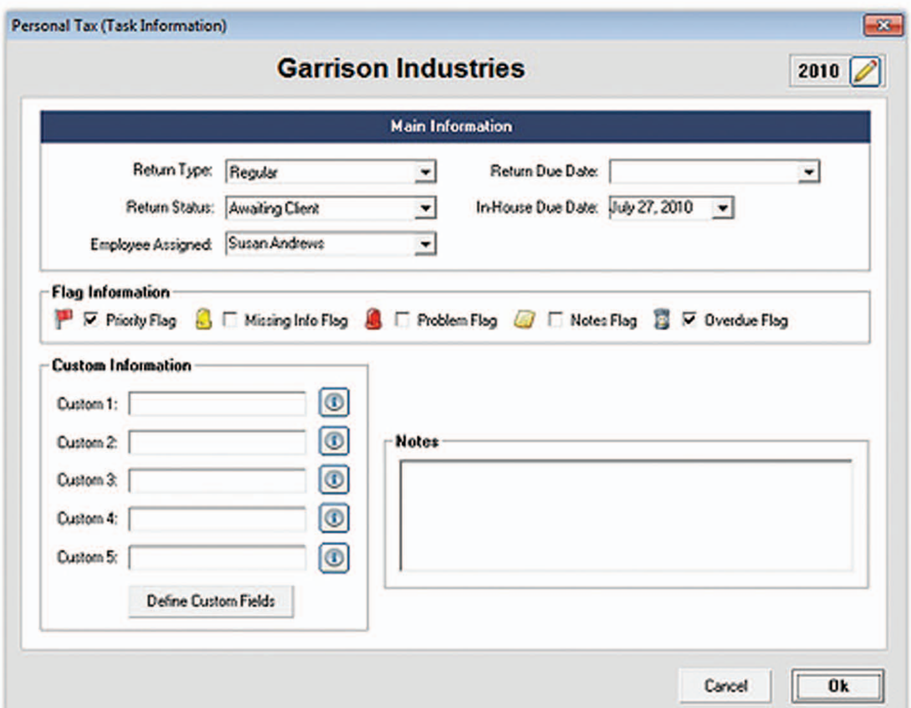


2) Select a step and click the up or down arrows shown above.
3) To add a new step, type in the step information and click **Add New Step.**
4) Click **Ok** to exit wizard.

5) Verify that the order of steps has been changed shown above.

Step 3

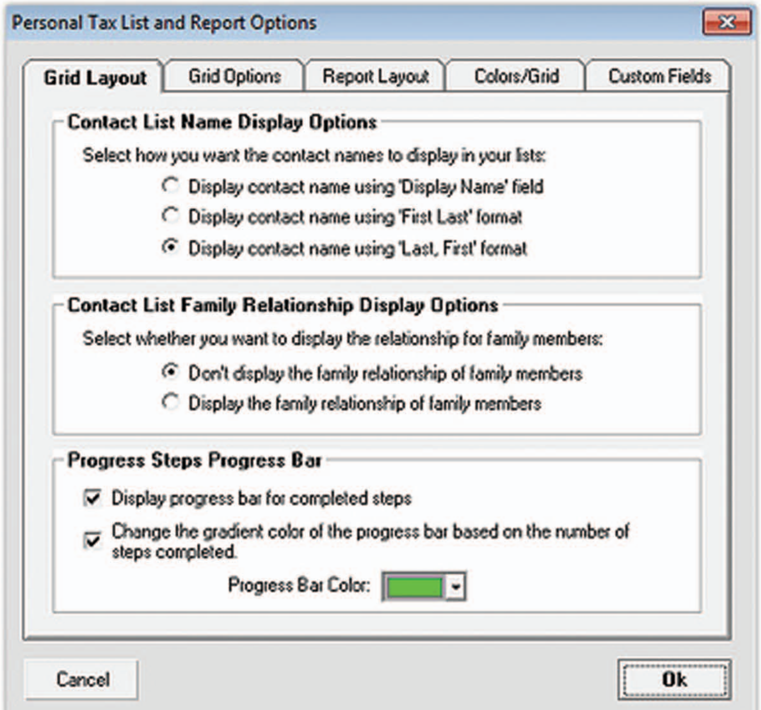
1) To view information on return, click **View Info.**



2) Insert return information, notes and select type of flag shown above.
3) To set a flag on a return, select type of flag under **Flag Information.**
4) To create custom information about return, type in custom name and click **Define Custom Fields.**
5) Click **Ok** to exit window.

Step 4 (optional)

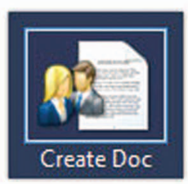
1) To customize personal tax list, click **View List Options Info** icon



1) Edit personal tax list options in any of following tabs:
   Grid Layout & Options, Report Layout, Colors/Grid, and **Custom Fields .**
2) Click **Ok** to save changes.

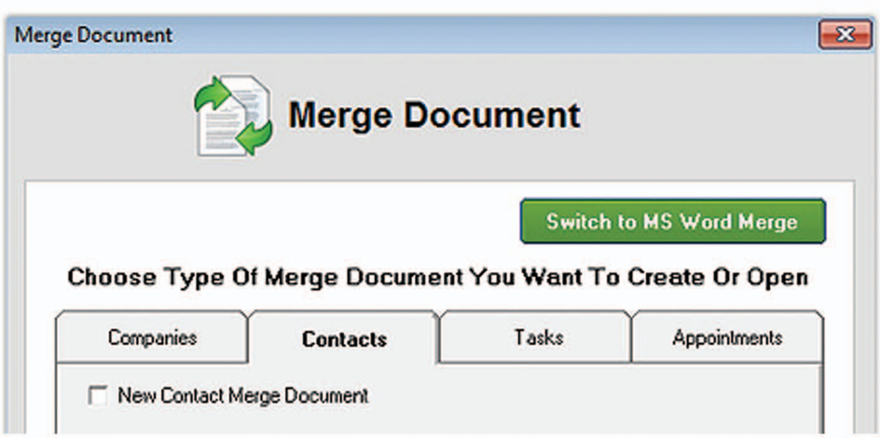
Merge Document

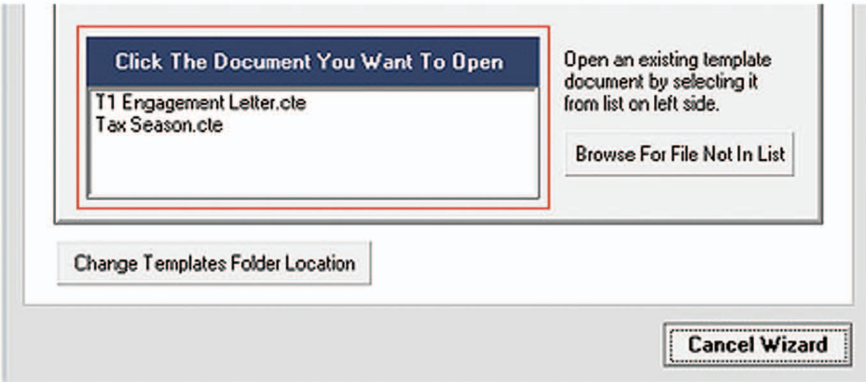
Step 1



In **Personal Clients,** go to > **Create Doc** (icon)

Step 2

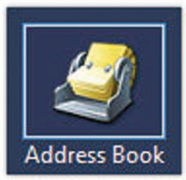




1) Select a document from the list to merge contacts with as shown above.
2) Follow the instructions on pg.236.

Address Book

Step 1



In **Personal Clients**, go to > **Address Book** (icon)

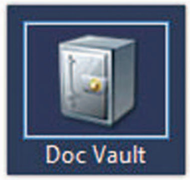
Step 2

To learn the how-to's of the **Address Book**, select one of the following:

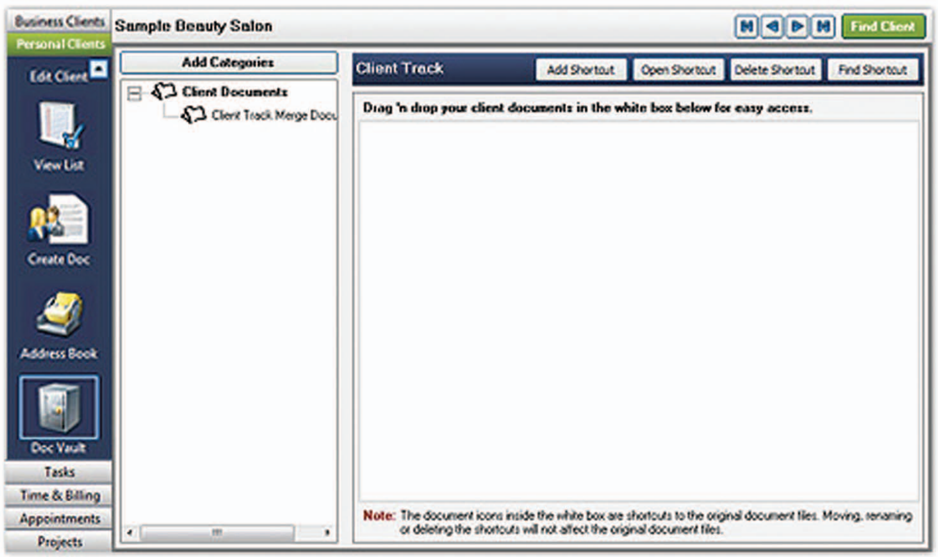
- Add New Contact (pg.220)
- Add New Company (pg.222)
- Add New Category (pg.223)
- Edit Contact (pg.225)
- Find Contact (pg.226)
- Delete Contact (pg.228)
- Delete Category (pg.229)
- Moving Multiple Contacts (pg.230)
- Preferences (pg.231)

Document Vault

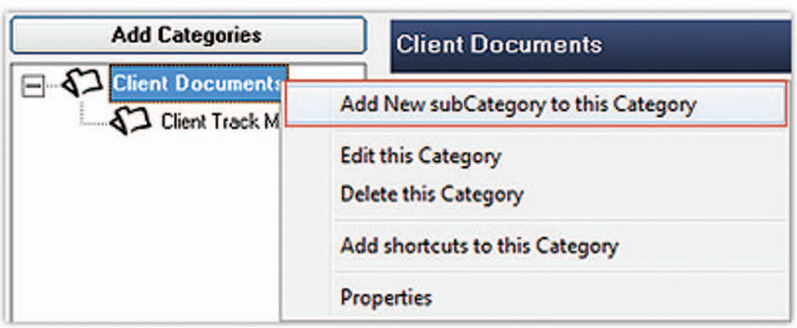
Step 1



In **Personal Clients**, go to > **Doc Vault** (icon)

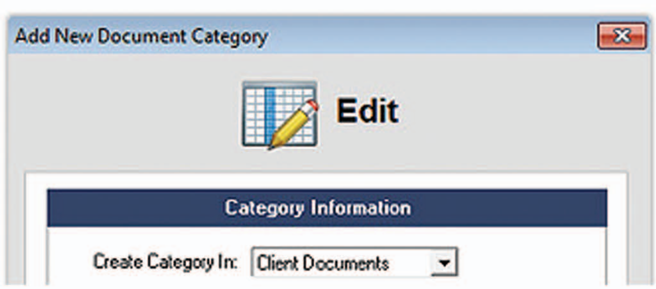


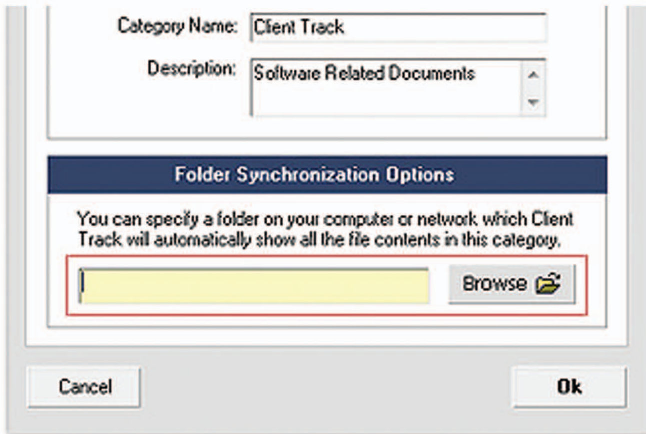
Step 2



1) To add new personal client, right-click on main category (**Client Documents**) and select **Add New subCategory to this Category** shown above.

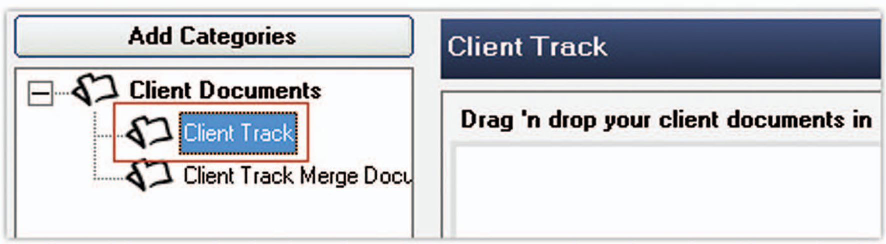
Optional: Click **Add Categories** button to create new category.



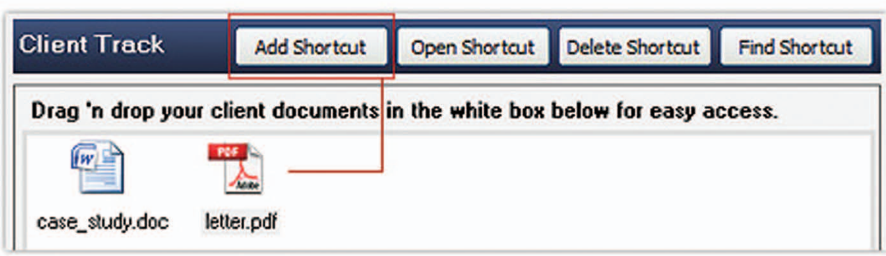


2) Type category name and description shown above.
3) To synchronize a folder from network, click **Browse**.
3) Click **Ok**.

Step 3



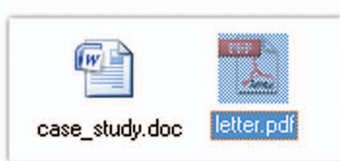
1) Select new category that you have created in Step 2 shown above.

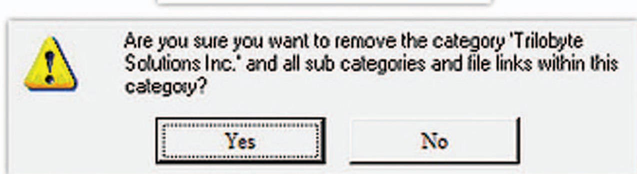


2) Click **Add Shortcut** and select file(s) from your computer to store in doc vault shown above.

Optional: You can drag 'n drop files from your computer in doc vault.

Step 4





1) To delete a document from **Doc Vault**, select a document shown above.
2) Click **Yes** to confirm delete in pop-up window.

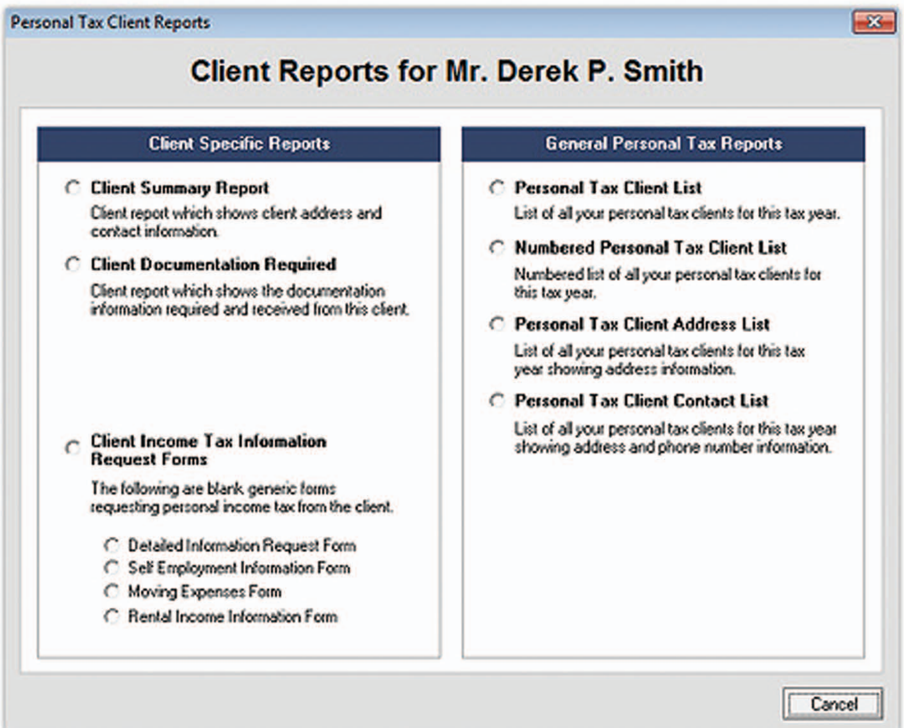
Note: Documents that are stored in doc vault act as 'shortcuts', therefore, deleting them will not delete the original file source on your computer.

Reports

Step 1

In **Personal Clients**, go to > **Reports** (icon)

Step 2

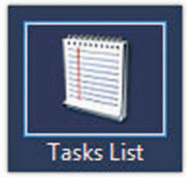


Follow the instructions on how to create a report for a personal tax client on pg.261.

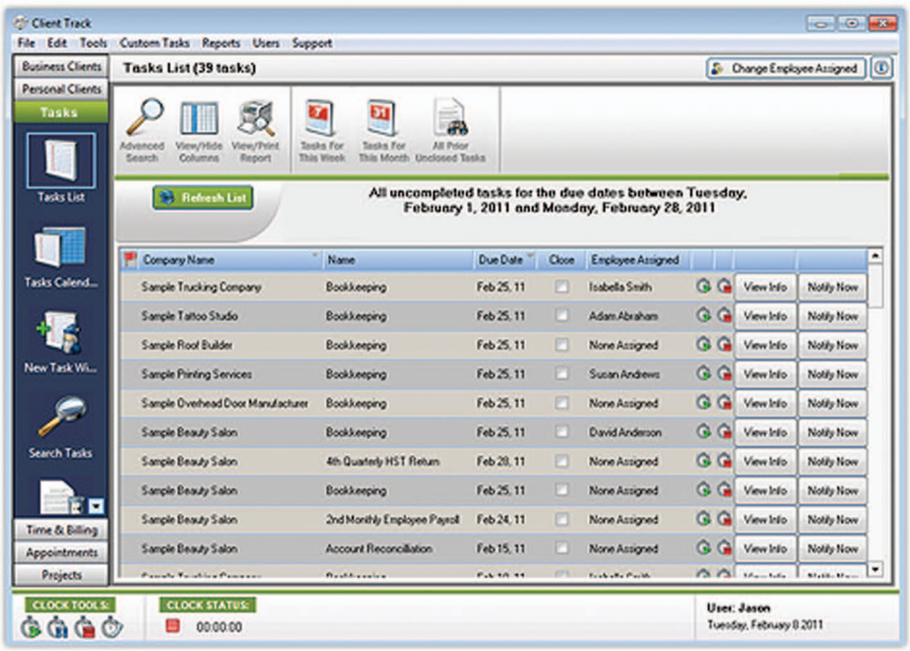
Tasks

Tasks List

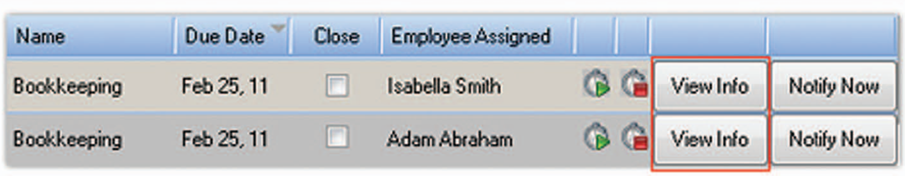
Step 1



In **Tasks**, go to > **Tasks List** (icon)

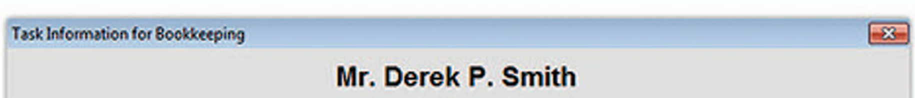


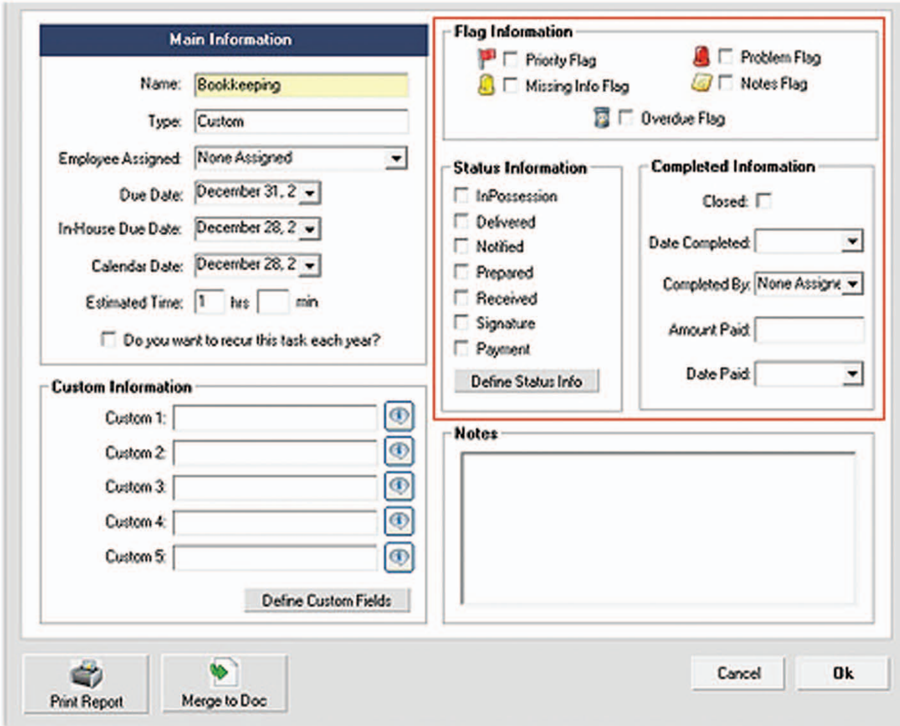
Step 2



Click **View Info** on a specific task shown above.

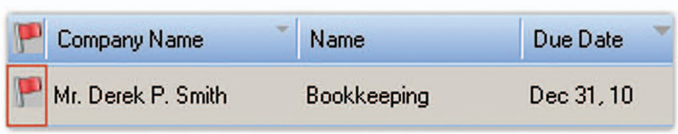
Step 3





1) Select the dates of task from drop-down list shown above.
2) To set a flag on a task, select type of flag under **Flag Information.**
3) To create custom information about task, type in custom name and click **Define Custom Fields.**
4) To set status information on task, select type under **Status Information.**
5) Click **Ok** to exit **Task Information.**

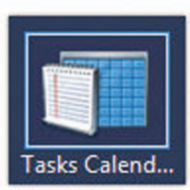
Step 4



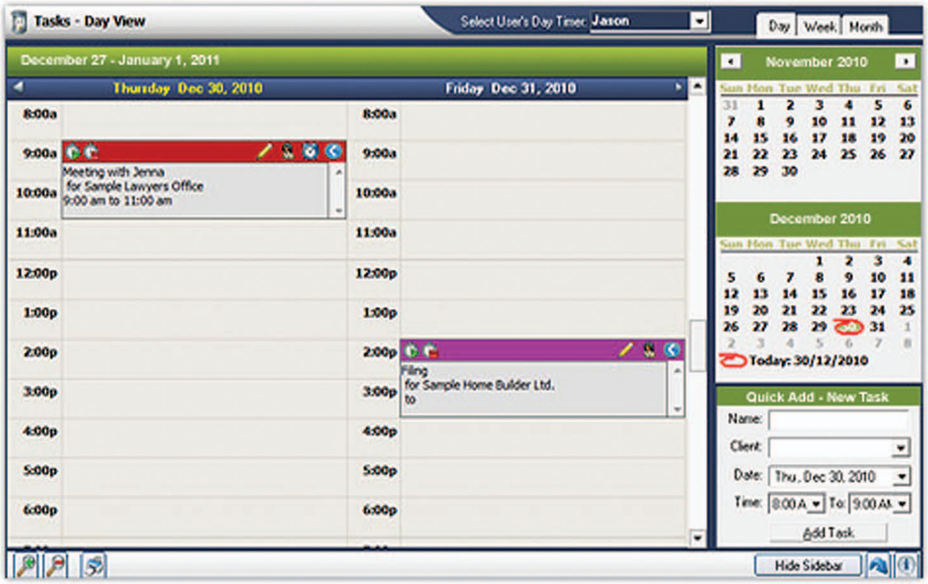
Verify that flag information appears besides task shown above.

Tasks Calendar

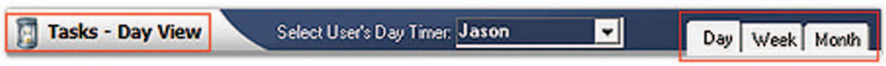
Step 1



In **Tasks**, go to > **Tasks Calendar** (icon)



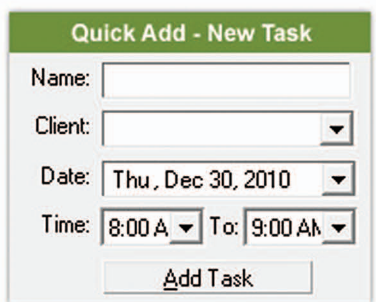
Step 2



1) To view tasks of an user, select user from drop-down list shown above.
2) To view tasks in different view. click one of the calendar tabs.

3) To have only tasks list to appear in **Tasks**, click **Hide Sidebar**.

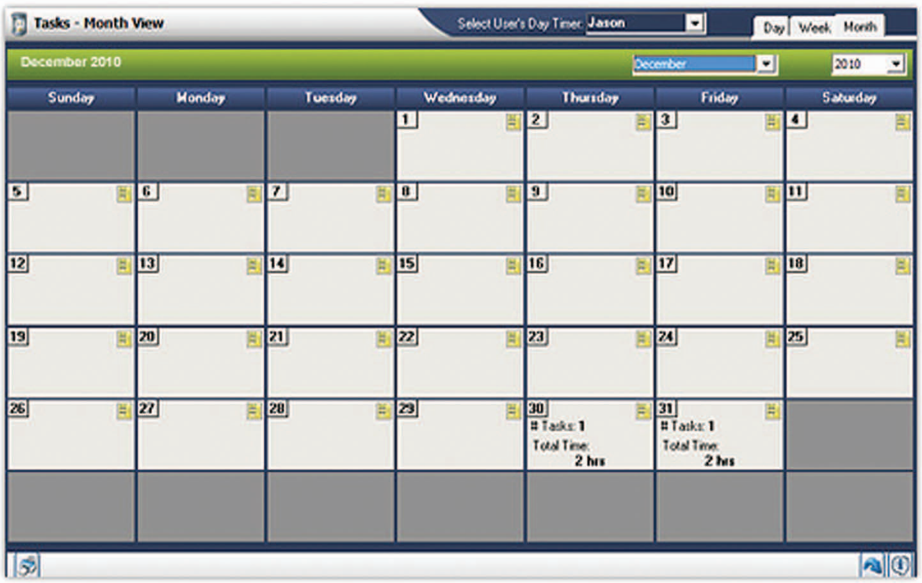
Step 3



1) To add a quick new task, go to **Quick Add - New Task**.
2) Name task and select client, date, and time from drop-down lists.
3) Click **Add Task**.

Step 4

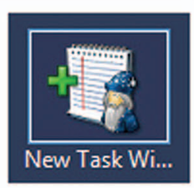
Click **Week** tab to view tasks in week view shown above.



Click **Month** tab to view tasks in month view.

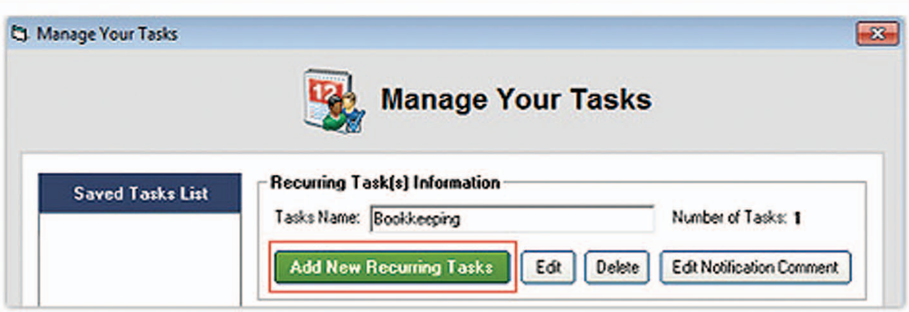
New Task Wizard

Step 1



In **Tasks**, go to > **New Task Wizard** (icon)

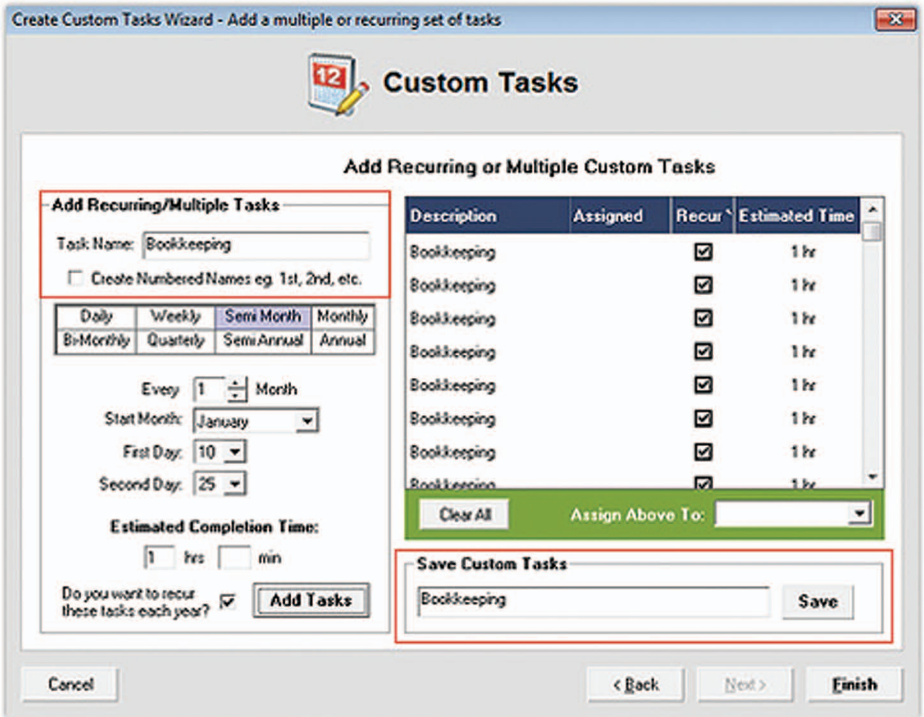
Step 2



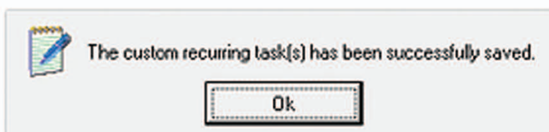
If you do not have a recurring task(s) under the **Saved Tasks List** column, click on **Add New Recurring Tasks** on top

Note: If you already have saved recurring task(s) from list, go to **Step 4**.

Step 3

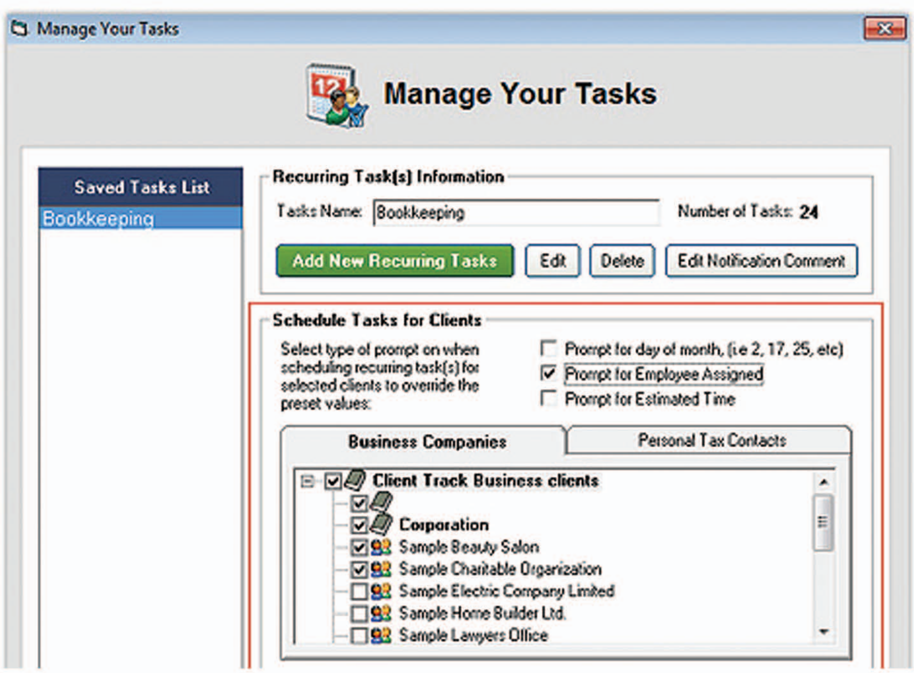


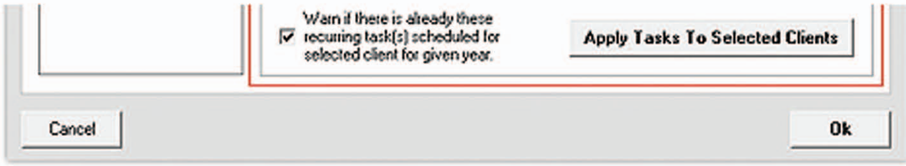
1. Insert task name and select type of recurrance (i.e. monthly) shown above.
2. Click **Add Tasks** and verify that new recurring task(s) appear in the task list.
3. Insert custom task name to save as and then click **Save**.



Click **Ok** to successfully save recurring task(s).

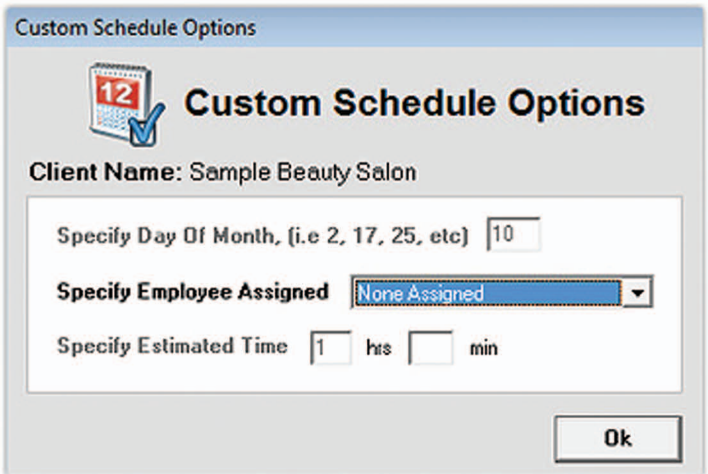
Step 4



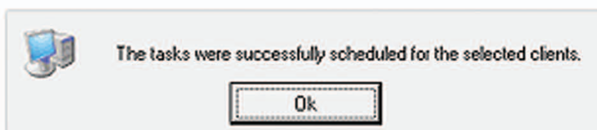


1) Select type of recurring task under **Saved Tasks List** shown above.
2) Check off type of task(s) scheduling for your clients.
3) Check off which clients you want to add recurring tasks to and then click **Apply tasks to selected clients.**
4) Click **Ok** and go to **Step 5.**

Step 5

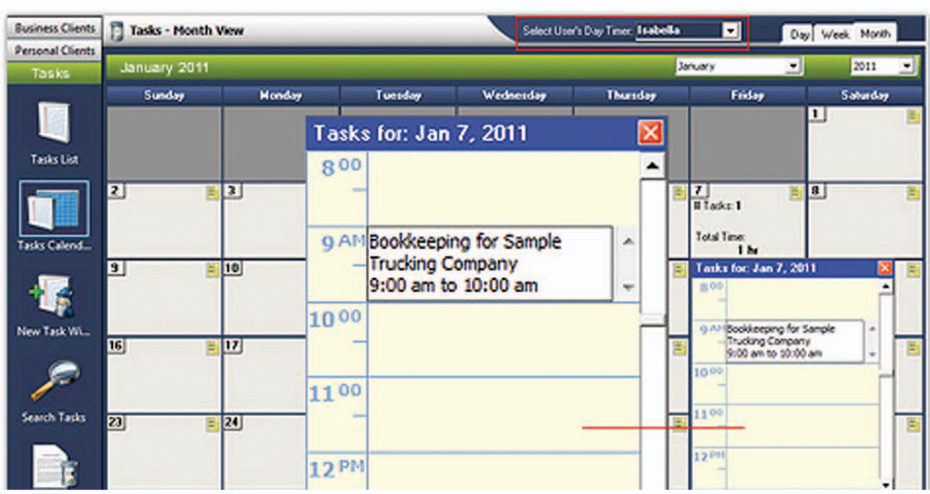


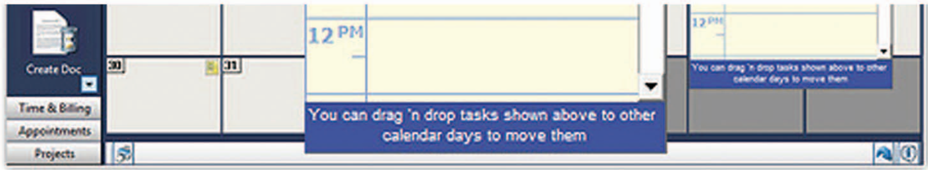
Select which employee to assign recurring task to from drop-down list.



Click **Ok** to successfully save recurring task(s) to selected clients.

Step 6

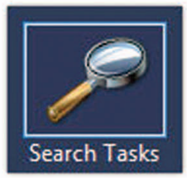




1) Click the **Tasks Calendar** icon under Tasks.
2) Select the employee you assigned the task to from drop-down list on top right.
3) Verify that the tasks have been scheduled correctly to employee assigned.

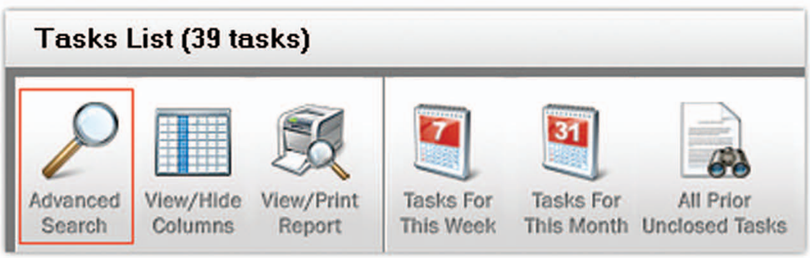
Search Tasks

Step 1



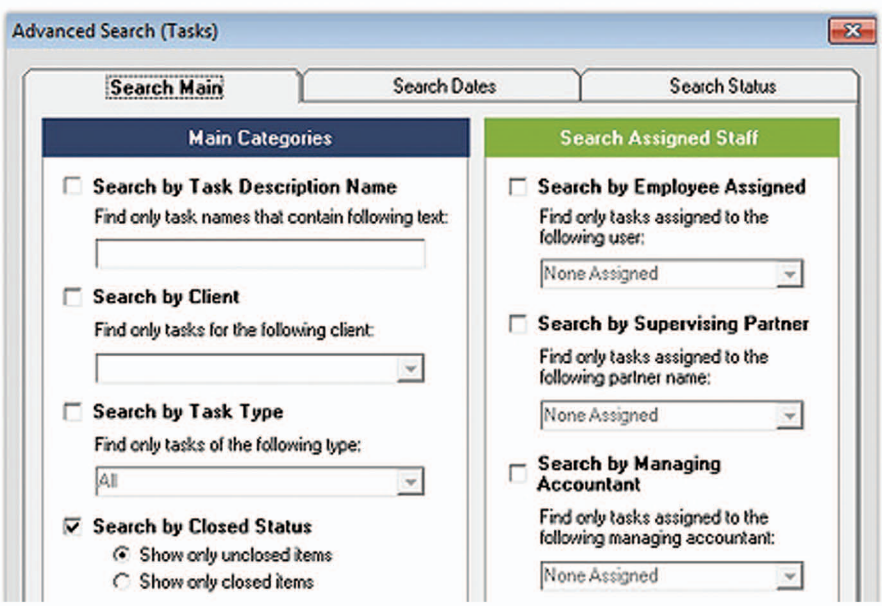
In **Tasks**, go to > **Search Tasks** (icon)

Step 2

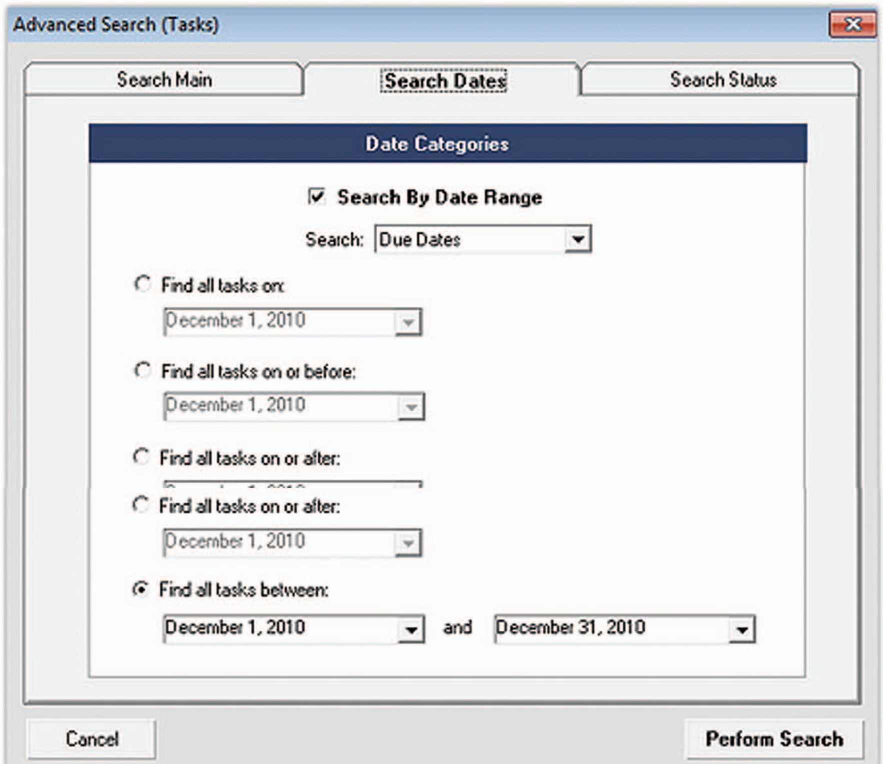


Click **Advanced Search** as shown above.

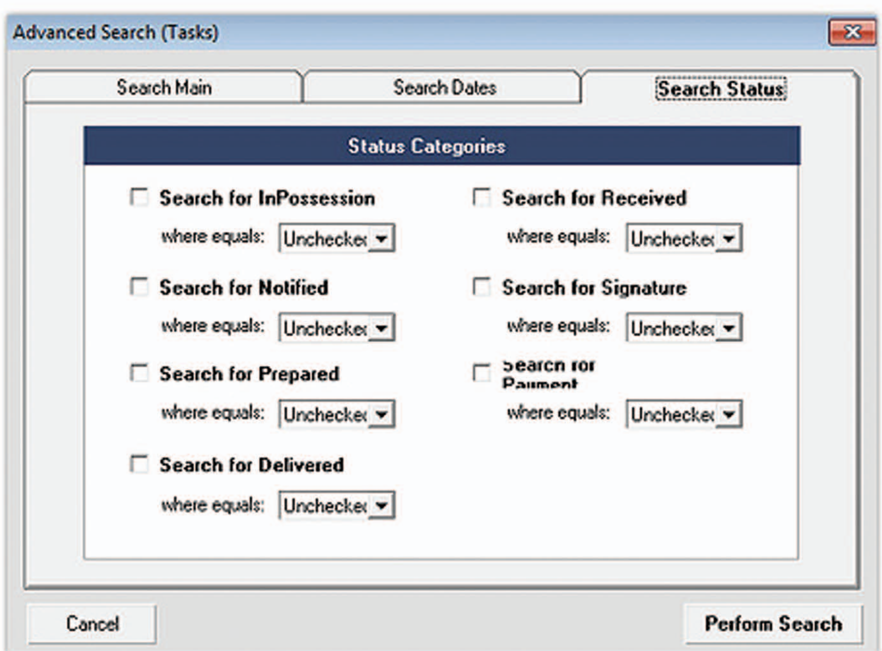
Step 3

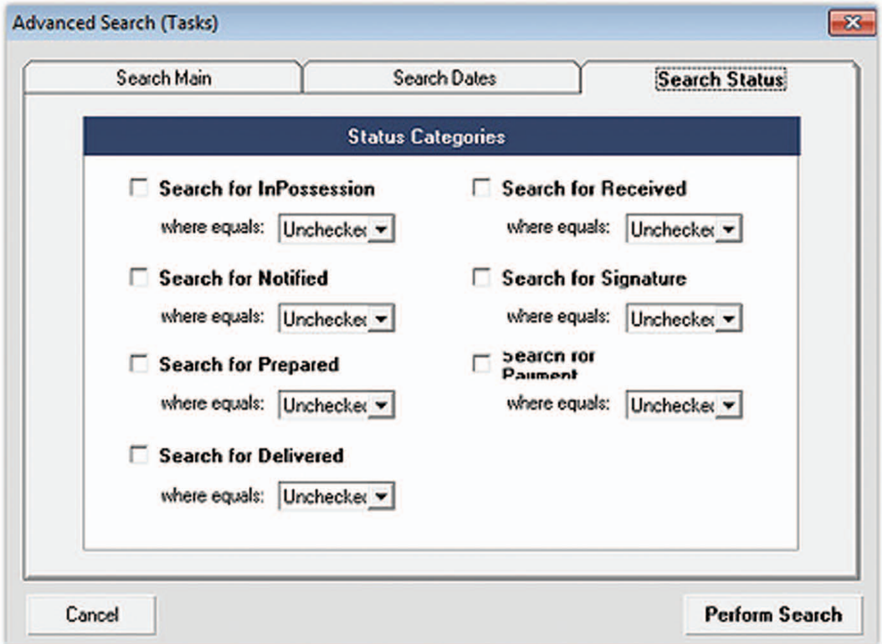


1) To search task by information, click the **Search Main** tab shown above.
2) Select search type from one of two categories above.
3) Click **Perform Search.**



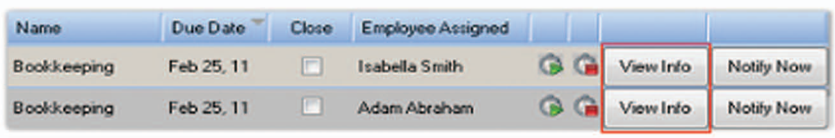
1) To search task by date(s), click the **Search Dates** tab.
2) Select type of date range from drop-down list.
3) Click **Perform Search.**





1) To search task by status, click the **Search Status** tab
2) Check off type of search status from drop-down list.
3) Click **Perform Search.**

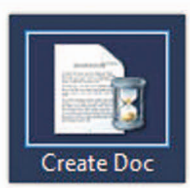
Step 4



The searched task will appear in the tasks list. To view details of the task, click **View Info** as shown above.

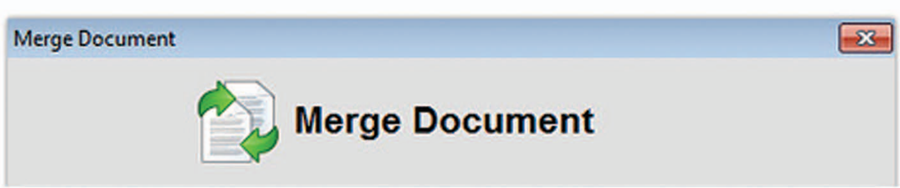
Merge Document

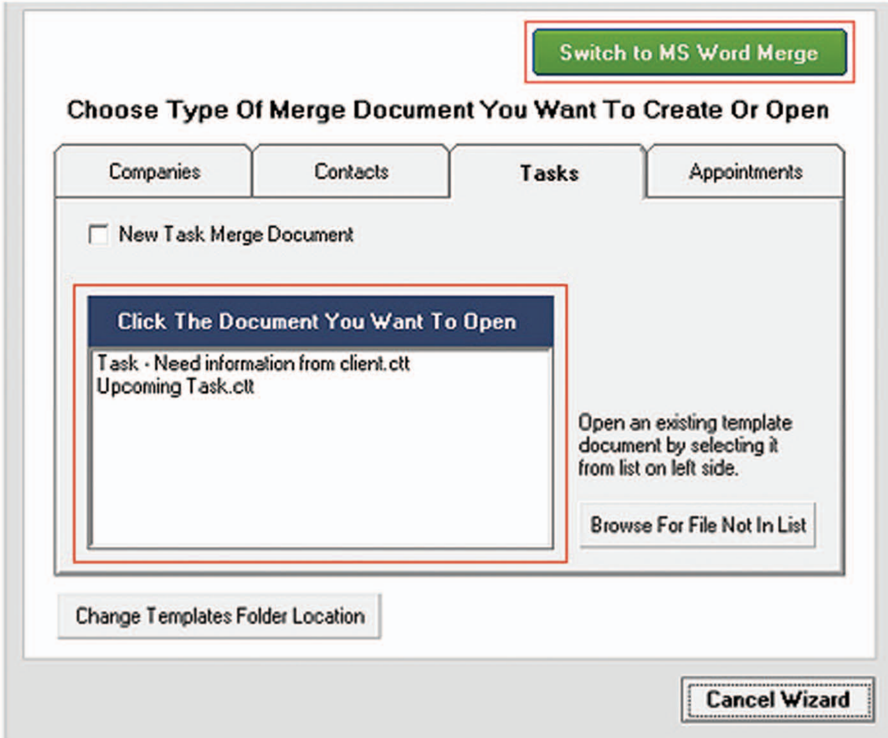
Step 1



In **Tasks**, go to > **Create Doc** (icon)

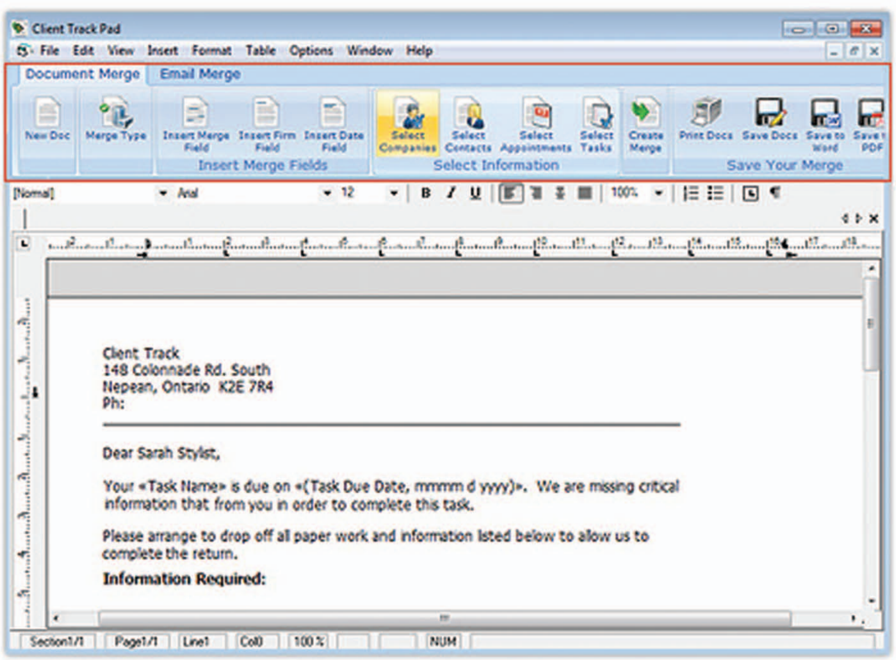
Step 2





Select type of document to merge tasks with from list shown above.

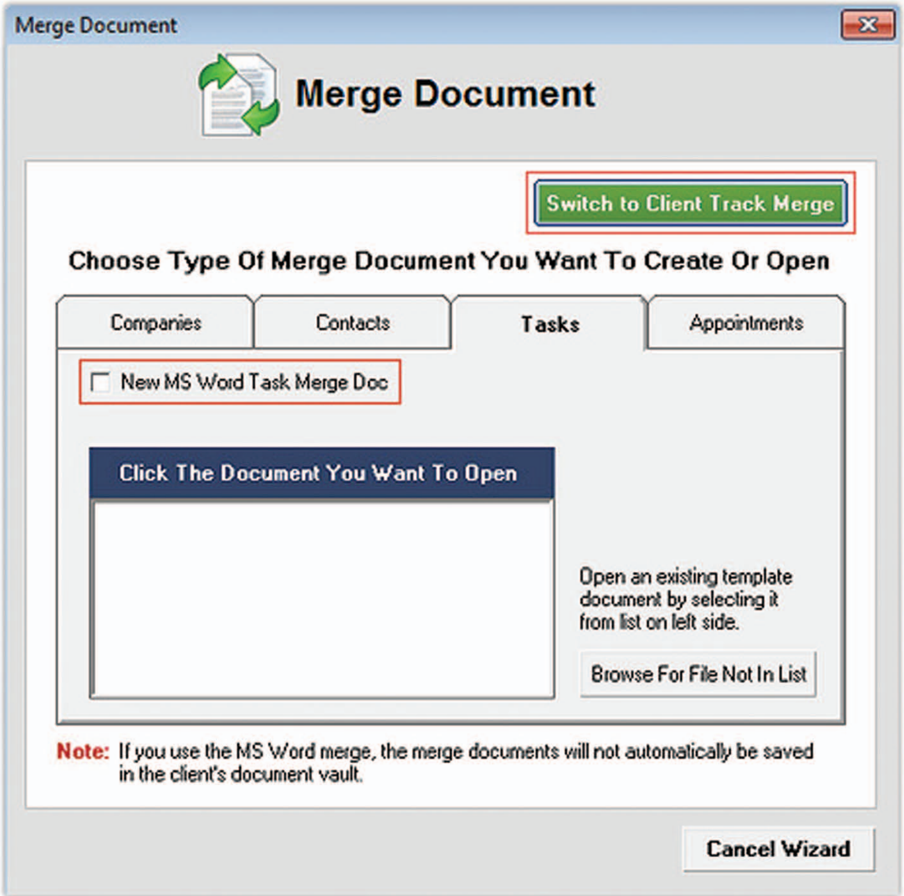
Step 3



For instructions on how to merge tasks, go to pg.238.

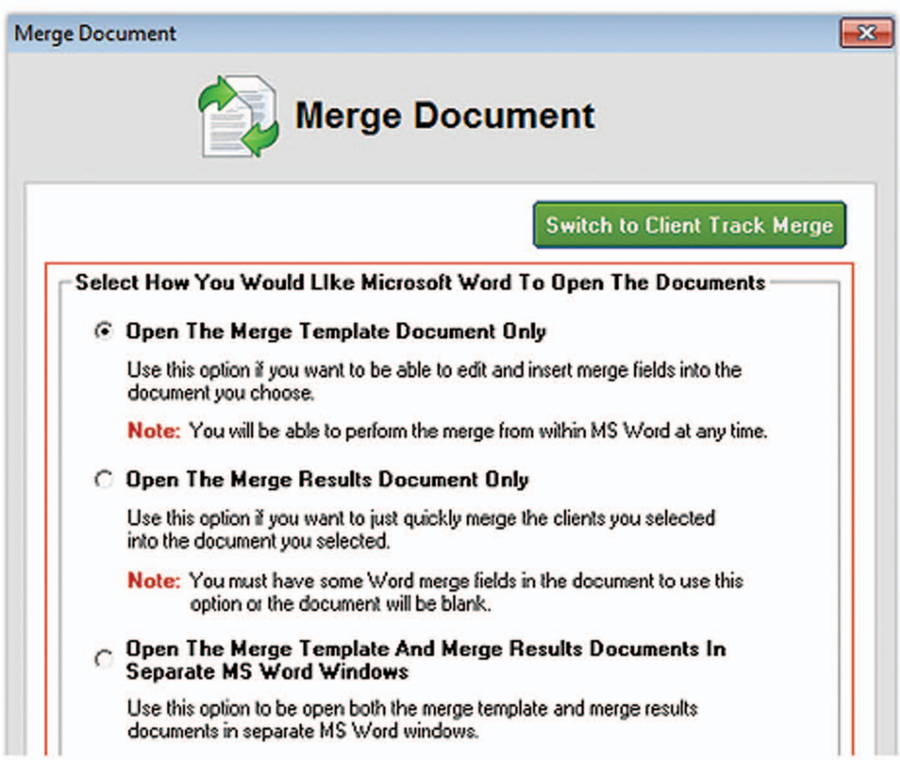
Step 4

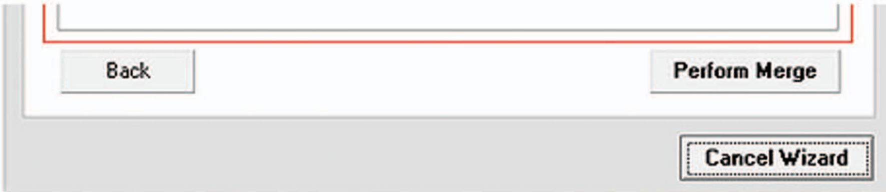
Step 4



1) To merge tasks in Word document, click **Switch to MS Word Merge.**
2) Check off **New MS Word Task Merge Doc.**

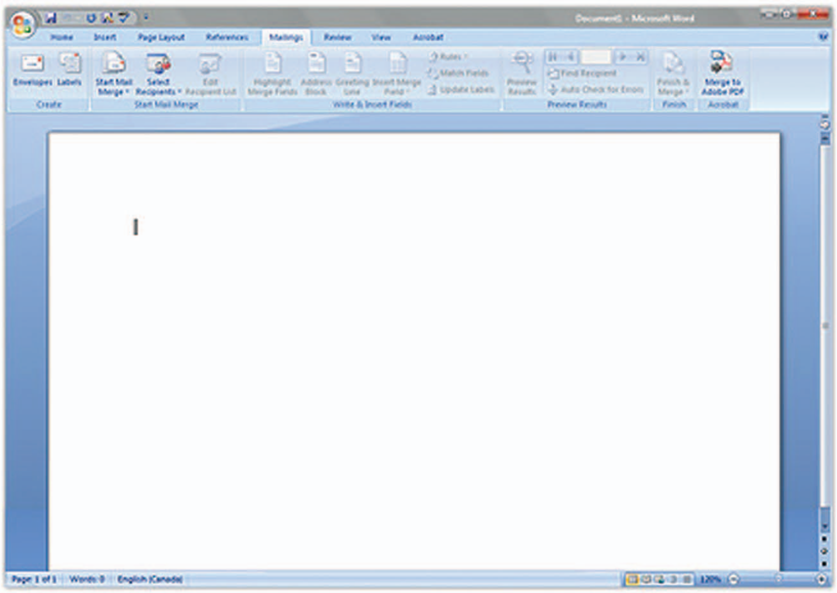
Step 5





Select type of merge document to open shown above.

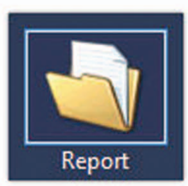
Step 6



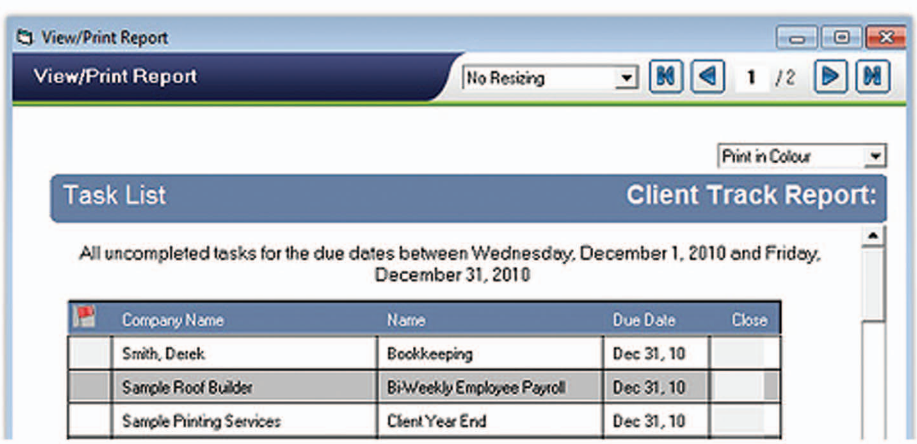
To begin merging document, use the merge tools in toolbar.

Report

Step 1

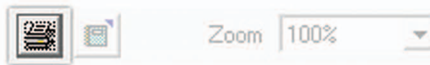


In **Tasks**, go to > **Report** (icon)



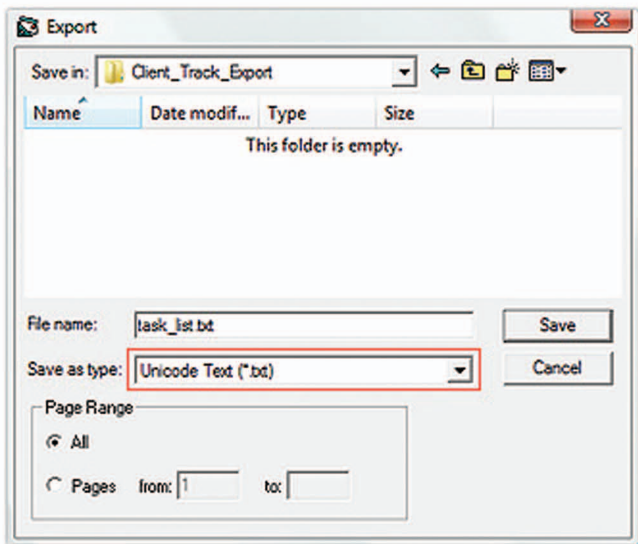
	Sample Overhead Door Manufacturer	Client Year End	Dec 31, 10	
	Sample Lawyers Office	Bi-Weekly Employee Payroll	Dec 31, 10	
	Sample Home Builder Ltd.	Weekly Employee Payroll	Dec 31, 10	
	Sample Lawyers Office	11th Trust Reconciliation	Dec 25, 10	
	Sample Home Builder Ltd.	Weekly Employee Payroll	Dec 24, 10	
	Sample Trucking Company	Bi-Weekly Employee Payroll	Dec 20, 10	
	Sample Trucking Company	Bi-Weekly Employee Payroll	Dec 17, 10	

Print



To print a tasks list report, click the printer icon on top.

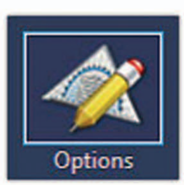
Export



To export a tasks list report, click the document icon on top. Name the export file, choose format type from drop-down list and click **Save**.

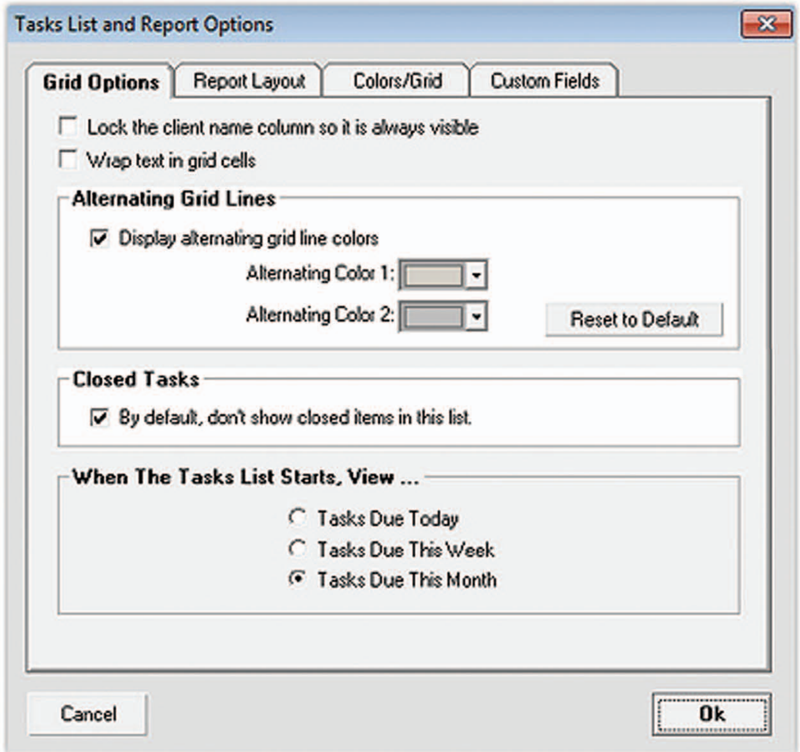
Options

Step 1



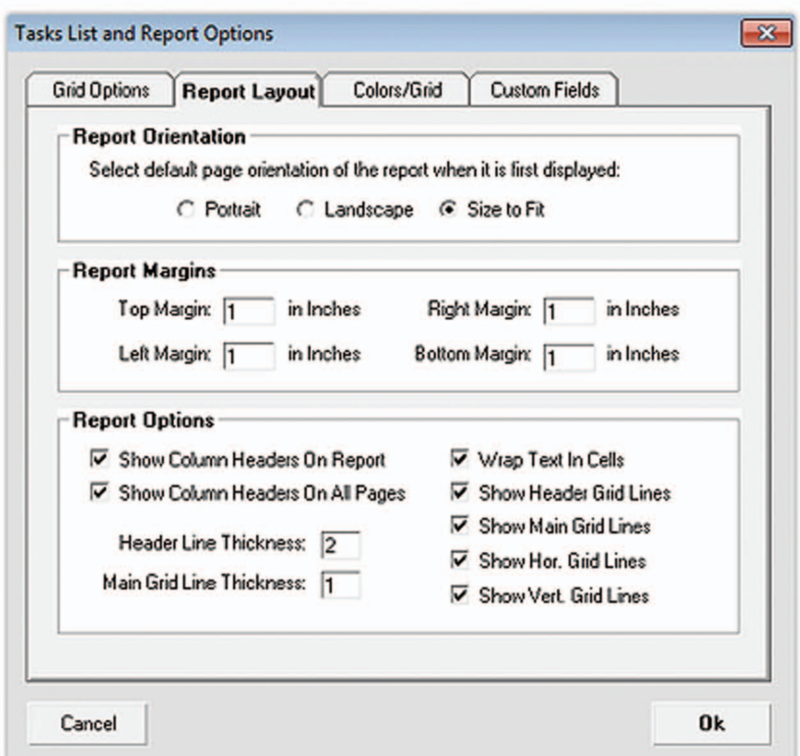
In **Tasks**, go to > **Options** (icon)

Step 2



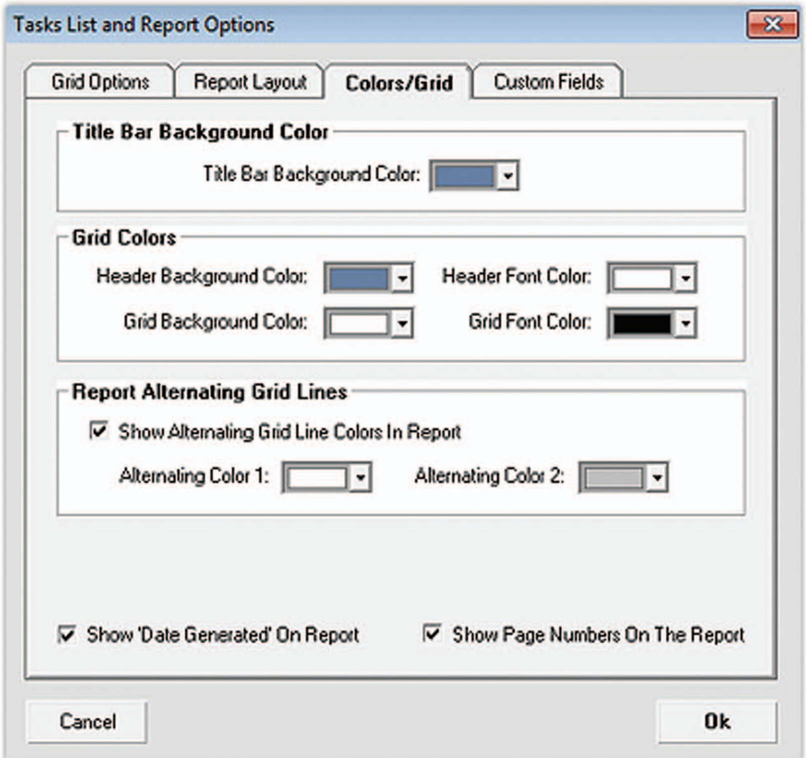
1) To change the display setup of tasks list, click the **Grid Options** tab.
2) Check off **Lock the client name....so it is always visible.**
3) Select alternating row colours for grid lines from drop-down colour list.
4) Select type of display view to automatically appear in **Tasks**.

Step 3



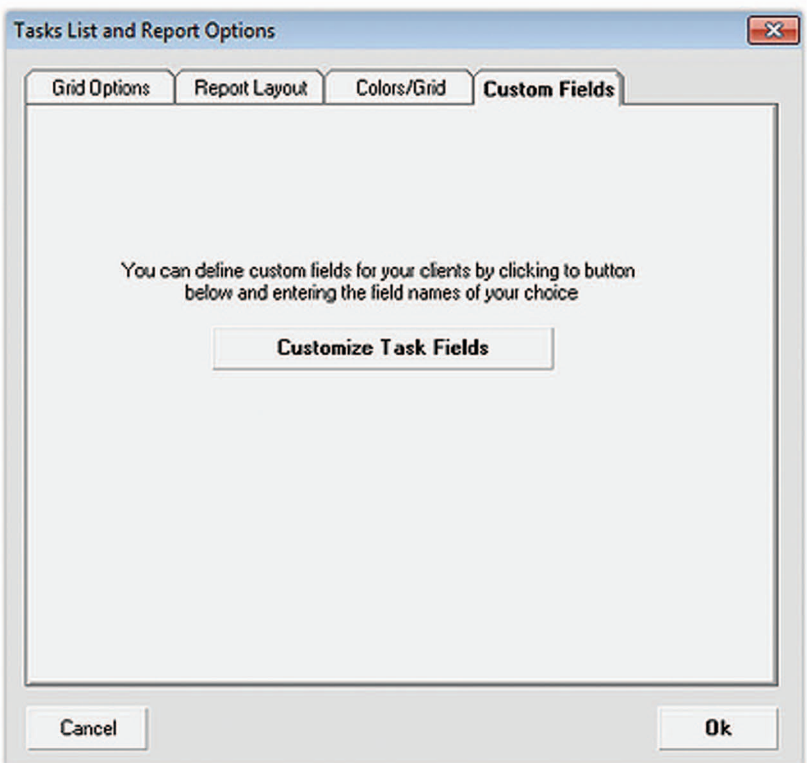
1) To customize the display of report layout, click the **Report Layout** tab.

Step 4



1) To customize the colours and grid of report, click the **Report Layout** tab.
2) Select type of grid colours and lines.

Step 5

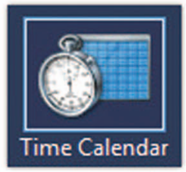


1) **Optional:** To set a custom field on task, click the **Custom Fields** tab.
2) Click **Ok** to save changes.

Time & Billing

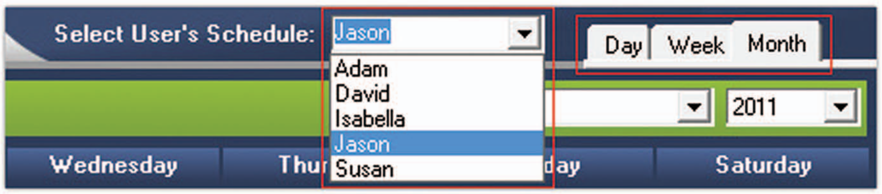
Time Calendar

Step 1

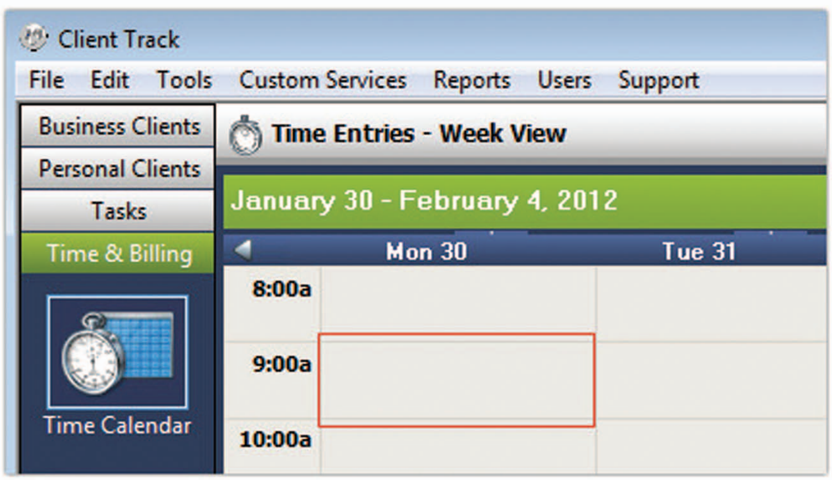


In **Time & Billing**, go to > **Time Calendar**

Step 2

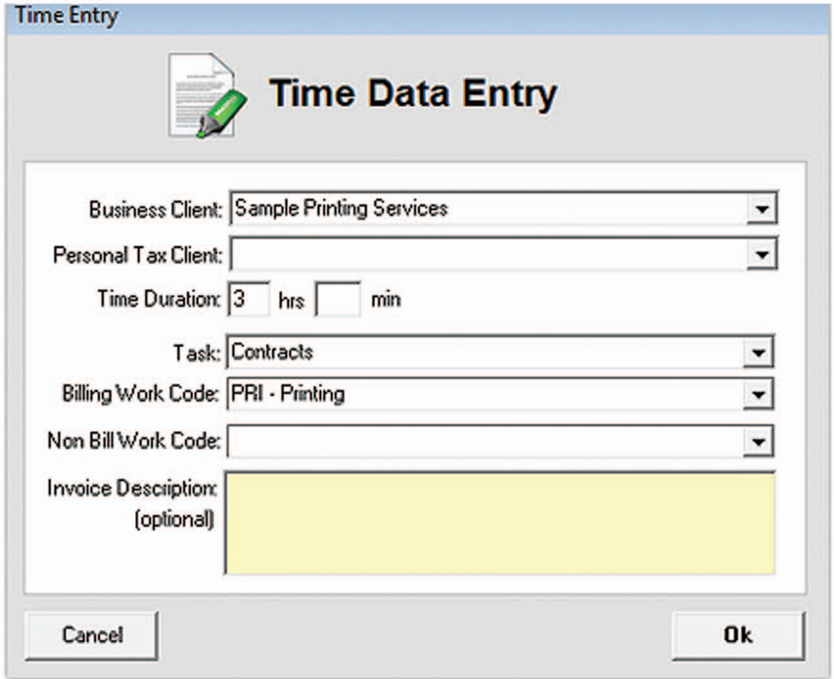


1) To view time entries of an user, select user from drop-down list.
2) To view time entries in a different calendar view, click one of the calendar view tabs as shown below.



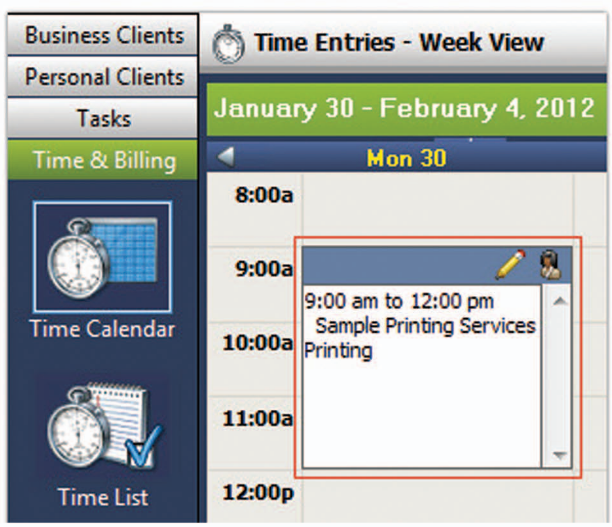
3) Double-click on an empty timeslot to create a time entry.

Step 3



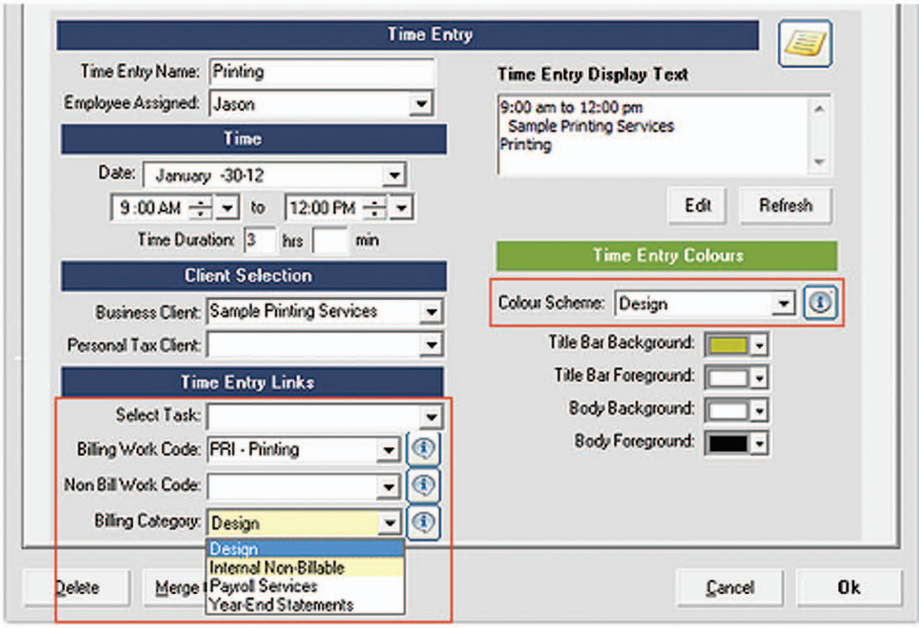
1) Select a business or personal tax client from drop-down list.
2) Insert time duration for entry and select task type, billing work code or non-billing work code from drop-down lists as shown above.
3) Click **Ok** to add time entry to calendar.

Note: The Time Data Entry window is a simple version. The advanced version can be activated by following Step 3 here (General Options).

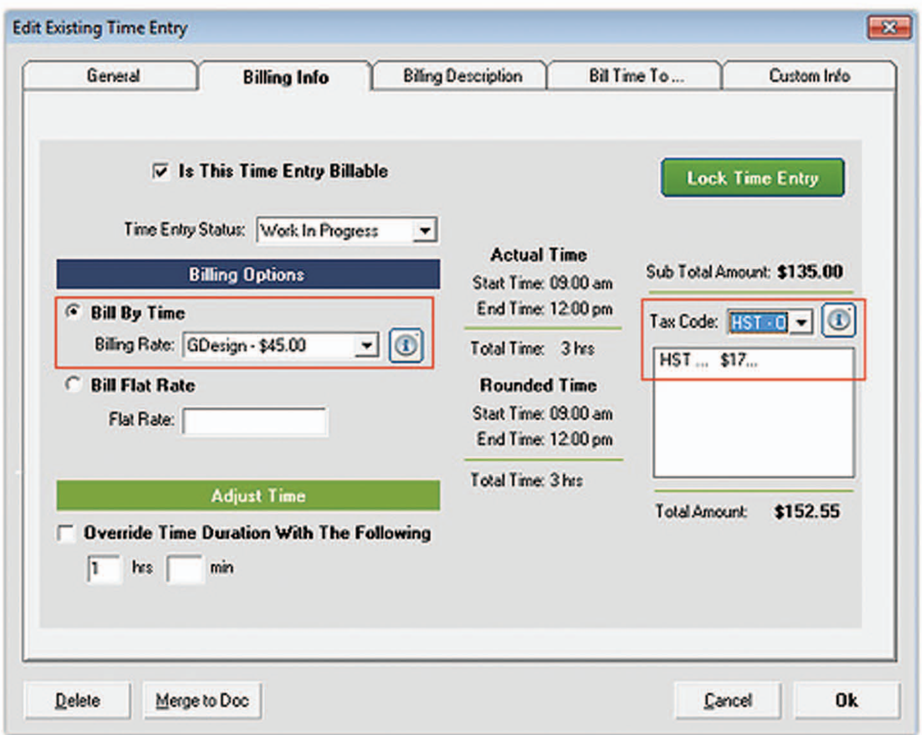


4) Double-click on the newly added time entry to change additional settings.

Step 4

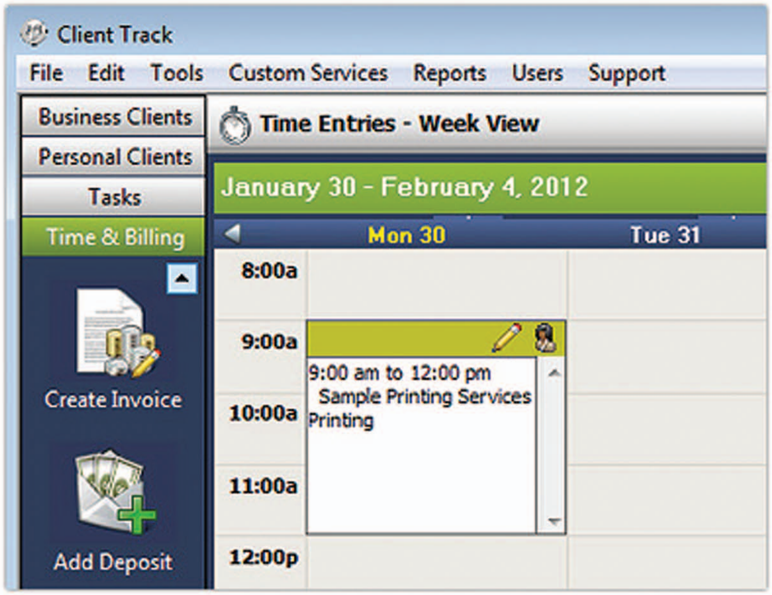


1) Click the **General** tab.
2) Select type of billing category and color scheme from drop-down lists.
3) Click the **Billing Info** tab.

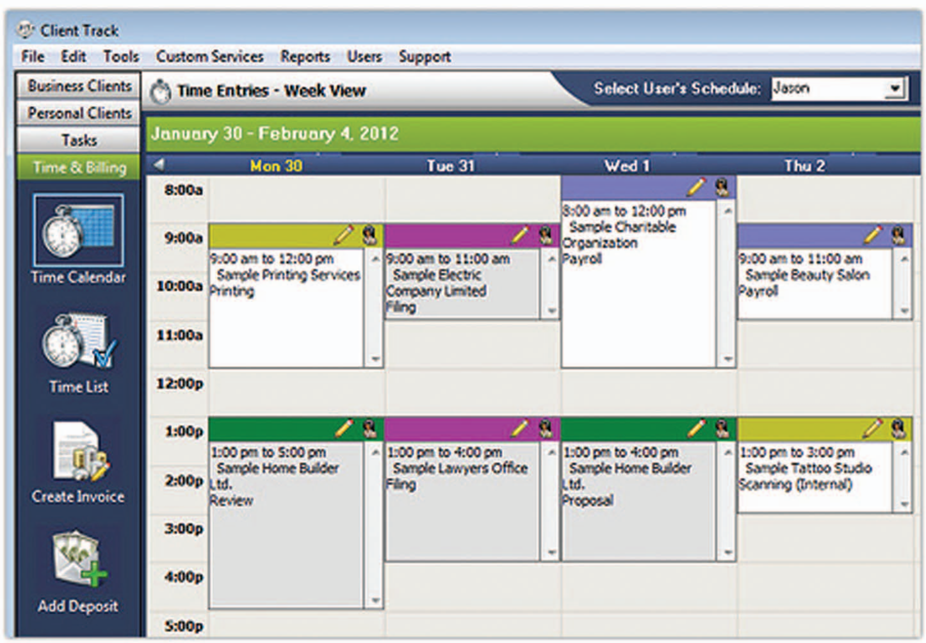


4) Select type of billing and rate as well as the tax code from drop-down lists as shown above.
5) Go through the other 3 tabs to include additional information if needed.
6) Click **Ok** to save new changes for time entry.

Step 5



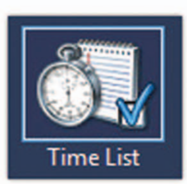
1) The revised time entry with new changes from Step 4 should appear on calendar.



2) Repeat Steps 2-4 to add more time entries to calendar as shown above.

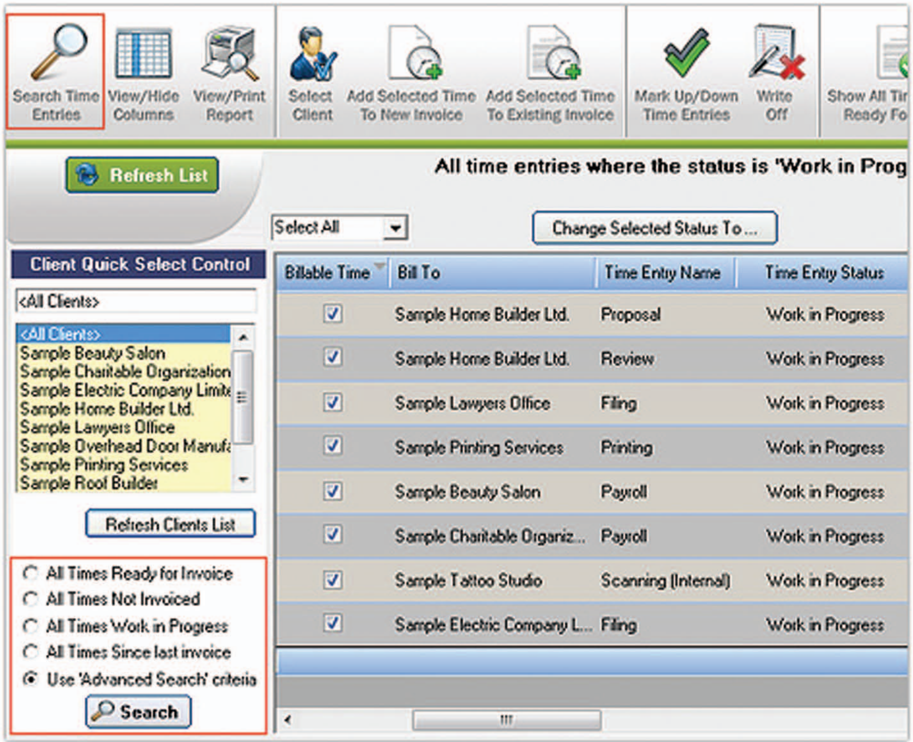
Time List

Step 1



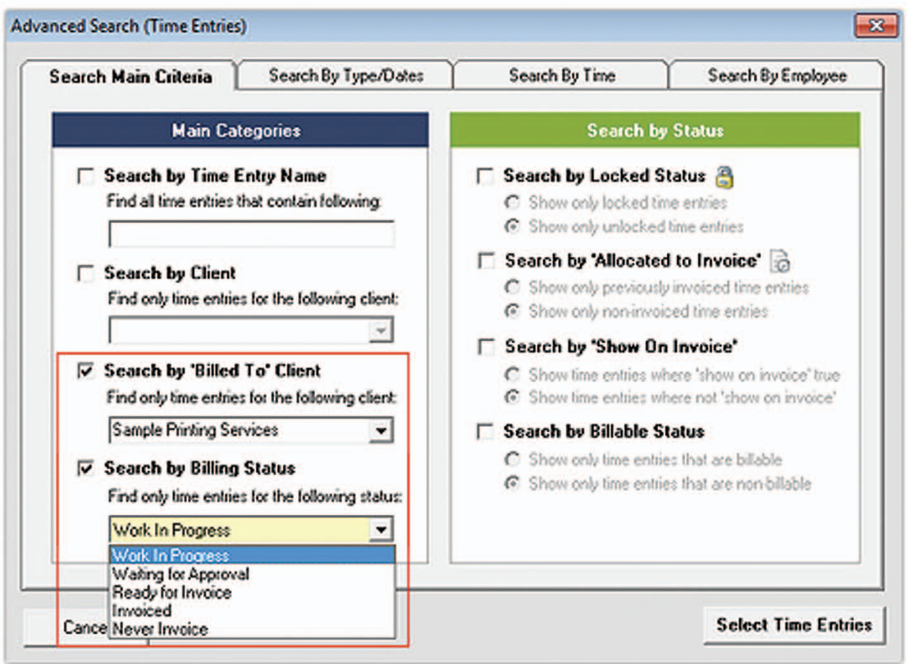
From menu, go to **Time & Billing** > **Time List**

Step 2



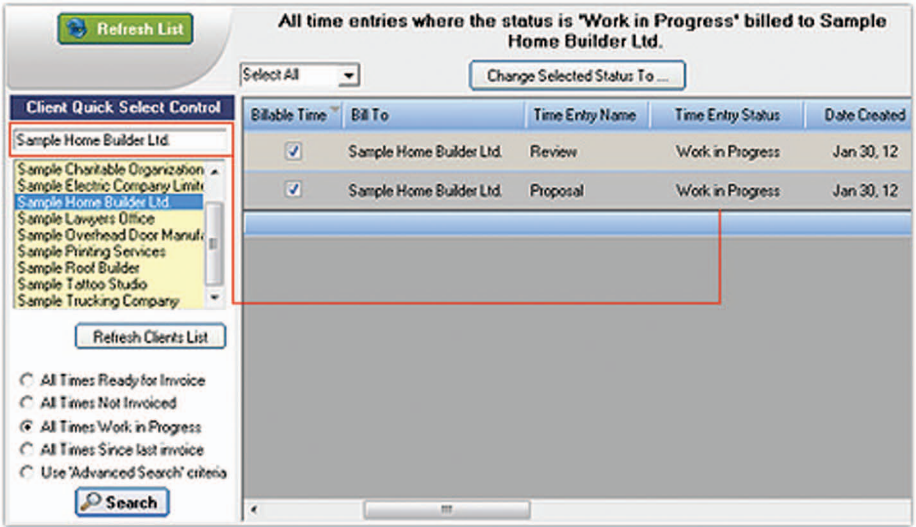
1) Click **Refresh List** to show all clients' time entries in list.
2) To select a specify time entry status, click **Search Time Entries** in menu.

Note: Time Entries can also be searched by using the quick method on main window as shown above.

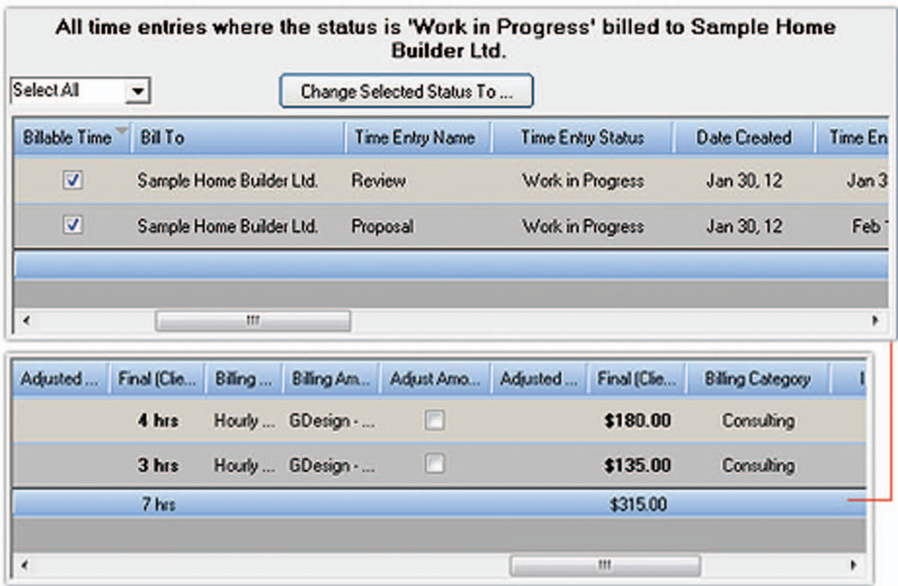


3) Check off type of search and select from drop-down list as shown above.
4) Click **Select Time Entries**.

Step 3



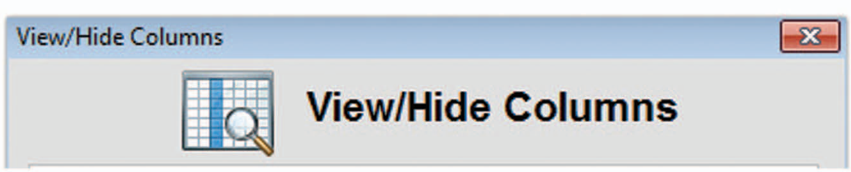
1) The selected time entry(ies) appears on the list as shown above.

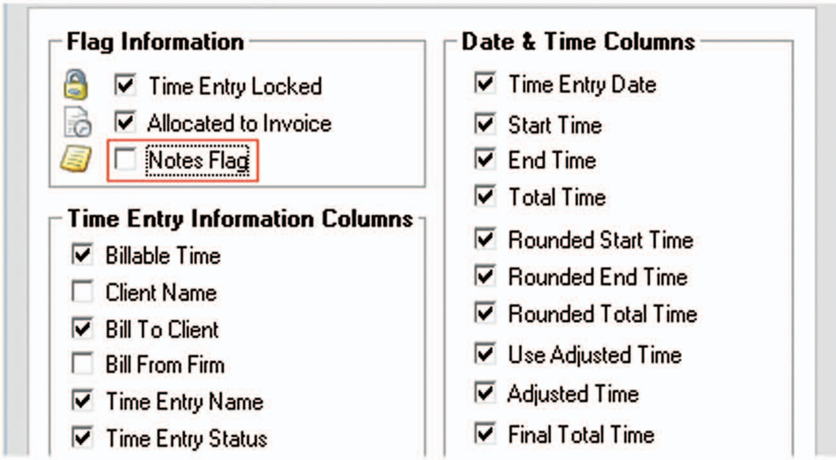


2) Browse through rest of categories with the horizontal scrollbar to view more information on time entry.

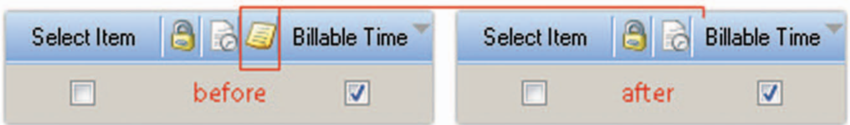
Step 4 (optional)

1) To customize which columns appear in list view, click **View/Hide Columns.**





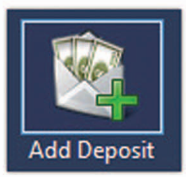
2) Un/check any columns to be visible/invisible in list (i.e. Notes Flag)
3) Click **Ok** to save changes



4) Ensure the changes appear in list (i.e. Notes flag gone shown above)

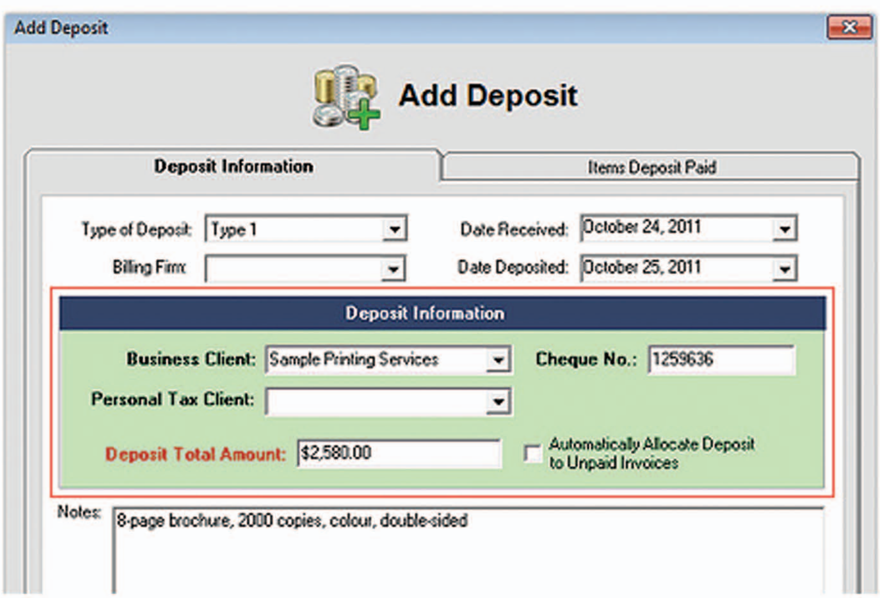
Add Deposit

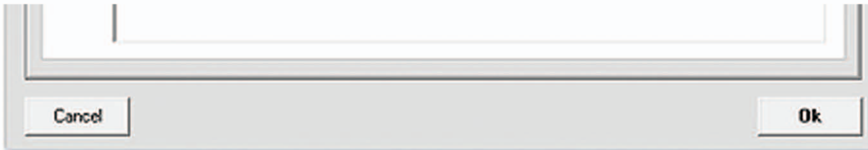
Step 1



From menu, go to **Time & Billing** > **Add Deposit**

Step 2



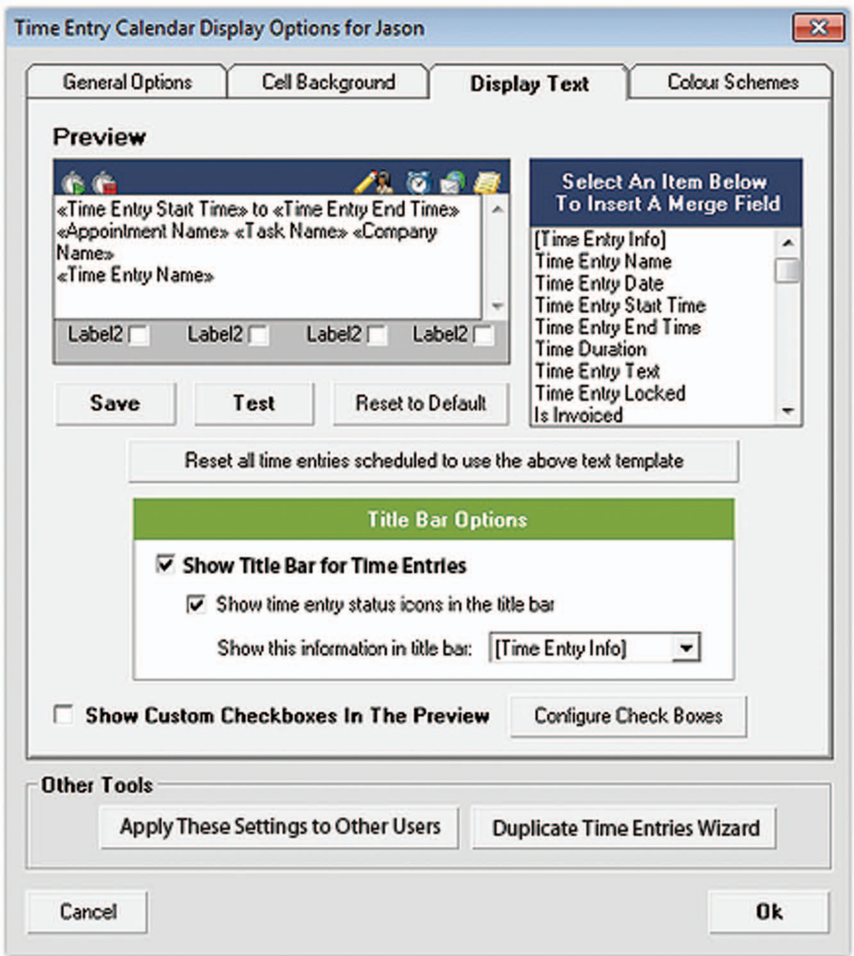


1) Select type of deposit and date received/deposited from drop-down lists.
2) Under **Deposit Information**, select client and insert total deposit amount.
3) Add notes about deposit (optional)
4) Click **Ok** to save deposit.

Step 3

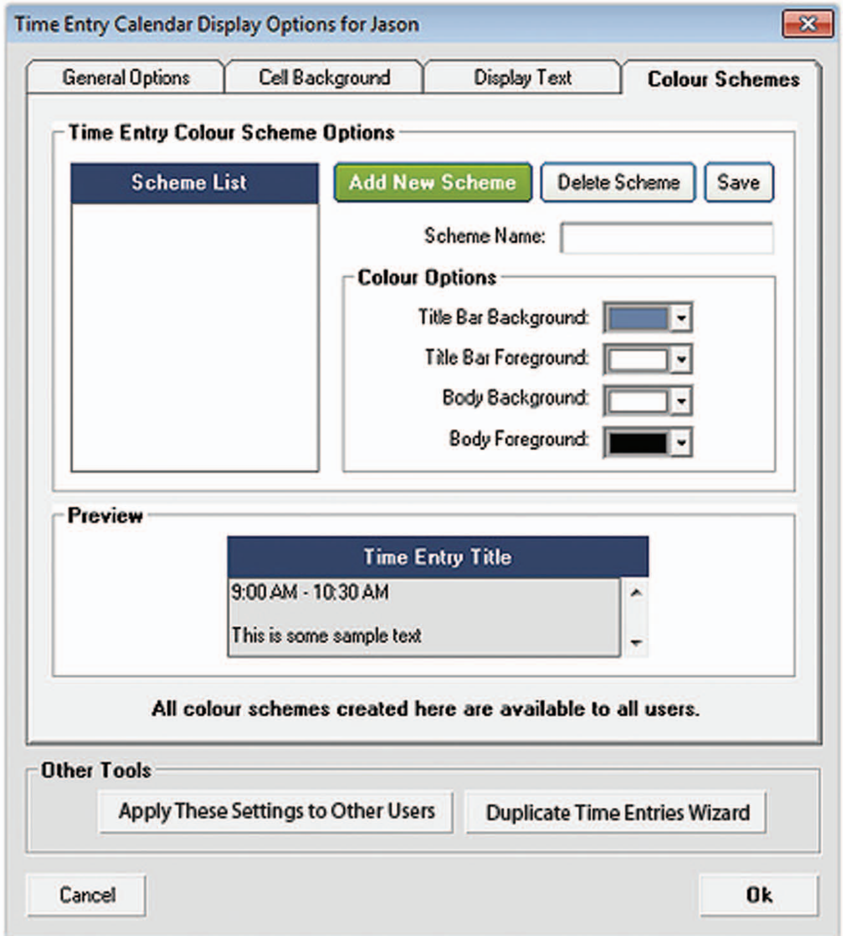
From menu, go to **Time & Billing** > **View AR**

Step 4



1) To customize the display of time entries text, click the **Display Text** tab.
2) Place cursor in Preview window and click a merge field item from list. Click **Test**.
3) To save the new merge field item(s) in Preview window, click **Save**.
4) Check off **Show Title Bar for Time Entries**.

Step 5



1) To change colours for different dockets, click the **Colour Schemes** tab.
2) Type in name of scheme besides **Scheme Name.**
3) Select the background colours from drop-down list.
4) Click **Add New Scheme.** The new colour scheme appears under **Scheme List.**
5) Click **Ok** to save settings.

Note: To delete colour scheme, select one from **Scheme List** and click **Delete.**

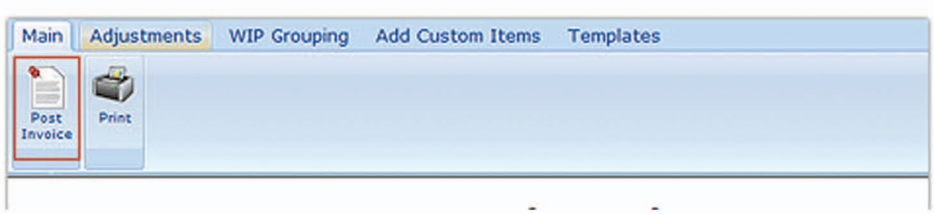
View AR

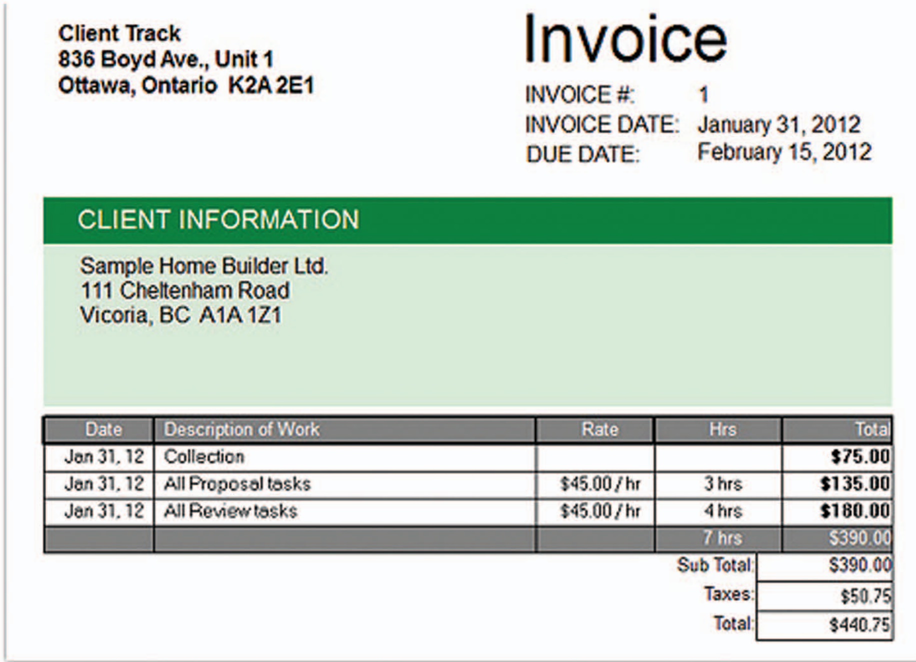
Step 1

If an invoice for client hasn't been created, follow Steps 2-6 here.

Note: If an invoice has already been created, go to **Step 2** below.

Step 2





Client Track
836 Boyd Ave., Unit 1
Ottawa, Ontario K2A 2E1

Invoice

INVOICE #: 1
INVOICE DATE: January 31, 2012
DUE DATE: February 15, 2012

CLIENT INFORMATION

Sample Home Builder Ltd.
111 Cheltenham Road
Vicoria, BC A1A 1Z1

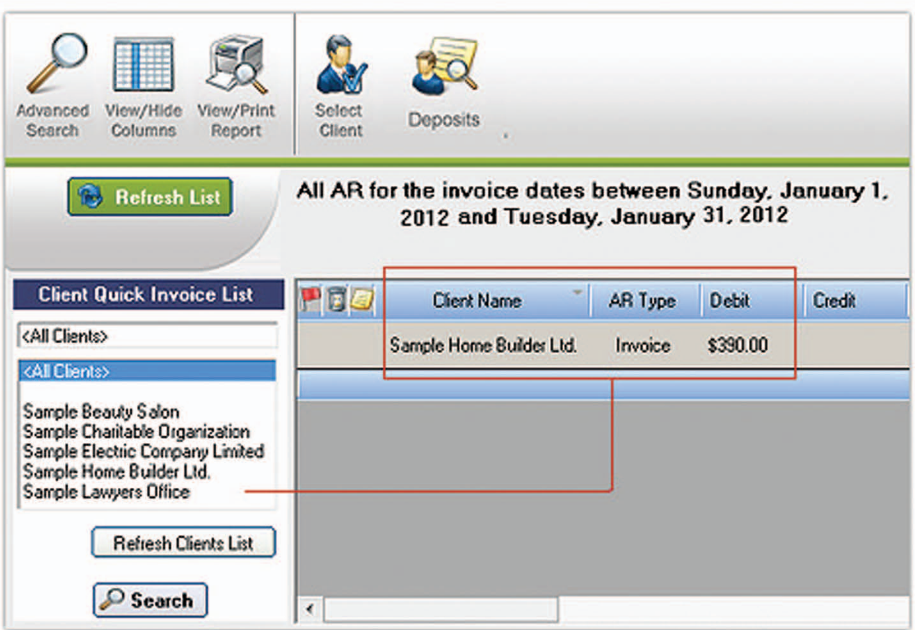
Date	Description of Work	Rate	Hrs	Total
Jan 31, 12	Collection			$75.00
Jan 31, 12	All Proposal tasks	$45.00 / hr	3 hrs	$135.00
Jan 31, 12	All Review tasks	$45.00 / hr	4 hrs	$180.00
			7 hrs	$390.00
			Sub Total:	$390.00
			Taxes:	$50.75
			Total:	$440.75

Click the **Main** tab and then click **Post Invoice** from the invoice menu.

Step 3

From menu, go to **Time & Billing** > **View AR**

Step 4

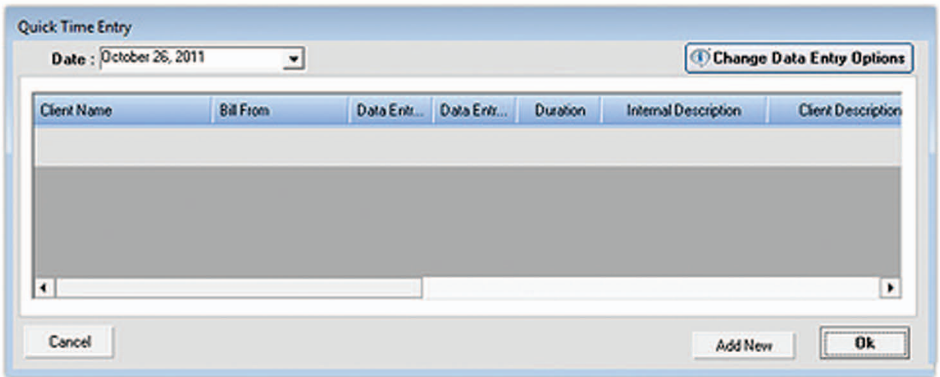


1) Click **Refresh Clients List**.
2) Select a client from **Quick Invoice List** and click **Search** to view invoice as shown above.

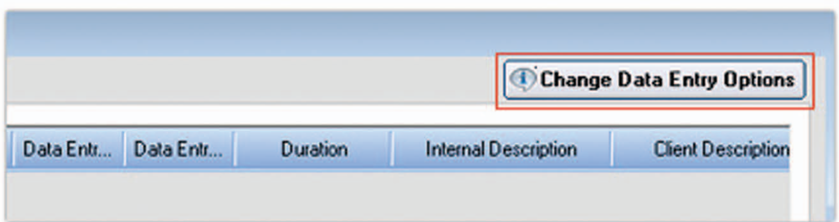
Quick Entry

Step 1

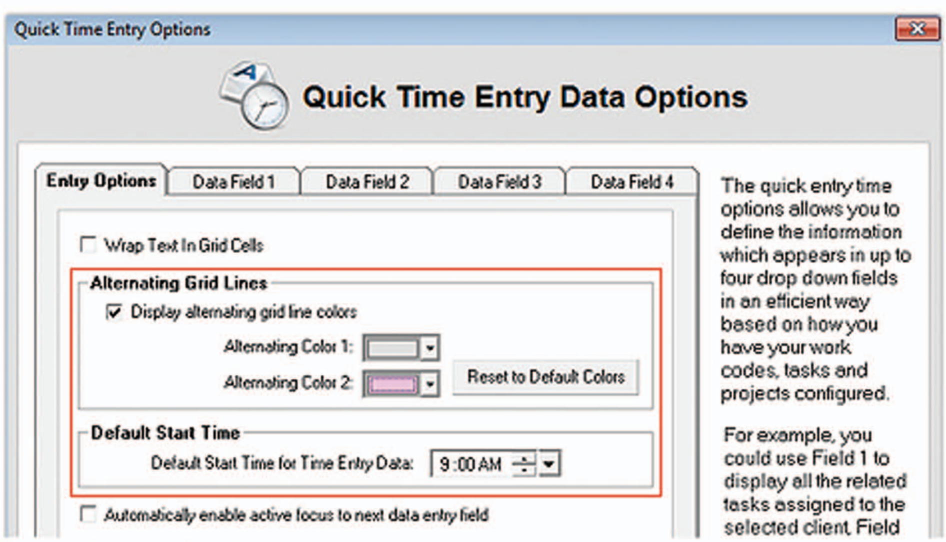
From menu, go to **Time & Billing** > **Quick Entry**



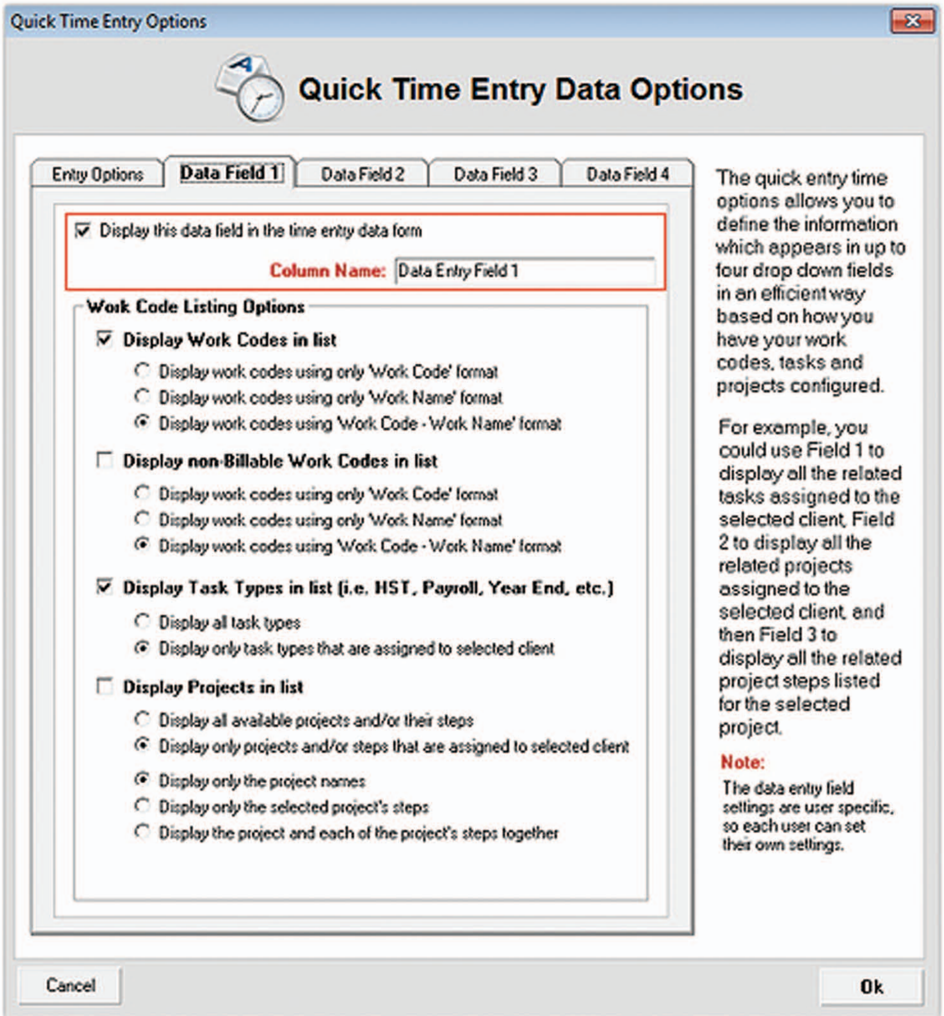
Step 2



1) Click **Change Data Entry Options**

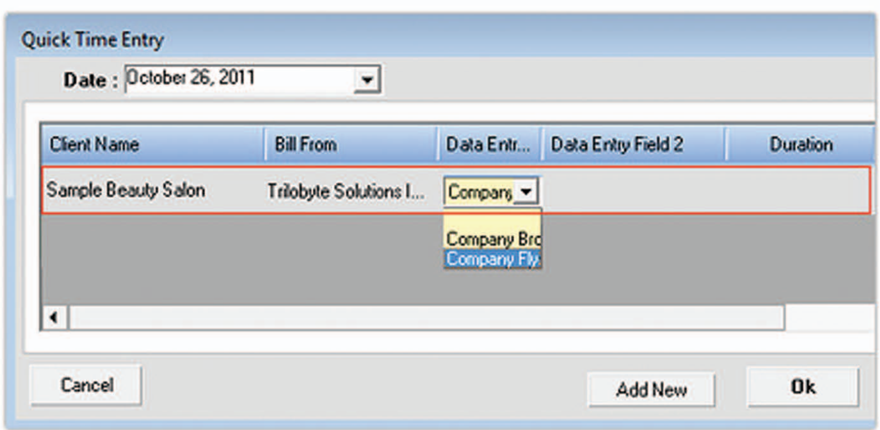


2) In the **Entry Options** tab, customize the grid row colors and entry start time. (view **Step 3** to see new changes)

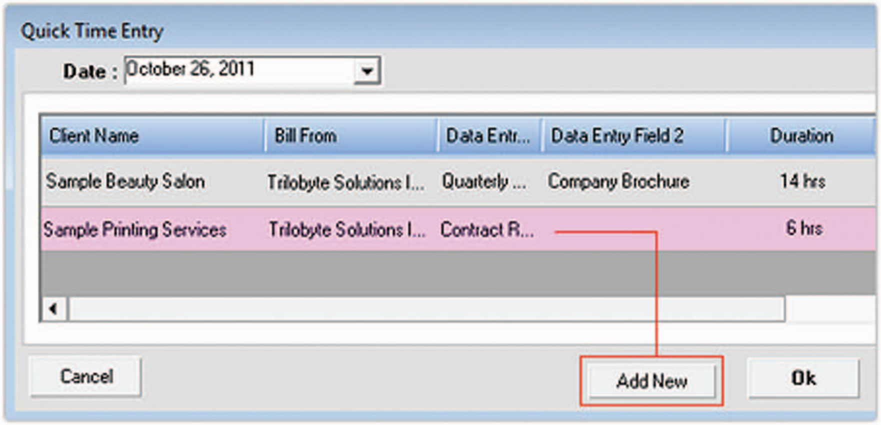


3) In the **Data Field 1** tab, check off **Display this data field in the time...** and create a column name. Select which display options to appear in entry.
4) Repeat Step 3 for other data field tabs. (optional)
5) Click **Ok** to save settings.

Step 3

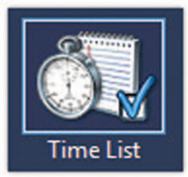


1) Click on any of the invisible fields under column names to insert information of time entry.



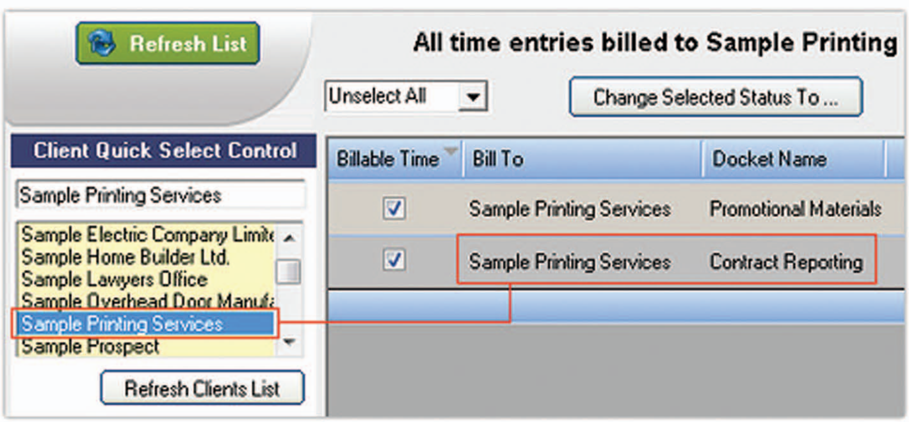
2) Click **Add New** to add more time entries to list.
3) Click **OK** to save time entries.

Step 4



From menu, go to **Time & Billing** > **Time List**

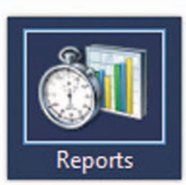
Step 5



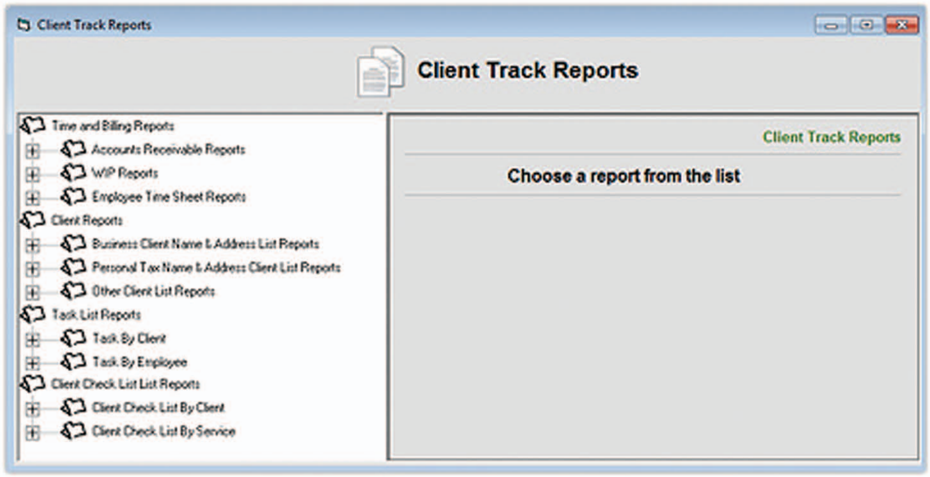
1) Select a client from list under **Client Quick Select Control**
2) Ensure that the added time entry from Step 3 appears in list as shown above.
   If the new entry doesn't show up, click **Refresh List**.

Reports

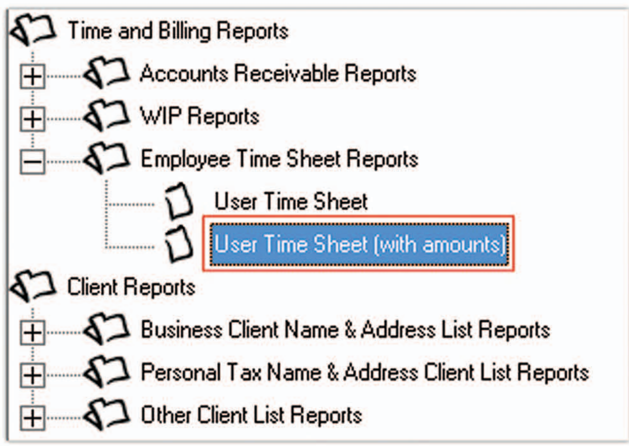
Step 1



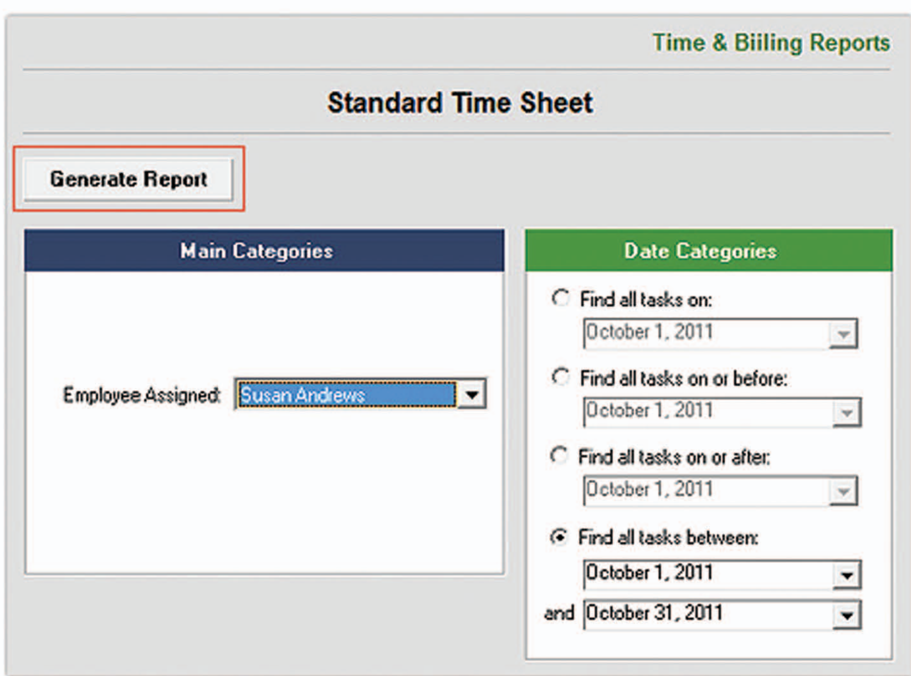
From menu, go to **Time & Billing** > **Reports**



Step 2

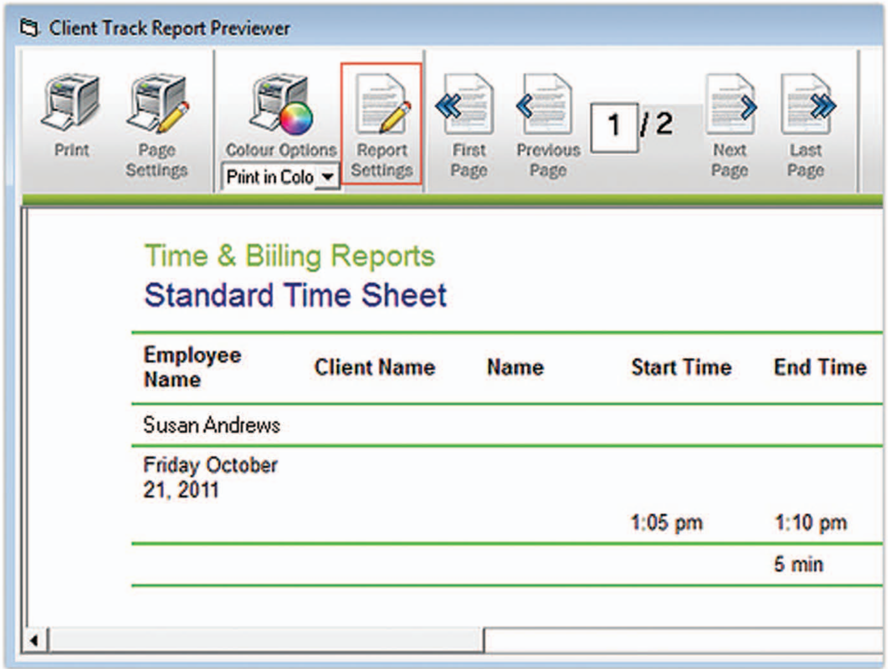


1) Select a type of report you want from list. In this example, **User Time Sheet.**

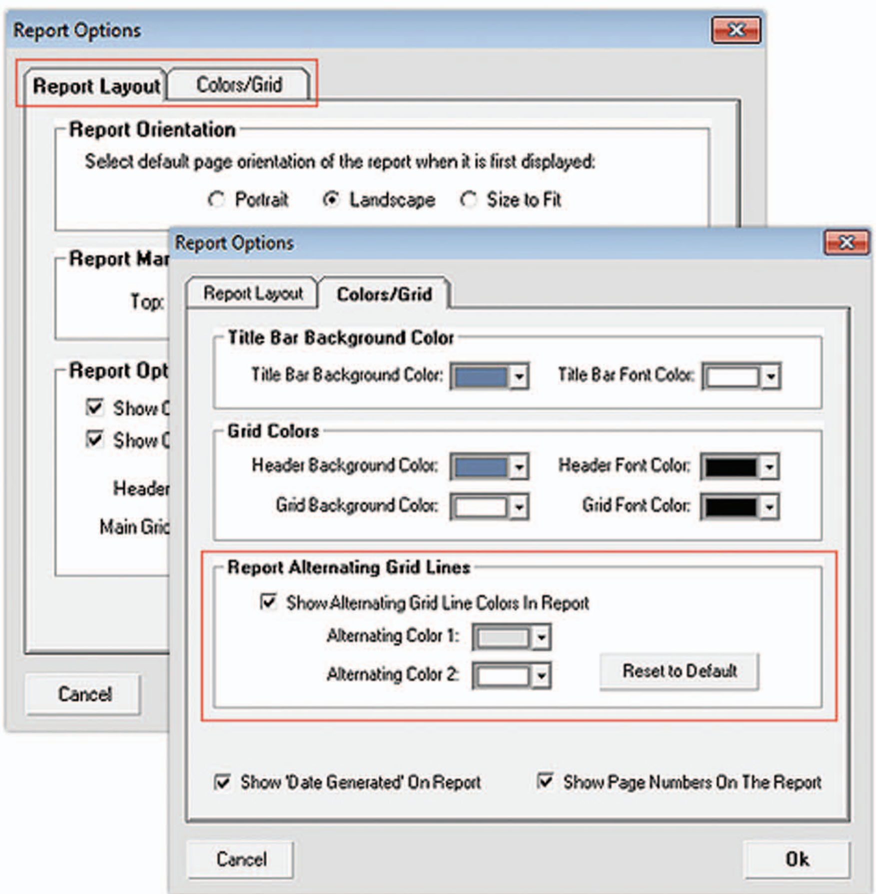


2) Specify what you want on report (if asked)
3) Click **Generate Report**

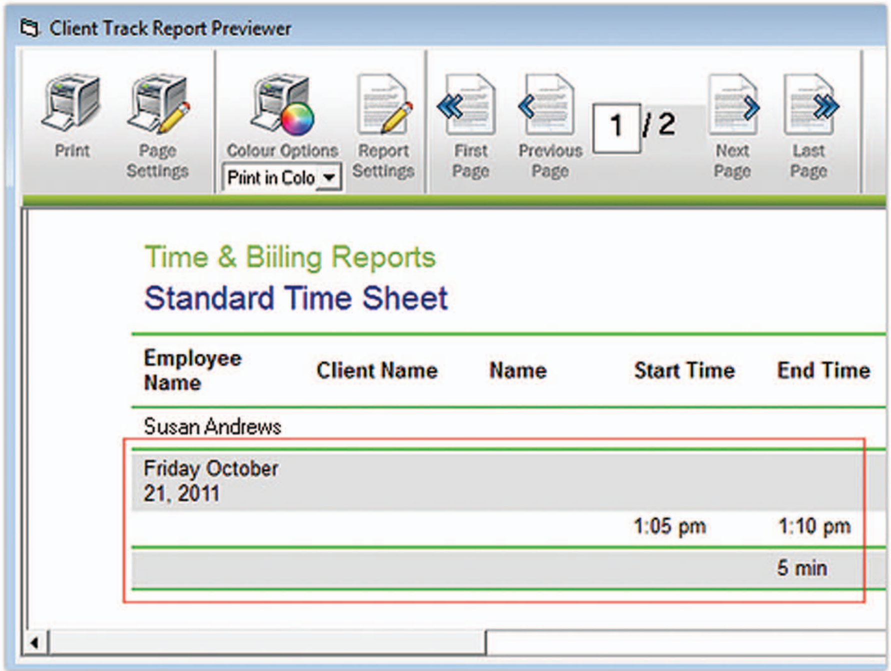
Step 3



1) Double-check the generated report to ensure everything is included
2) If so, click **Report Settings**



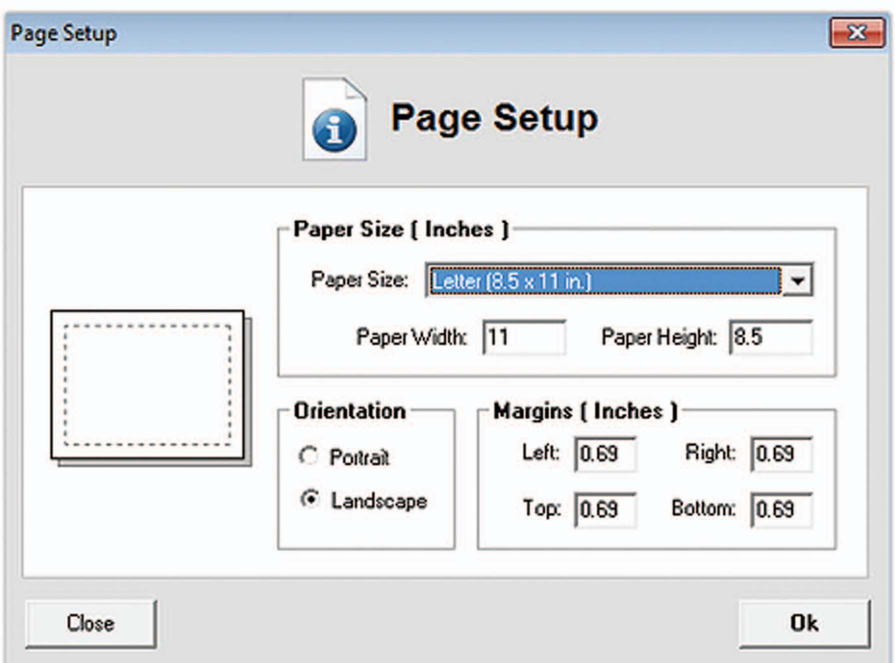
3) Go through both **Report Layout/Colors** tabs to make any modifications to report. In this example, grid lines colors were changed as evident in next picture.
4) Click **Ok** to save changes.



5) Ensure the new changes appears on report preview.

Step 4

1) Click **Page Settings**



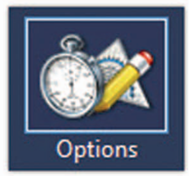
2) Select paper size, type of orientation, and margin sizes.
3) Click **Ok** to save changes

Step 5

Click **Print**

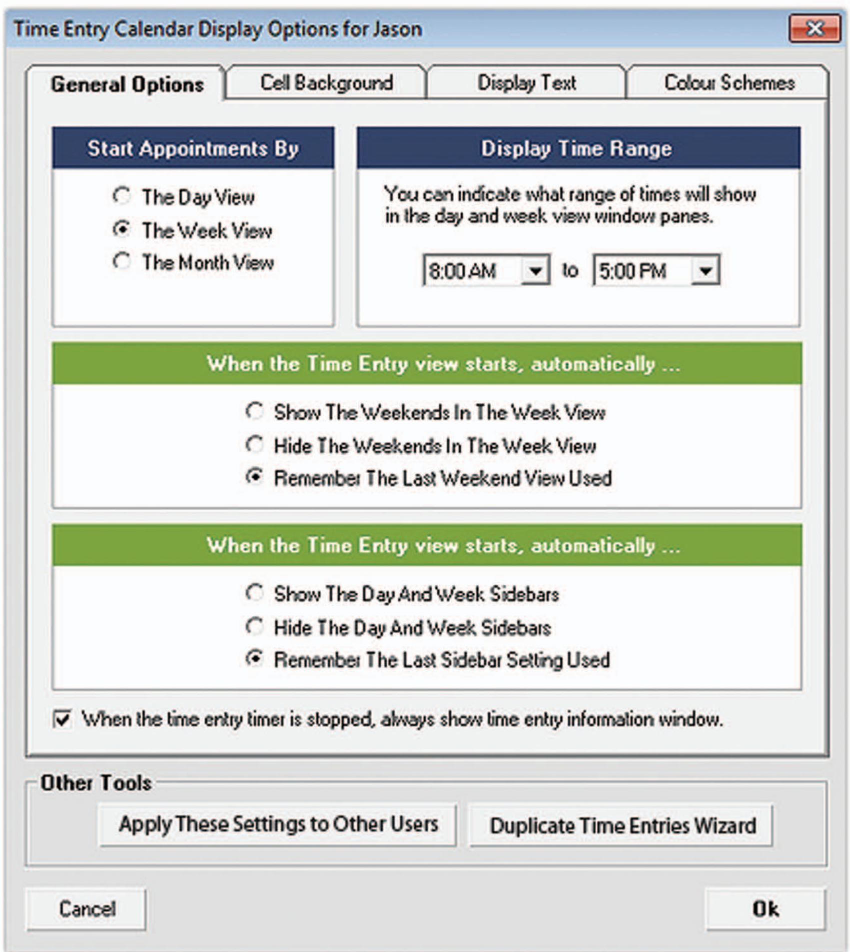
Options

Step 1



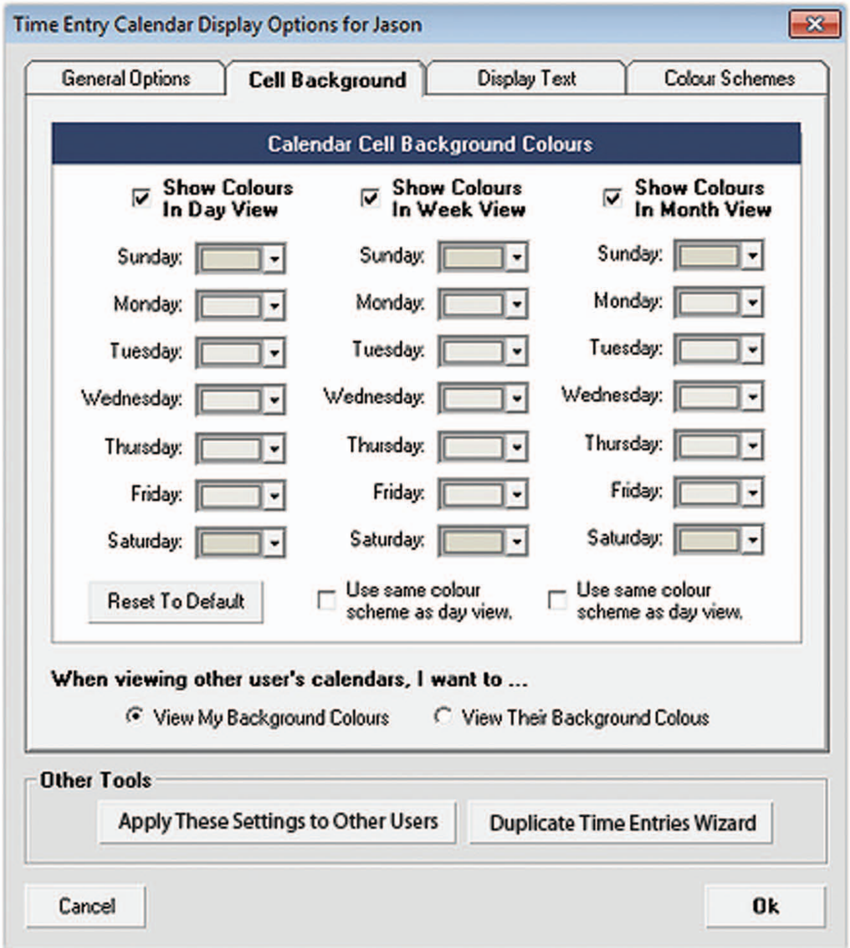
From menu, go to **Time & Billing** > **Options**

Step 2



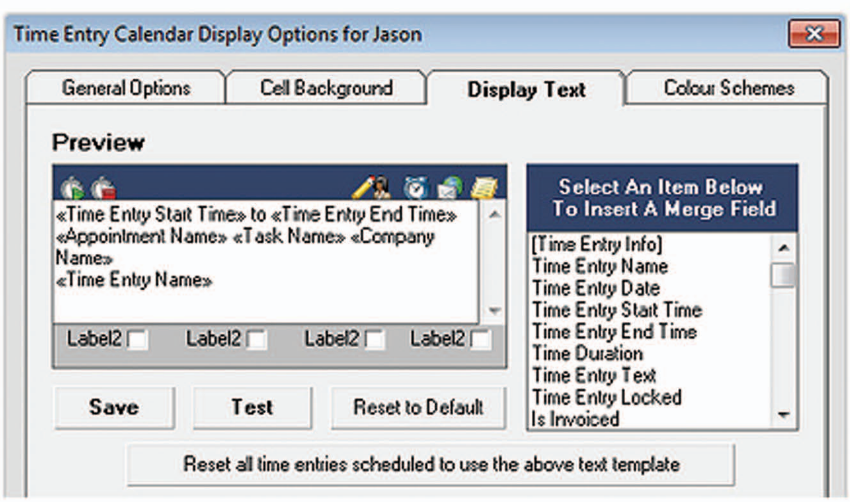
1) To change the views of the time entries, click the **General Options** tab.
2) Select type of view for time entries to begin with.
3) Select the time range of the time entries from drop-down list.
4) Select type of display view to automatically appear in Time & Billing section.

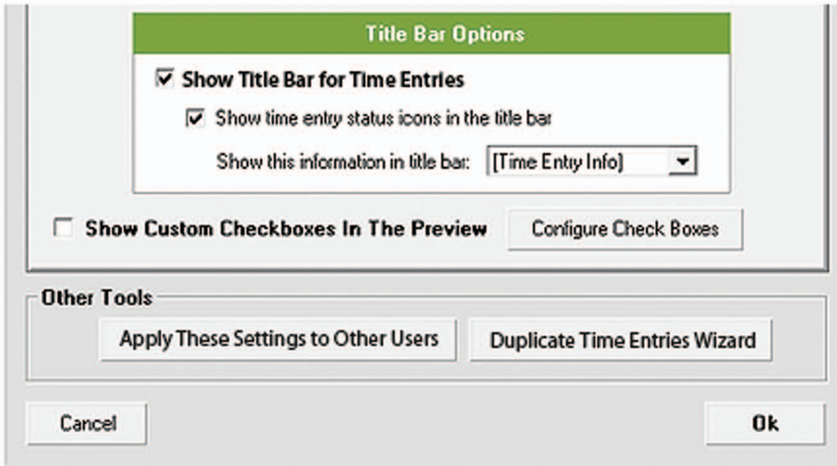
Step 3



1) To customize the background colours, click the **Cell Background** tab.
2) Check off all three types of views.
3) For each view, select the background colours for each day of the week from drop-down lists.

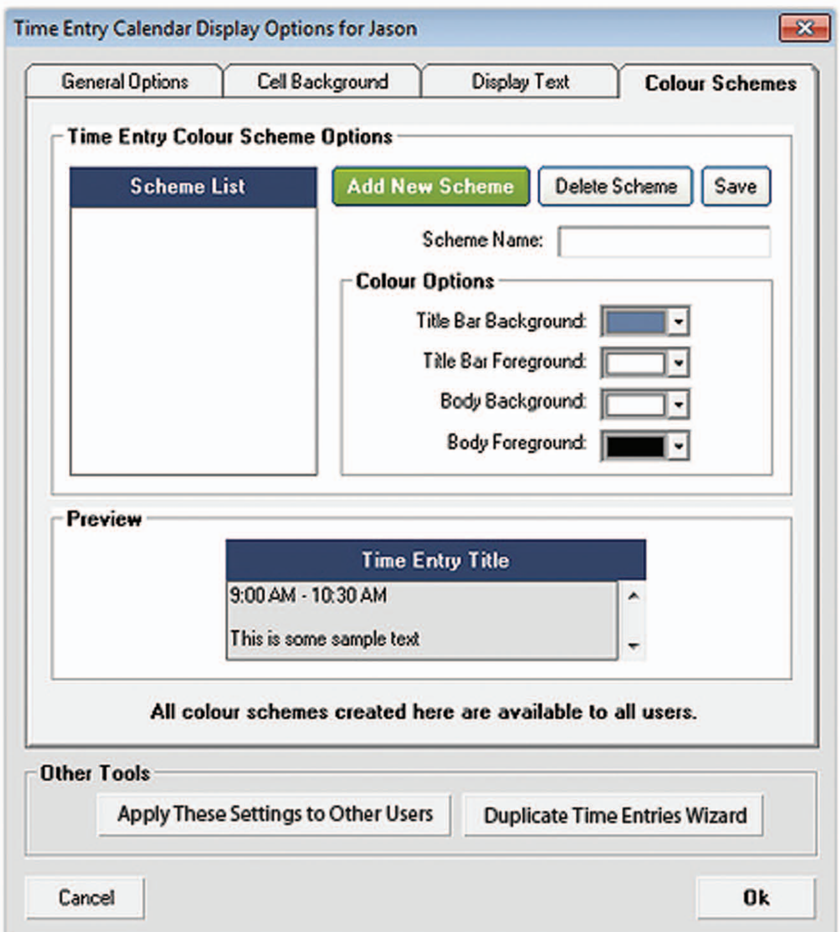
Step 4





1) To customize the display of time entries text, click the **Display Text** tab.
2) Place cursor in Preview window and click a merge field item from list. Click **Test**.
3) To save the new merge field item(s) in Preview window, click **Save**.
4) Check off **Show Title Bar for Time Entries**.

Step 5



1) To change colours for different dockets, click the **Colour Schemes** tab.
2) Type in name of scheme besides **Scheme Name**.
3) Select the background colours from drop-down list.
4) Click **Add New Scheme**. The new colour scheme appears under **Scheme List**.
5) Click **Ok** to save settings.

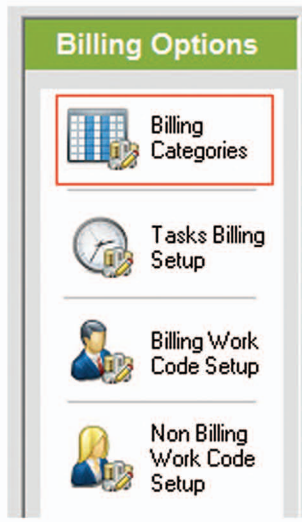
Note: To delete colour scheme, select one from **Scheme List** and click **Delete**.

Billing Categories

Step 1

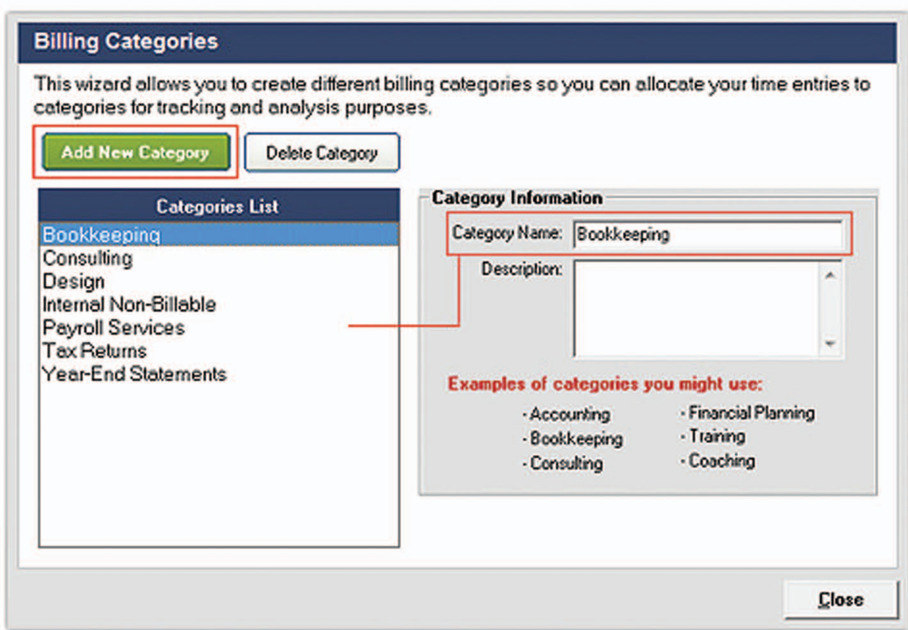
From menu, go to **Time & Billing** > **Setup Options**

Step 2



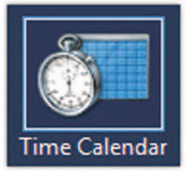
From **Billing Options** menu, go to **Billing Categories**

Step 2



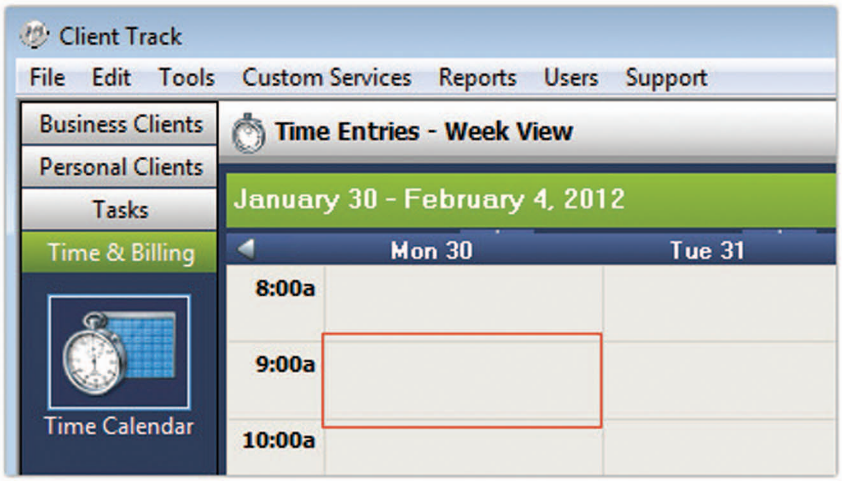
1) Click **Add New Category.** Insert category name and description (optional).
2) Repeat Step 1 to add more billing categories to list.
3) Click **Close** to save settings.

Step 4

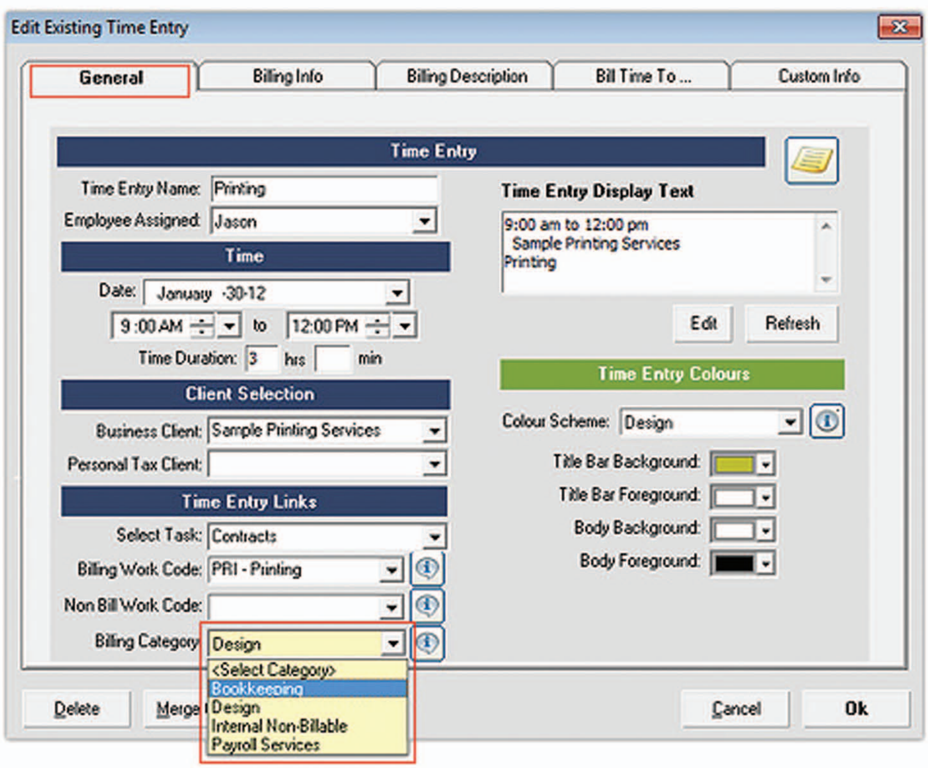


In **Time & Billing**, go to > **Time Calendar**

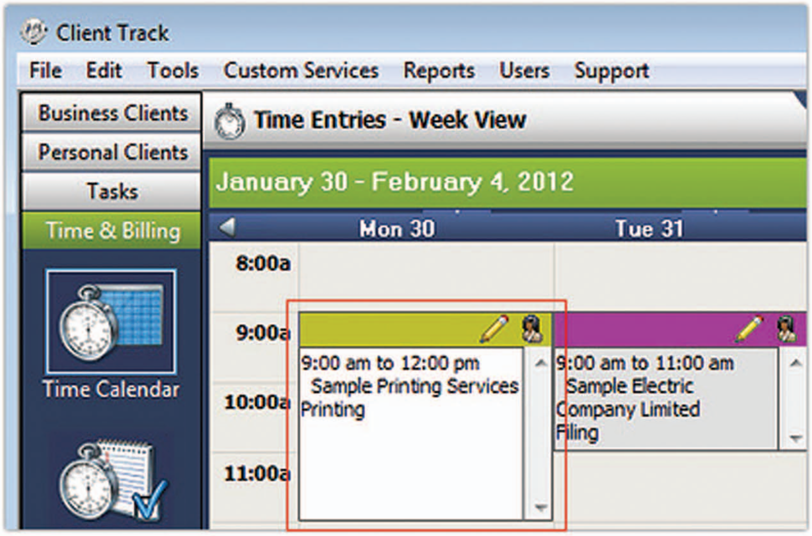
Step 5



1) Click on an empty timeslot in calendar to create a new time entry.

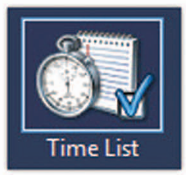


2) Click the **General** tab. Include name of entry and select time, employee assigned and type of client.
3) Select type of billing category that was created in Step 2 as shown above.
4) Go through the other four tabs to include additional information on time entry.
5) Click **Ok** to save settings.



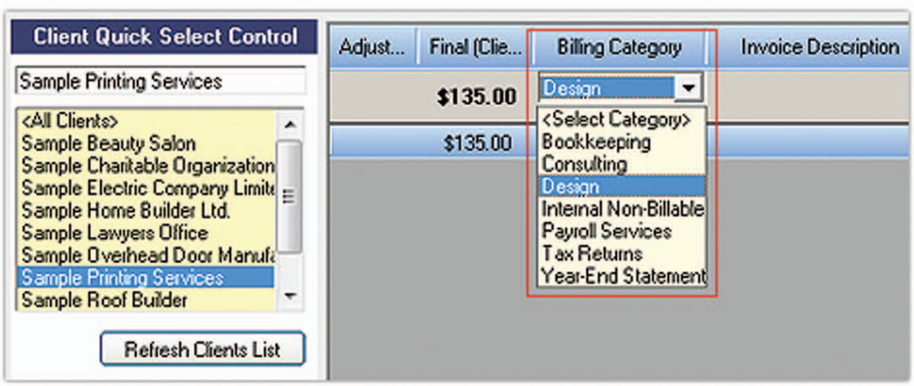
6) Time entry including billing category has been added to your calendar.

Step 6



From menu, go to **Time & Billing** > **Time List**

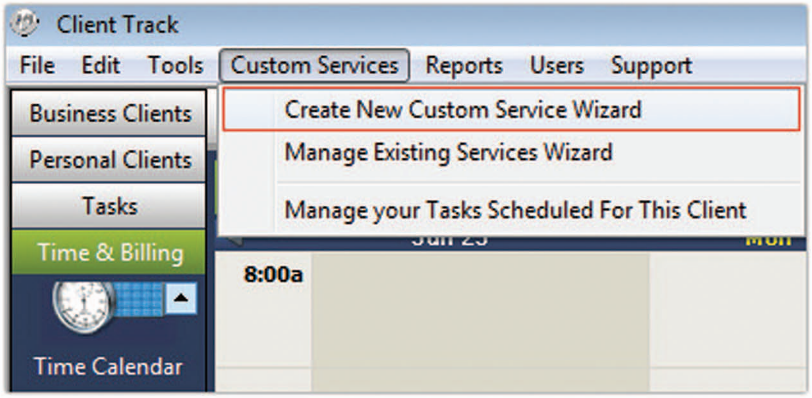
Step 7



1) Click **Refresh Clients List**
2) Select same client from Step 5 in which billing category was added to.
3) Move the horizontal scrollbar until **Billing Category** column is visible. The selected category to client should appear on list. The categories can be changed anytime by clicking on the text field as shown above.

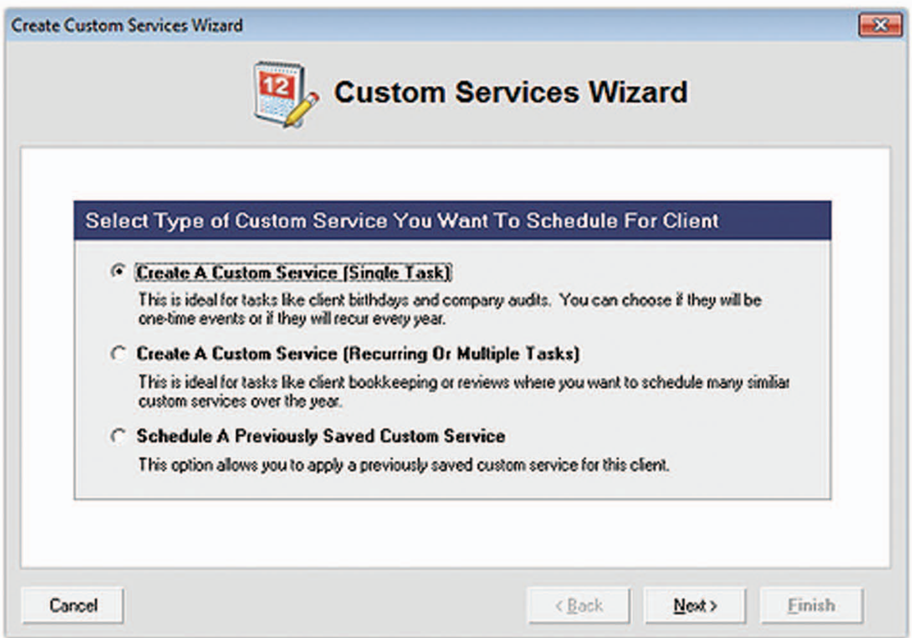
Tasks Billing Setup

Step 1

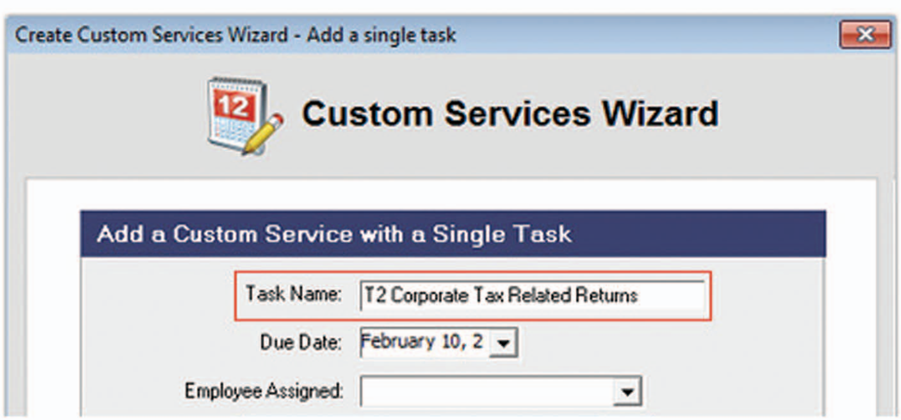


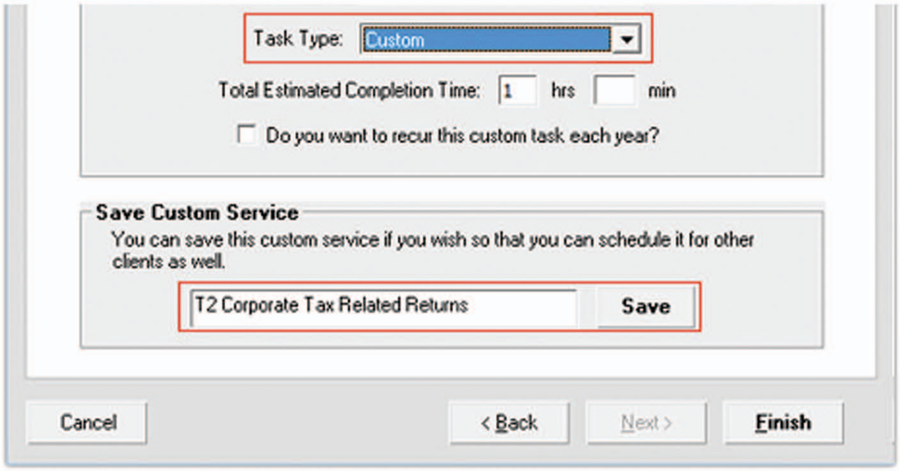
In menu, go to **Custom Services** > **Create New Custom Service...**

Step 2



1) Select type of task to create. In this example, **Single Task** was selected.



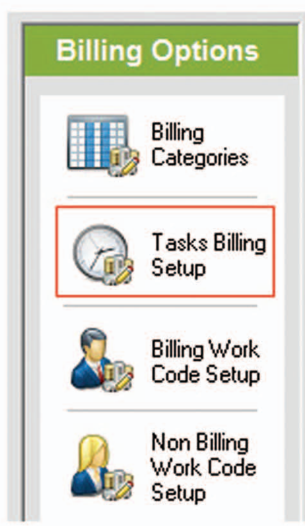


2) Insert name of custom task and select employee assigned and type.
3) Insert a custom service name to re-use in future and then click **Save**.

Step 3

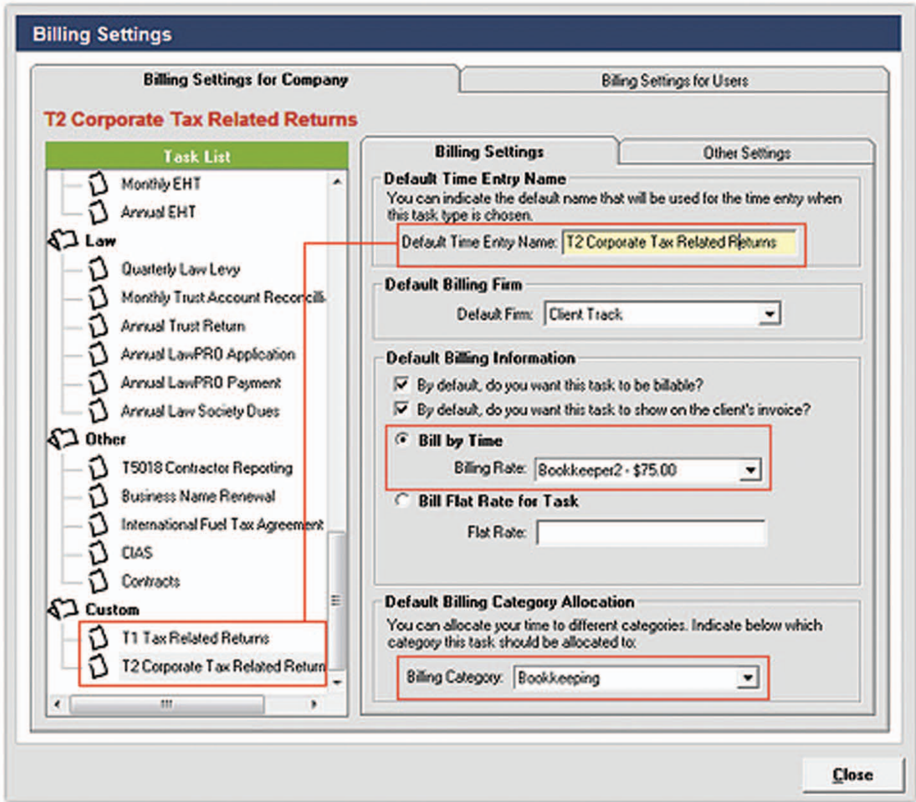
From menu, go to **Time & Billing** > **Setup Options**

Step 4

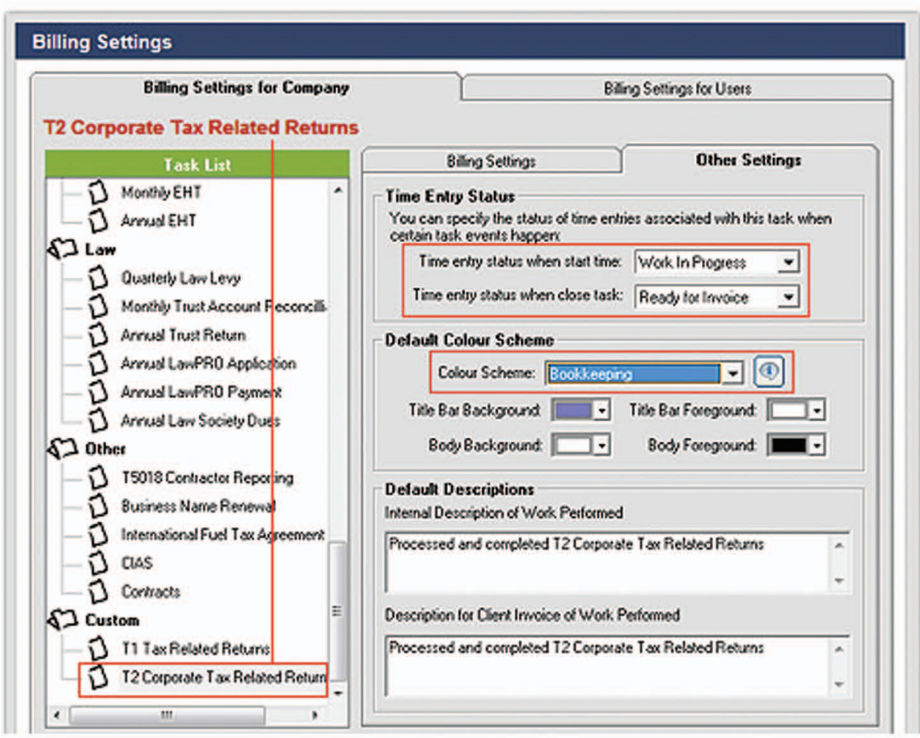


From **Billing Options** menu, go to **Tasks Billing Setup**

Step 5



1) Click the **Billing Settings** tab. Under **Billing Settings for Company**, select a task from list to apply billing settings to. The selected task will automatically appear under **Default Time Entry Name** as shown above.
2) Under Default Billing Information, check off both boxes and select type of billing either by time or flat rate for client.
3) Select billing category from drop-down list (if created).
4) Click the **Other Settings** tab.

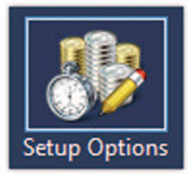


5) Select type of status for starting and closing a time entry as shown above.
6) Select custom colors for time entry (optional).
7) Click **Close** to save billing settings for company.

Note: To apply settings for users, click the **Billing Settings for Users** tab as shown above and follow Steps 1-7 above.

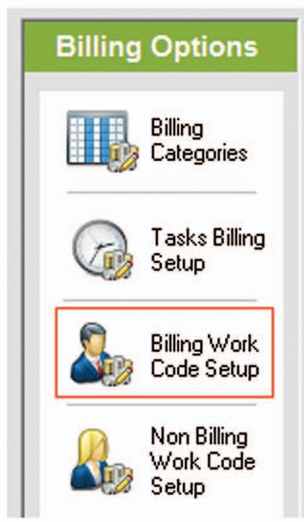
Billing Work Code Setup

Step 1



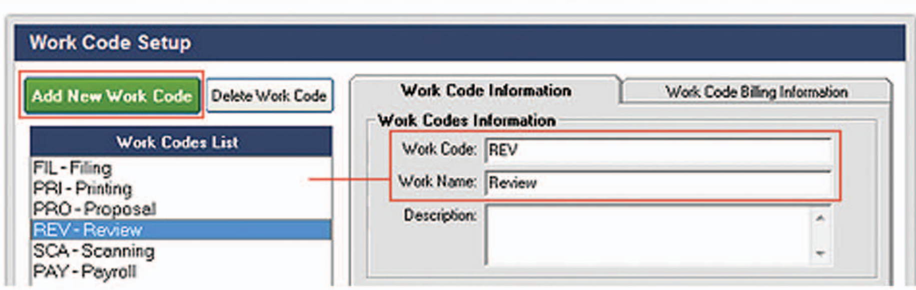
From menu, go to **Time & Billing** > **Setup Options**

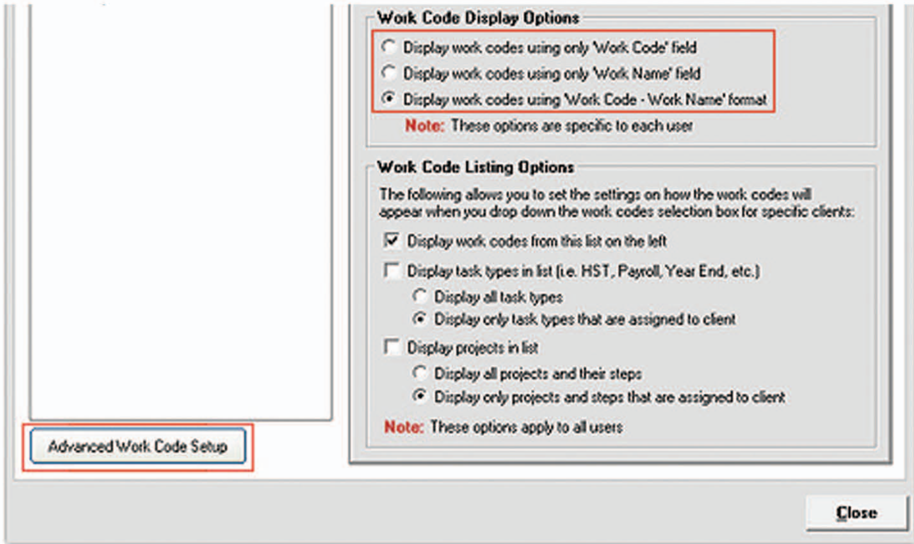
Step 2



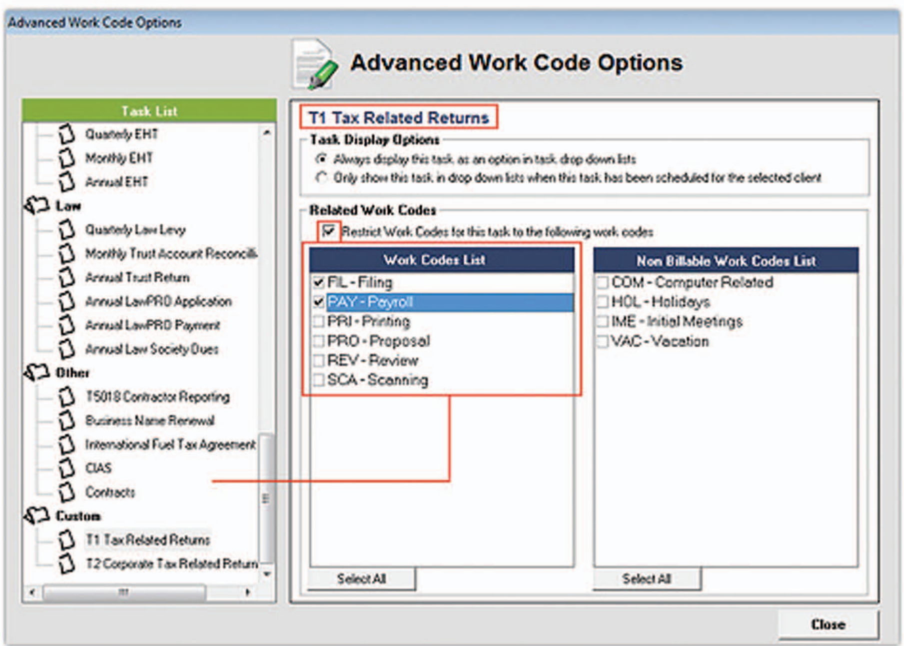
From **Billing Options** menu, go to **Billing Work Code Setup**

Step 3



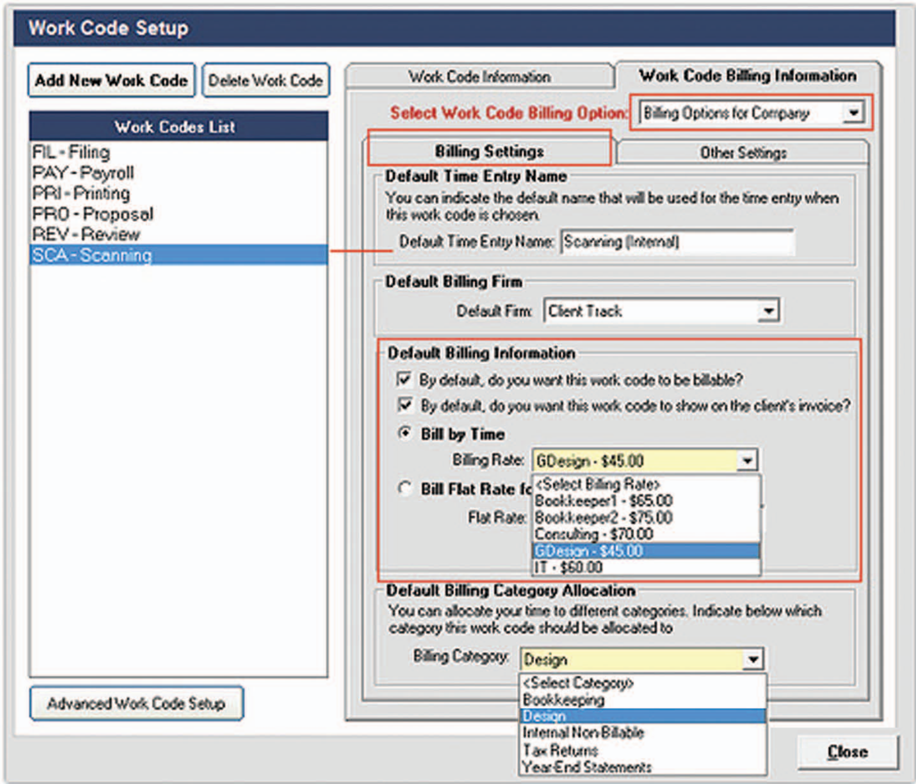


1) Click the **Word Code Information** tab.
2) Click **Add New Work Code.** Insert work code, name and description (optional).
3) Select type of display and listing option for work code as shown above.
4) Repeat Steps 2-3 to add more billing work codes if needed.
5) Click **Advanced Work Code Setup.**

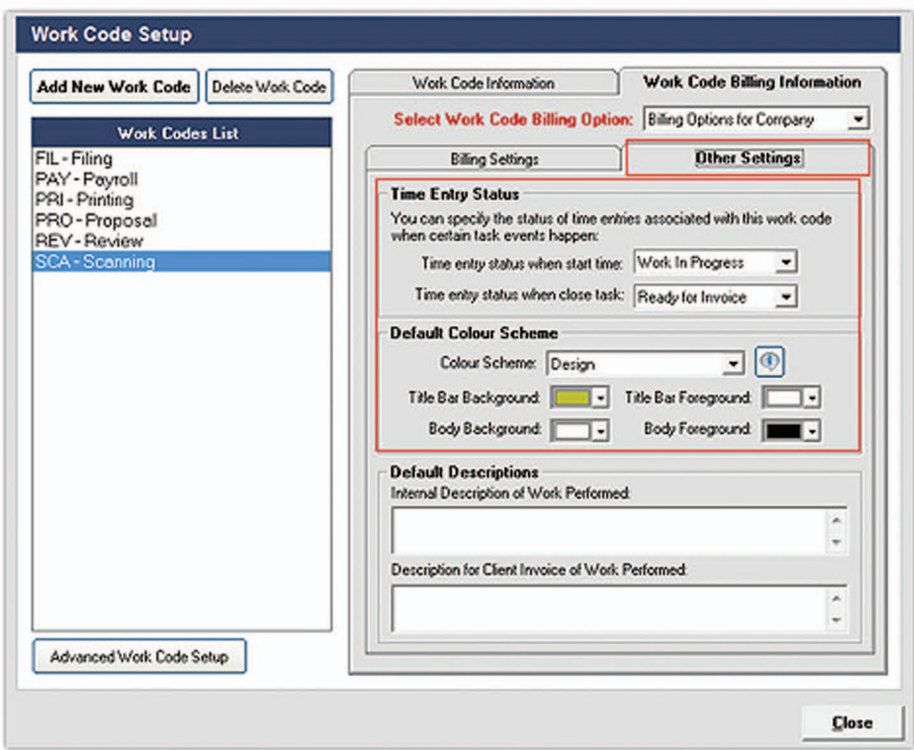


6) Select a task from from list under **Task List** to apply work code settings to.
   The name of task selected appears on top of options area as shown above.
7) Select how to display task and check off **Restrict Work Codes for this task...**
8) Under **Work Codes List** category, check off which work codes to add to task.
   Repeat Steps 6-7 to apply work codes to more tasks.
9) Click **Close** to save settings and go back to main window.

Step 4

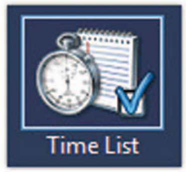


1) Click the **Work Code Billing Information** tab.
2) Select type of billing option from drop-down list as shown above to change settings for either company or user. In this example, company was chosen.
3) Click the **Billing Settings** tab. Select a work code from list to apply settings to as shown above.
4) Click the **Other Settings** tab.



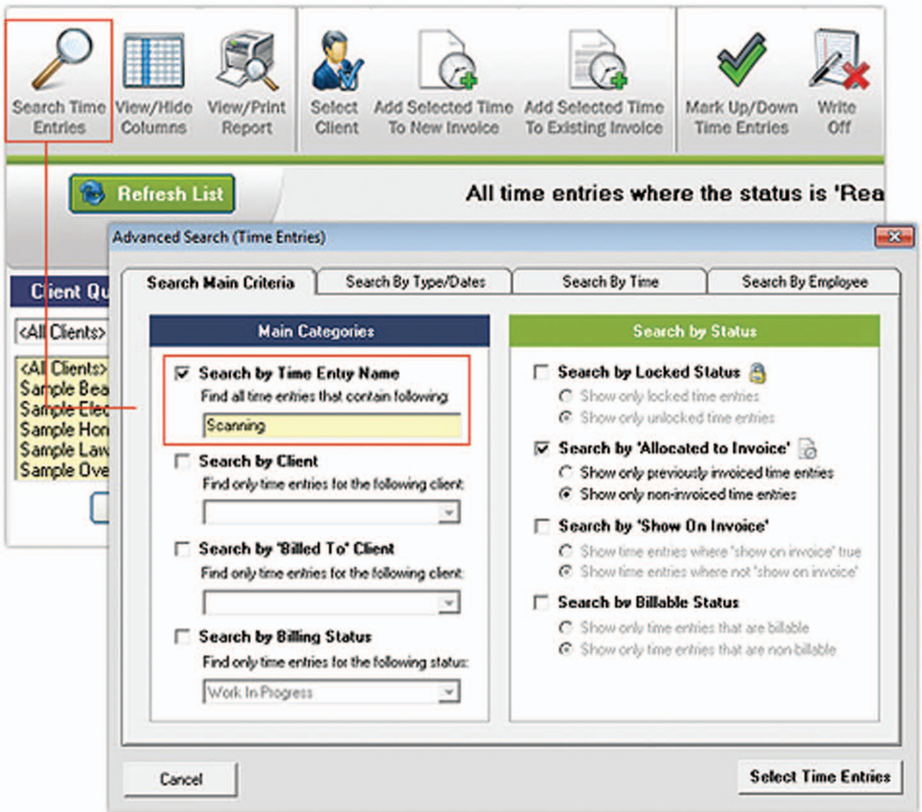
5) Select type of time entry status from drop-down lists as shown above.
6) Under **Default Color Scheme**, select a saved color scheme from list.
7) Click **Close** to save settings.

Step 5

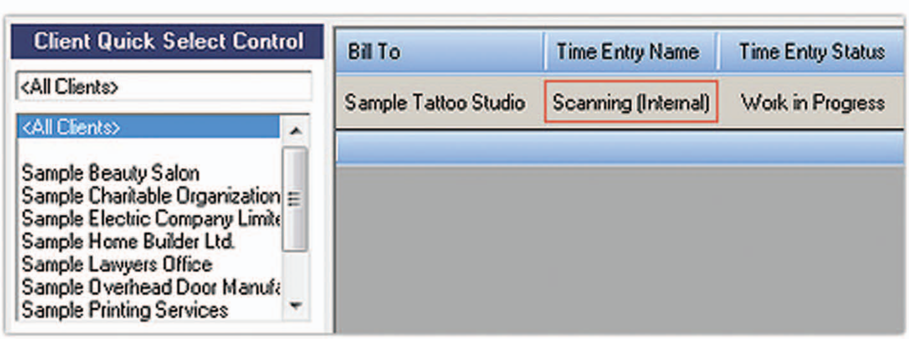


From menu, go to **Time & Billing** > **Time List**

Step 6



1) Click **Search Time Entries** on the ribbon menubar
2) For example, only check off **Search by Time Entry Name** and type in name of work code that was created from Step 3 (i.e. Scanning).
3) Click **Select Time Entries**.



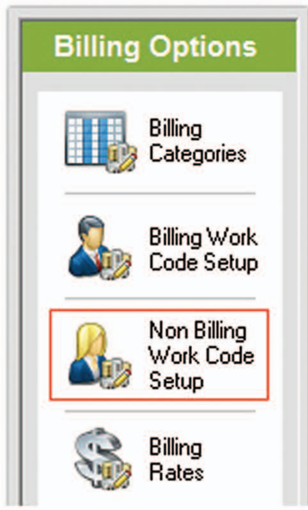
4) Move the horizontal scrollbar until **Time Entry Name** column is visible. The searched work code should appear on list.

Non-Billing Work Code Setup

Step 1

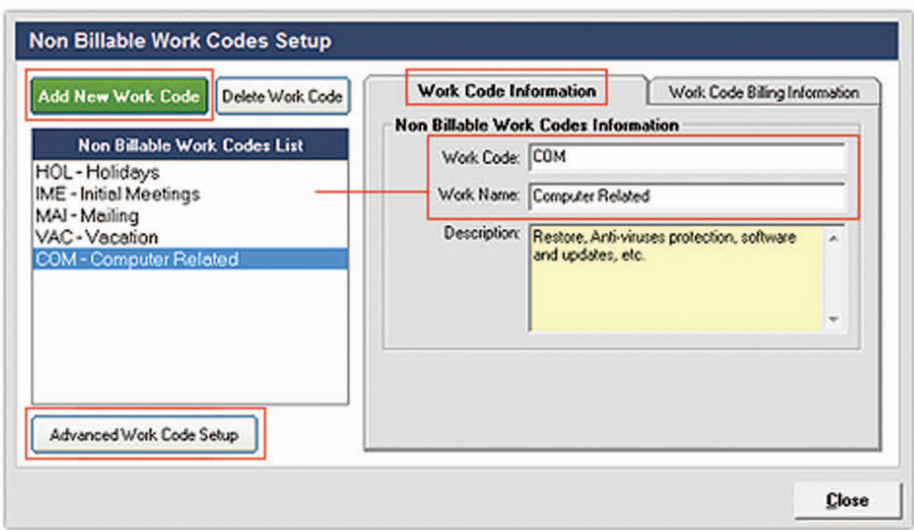
From menu, go to **Time & Billing** > **Setup Options**

Step 2

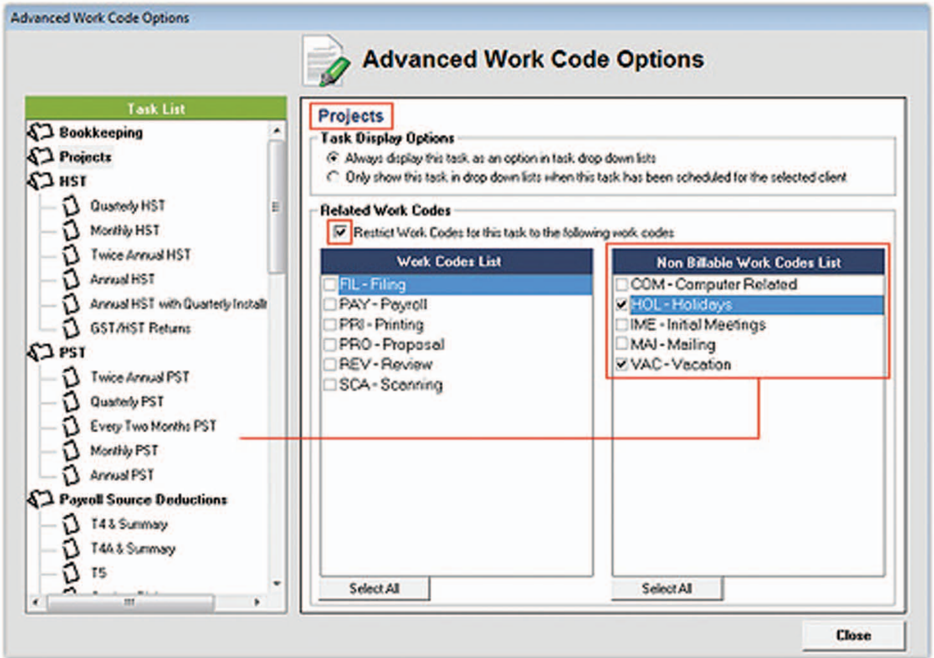


From **Billing Options** menu, go to **Non-Billing Work Code Setup**

Step 3

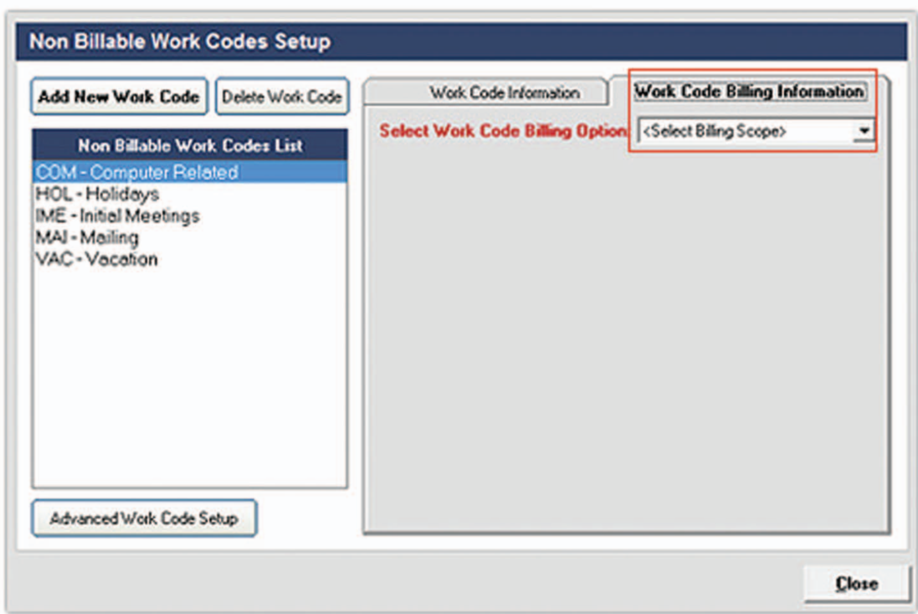


1) Click the **Word Code Information** tab.
2) Click **Add New Work Code.** Insert work code, name and description (optional).
3) Repeat Step 2 to add more non-billing work codes if needed.
4) Click **Advanced Work Code Setup.**



5) Select a task from from list under **Task List** to apply work code settings to. The name of task selected appears on top of options area as shown above.
6) Select how to display task and check off **Restrict Work Codes for this task...**
7) Under **Non Billable Work Codes List** category, check off which work codes to add to task. Repeat Steps 5-7 to apply work codes to more tasks.
8) Click **Close** to save settings and go back to main window.

Step 4



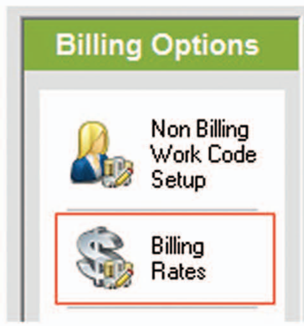
1) Click the **Work Code Billing Information** tab.
2) Since the setup is for non-billing work code, **Select Work Code Billing Option** as shown above doesn't apply.
3) Click **Close** to save all settings.

Billing Rates

Step 1

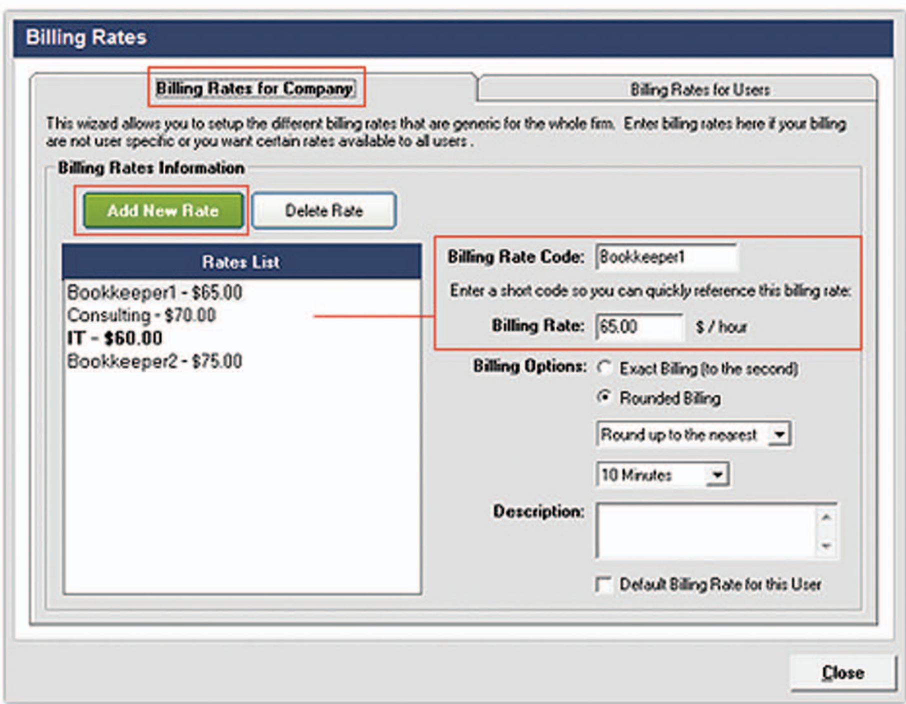
From menu, go to **Time & Billing** > **Setup Options**

Step 2

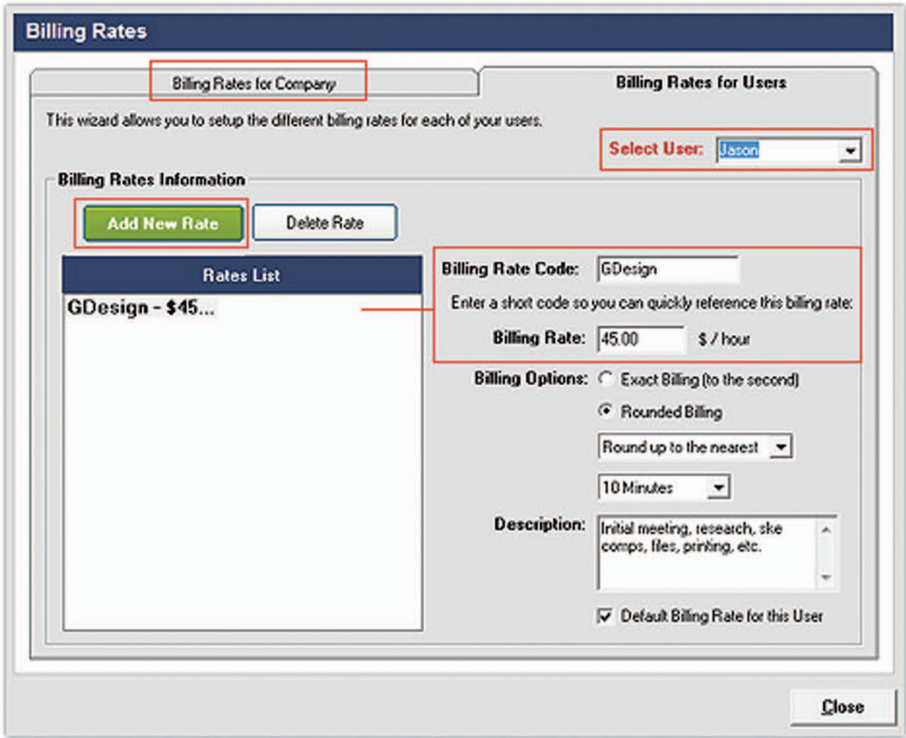


From **Billing Options** menu, go to **Billing Rates**

Step 3



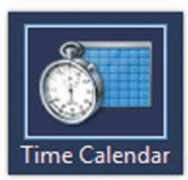
1) Click the **Billing Rates for Company** tab
2) Click **Add New Rate.** Include the code name, rate in $$$ and select type of billing option.
3) If there is no need to create billing rate for user, click **Close** to save settings and go to Step 4.



4) Click the **Billing Rates for Users** tab
5) Ensure that your are the user from drop-down list as shown above*
6) Click **Add New Rate.** Include the code name and rate in $$$
7) Check off **Default Billing Rate for this User**
8) Click **Ok** to save settings.

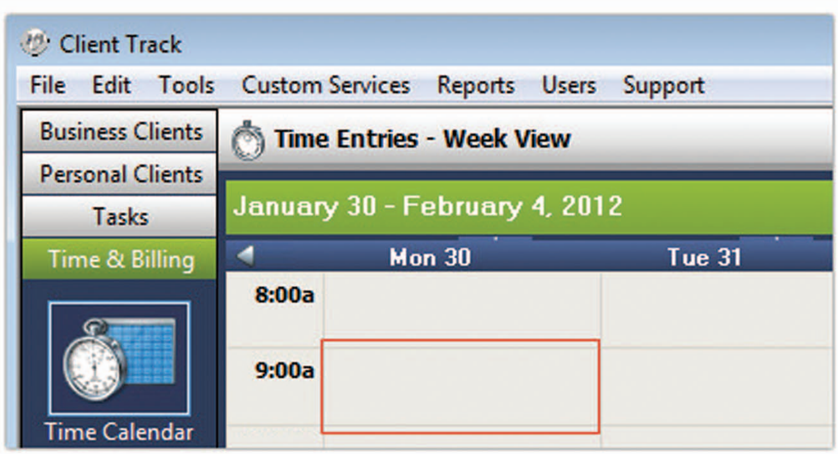
***Note:** Only adminstrators of Client Track can view all users from drop-down list and have the ability to apply billing rates to each user.

Step 4

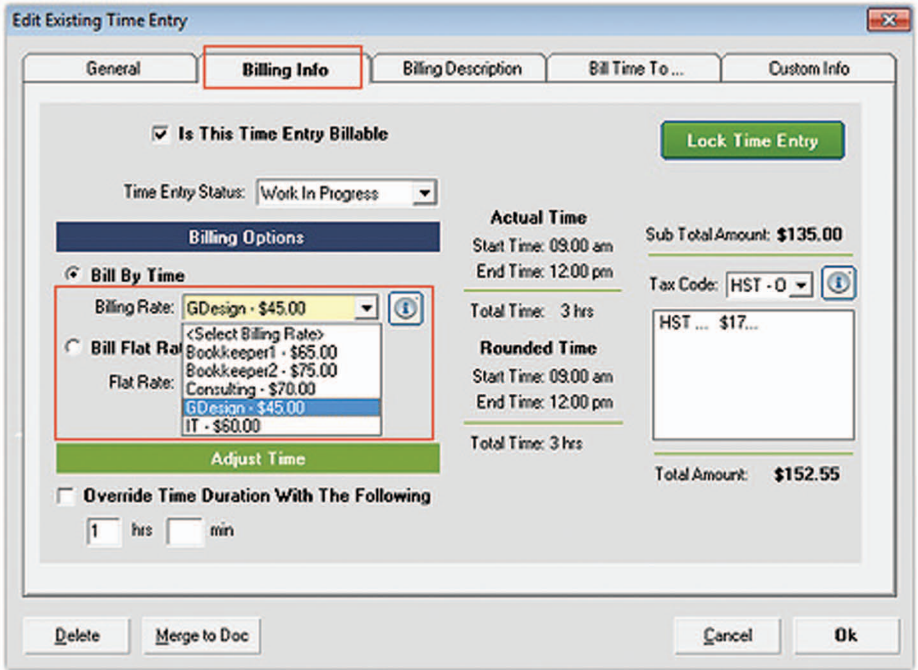


In **Time & Billing**, go to > **Time Calendar**

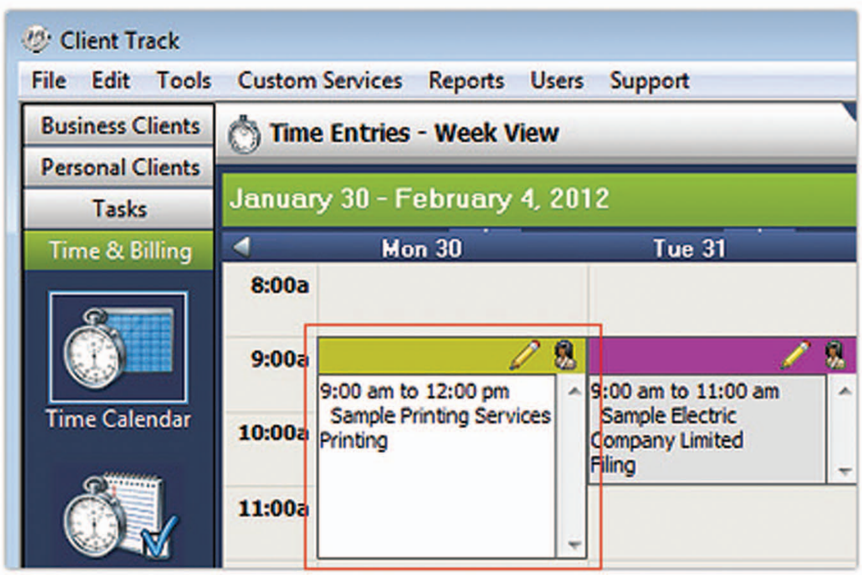
Step 5



1) Click on an empty timeslot in calendar to create a new time entry.

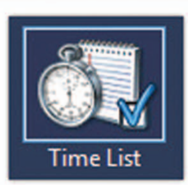


2) Click the **General** tab to select client and include name of time entry
3) Click the **Billing Info** tab. Check off **Is This Time Entry Billable** and select and select type of entry status. If billing client by time, select **Bill By Time** and select the newly created billing rate from Step 3 in the drop-down list under **Billing Options** as shown above.
5) Go through the other 3 tabs to include more information on entry if needed.
6) Click **Ok** to save settings.



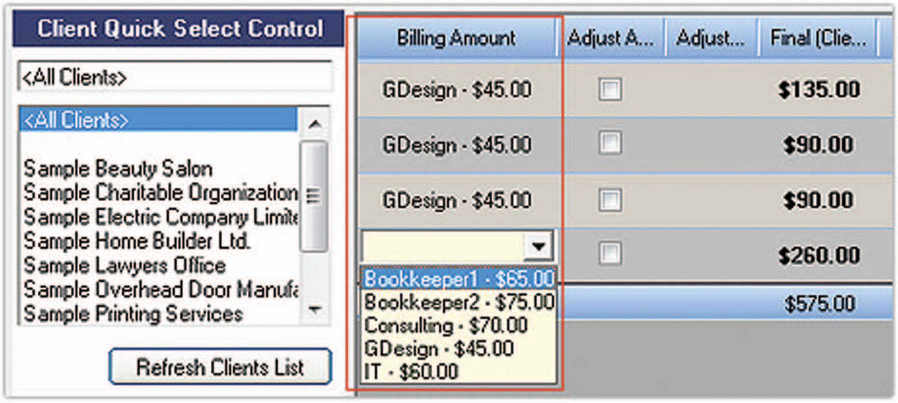
7) Time entry including billing rates has been added to your calendar.

Step 6



From menu, go to **Time & Billing** > **Time List**

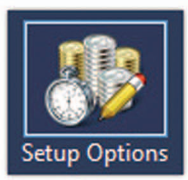
Step 7



1) Click **Refresh Clients List**
2) Select same client from Step 5 in which billing rate was added to.
3) Move the horizontal scrollbar until **Billing Amount** column is visible. The selected rate to client should appear on list. The billing rates can be changed anytime by clicking on the text field as shown above.

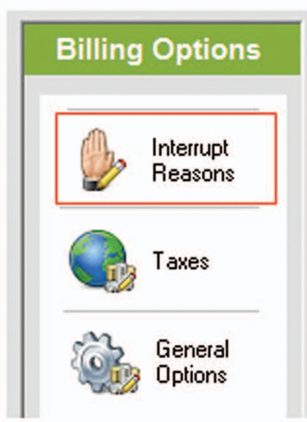
Interrupt Reasons

Step 1



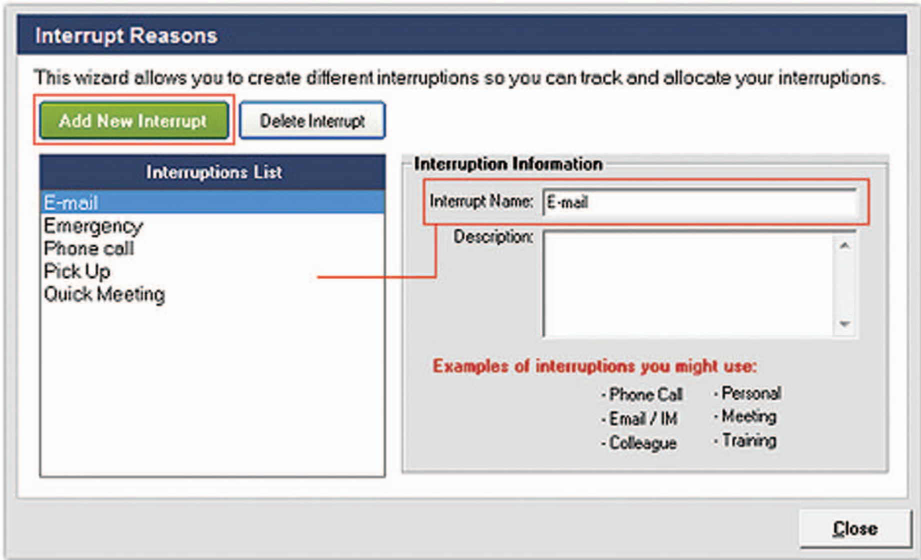
From menu, go to **Time & Billing** > **Setup Options**

Step 2



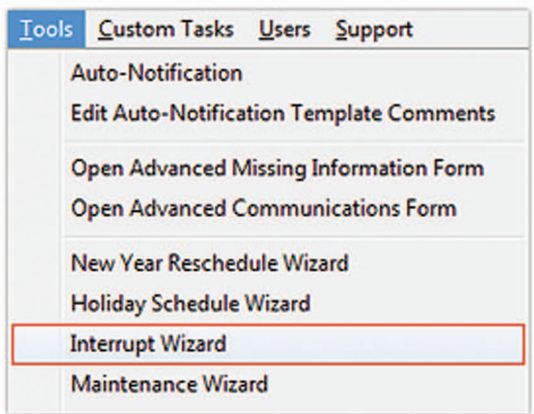
From **Billing Options** menu, go to **Interrupt Reasons**

Step 3



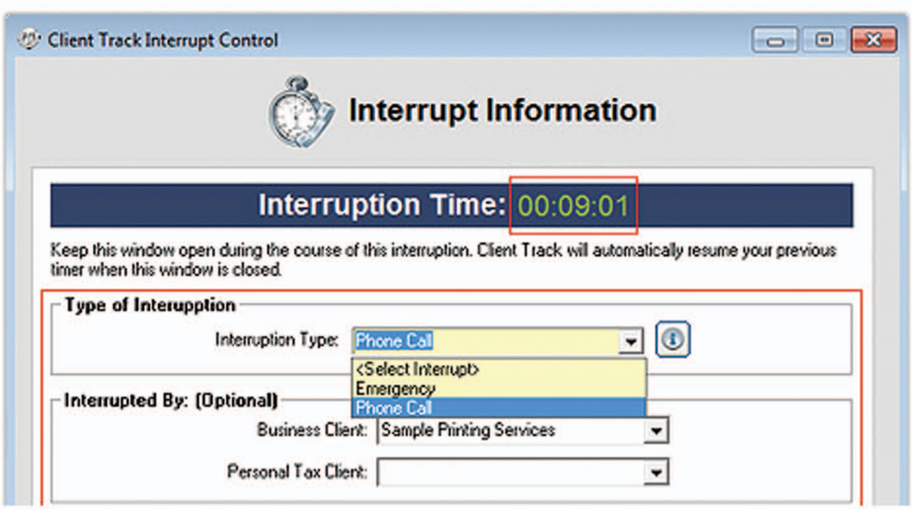
1) Click **Add New Interrupt**. Insert interruption name and description (optional).
2) Repeat Step 1 to include more interruptions to list as shown above.
3) Click **Close** to save the interruptions.

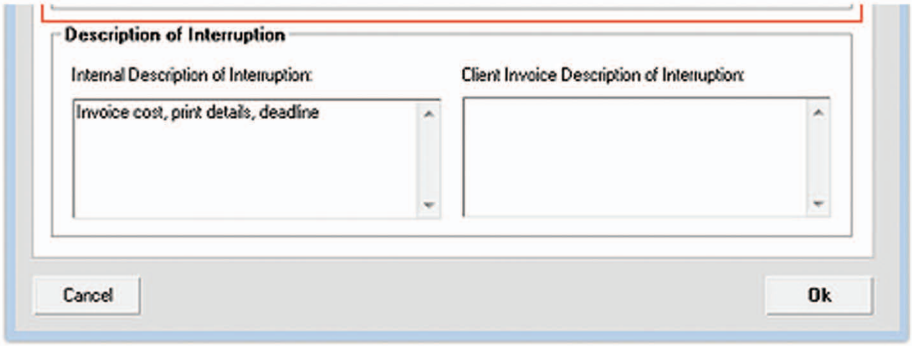
Step 4



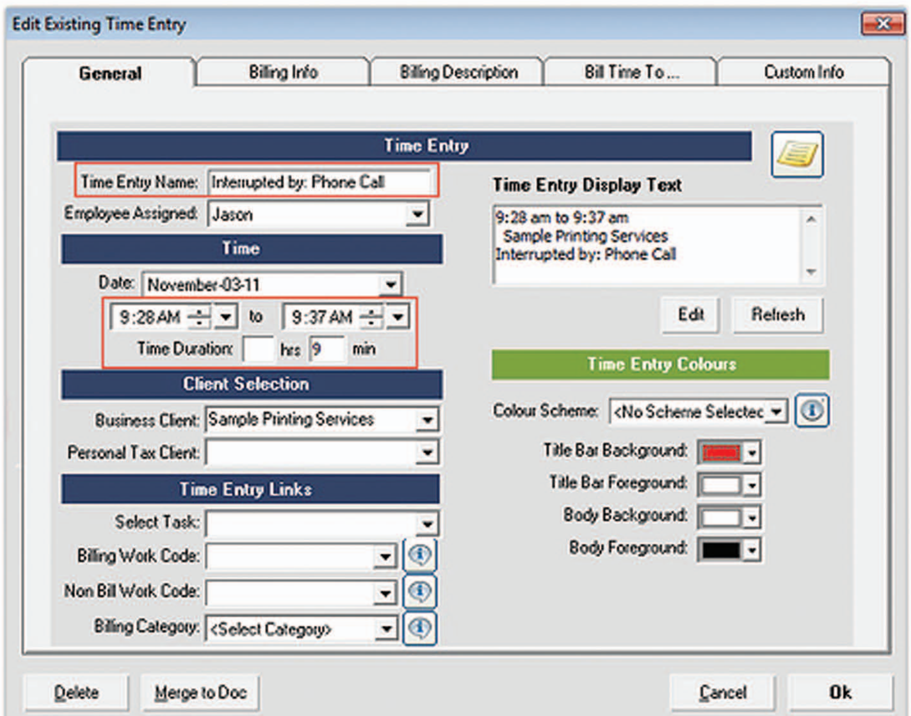
From menu, go to **Tools** > **Interrupt Wizard**

Step 5



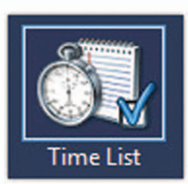


1) Select a type of interruption that was created in **Step 3** from drop-down list. If needed to edit or add more interruption types, click the information icon.
2) Select a business or personal tax client
3) **Optional:** Include more descriptions of interruption
4) **Note:** Leave window open as long as interruption continues. Note the interruption time on top as shown above.
5) After the interruption is over, click **Ok** to save settings.



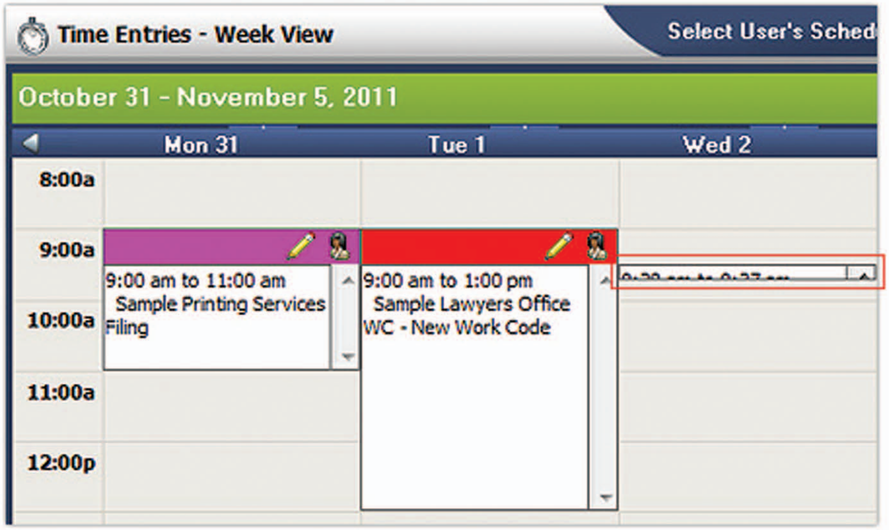
6) The interruption information and time appears in **General** tab as shown above.
7) **Optional:** Customize the color of time entry from drop-down lists.
8) Go through the other 4 tabs to include more information on interruption.
9) Click **Ok** to save settings.

Step 6



From menu, go to **Time & Billing** > **Time List**

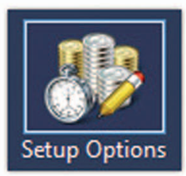
Step 7



The interrupt time entry appears on calendar. Double-click or right-click on time entry and select **Edit Time Entry** to view or edit information.

Taxes

Step 1

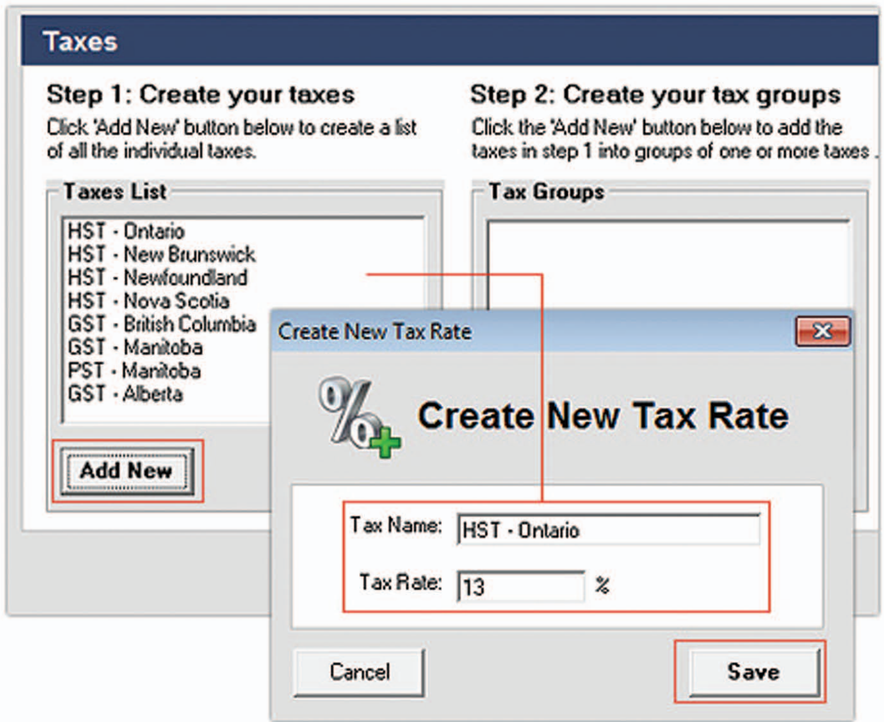


From menu, go to **Time & Billing** > **Setup Options**

Step 2

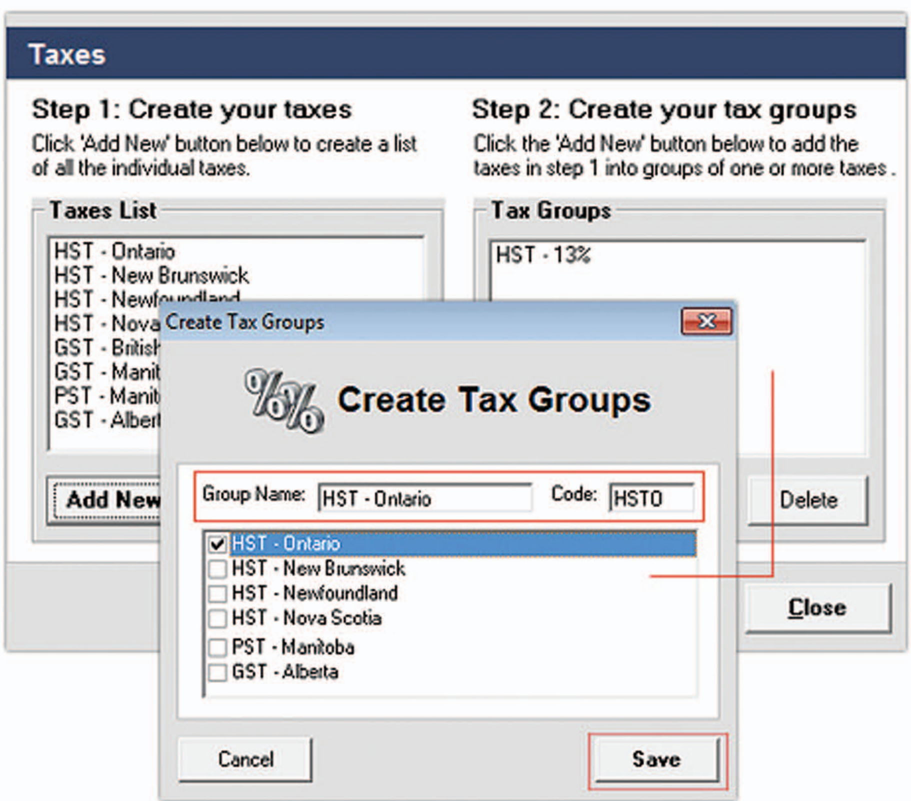
From **Billing Options** menu, go to **Taxes**

Step 3



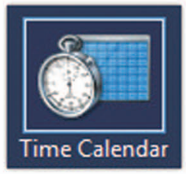
1) In **Taxes List** category, click **Add New.**
2) Create a tax name, rate and then click **Save.**
3) Repeat Step 1 to create more tax rates to list if needed as shown above.

Step 4



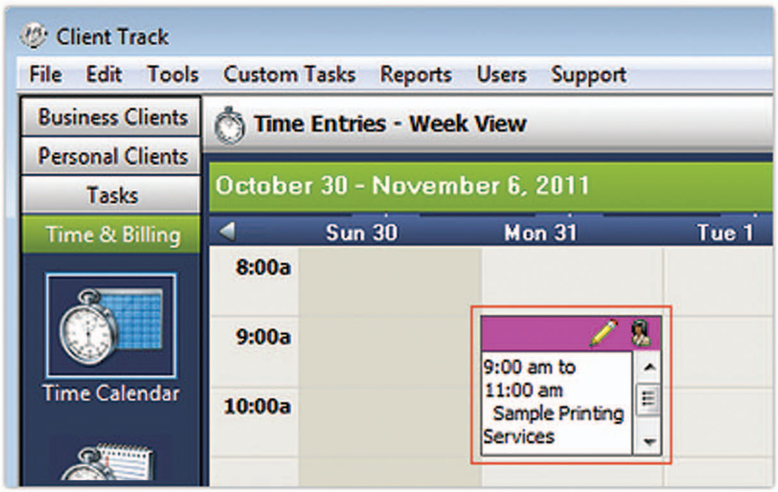
1) In **Tax Groups** category, click **Add New.**
2) Create a group name, code and check off which taxes belongs to group and then click **Save.**
3) Repeat Step 1 to create more tax groups to list if needed.

Step 5

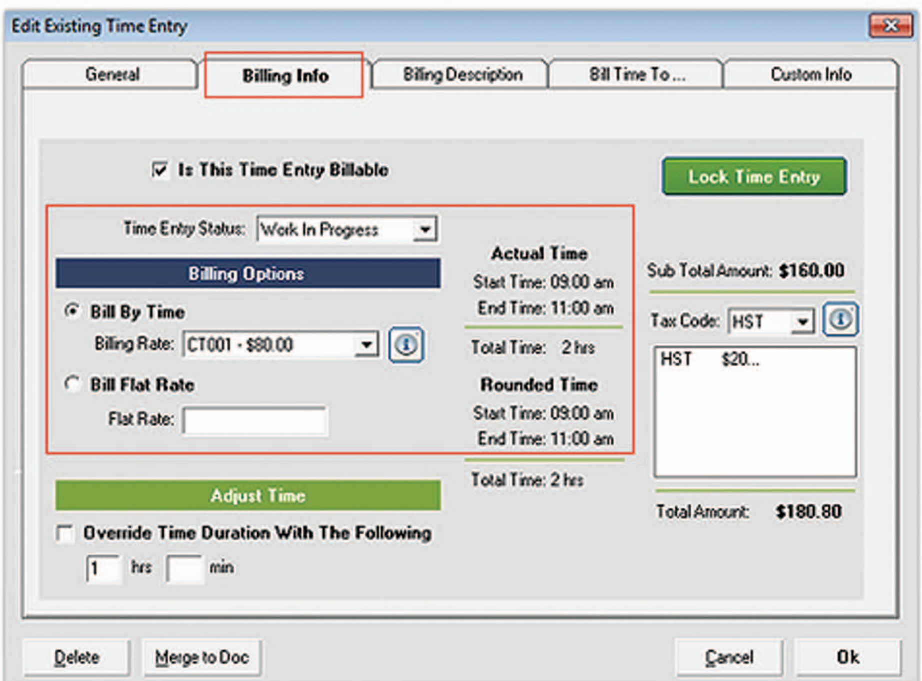


From menu, go to **Time & Billing** > **Time Calendar**

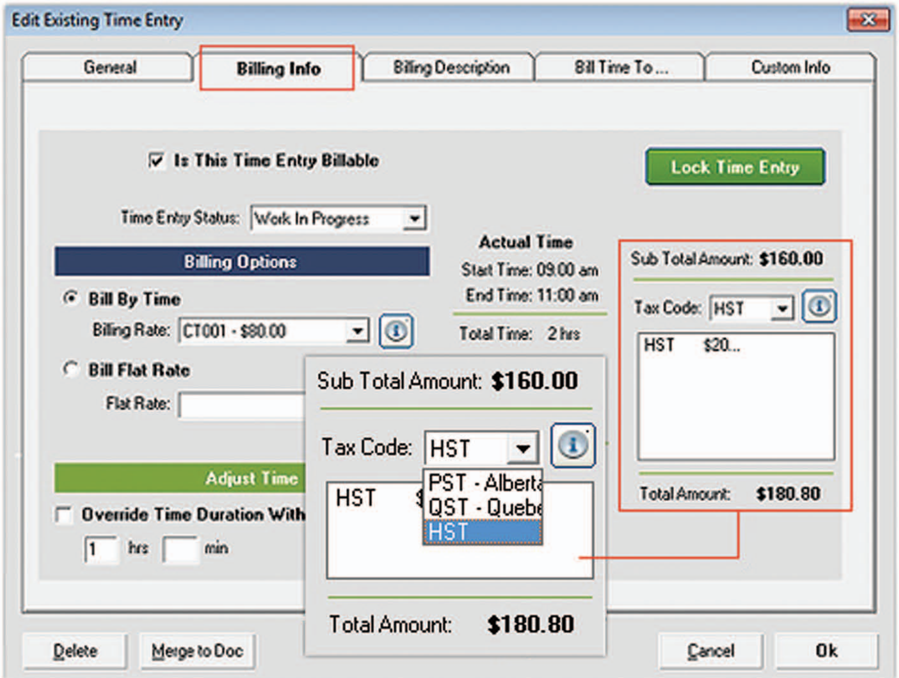
Step 6



1) Double-click on a time-entry already created for a client as shown above.



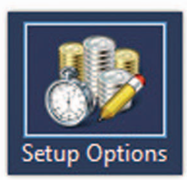
2) Click the **Billing Options** tab
3) Select status of time entry from drop-down list. (i.e. Work in Progress)
4) Select to bill either by time or rate. For example, click **Bill By Time** and select billing rate from drop-down list. If a billing rate hasn't been created, click on information icon beside to create a new one.
5) If entry was under or above the original time set, check off **Override Time Duration With The Following** under **Adjust Time** and insert the new time.



6) Verify that the **Sub Total Amount** is correct based on billing rate & actual time.
7) In **Tax Code**, select the tax group from drop-down list that created from Step 4 above. To create a new tax rate, click on the information icon beside it.
8) The selected total tax cost appears in the white box as shown above. Verify that the **Total Amount** is correct by adding the Sub Total Amount and Tax.
9) Click **Ok** to save the settings.

General Options

Step 1

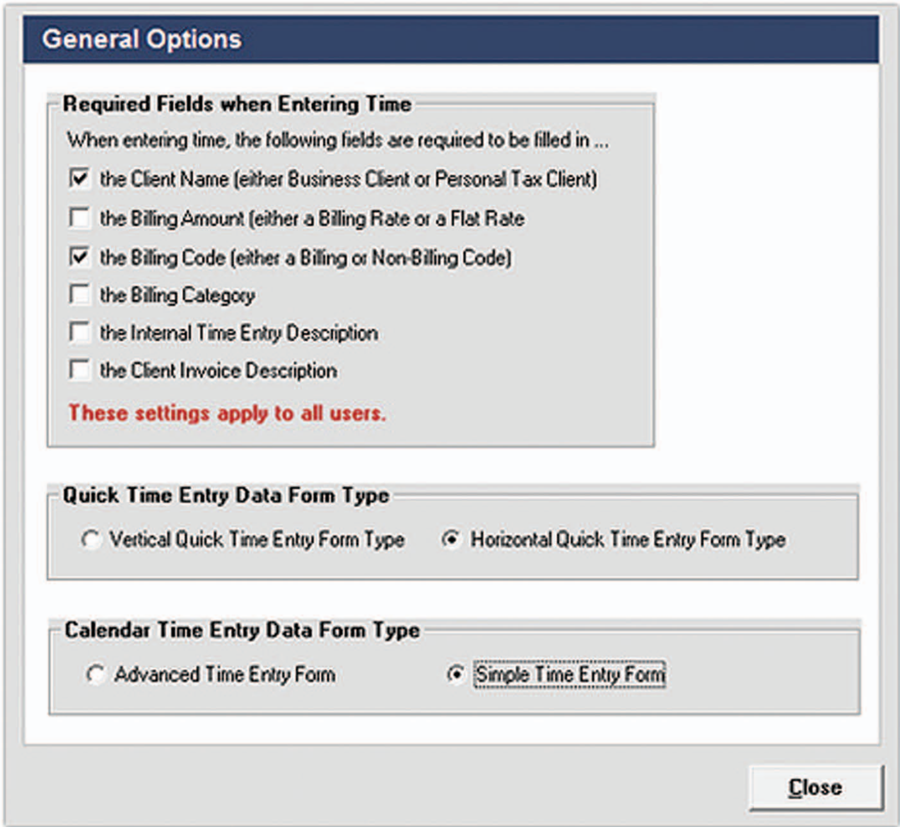


From menu, go to **Time & Billing** > **Setup Options**

Step 2

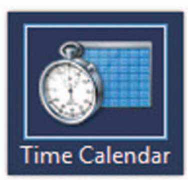
From **Billing Options** menu, go to **General Options**

Step 3



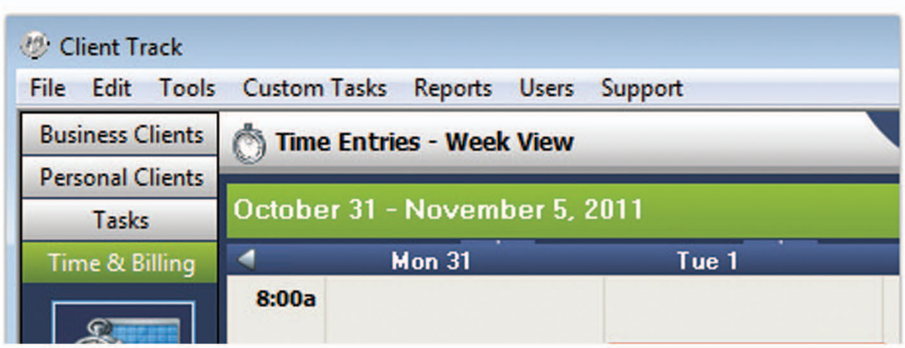
1) Select which required fields is needed when adding new time entry.
2) Select orientation of time entry form.
3) Select type of time entry form (**Simple** - Step 5, **Advanced** - Step 6)
4) Click **Ok** to save settings.

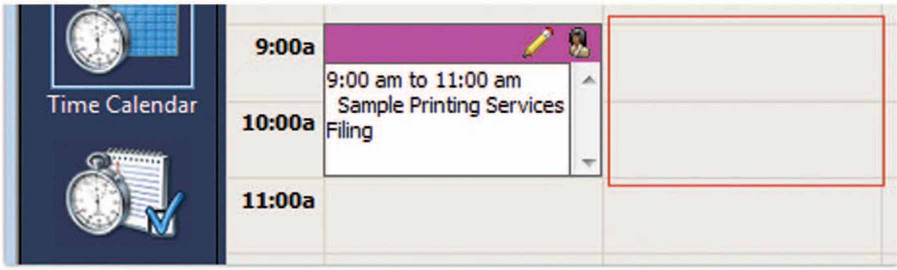
Step 4



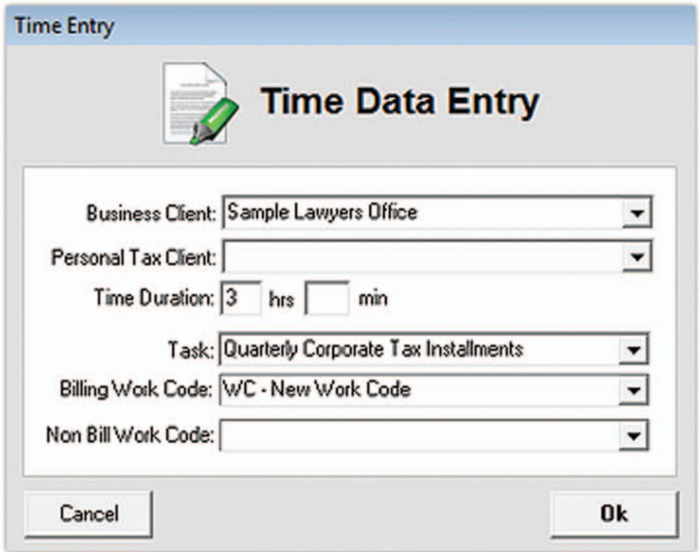
From menu, go to **Time & Billing** > **Time Calendar**

Step 5





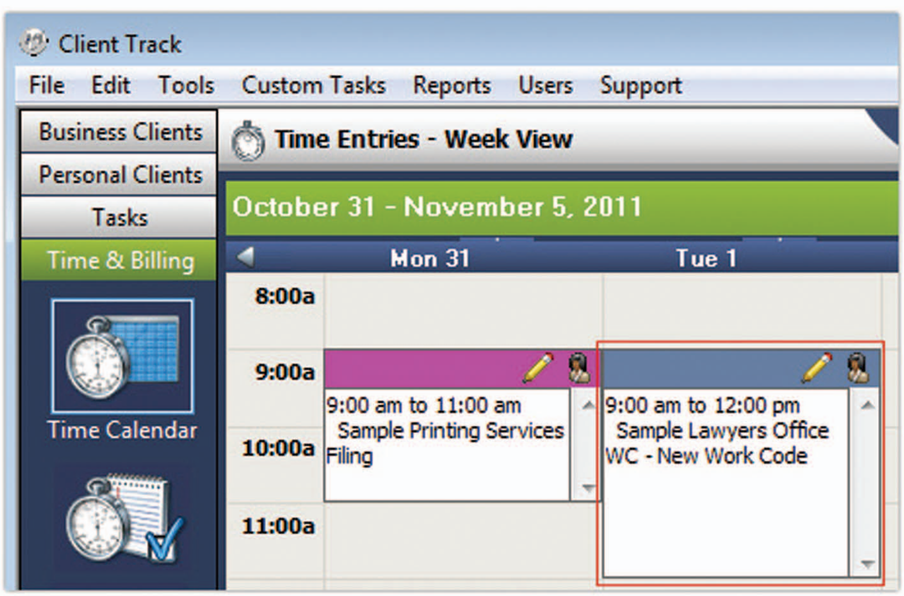
1) Click on an empty time slot to create new time entry as shown above.



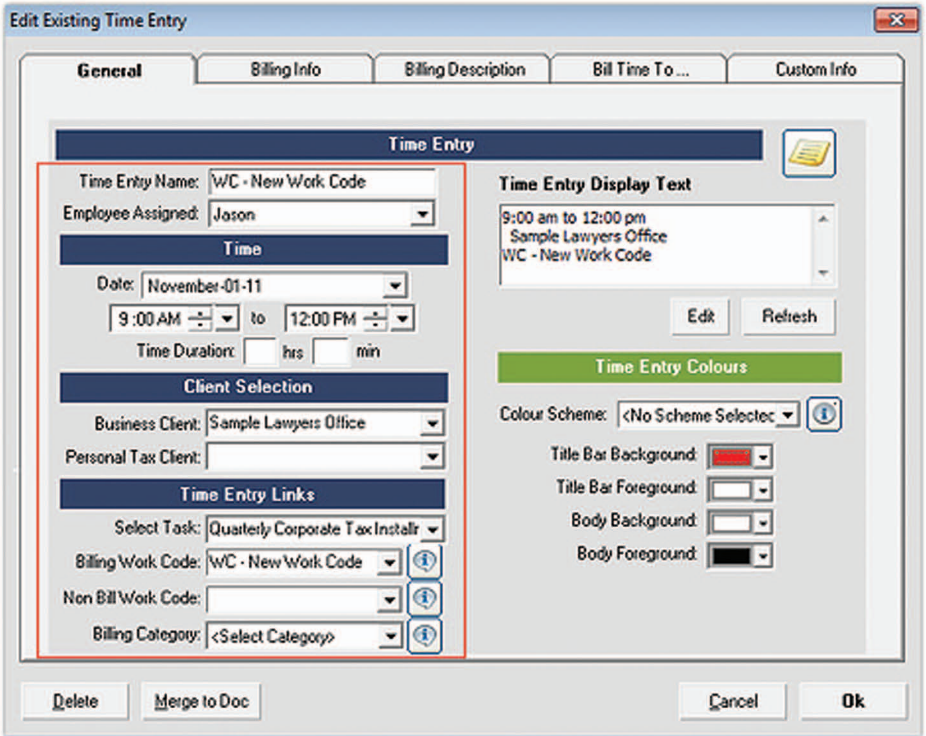
2) In the **Simple Time Entry Form** (selected from Step 3), select a business or personal client, task type, billing or non-billing work from drop-down lists.
3) Insert time duration of entry and then click **Ok** to save time entry.

Note: The required fields on the time entry form are customizable and can be changed at any time. To know how to, see Step 3 above.

Step 6



1) Double-click on the newly added time entry.



2) An **Advanced Time Entry Form** will open up (option can be seen on 'General Options' form in Step 3). The same required fields from Step 3 can be edited here under the **General** tab as shown above.
3) Select new custom color of time entry title bar from drop-down list (optional).
4) Go through the other 4 tabs to include more information on time entry.
5) Click **Ok** to save settings.

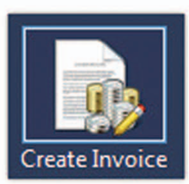
Create Invoice

Step 1

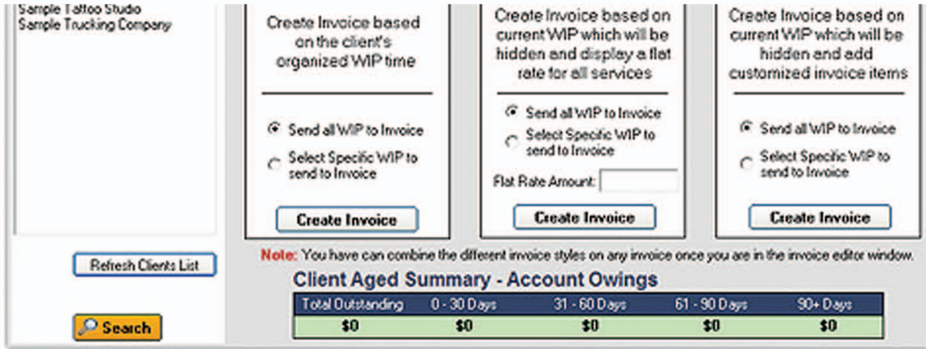
If a time entry for client hasn't been created, follow all steps here.

Note: If you have already created an invoice for a time entry, go to **Step 2** below.

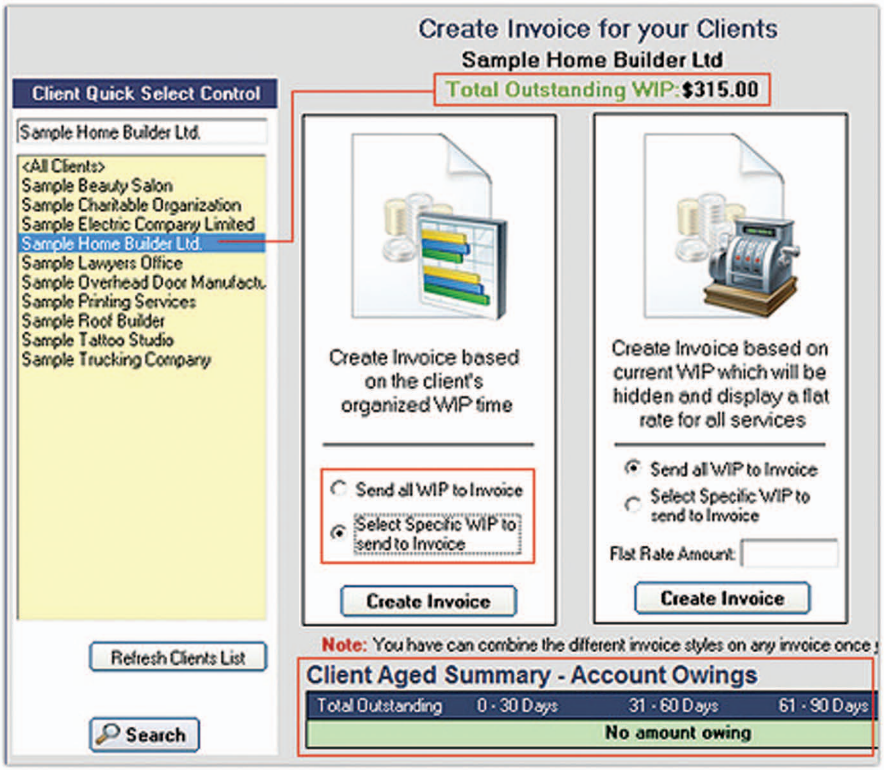
Step 2



From menu, go to **Time & Billing** > **Create Invoice**

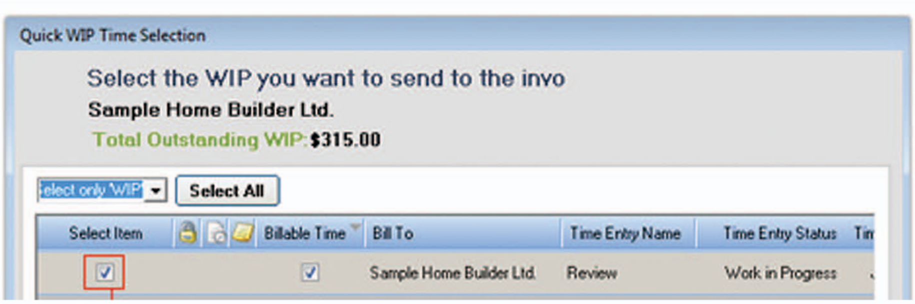


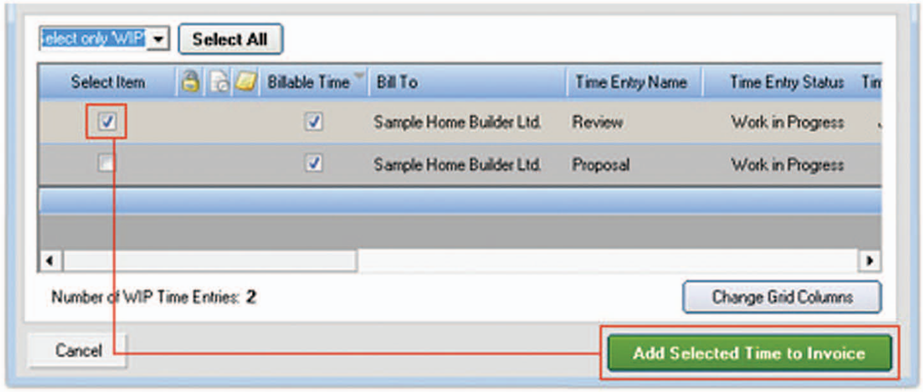
Step 3



1) Click **Refresh Clients List.**
2) Select a client from list under to create invoice for. The total invoice costs for client will appear on top beside **Total Oustanding WIP** and any outstanding invoice costs that haven't been paid on time will appear on bottom under **Client Aged Summary** as shown above.
3) Select type of invoice and either all or specific WIPs.
4) Click **Create Invoice.**

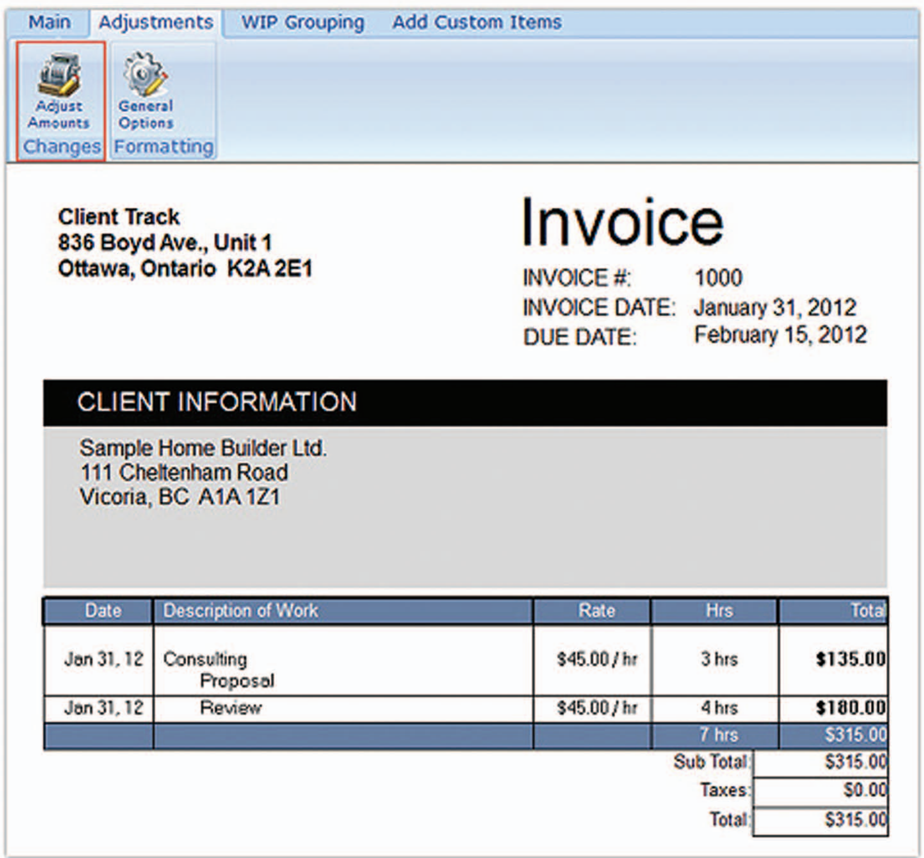
Step 4



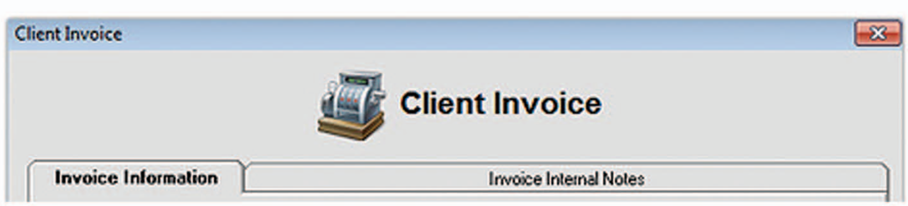


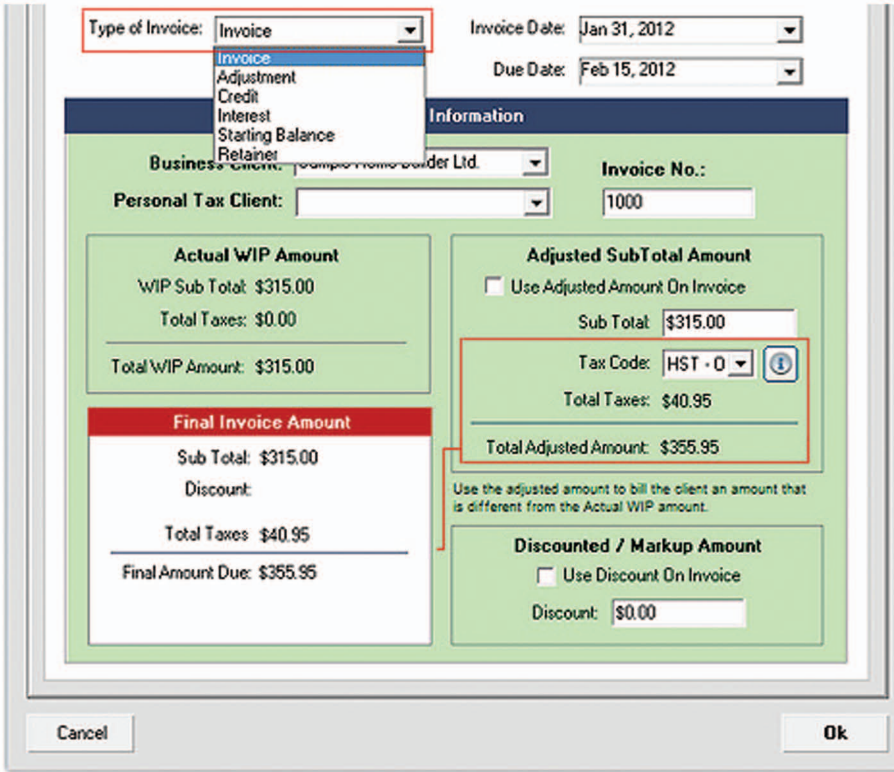
1) If single or multiple entries appear on list based on same status (WIP), check off which entries to create invoices for.
2) Click **Add Selected Time to Invoice.**

Step 5

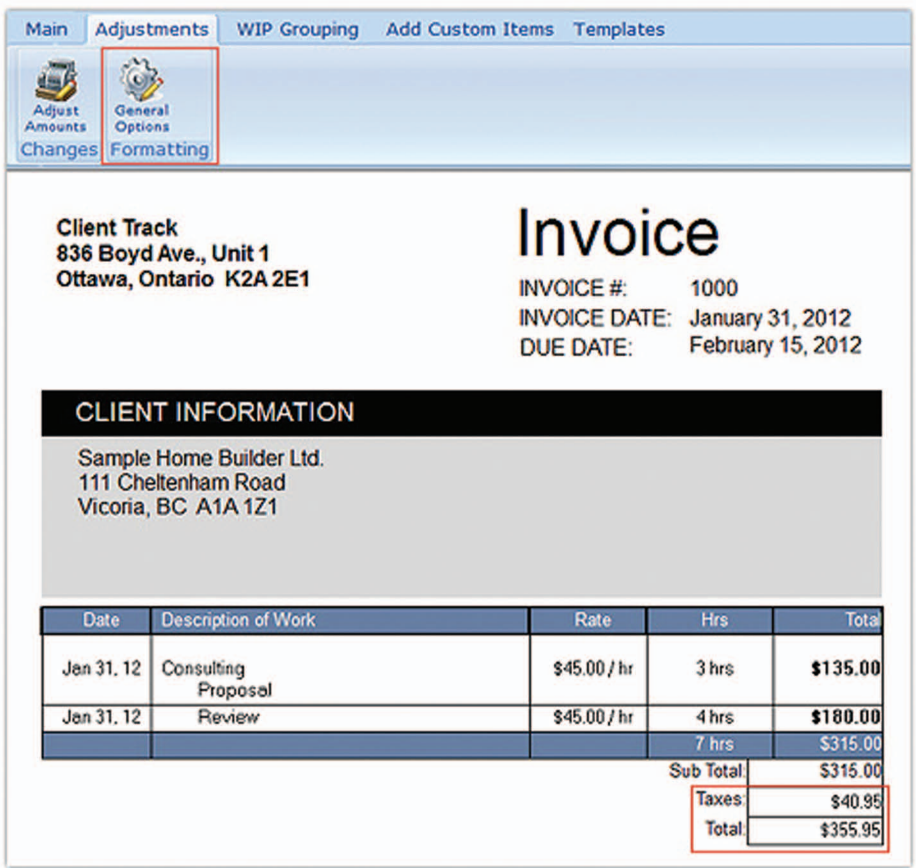


1) To begin applying taxes to the invoice, click the **Adjustments** tab and then **Adjust Amounts** from main menu as shown above.



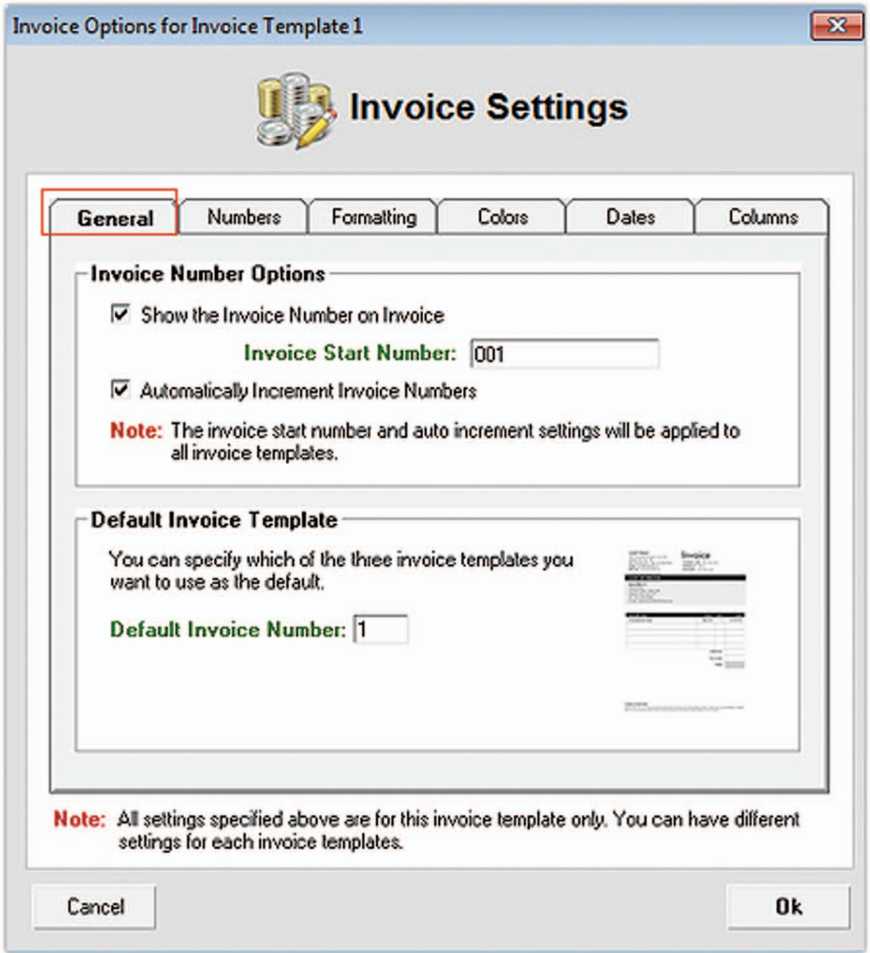


2) Select a tax code from drop-down list as show above (i.e. HST - Ontario). The total adjusted amount will automatically change based on the tax selected. For more information on how to create tax rates, go here.
3) Click **Ok** to include the tax to invoice.

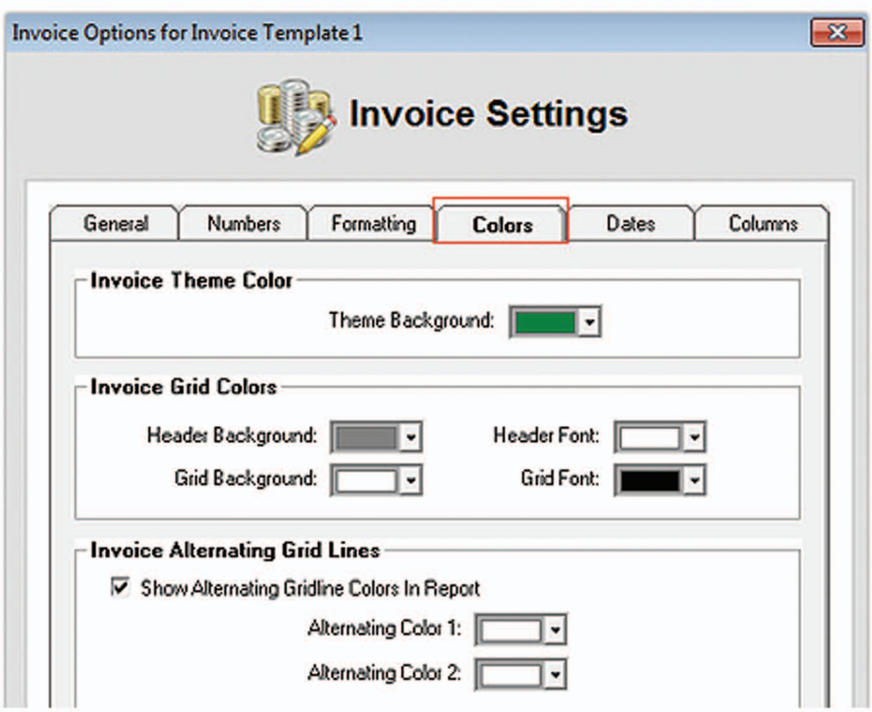


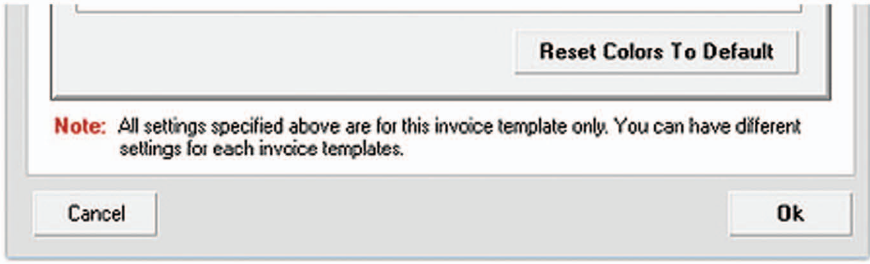
4) Verify that the total amount includes the taxes as shown above.
5) Click **General Options** from main menu.

Step 6 (optional)

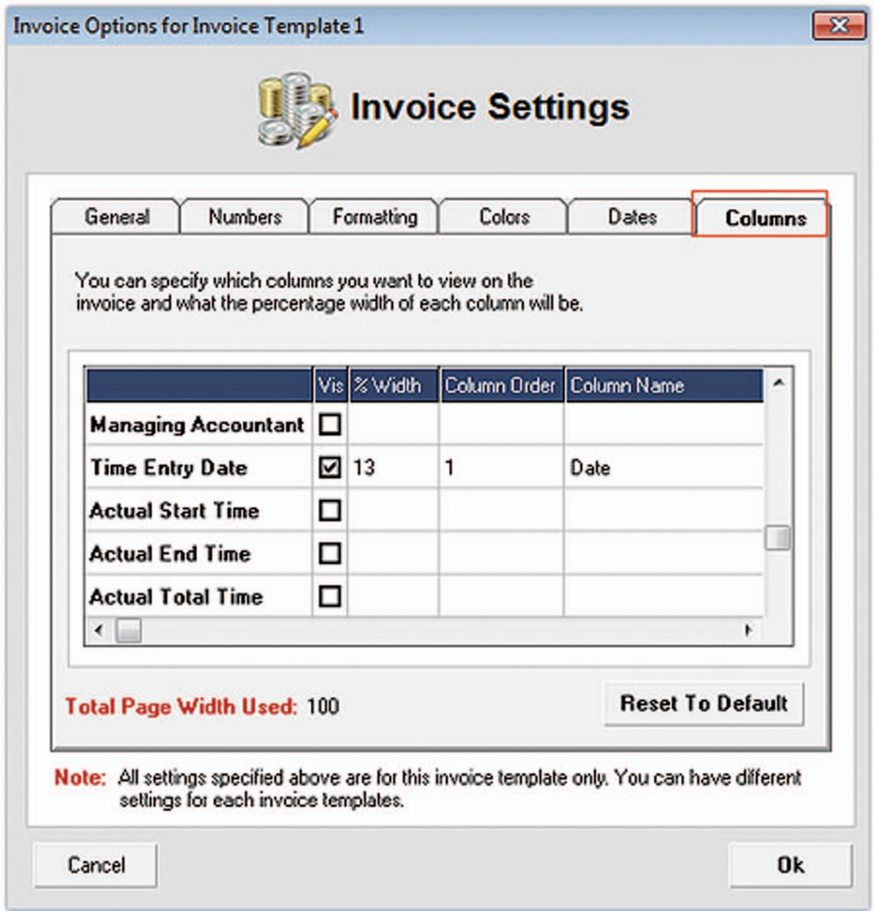


1) Click the **General** tab
2) Insert start number for invoice and default invoice template.
3) Click the **Colors** tab

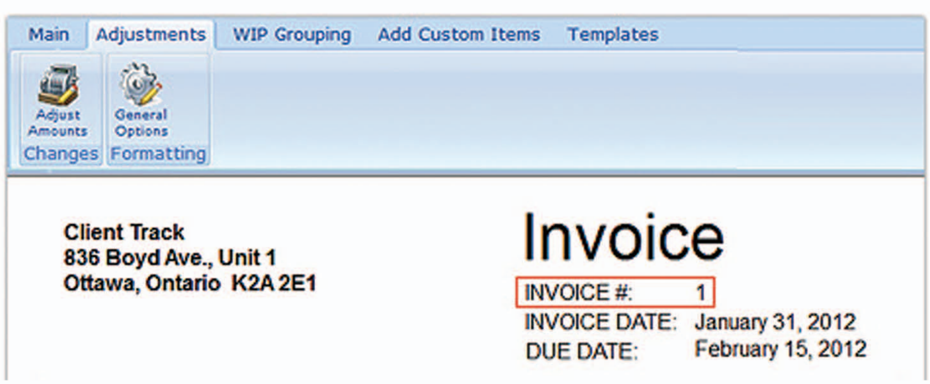


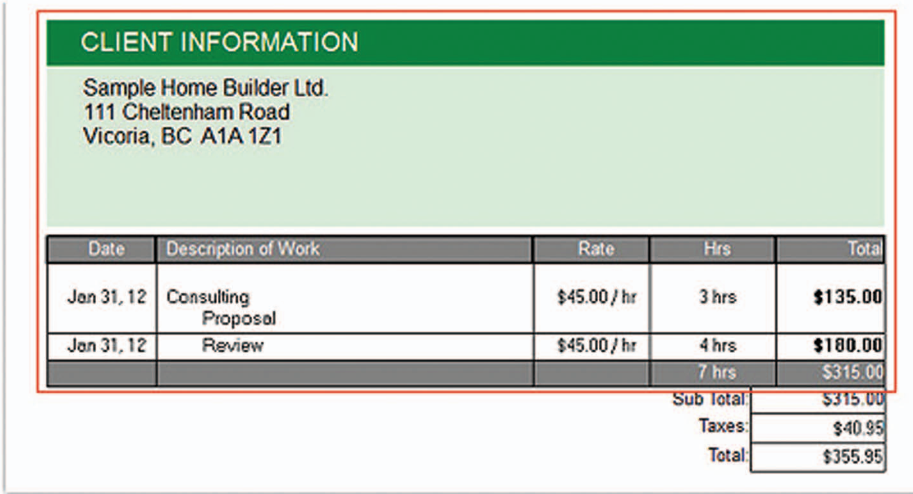


4) Customize the colors for invoice theme and grid (table chart).
5) Click the **Columns** tab



6) Check off which columns to appear on invoice.
7) Customize the % width for each selected column to add up to a total of 100% besides **Total Page Width Used** (optional).
8) Click **Ok** to save new invoice settings.





CLIENT INFORMATION

Sample Home Builder Ltd.
111 Cheltenham Road
Vicoria, BC A1A 1Z1

Date	Description of Work	Rate	Hrs	Total
Jan 31, 12	Consulting Proposal	$45.00 / hr	3 hrs	**$135.00**
Jan 31, 12	Review	$45.00 / hr	4 hrs	**$180.00**
			7 hrs	$315.00
			Sub Total:	$315.00
			Taxes:	$40.95
			Total:	$355.95

9) Verify that the new settings have been applied to invoice as shown above.

Note: To add and bill custom items to an invoice for client, click here.

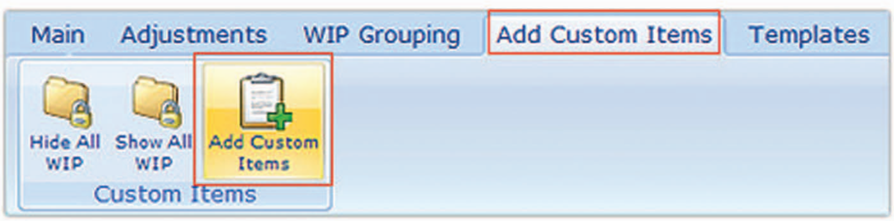
Add Invoice Custom Items

Step 1

If an invoice for client hasn't been created, follow Steps 2-6 here.

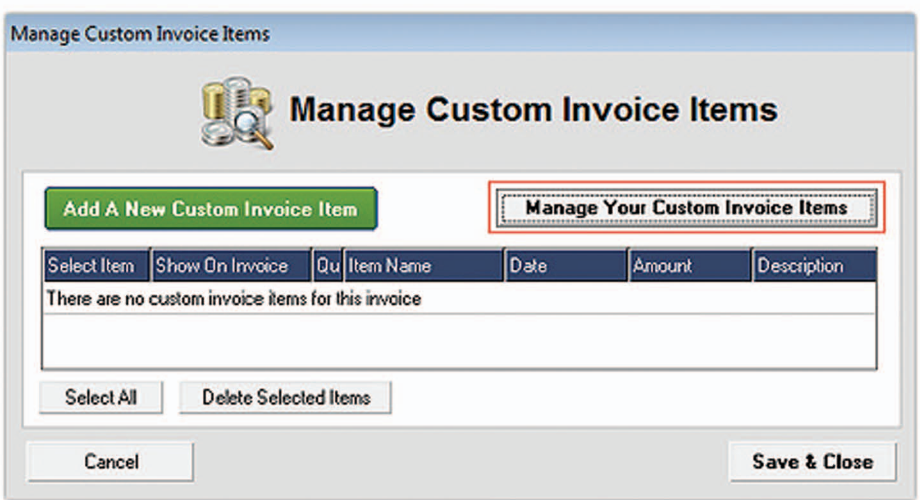
Note: If an invoice has already been created, go to **Step 2** below.

Step 2

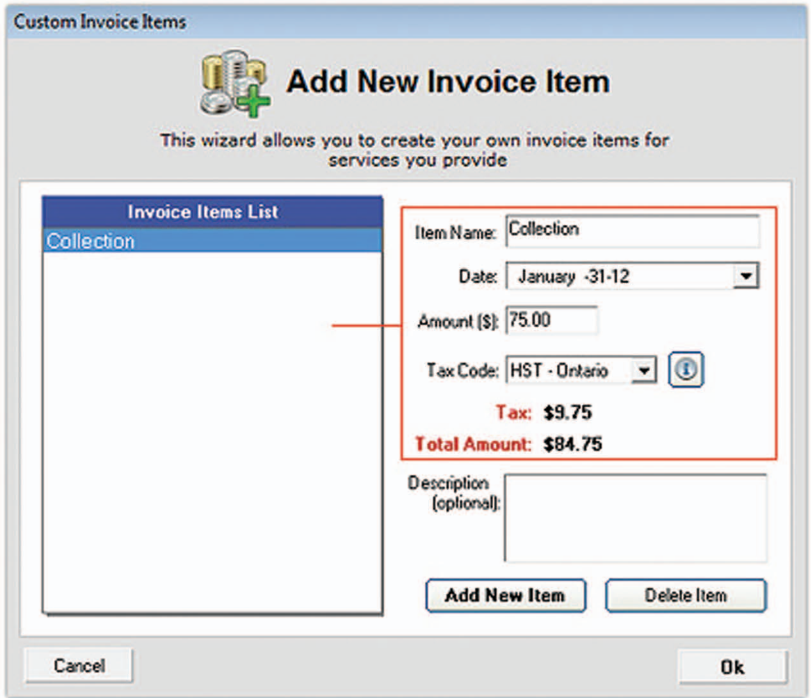


Click the **Add Custom Items** tab and then click **Add Custom Items** from invoice menu as shown above.

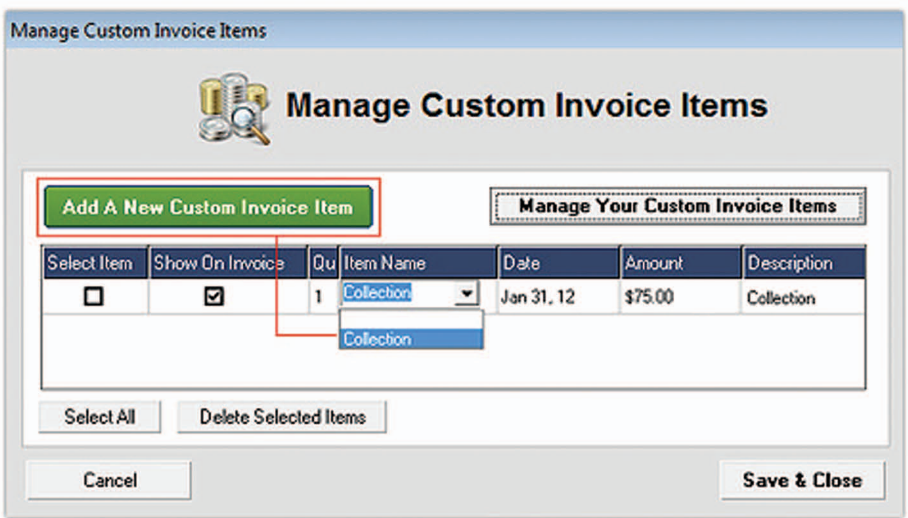
Step 3



1) Click **Manage Your Custom Invoice Items.**

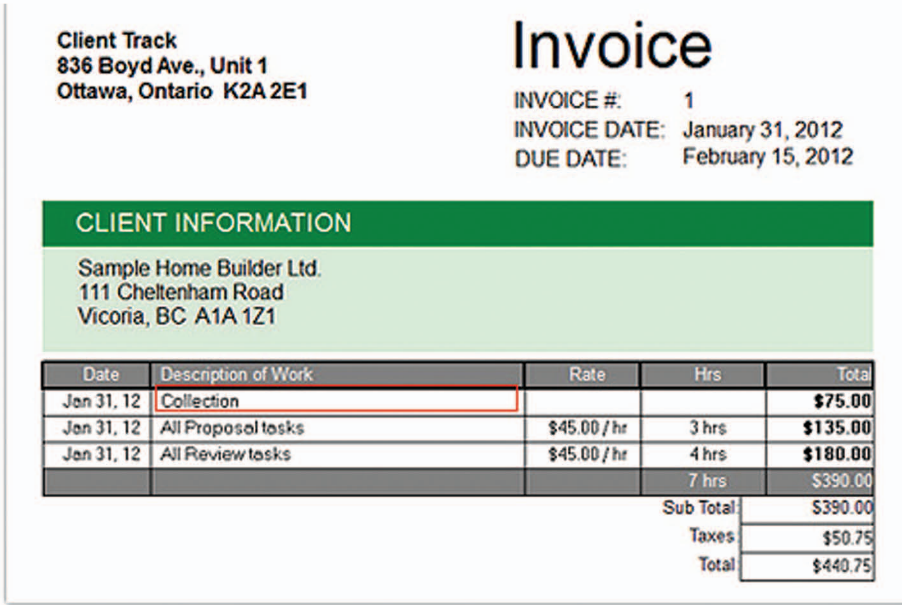


2) Click **Add New Item**.
3) Insert name of item, amount, description (optional). Also select date and tax rate applied for item from drop-down lists.
4) Repeat steps 2-3 for more additional custom items.
5) Click **Ok** to save custom item.



6) Click **Add a New Custom Invoice Item.**
7) Check off item under **Select Item** column.
8) Select a custom item under **Item Name** column as shown above.
9) Repeat steps 6-8 to add more custom items to invoice.
10) Click **Save & Close** to transfer item to invoice.

Step 4



Client Track
836 Boyd Ave., Unit 1
Ottawa, Ontario K2A 2E1

Invoice

INVOICE #: 1
INVOICE DATE: January 31, 2012
DUE DATE: February 15, 2012

CLIENT INFORMATION

Sample Home Builder Ltd.
111 Cheltenham Road
Vicoria, BC A1A 1Z1

Date	Description of Work	Rate	Hrs	Total
Jan 31, 12	Collection			**$75.00**
Jan 31, 12	All Proposal tasks	$45.00 / hr	3 hrs	**$135.00**
Jan 31, 12	All Review tasks	$45.00 / hr	4 hrs	**$180.00**
			7 hrs	$390.00
			Sub Total	$390.00
			Taxes	$50.75
			Total	$440.75

Verify that the new custom item(s) added appear under **Description of Work** column on the invoice as shown above.

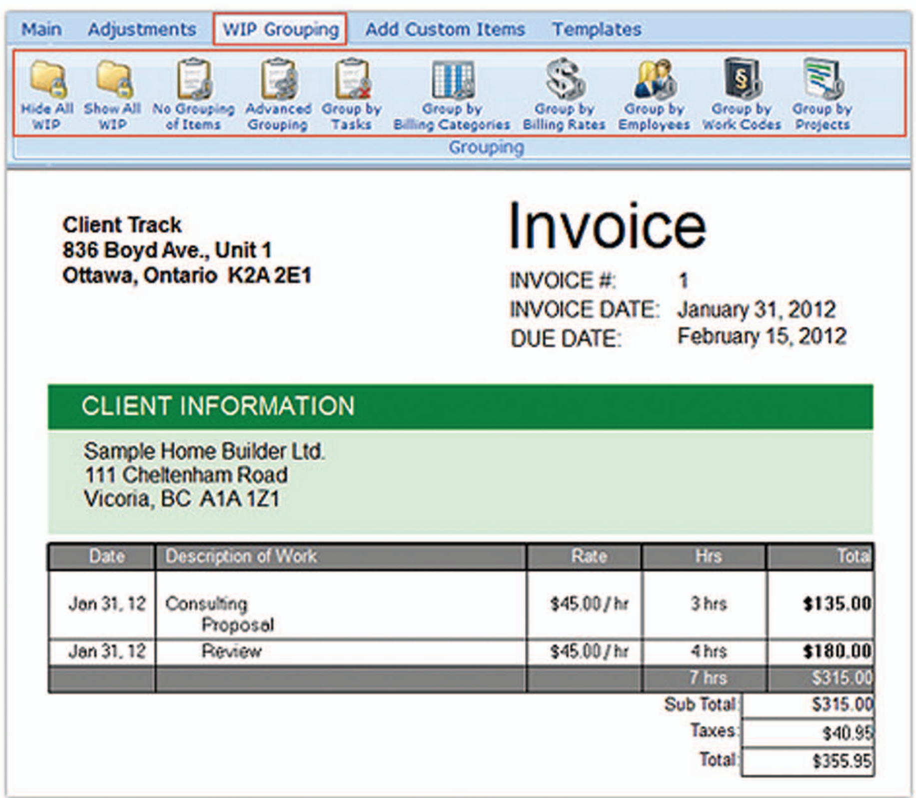
WIP Invoice Grouping

Step 1

If an invoice for client hasn't been created, follow Steps 2-6 here.

Note: If an invoice has already been created, go to **Step 2** below.

Step 2



Client Track
836 Boyd Ave., Unit 1
Ottawa, Ontario K2A 2E1

Invoice

INVOICE #: 1
INVOICE DATE: January 31, 2012
DUE DATE: February 15, 2012

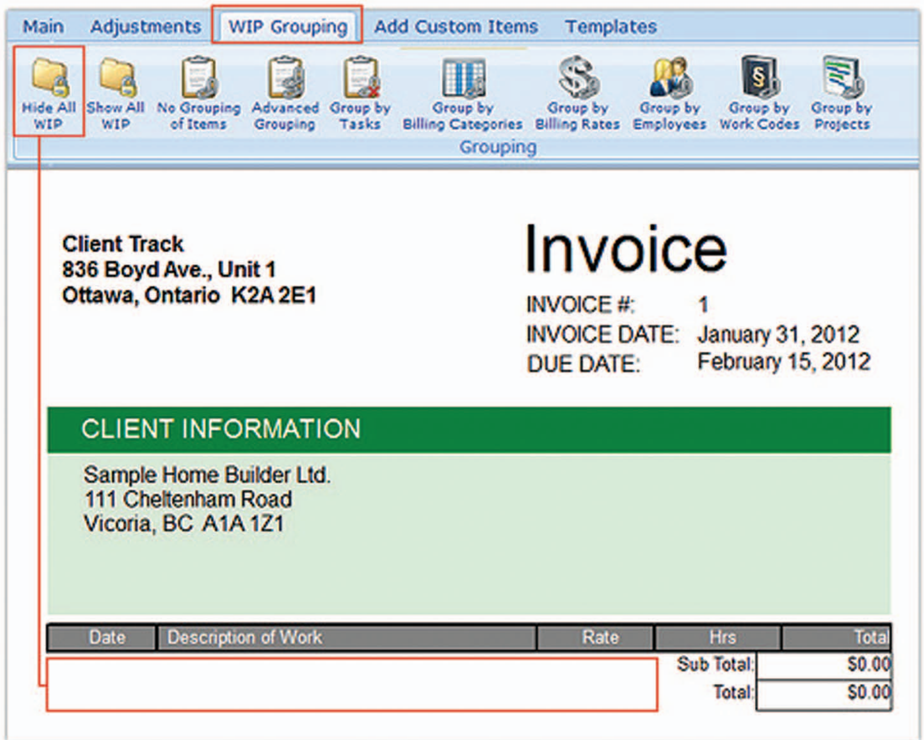
CLIENT INFORMATION

Sample Home Builder Ltd.
111 Cheltenham Road
Vicoria, BC A1A 1Z1

Date	Description of Work	Rate	Hrs	Total
Jan 31, 12	Consulting Proposal	$45.00 / hr	3 hrs	**$135.00**
Jan 31, 12	Review	$45.00 / hr	4 hrs	**$180.00**
			7 hrs	$315.00
			Sub Total	$315.00
			Taxes	$40.95
			Total	$355.95

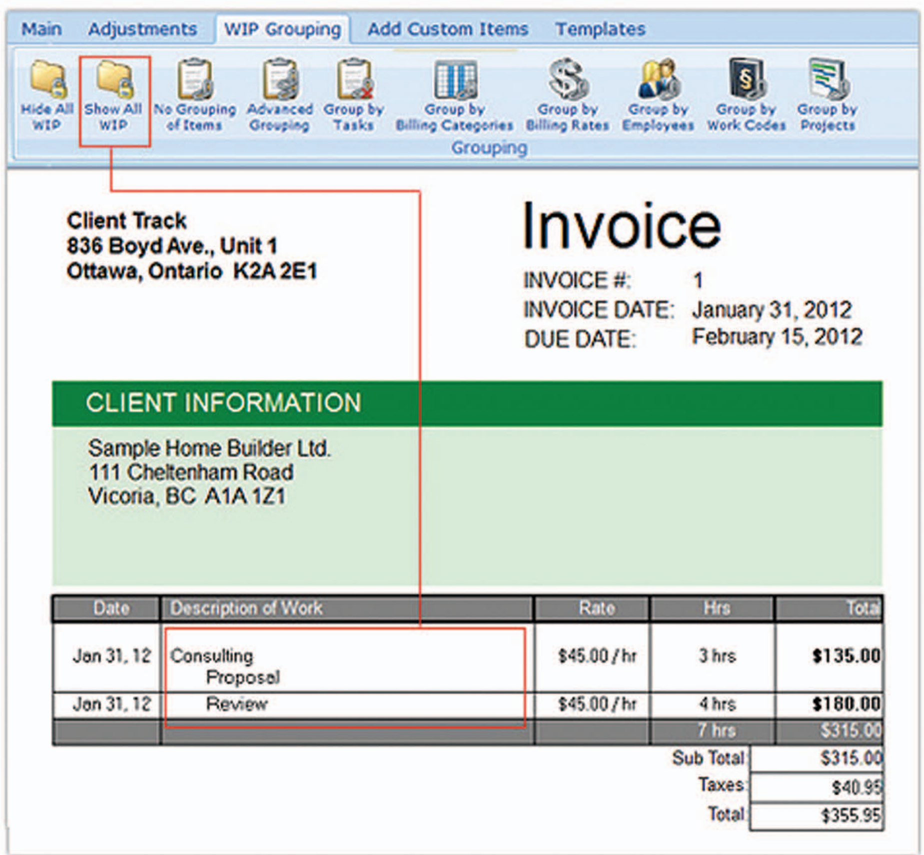
Click the **WIP Grouping** tab to open up all the types of groupings for invoice as shown above.

Hide All WIPs



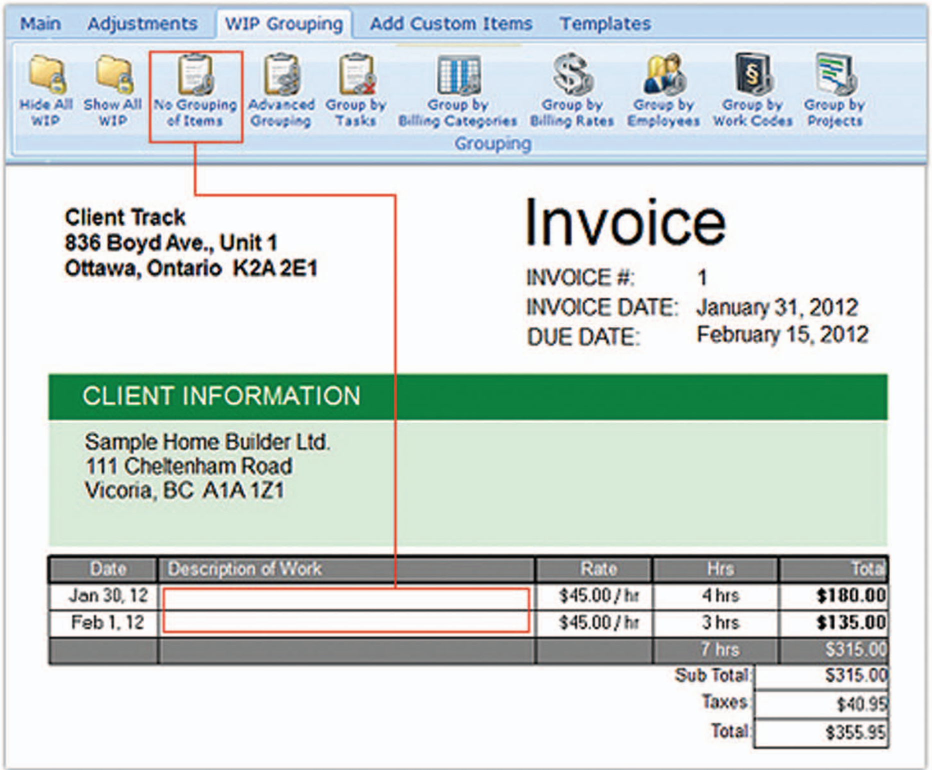
Click **Hide All WIP** from invoice menu.

Show All WIPs



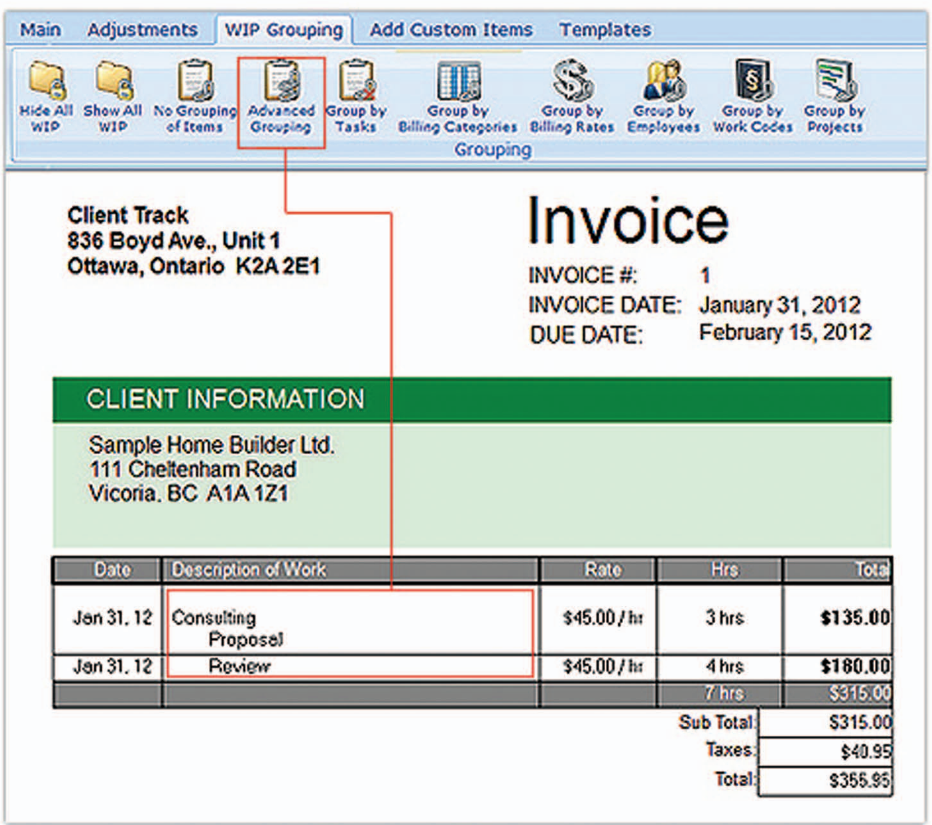
Click **Show All WIP** from invoice menu.

No Grouping of Items



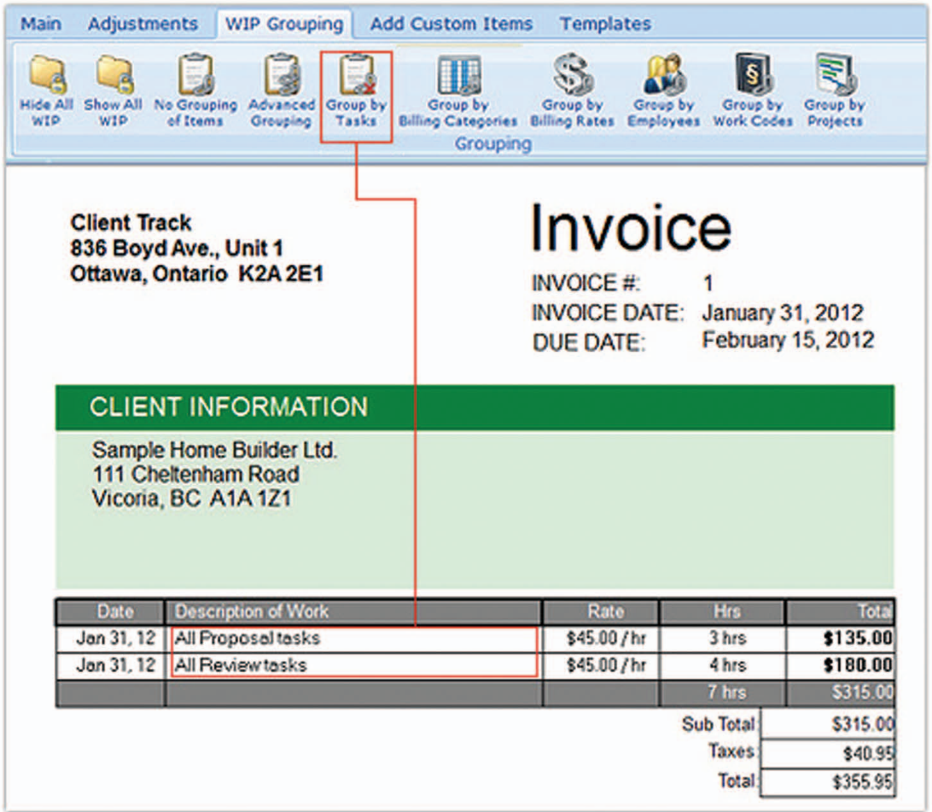
Click **No Grouping of Items** from invoice menu.

Advanced Grouping



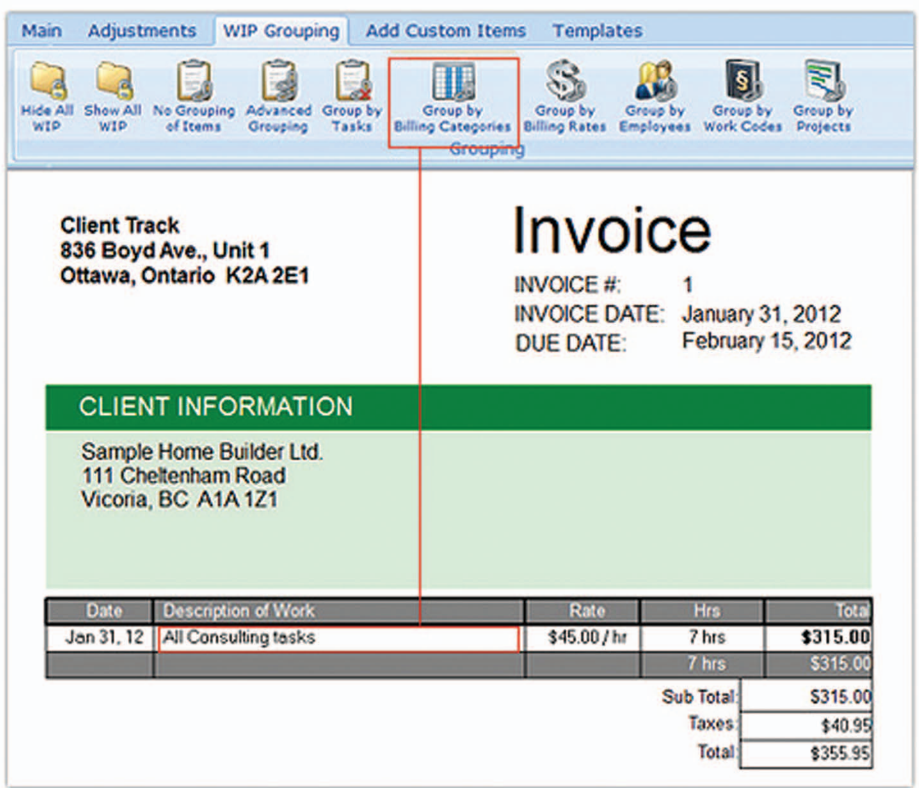
Click **Advanced Grouping** from invoice menu.

Group by Tasks



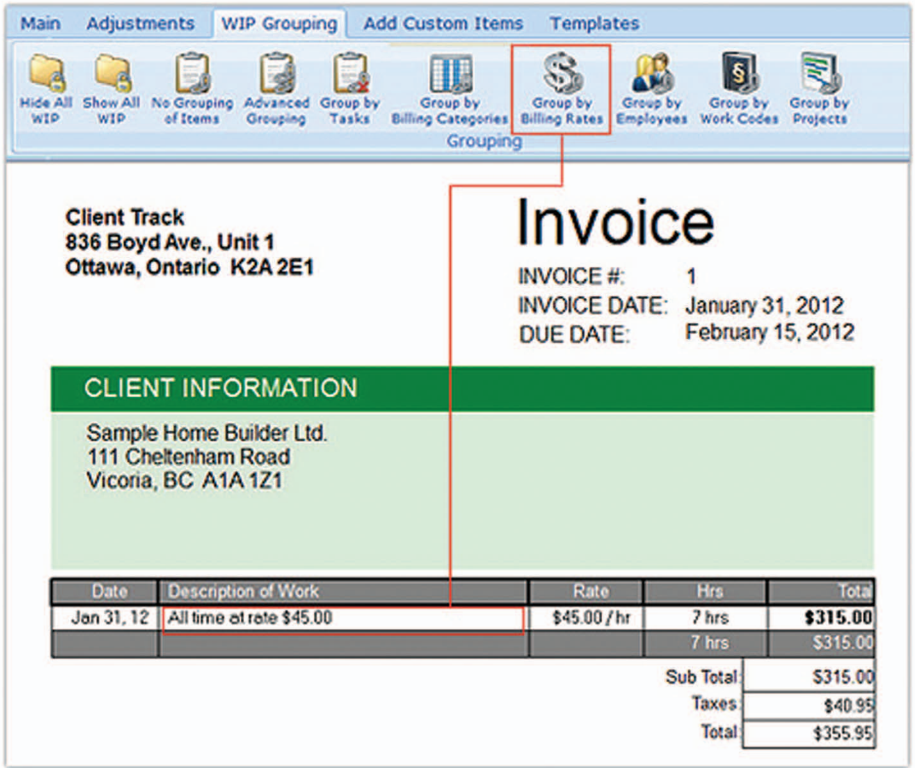
Click **Group by Tasks** from invoice menu.

Group by Billing Categories



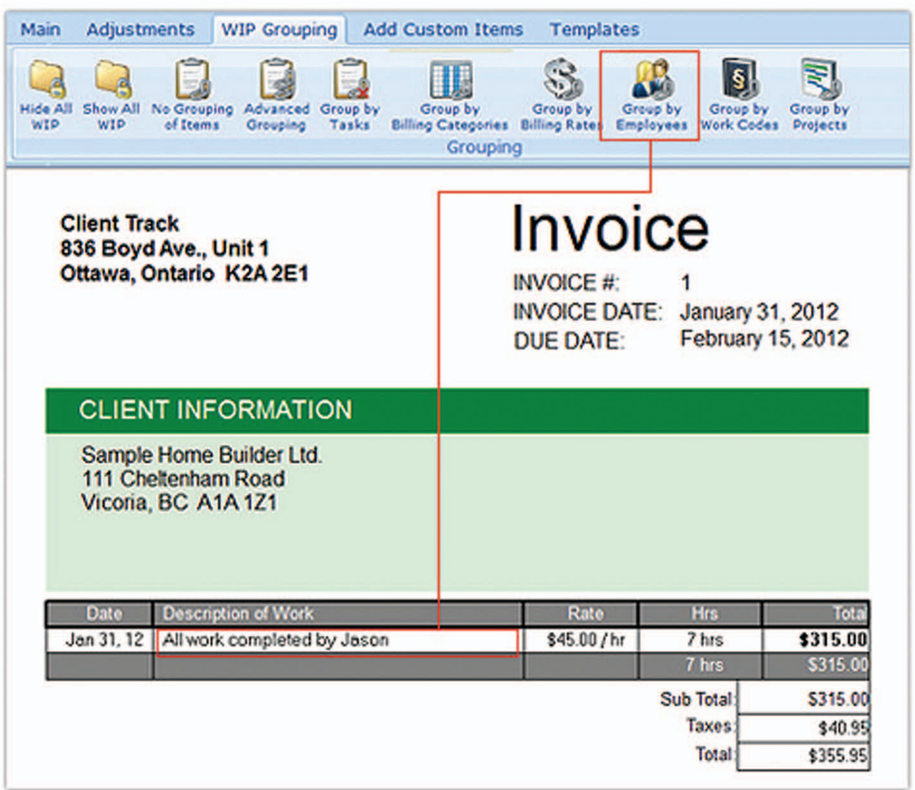
Click **Group by Billing Categories** from invoice menu.

Group by Billing Rates



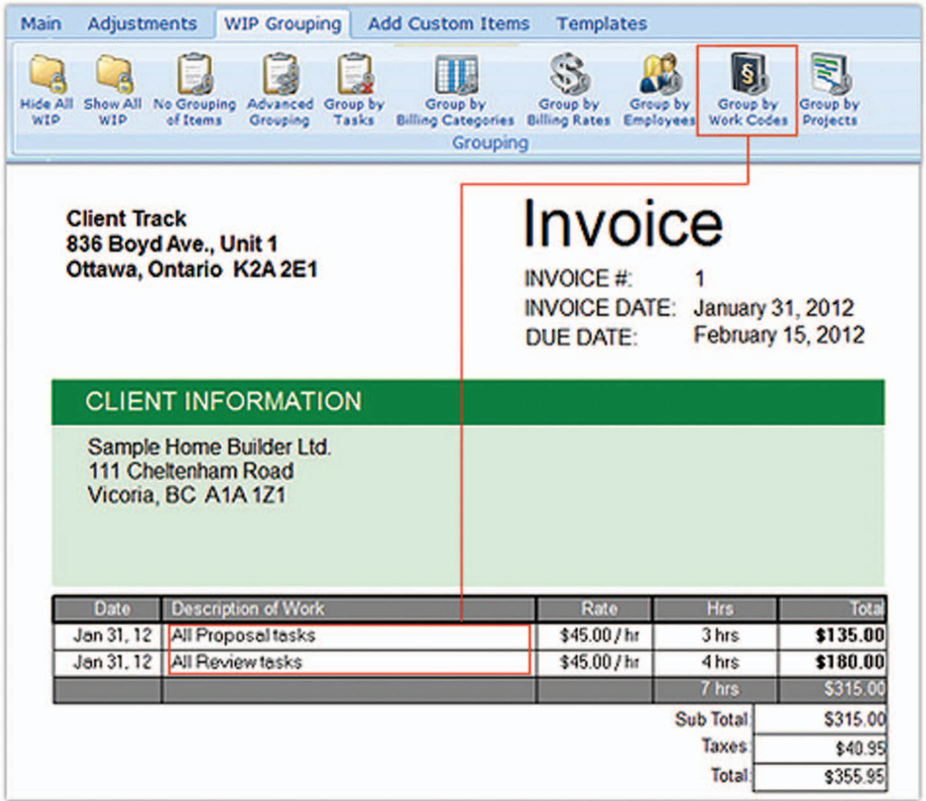
Click **Group by Billing Rates** from invoice menu.

Group by Employees



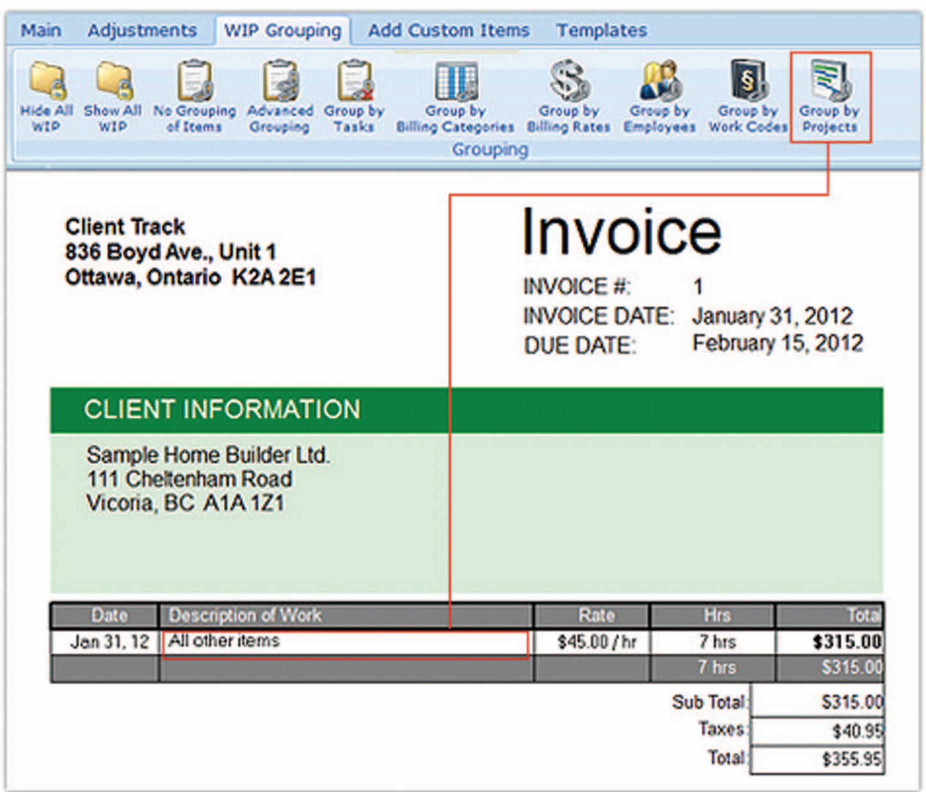
Click **Group by Employees** from invoice menu.

Group by Work Codes



Click **Group by Work Codes** from invoice menu.

Group by Projects



Click **Group by Projects** from invoice menu.

Invoice Templates

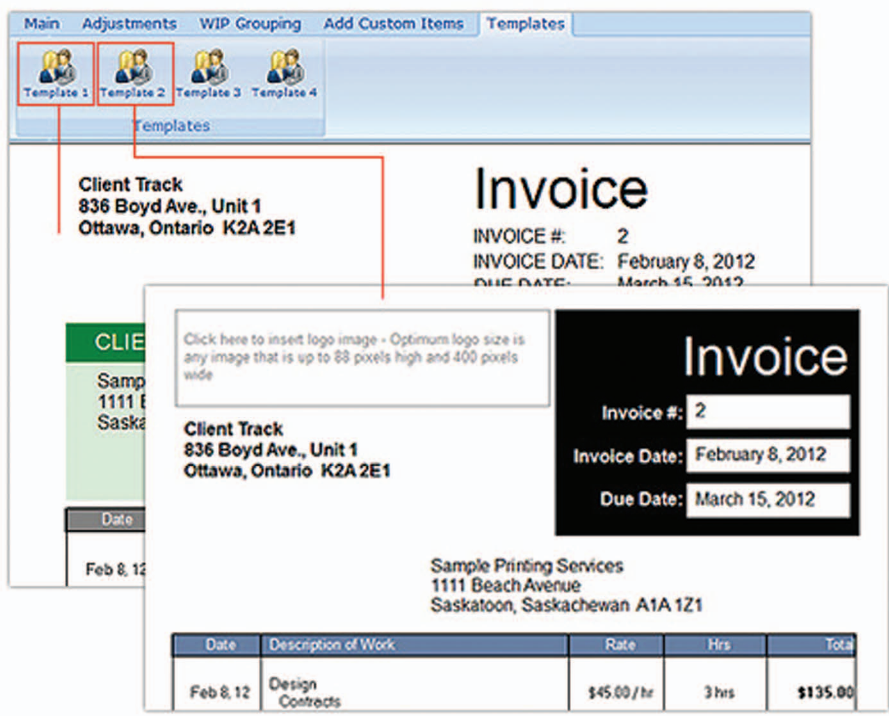
Step 1

If an invoice hasn't been created, follow all steps here.

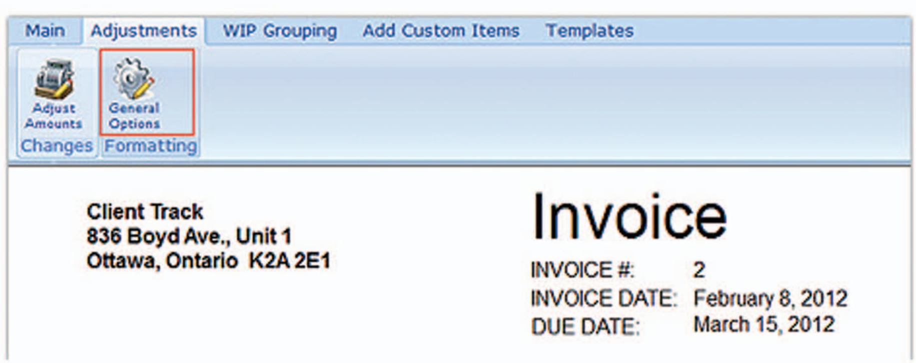
Note: If you have already created an invoice, go to **Step 2** below.

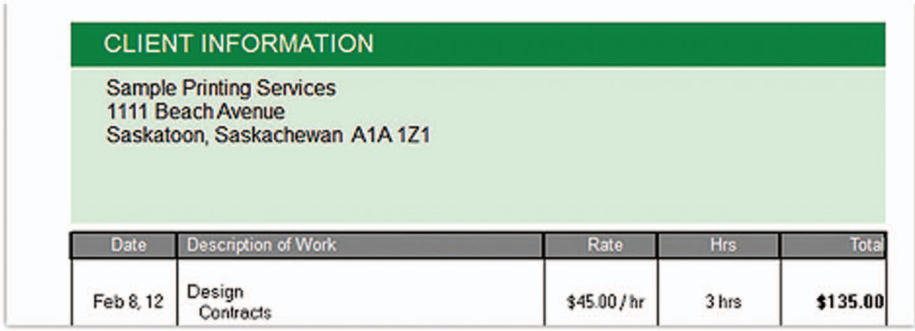
Step 2

1) Click the **Templates** tab from the invoice menu.



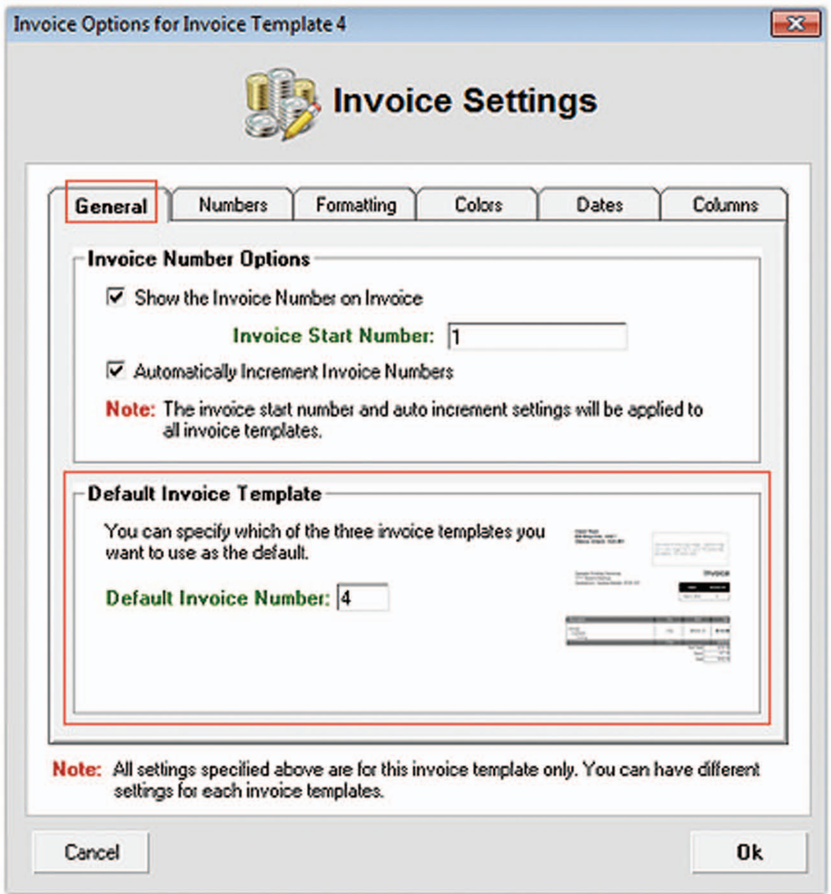
2) Click on a template number to get preview of what the invoice will look like for print. To edit layout for a specific template, follow the steps below.



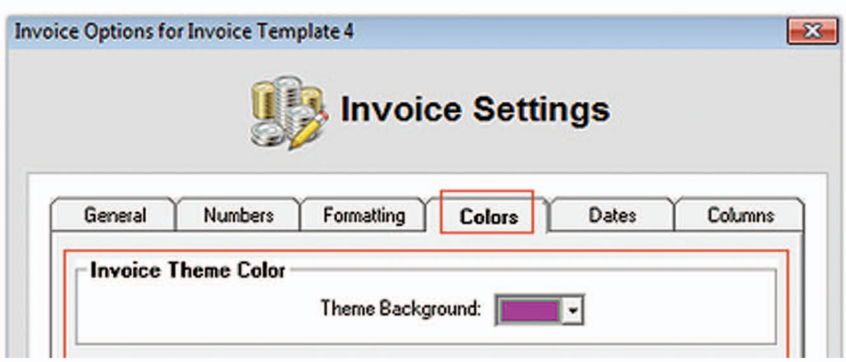


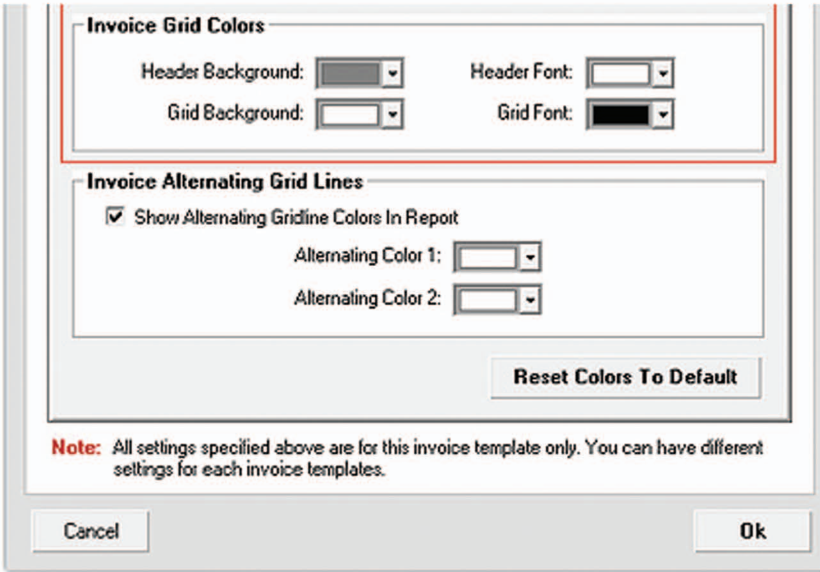
3) Click the **Adjustments** tab and then click **General Options** from invoice menu.

Step 3

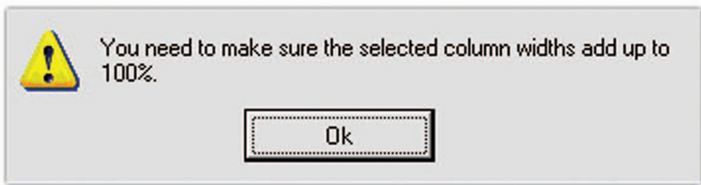


1) Click the **General** tab and insert new default template # of your choice.
2) Click the **Colors** tab.

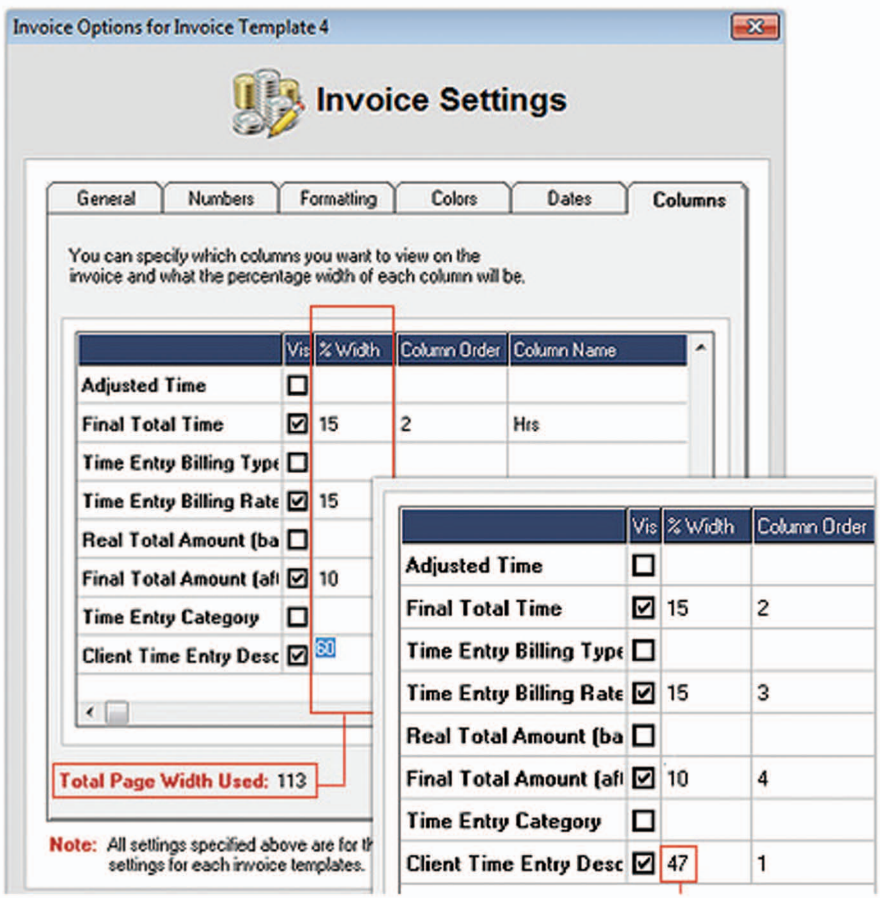


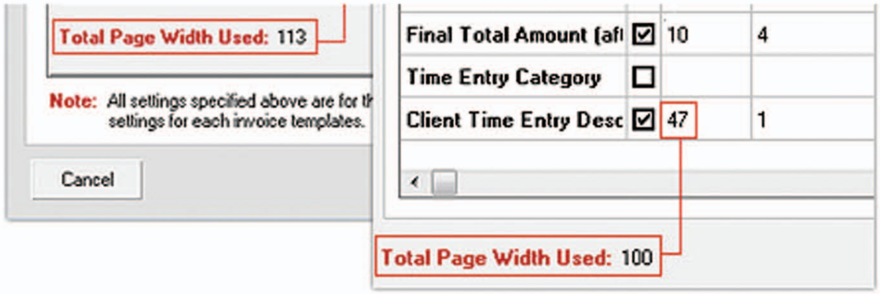


3) Customize the colors for invoice theme and grid (table chart).
4) Click **Ok** to save settings.



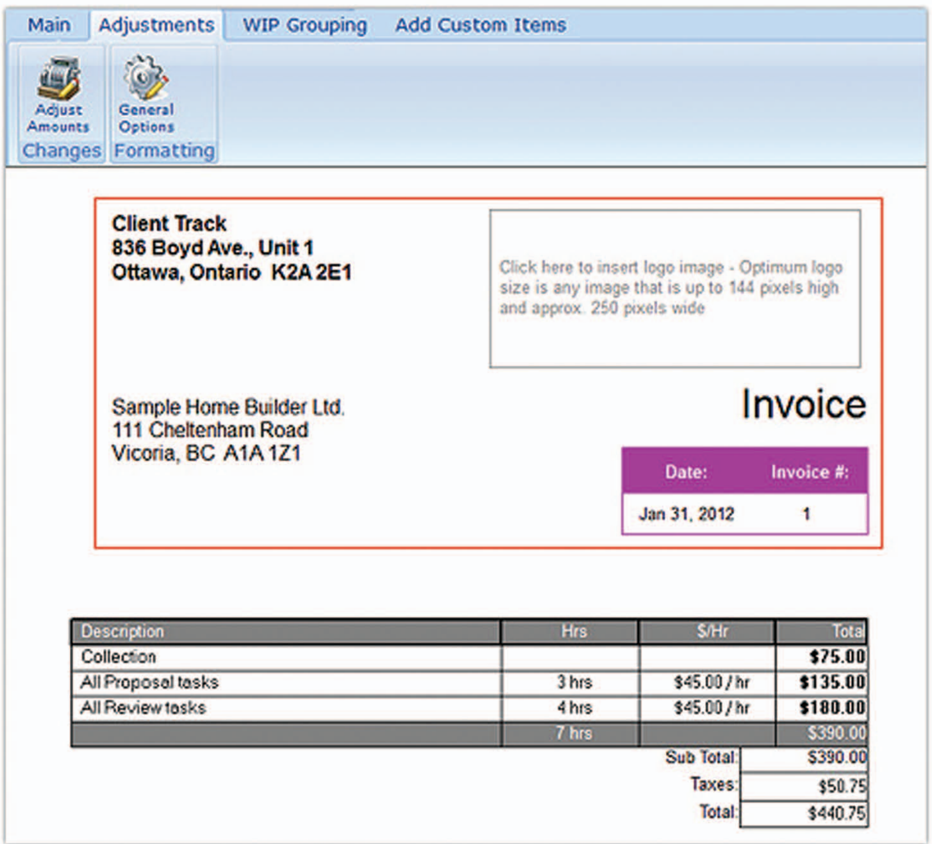
5) A warning will pop up asking to adjust the column widths. Click **Ok**.





6) Check off which columns to appear on invoice template.
7) Customize the % width for each selected column to add up to a total of 100% besides **Total Page Width Used**.
8) Click **Ok** to save new invoice template settings.

Step 4

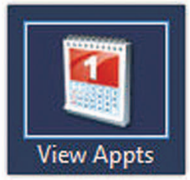


Verify that the new settings appear in the selected invoice as shown above.

Appointments

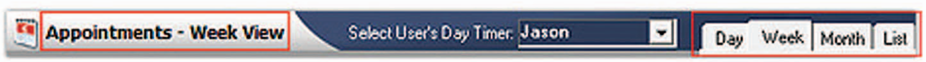
View Appointments

Step 1

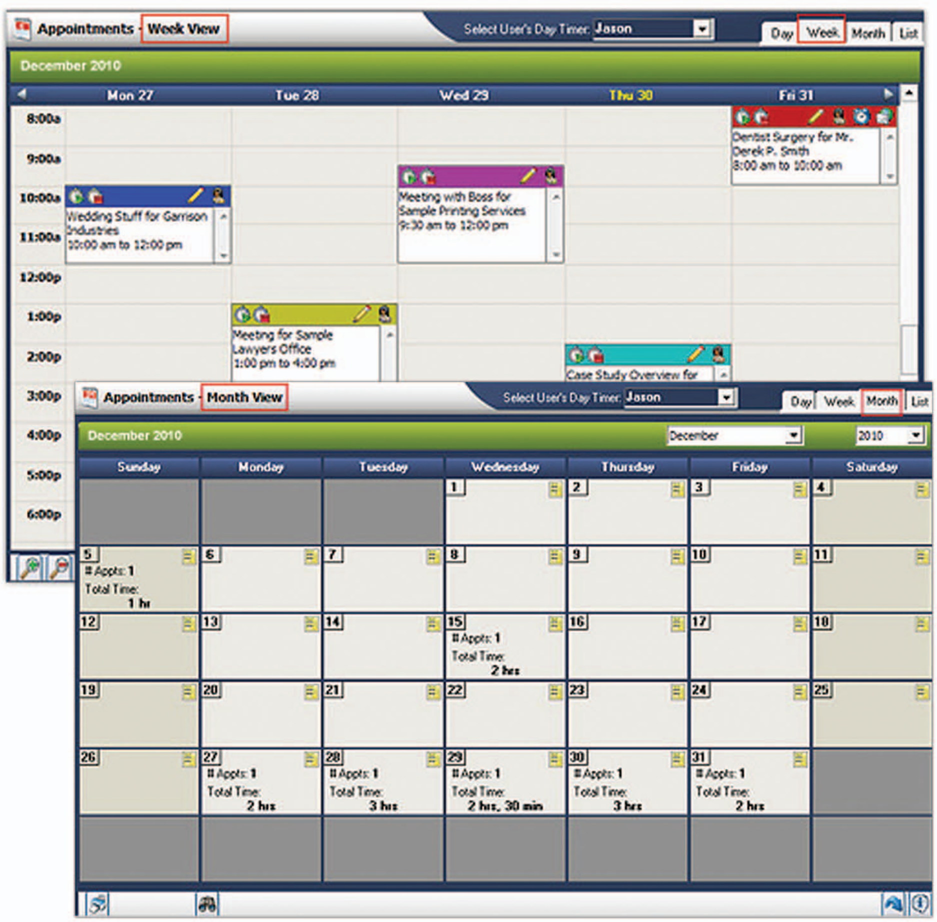


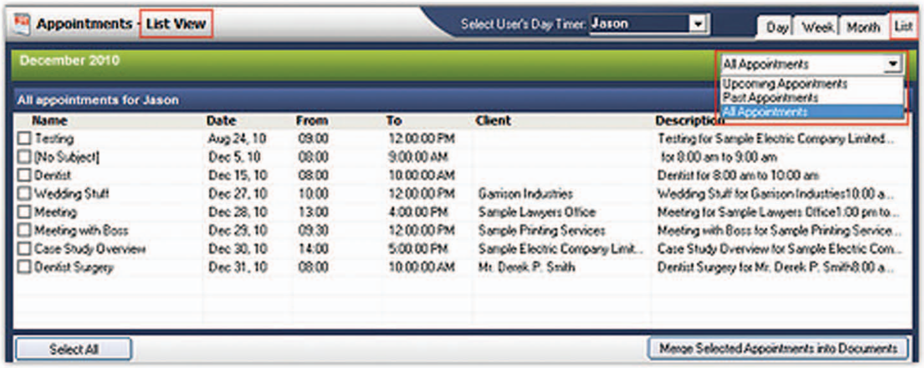
In **Appointments**, go to > **View Appts** (icon)

Step 2



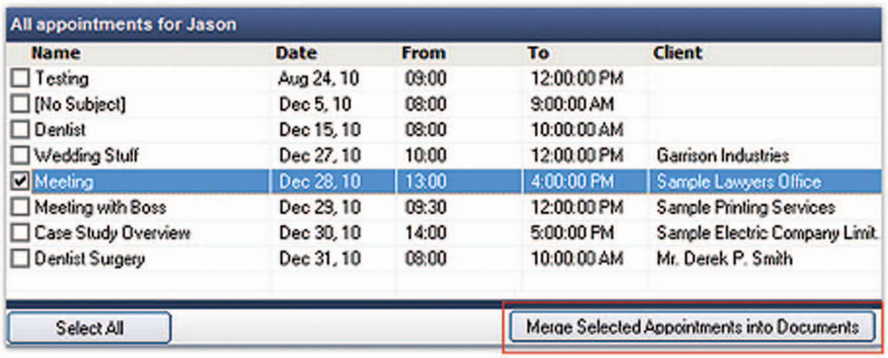
1) To view appointments of an user, select user from drop-down list
2) To view appointments in a different view, click one of the calendar tabs





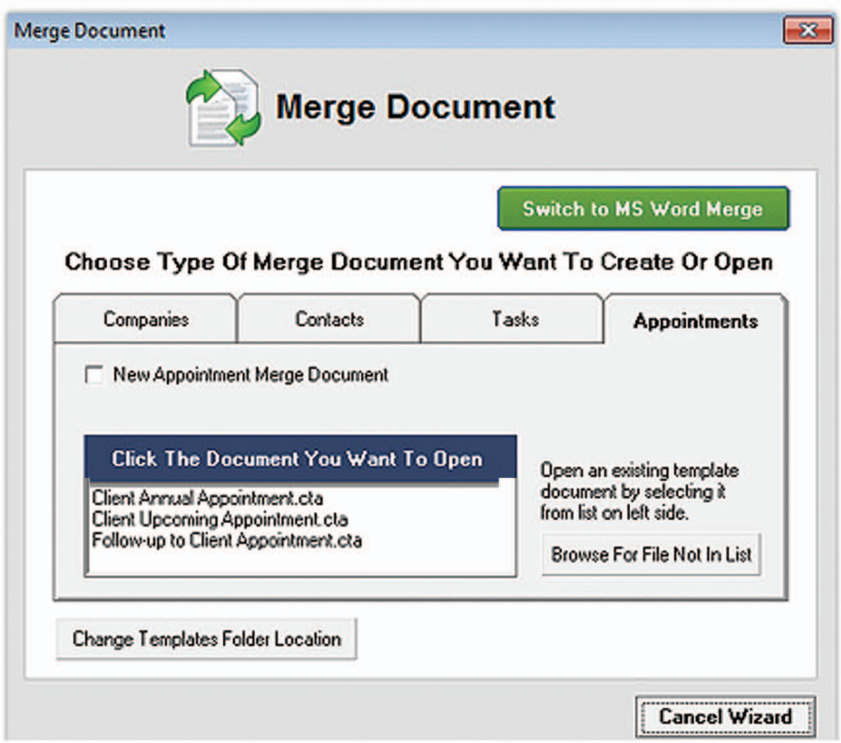
Click **List** tab to view appointments in list view

Step 5



1) To merge an appointment in a document, select an appointment
2) Click **Merge Selected Appointments into Documents**

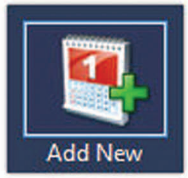
Step 6



Select type document to merge appointments with

Add New Appointment

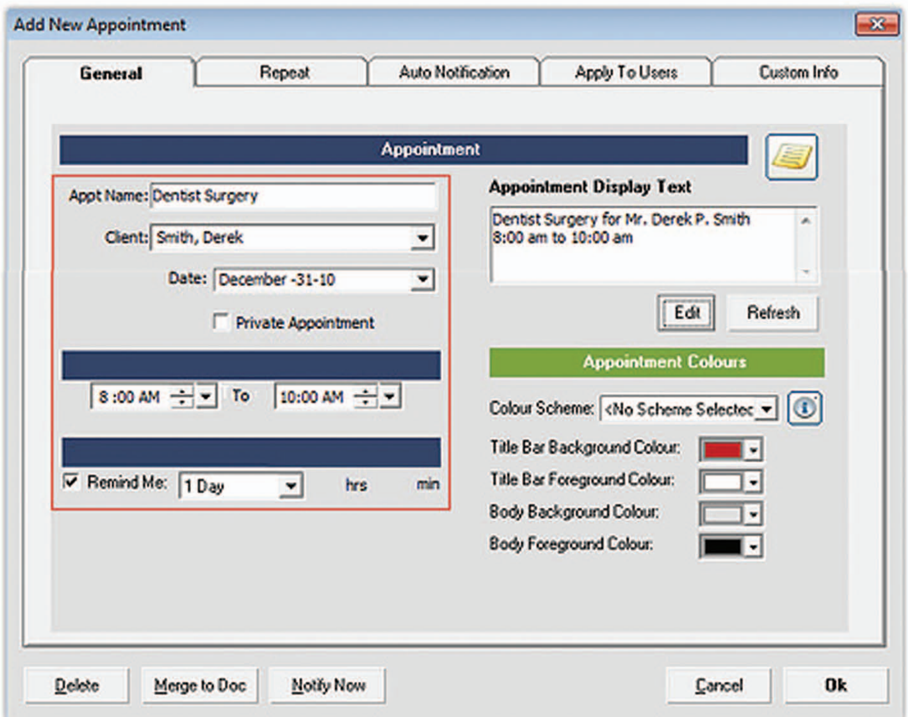
Step 1



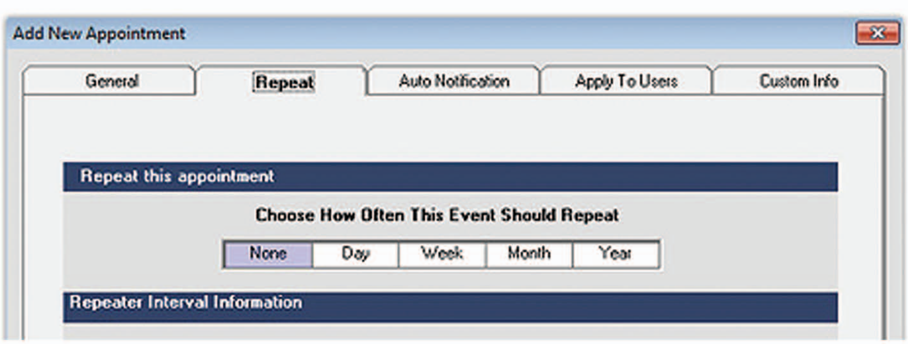
In **Appointments**, go to > **Add New** (icon)

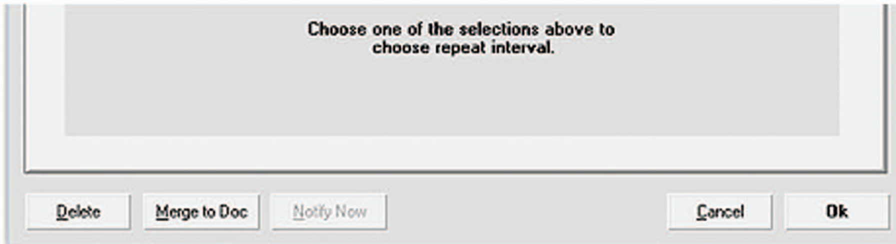
Note: You can also add new appointment under **Quick Add - New Appointment** box on the right bottom sidebar.

Step 2

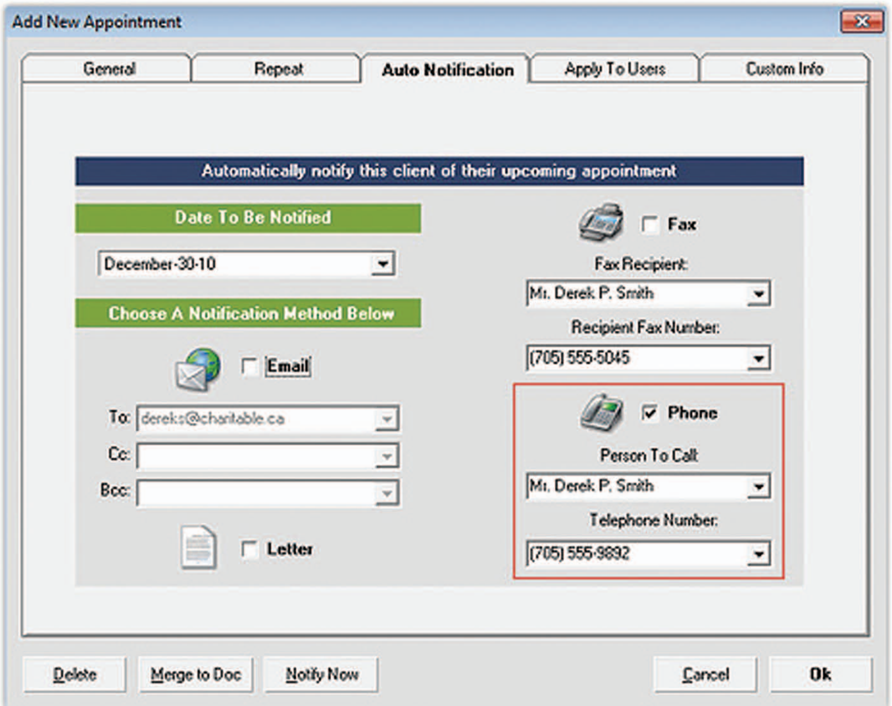


1) To create a new appointment, click the **General** tab and insert all the information of the appointment under **Appointment** category shown above.
2) Select time of appointment under **Time** category.
3) To create a reminder of appointment, check off **Remind Me** and select the length of time for alert from drop-down list.
4) Select background colours under **Appointment Colours** category.





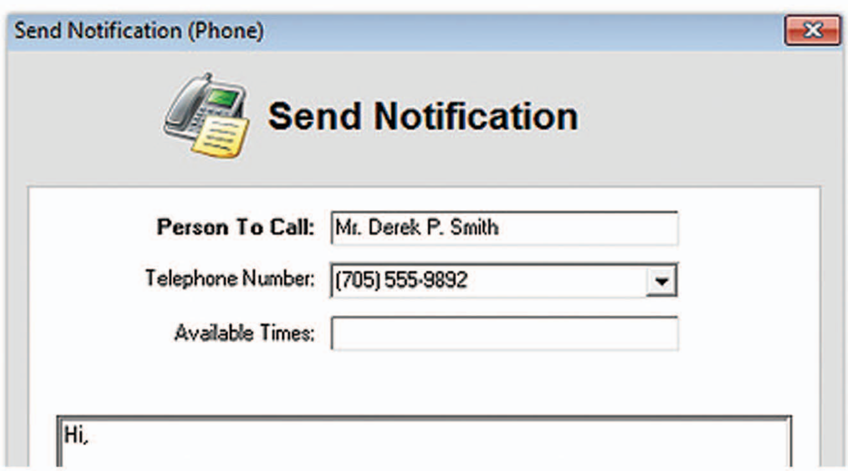
To repeat a particular appointment throughout the calendar, click the **Repeat** tab and select type of repeat shown above.

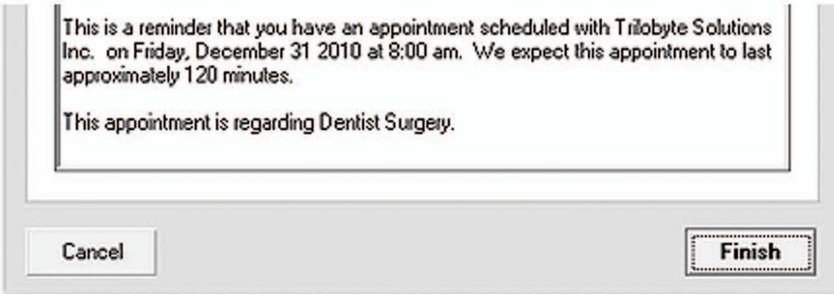


1) To create an auto-notification of appointment, check off type of notification method and select the information from drop-down list
2) Click **Ok** to complete adding new appointment.

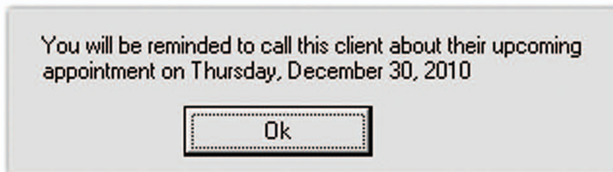
Optional: To apply the same appointment to other users, click the **Apply to Other Users** tab shown above.

Step 3



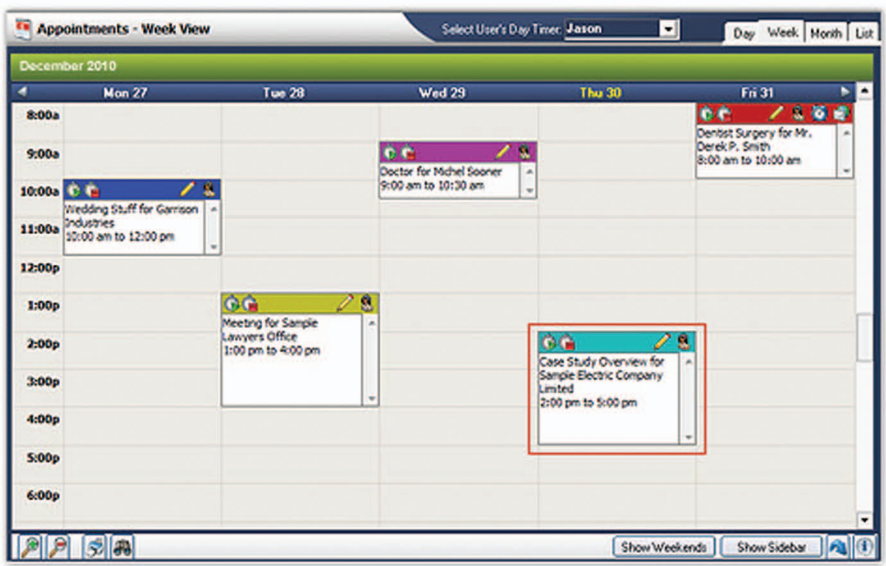


1) Type in available times and click **Finish** to send notification.

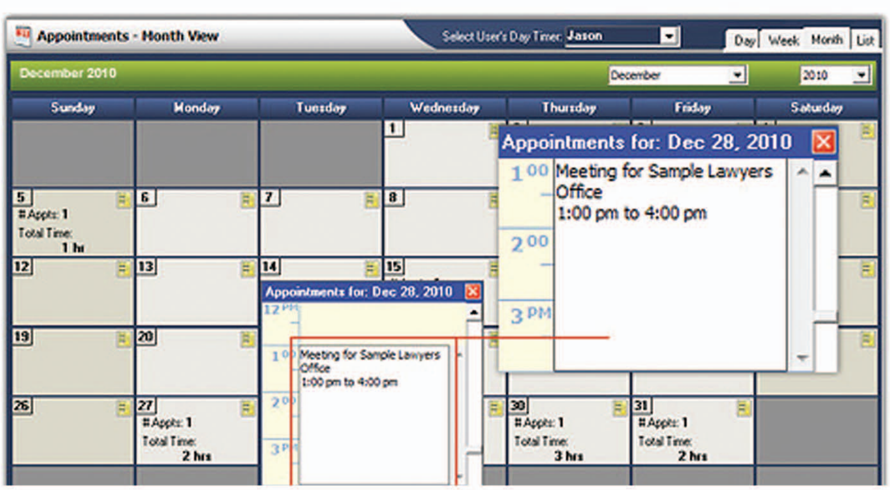


2) Click **Ok** in the reminder window to confirm notification.

Step 4



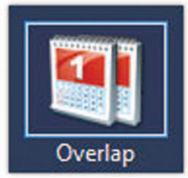
1) To view the new appointment in week view, click the **Week** tab shown above.
2) Select the scheduled day of new appointment from the sidebar calendar.



1) To view the new appointment in Month view, click the **Month** tab shown above.
2) Click the scheduled day of the new appointment and move the vertical bar until new appointment is shown in schedule.

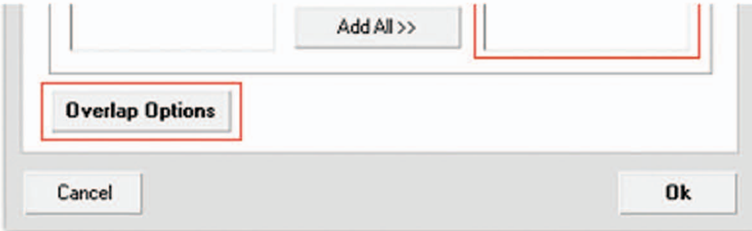
Overlap Appointments

Step 1



In **Appointments**, go to > **Overlap** (icon)

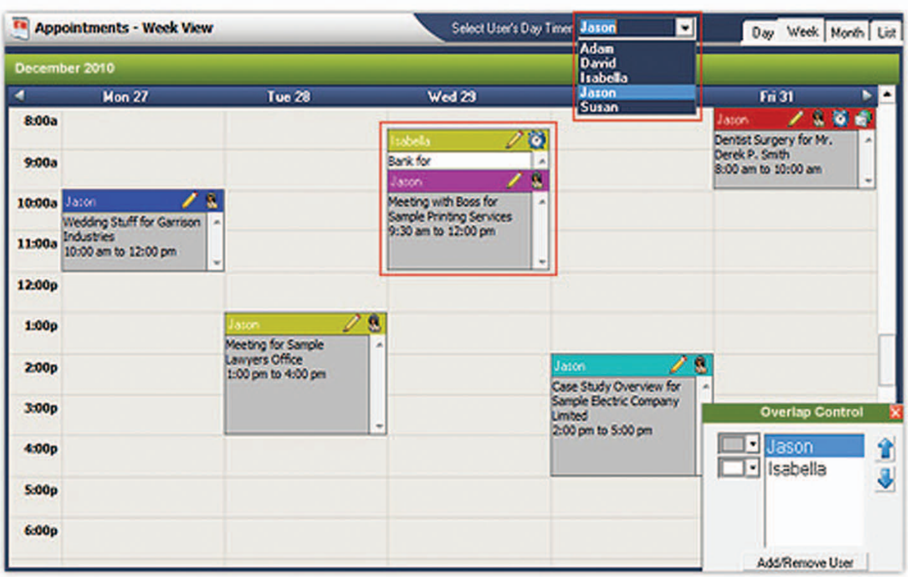
Step 2



1) Select user(s) to overlap from **All Users** list and click **Add**
2) Click **Overlap Options**.

Note: To remove an user from Overlap list, select user and click **Remove**

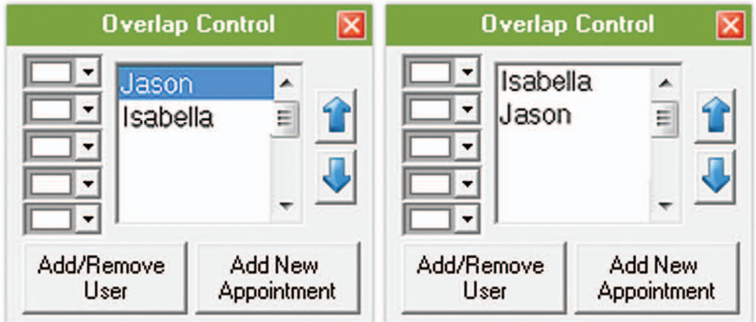
3) Select different background colours for overlap users from drop-down list
4) Click **Ok**.
5) Click **Ok** to exit Appointments Overlap window.



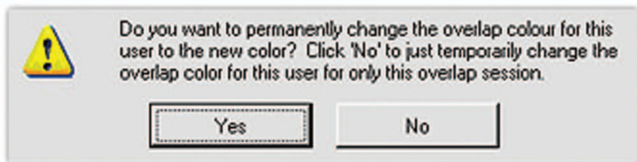
6) Verify the overlapped appointments for selected users in **Appointments**

Note: To change the order of users and display of overlap appointments, go to **Overlap Control** on bottom right and follow the instructions below.

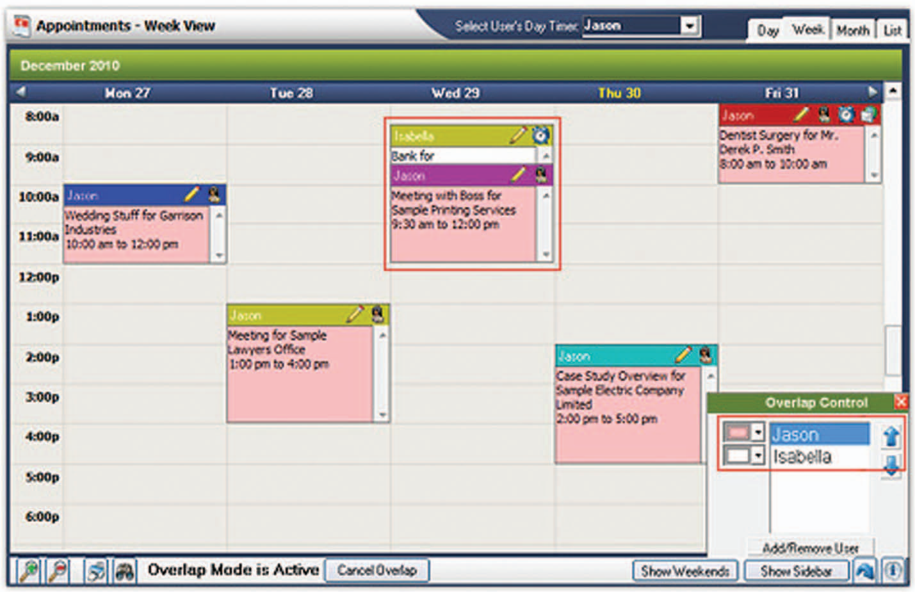
Step 3 (optional)



1) To change the order of overlap users, click the up/down arrows
2) Select different background colours for each user from drop-down list.



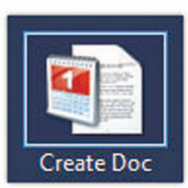
3) Click **Yes** to accept new overlap colour for user



4) Verify the new overlap colours and order of users in **Appointments**

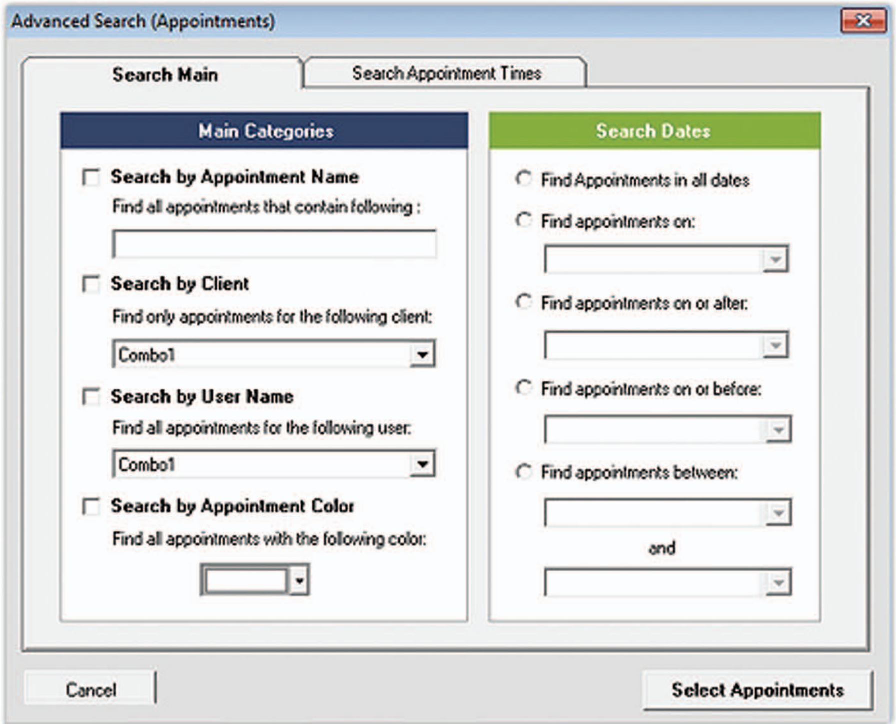
Create Document

Step 1

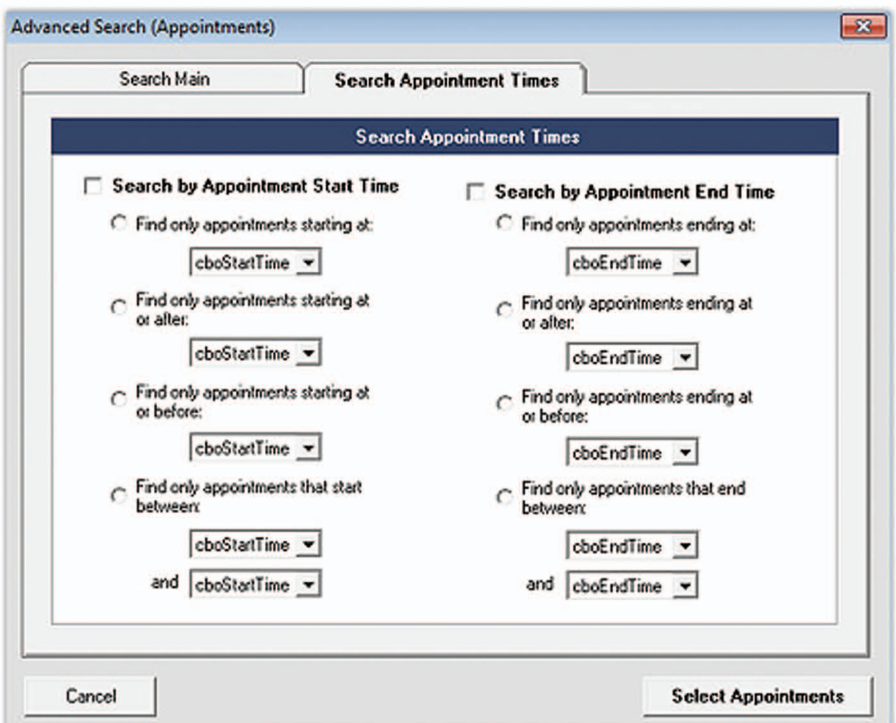


In **Appointments**, go to > **Create Doc** (icon)

Step 2

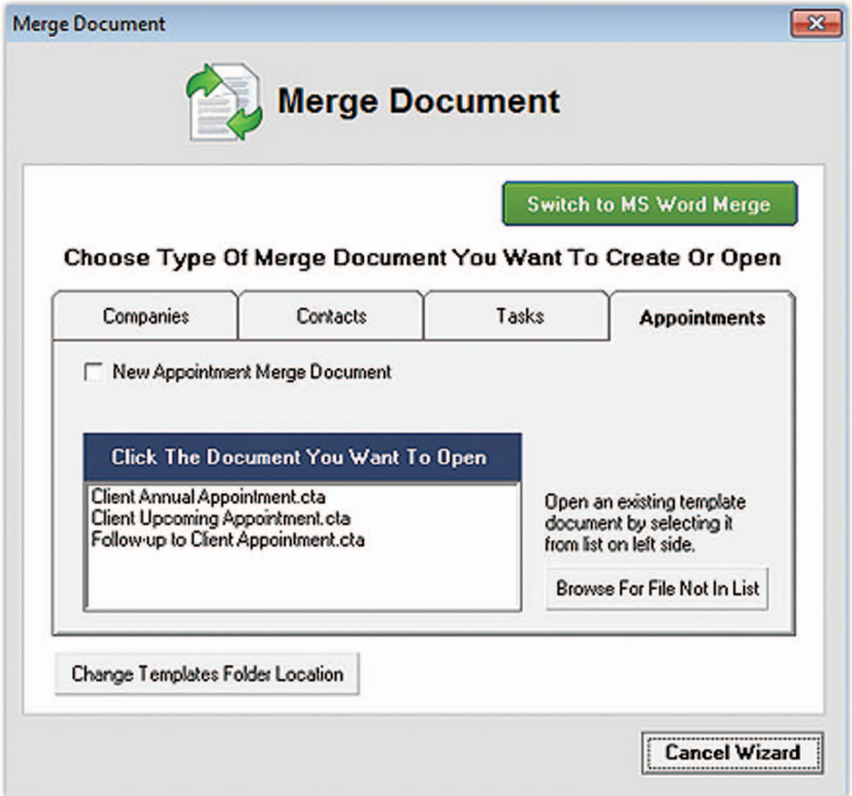


To merge appointment by name, client, user name, color or dates in a document, click **Search Main Criteria** tab and check off one of the above.



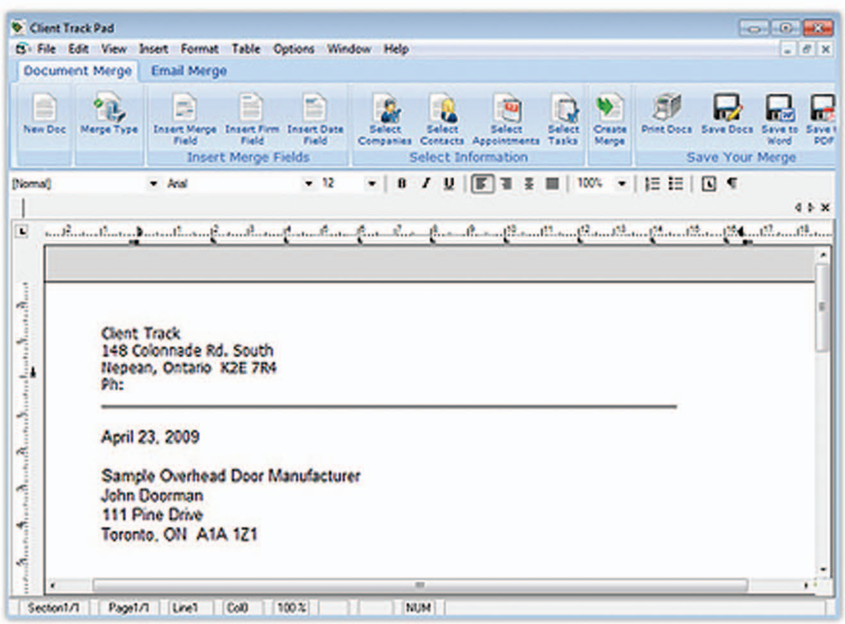
To merge appointment by time in a document, click **Search Appointment Times** tab. Check off one of the above categories and select type of search.

Step 3



Select type of document to merge appointments with from list shown above.

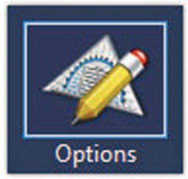
Step 4



Verify the results of doc merge by appointments. For more information on document merge options, click here.

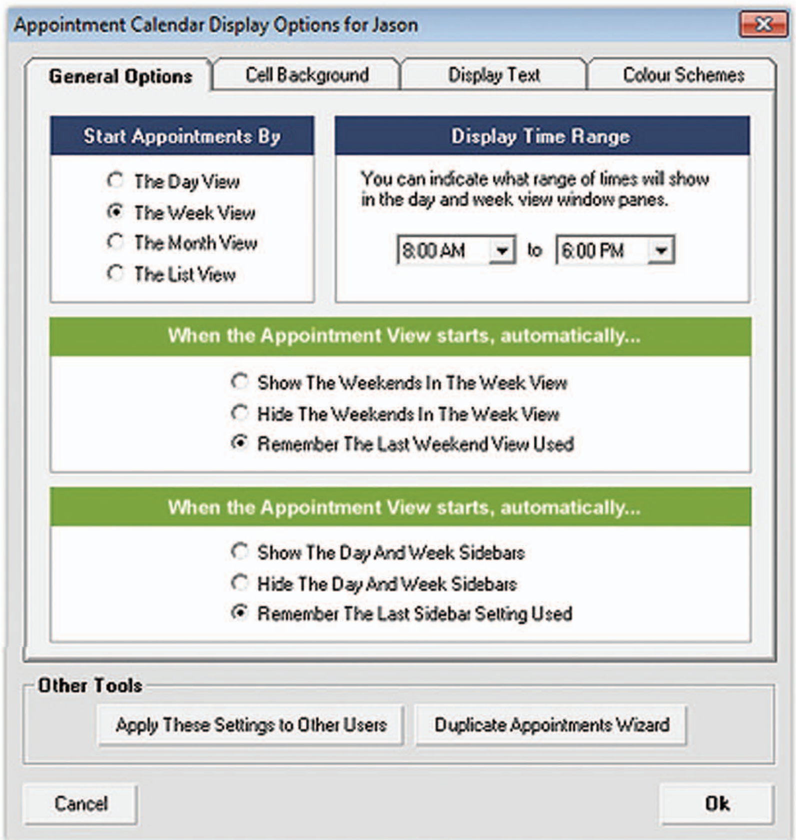
Appointment Options

Step 1



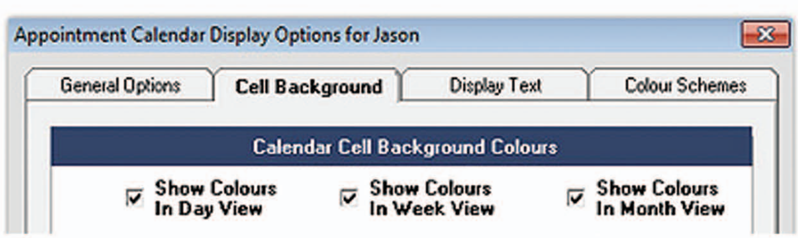
In **Appointments**, go to > **Options** (icon)

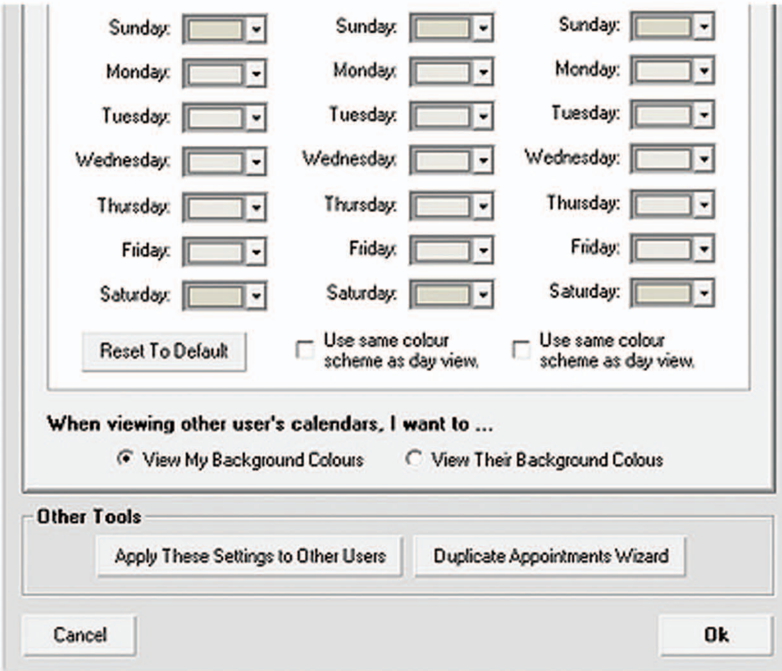
Step 2



1) To change the views of the appointments, click the **General Options** tab.
2) Select type of view for appointments to begin with.
3) Select the time range of the appointments from drop-down list.
4) Select type of display view to automatically appear in **Appointments**.

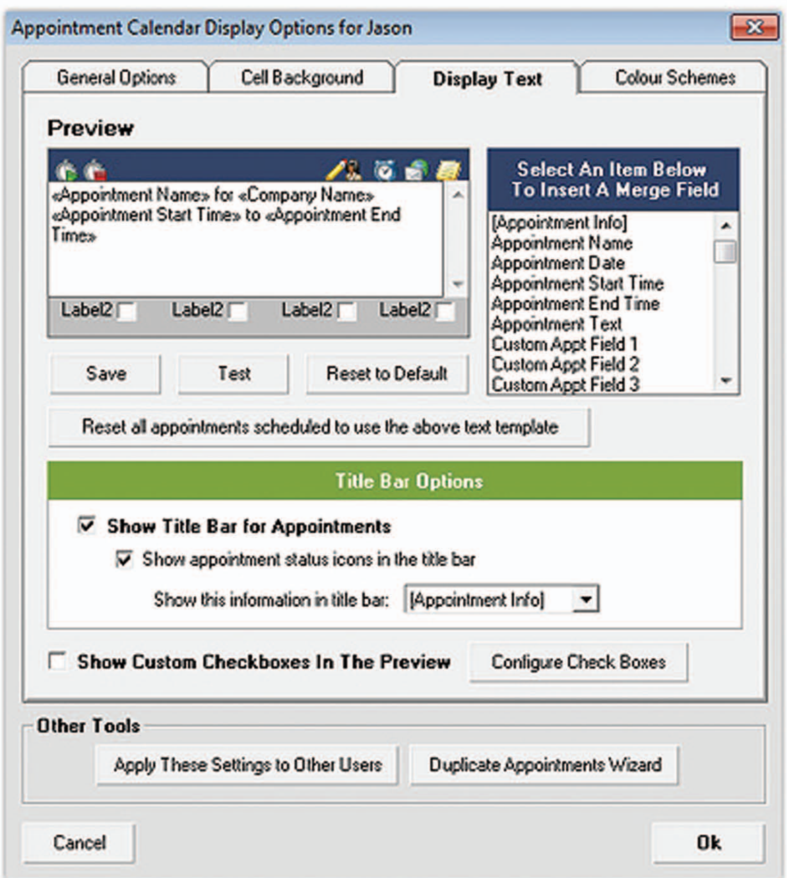
Step 3





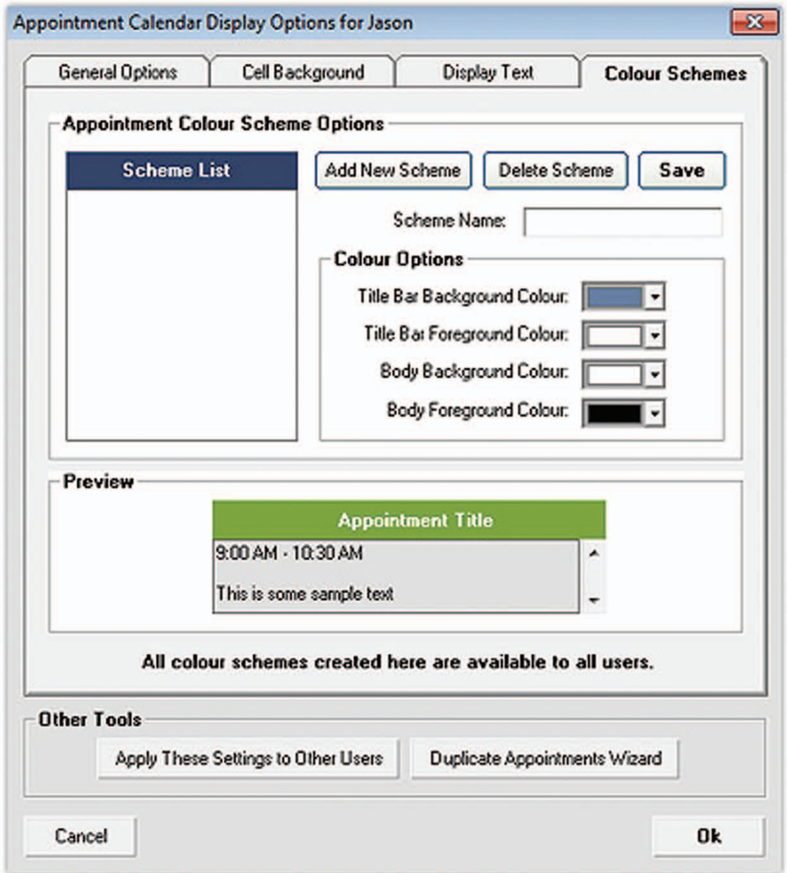
1) To customize the background colours, click the **Cell Background** tab.
2) Check off all three types of views.
3) For each view, select the background colours for each day of the week from drop-down lists.

Step 4



1) To customize the display of appointments text, click **Display Text** tab.
2) Place cursor in Preview window and click a merge field item from list. Click **Test**.
3) To save the new merge field item(s) in Preview window, click **Save**.
4) Check off **Show Title Bar for Appointments**.

Step 5

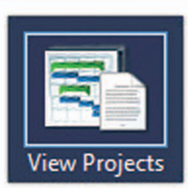


1) To change colours for various appointments, click **Colour Schemes** tab.
2) Type in name of scheme besides **Scheme Name.**
3) Select the background colours from drop-down list.
4) Click **Add New Scheme.** The new colour scheme appears in **Scheme List.**
5) Click **Ok** to exit **Appointment Display Options.**

Note: To delete colour scheme, select one from Scheme List & click **Delete.**

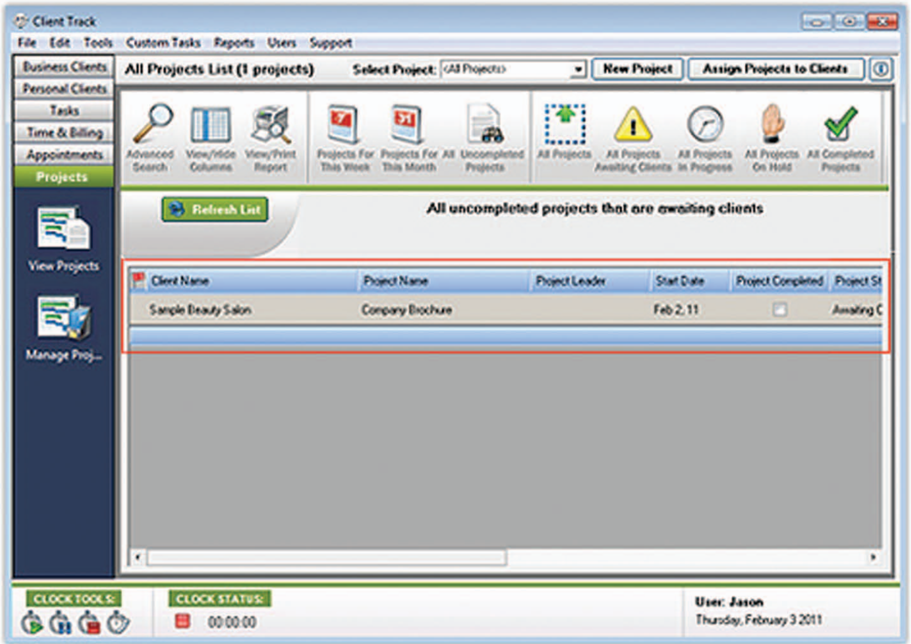
View Projects

Step 1



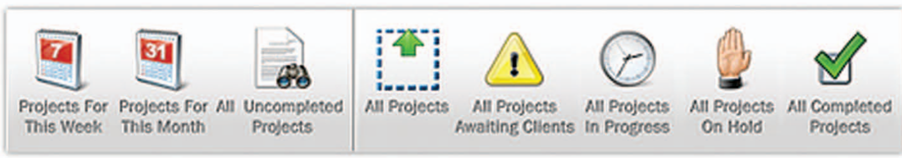
From menu, go to **Projects** > **View Projects**

Step 2



All projects for clients are displayed at a glance under the Projects List.

Step 3

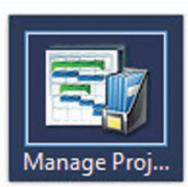


If you are looking for project from certain period or step but are unsure of the name, click any one of the icons in ribbon bar shown above to narrow down search.

If you are looking for a certain project and know the name of it, simply select project from drop-down list besides **Select Project** as shown above.

Manage Projects

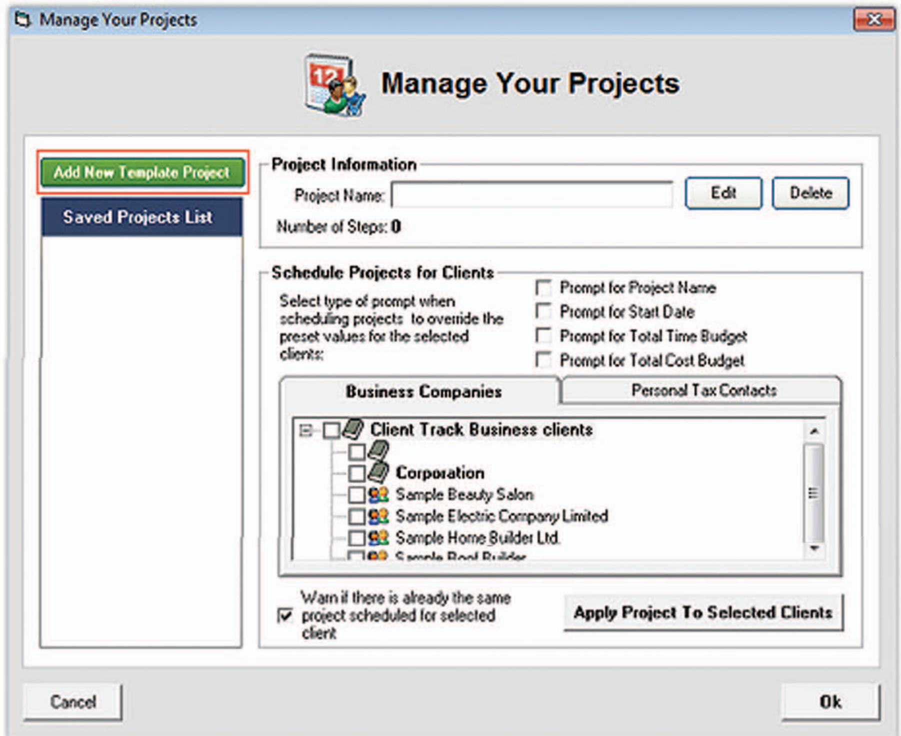
Step 1



From menu, go to **Projects** > **Manage Projects**

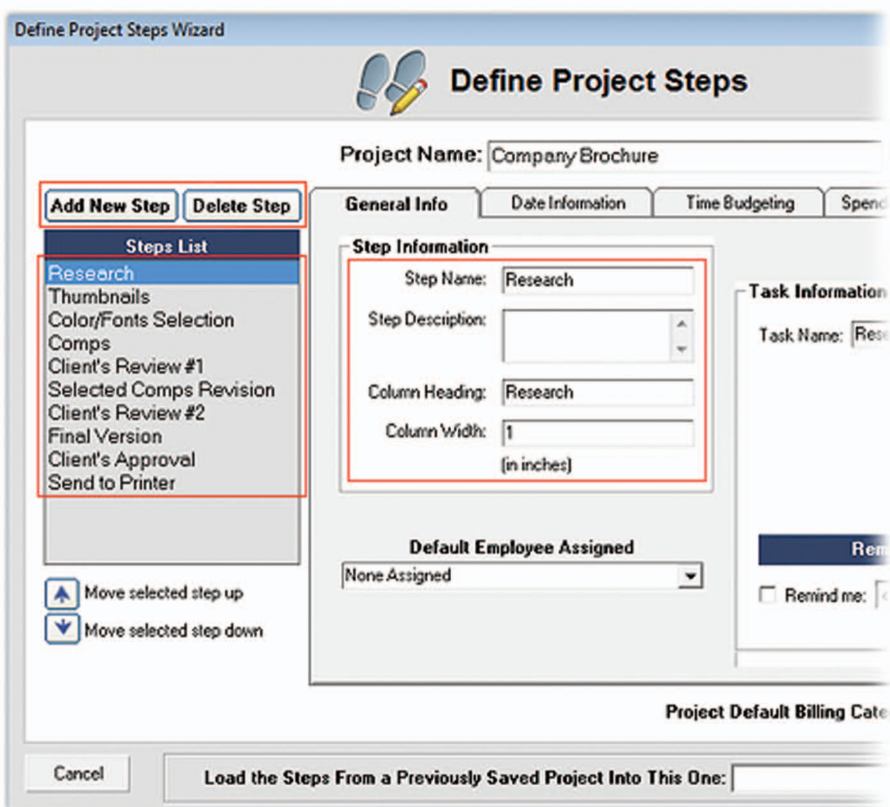
Step 2

Step 2

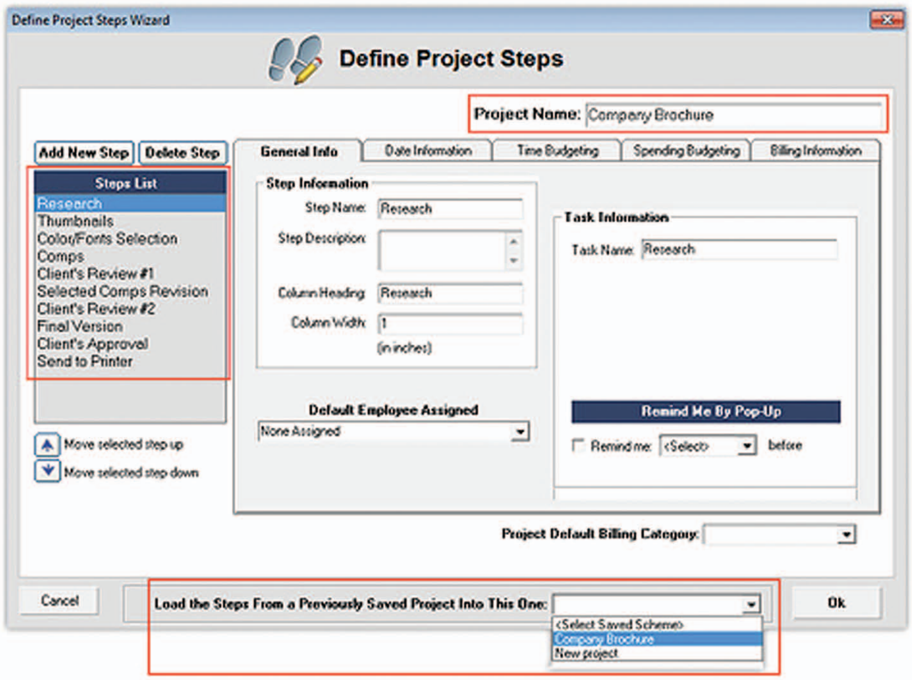


Click **Add New Template Project** shown above.

Step 3

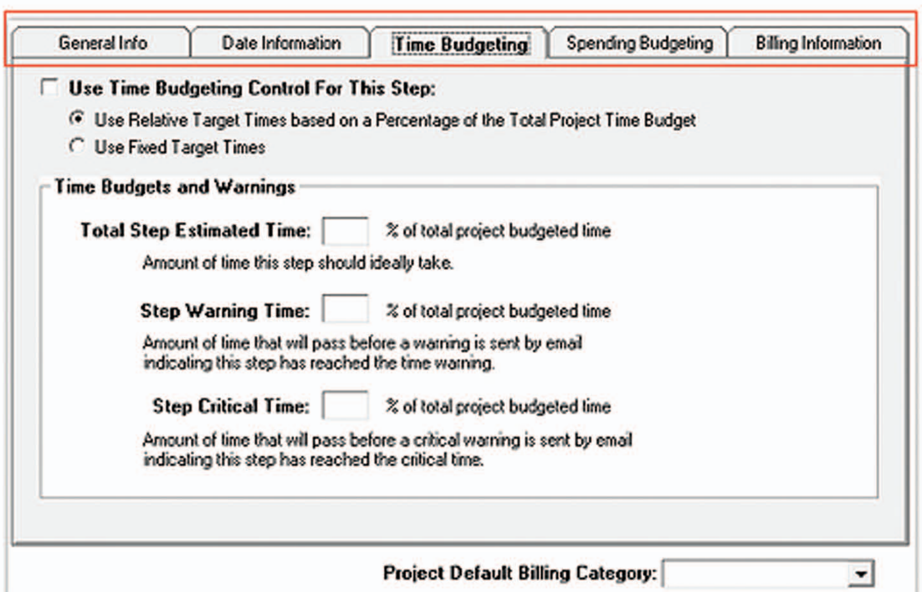


1) Click **Add New Step** to begin adding steps to project. Additional steps appears under the **Steps List** category shown above.
2) Type in step name, description (optional), column header and dimension.
3) Select employee to assign to project from drop-down list.



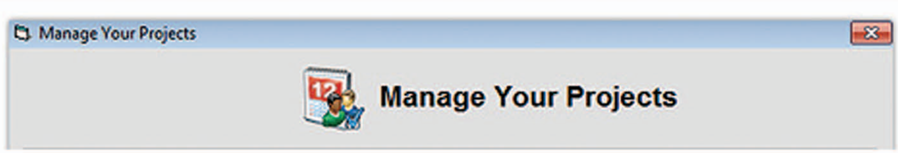
Note: If you want to repeat previous steps from an older project onto a new project, you can select project drop-down list besides **Load the Steps From A Previously Saved Project Into This One** shown above.

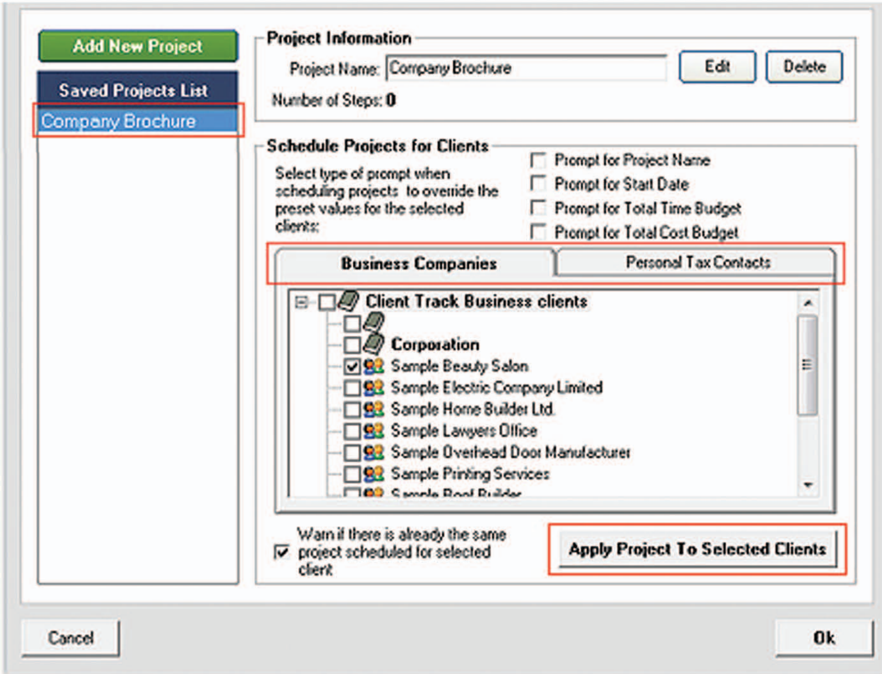
Step 4



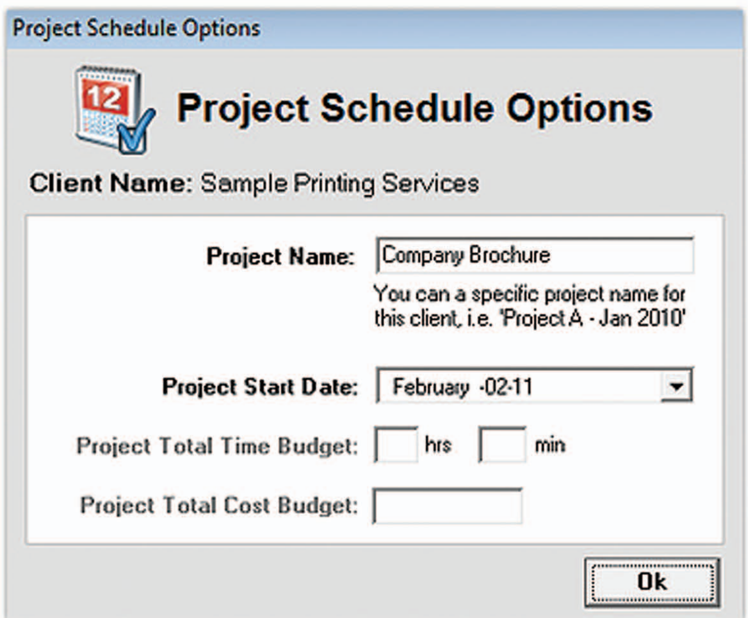
Browse through other tabs to apply for project if necessary.

Step 5





1) Verify that the created project is selected under **Saved Projects List.**
2) Select clients from either **Business** or **Personal Tax** tab to assign projects for.
3) Check off **Warn if there is already the same project...**
4) Click **Apply Project To Selected Clients.**



5) Select the start date of project as shown above and click **Ok.**
6) Click **Ok** in **Manage Your Projects** to save settings for new project.
7) Verify that the added project is shown in View Projects.

Project Search

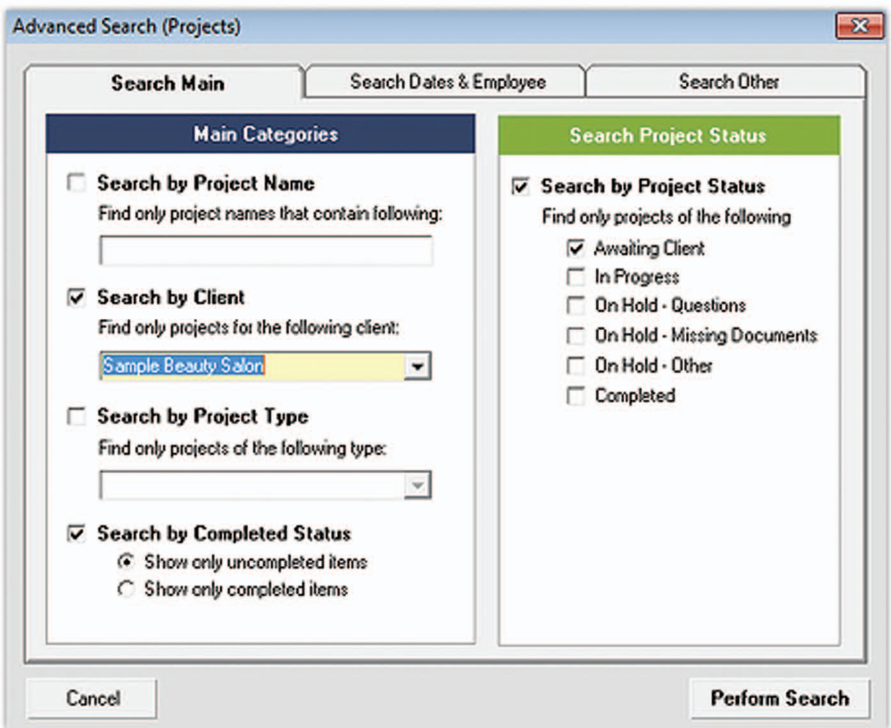
Step 1

From menu, go to **Projects** > **View Projects**

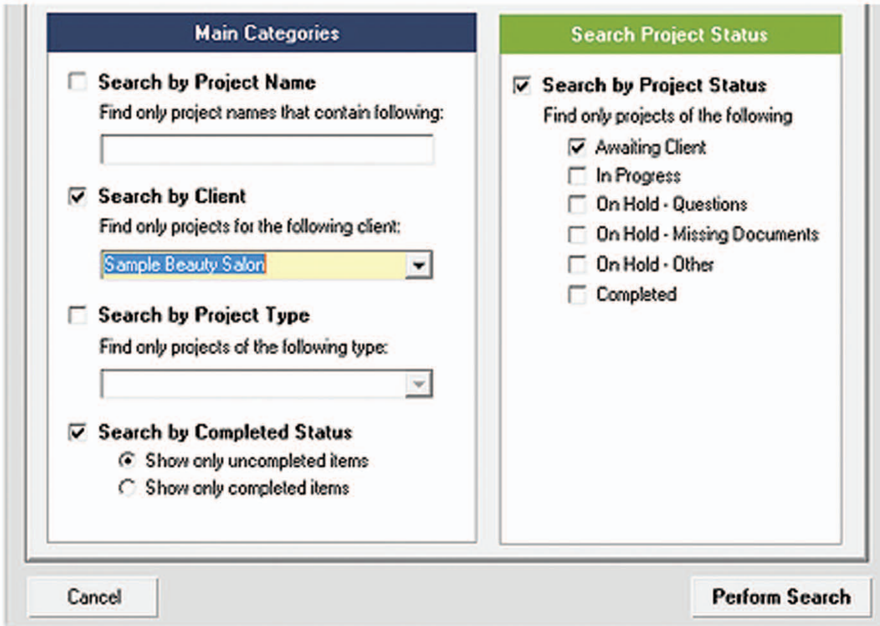
Step 2

Click **Advanced Search** icon in ribbon bar shown above.

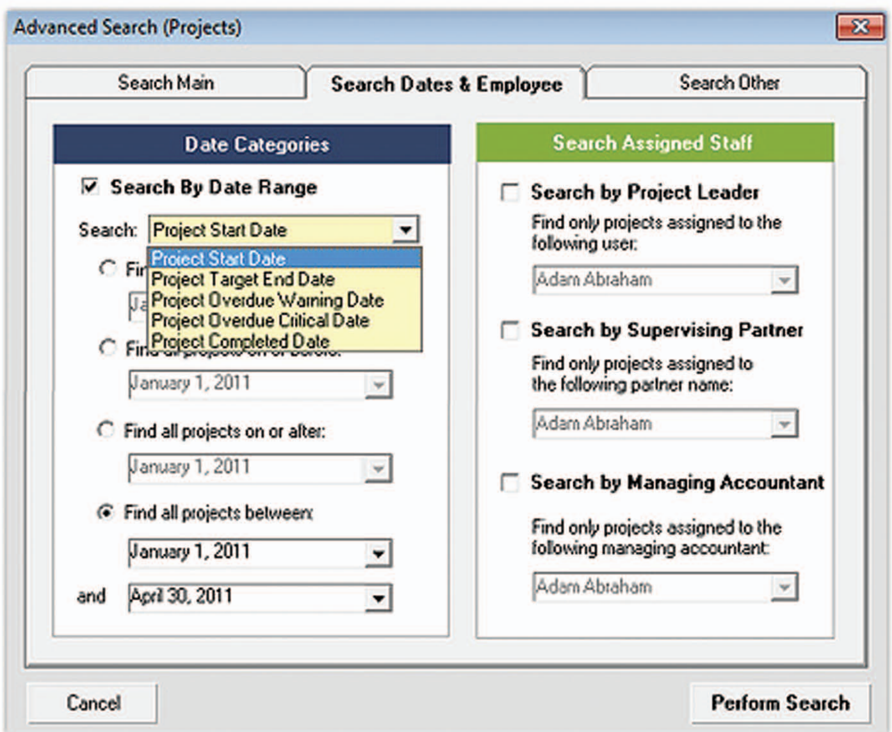
Step 3



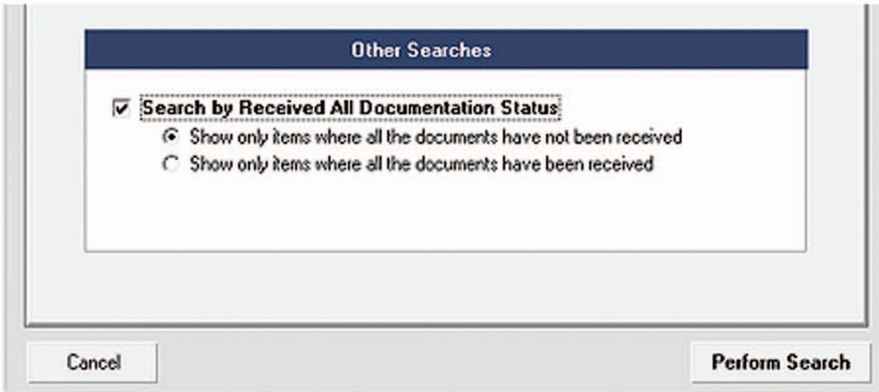
1) To search project by information, click the **Search Main** tab shown above.
2) Select search type from one of two categories above.
3) Click **Perform Search.**



1) To search project by information, click the **Search Main** tab shown above.
2) Select search type from one of two categories above.
3) Click **Perform Search**.

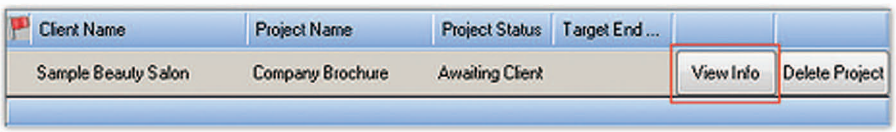


1) To search project by date/employee, click the **Search Dates & Employee** tab.
2) Select type of date range from drop-down list.
3) Click **Perform Search**.



1) To search project by status, click the **Search Other** tab
2) Check off **Search by Received All Documentation Status** and select which items to search.
3) Click **Perform Search.**

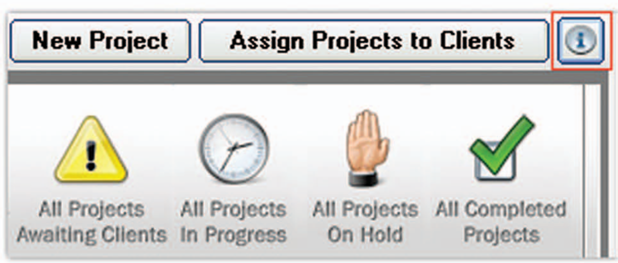
Step 4



The searched project will appear in the projects list. To view details of the project, click **View Info** as shown above.

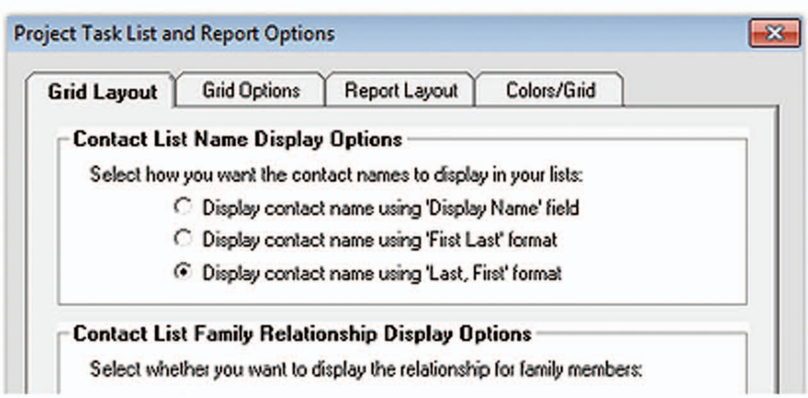
Project Options

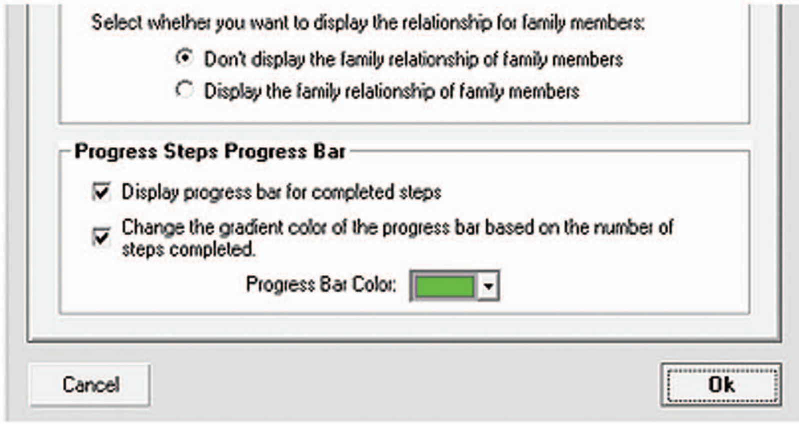
Step 1



In **Projects**, click the information icon on top right corner as shown above.

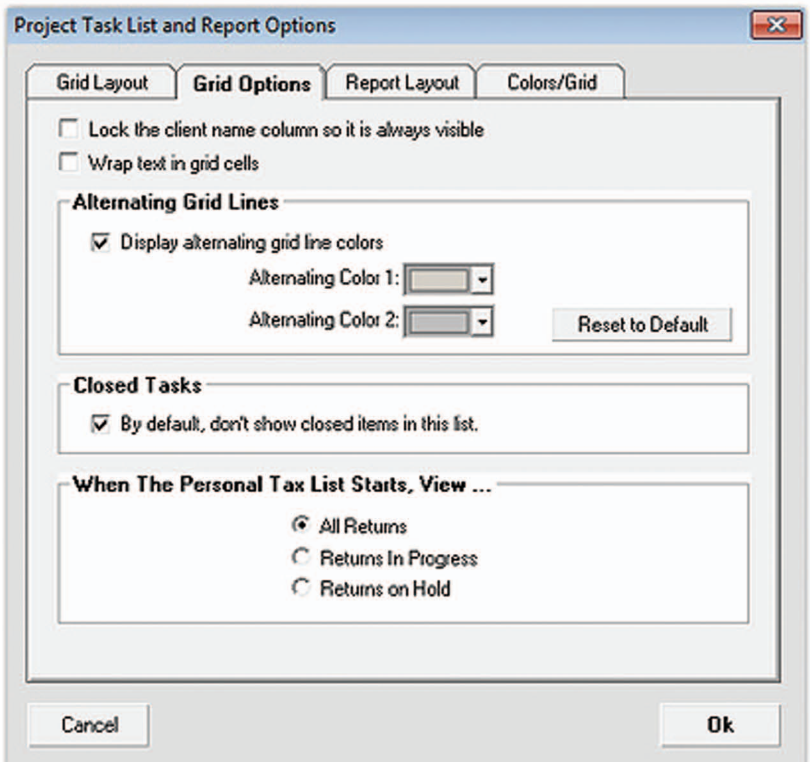
Step 2





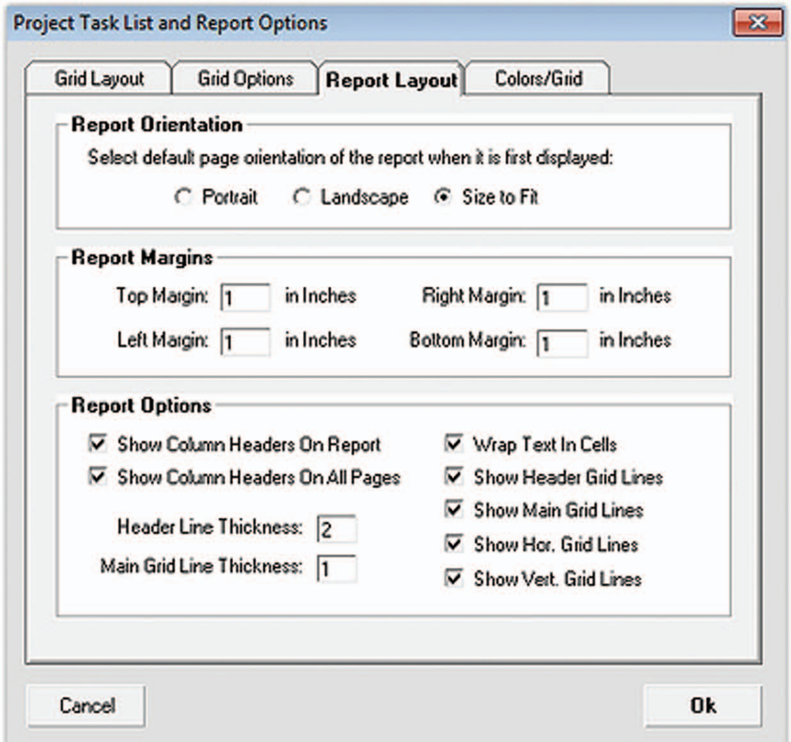
1) To display contacts on project report, click the **Grid Layout** tab.
2) Select type of display options for contacts and family members.
3) **Optional:** If you want the the project steps to appear on report, check off **Display progress bar for completed steps.**

Step 3



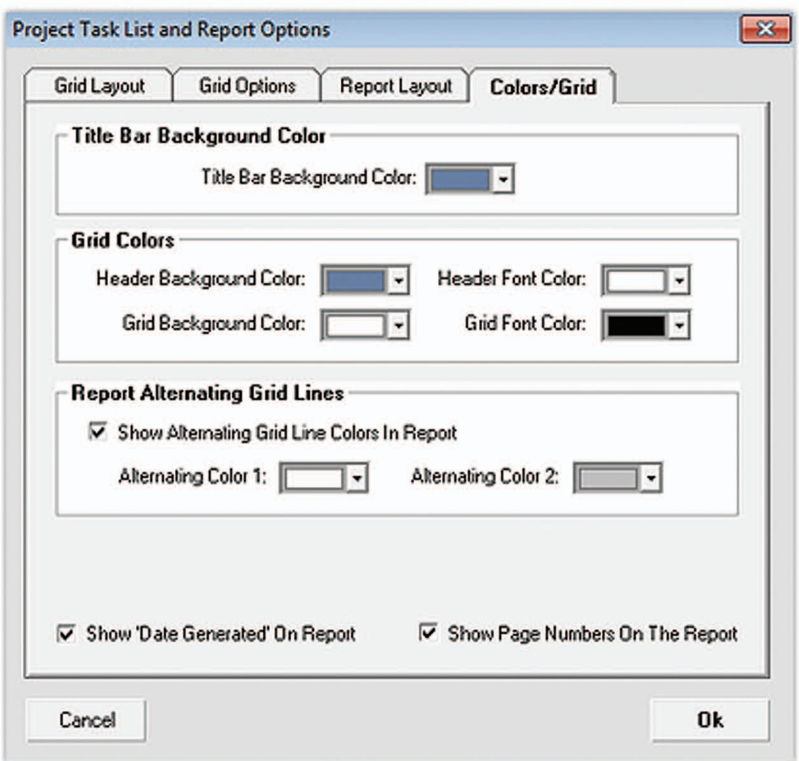
1) To change the display setup of project tasks list, click the **Grid Options** tab.
2) Check off **Lock the client name....so it is always visible.**
3) Select alternating row colours for grid lines from drop-down colour lists.
4) Select type of display view to automatically appear in **Projects.**

Step 4



1) To customize the display of report layout, click the **Report Layout** tab.
2) Select type of orientation, grid lines and other pages to appear on report.
3) Insert dimensions of report margins.

Step 5

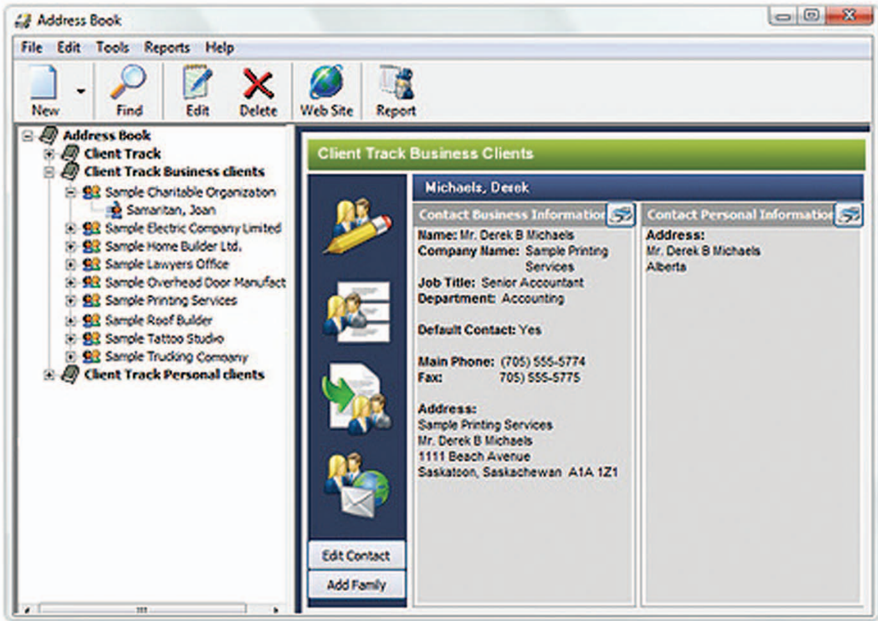


1) To customize the colours and grid of report, click the **Report Layout** tab.
2) Select type of grid colours and lines.

Address Book

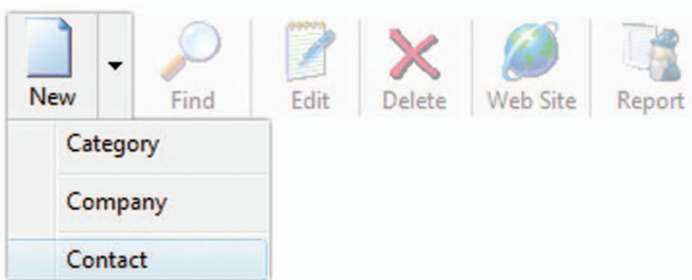
Add New Contact

Step 1



Select company from **Address Book** by clicking on it.

Step 2

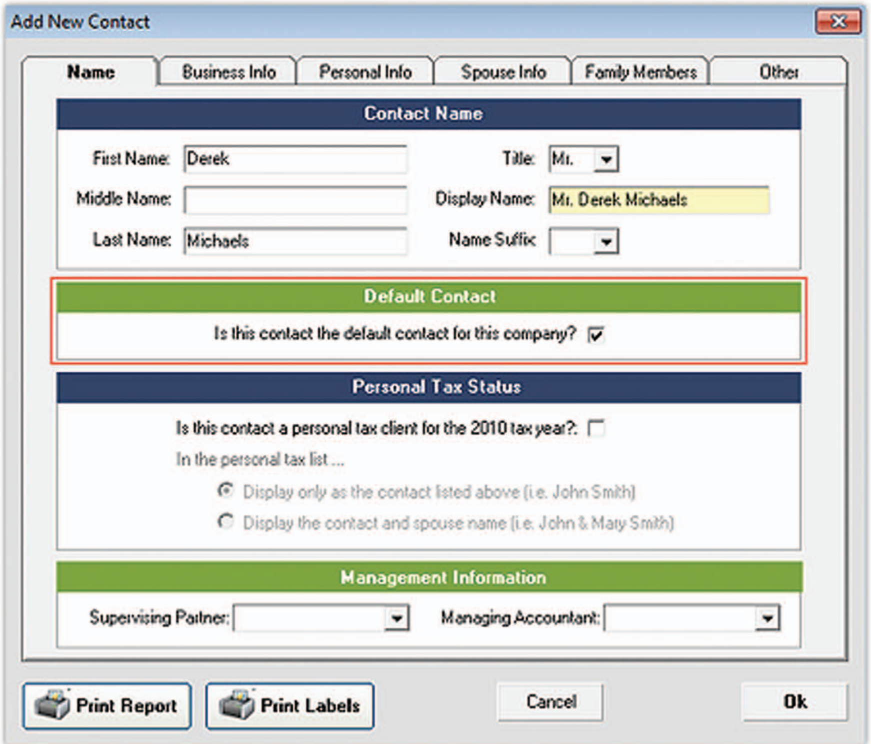


In menu, go to **New** (icon) > **Contact**

Other Methods

1) **Menu:** Edit > Add > **Add Contact**
2) **Sidebar:** Add Contact
3) **Right-click on a category:** Add New Contact to this Category
4) **Right-click on Address Book:** Add New Contact

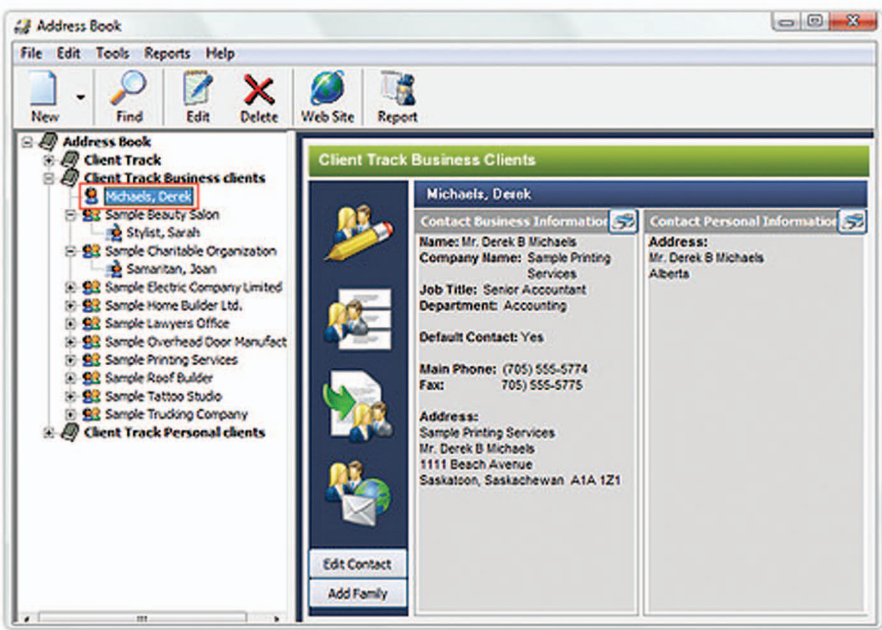
Step 3



1) Fill in contact's information under following tabs:
Name, Business/Personal/Spouse Info, Family Members, and **Other.**
2) Click **Ok.**

Note: Check off **Is this contact the default contact for this company?** if contact is main contact for company.

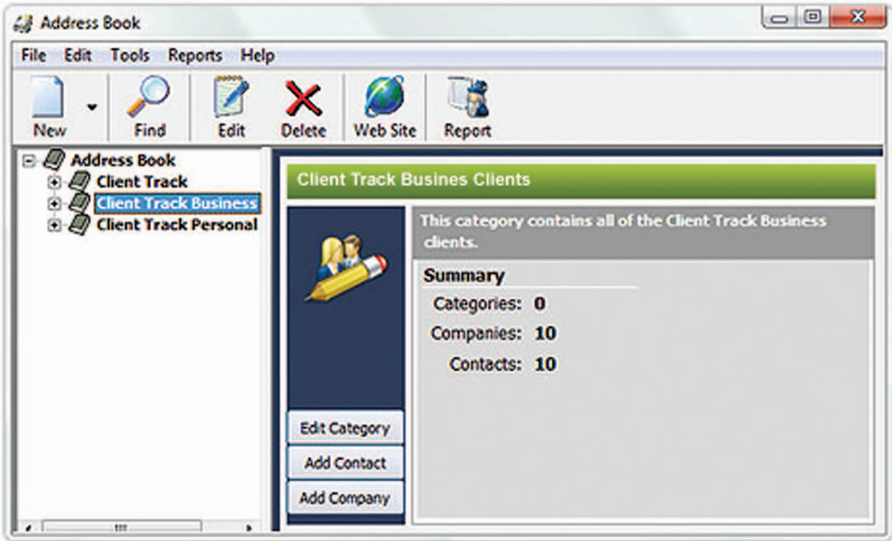
Step 4



Verify that contact's information is correct.

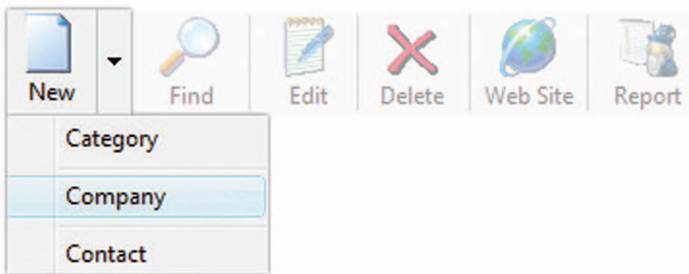
Add New Company

Step 1



Select a category from **Address Book** list by clicking on it.

Step 2

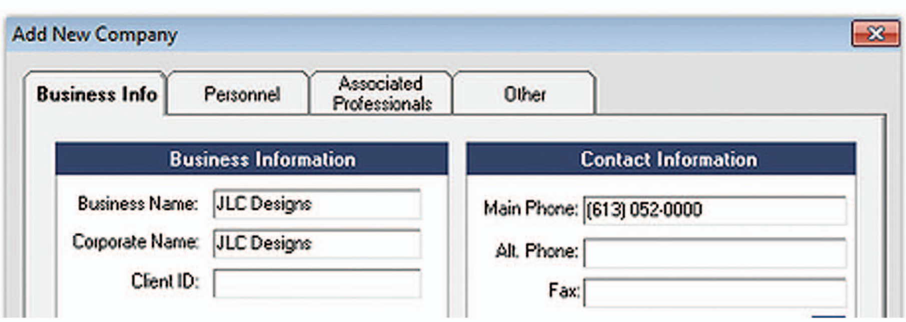


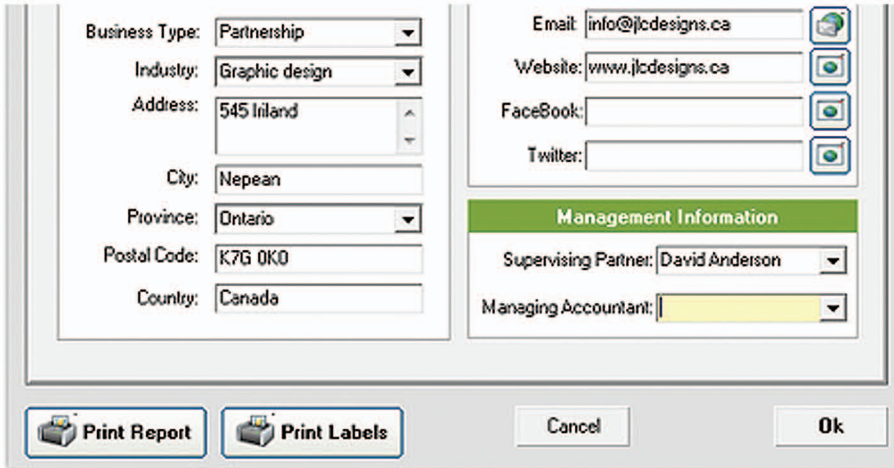
In menu, go to **New** (icon) > **Company**

Other Methods

1) **Menu:** Edit > Add > **Add Company**
2) **Sidebar:** Add Company
3) **Right-click on a category:** Add New Company to this Category
4) **Right-click on Address Book:** Add New Company

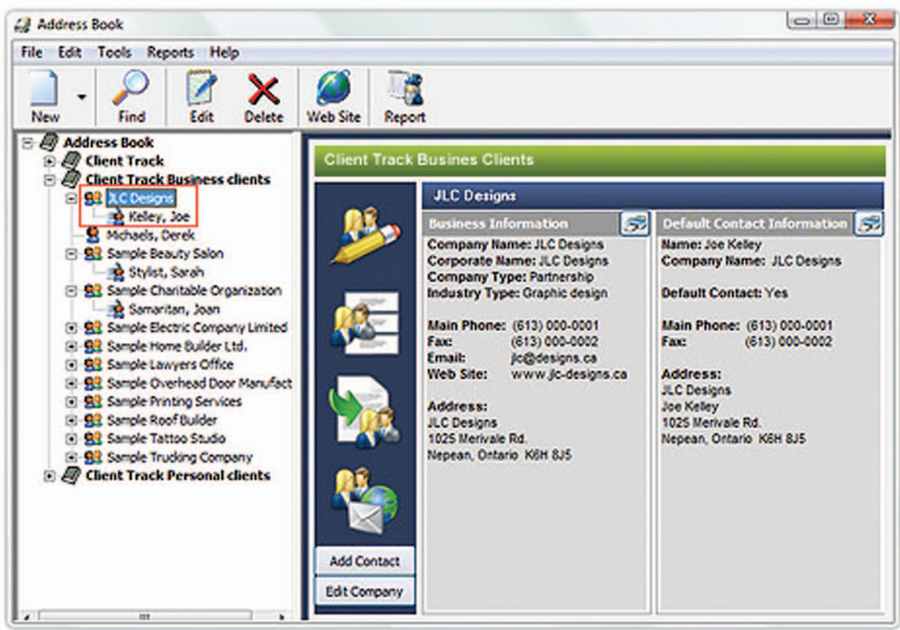
Step 3





1) Fill in company's information under following tabs:
   Business Info, Personnel, Associated Professionals, and **Other.**
2) Click **Ok.**

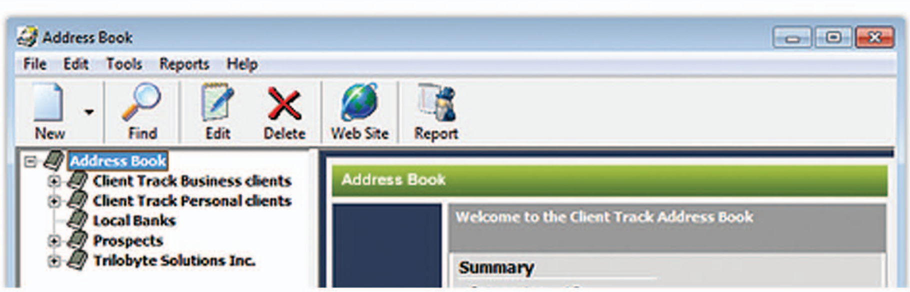
Step 4

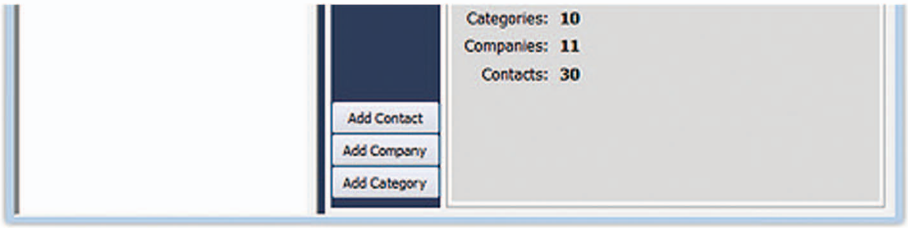


Open and verify that company's information is correct.

Add New Category

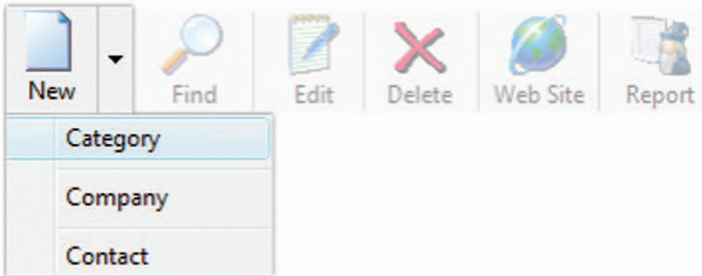
Step 1





Select **Address Book** from list by clicking on it.

Step 2

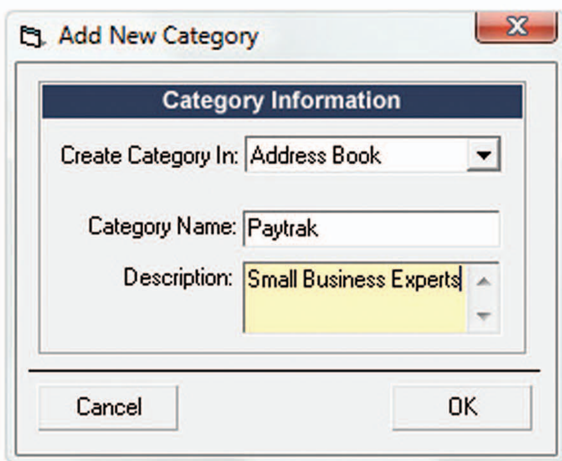


In menu, go to **New** (icon) > **Category**

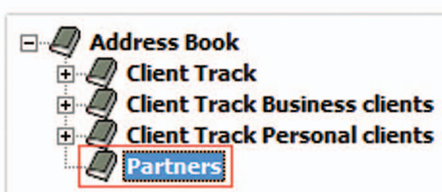
Other Methods

1) **Menu:** Edit > Add > **Add Category**
2) **Right-click on Address Book category:** Add New Category
3) **Right-click on a category:** Add New Sub Category

Step 3

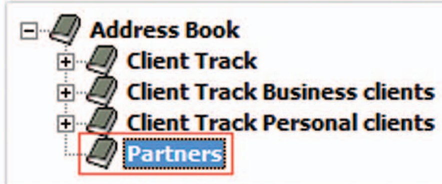


1) Select category from drop-down list.
2) Type in category name and description.
3) Click **Ok**.

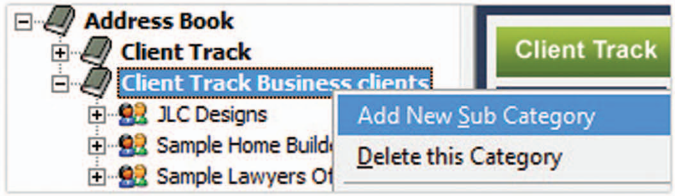


Verify that new catergory has been added in Address Book list.

Notes



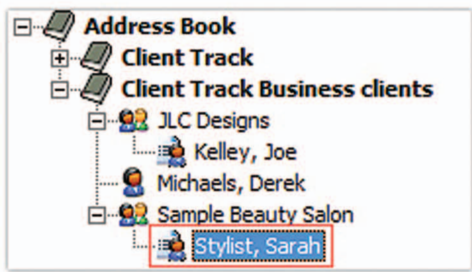
Adding a new category outside the default categories **(Client Track, Client Track Business & Personal Clients)** **will not appear in Client Track.**



Adding a new sub category inside one of the default categories **(Client Track, Client Track Business & Personal Clients)** **will appear in Client Track.**

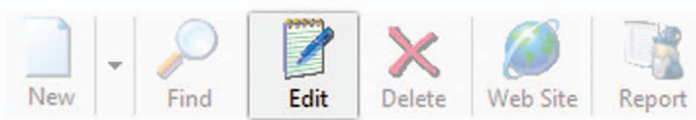
Edit Contact

Step 1



Select a contact from Address Book to edit by clicking on it.

Step 2

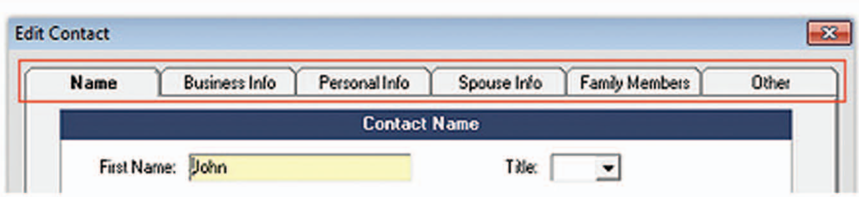


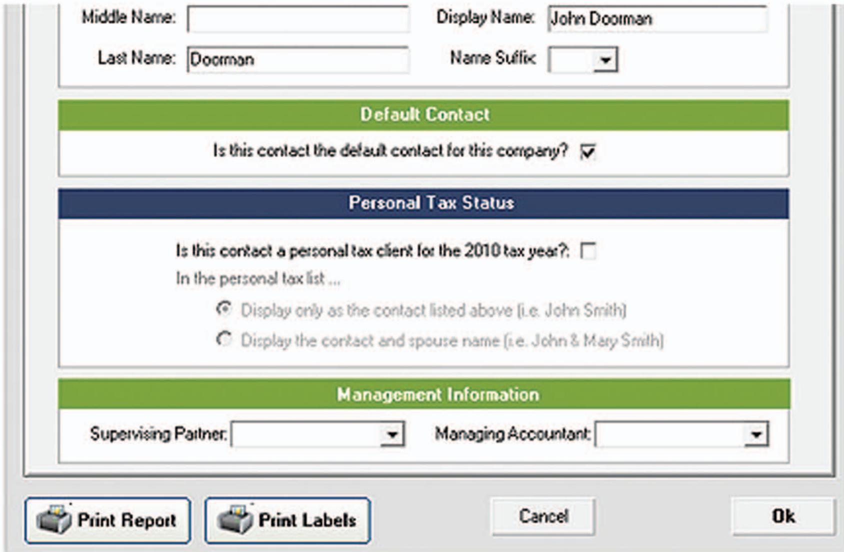
In menu, go to **Edit** (icon)

Other Methods

1) **Menu:** Edit > **Edit**
2) **Sidebar:** Edit Contact
3) **Right-click on contact:** Edit this Contact

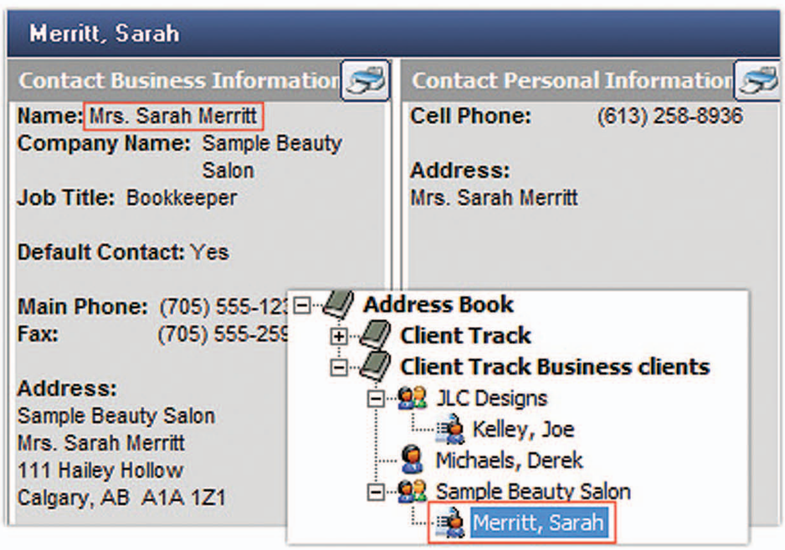
Step 3





1) Edit contact's information under following tabs:
   Name, Business/Personal/Spouse Info, Family Members, and **Other.**
2) Click **Ok.**

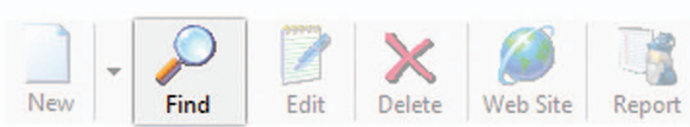
Step 4



Verify that contact's information has been edited.

Find Contact

Step 1

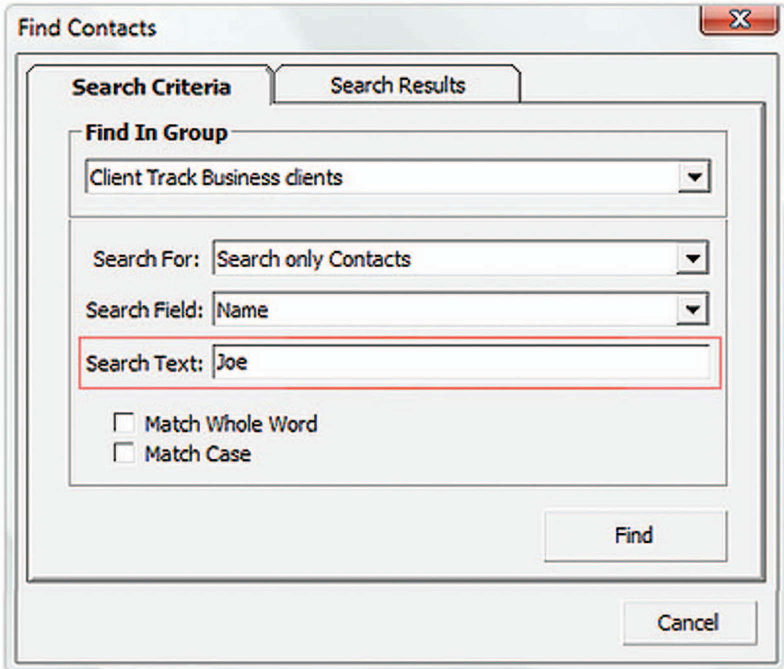


From toolbar, go to **Find**

Other Methods

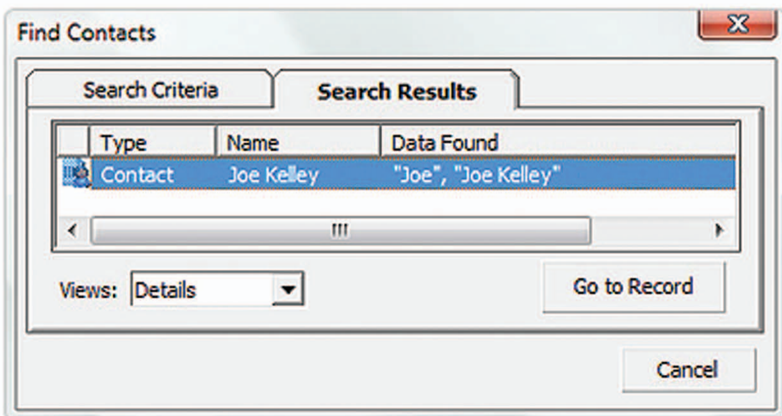
1) **Menu:** Edit > **Find Entry**
2) **Right-click on a category:** Find in this Category
3) **Right-click on Address Book:** Find

Step 2



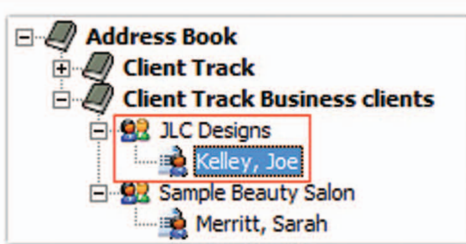
1) Under **Search Criteria** tab, select type of search from drop-down list.
2) Click **Find**.

Step 3



1) Under **Search Results** tab, select the appopriate business client.
2) Click **Go to Record**.

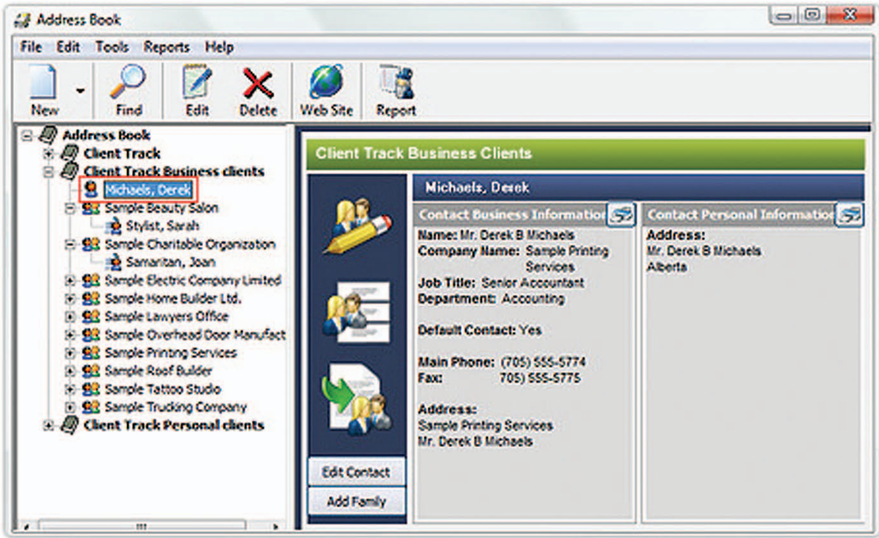
Step 4



The searched contact is highlighted in the Address Book.

Delete Contact

Step 1



Select a contact from **Address Book** by clicking on it.

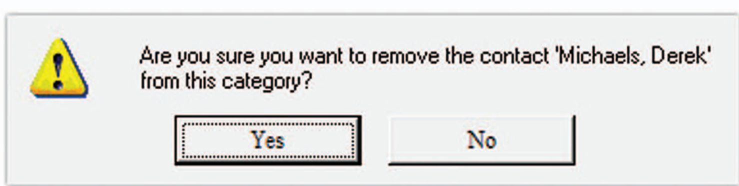
Step 2

In menu, go to **Delete** (icon)

Other Methods

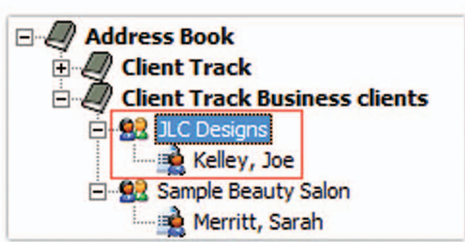
1) **Menu:** Edit > **Delete**
2) **Right-click on contact:** Delete this Contact

Step 3



Click **Yes** to delete contact.

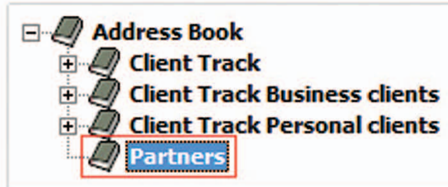
Step 4



Verify that selected contact has been deleted from Address Book list.

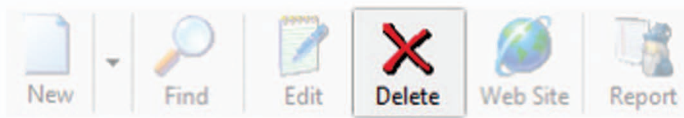
Delete Category

Step 1



Select an added category from **Address Book** by clicking on it.

Step 2



In menu, go to **Delete** (icon)

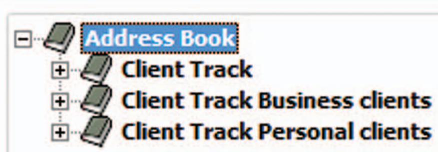
Other Methods

1) **Menu:** Edit > **Delete**
2) **Right-click on category:** Delete this Category

Step 3

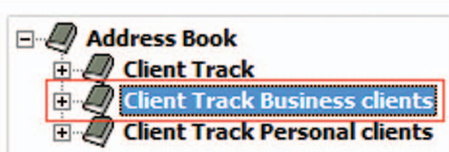
Click **Yes** to delete category.

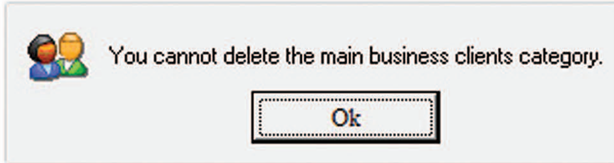
Step 4



Verify that the selected category has been deleted from Address Book list.

Notes

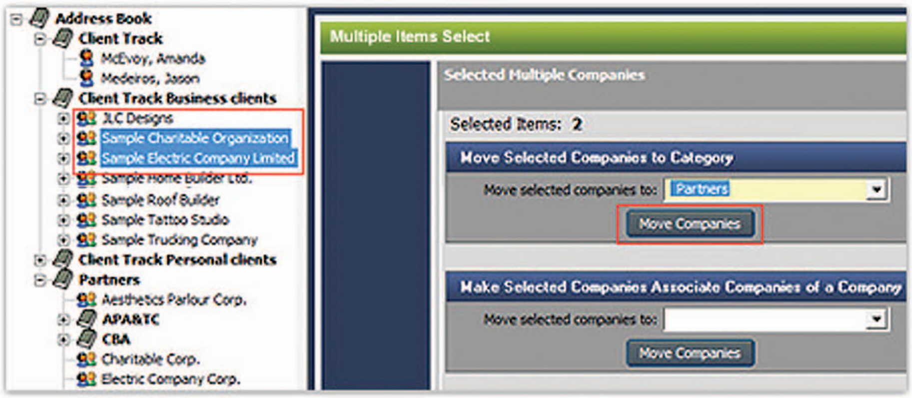




The Address Book will not allow you to delete any of the default categories (Client Track, Client Track Business & Personal Clients) because they are a part of Client Track. If you try, you will receive a popup message indicating that you can't delete them.

Moving Multiple Contacts

Step 1

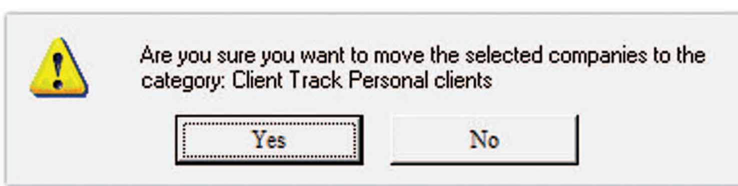


1) Hold down **Ctrl** key and click **multiple entries.**
2) Move the entries to a specified category from drop-down list.
3) Click **Move Companies.**

Other Method

1) Hold down **Ctrl** key and click **multiple entries.**
2) Drag the multiple entries to another category with mouse.

Step 2



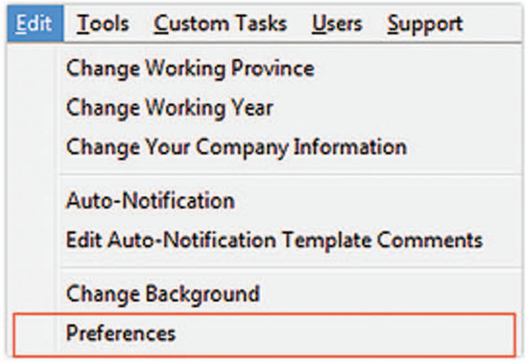
Click **Yes** to confirm moving contacts in pop-up.

Step 3

Verify that selected entries have been moved to selected category.

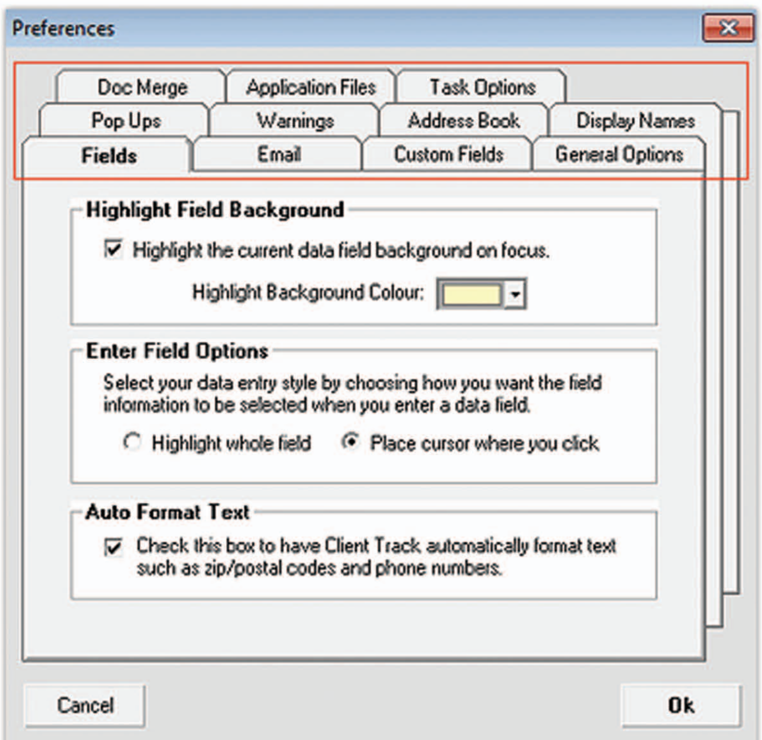
Preferences

Step 1



In menu, go to **Edit** > **Preferences**

Step 2

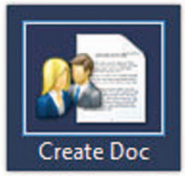


1) Select on a preference tab and customize is needed.
2) Click **Ok** to save changes.

Document Merge

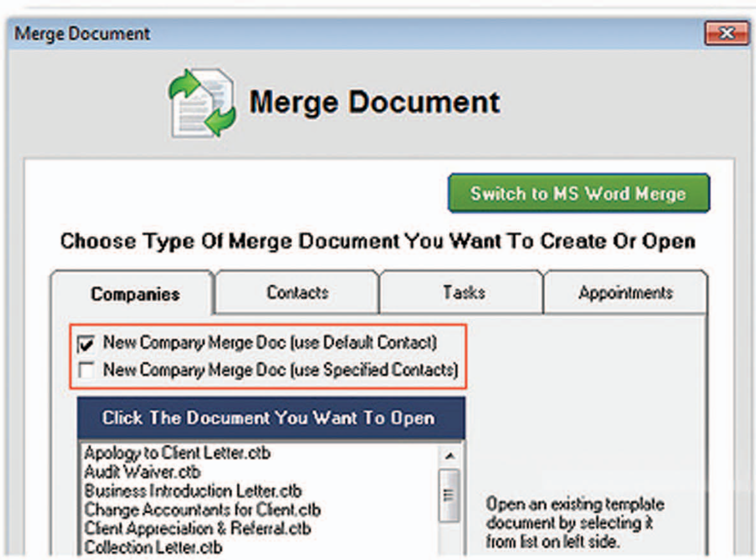
Create New Merge

Step 1



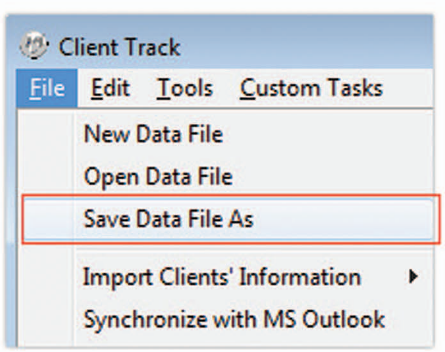
In **Business Clients**, go to > **Create Doc** (icon)

Step 2

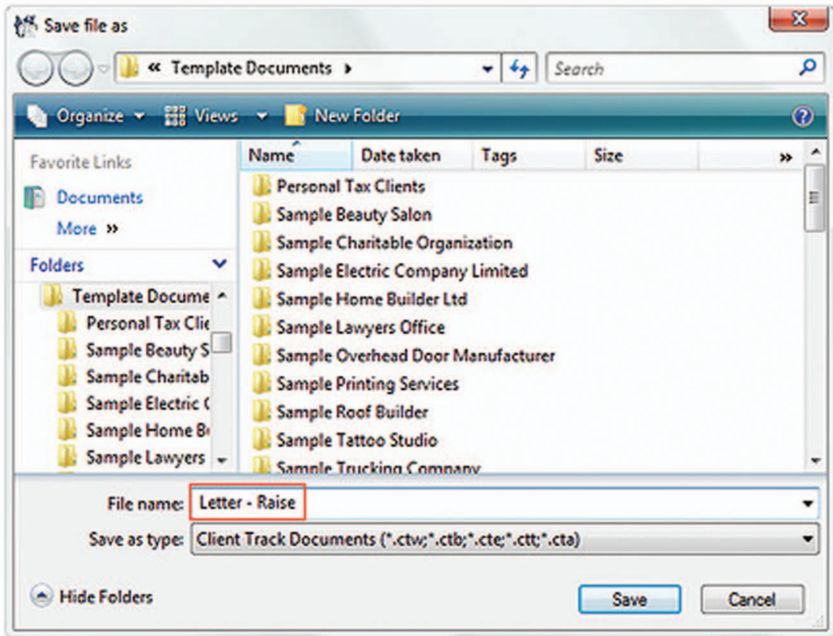


Select **New Company Merge Doc** to begin merging a new document.

Step 3

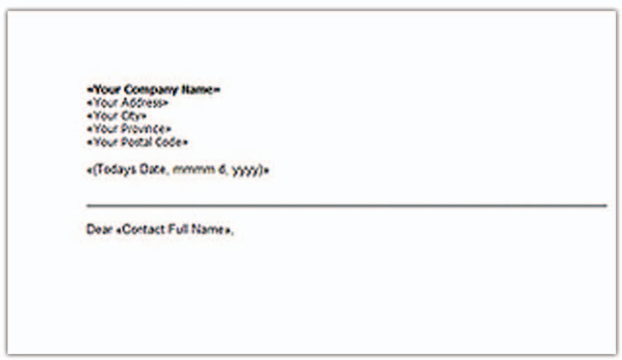


From menu, go to **File** > **Save Data File As**

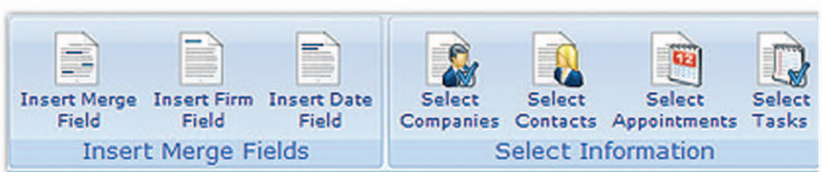


1) Name the new doc merge template in **File Name.**
2) Click **Save.**

Step 4

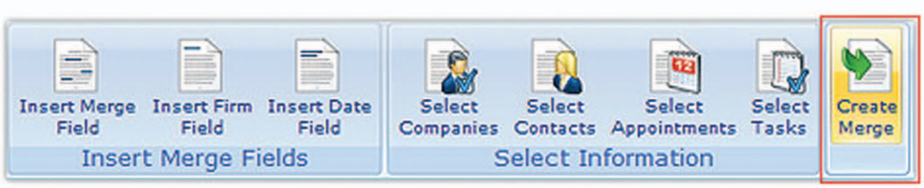


Place cursor inside the merge template document.



To customize the fields in the merge template document, click on the merge tools and select the fields from drop-down list.

Step 5



Click **Create Merge Doc** from **Doc Merge** toolbar.


Client Track
148 Colonnade Rd., Suite 203
Nepean
Ontario
K2G 7RZ

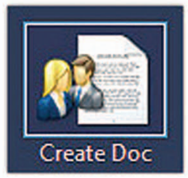
May 5, 2009

Dear Sarah Stylist,

Verify the results for new merge.

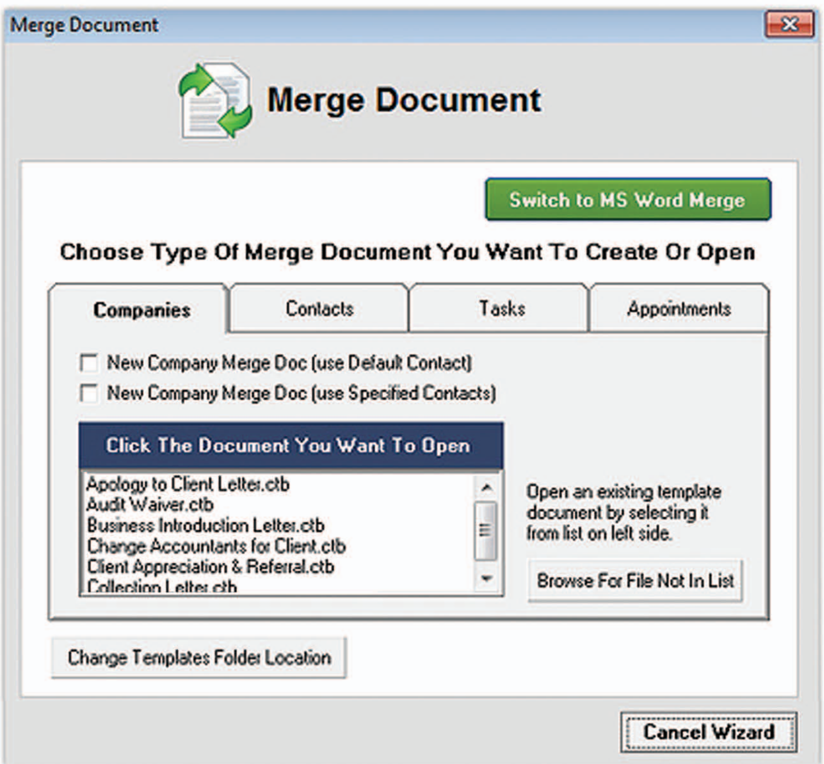
Merge Companies

Step 1



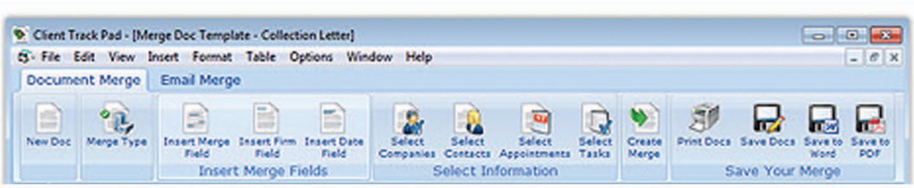
In **Business Clients**, go to > **Create Doc** (icon)

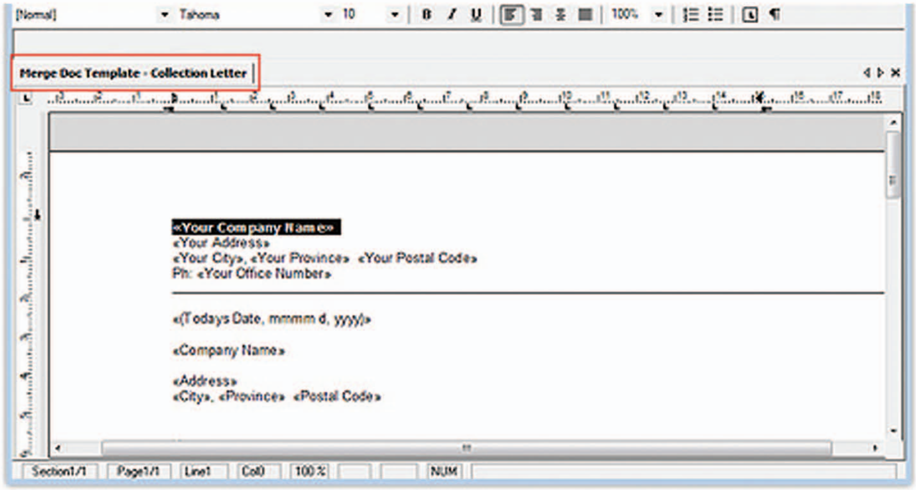
Step 2



Select type of document to merge companies with.

Step 3

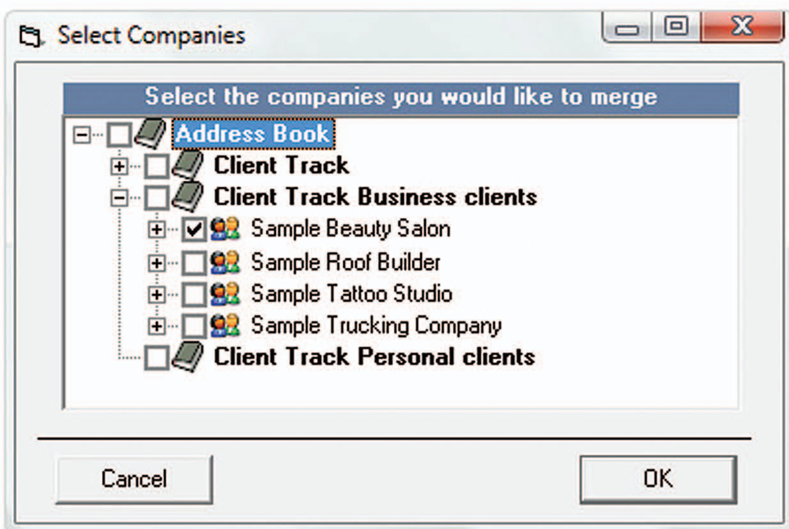




To customize the look of the template, click the **Merge Template** tab.

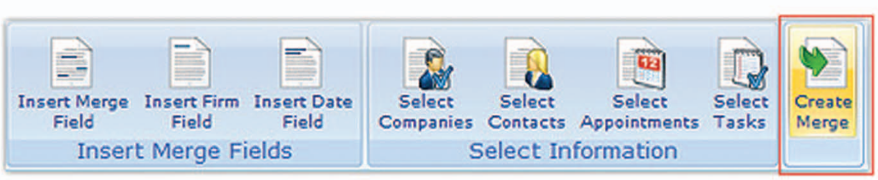
Step 4

Click **Select Companies** from Doc Merge toolbar.



1) Check off which companies to merge from **Business Clients.**
2) Click **Ok.**

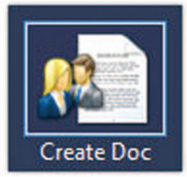
Step 5



Click **Create Merge Doc** from **Doc Merge** toolbar.

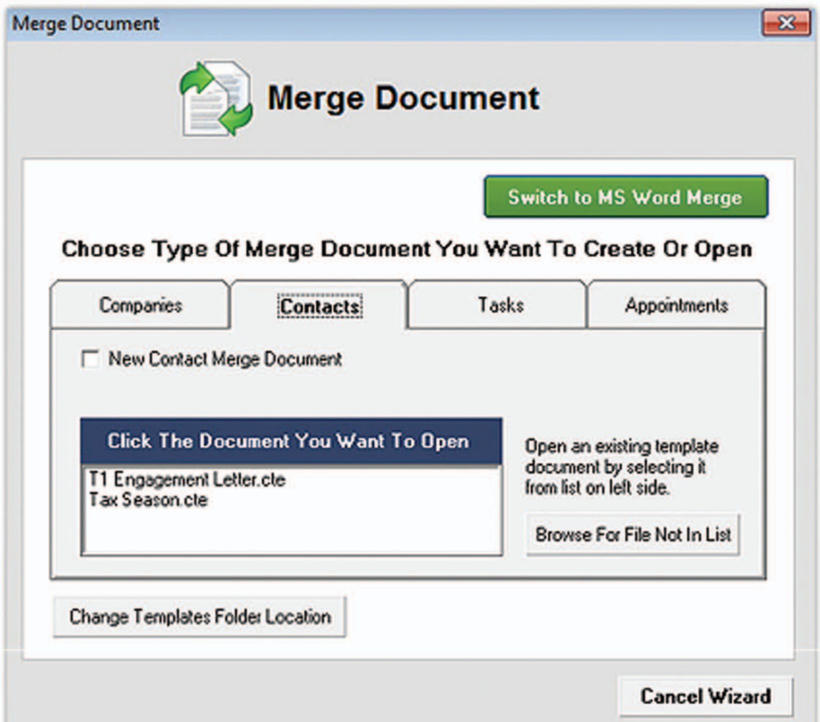
Merge Contacts

Step 1



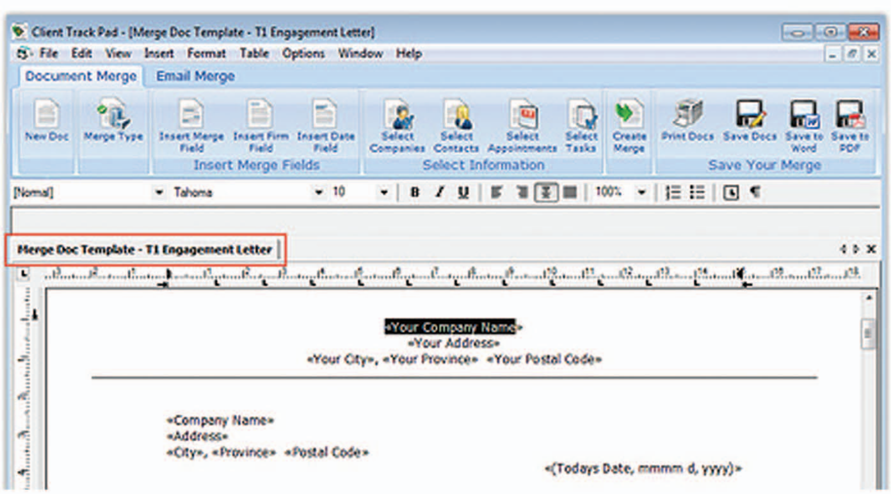
In **Personal Clients**, go to > **Create Doc** (icon)

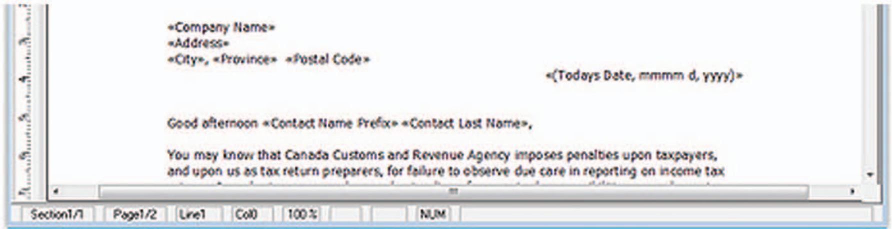
Step 2



Select type of document to merge contacts with.

Step 3





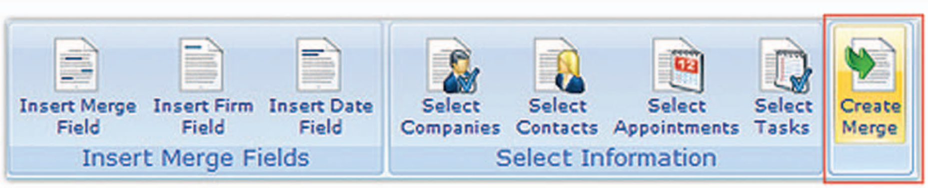
To customize the look of the template, click the **Merge Template** tab.

Step 4

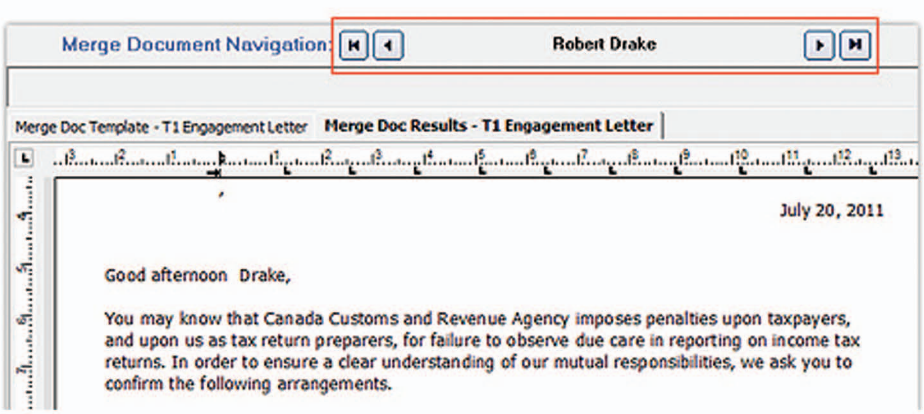
Click **Select Companies** from Doc Merge toolbar.

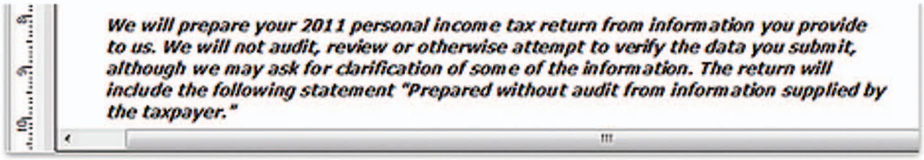
1) Check off which companies to merge from **Personal Clients.**
2) Click **Ok.**

Step 5



Click **Create Merge Doc** from **Doc Merge** toolbar.

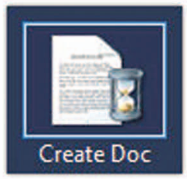




Browse through the selected contacts from toolbar to view the merge results by clicking the controls besides contact name.

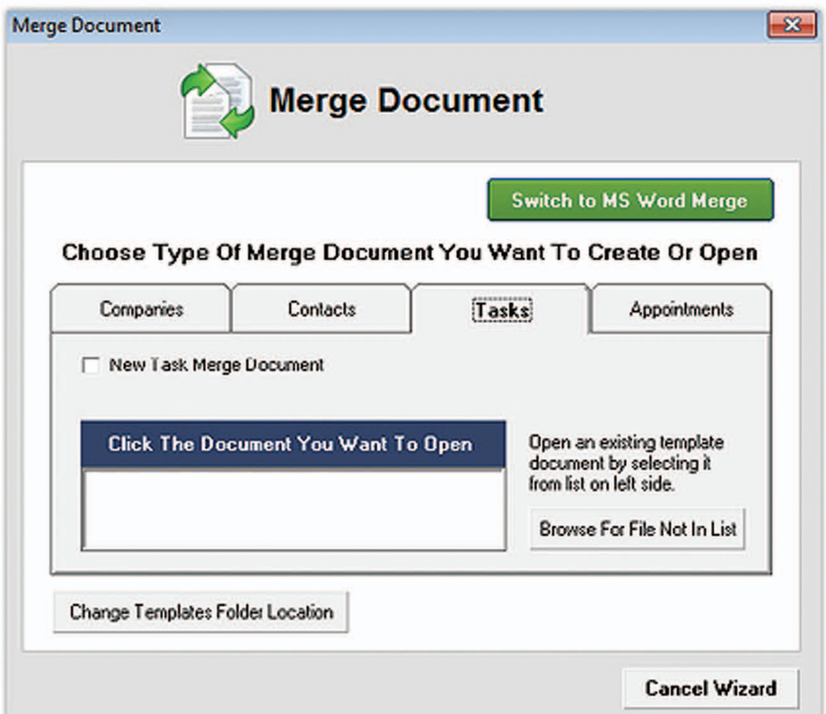
Merge Tasks

Step 1



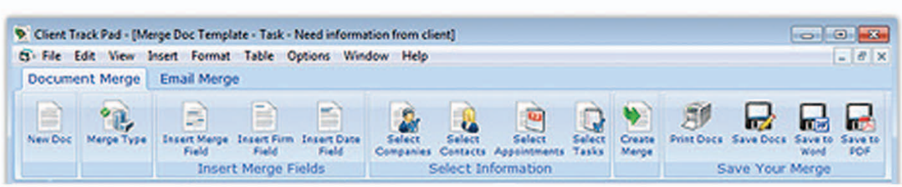
In **Tasks**, go to > **Create Doc** (icon)

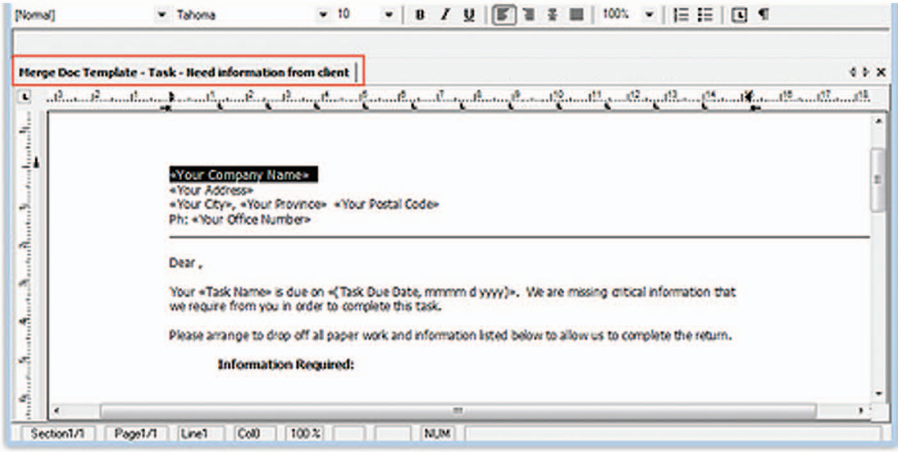
Step 2



Select type of document to merge tasks with.

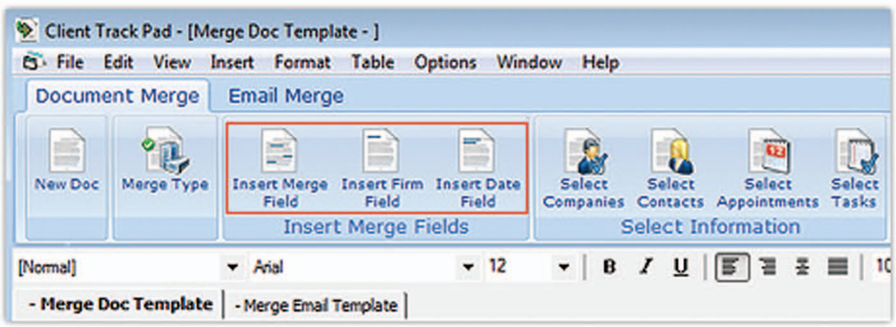
Step 3





To customize the look of the template, click the **Merge Template** tab.

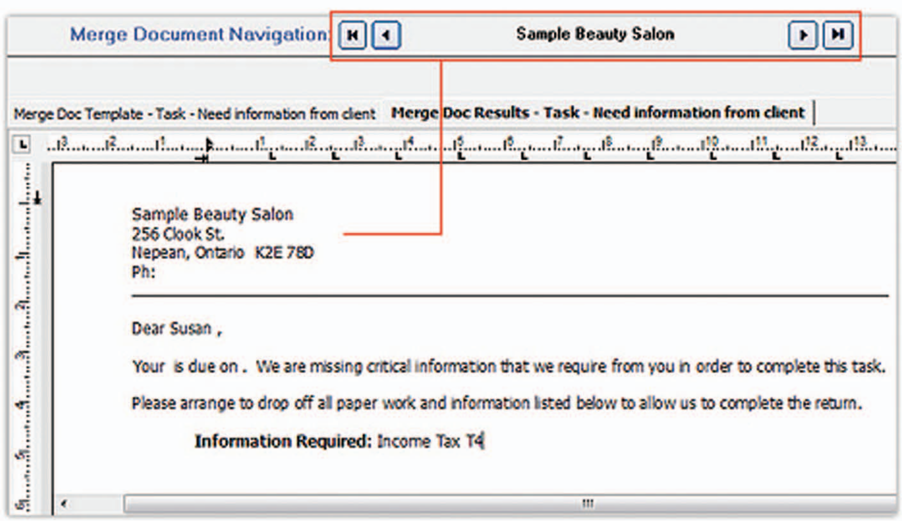
Step 4



To customize the fields in the document, click on the merge field tools.

Step 5

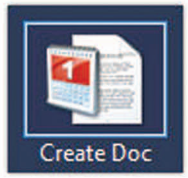
Click **Create Merge Doc** from **Doc Merge** toolbar.



Verify the merge results for tasks.

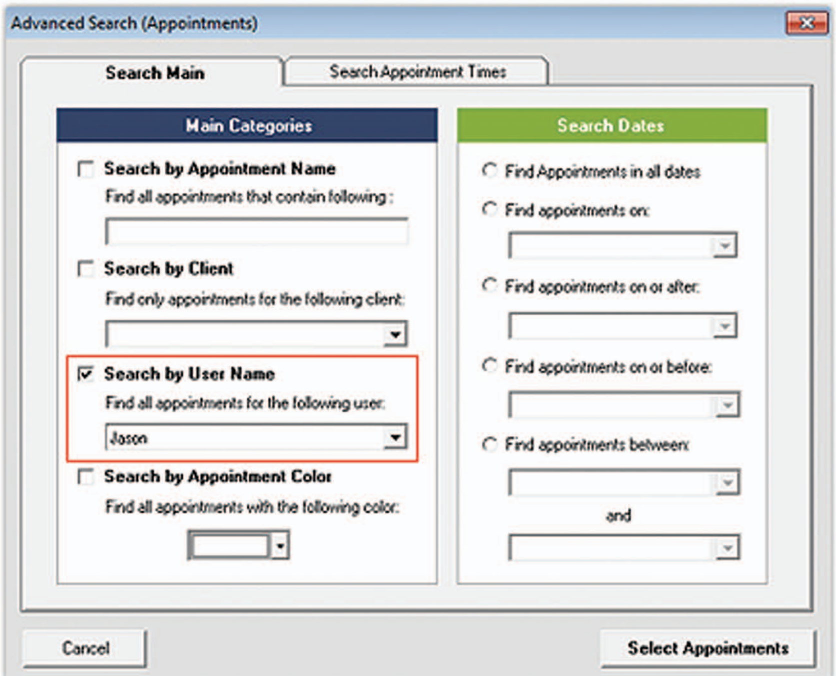
Merge Appointments

Step 1

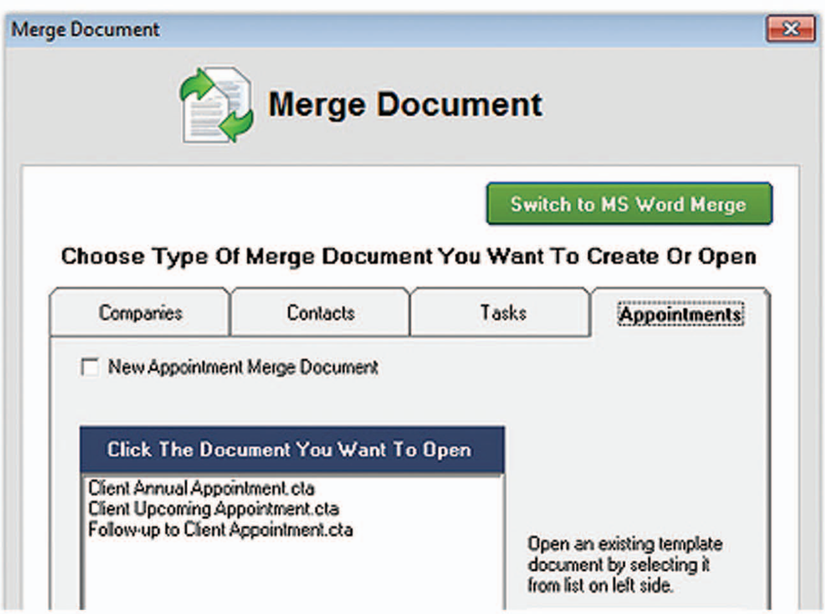


In **Appointments**, go to > **Create Doc** (icon)

Step 2

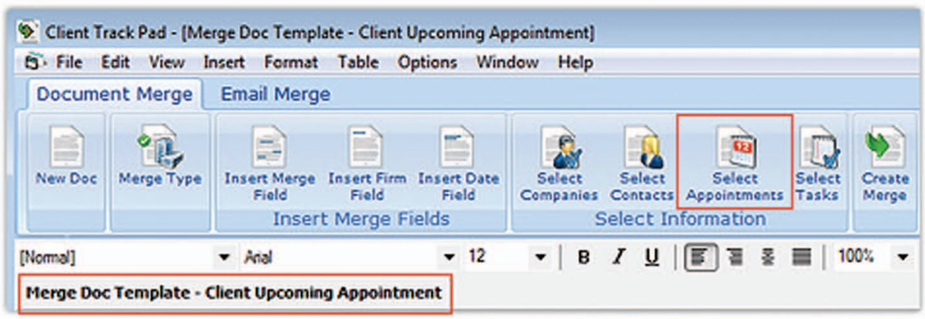


Select type of appointment search to create document merge as shown above.



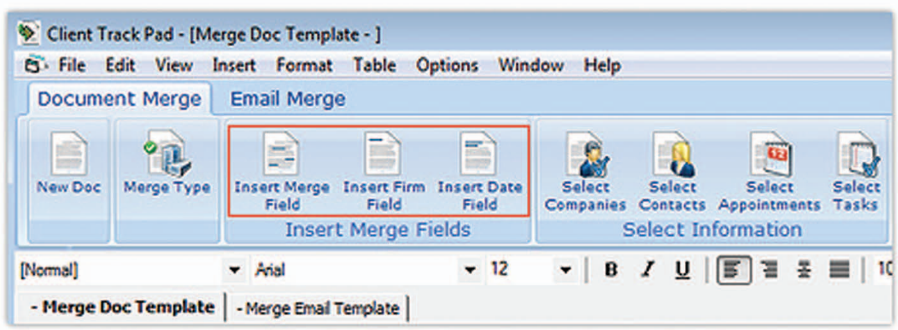
Select type of document to merge appointments with.

Step 3



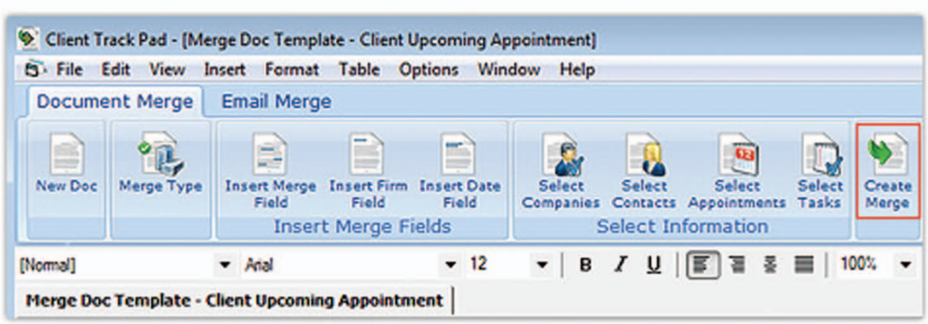
To customize the look of the template, click the **Merge Doc Template** tab.

Step 4

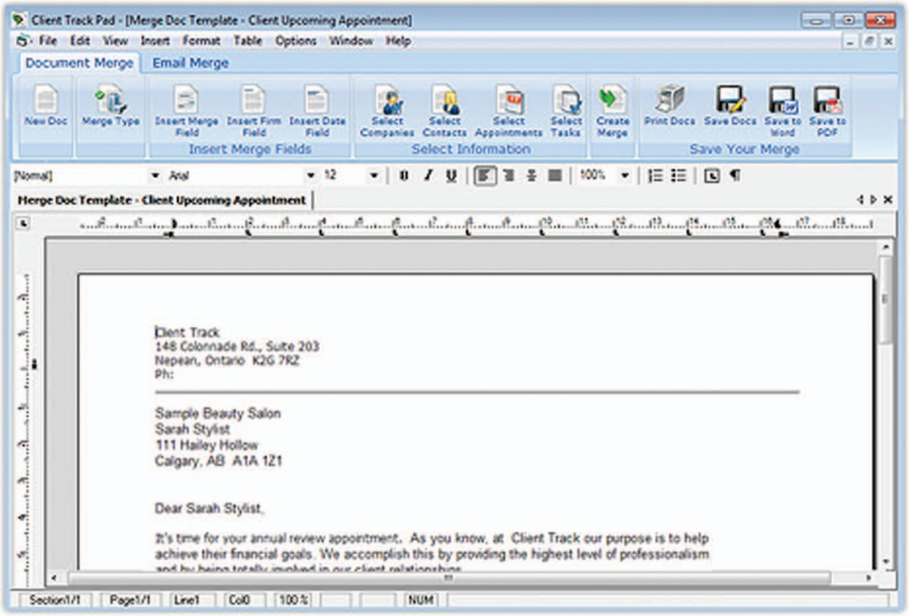


To customize the fields in the document, click on the merge field tools.

Step 5



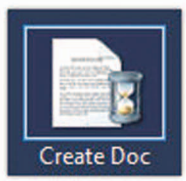
Click **Create Merge Doc** from **Doc Merge** toolbar.



Verify the merge results for appointments.

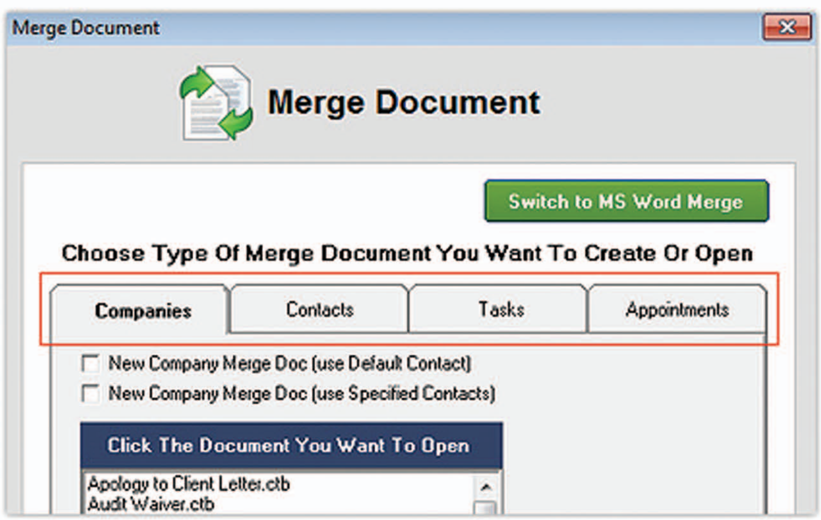
Insert Merge Field

Step 1



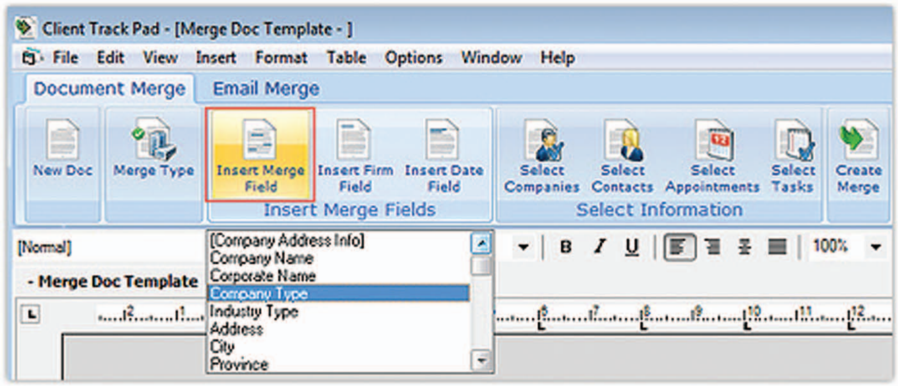
From Client Track sidebar menu, select a section and click **Create Doc** icon.

Step 2



Select type of document to merge with from one of the four tabs.

Step 3



Click **Insert Merge Field** and select type of merge field from list.

Merge Field Name	Data Type	Example
Appointment Info		
Appointment Name	Text	Client Appointment
Appointment Date	Date	Jan 31, 2009
Appointment Start Time	Time(h:Nn am/pm)	9:00 AM
Appointment End Time	Time(h:Nn am/pm)	9:30 AM
Appointment Text	Text	Client Appointment
Task Info		
Task Name	Text	1st Quarterly GST Payment
Task Due Date	Date	Dec 23, 2011
Task In-House Due Date	Date	Dec 15, 2011
Task Weekday Due Date	Date	Dec 15, 2011
Employee Assigned	Text	Ms.Accountant
Task Year	Text	2011
Task Date	Date	Dec 23, 2011
Task Start Time	Time(h:Nn am/pm)	9:00 AM
Task End Time	Time(h:Nn am/pm)	9:30 AM
Task Text	Text	Sample Task
Task Type	Text	HST
Amount Paid	Text	$123.50
Completed By	Text	Chris Counter
Date Completed	Date	12/28/2011
Custom Task Field 1	Text	Custom Task Info 1
Custom Task Field 2	Text	Custom Task Info 2
Custom Task Field 3	Text	Custom Task Info 3

Custom Task Field 4	Text	Custom Task Info 4
Custom Task Field 5	Text	Custom Task Info 5
Time Entry Info		
Time Entry Name	Text	CIGH
Time Entry Date	Date	Dec 18, 2011
Time Entry Start Time	Time(h:Nn am/pm)	9:00 AM
Time Entry End Time	Time(h:Nn am/pm)	9:30 AM
Time Entry Text	Text	Sample Time Entry
Company Address Info		
Company Name	Text	Client Track
Corporate Name	Text	Trilobyte Solutions Inc.
Company Type	Text	Corporation
Industry Type	Text	Software
Address	Text	148 Colonnade Rd. South
City	Text	Nepean
Province	Text	Ontario
Postal Code	Text	K2E 7R4
Country	Text	Canada
Office Number	Text	1-866-423-8525
Fax Number	Text	(613) 688-2962
Email	Text	inquiries@clienttrack.ca
Web Site	Text	www.ClientTrack.ca
Supervising Partner	Text	Susan Partner
Managing Accountant	Text	John Accountant
Custom Task Field 1	Text	Company Custom Info 1
Custom Task Field 2	Text	Company Custom Info 2
Custom Task Field 3	Text	Company Custom Info 3
Custom Task Field 4	Text	Company Custom Info 4
Custom Task Field 5	Text	Company Custom Info 5
Contact Name		
Contact Full Name	Text	Isabella Daniels
Contact Name Prefix	Text	Mrs.
Contact First Name	Text	Isabella

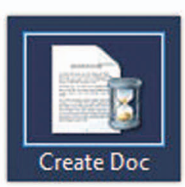
Contact Last Name	Text	Daniels
Contact Name Suffix	Text	CMA
Company Accounting Info		
GST Number	Text	19284375RT
PST Number	Text	18274375
Payroll Registered As	Text	1827455 Ontario Corp.
Year End Date	Date	12/31/2011
Corp. Tax Number	Text	198475
Quebec ID Number	Text	94837284
ON Corp. MCBS Number	Text	94837284
Incorporation Date	Date	Dec 7, 2011
Charitable Number	Text	3828374
NEQ Number	Text	3829394
WCB Number	Text	3829394
WSIB Number	Text	19283743
WCB Premium Rate	Text	$2.98
WCB Coverage	Text	$50
EHT Number	Text	3948483
EHT Premium Rate	Text	$5.98
Name Renewal Date	Date	10/24/2011
Law Society Member Number	Text	39348457473
Custom Task Field 1	Text	Custom Info 1
Custom Task Field 2	Text	Custom Info 2
Custom Task Field 3	Text	Custom Info 3
Custom Task Field 4	Text	Custom Info 4
Custom Task Field 5	Text	Custom Info 5
Company Software Info		
Software Name	Text	Simply Accounting 2011
Software Serial Number	Text	SJF8 4JHF DJ3
Software Version	Text	Pro
Software Account Number	Text	DR 459685
Data File Saved As	Text	C:\Data\Client Data.cft

More Contact Info		
Contact SIN	Text	268 630 096
Contact Employee Type	Text	Full-Time
Contact Percentage Ownership	Text	100%
Contact Business Name	Text	Client Track
Contact Job Title	Text	Vice-President
Contact Business Department	Text	Software
Contact Business Office	Text	Office 210
Contact Business Phone	Text	1-866-423-8525
Contact Business Cell	Text	(613) 853-1009
Contact Business Pager	Text	(613) 853-5643
Contact Business Fax	Text	(613) 688-2962
Contact Business Address	Text	101 Industrial Dr.
Contact Business City	Text	Nepean
Contact Business Province	Text	Ontario
Contact Business Postal Code	Text	K2E 7R4
Contact Business Country	Text	Canada
Contact Business Web Site	Text	www.ClientTrack.ca
Contact Business Email	Text	business@email.com
Contact Personal Email	Text	personal@email.com
Contact Personal Phone	Text	(613) 555-4938
Contact Personal Cell	Text	(613) 555-1034
Contact Personal Pager	Text	(613) 555-9875
Contact Personal Fax	Text	(613) 555-9254
Contact Home Address	Text	101 Finchley St.
Contact Home City	Text	Ottawa
Contact Home Province	Text	Ontario
Contact Home Postal Code	Text	K2F 2T4
Contact Home Country	Text	Canada
Contact Personal Web Site	Text	www.ClientTrack.ca
Contact Children	Text	Erin Daniels
Contact Gender	Text	Female

Contact Birthday	Date	June 25, 1951
Contact Anniversary	Date	April 25, 1975
Contact Spoken Language	Text	English
Contact Maritial Status	Text	Married
Contact Custom Field 1	Text	Contact Info 1
Contact Custom Field 2	Text	Contact Info 2
Contact Custom Field 3	Text	Contact Info 3
Contact Custom Field 4	Text	Contact Info 4
Contact Custom Field 5	Text	Contact Info 5
Spouse Name Prefix	Text	Mr.
Spouse First Name	Text	John
Spouse Middle Name	Text	Henry
Spouse Last Name	Text	Daniels
Spouse Name Suffix	Text	Jr.
Spouse Full Name	Text	John Daniels
Spouse Personal Email	Text	jdaniels@email.com
Spouse Home Phone	Text	(613) 555-4954
Spouse Personal Cell	Text	(613) 555-9812
Spouse Home Address	Text	101 Finchley St.
Spouse Home City	Text	Ottawa
Spouse Home Province	Text	Ontario
Spouse Home Postal Code	Text	K2F 2T4
Spouse Home Country	Text	Canada
Spouse Gender	Text	Male
Spouse Birthday	Text	April 29, 1950
Spouse SIN	Text	367 845 147

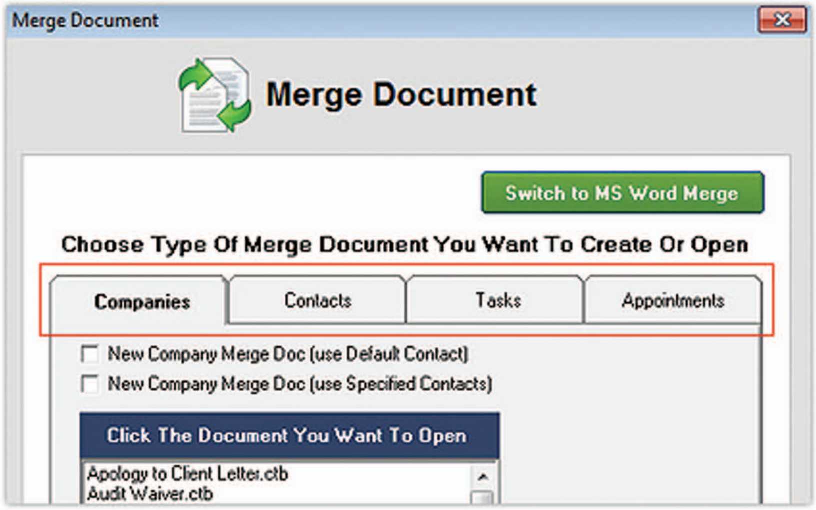
Insert Firm Field

Step 1



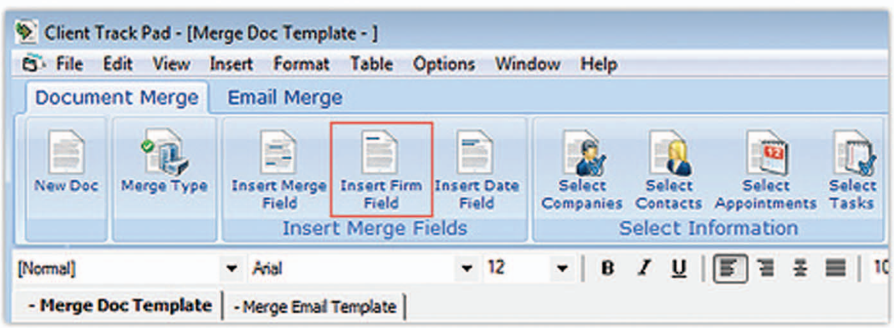
From Client Track sidebar menu, select a section and click **Create Doc** icon.

Step 2



Select type of document to merge with under chosen doc merge type tab.

Step 3



Click **Insert Firm Field** and select type of firm field from list.

Firm Field Name	Data Type	Example
Your Company Name	Text	Client Track
Your Corporate Name	Text	Trilobyte Solutions Inc.
Your Company Type	Text	Corporation
Your Industry Type	Text	Software
Your Address	Text	148 Colonnade Rd. South
Your City	Text	Nepean
Your Province	Text	Ontario
Your Postal Code	Text	K2E 7R4
Your Country	Text	Canada
Your Office Number	Text	1-866-423-8525
Your Fax Number	Text	(613) 688-2962

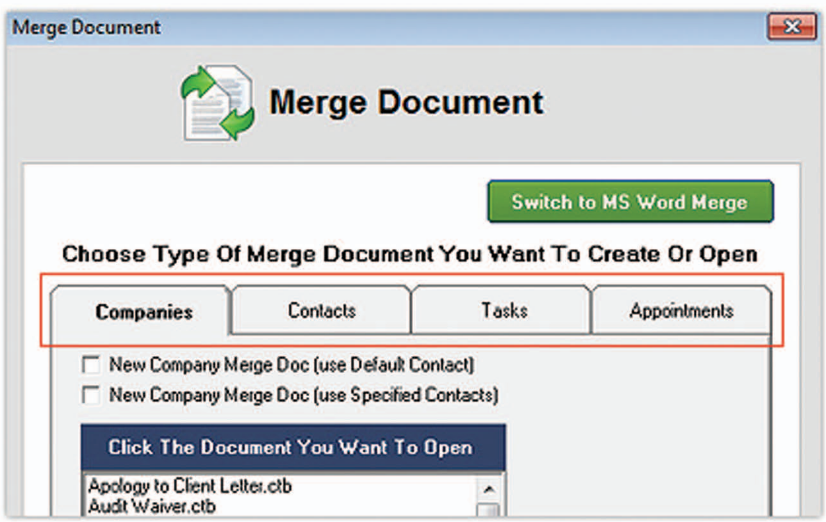
Your Email	Text	inquiries@clienttrack.ca
Your Web Site	Text	www.ClientTrack.ca
Your Company Custom Field 1	Text	Company Custom Info 1
Your Company Custom Field 2	Text	Company Custom Info 2
Your Company Custom Field 3	Text	Company Custom Info 3
Your Company Custom Field 4	Text	Company Custom Info 4
Your Company Custom Field 5	Text	Company Custom Info 5

Insert Date Field

Step 1

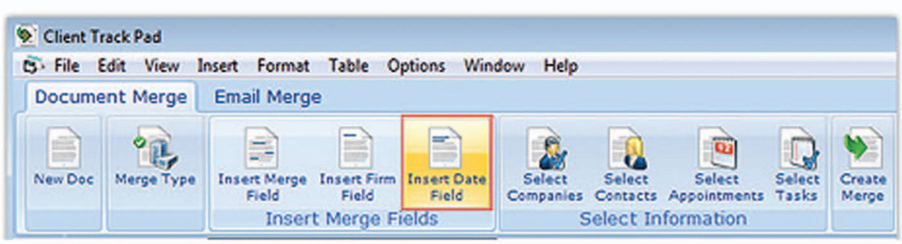
From Client Track sidebar menu, select a section and click **Create Doc** icon.

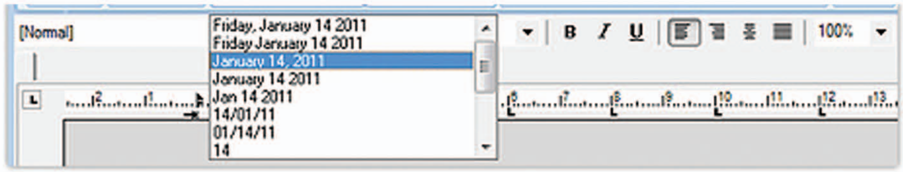
Step 2



Select type of document to merge with under chosen doc merge type tab.

Step 3





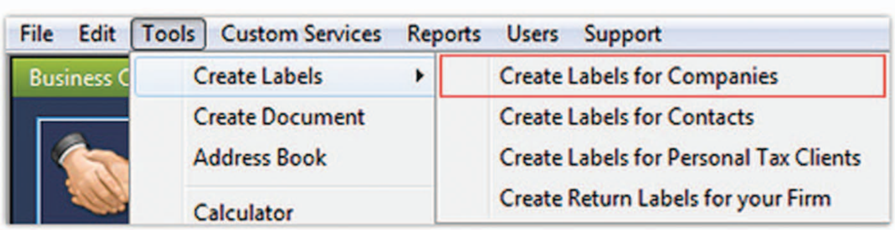
Click **Insert Date Field** and select type of date field from list.

Date Field Example	Date Field String
Monday, December 8 2011	<<(Todays Date, dddd, mmmm d yyyy)>>
Monday December 8 2011	<<(Todays Date, dddd mmmm d yyyy)>>
December 8, 2011	<<(Todays Date, mmmm d, yyyy)>>
December 8 2011	<<(Todays Date, mmmm d yyyy)>>
Dec 8 2011	<<(Todays Date, mmm d yyyy)>>
08/12/11	<<(Todays Date, dd/mm/yy)>>
12/08/11	<<(Todays Date, mm/dd/yy)>>
8	<<(Todays Date, d)>>
Monday	<<(Todays Date, dddd)>>
December	<<(Todays Date, mmmm)>>
Dec	<<(Todays Date, mmm)>>
2011	<<(Todays Date, yyyy)>>
December 2011	<<(Todays Date, mmmm yyyy)>>
December 8	<<(Todays Date, mmmm d)>>

Labels

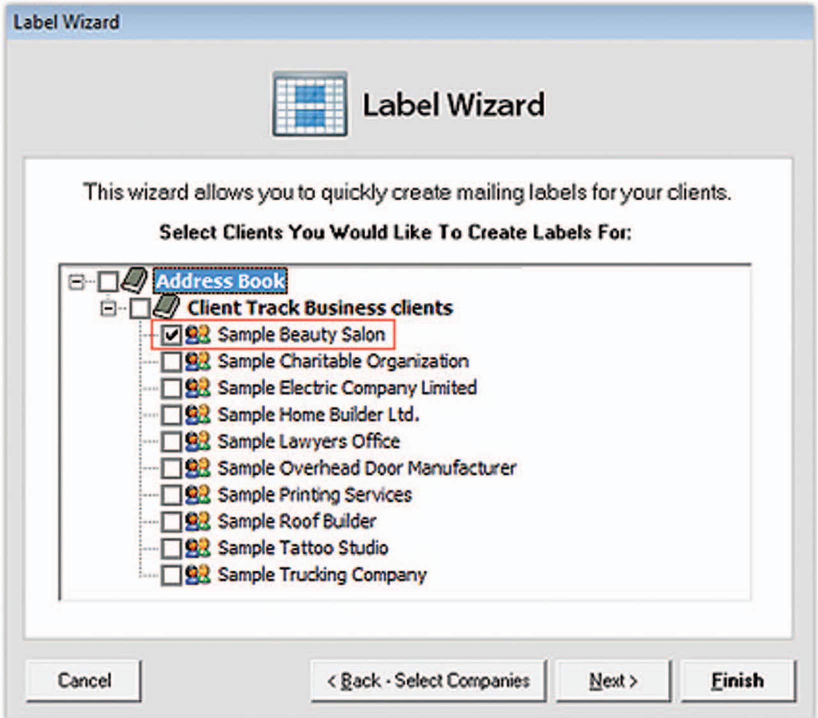
For Companies

Step 1



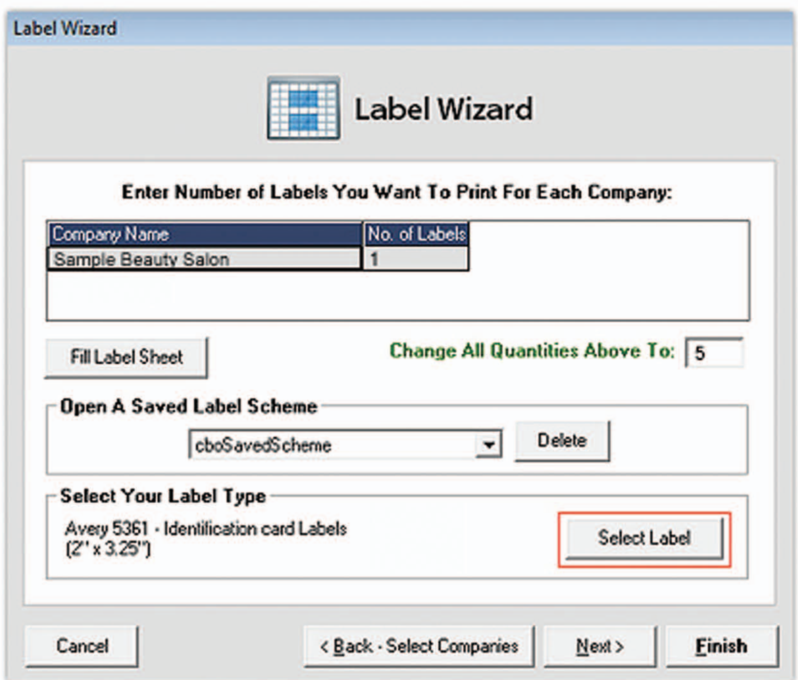
In menu, go to **Tools** > **Create Labels** > **...for Companies**

Step 2

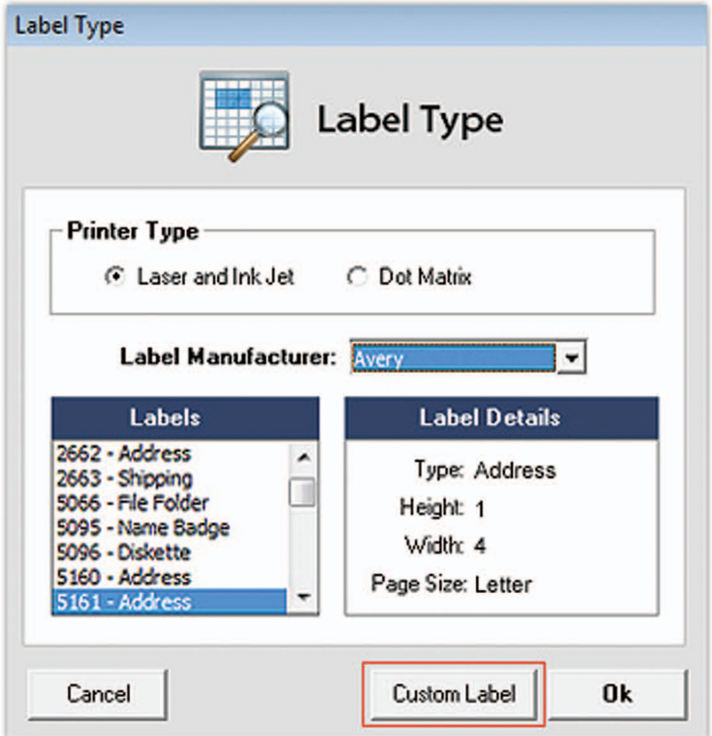


1) Select which companies from list to create labels for.
2) Click **Next**.

Step 3



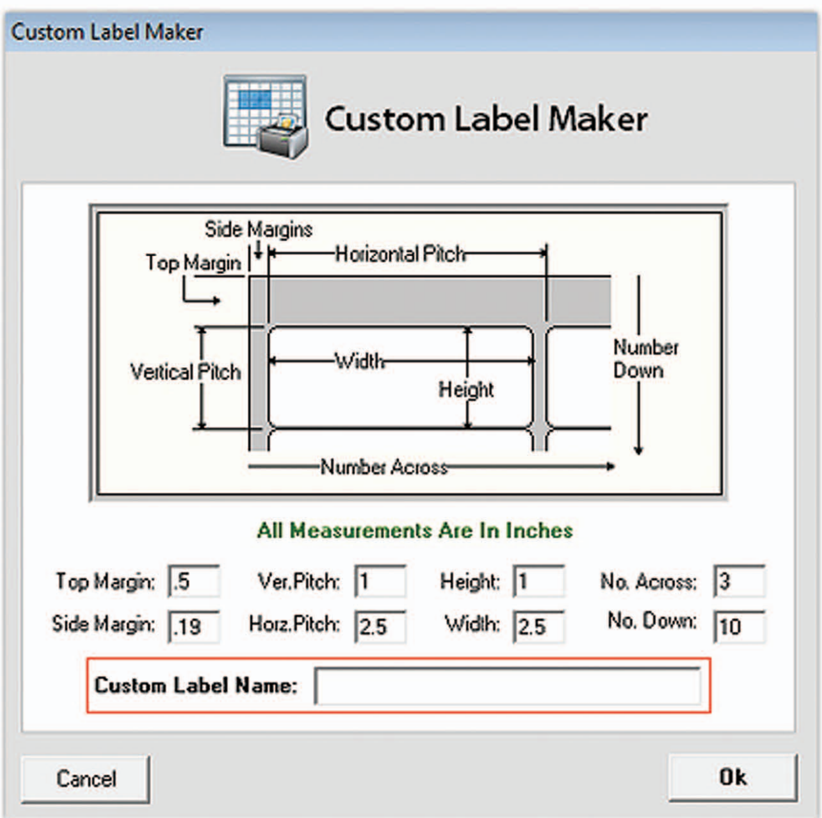
1) Insert number of labels by under **No. of Labels** category.
2) To choose type of label different from default, click **Select Label**.



1) Select type of printer, label manufacturer and label from lists.
2) Click **Ok** to exit label type window.

Note: To create a custom label, click **Custom Label** and go to Step 4.

Step 4



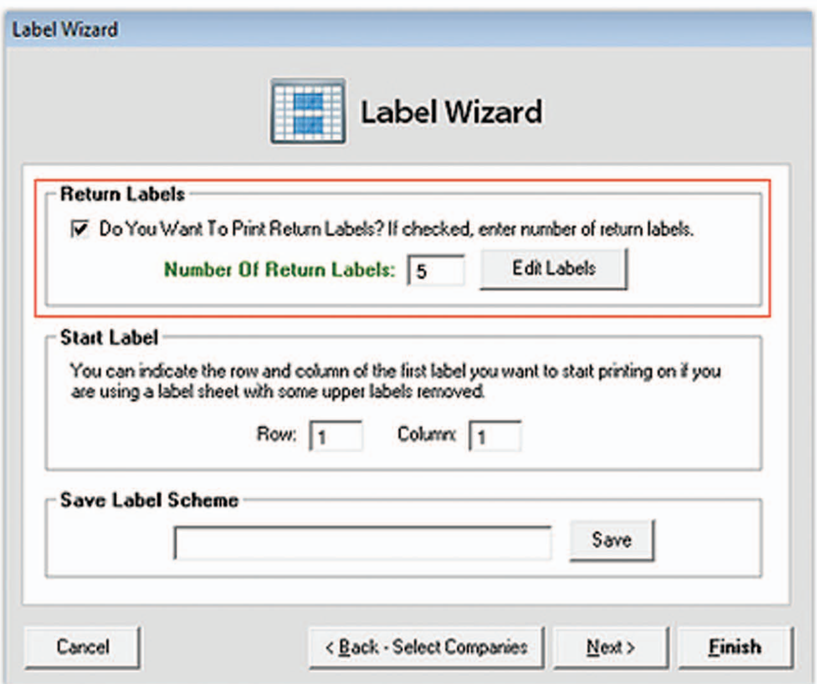
1) Enter in dimensions of custom label and create name.
2) Click **Ok**.
3) Click **Next** to continue on and go to Step 5.

Step 5

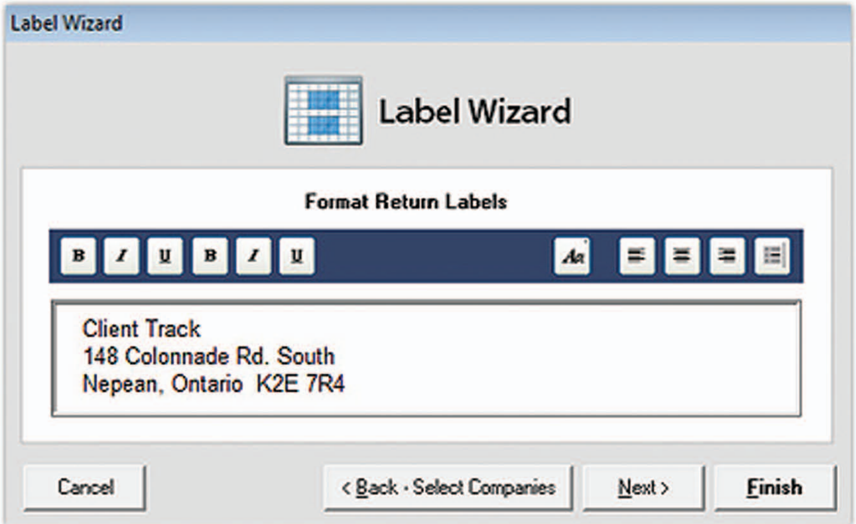
1) Customize what information to appear on label by placing the cursor on a specific place in the template and inserting client fields from drop-down menu
2) Click **Finish** to complete the label process.

Optional: To create return labels, click **Next** and follow Step 6 below.

Step 6



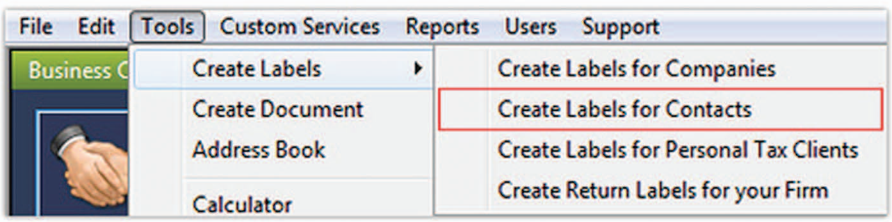
1) Check off **Do you want to print return labels?** and type no. of return labels.
2) Decide where the labels will start for printing under **Start Label**.
3) **Optional:** To save settings for label, type in name and click **Save** under **Save Label Scheme.**
4) Click **Edit Labels.**



1) Customize what information to appear on return label by placing the cursor on a specific place in the template and using the text tools from toolbar
2) Click **Finish**.
3) Click **Finish** to exit label wizard

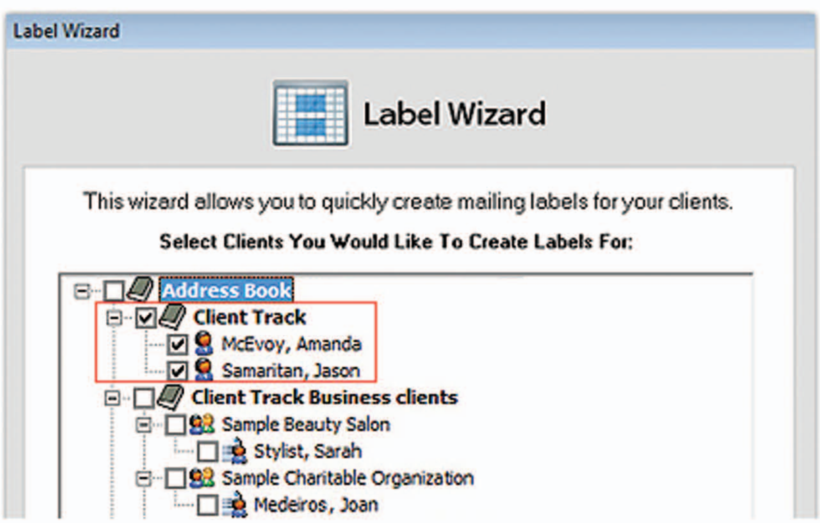
For Contacts

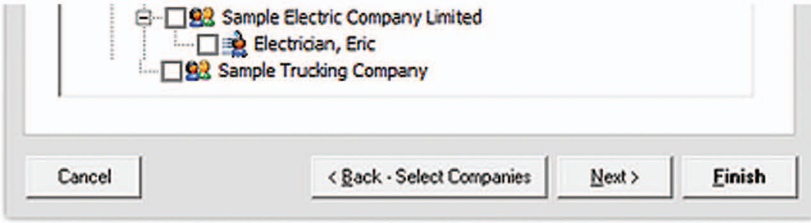
Step 1



In menu, go to **Tools** > **Create Labels** > **...for Contacts**

Step 2





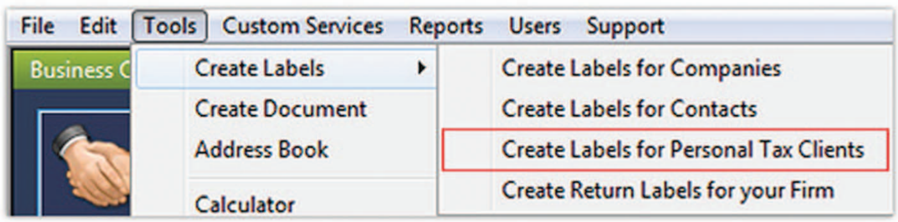
1) Select which contacts from list to create labels for.
2) Click **Next.**

Step 3

Follow **Steps 3-6** in How to Create Labels for Companies.

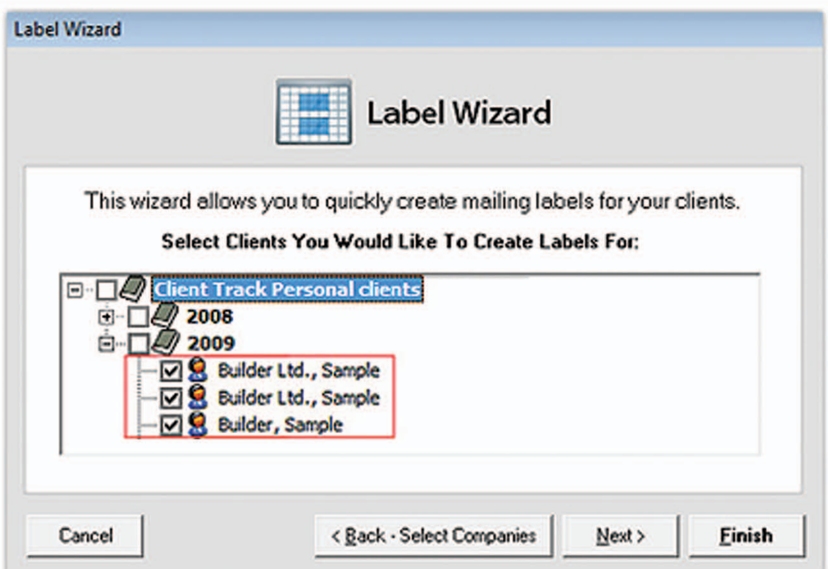
For Personal Tax Clients

Step 1



In menu, go to **Tools** > **Create Labels** > **...for Personal Tax Clients**

Step 2



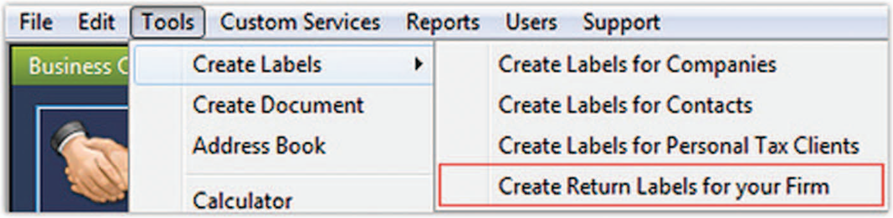
1) Select which personal tax clients from list to create labels for.
2) Click **Next.**

Step 3

Follow **Steps 3-6** in How to Create Labels for Companies.

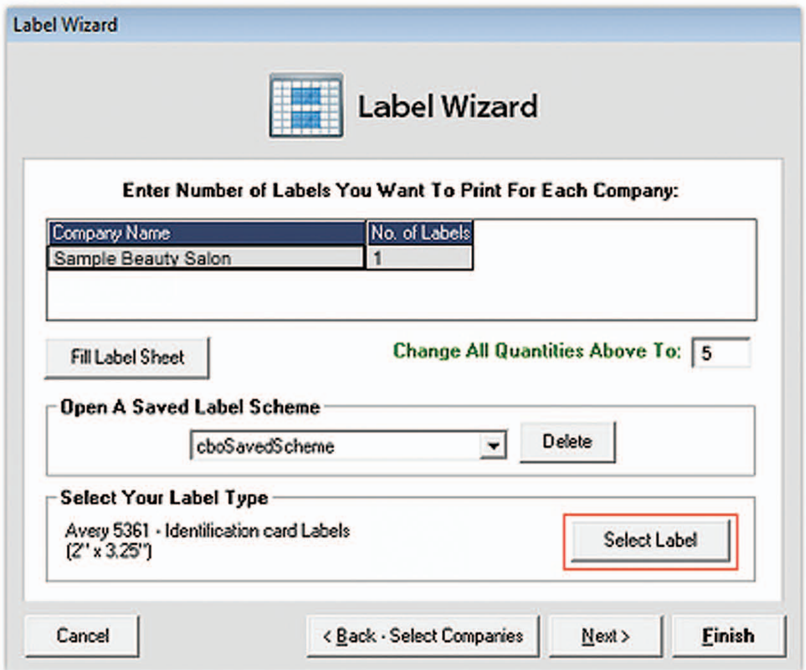
For Returns

Step 1

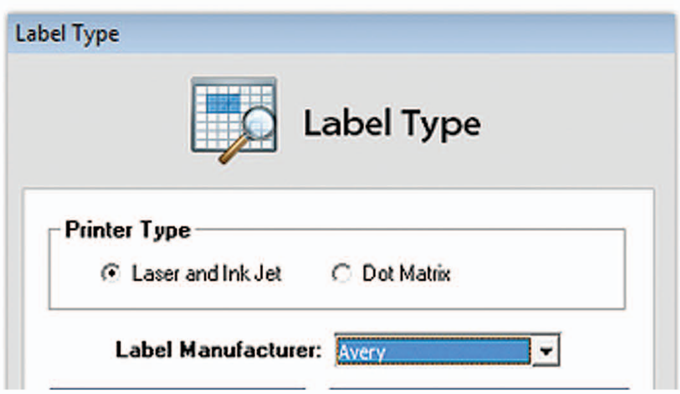


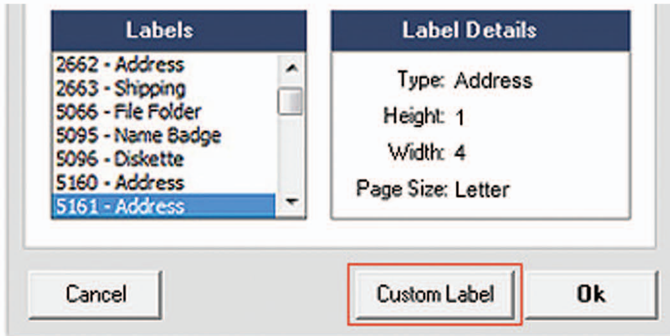
In menu, go to **Tools** > **Create Labels** > **...Return Labels for firm**

Step 2



1) Insert number of return labels under **No. of Labels** category.
2) To choose type of label different from default, click **Select Label**.

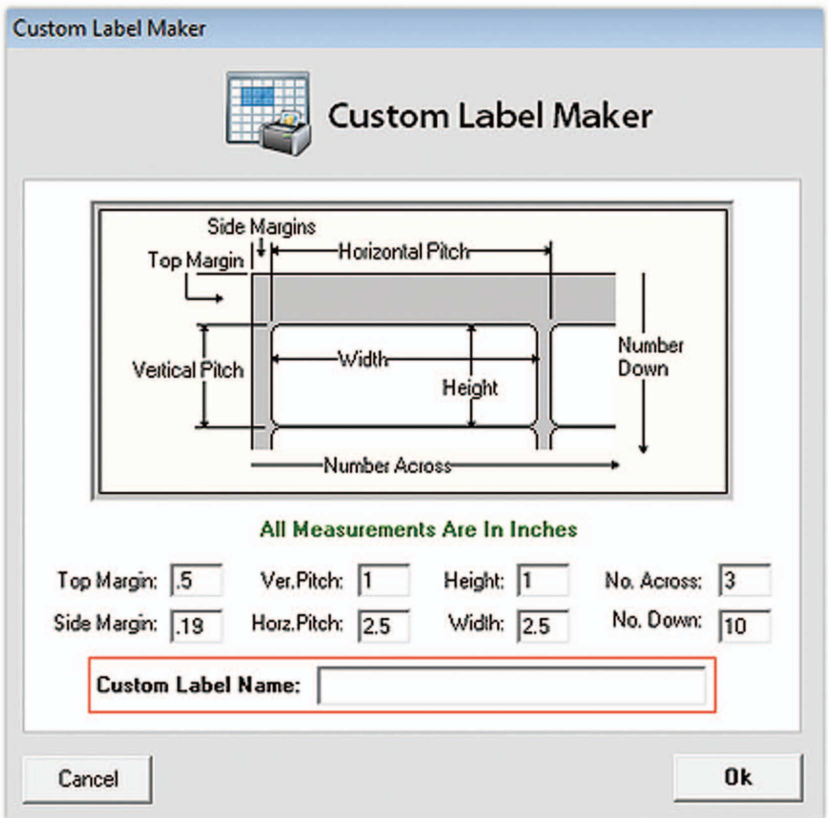




1) Select type of printer, label manufacturer and label from lists.
2) Click **Ok** to exit label type window.

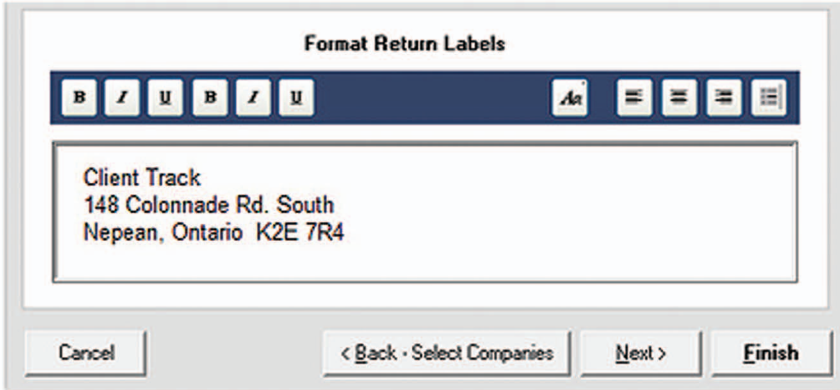
Note: To create a custom label, click **Custom Label** and go to Step 4.

Step 3



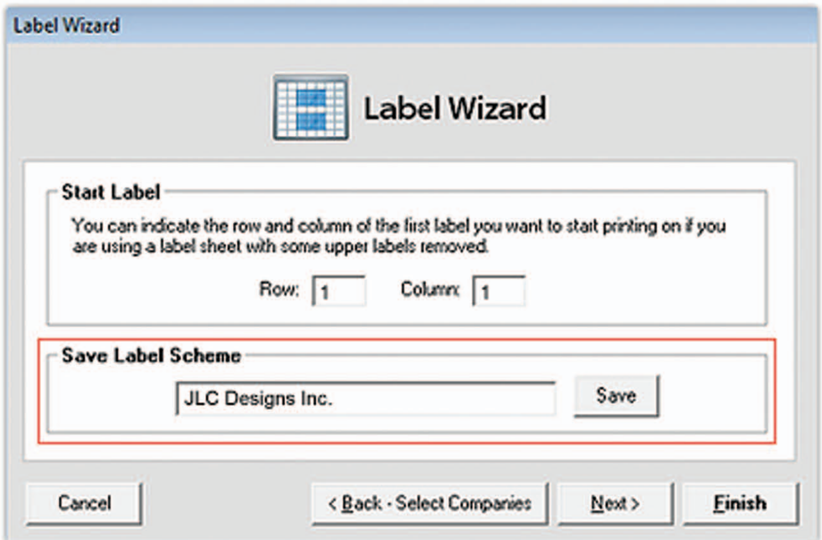
1) Enter in dimensions of custom label and create name.
2) Click **Ok.**
3) Click **Next** to continue on and go to Step 5.

Step 4



1) Customize what information to appear on label by placing the cursor on a specific place in the template and inserting client fields from drop-down menu
2) Click **Finish** to complete the label process.

Step 5

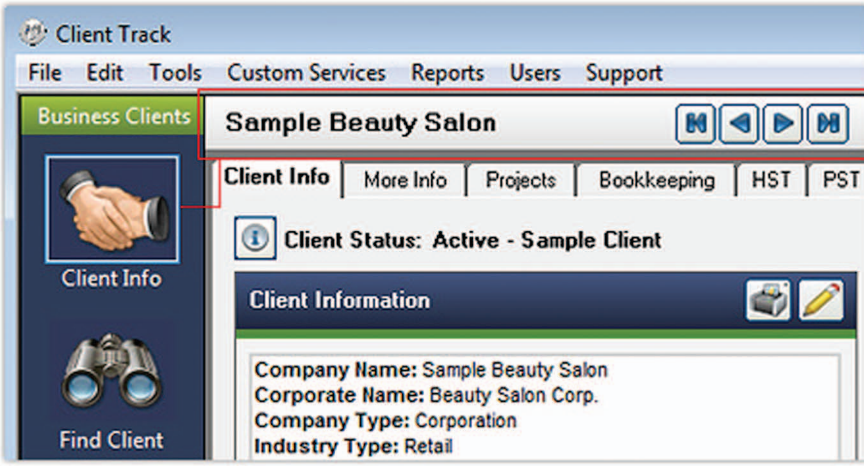


1) Decide where the labels will start for printing under **Start Label**.
2) **Optional:** To save settings for label, type in name and click **Save** under **Save Label Scheme**.
3) Click **Finish**.

Reports

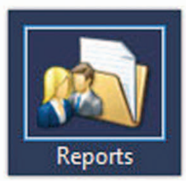
Create Reports for Business Clients

Step 1



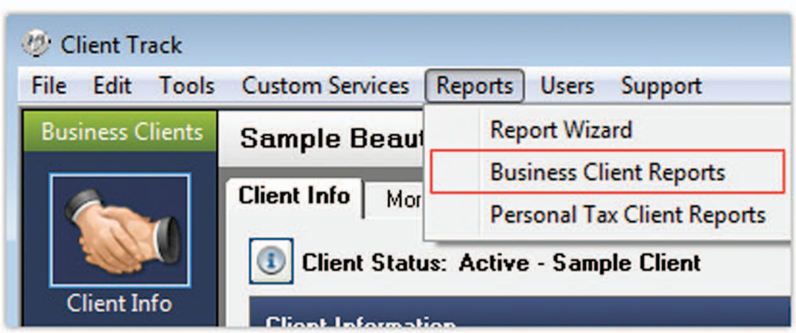
1) Click the **Client Info** icon under **Business Clients** section in sidebar.
2) Select a business client to do report on by using the controls as shown above.

Step 2



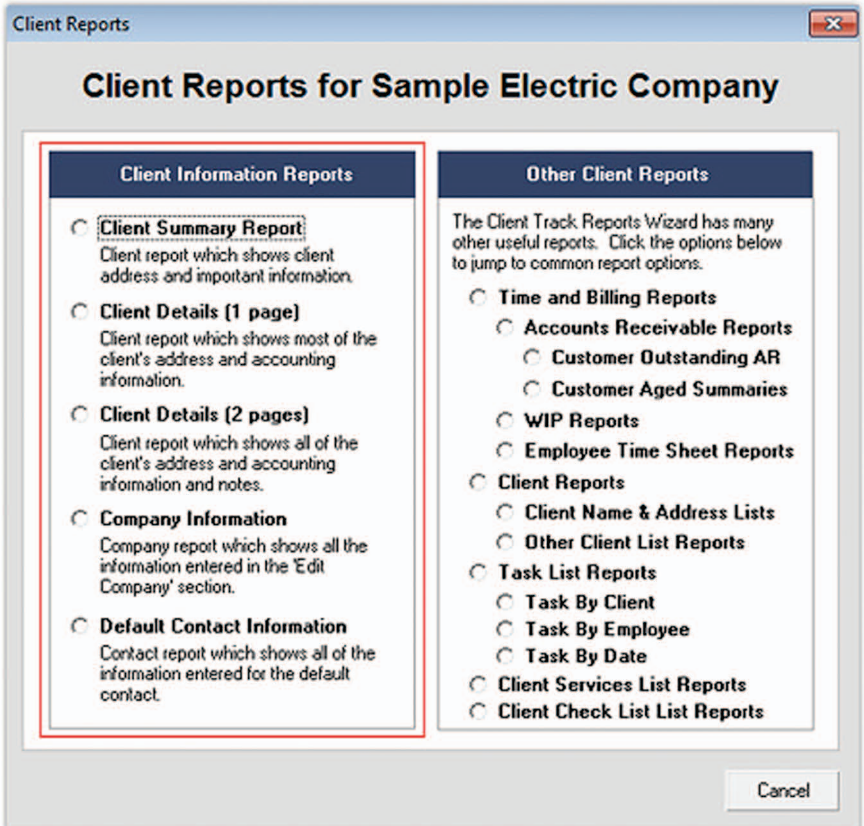
In **Business Clients**, go to > **Reports** (icon)

or



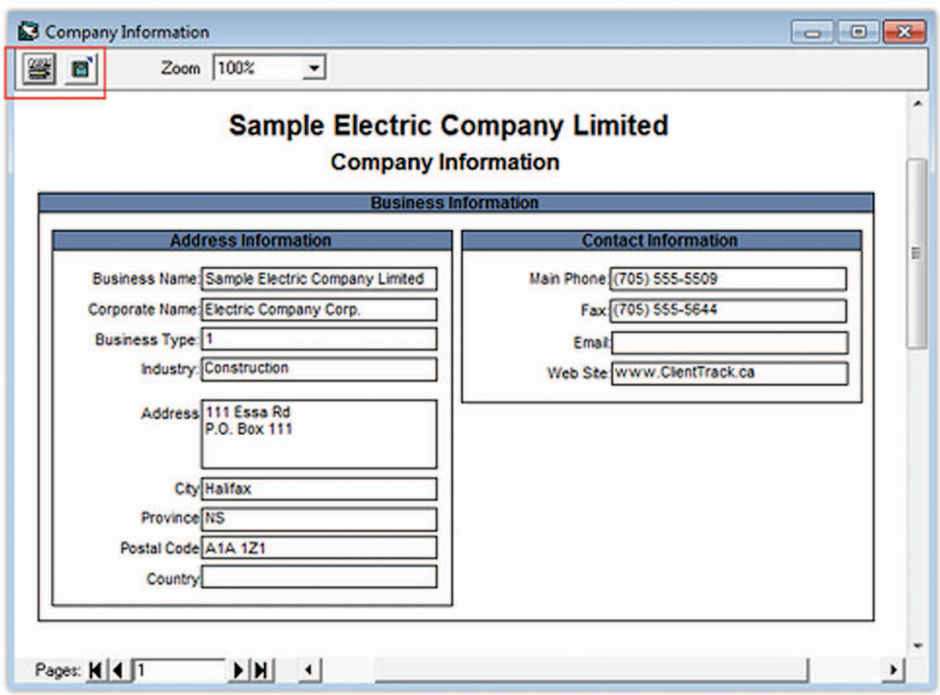
In menu, go to **Reports** > **Business Client Reports**

Step 3

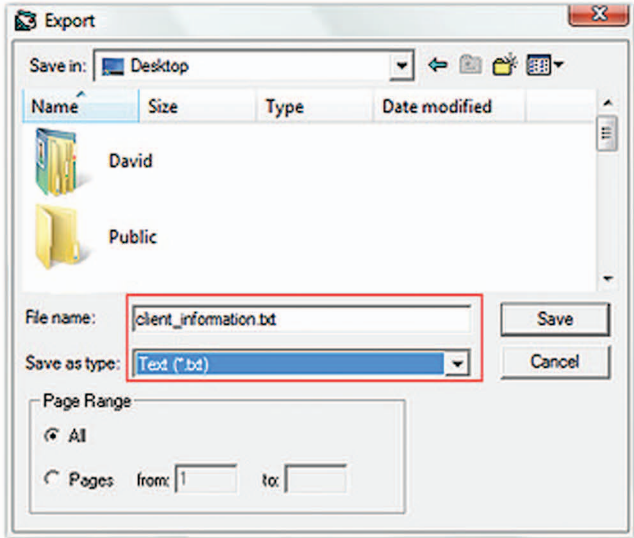


Select type of report for client under **Client Information Reports**.

Step 4



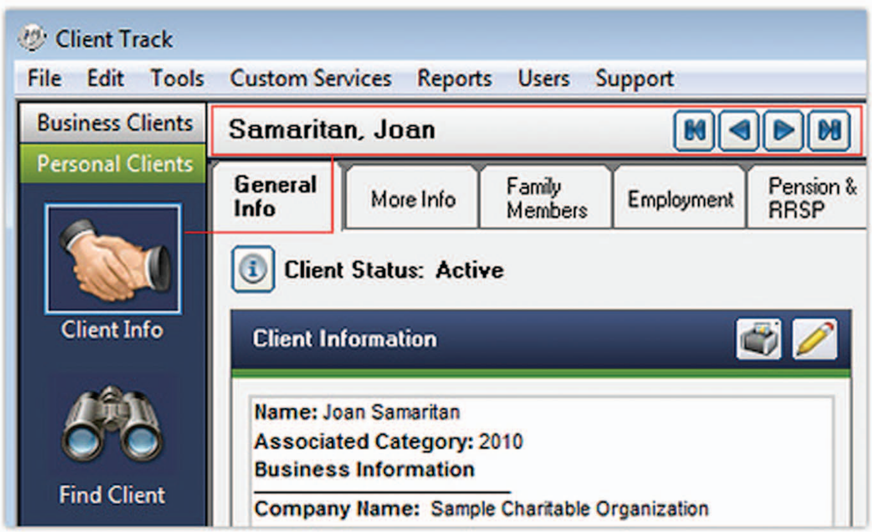
1) Click the printer icon in menu to print report as shown above.



2) To export a business client report, click the document icon in menu.
3) Select save destination and save type from drop-down lists. Name the export file and click **Save**.

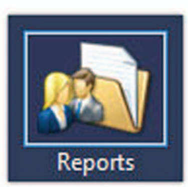
Create Reports for Personal Tax Clients

Step 1



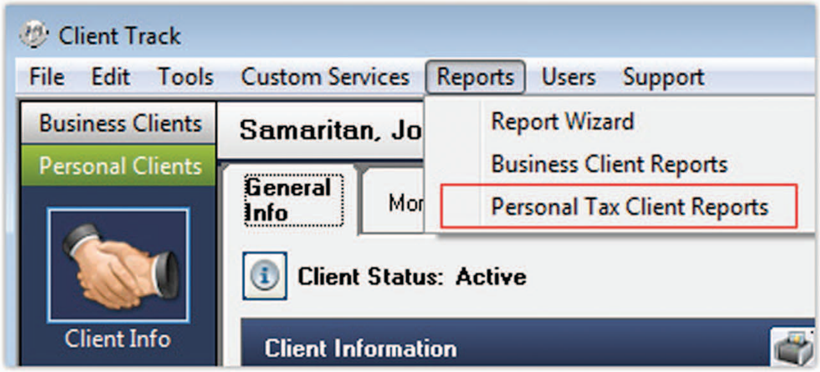
1) Click the **Client Info** icon under **Personal Clients** section in sidebar.
2) Select a personal client to do report on by using the controls as shown above.

Step 2



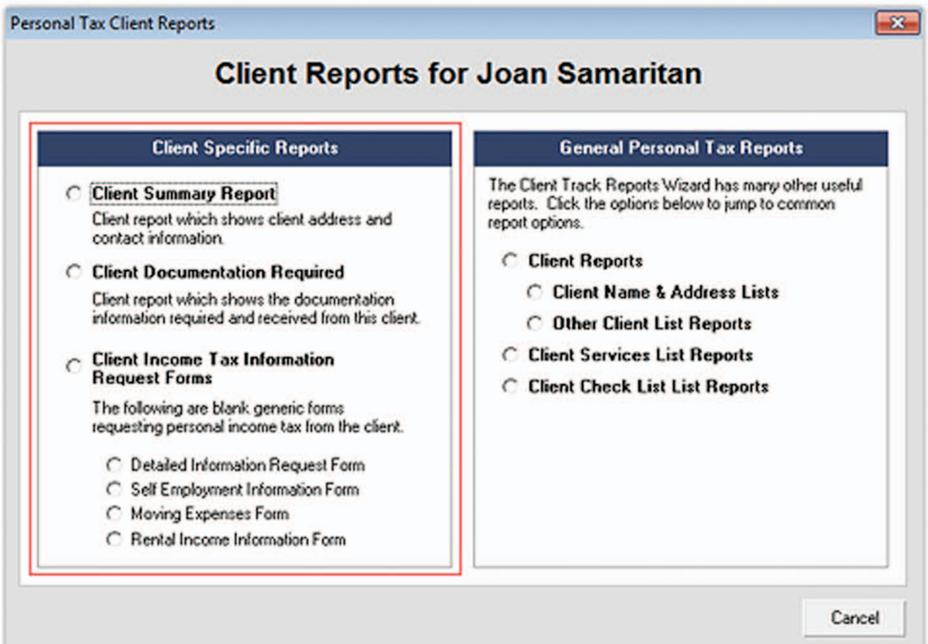
In **Personal Clients**, go to > **Reports** (icon)

or



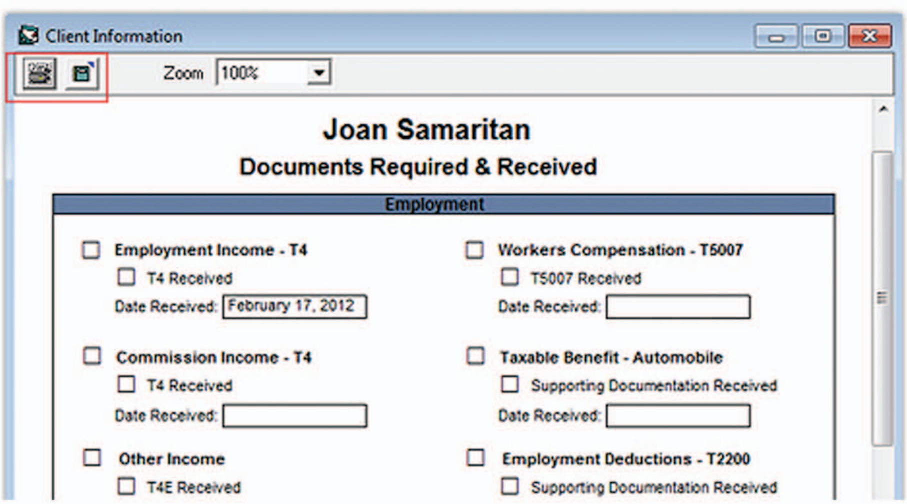
In menu, go to **Reports** > **Personal Tax Client Reports**

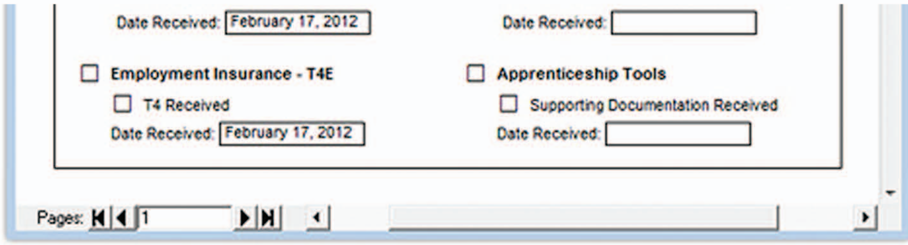
Step 3



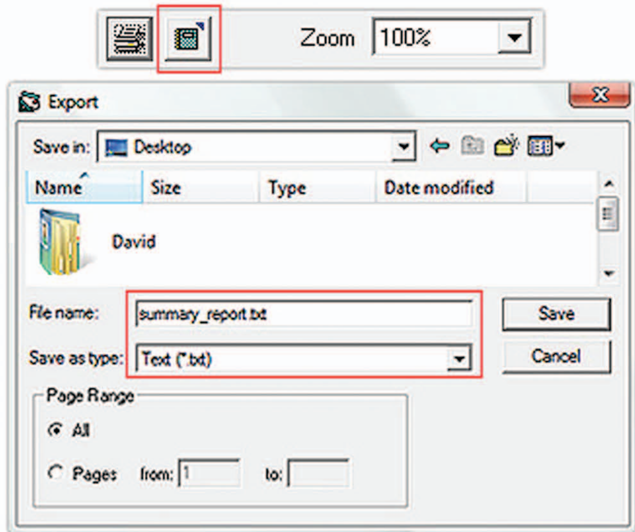
Select type of report for client under **Client Specific Reports**.

Step 4





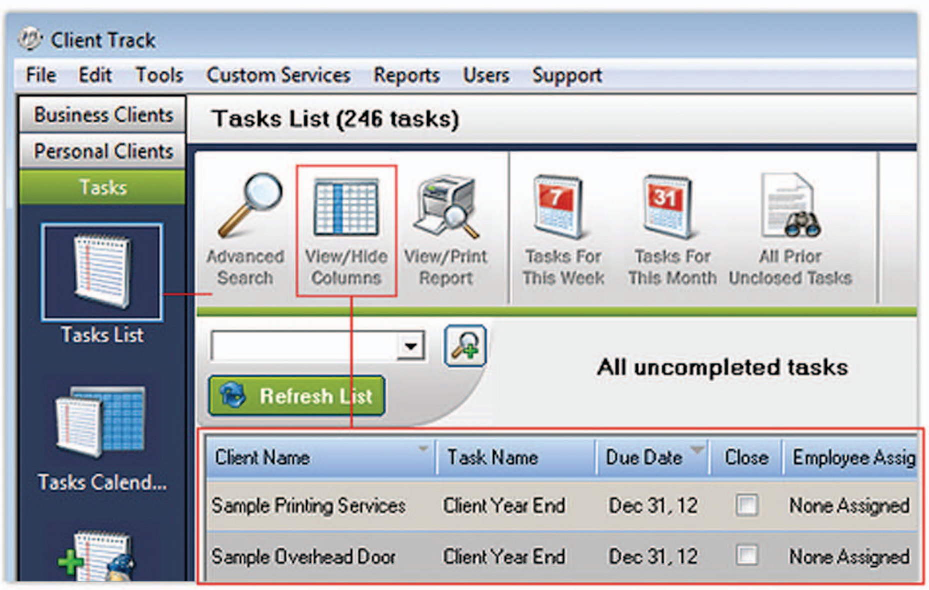
1) Click the printer icon in menu to print report as shown above.



2) To export a personal tax client report, click the document icon in menu.
3) Select save destination and save type from drop-down lists. Name the export file and click **Save**.

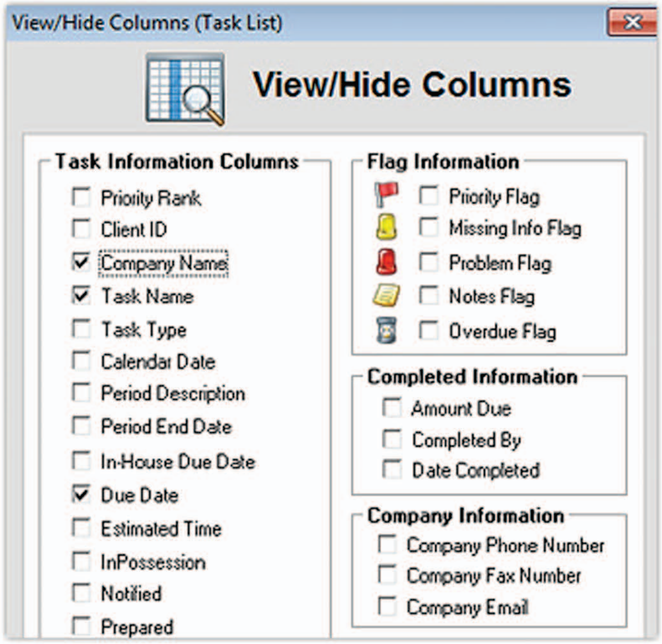
Create Reports for Tasks

Step 1

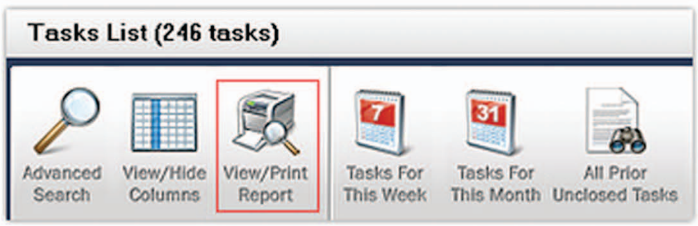


1) Click the **Tasks List** icon under **Tasks** section in sidebar.
2) Click **Refresh List** to update the tasks list for all clients.
3) Click **View/Hide Columns** from tasks menu bar as shown above.

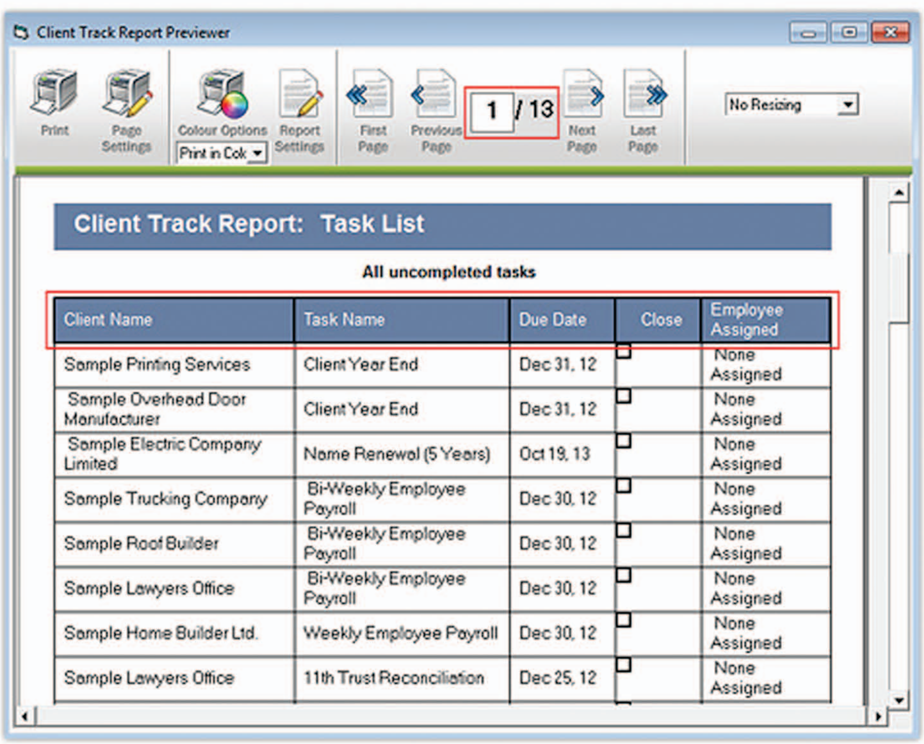
Note: To print a specific type of tasks report, go to Step 2.



4) Check off which columns to appear on report and then click **Ok.**

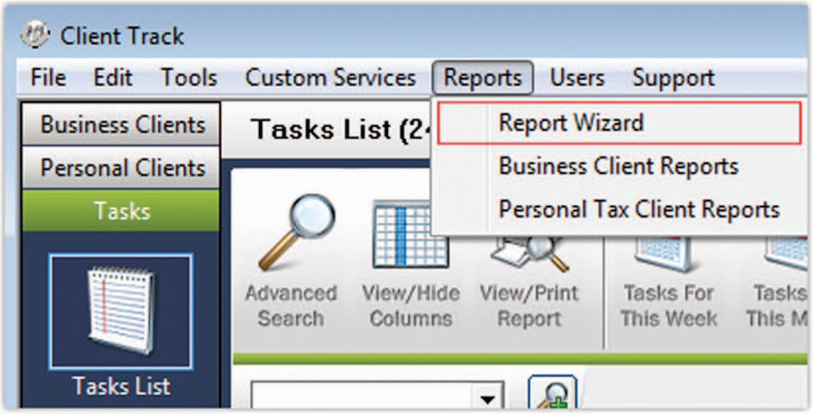


5) Check **View/Print Report** from tasks menu.



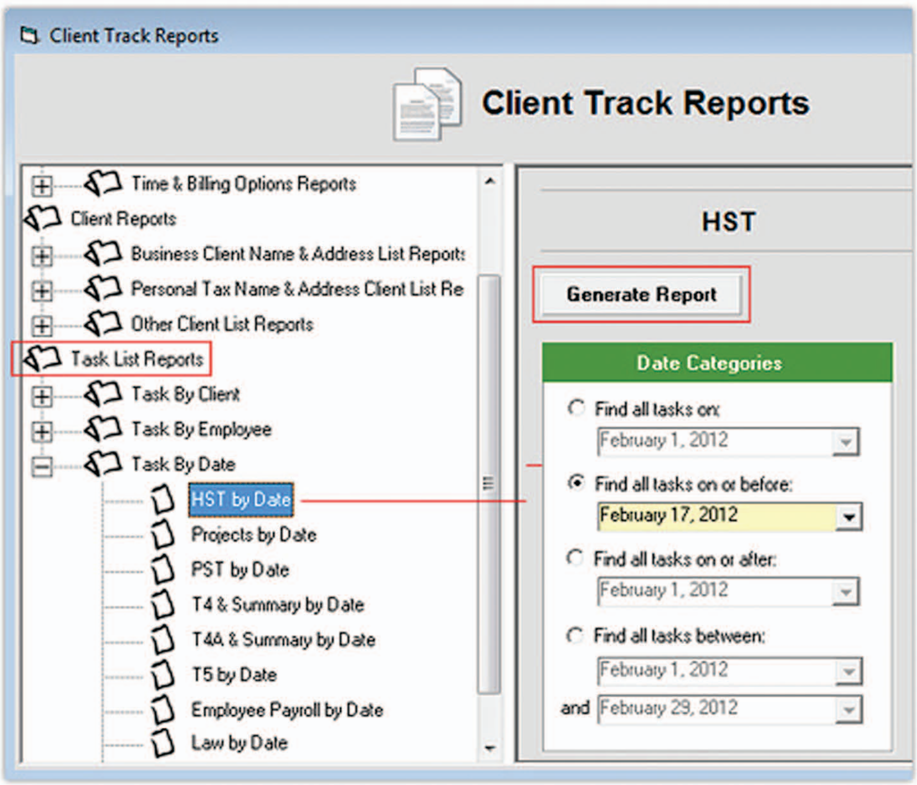
6) Skim through all the pages of the report to verify that all the columns for tasks appears as well the tasks information for all clients.
7) Follow **Step 4** on print and report options.

Step 2

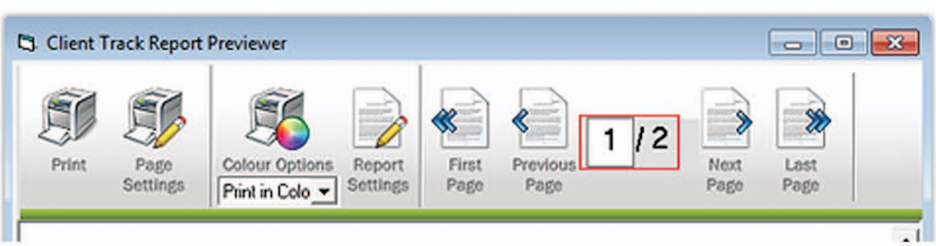


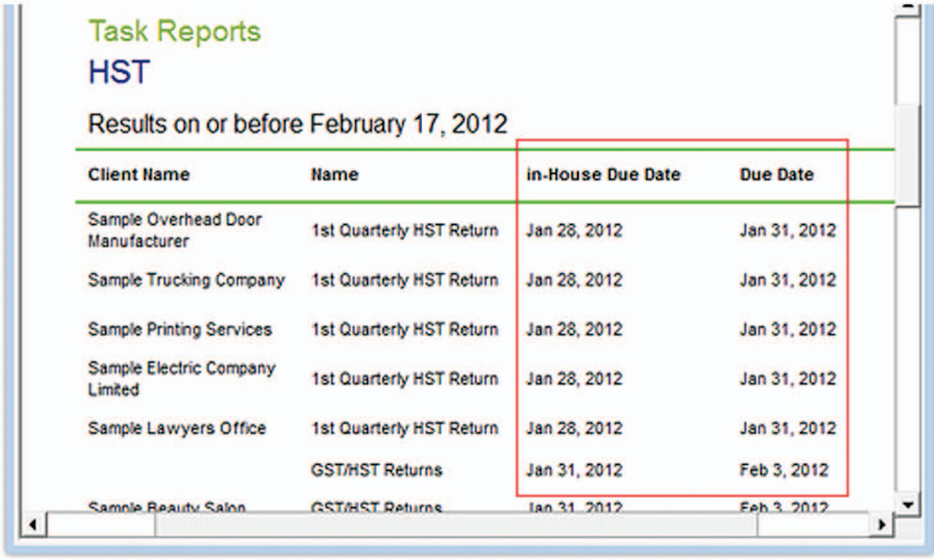
In menu, go to **Reports** > **Report Wizard**

Step 3



1) Click **Task List Reports** in list menu as shown above.
2) Click on a task type to create report for under **Task by Client**, **Employee** or **by Date** by clicking on the plus (+) sign.
3) Select type of task date search and click **Generate Report**.





Task Reports

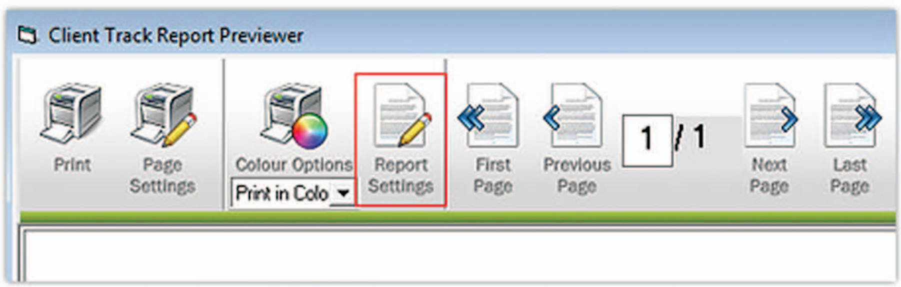
HST

Results on or before February 17, 2012

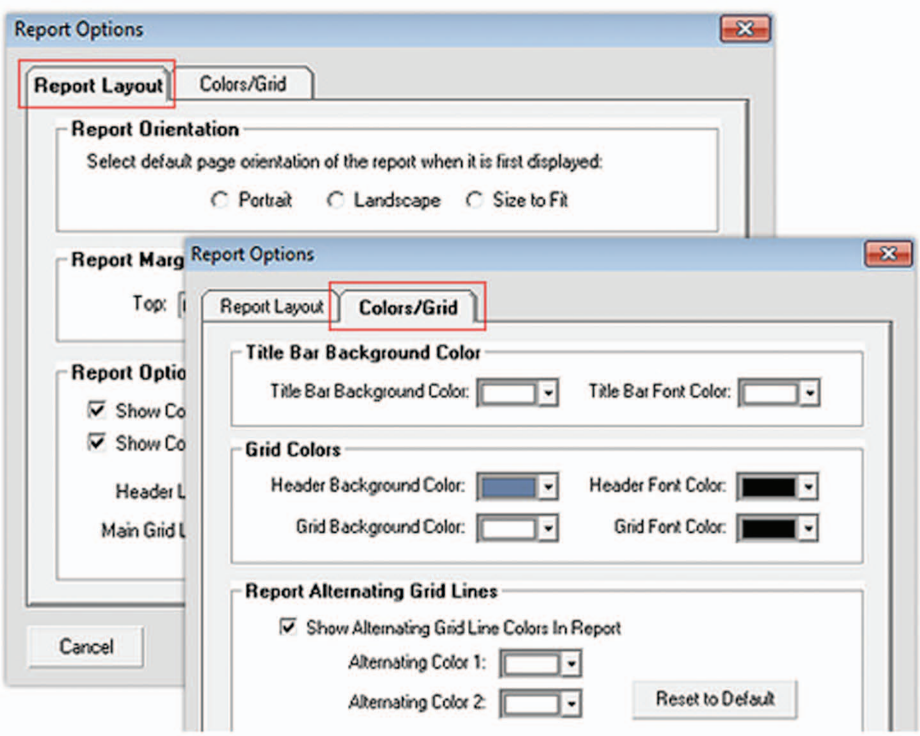
Client Name	Name	In-House Due Date	Due Date
Sample Overhead Door Manufacturer	1st Quarterly HST Return	Jan 28, 2012	Jan 31, 2012
Sample Trucking Company	1st Quarterly HST Return	Jan 28, 2012	Jan 31, 2012
Sample Printing Services	1st Quarterly HST Return	Jan 28, 2012	Jan 31, 2012
Sample Electric Company Limited	1st Quarterly HST Return	Jan 28, 2012	Jan 31, 2012
Sample Lawyers Office	1st Quarterly HST Return	Jan 28, 2012	Jan 31, 2012
	GST/HST Returns	Jan 31, 2012	Feb 3, 2012
Sample Beauty Salon	GST/HST Returns	Jan 31, 2012	Feb 3, 2012

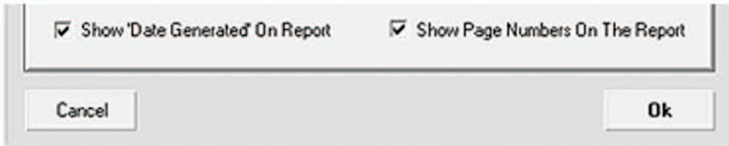
4) Skim through all the pages of the report to verify all tasks information.
5) Follow **Step 4** on print and report options.

Step 4

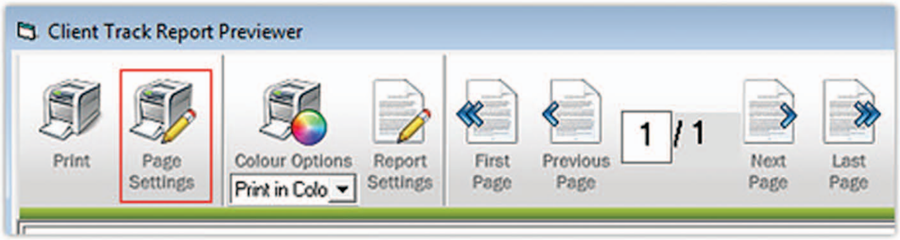


1) In report previewer for tasks, click **Report Settings** from main menu.

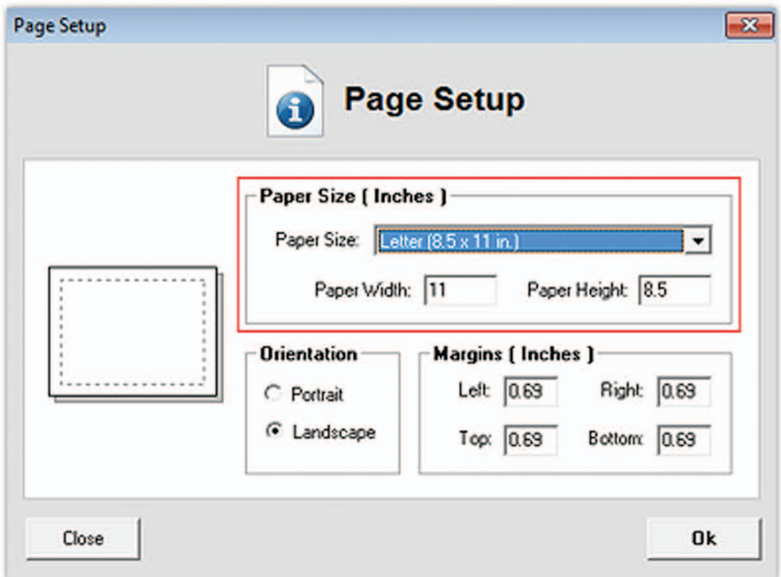




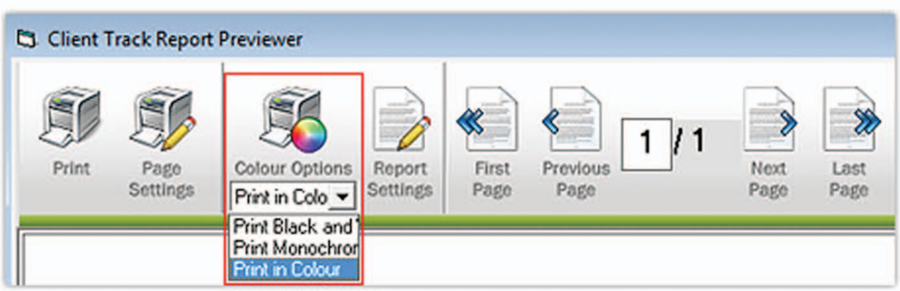
2) Click the **Report Layout** tab to customize the layout settings for report. Repeat same for the **Colors/Grid** tab.
3) Click **Ok** to save settings.



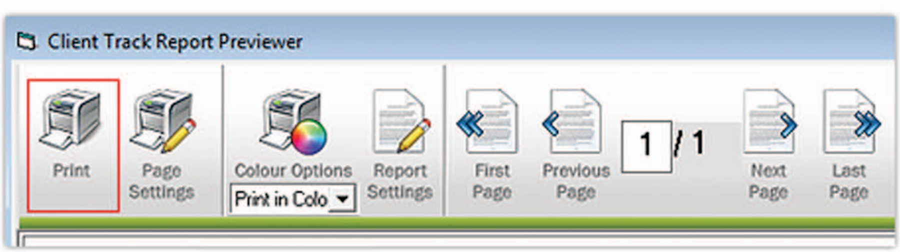
4) Click **Page Settings** from main menu.



5) Select paper size, orientation, margins and then click **Ok**.



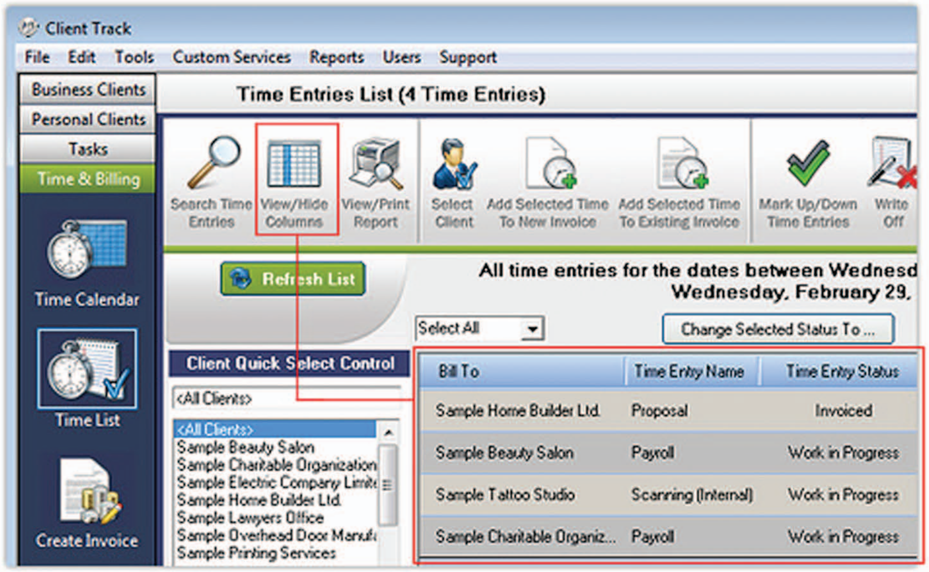
6) Select colour type from drop-down list under **Colour Options** to print report in.



7) Click **Print** from main menu.

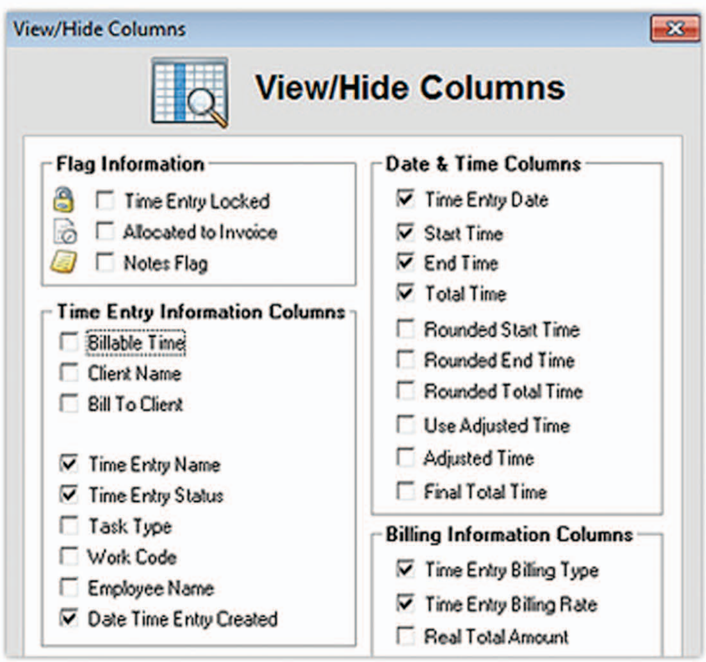
Create Reports for Time & Billing

Step 1



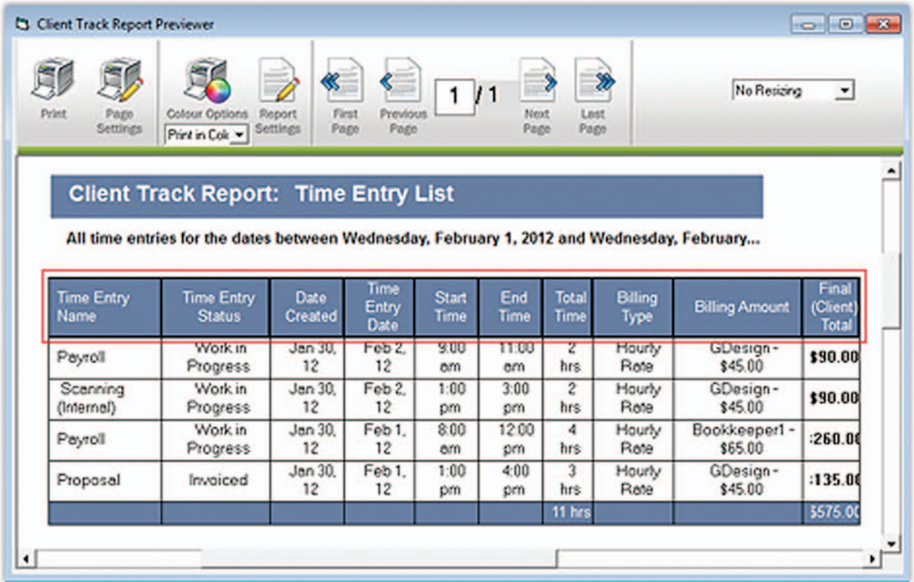
1) Click the **Tasks List** icon under **Time & Billing** section in sidebar.
2) Click **Refresh List** to update the time entries list for all clients.
3) Click **View/Hide Columns** from time & billing menu bar as shown above.

Note: To print a specific type of time & billing report, go to Step 2.



4) Check off which columns to appear on report and then click **Ok**.

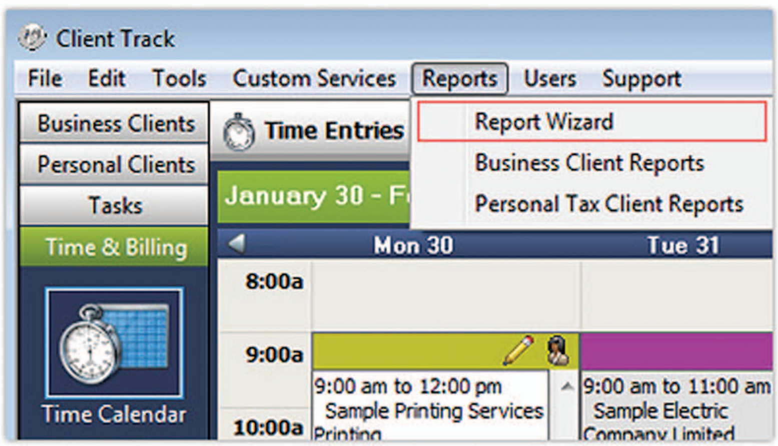
5) Check **View/Print Report** from time & billing menu.



Time Entry Name	Time Entry Status	Date Created	Time Entry Date	Start Time	End Time	Total Time	Billing Type	Billing Amount	Final (Client) Total
Payroll	Work in Progress	Jan 30, 12	Feb 2, 12	9:00 am	11:00 am	2 hrs	Hourly Rate	GDesign - $45.00	$90.00
Scanning (Internal)	Work in Progress	Jan 30, 12	Feb 2, 12	1:00 pm	3:00 pm	2 hrs	Hourly Rate	GDesign - $45.00	$90.00
Payroll	Work in Progress	Jan 30, 12	Feb 1, 12	8:00 am	12:00 pm	4 hrs	Hourly Rate	Bookkeeper1 - $65.00	:260.0
Proposal	Invoiced	Jan 30, 12	Feb 1, 12	1:00 pm	4:00 pm	3 hrs	Hourly Rate	GDesign - $45.00	:135.0
						11 hrs			$575.0

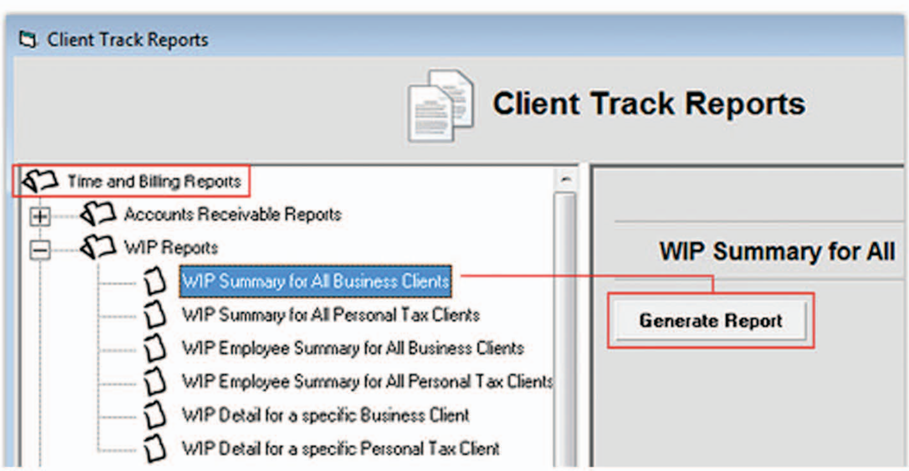
6) Skim through all the pages of the report to verify that all the columns for time & billing appears as well the time entries information for all clients.
7) Follow **Step 4** on print and report options.

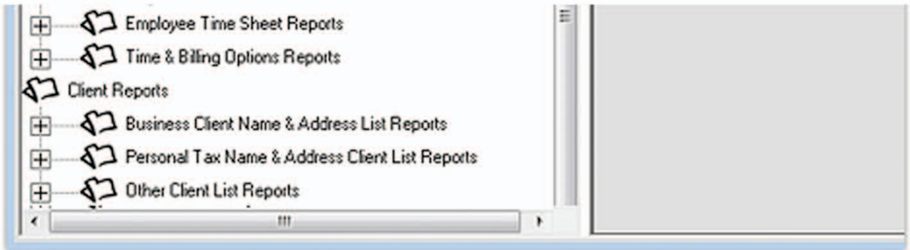
Step 2



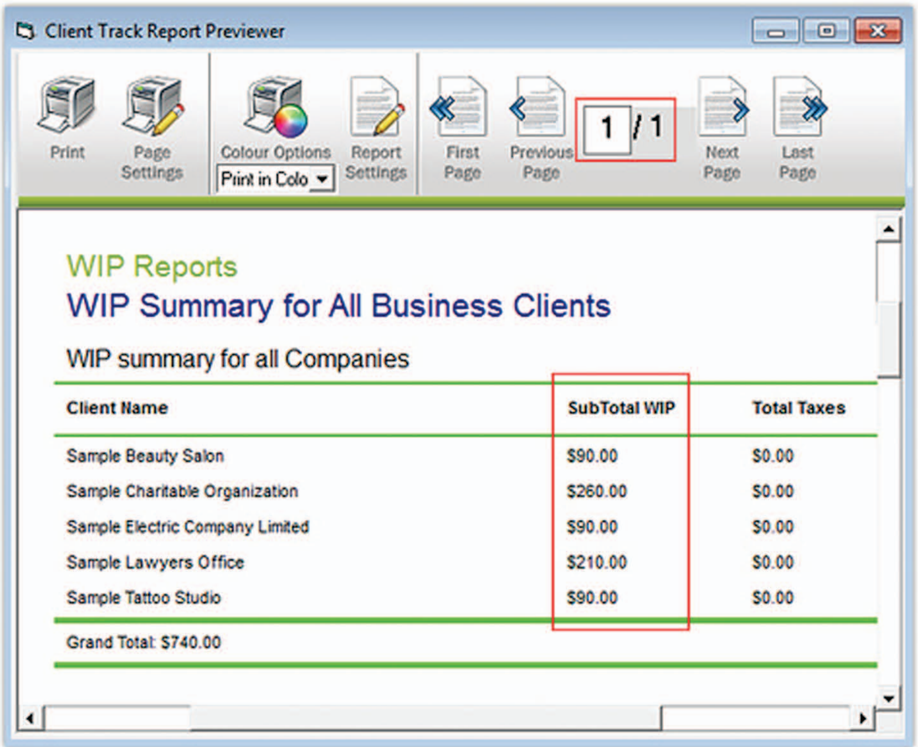
In menu, go to **Reports** > **Report Wizard**

Step 3



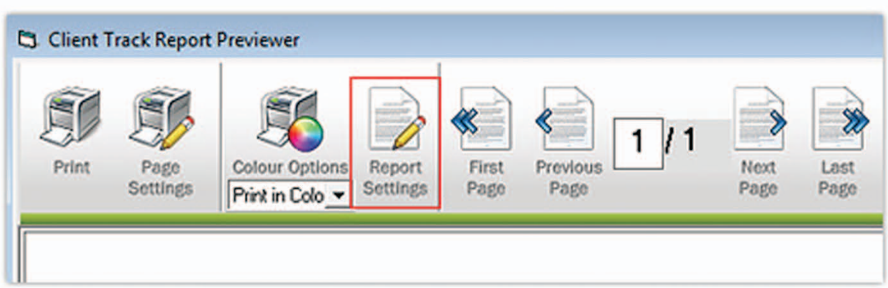


1) Click **Time and Billing Reports** in list menu as shown above.
2) Click on a billing type to create report for under **Accounts Receivable**, **WIP**, **Employee Time Sheet** or **by Time & Billing options** by clicking on the plus (+) sign.
3) Click **Generate Report**.

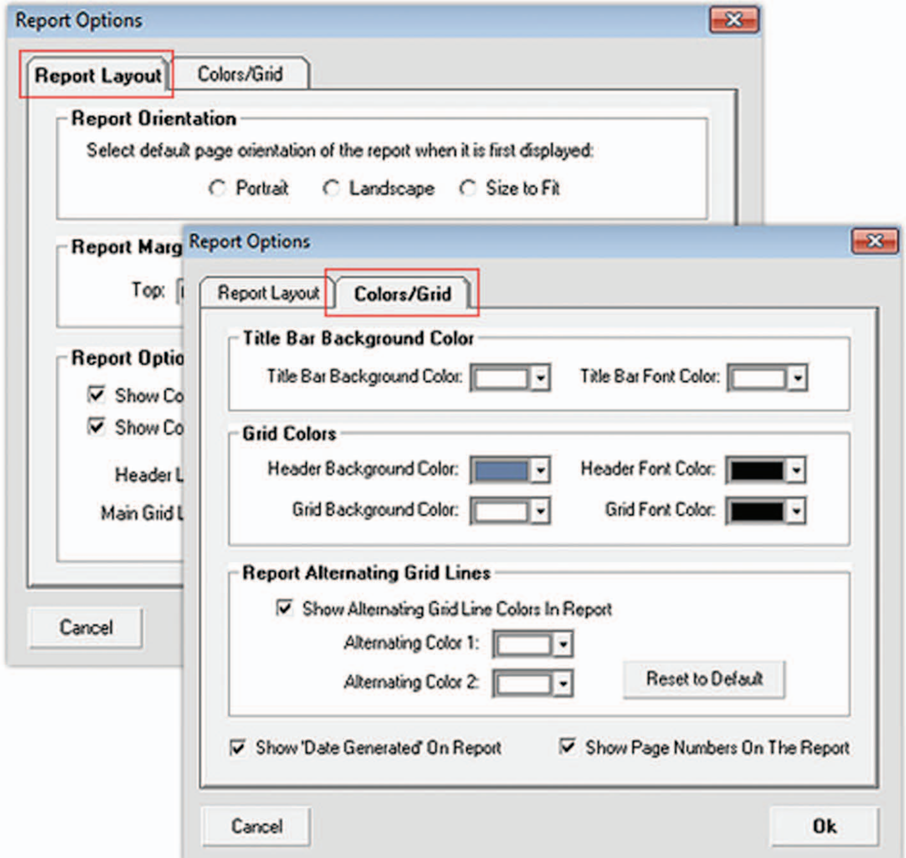


4) Skim through all the pages of the report to verify all billing information.
5) Follow **Step 4** on print and report options.

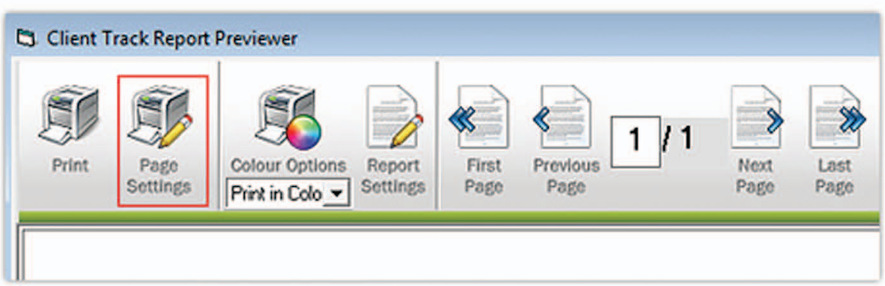
Step 4



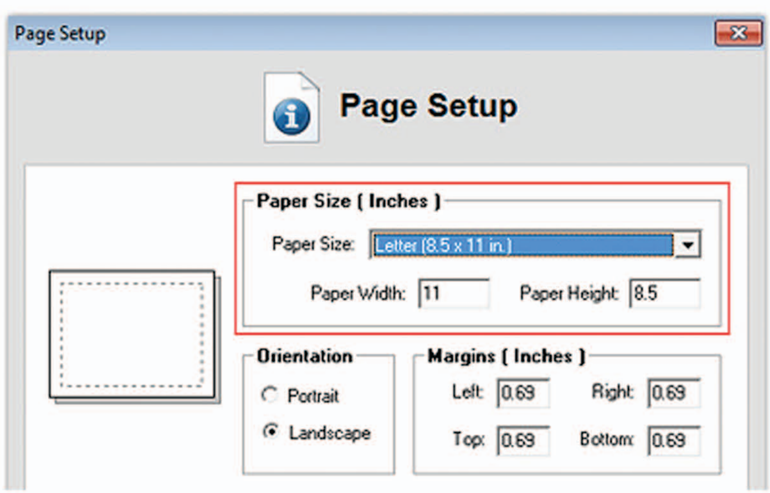
1) In report previewer for tasks, click **Report Settings** from main menu.



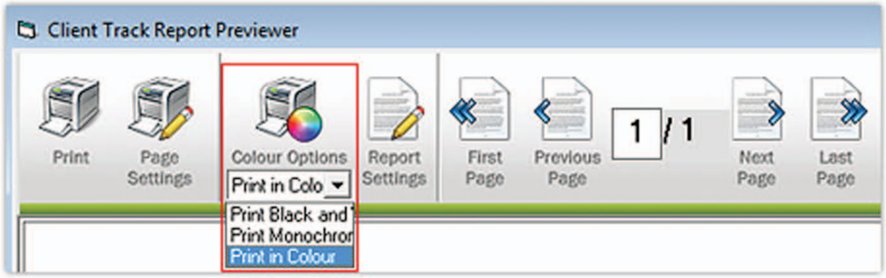
2) Click the **Report Layout** tab to customize the layout settings for report. Repeat same for the **Colors/Grid** tab.
3) Click **Ok** to save settings.



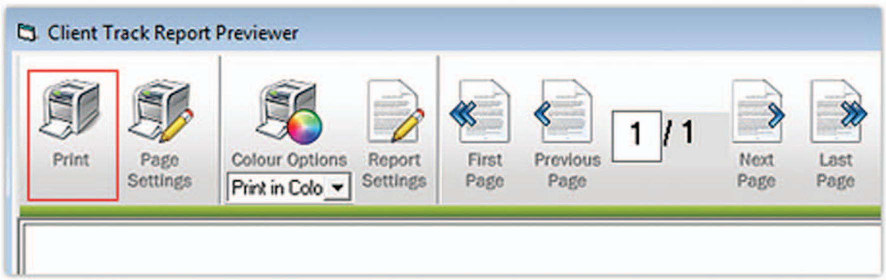
4) Click **Page Settings** from main menu.



5) Select paper size, orientation, margins and then click **Ok**.



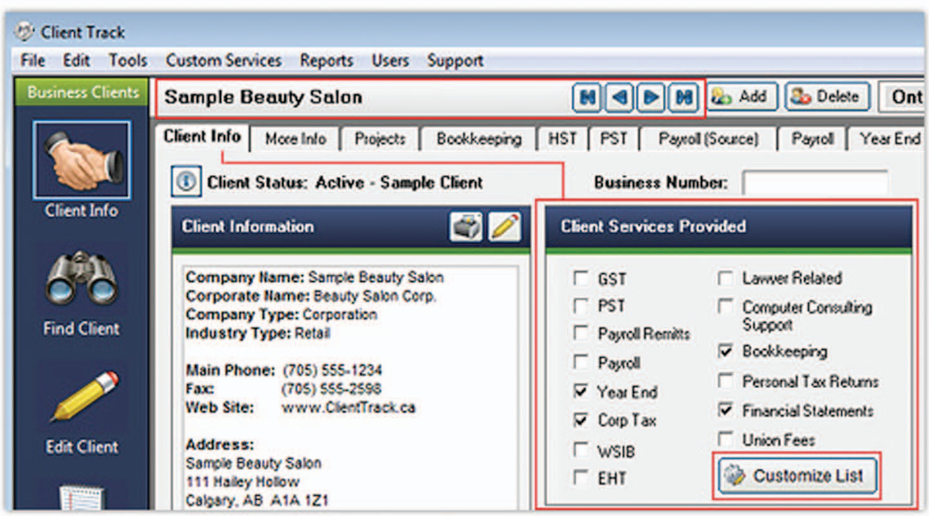
6) Select colour type from drop-down list under **Colour Options** to print report in.



7) Click **Print** from main menu.

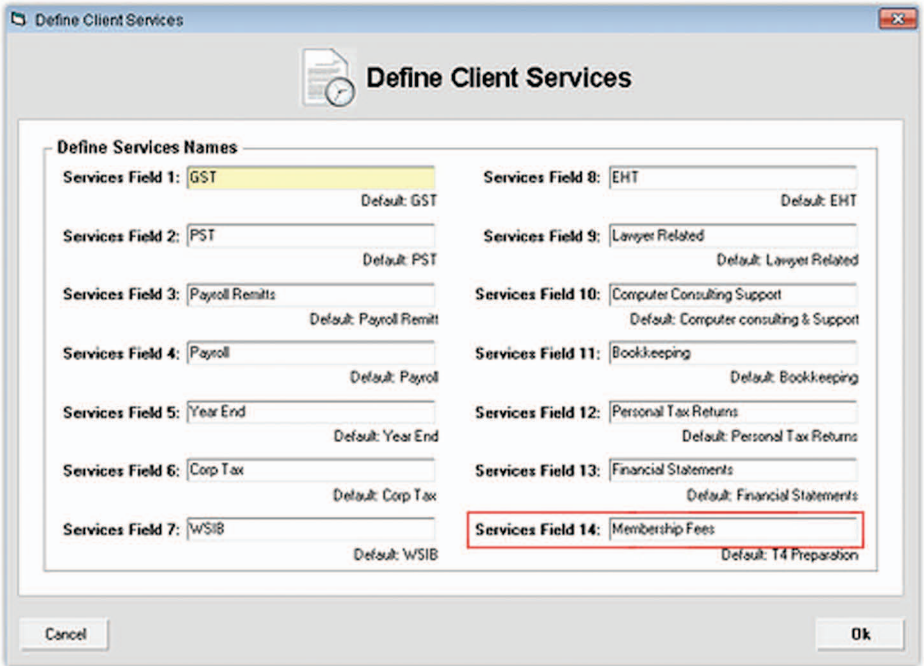
Create Reports for Client Services

Step 1



1) Under **Business Clients** section in sidebar, click the **Client Info** icon and then the **Client Info** tab as shown above.
2) Select a business client by using the controls as shown above.
3) To add or edit client services, click **Customize List**.

Note: Editing or adding client services applies to all business clients

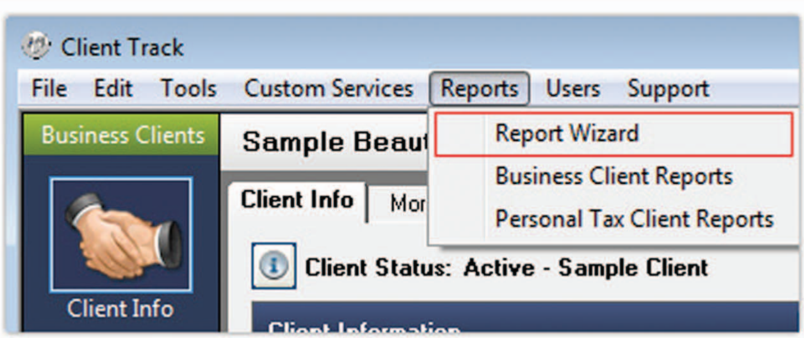


4) Name a client service and then click **Ok.**

5) Verify the new client service has been added/edited to list as shown above.
6) Check off which client services applies to selected client from above.

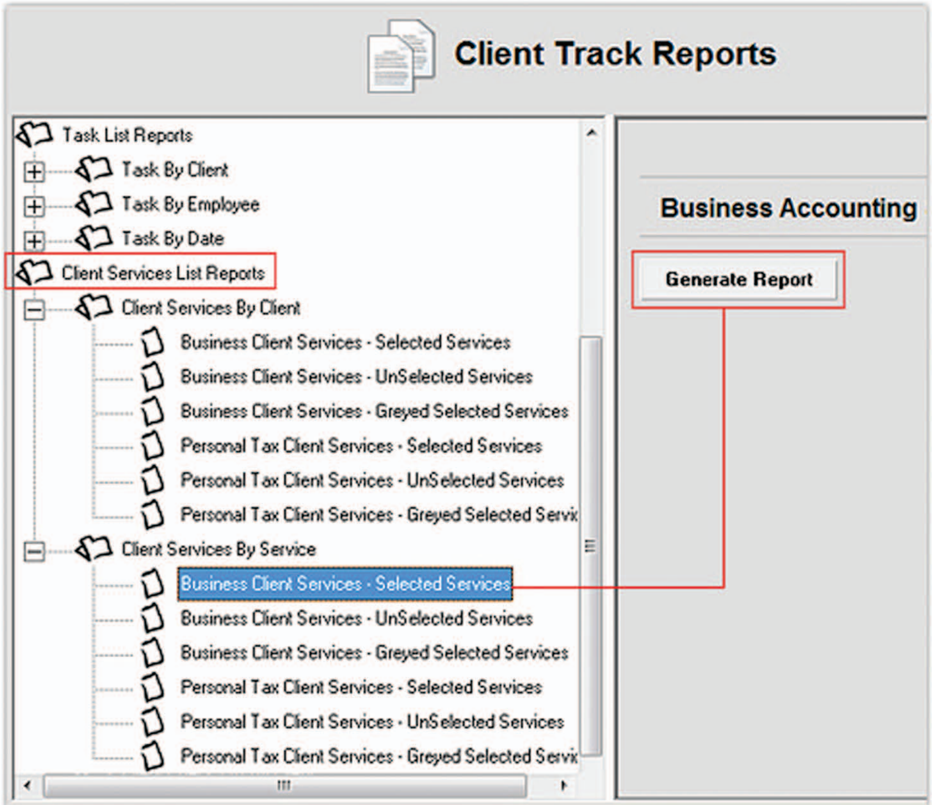
Note: Services that have been checked off but greyed-out as shown above are services that will be applied to client at a later time. To do this, click once to check off and click again to grey-out.

Step 2

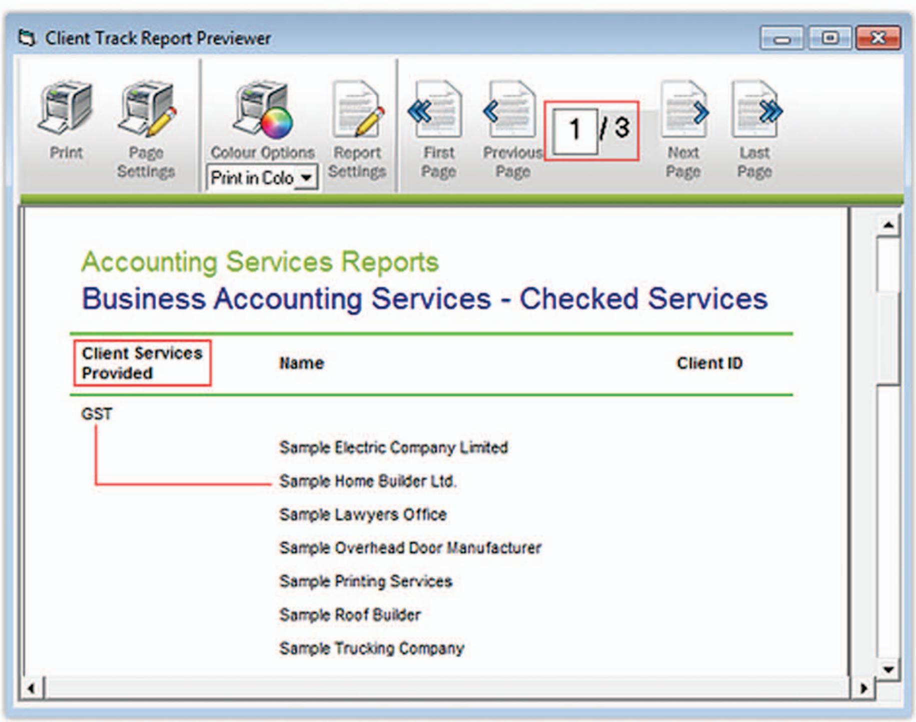


In menu, go to **Reports** > **Business Client Reports**

Step 3

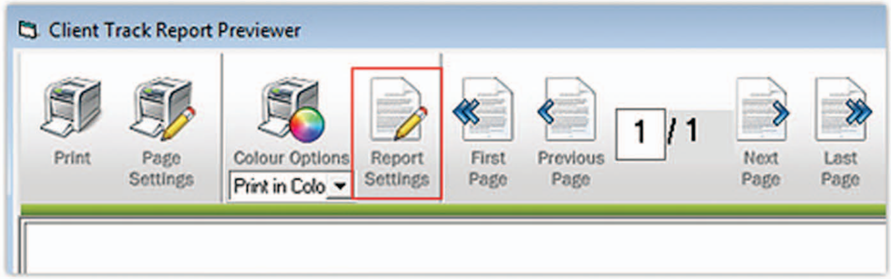


1) Click **Client Services List Reports** in list menu as shown above.
2) Click on a client service type to create report for under **Client Services by Client** or **Service** by clicking on the plus (+) sign.
3) Click **Generate Report**.

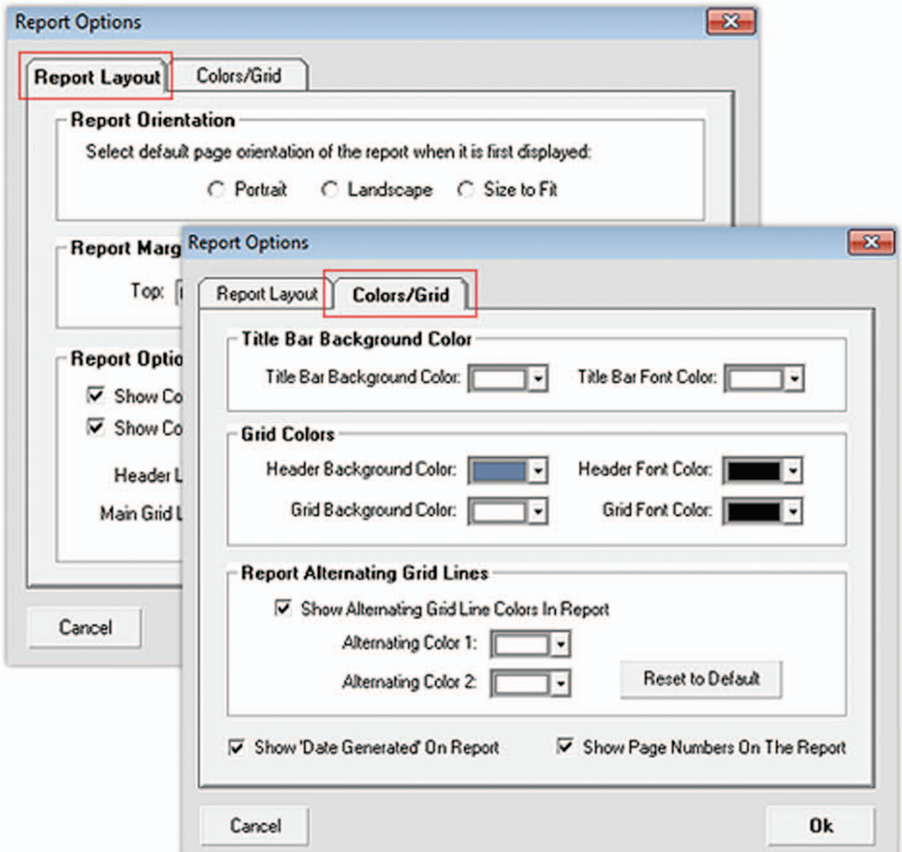


4) Skim through all the pages of the report to verify all client services.
5) Follow **Step 4** on print and report options.

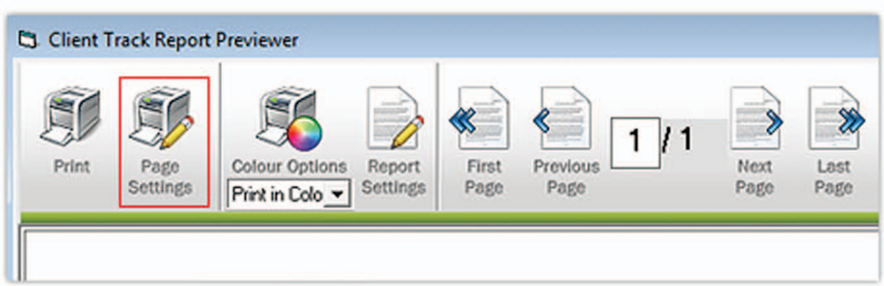
Step 4



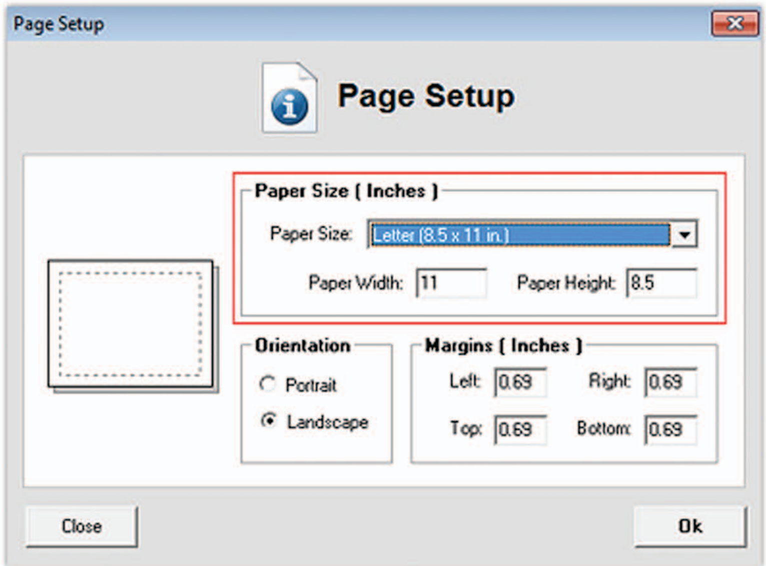
1) In report previewer for tasks, click **Report Settings** from main menu.



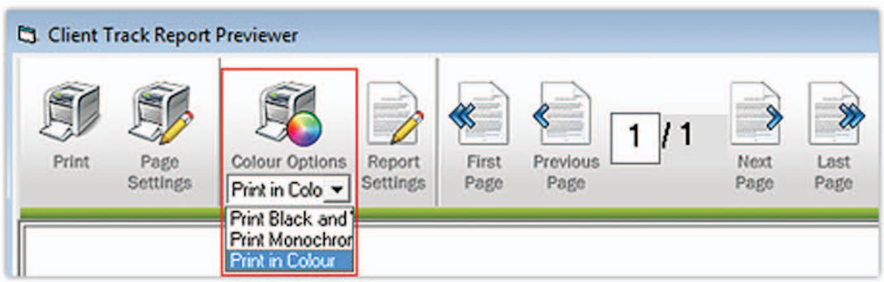
2) Click the **Report Layout** tab to customize the layout settings for report. Repeat same for the **Colors/Grid** tab.
3) Click **Ok** to save settings.



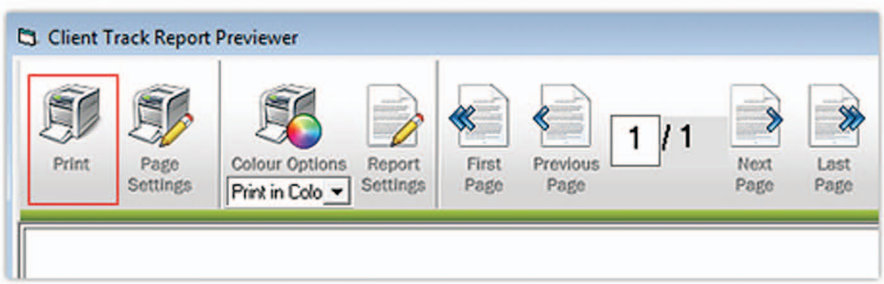
4) Click **Page Settings** from main menu.



5) Select paper size, orientation, margins and then click **Ok**.



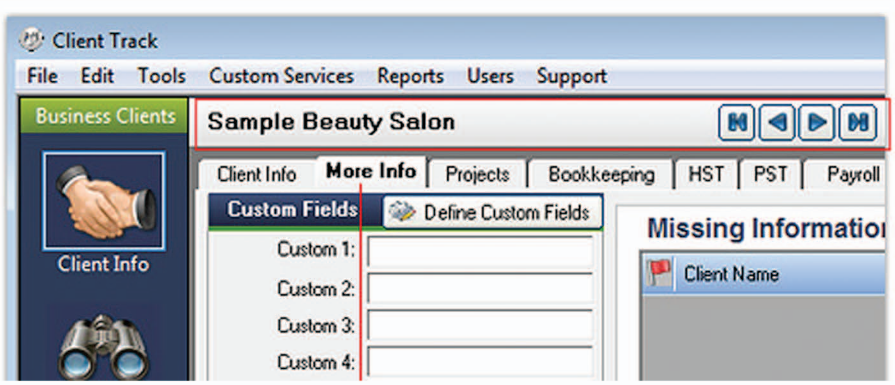
6) Select colour type from drop-down list under **Colour Options** to print report in.

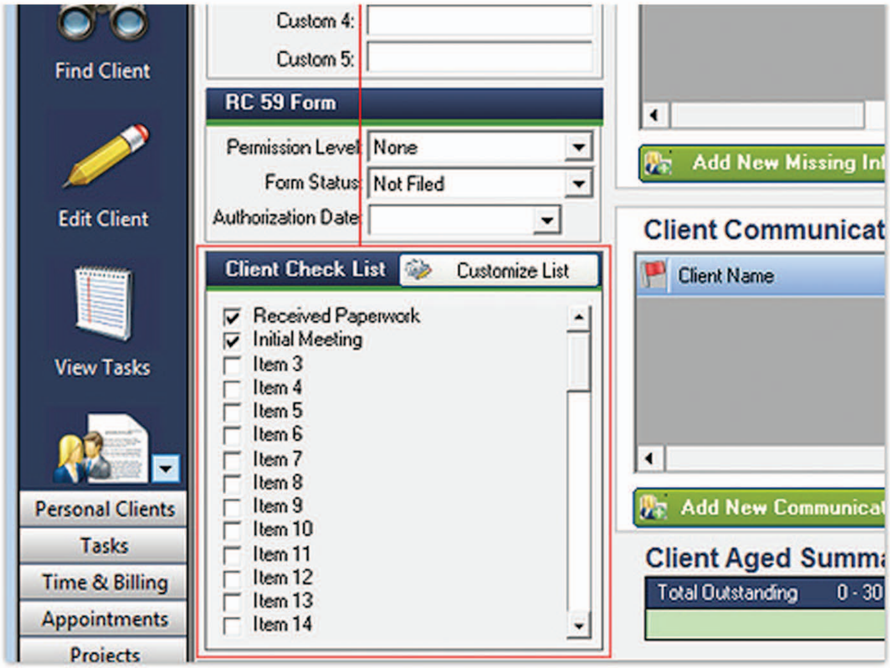


7) Click **Print** from main menu.

Create Reports for Checklist Items

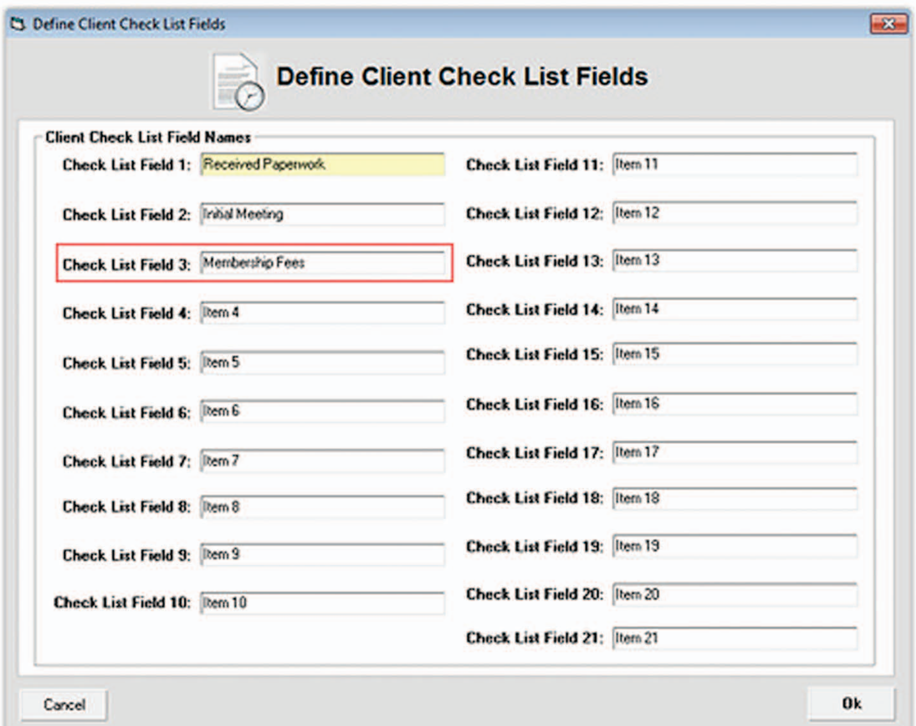
Step 1



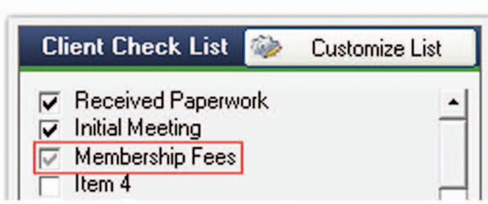


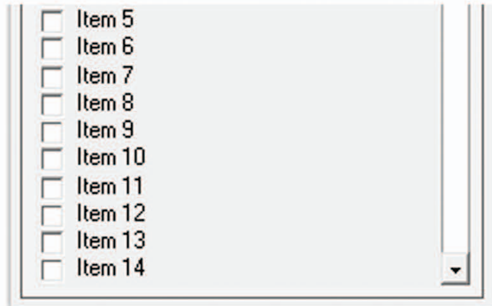
1) Under **Business Clients** section in sidebar, click the **Client Info** icon and then the **More Info** tab as shown above.
2) Select a business client by using the controls as shown above.
3) To add or edit client check list, click **Customize List.**

Note: Editing or adding client check list applies to all business clients



4) Name a client check list item and then click **Ok.**

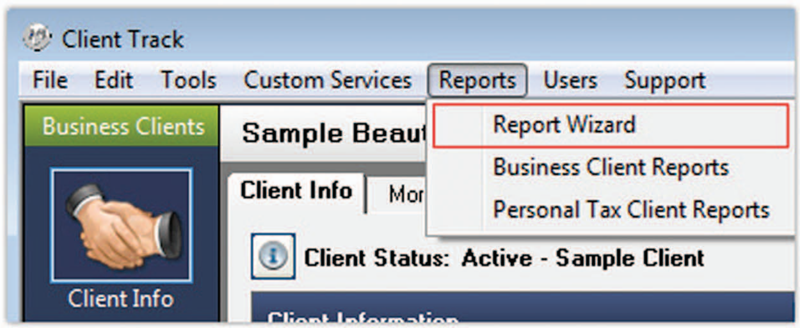




5) Verify the new check list item has been added/edited to list as shown above.
6) Check off which item applies to selected client from above.

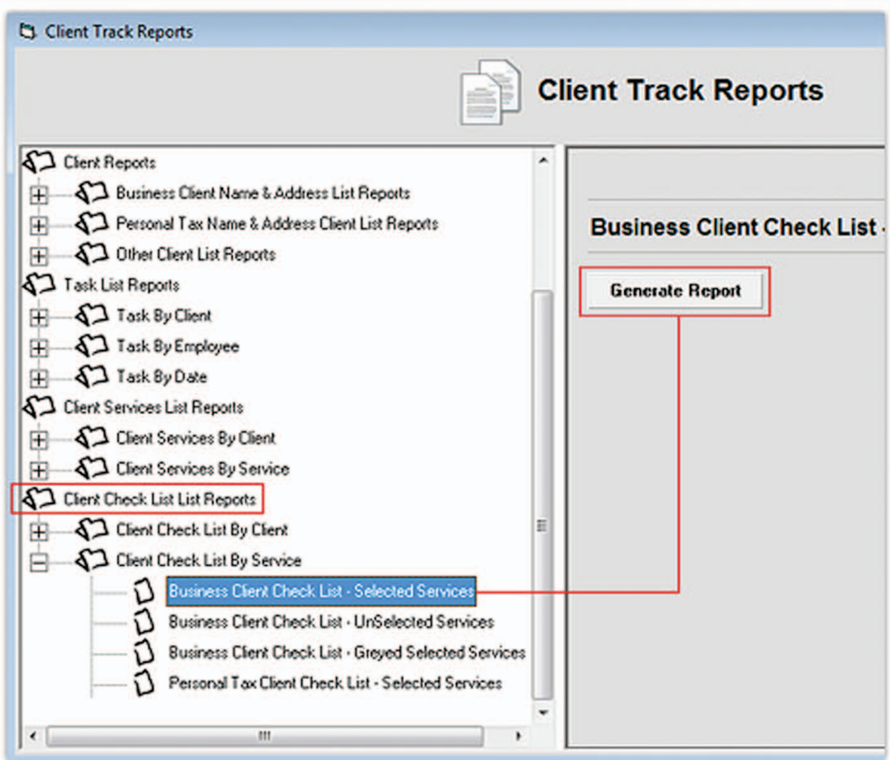
Note: Items that have been checked off but greyed-out as shown above are items that will be applied to client at a later time. To do this, click once to check off and click again to grey-out.

Step 2

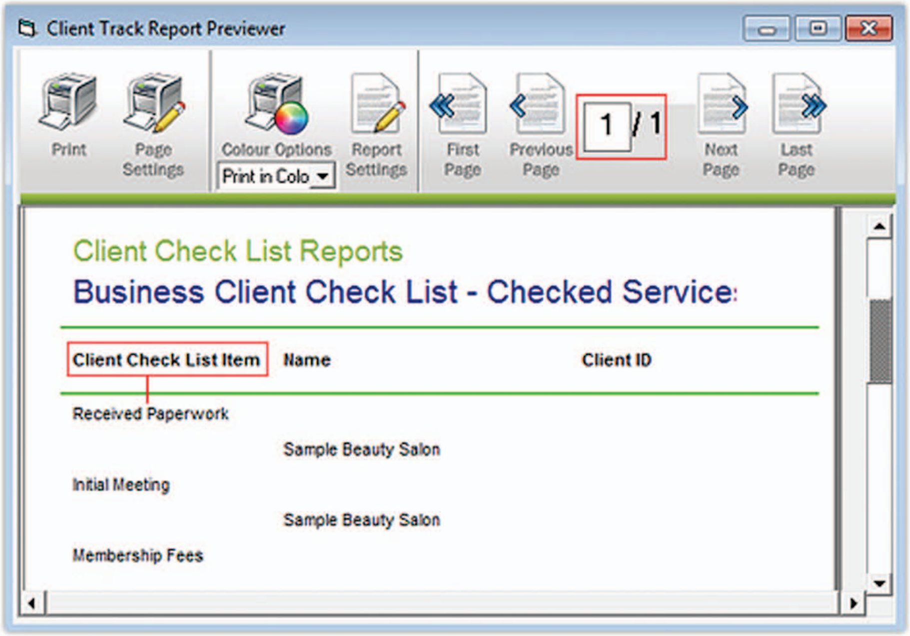


In menu, go to **Reports** > **Business Client Reports**

Step 3

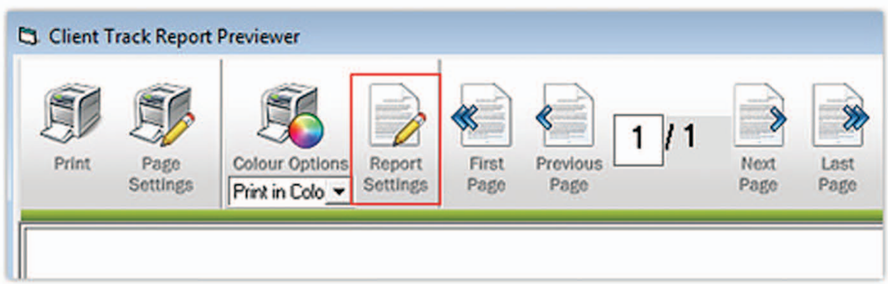


1) Click **Client Check List List Reports** in list menu as shown above.
2) Click on a client check list type to create report for under **Client Check List By Client** or **Service** by clicking on the plus (+) sign.
3) Click **Generate Report.**

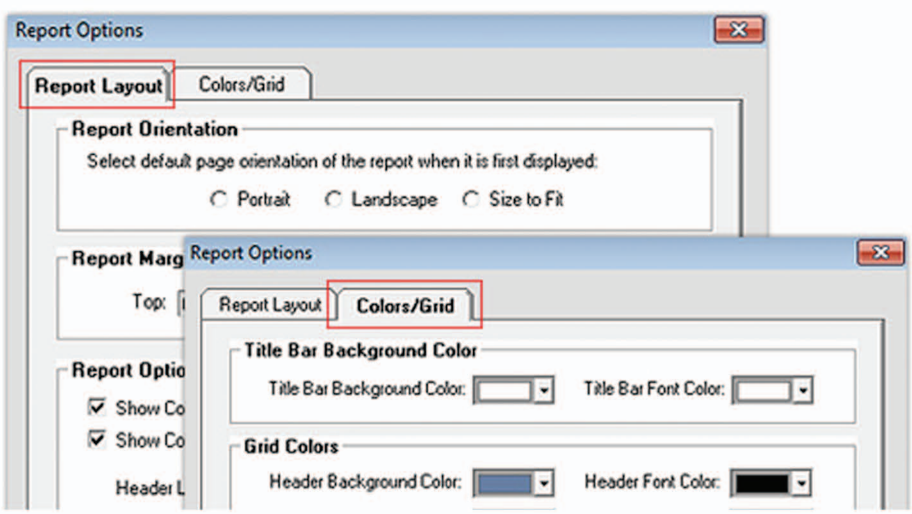


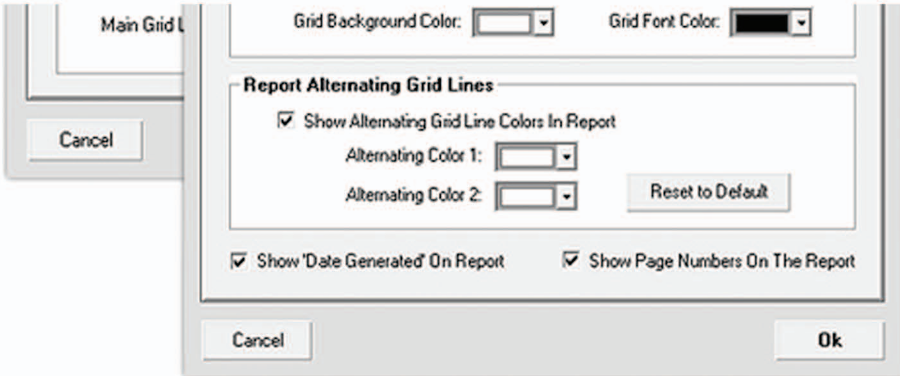
4) Skim through all the pages of the report to verify all client check lists.
5) Follow **Step 4** on print and report options.

Step 4

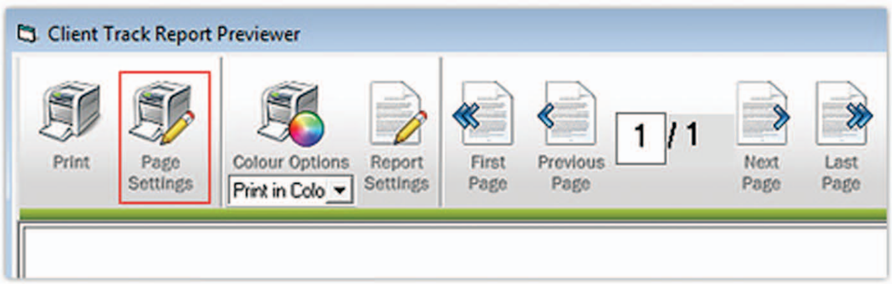


1) In report previewer for tasks, click **Report Settings** from main menu.

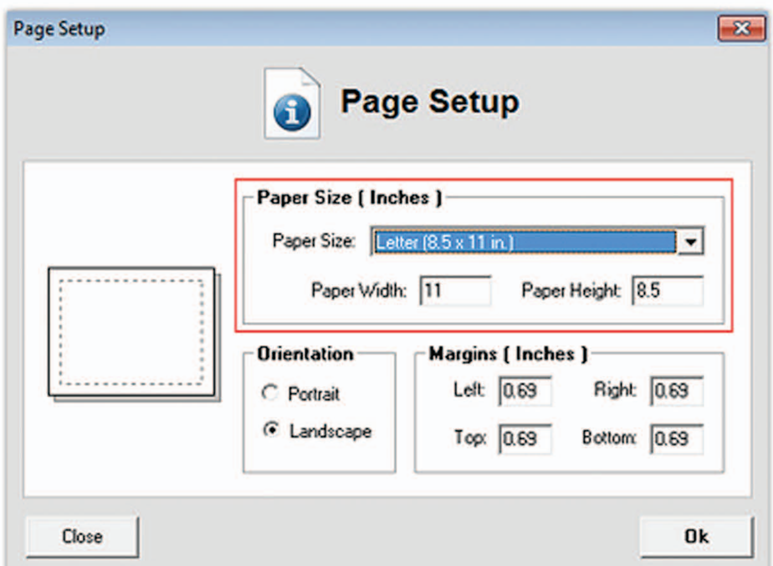




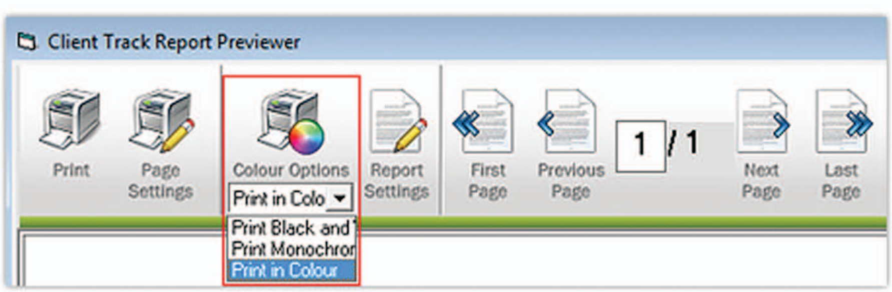
2) Click the **Report Layout** tab to customize the layout settings for report. Repeat same for the **Colors/Grid** tab.
3) Click **Ok** to save settings.



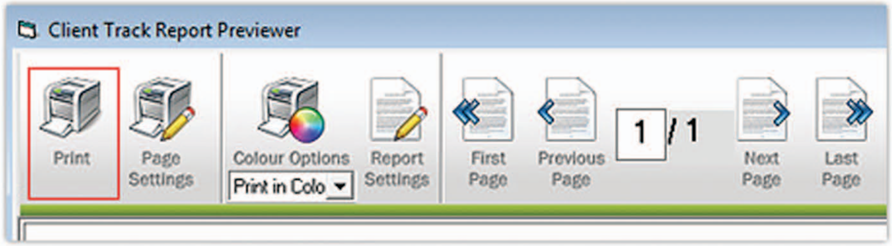
4) Click **Page Settings** from main menu.



5) Select paper size, orientation, margins and then click **Ok**.



6) Select colour type from drop-down list under **Colour Options** to print report in.

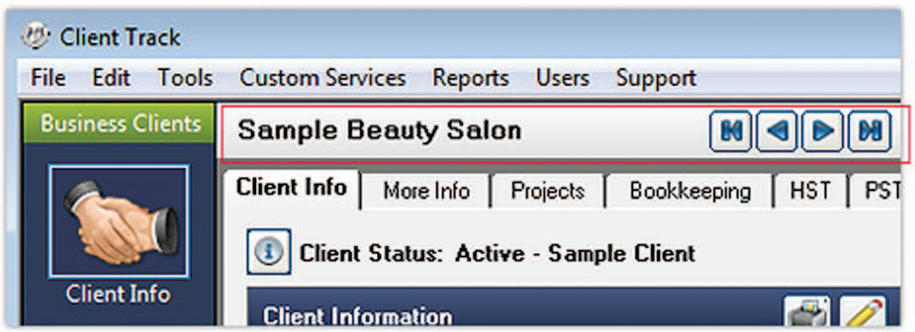


7) Click **Print** from main menu.

Custom Services

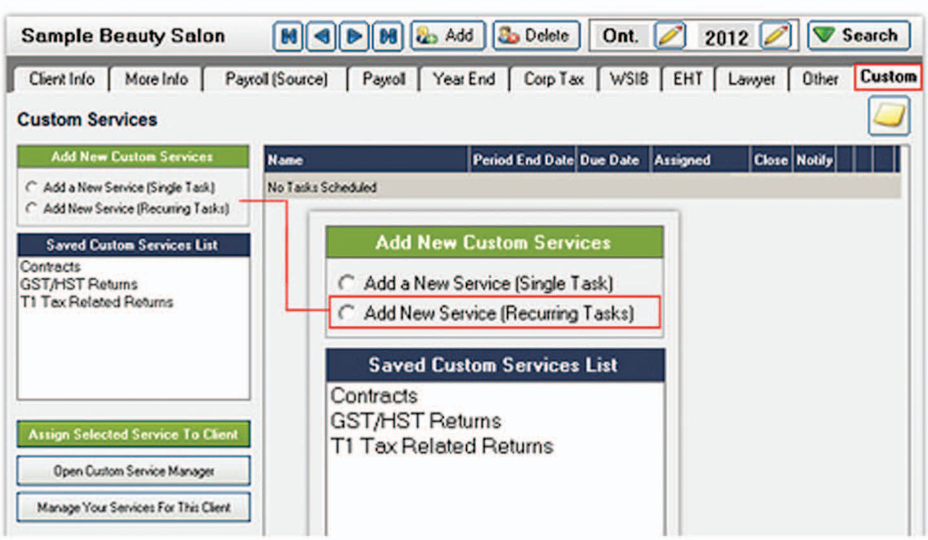
Add a Single Custom Service

Step 1



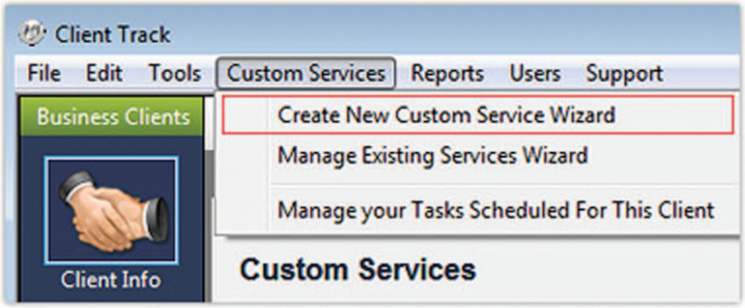
1) Under **Business or Personal Clients**, click the **Client Info** icon.
2) Select a client to create recurring custom service for by using the arrow controls as shown above.

Step 2

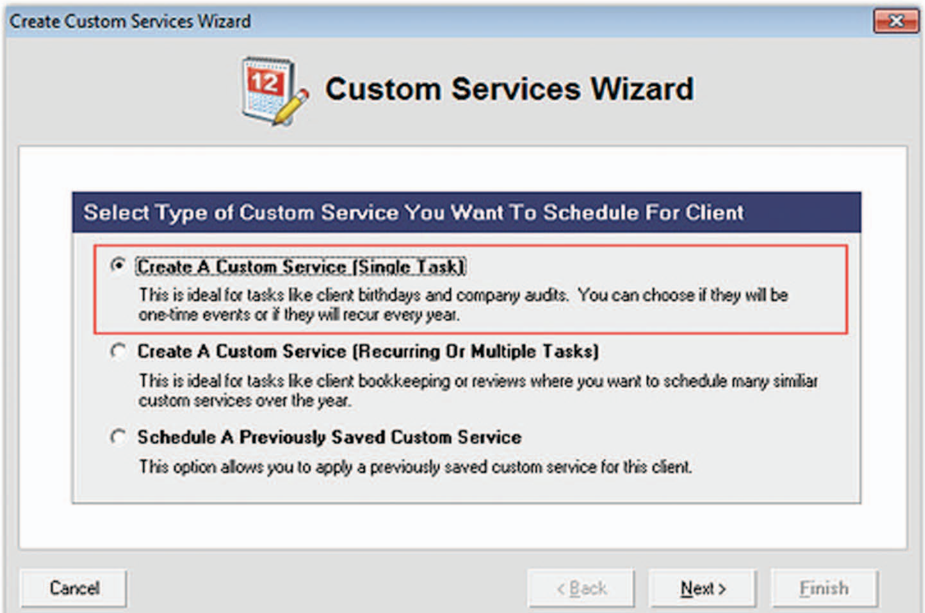


1) Click the **Custom** tab.
2) Click on **Add a New Service (Single Task)** under **Add New Custom Services** as shown above.

or

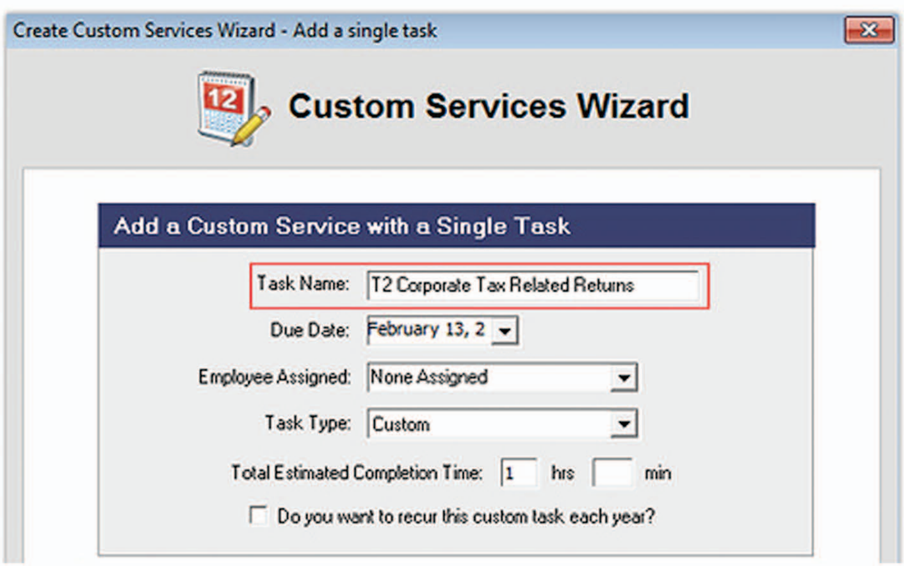


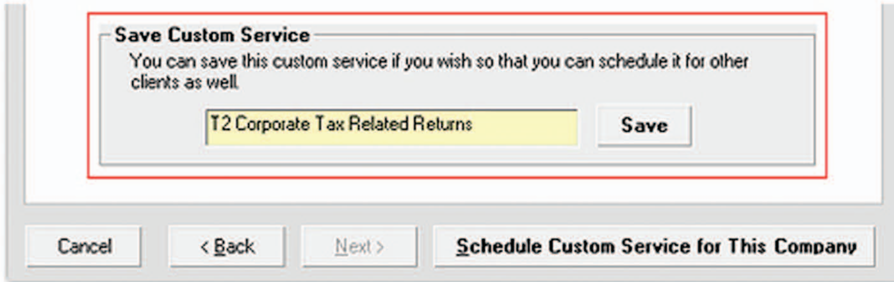
In menu, go to **Custom Services** > **Create New Custom Service...**



Click **Create a Custom Service (Single Task)** and then click **Next.**

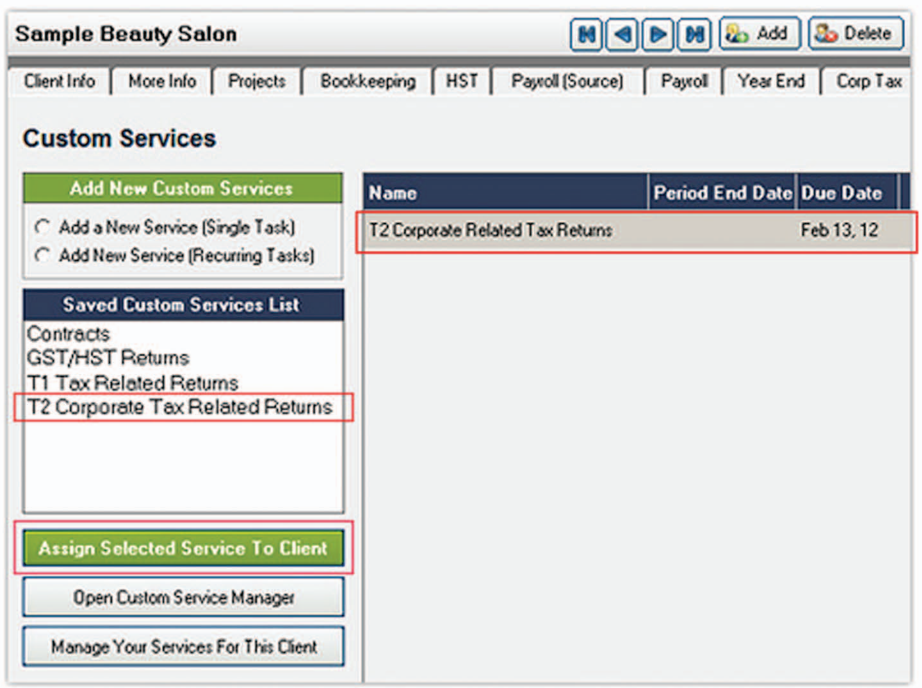
Step 3





1) Insert name and completion time for task as shown above.
2) Select due date and employee assigned from drop-down lists.
3) For **Task Type**, select **Custom** from drop-down list.
4) Create a save name for task and click **Save**.

4) After single custom service has been saved, click **Ok**.
5) Click **Schedule Custom Service Service for this Company.**

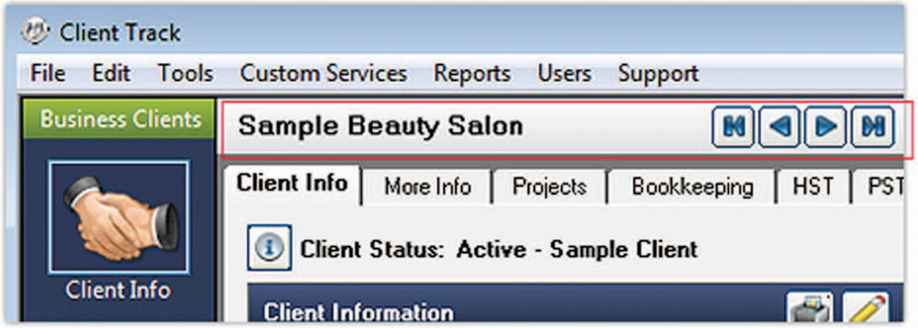


6) In **Business or Personal Clients**, click the **Custom** tab.
7) The added single custom service appears in task list with its information as shown above. All saved custom services appears under **Saved Custom Services** list.

Note: To apply the same single custom service but to a different client, use the arrow controls on top bar and click **Assign Selected Service To Client**.

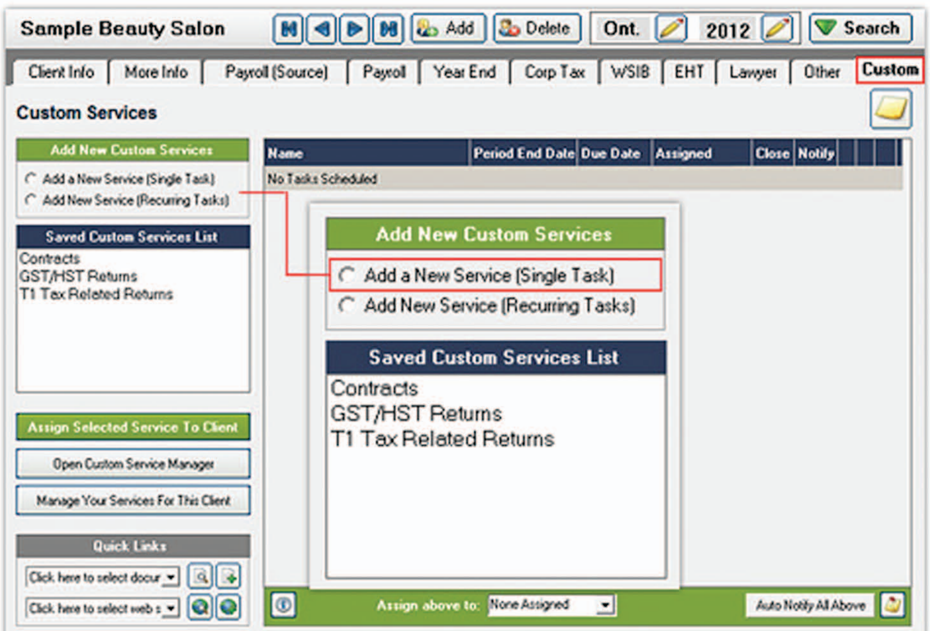
Add a Recurring Custom Service

Step 1



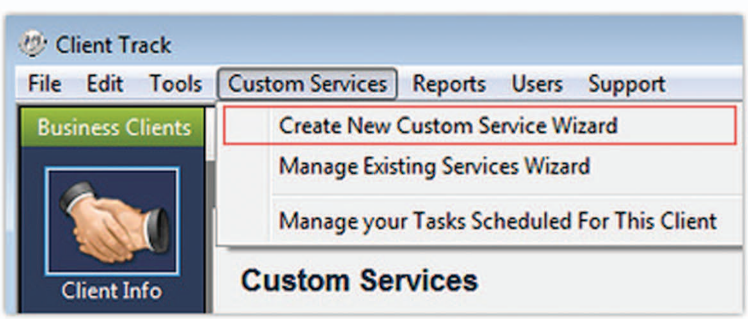
1) Under **Business or Personal Clients**, click the **Client Info** icon.
2) Select a client to create single custom service for by using the arrow controls as shown above.

Step 2



1) Click the **Custom** tab.
2) Click on **Add a New Service (Recurring Task)** under **Add New Custom Services** as shown above.

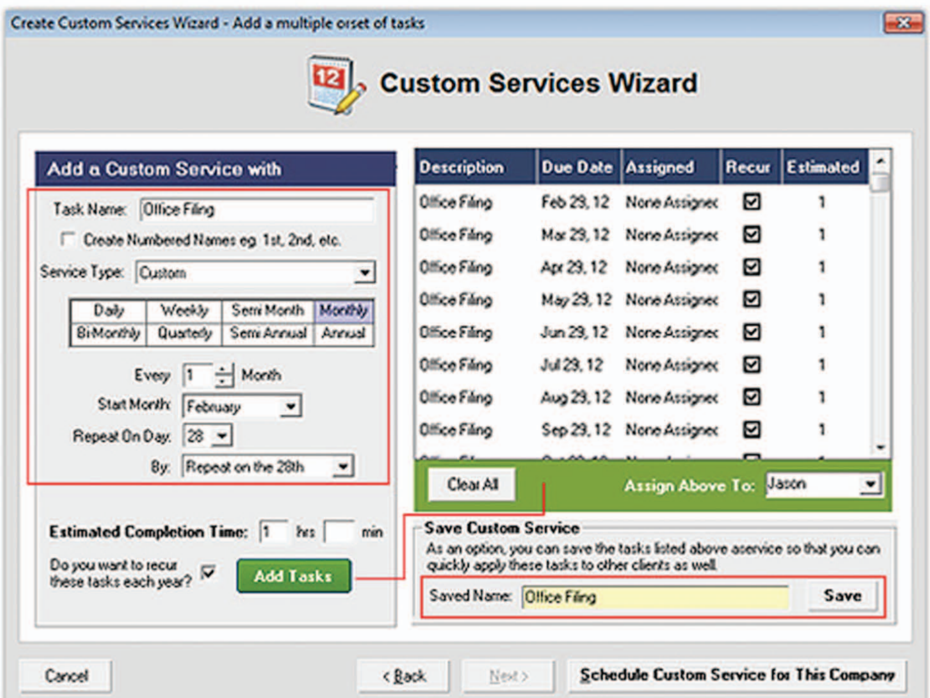
or



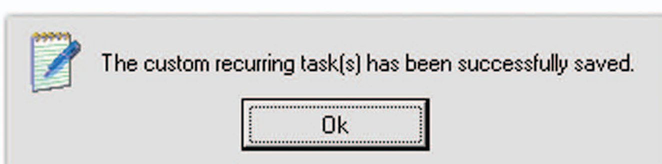
In menu, go to **Custom Services** > **Create New Custom Service...**

Click **Create a Custom Service (Recurring Task)** and then click **Next.**

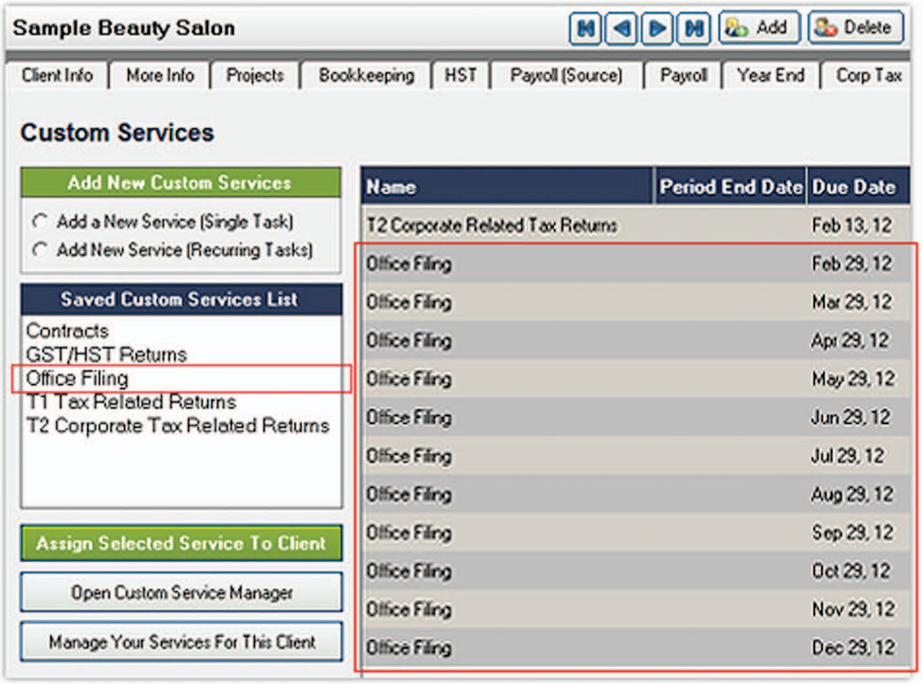
Step 3



1) Insert name and completion time for task.
2) Select type of start period and date for recurring task as shown above.
3) For **Task Type**, select **Custom** from drop-down list.
4) Create a save name for task and click **Save.**



4) After recurring custom service has been saved, click **Ok.**
5) Click **Add Tasks.** The recurring task automatically appears in tasks list.
6) Click **Schedule Custom Service Service for this Company.**

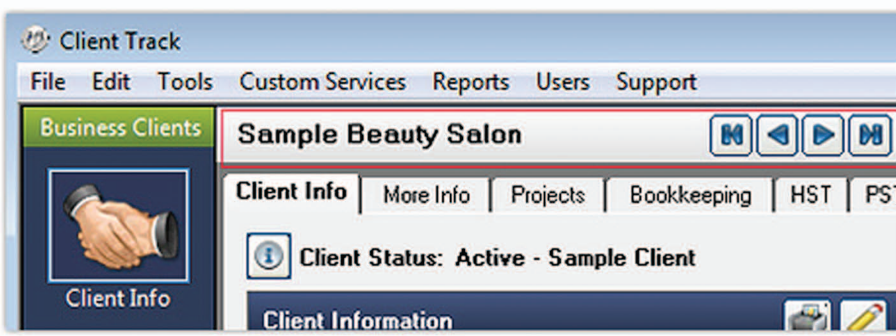


6) In **Business or Personal Clients**, click the **Custom** tab.
7) The added recurring custom service appears in task list with its information as shown above. All saved custom services appears under **Saved Custom Services** list.

Note: To apply the same recurring custom service but to a different client, use the arrow controls on top bar and click **Assign Selected Service To Client**.

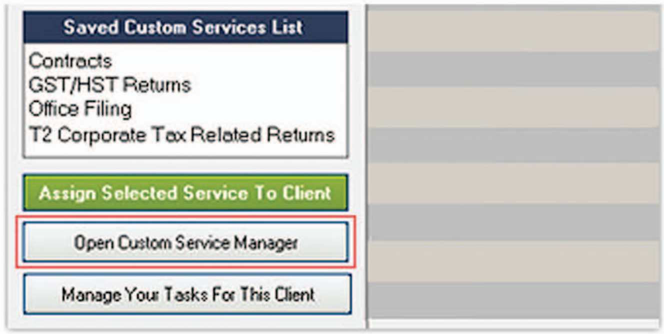
Manage Existing Custom Services

Step 1



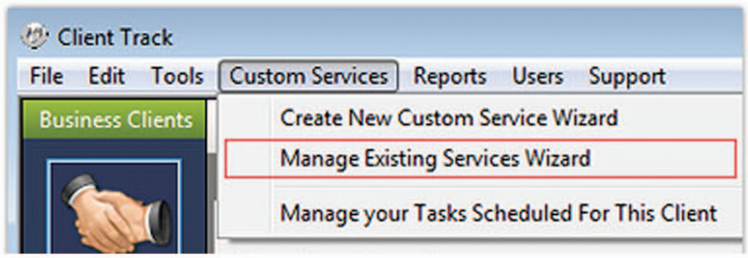
1) Under **Business or Personal Clients**, click the **Client Info** icon.
2) Select a client to manage custom services by using the arrow controls as shown above.

Step 2



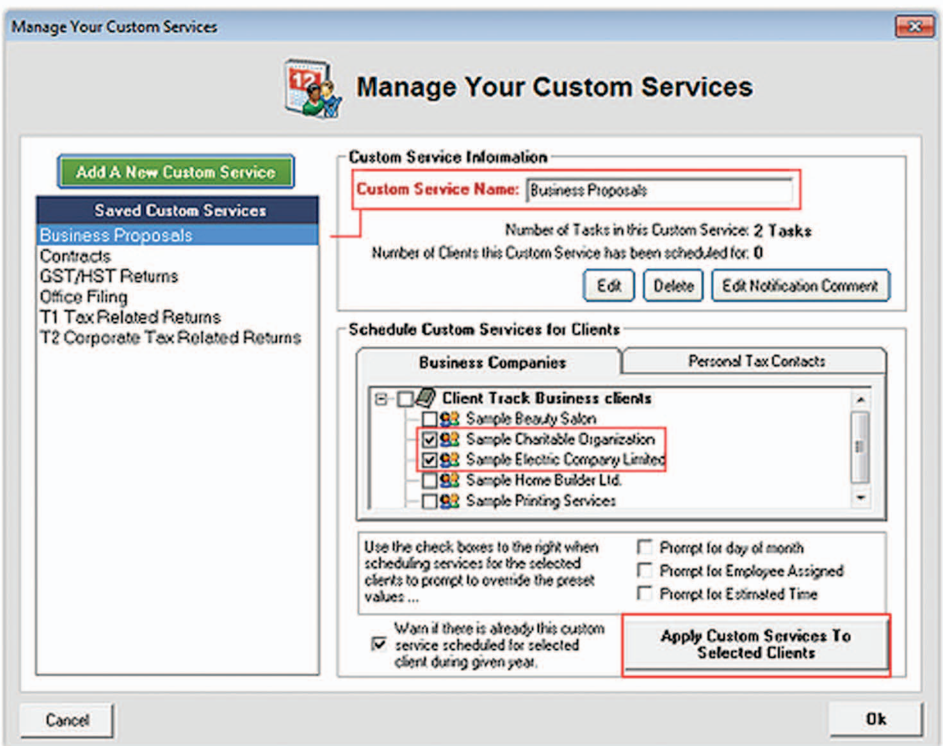
1) Click the **Custom** tab.
2) Click **Open Custom Service Manager** as shown above.

or



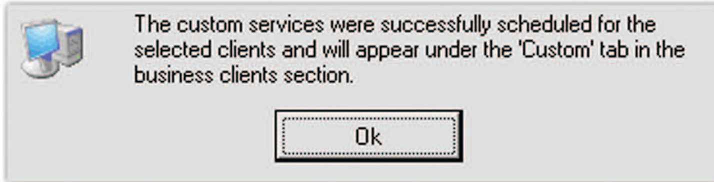
In menu, go to **Custom Services** > **Manage Existing Services...**

Step 3



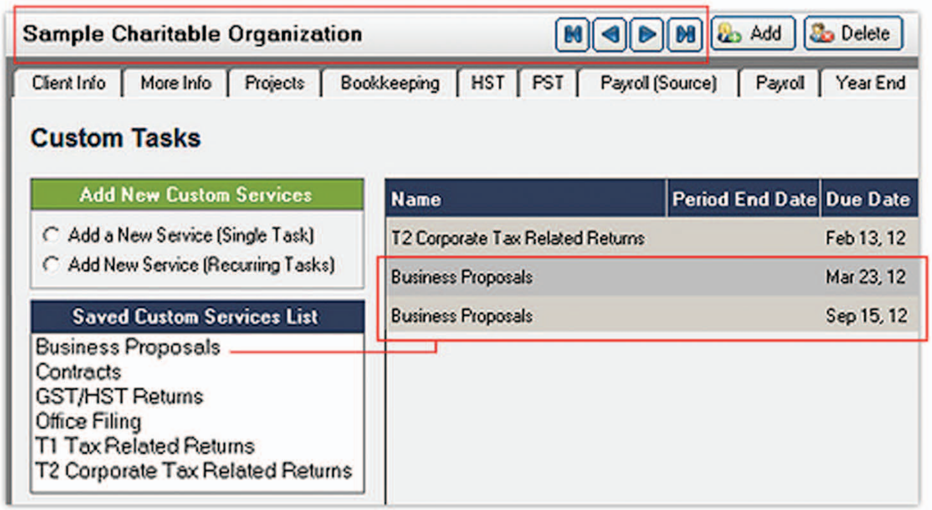
1) Under **Saved Custom Services** list, select a service to schedule for clients.
2) From the **Business Companies** or **Personal Tax Contacts** tab, check off which clients to apply custom service to.
3) Check off **Warn if there is already this custom service scheduled...**
4) Click **Apply Custom Services to Selected Clients**

Note: To add a recurring custom service, click **Add a New Custom Service** and follow Step 3 here.



5) After custom services have been applied to client, click **Ok**.
6) Click **Ok** to exit **Manage Your Custom Services** wizard.

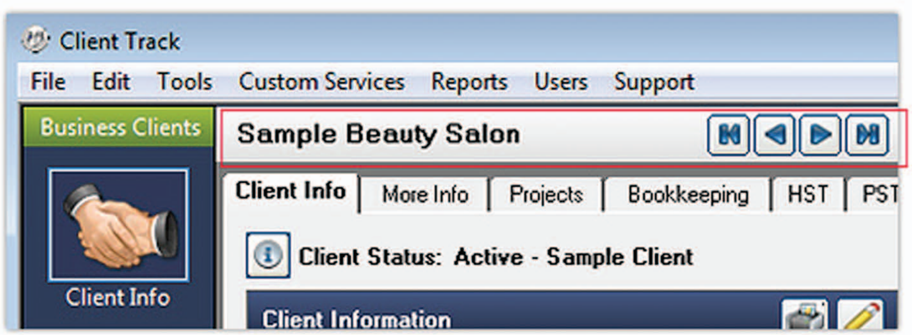
Step 4



1) Browse to the selected client(s) from **Step 3** by using the arrow controls.
2) Click the **Custom** tab and verify that the custom services have been added to tasks list as shown above.

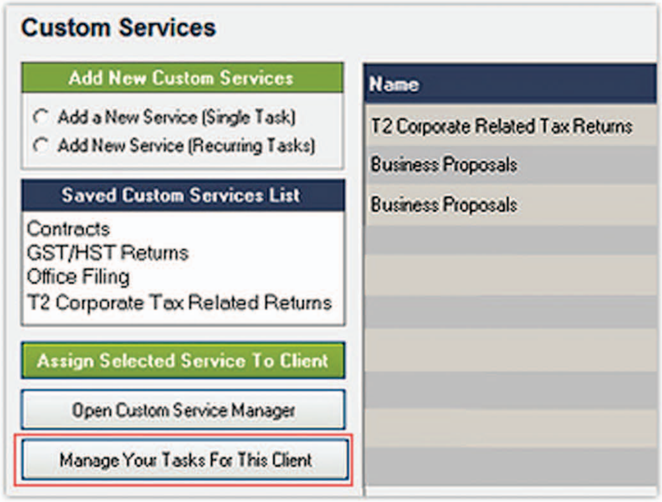
Manage Scheduled Tasks

Step 1



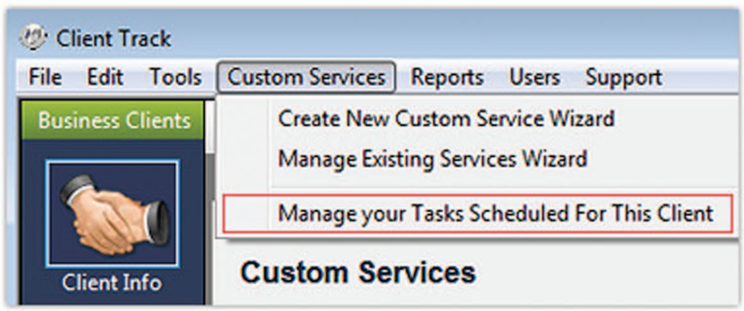
1) Under **Business or Personal Clients**, click the **Client Info** icon.
2) Select a client to manage custom services by using the arrow controls as shown above.

Step 2



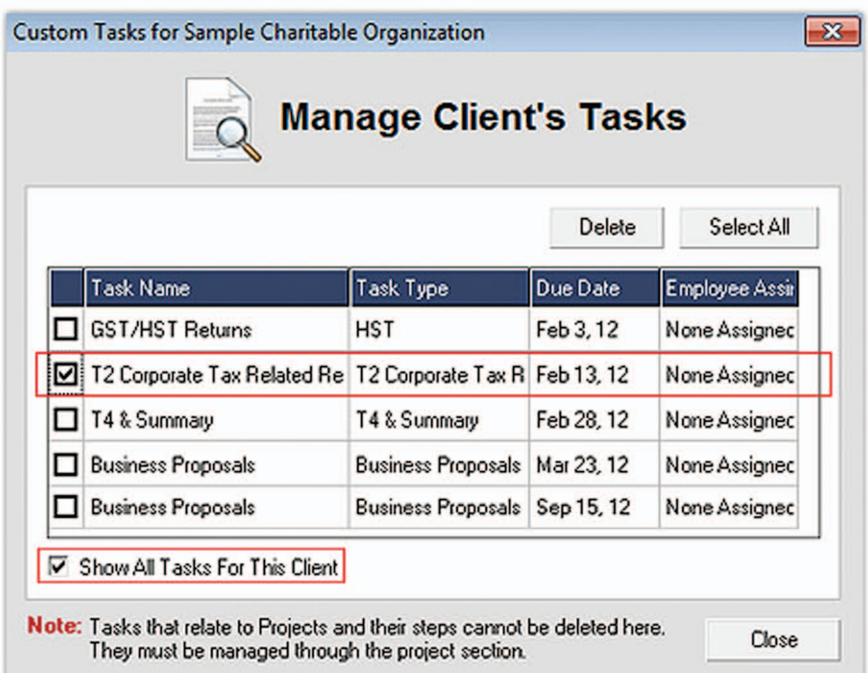
1) Click the **Custom** tab.
2) Click **Manage Your Tasks For This Client** as shown above.

or

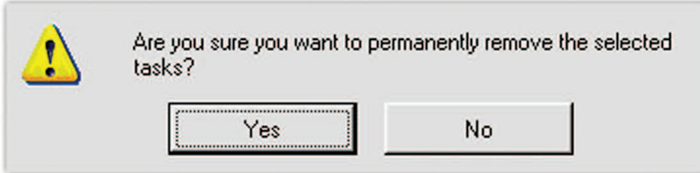


In menu, go to **Custom Services** > **Manage Your Tasks Scheduled...**

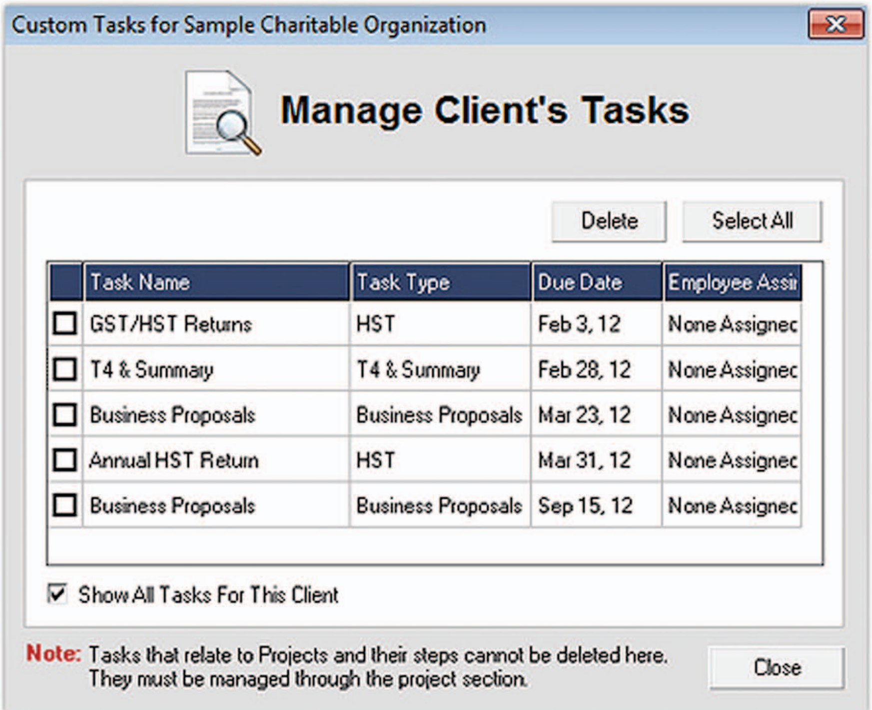
Step 3



1) Check off **Show All Tasks For This Client.**
2) Select a task from list and click **Delete.**

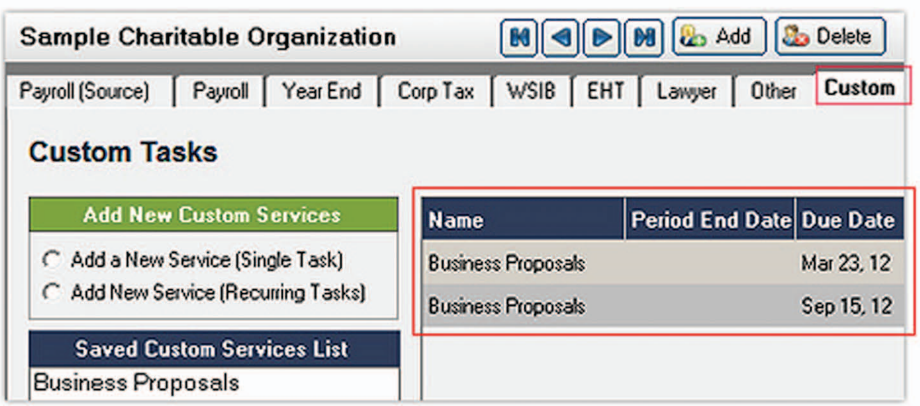


3) Click **Yes** to confirm delete in pop-up warning.



4) Click **Close** after task(s) has been deleted.

Step 4

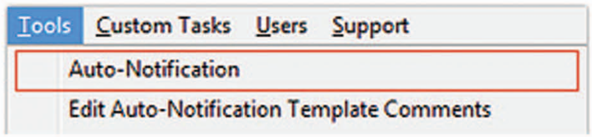


Under the **Custom** tab, the deleted task(s) do not appear in tasks list anymore.

Other Tools

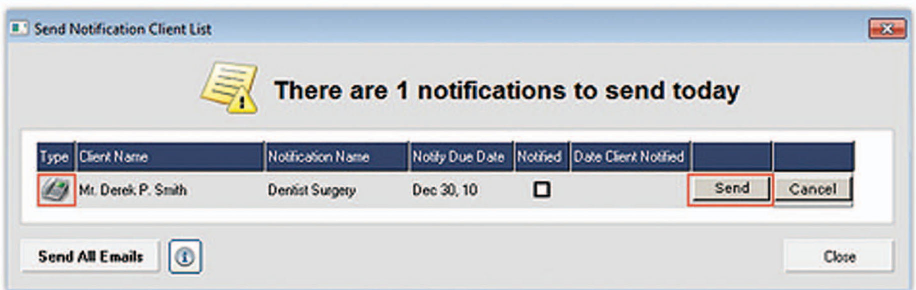
Send Notification

Step 1



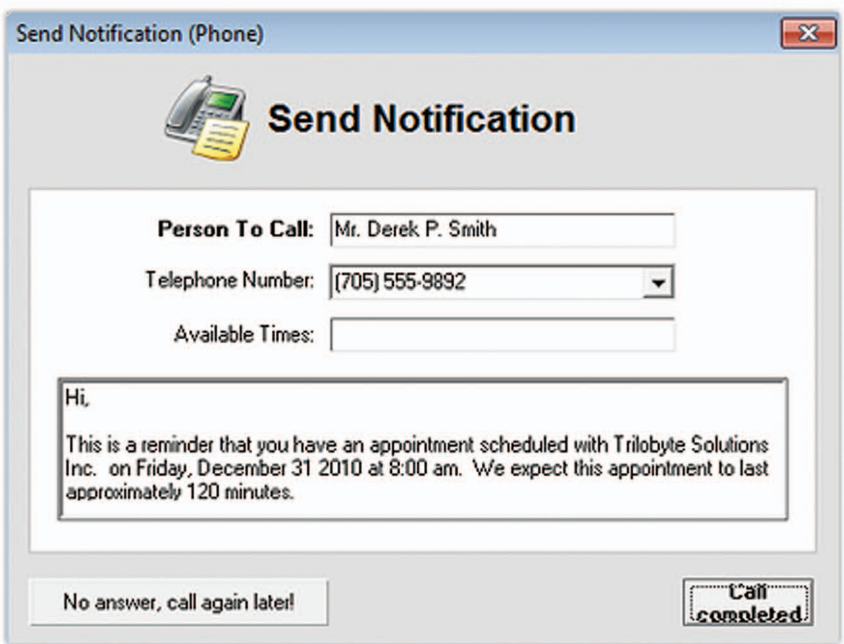
In menu, go to **Tools** > **Auto Notification**

Step 2

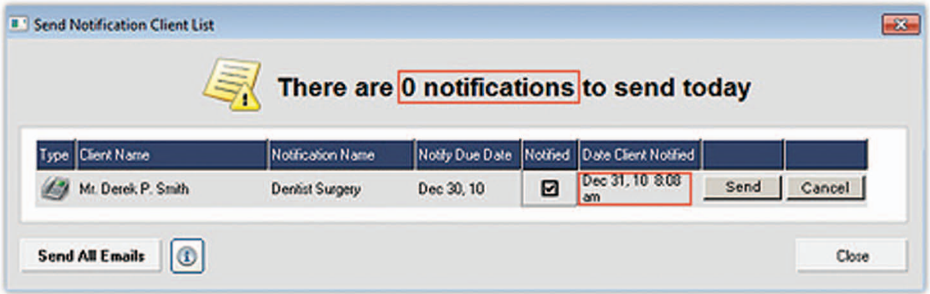


To send a notification to a specific client, click **Send**

Step 3



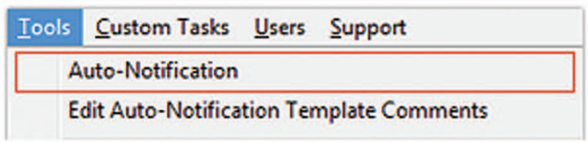
Verify the notication information and click to confirm notification being sent.



When notification has been sent, the date will appear under **Date Client Notified** category and checked off. In addition, the number of notifications changes.

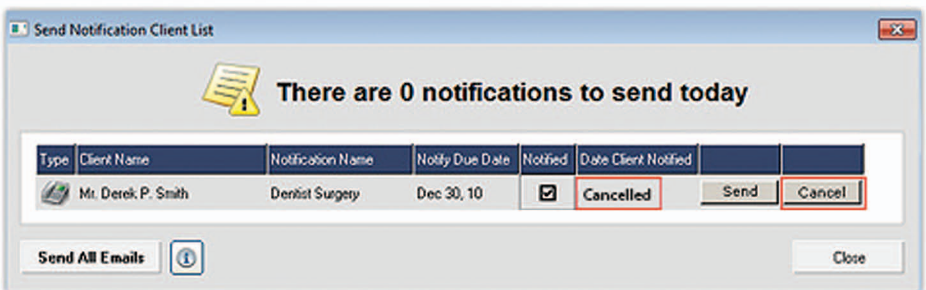
Cancel Notification

Step 1



In menu, go to **Tools** > **Auto Notification**

Step 2

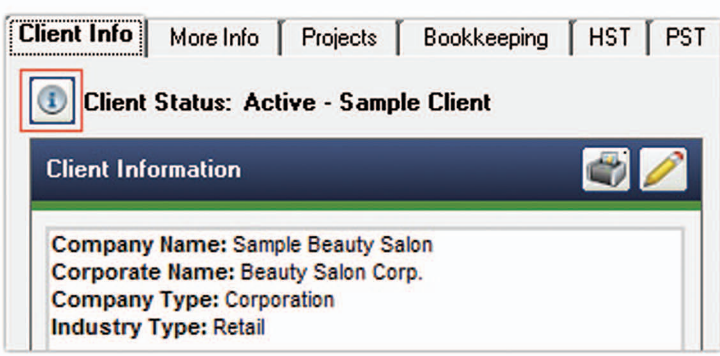


To cancel a notification for a specific client, click **Cancel**

When notification has been cancelled, **Cancelled** will appear under **Date Client Notified** category and checked off. In addition, the # of notifications changes.

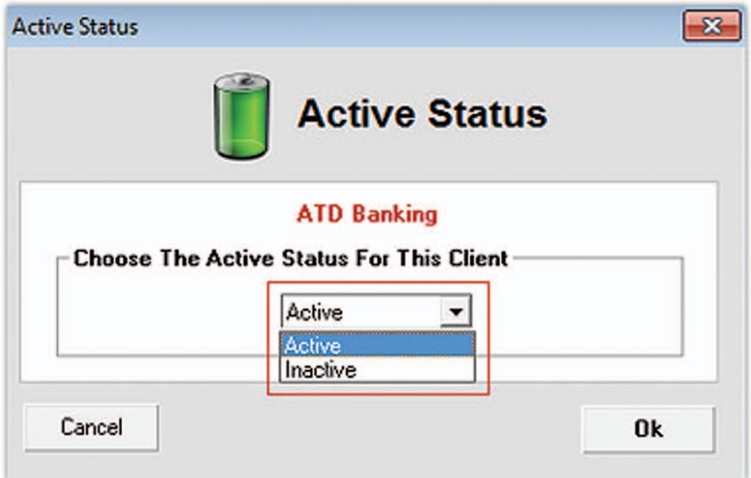
Client Status

Step 1



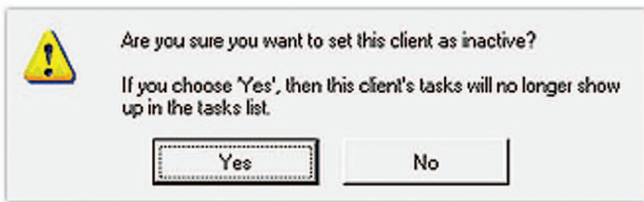
Click on the information icon beside **Client Status.**

Step 2



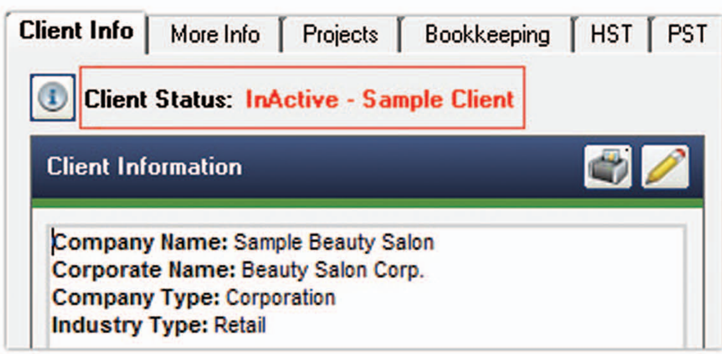
From the Active Status drop-down list, select **Inactive** as example.

Step 3



Click **Yes** to confirm client as inactive.

Step 4

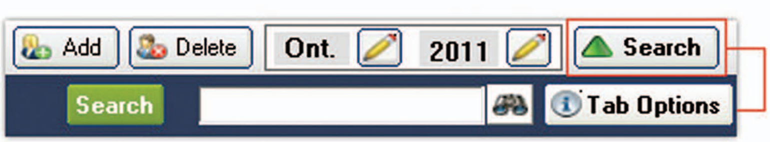


Verify that selected client has been set as Inactive.

Note: To change client back to **Active**, follow step 2 and select **Active**.

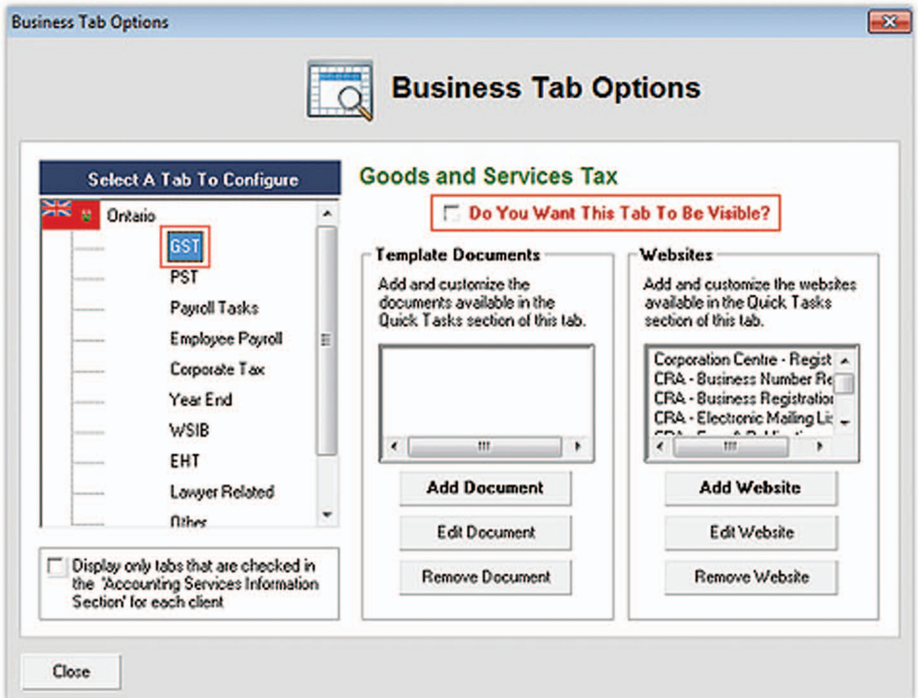
Business Tab Options

Step 1

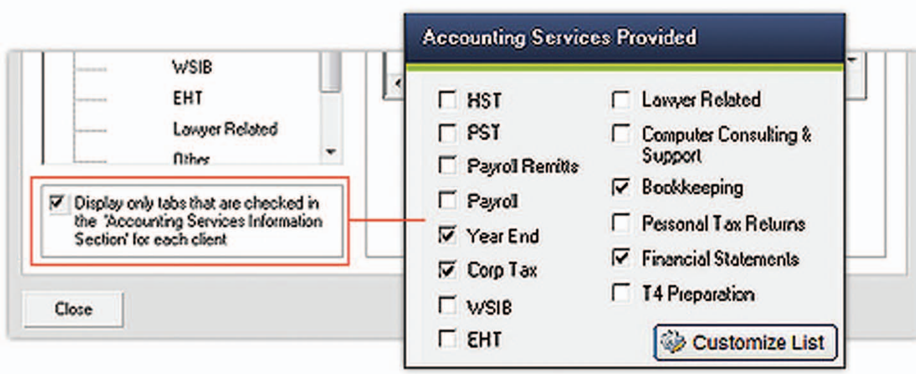


In **Business Clients**, click **Search** and then **Tab Options**.

Step 2

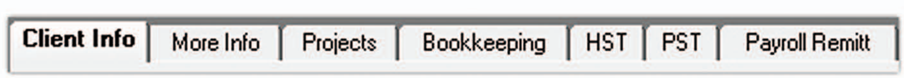


1) Select which tab you want to configure from list on left side
2) By default, all tabs are visible. If you want a certain tab to not appear, uncheck **Do You Want This Tab To Be Visible** as shown above.
3) Add any documents and/or websites pertaining to a selected tab.



4) **Optional:** To make tabs specific for each client, check off **Display only tabs....**
5) Click **Close** to save changes.

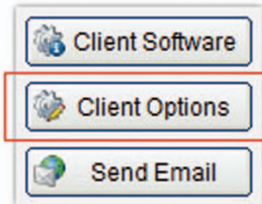
Step 3



Verify the changes to tab(s).

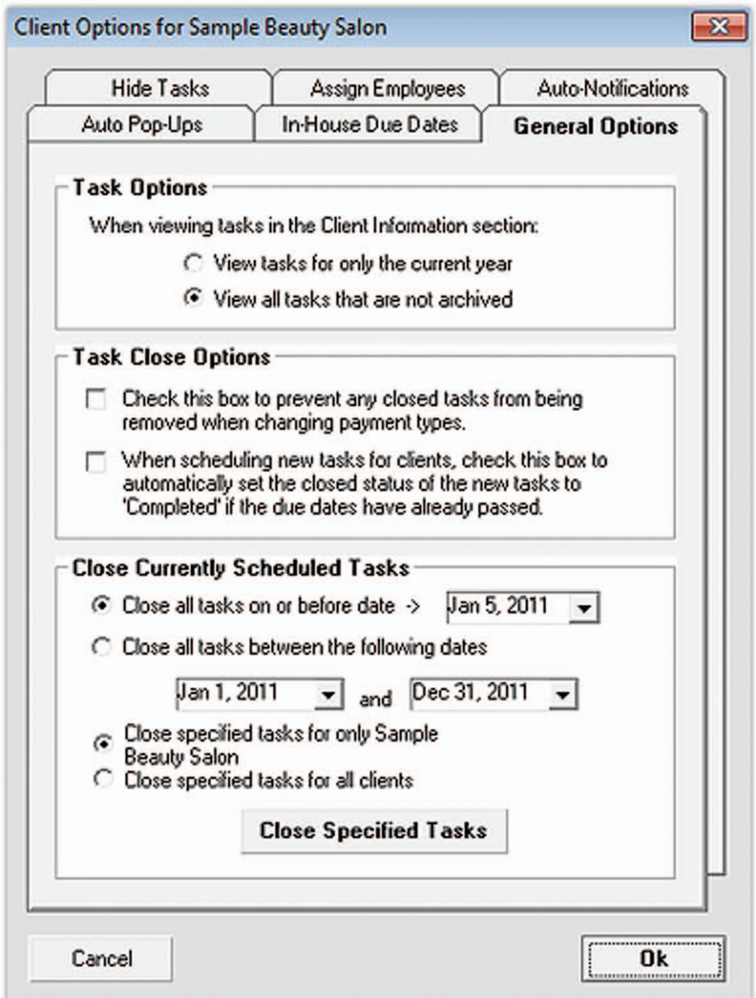
Client Options

Step 1



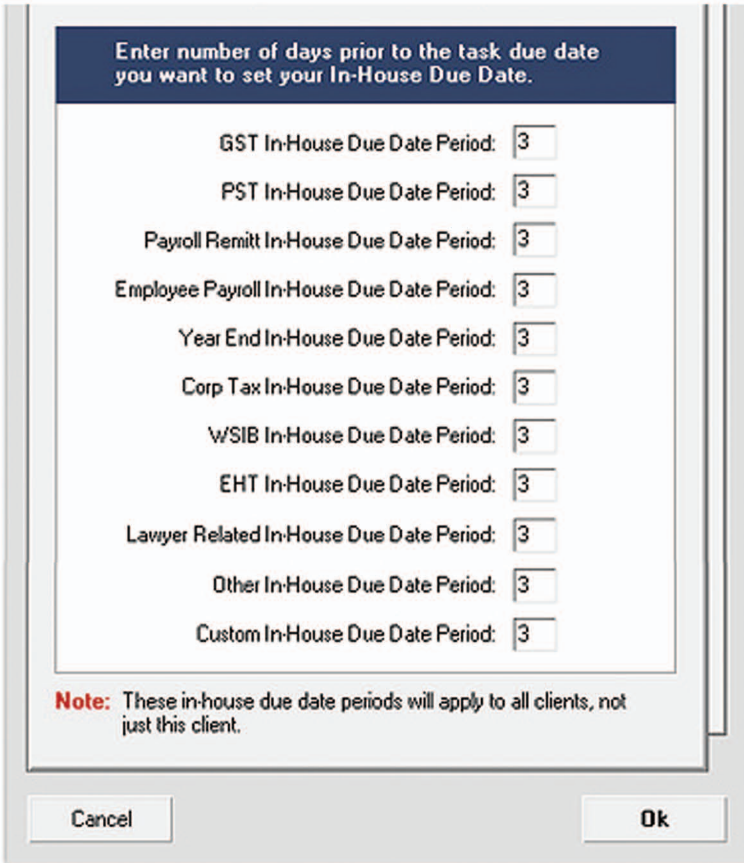
In **Business Clients**, go to > **Client Info** > **Client Options**

General Options



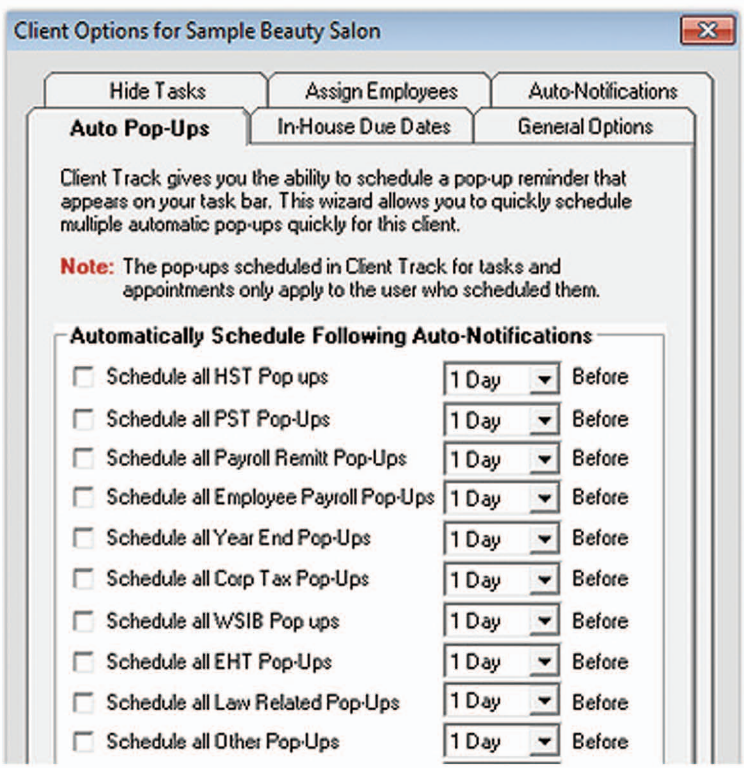
1) Select an option for each category.
2) Click **Ok**.

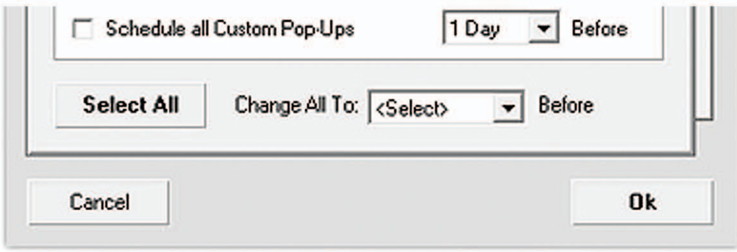
In-House Due Dates



1) Customize the number of days prior to task deadline as an in-house date for each tab under Business/Personal Clients.
2) Click **Ok**.

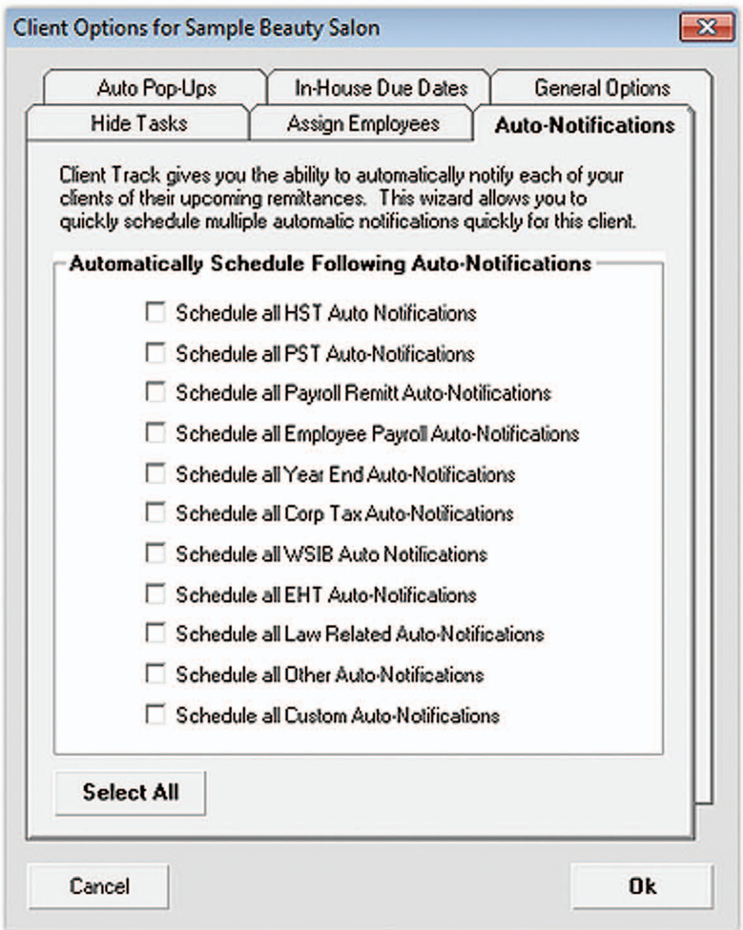
Auto Pop-Ups





1) Select which tab(s) and number of days prior to task from drop-down list to schedule automatic pop-ups.
2) Click **Ok.**

Auto-Notifications



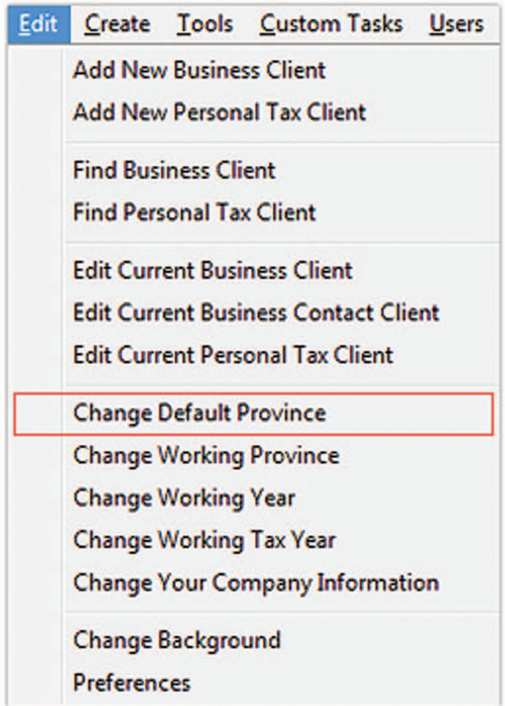
1) Select which tab to create automatic notifications.
2) Click **Ok.**

Change Default Province

When you start up Client Track for the first time, you will be asked to select your province in the Startup Wizard. If you accidently chose the wrong province, you can easily fix that in the Province Wizard in Client Track.

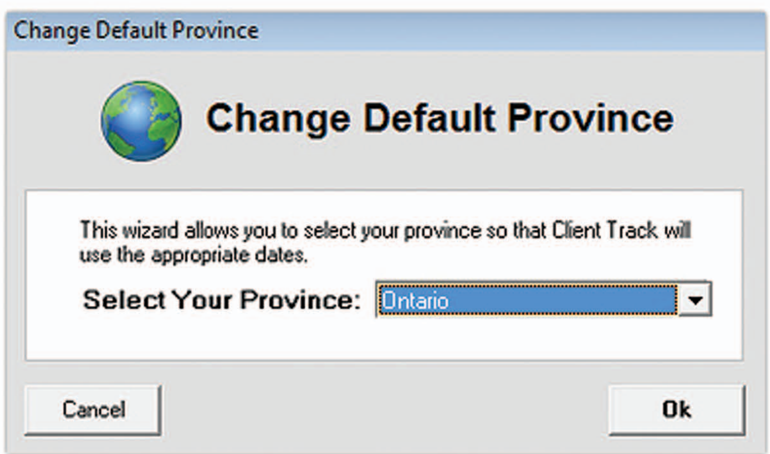
Step 1

Step 1



In menu, go to **Edit** > **Change Default Province**

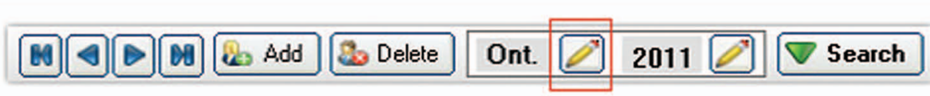
Step 2



1) Select province from drop-down list as shown above.
2) Click **Ok** to save setting.

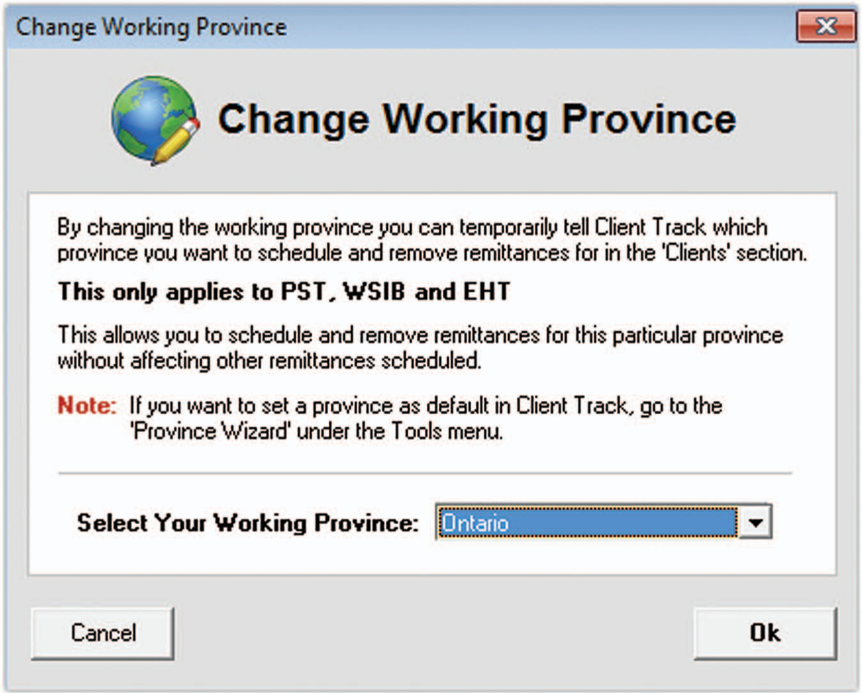
Change Working Province

Step 1



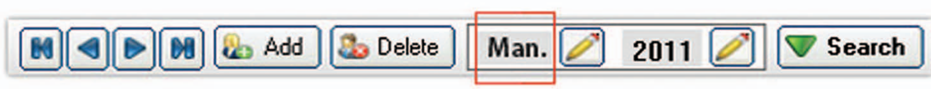
In **Business Clients**, click the pencil icon next to province shown above.

Step 2



1) Select a province from drop-down list shown above.
2) Click **Ok** to save change.

Step 3



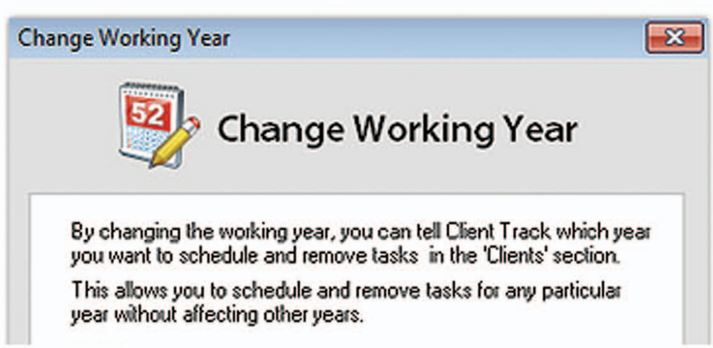
Verify that the new working province has been changed.

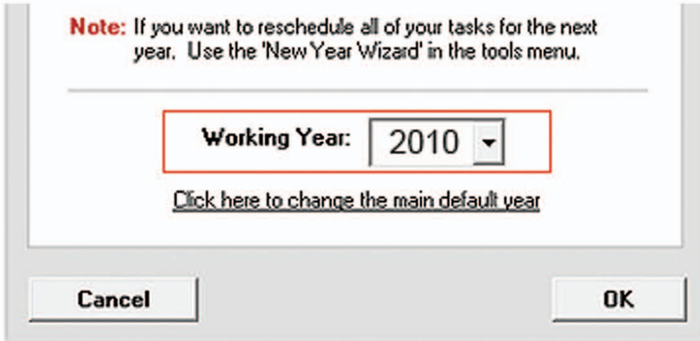
Change Default Year

Step 1

In **Business Clients**, click the pencil icon next to year number shown above.

Step 2





Select new working year from drop-down list shown above.

Step 3

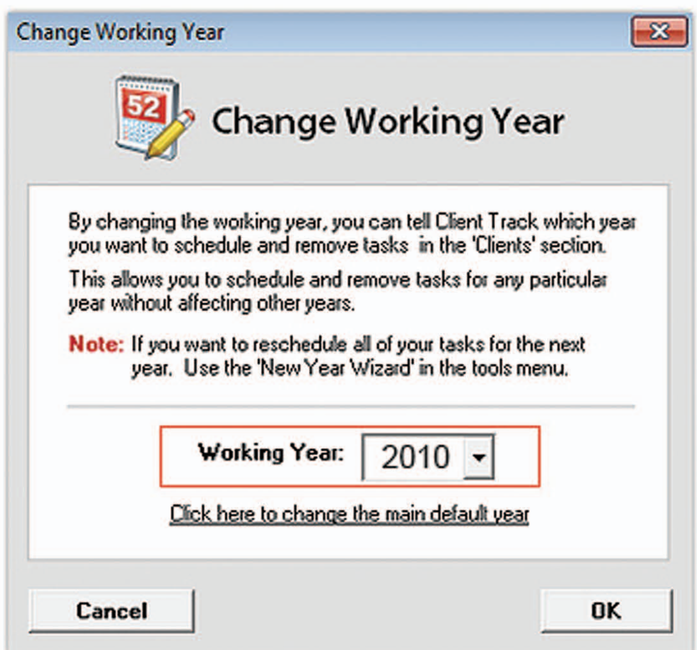
Verify that the new working year has been changed.

Change Working Year

Step 1

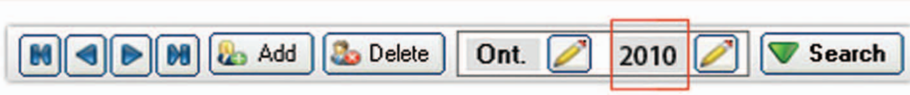
In **Business Clients**, click the pencil icon next to year number shown above.

Step 2



Select new working year from drop-down list shown above.

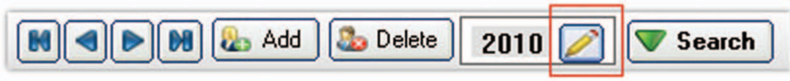
Step 3



Verify that the new working year has been changed.

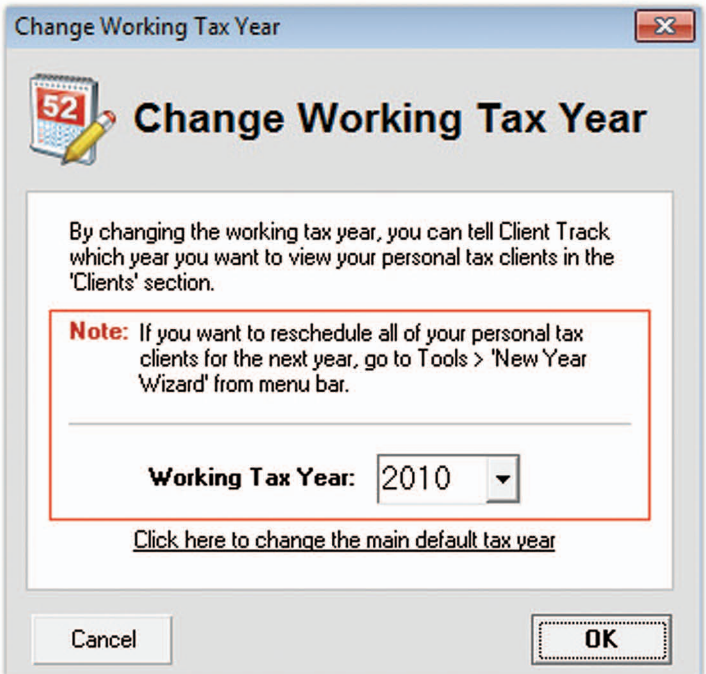
Change Working Tax Year

Step 1



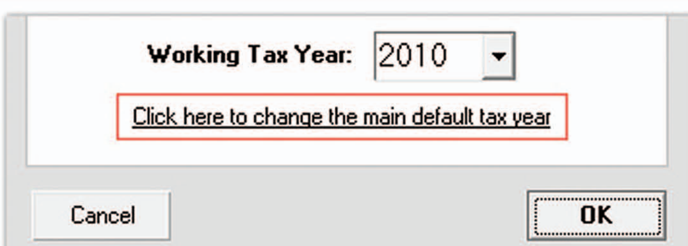
In **Personal Clients**, click the pencil icon next to year number shown above.

Step 2



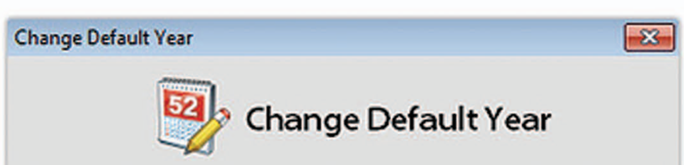
1) Select new working tax year from drop-down list shown above.
   Optional: If you want to change default tax year as well, proceed to Step 3.
2) Click **Ok** to save new tax year.

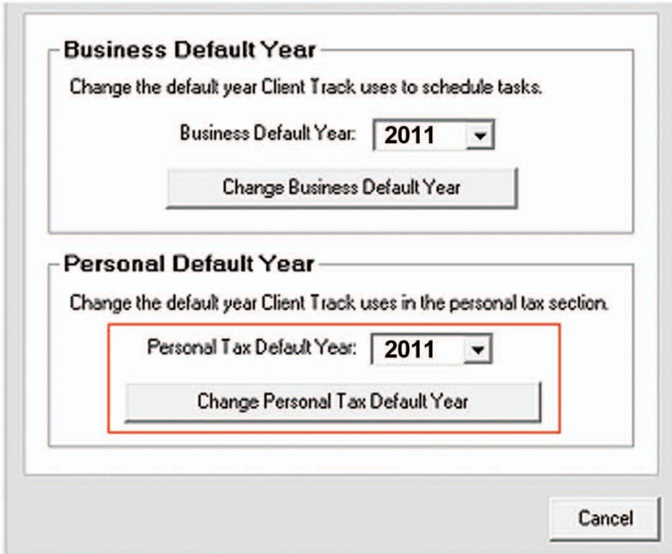
Step 3 (optional)



Click **Change the Main Default Tax Year** link shown above.

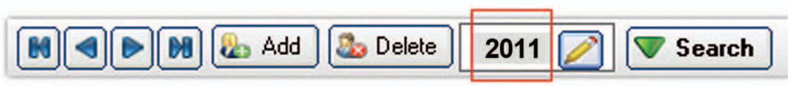
Step 4





Select new business default tax year from drop-down list.

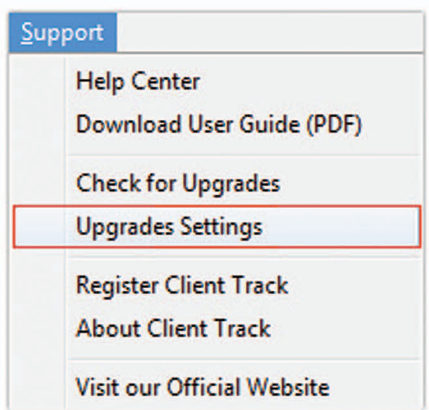
Step 5



Verify that the new default tax year has been changed.

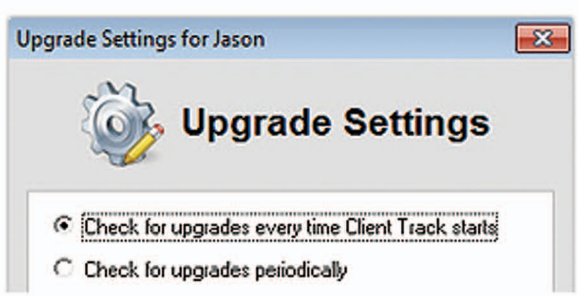
Upgrade Settings

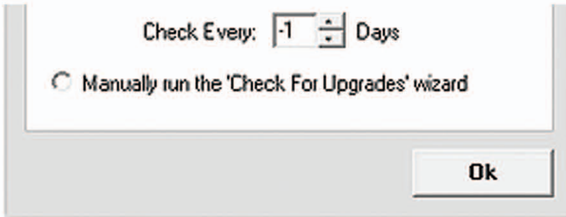
Step 1



In menu, go to > **Support** > **Upgrades Settings**

Step 2

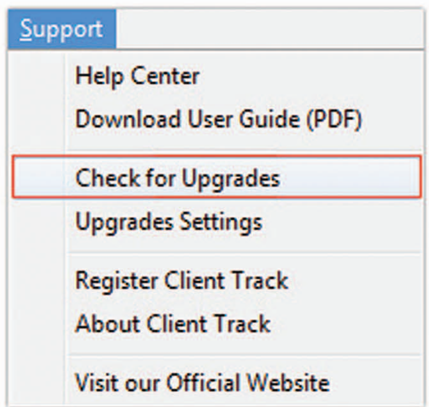




1) Select type of upgrade setting.
2) Click **Ok** to save setting.

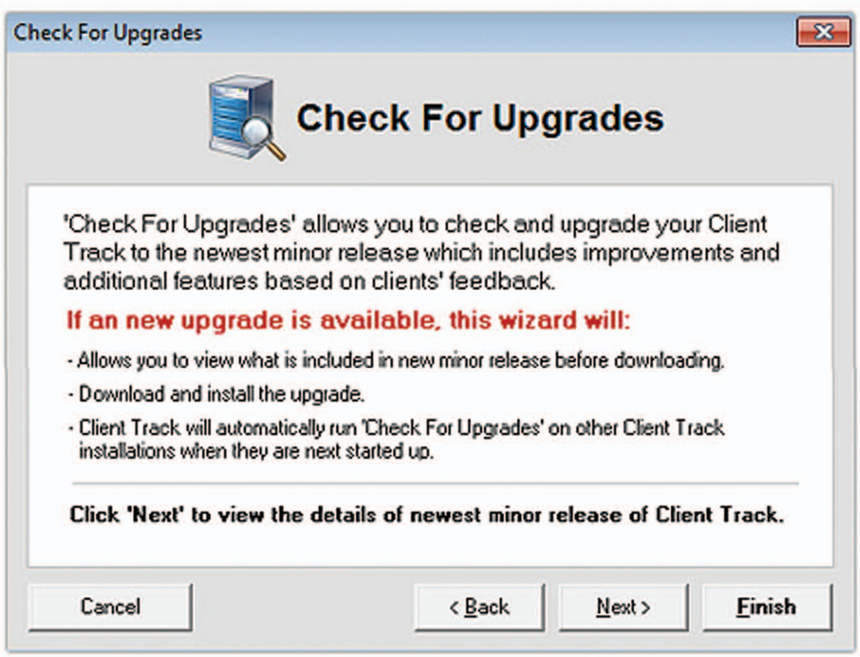
Check For Upgrades

Step 1

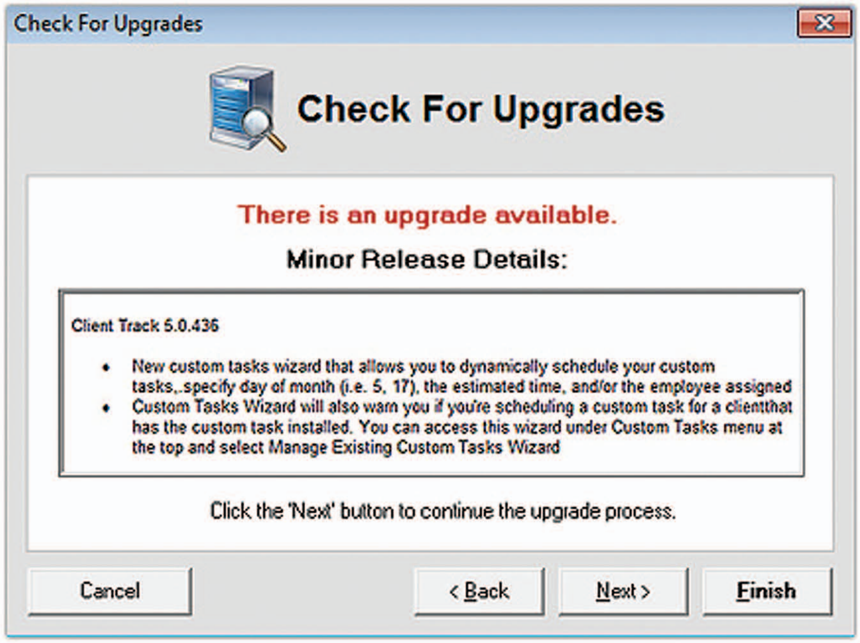


In menu, go to > **Support** > **Check For Upgrades**

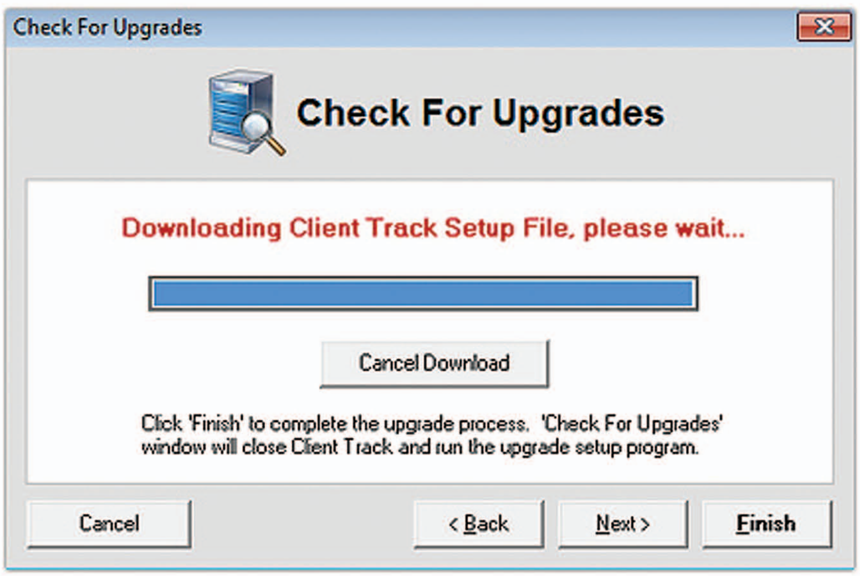
Step 2



1) Click **Next** to begin checking for newest upgrade.

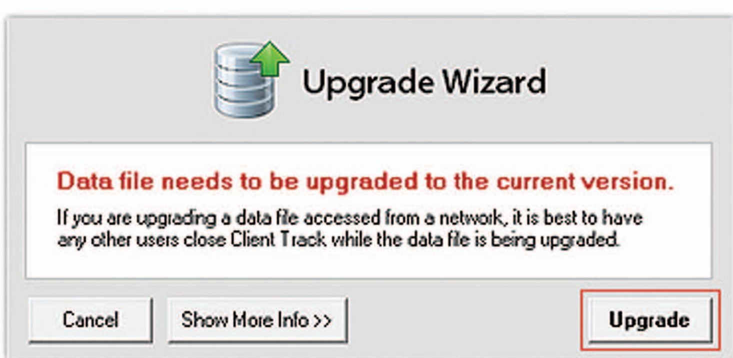


2) When an upgrade is available, skim through the details in release and click **Next.**

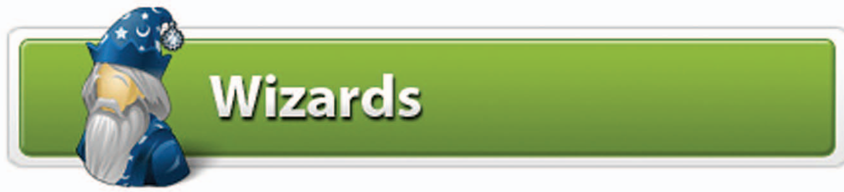


3) After setup file has been downloaded, click **Finish.** Client Track will close itself and an **Upgrade Wizard** window will pop up.

Step 3

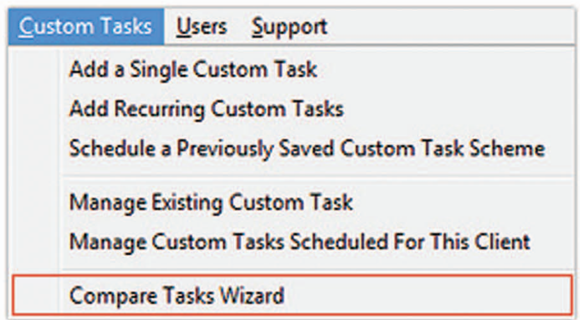


1) Click **Upgrade** to update your data file.
2) Click **Ok** after successful upgrade.



Compare Tasks

Step 1

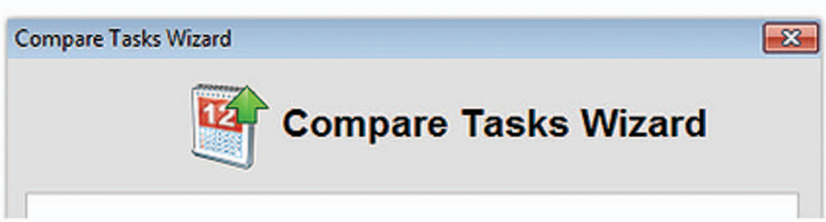


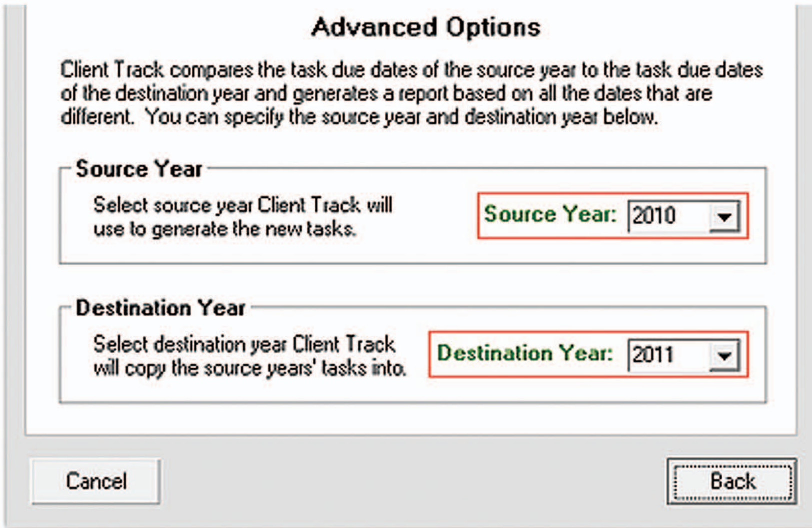
In menu, go to **Custom Tasks** > **Compare Tasks Wizard**

Step 2

Click **Advanced Options.**

Step 3



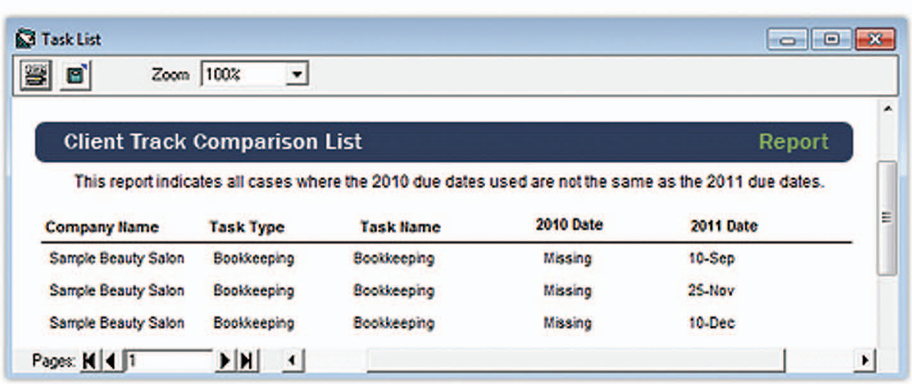


1) Select **Source and Destination Years** from drop-down lists.
2) Click **Back.**

Step 4

Click **Compare Tasks** to being comparing tasks.

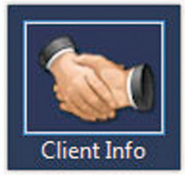
Step 5



Verify the compare tasks list report.

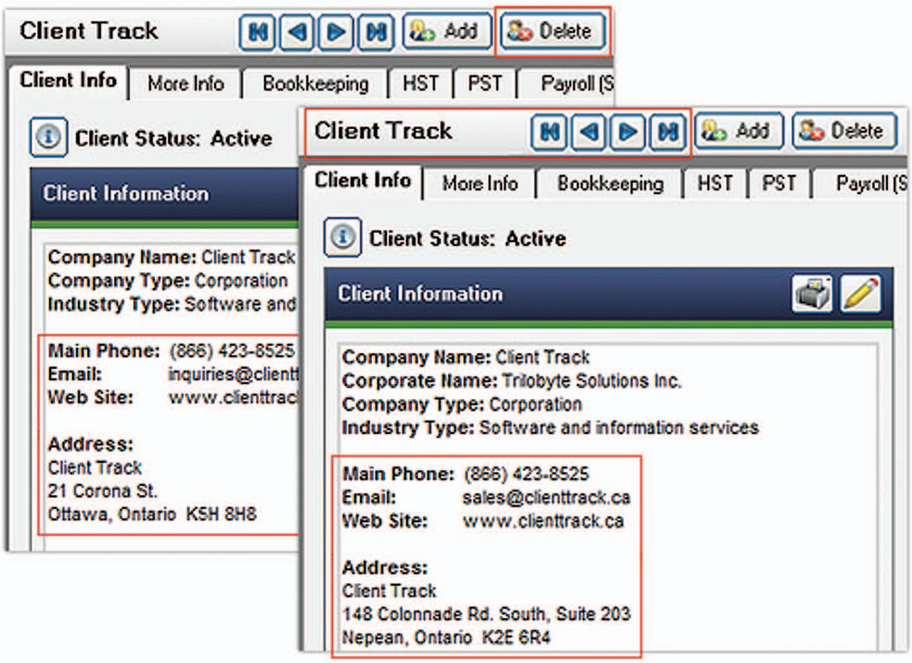
Remove Duplicate Companies

Step 1

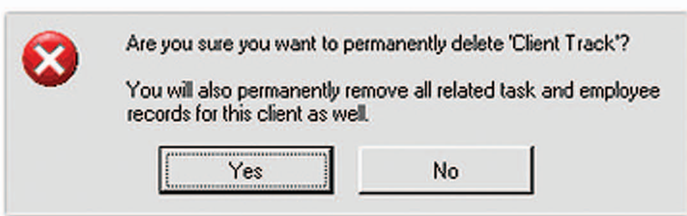


In **Business Clients**, go to > **Client Info** (icon)

Step 2

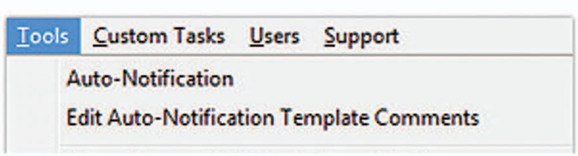


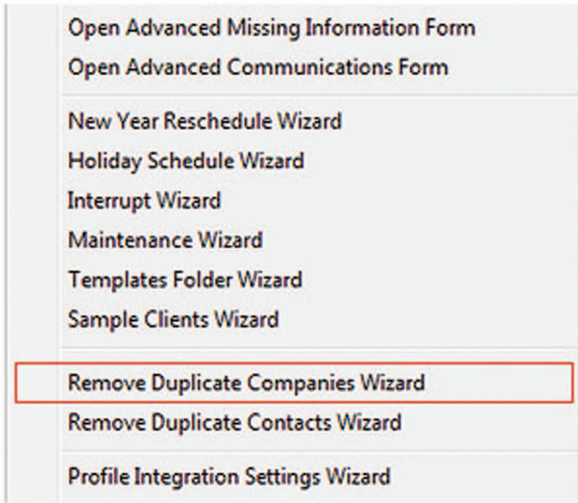
1) Under **Client Info** tab, browse through the companies using the arrows to see if there are any duplicates. If so, see if there is any difference in contact information under **Client Information** as shown above.



2) If the contact information is not the same, go to **Step 3**. If identical, click **Delete** on either company as shown above and then click **Yes** to confirm removal.

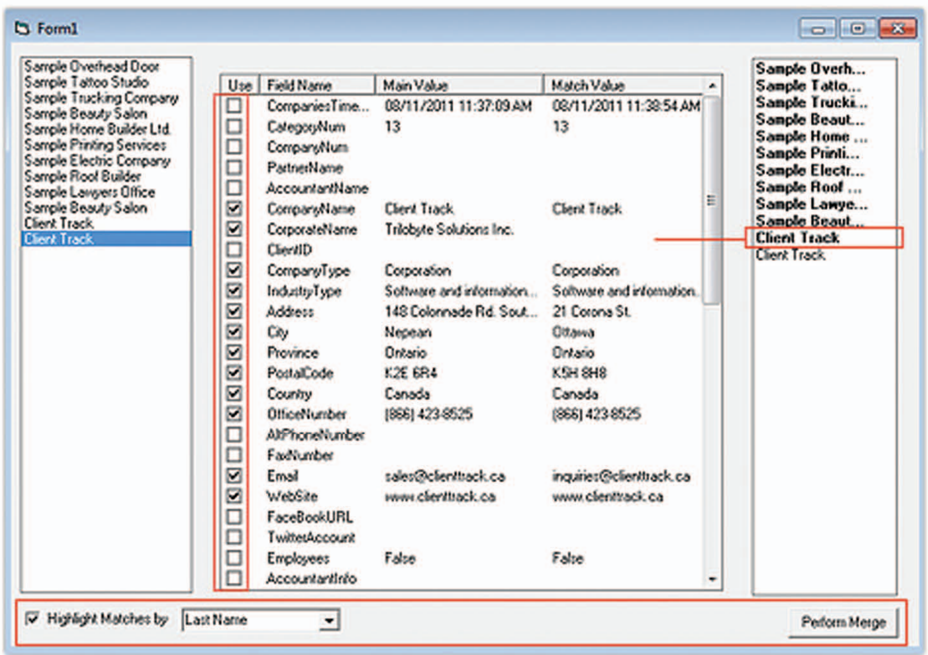
Step 3





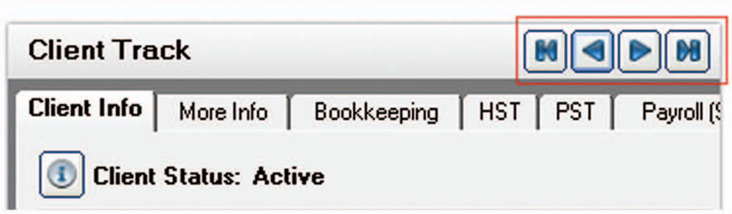
In menu, go to **Tools** > **Remove Duplicate Companies Wizard**

Step 4



1) Select a company from left sidebar list to begin duplicate search
2) Check off **Highlight Matches by**
3) Click on the matching company from right sidebar list
4) Check off which information fields that is most updated to keep as shown above
5) Click **Perform Merge** to merge both identical companies into one

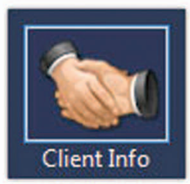
Step 5



Verify that the newly merged company contains the most updated information as shown above from Step 4.

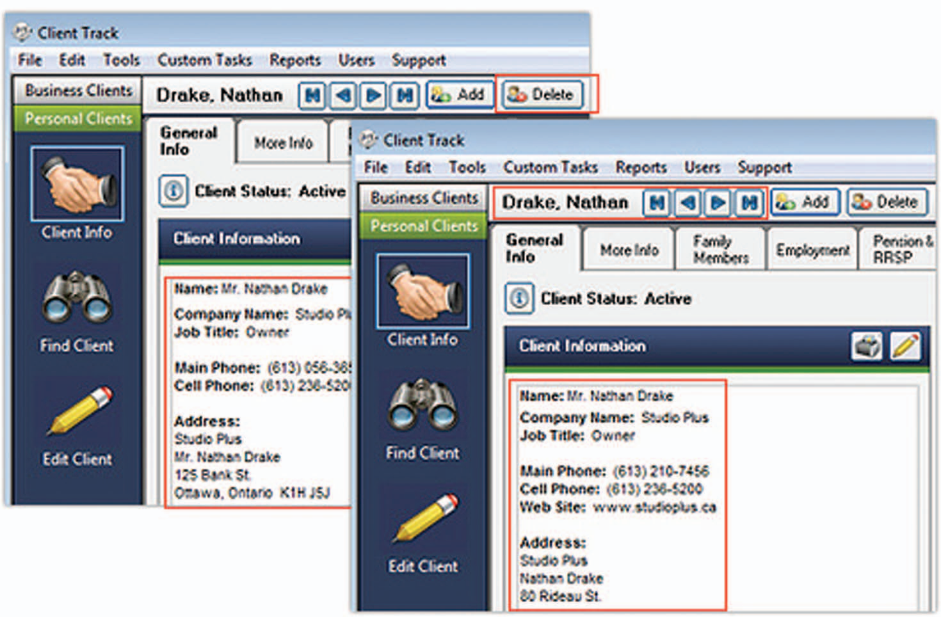
Remove Duplicate Contacts

Step 1

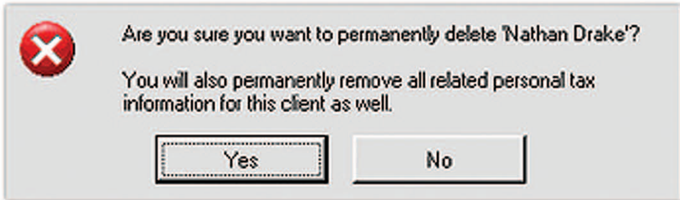


In **Personal Clients**, go to > **Client Info** (icon)

Step 2

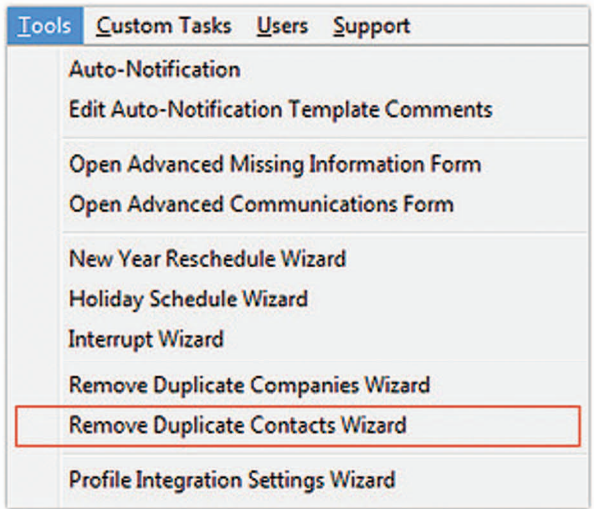


1) Under **General Info** tab, browse through the contacts using the arrows to see if there are any duplicates. If so, see if there is any difference in contact information under **Client Information** as shown above.



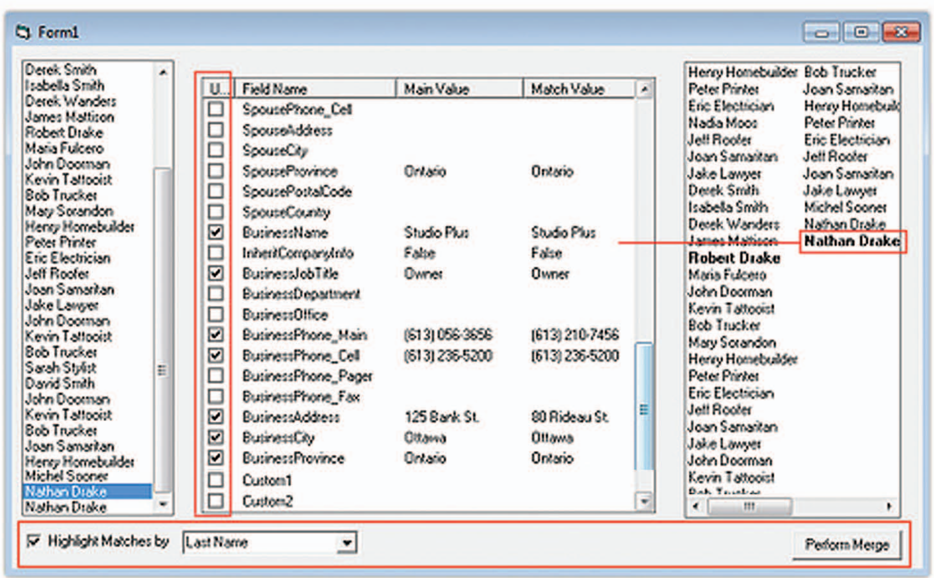
2) If the contact information is not the same, go to **Step 3**. If identical, click **Delete** on either contact as shown above and then click **Yes** to confirm removal.

Step 3



In menu, go to **Tools** > **Remove Duplicate Contacts Wizard**

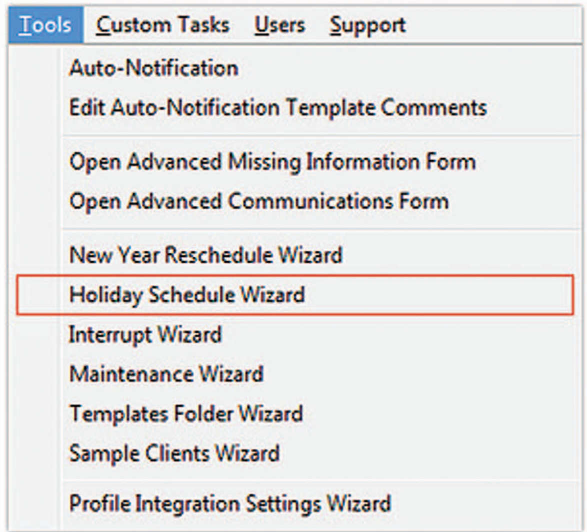
Step 4



1) Select a contact from left sidebar list to begin duplicate search
2) Check off **Highlight Matches by**
3) Click on the matching contact from right sidebar list
4) Check off which information fields that is most updated to keep as shown above
5) Click **Perform Merge** to merge both identical contacts into one

Holidays Schedule

Step 1

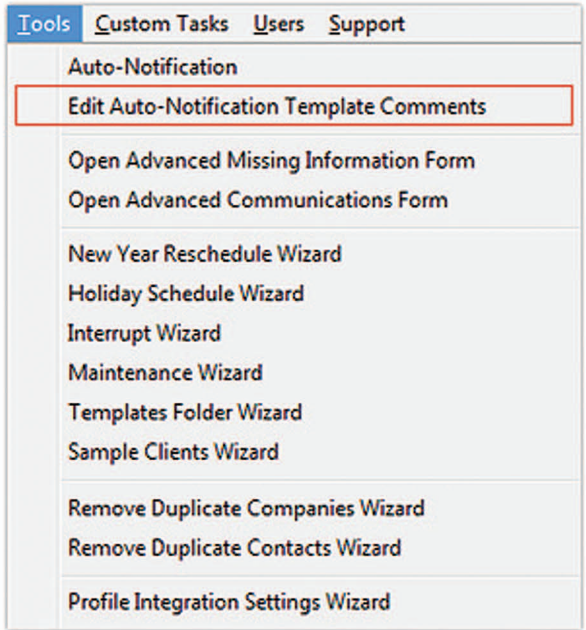


In menu, go to **Tools** > **Holiday Schedule Wizard**

Step 2

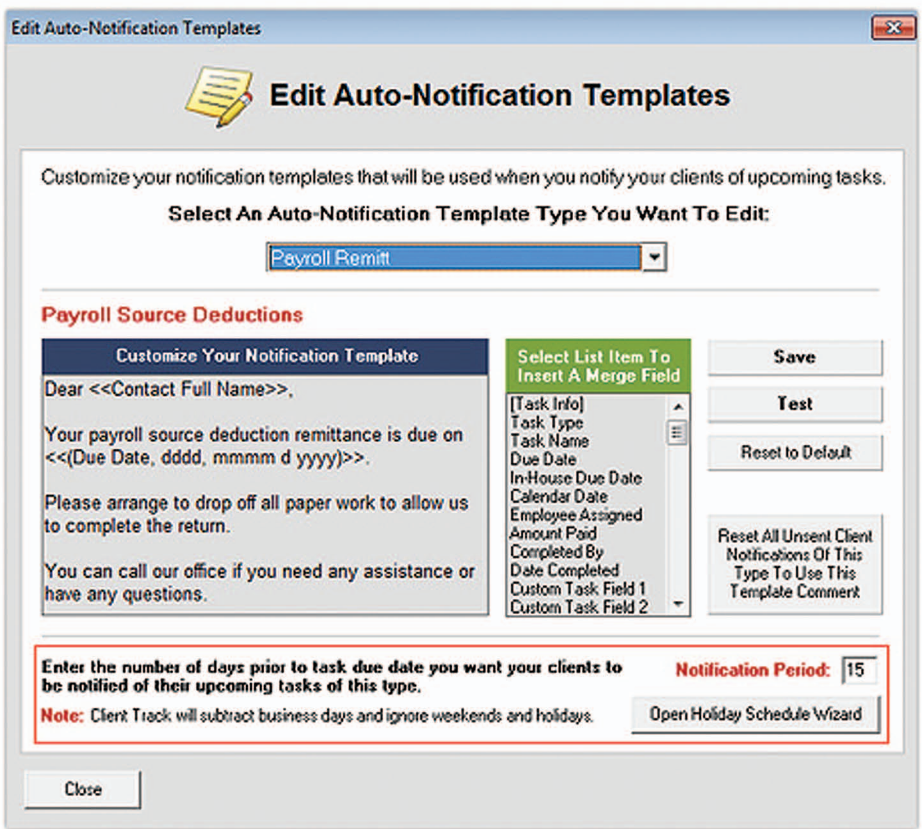
1) Select year to schedule holiday dates from drop-down list.
2) Check off which statutory holidays to schedule under the **National** tab
3) Check off any other important dates to schedule under your province tab
4) Click **Reset all unsent client notitication...** and/or **Reset all scheduled tasks...** as shown above.
5) **Optional:** Click **Show Advanced Options**
6) Click **Ok** to save settings.

Step 3



In menu, go to **Tools** > **Edit Auto-Notification Template...**

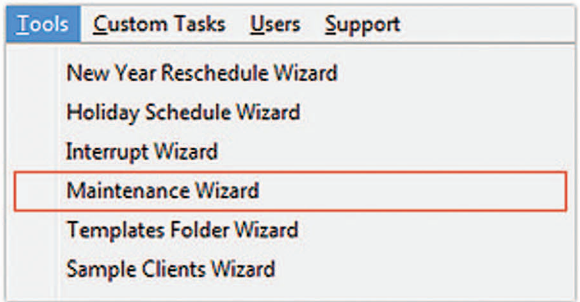
Step 4



The notification period of notifications sent to clients will ignore holidays scheduled as shown above.

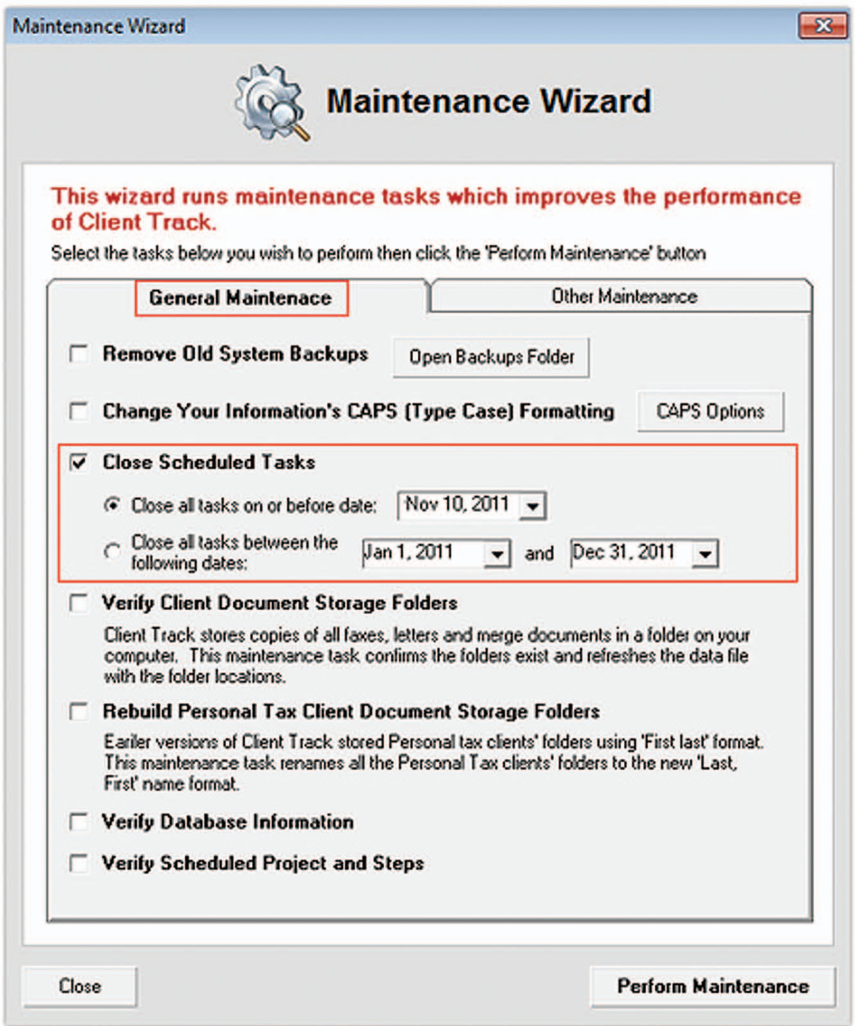
Maintenance

Step 1



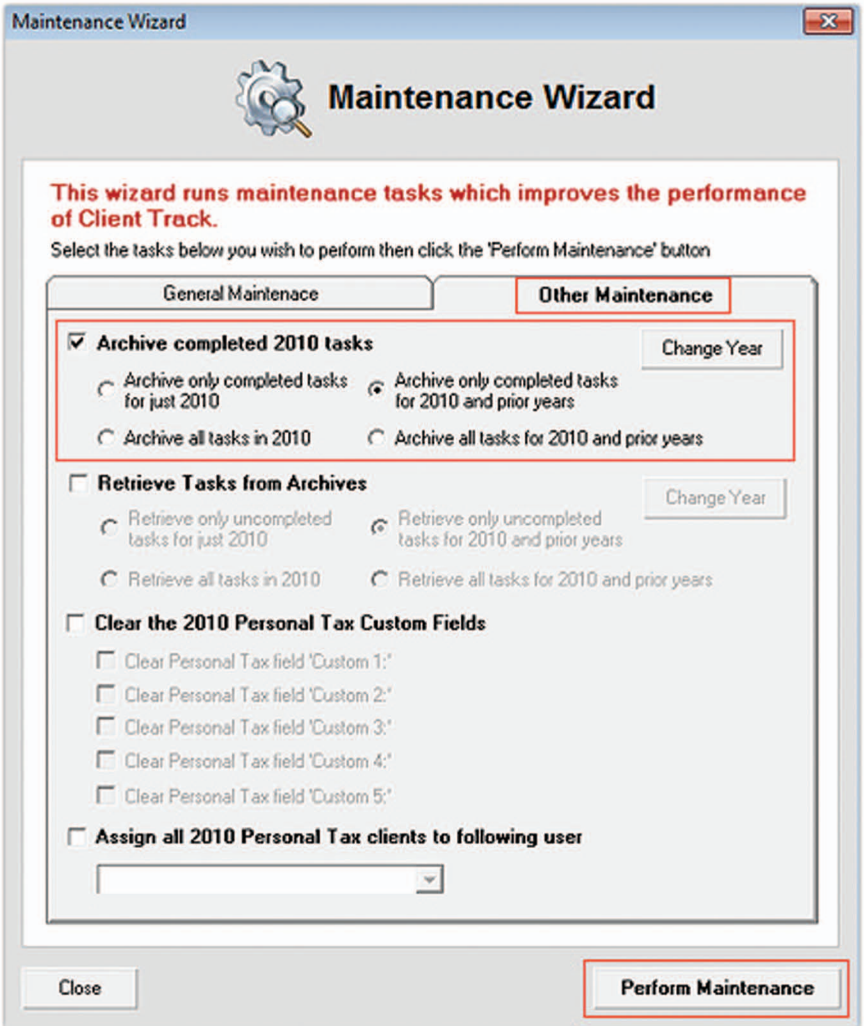
In menu, go to **Tools** > **Maintenance Wizard**

Step 2



1) Select type of task to perform maintenance on Client Track under **General Maintenance** tab. **Close Scheduled Tasks** is the most common task to perform maintenance on as shown above. Select the date to close tasks.
2) Click the **Other Maintenance** tab.

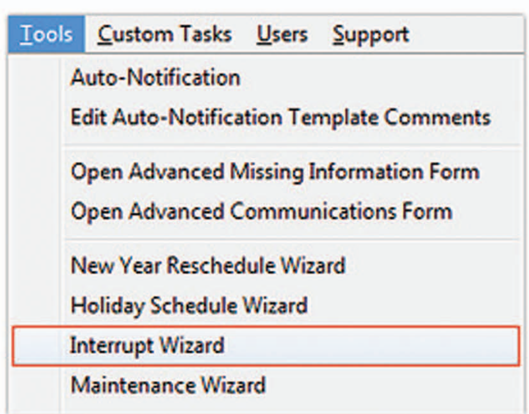
Note: Client Track allows you to manually backup your data file. For instructions on how to backup, click here.



3) Select type of task to perform maintenance on Client Track under **Other Maintenance** tab. **Archive Completed 2010 tasks** is also the most common task to perform maintenance on as shown above. To archive previous years, click **Change Year** and seleted year from drop-down list and then click **Back**.
4) Click the **Perform Maintenance** to complete maintenance.

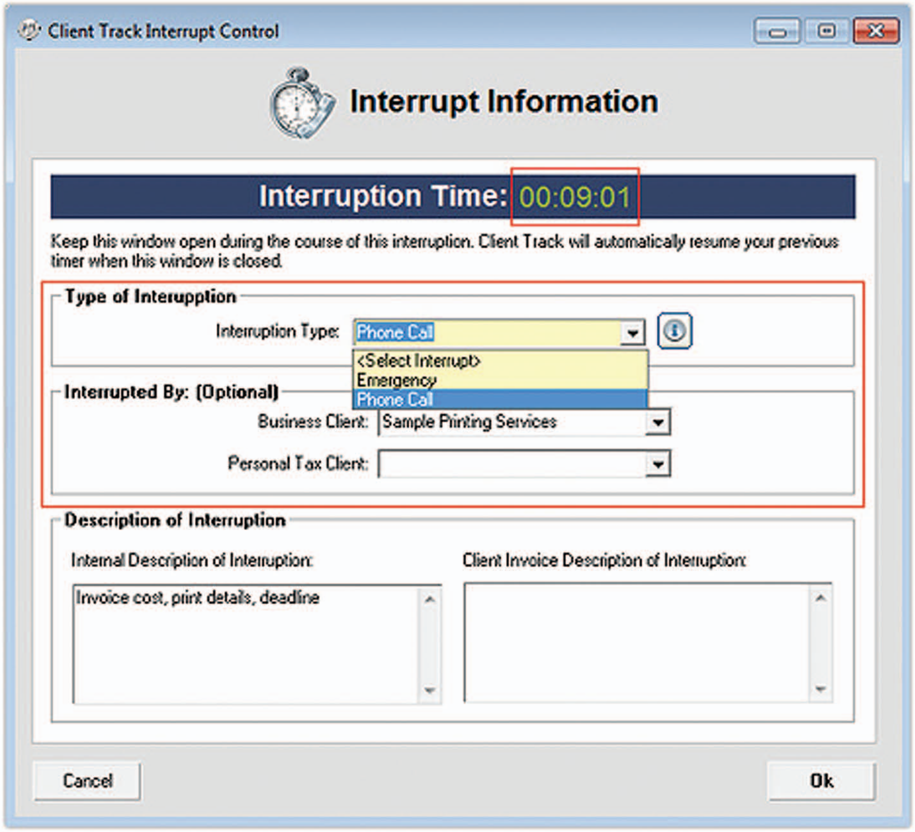
Interrupt

Step 1

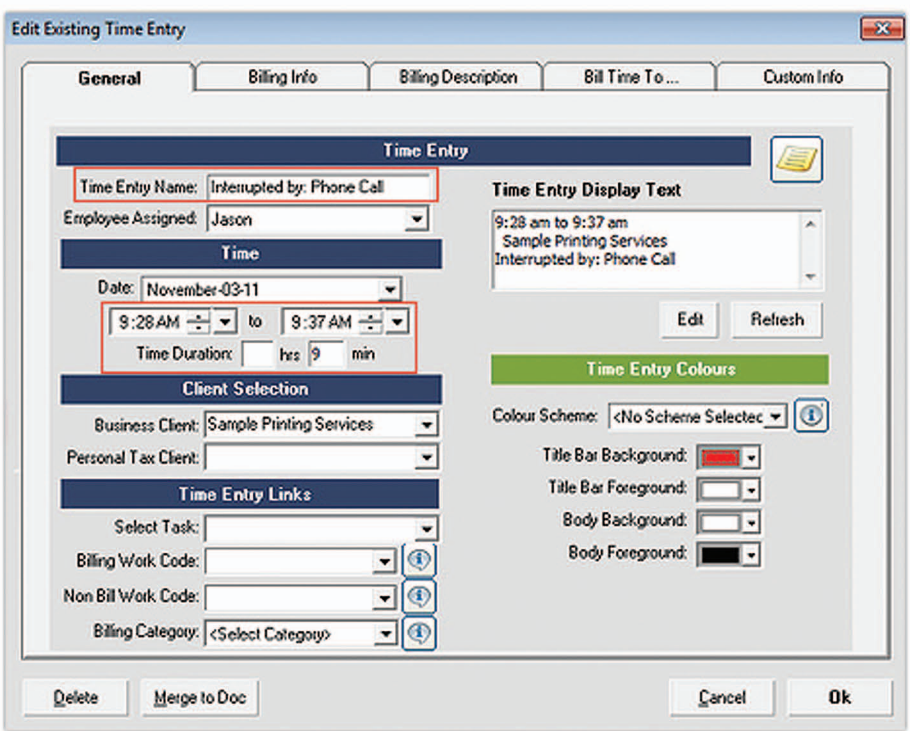


From menu, go to **Tools** > **Interrupt Wizard**

Step 2

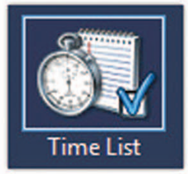


1) Select a type of interruption that was created in **Step 3** from drop-down list. If needed to edit or add more interruption types, click the information icon.
2) Select a business or personal tax client
3) **Optional:** Include more descriptions of interruption
4) **Note:** Leave window open as long as interruption continues. Note the interruption time on top as shown above.
5) After the interruption is over, click **Ok** to save settings.



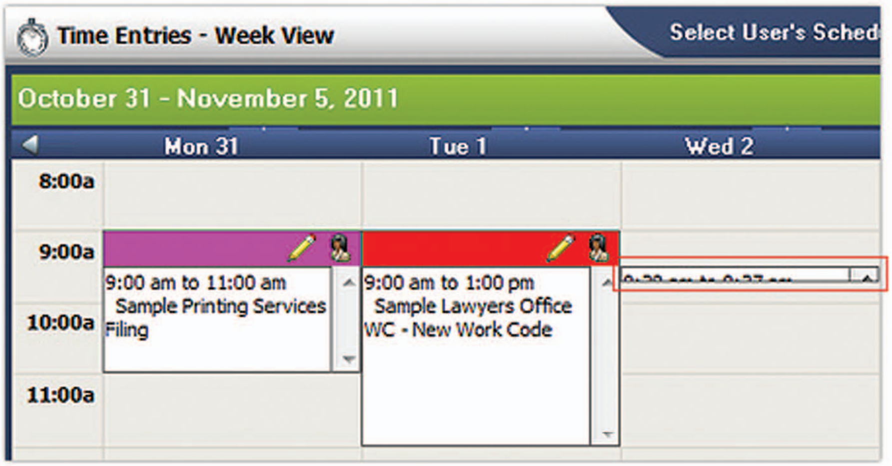
6) The interruption information and time appears in **General** tab as shown above.
7) **Optional:** Customize the color of time entry from drop-down lists.
8) Go through the other 4 tabs to include more information on interruption.
9) Click **Ok** to save settings.

Step 6



From menu, go to **Time & Billing** > **Time List**

Step 7

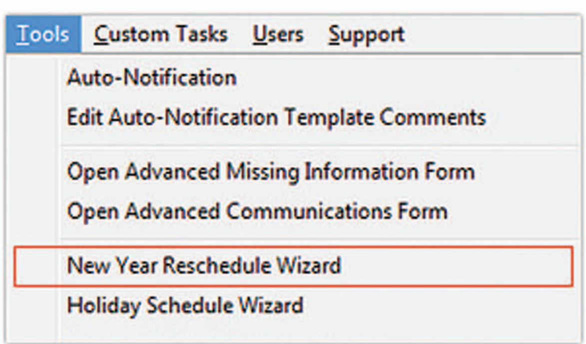


The interrupt time entry appears on calendar. Double-click or right-click on time entry and select **Edit Time Entry** to view or edit information.

New Year Reschedule

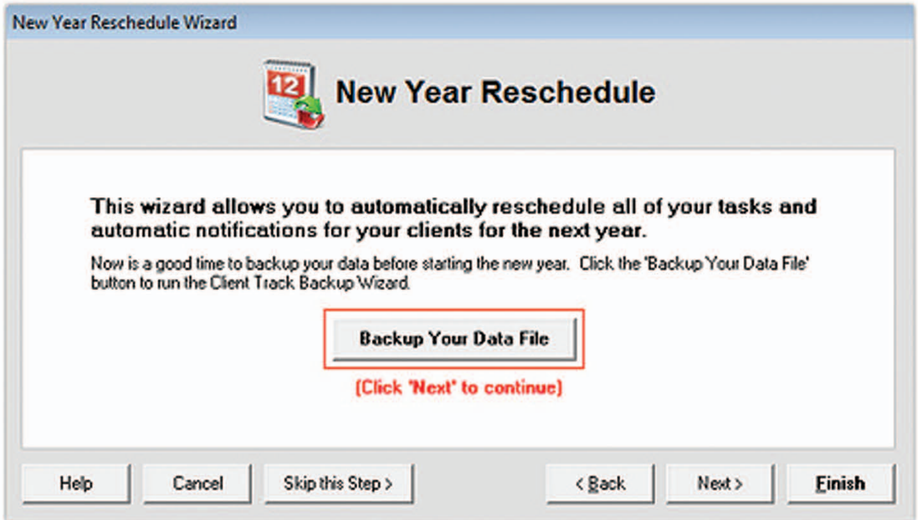
The New Year Reschedule Wizard reschedules all of the tasks and auto-notifications for clients for the next year but **only run the wizard at the beginning of the new year.**

Step 1



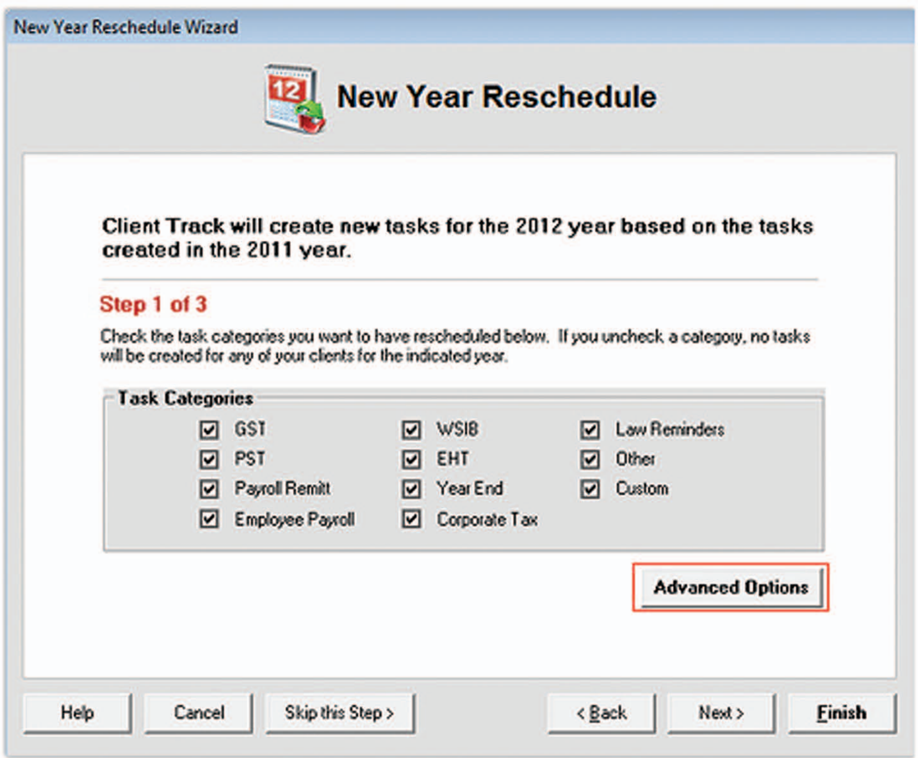
From menu, go to **Tools** > **New Year Reschedule Wizard**

Step 2

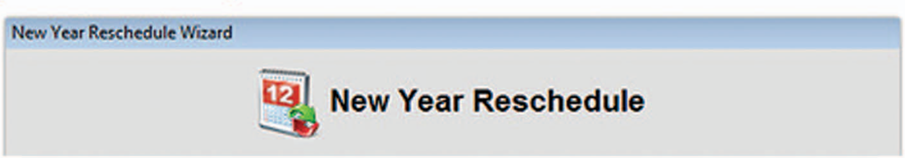


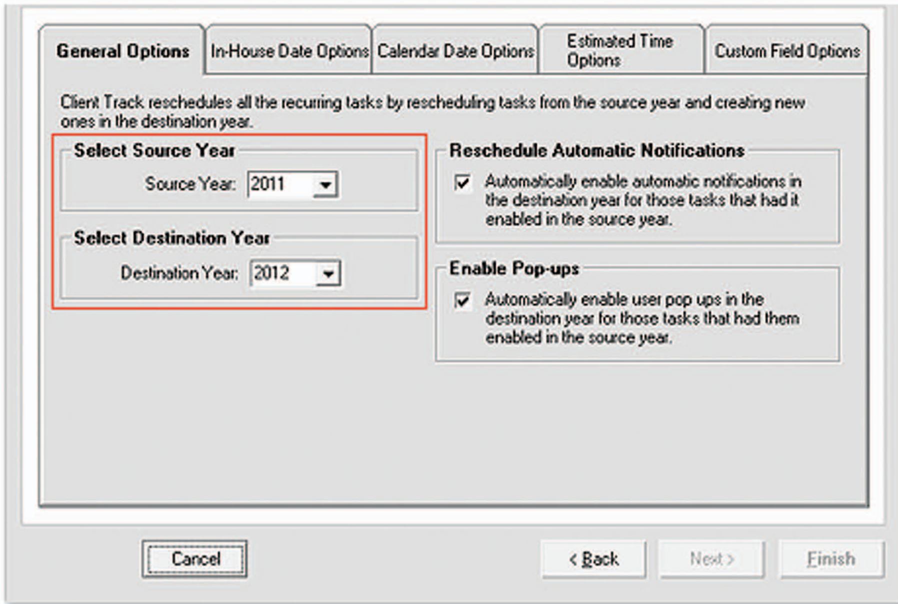
1) Back up data file by clicking **Backup Your Data File** to bring up **Backup and Restore Wizard**. For instructions on how to back up data file, click here.
2) Click **Next**

Step 2

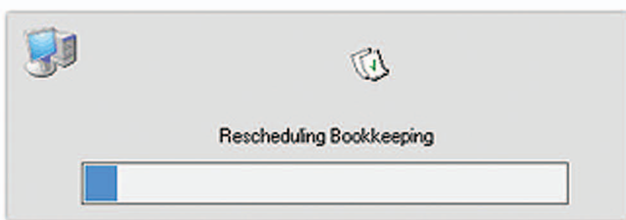


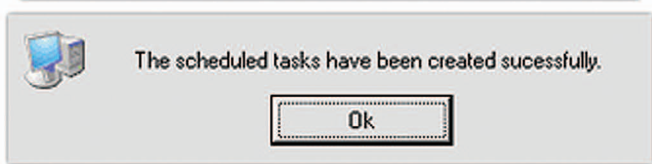
1) Check off which task categories to reschedule for new year.
2) Click **Advanced Options**





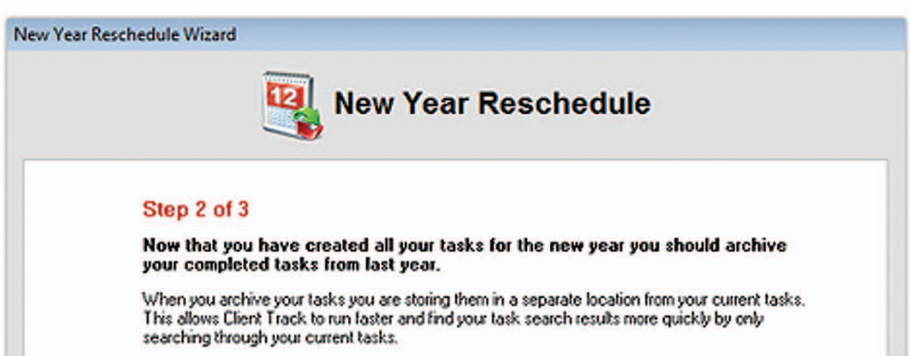
3) In **General Options** tab, select source and destination years.
4) Go through the other 4 tabs if needed and when completed, click **Back**.
5) Click **Next**.

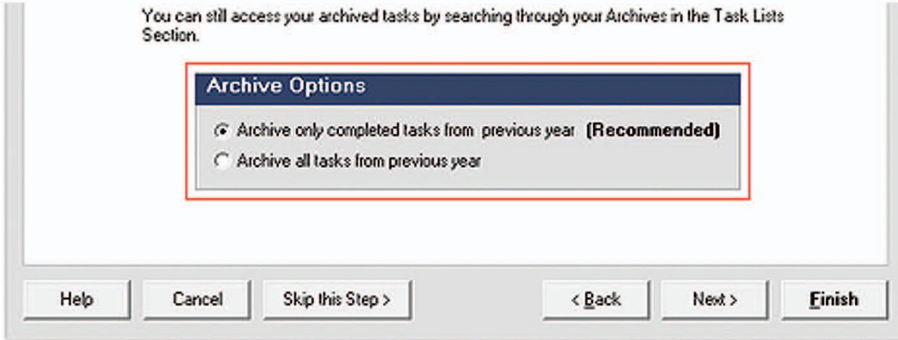




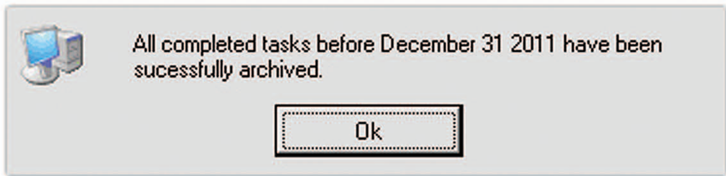
6) Click **Ok** to begin rescheduling tasks
7) When finished, click **Ok** to continue on with **New Year Reschedule Wizard**

Step 5





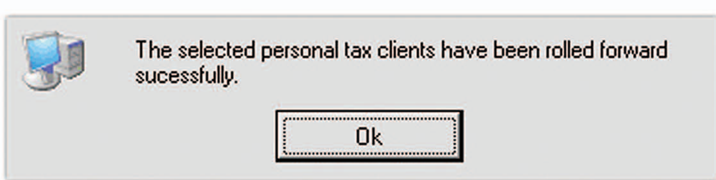
1) Under **Archive Options**, select **Archive only completed tasks from...**
2) Click **Next.**



3) Click **Ok** after tasks have been archived

Step 6

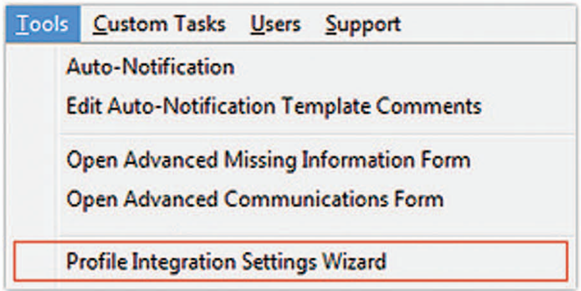
1) Check off which personal tax clients to roll into new year and then click **Finish**



2) Click **Ok** after clients have been rolled over succesfully.

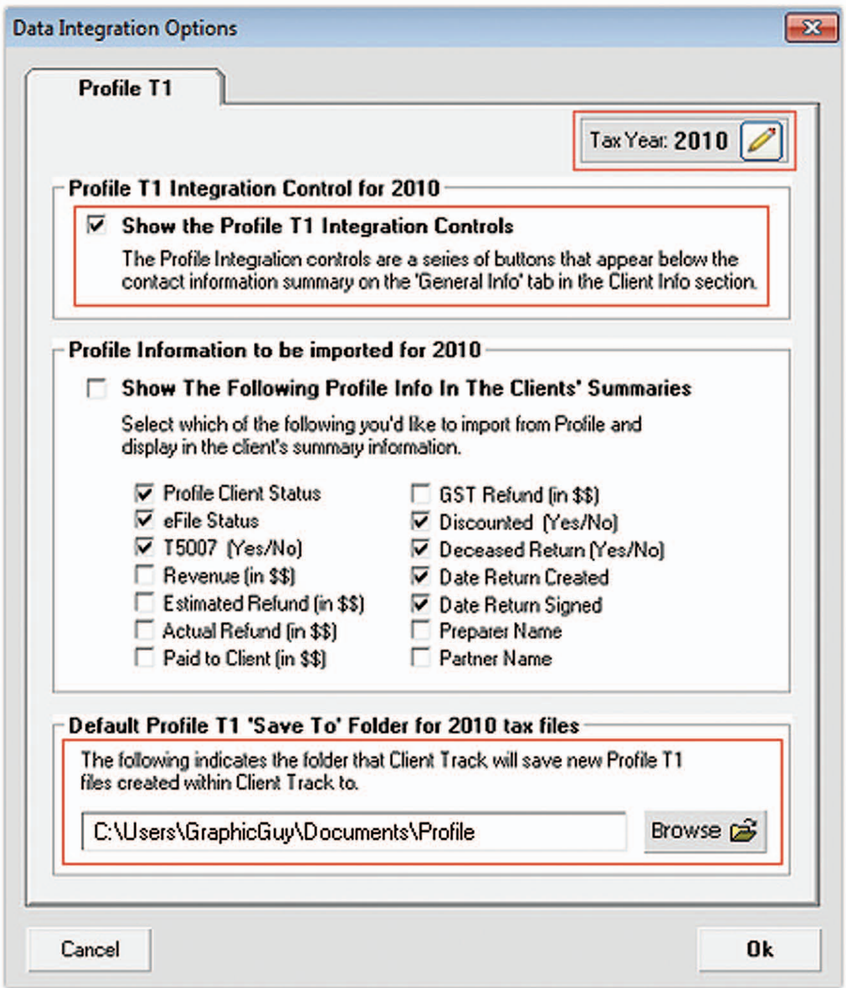
Profile Integration Settings

Step 1



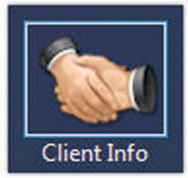
In menu, go to **Tools** > **Profile Integration Settings Wizard**

Step 2



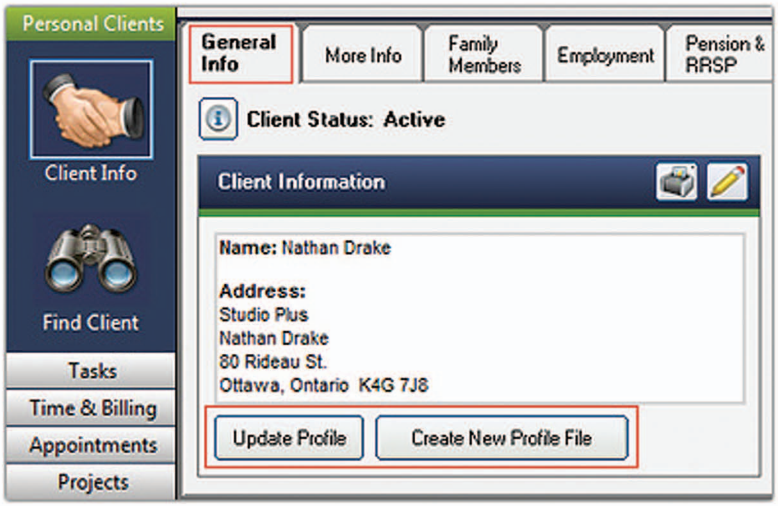
1) Select tax year from drop-down list
2) Check off **Show the Profile T1 Integration Controls** under **Profile T1 Integration Control for 2010.**
3) Check off **Show The Following Profile...** and select which fields to import.
4) Click **Browse** to find folder to save Profile file in.
5) Click **Ok** to save settings.

Step 3

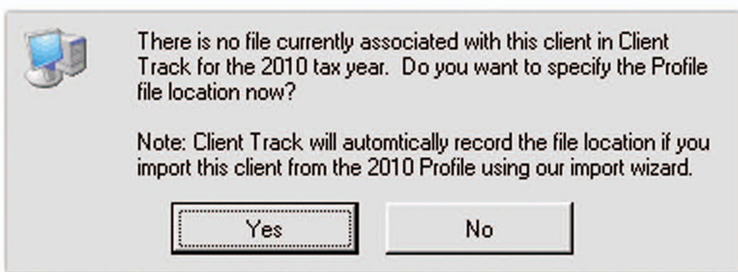


In **Personal Clients**, go to > **Client Info** (icon)

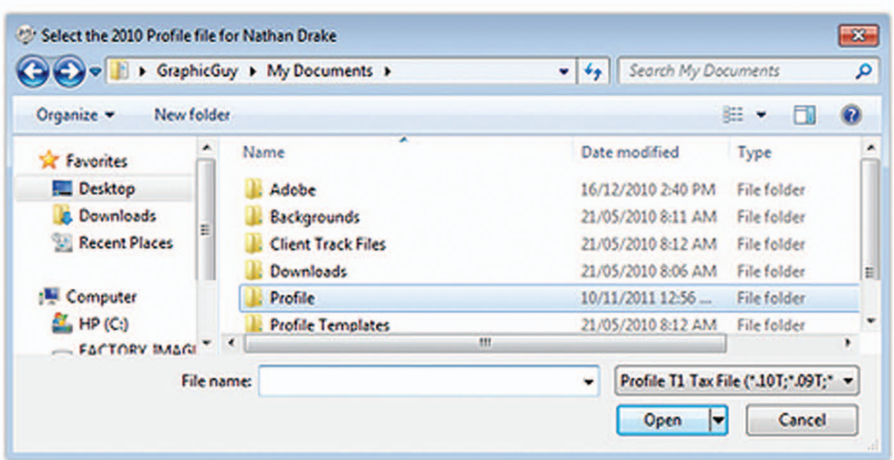
Step 4



1) Under **Client Information**, click **Update Profile**

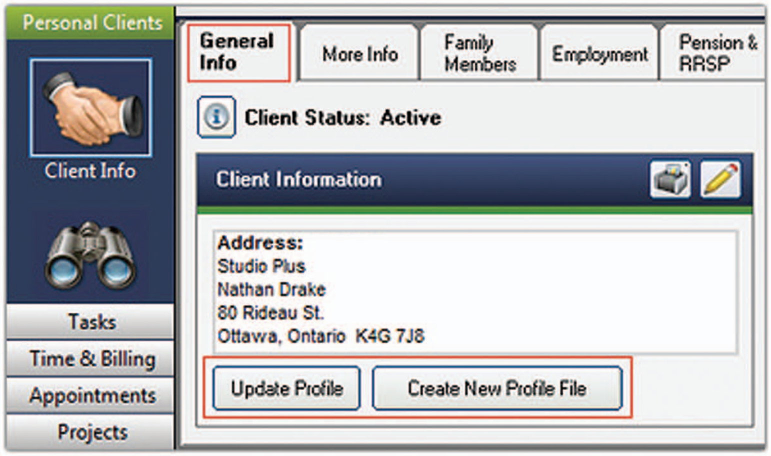


2) Click **Yes** to browse folder to save Profile T1 file if it hasn't been done in **Step 2**.



3) Select the Profile T1 file in appropriate folder and click **Open**.

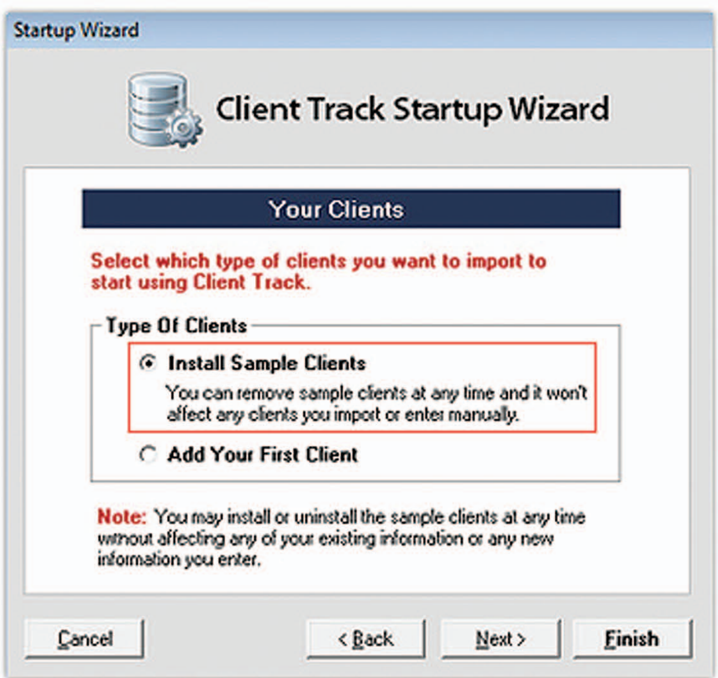
Step 5



1) Under **Client Information**, click **Create New Profile File**

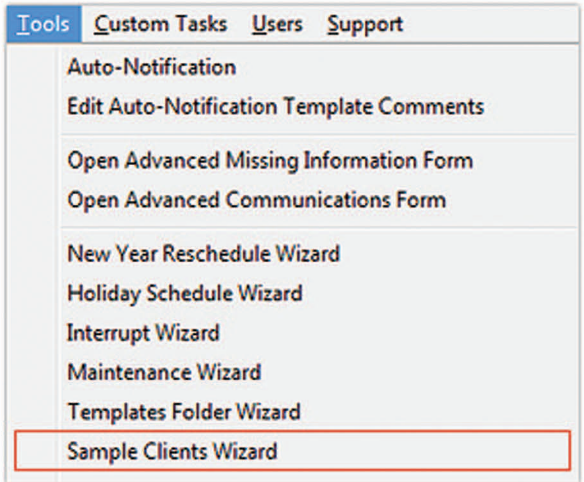
2) Select Profile year from drop-down list if it hasn't been created in **Step 2**.
3) Click **Ok** to save year.

Removing Sample Clients



If you have selected **Install Sample Clients** from the **Startup Wizard** (shown above) when you first begin using Client Track and want to remove the sample clients, follow these steps:

Step 1



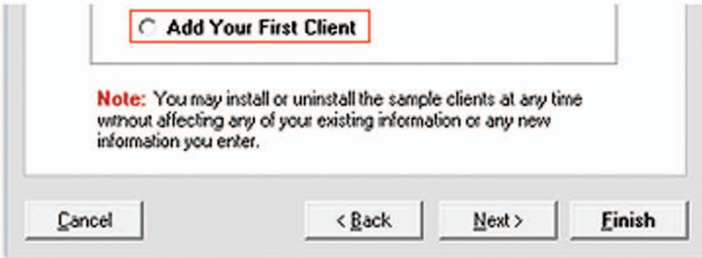
In menu, go to **Tools** > **Sample Clients Wizard**

Step 2

Click **Remove Sample Clients** to delete sample clients.

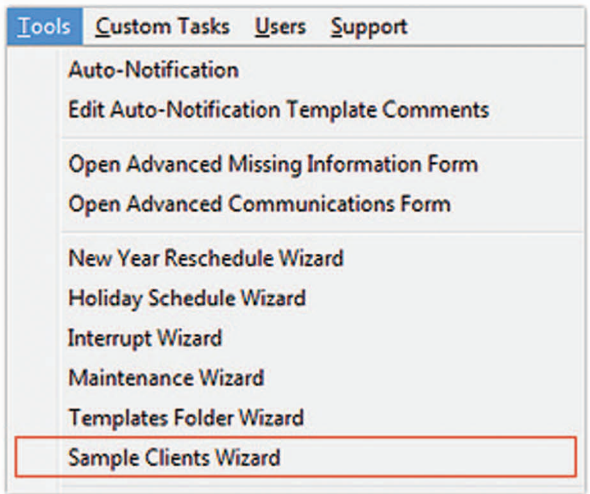
Note: If you have manually entered your own clients along with sample clients, your clients will remain in Client Track. If you only have sample clients installed, the **Startup Wizard** will appear after you removed sample clients asking for user information and type of clients.

Installing Sample Clients



If you have selected **Add Your First Client** from the **Startup Wizard** (shown above) when you first begin using Client Track and want to install the sample clients, follow these steps:

Step 1



In menu, go to **Tools** > **Sample Clients Wizard**

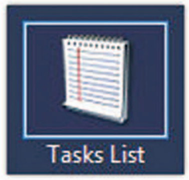
Step 2

Click **Install Sample Clients** to install sample clients.

Note: If **Add Your First Client** was selected from Startup Wizard, the **Install Sample Clients** button will be enabled in Sample Clients Wizard.

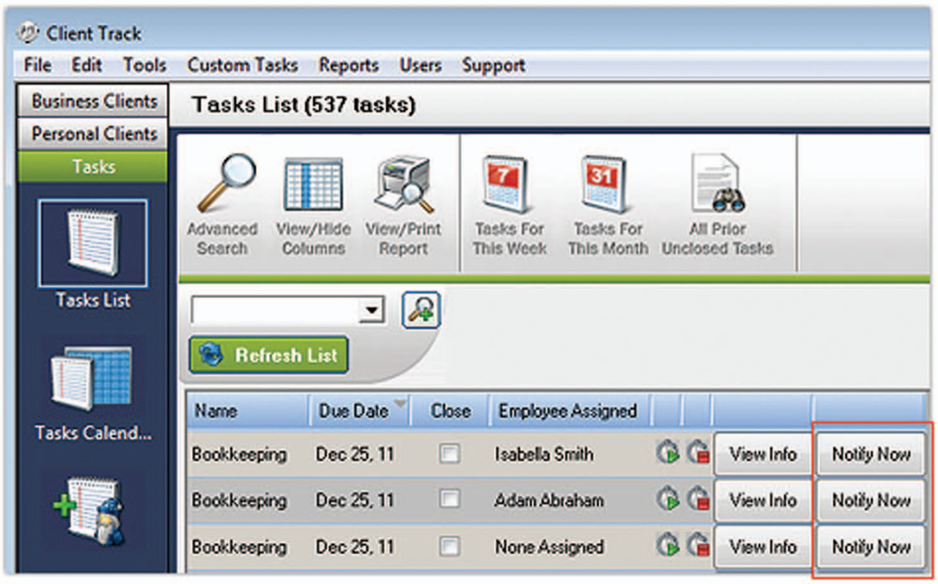
Send Notification

Step 1



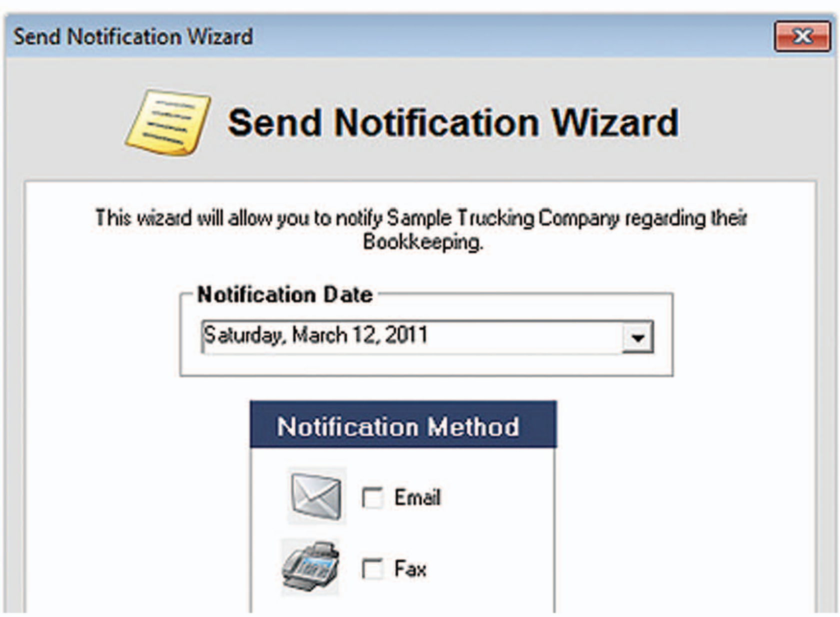
In **Tasks**, go to > **Tasks List** (icon)

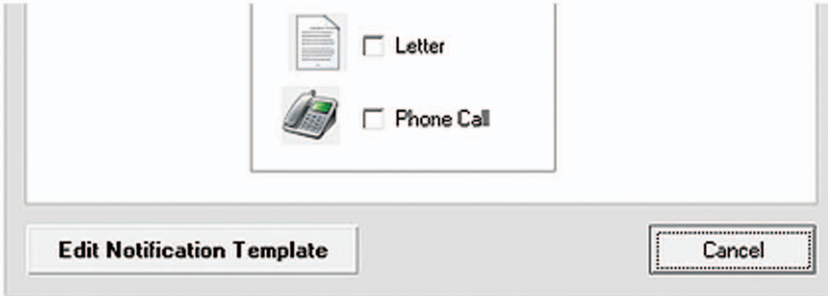
Step 2



Move the horizontal scrollbar to the far end and click **Notify Now** on any task.

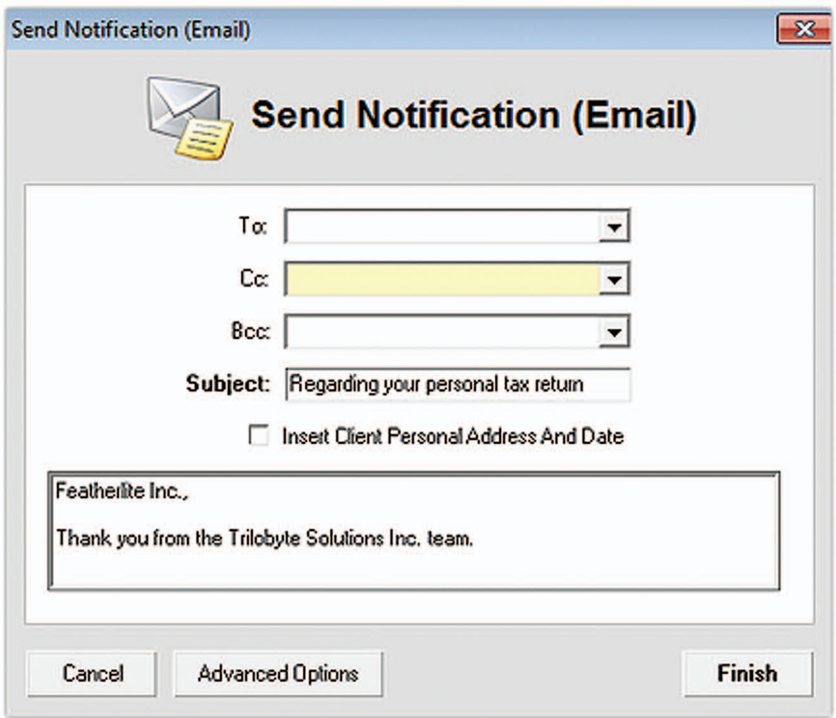
Step 3





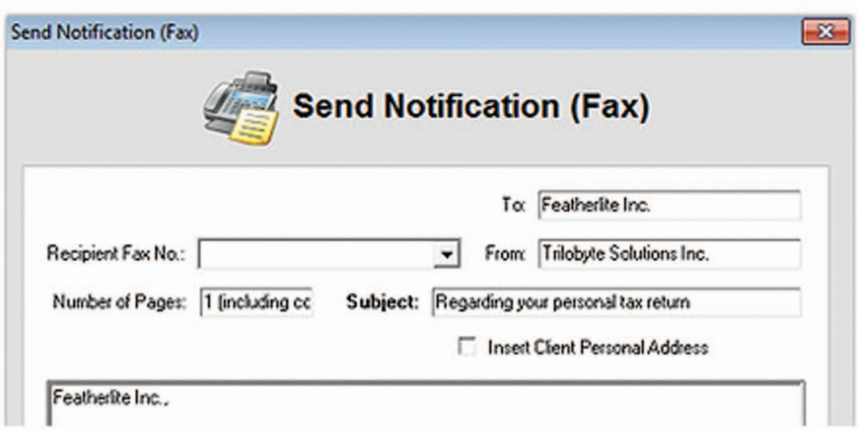
Note: A notification template can be customized by clicking **Edit Notification Template** shown above.

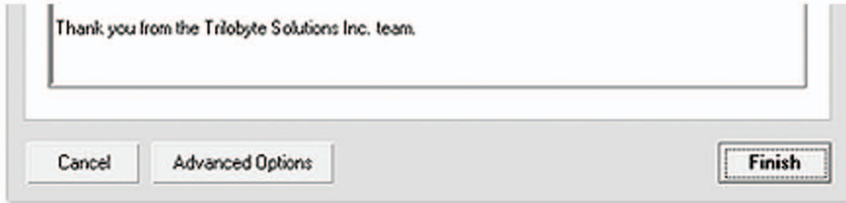
E-mail



1) Check off **E-mail** under **Notification Method** from Step 1.
2) Type in all contact's name and email.
3) Click **Finish** to send notification.

Fax

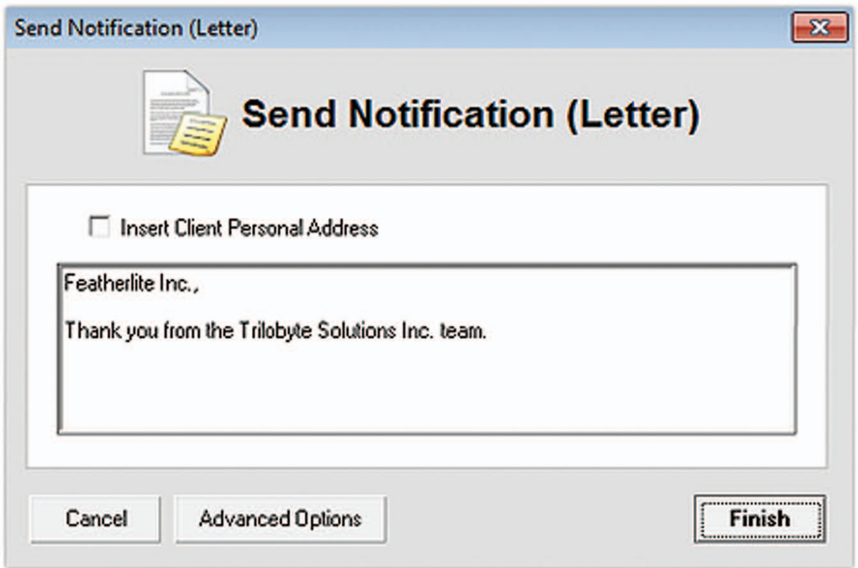




1) Check off **Fax** under **Notification Method** from Step 1.
2) Select contact's fax number from drop-down list.
3) Click **Finish** to send notification.

Optional: To include client's business address, check off **Insert Client...Address.**

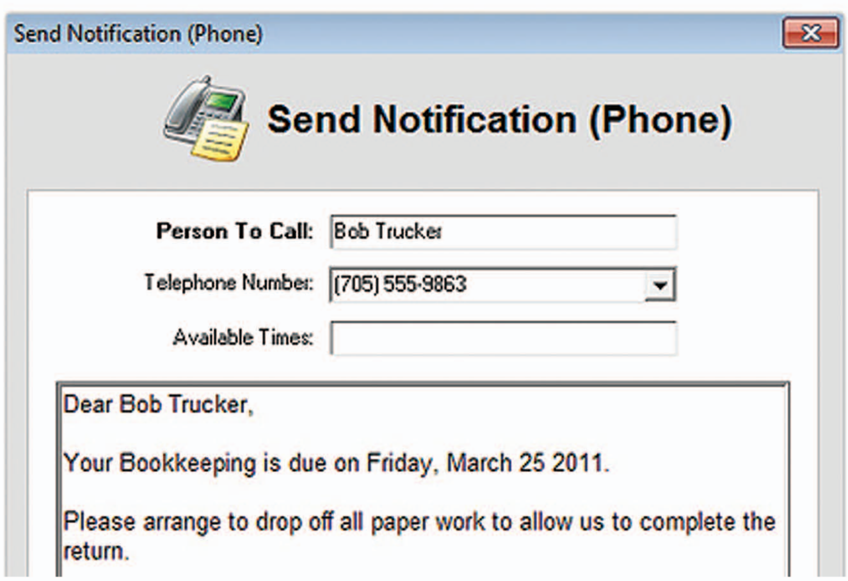
Letter

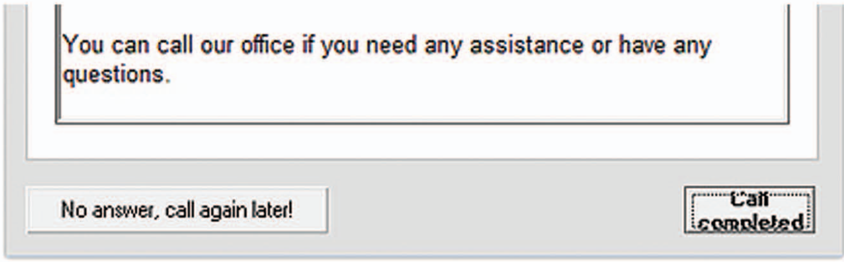


1) Check off **Letter** under **Notification Method** from Step 1.
2) Click **Finish** to send notification.

Optional: To include client's address, check off **Insert Client...Address.**

Phone



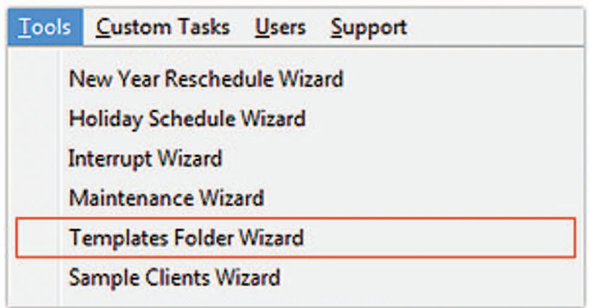


1) Check off **Phone** under **Notification Method** from Step 1.
2) Select contact's phone number from drop-down list.
3) Click **Call Completed** to send notification.

Optional: To include times when to call client, type in **Available Times**.

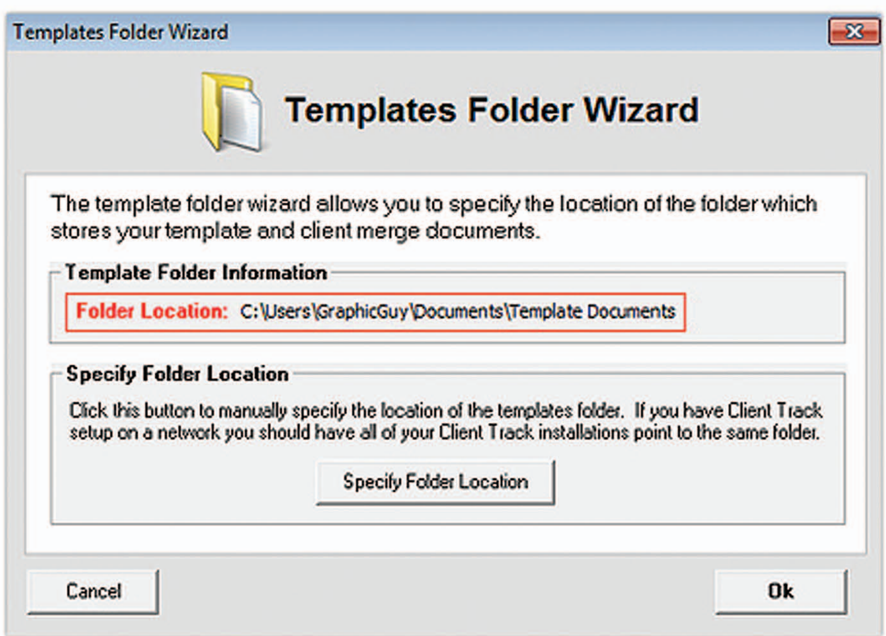
Templates Folder

Step 1



In menu, go to **Tools** > **Templates Folder Wizard**

Step 2



1) The location of merge templates can be found beside **Folder Location**.
2) Click **Specify Folder Location** to manually select folder if data file was placed on the network.
3) Click **Ok** to save settings.