# BankLink Books Clients

This document is for those practices installing BankLink Books. The BankLink Service Agreement permits licensed BankLink practices to install the software in as many locations as they require. This may be on office laptops, staff members' home computers or at client sites. Installing BankLink Books at a client site allows the client to code their own transactions.

There is no extra charge from BankLink to install the software at a client's site, but there are some limitations to consider:

- Your practice is responsible for the actual installation of BankLink Books at a client's site and, where applicable, the set up and testing of BankLink Secure
- Your practice is responsible for supporting a client. BankLink Support is not designed to offer support to your clients. The type of questions asked exceeds BankLink's range of expertise. The BankLink Support team is not in the business of offering accounting advice

BankLink Support will offer whatever assistance your practice requires to resolve any questions on behalf of a client.

## *The BankLink Books software*

Unlike BankLink Practice, BankLink Books software does not contain an administration system, i.e. it does not have a system menu. Access to the system menu is not required by clients in order to work with their own client file(s).

BankLink Books will run on any stand-alone PC running a 32-bit operating system such as Windows 98, 2000, XP, Vista or Windows 7.

## *Installing BankLink Books at a client's site*

### To install BankLink Books from a CD:

1. Close all applications currently running
2. Place the **BankLink Books CD** in your workstation CD drive and wait a few moments while the CD's autorun program loads the installation program

   If the Installation program does not automatically start, click **Start | Run** and then select **Setup.exe** from the root directory of the CD.

   Depending on your version of Windows, the **AutoPlay** window may appear asking you to select an option. Select **Run SETUP.EXE**.

   You may see the **User Account Control** window asking if the program can make changes to your computer. Click **Yes**.

   The **BankLink Books Installation** window appears
3. Click **Install BankLink Books**

   The **Select Country** window appears
4. Select your country and click **OK**
   The **Welcome** window of the BankLink Books Setup Wizard appears
5. Click **Next**

   The **Licence Agreement** window displays
6. Enable the **I accept the agreement** radio button and click **Next** to accept the terms of the agreement and proceed with the installation

   The **Select Destination Location** window displays

**7** Specify a drive and directory where BankLink Books will be installed – the default is **C:\Books**. If you would like to install BankLink Books in another location, click the **Browse** button and select the new location

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

**8** Click **Next**

The **Select Start Menu Folder** window displays. By default **BankLink** will be the name given to the Start Menu Group

**9** Click **Next**

BankLink Books is added as a **Start** menu option accessible by clicking on **Start | All Programs | BankLink**

The **Select Additional Tasks** window displays

**10** Enable the **Create a desktop icon** check box and click **Next**

The **Ready To Install** window displays

**11** Click **Install** to install BankLink Books.

The **Completing the BankLink Books Setup Wizard** window displays

**12** Click **Finish**

## *Delivering data to your clients*

Having installed BankLink Books at a client's site, there are two options for delivering data to the client:

**1** Processing client files in BankLink Books

**2** Creating a BankLink Secure client

## *Processing client files in BankLink Books*

In BankLink Practice, a client's data resides in an individual file, which may be easily taken off-site to be processed in BankLink Books.

Your practice downloads all the client data into BankLink Practice on a monthly basis. You then check out a client file from the BankLink Practice and send this file to the client.

The client file must be returned to your practice in order for new transactions to be attached. However, it doesn't matter if the client file is not checked into BankLink Practice in time for the next download. New transaction data will be stored in BankLink Practice's administration system during the download. When you next check in, and then open the client file in BankLink Practice, you will be prompted to update the client file with the new transaction data.

**The Check Out Facility** removes a client file from BankLink Practice and saves it to another location, for example: a USB Key or diskette.

**The Check In Facility** retrieves a client file into BankLink Practice.

**The Send To Facility** emails client files from BankLink Practice to the client and vice versa.

For detailed instructions on the Check Out, Check In and Send To facilities refer to Chapter A2: BankLink Books clients in the BankLink Practice Guide.

A user requires Administrator rights (access to the System menu) to use the above facilities in BankLink Practice.  Altering the bk5prac.ini file will allow Normal users access to the Check Out, Check In and Send To facilities. For further information regarding the bk5prac.ini file refer to Chapter A6: Security in the BankLink Practice Guide or contact BankLink Support.

Checking out a client file does not remove it from your administration system. If the client file is lost, you can always recover the client file from BankLink Practice. For further information refer to Chapter A9: The System menu in the BankLink Practice Guide or contact BankLink Support.

## *Registering BankLink Secure clients*

Your practice can register a BankLink Books client to use BankLink Secure. BankLink will then deliver data directly to your client using BankLink Secure. This benefits your practice since it avoids staff time in actually managing the data flow between the practice and the client. For this to work, the client must be on the Internet, with an Internet email account. A small additional charge is made to your practice for this service, which is charged per client file.

BankLink will *not* charge your client directly.

When a client is registered to use BankLink Secure, they receive a unique BankLink code. This allows them to download their data via the Internet into their own copy of BankLink Books. Your client will receive an email from BankLink informing them that their data is ready to be downloaded.

Once a client has downloaded their data they can use BankLink Books to code their data and produce reports. At year-end, or whenever you wish to review your client's data, your client can send you their file.

### To register your client to use BankLink Secure:

1. Photocopy the BankLink Secure Client Order Form onto your practice letterhead. You require a separate form for each client file
2. Complete all sections of the form
3. Check that the form has been signed by an authorised person at your practice and fax it to BankLink on 09 623 4051

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

A copy of the **BankLink Secure Client Order Form** is attached to the end of this document.

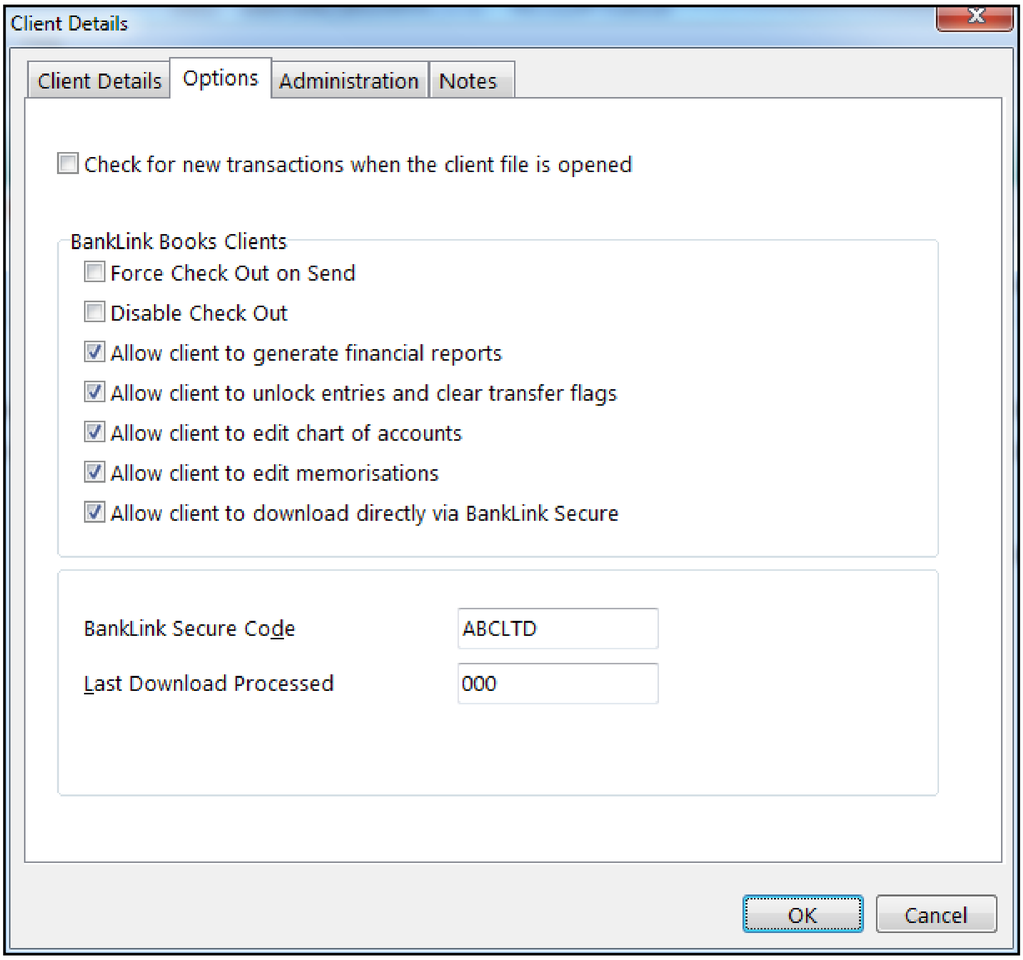
## *Creating a BankLink Secure client*

You must set up the client file in BankLink Practice to allow downloading directly via BankLink Secure.

### To create a BankLink Secure client in the BankLink Practice:

1. Open the required client file
2. Click **Other Functions | Client Details**

BankLink Practice displays the **Client Details** window




**3** Select the **Options** tab

**4** Enable the **Allow client to download directly via BankLink Secure** check box

BankLink Practice displays the **BankLink Secure Settings** panel

**5** Click in the **BankLink Secure Code** field and enter the BankLink Secure Code supplied to you by BankLink Support

The Last Download No Processed field will contain 000. This number will increment automatically as downloads are performed. Only edit this field if you have been advised to do so by BankLink Support.

**6** Enable or disable other BankLink Books Clients settings for this client, if required.

**7** Click **OK**

You should now check out the client file from BankLink Practice and check in the file to your client's BankLink Books software.

Refer to Chapter A2 in the BankLink Practice Guide for further information.

## *Downloading into BankLink Books using BankLink Secure*

BankLink sends an email directly to your client informing them that their data is available for downloading.

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

The transaction data can now be downloaded.

### To download using BankLink Secure:

1 In BankLink Books, open the client file

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

BankLink Books displays the **BankLink Secure** window

3 Click the **Connect** button

The first time you use BankLink Secure you will be prompted for a password. This is the password entered on the BankLink Secure Client Order Form that was faxed to BankLink – remember that it is case-sensitive.

4 Enter the **password** and then confirm it

5 Click **OK**

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

If your client completes the download themselves the first time and require assistance, or at any time in the future, ask them to record any messages and at which point the download process stopped. You can then contact BankLink Support who will assist you.

The first time you download, BankLink Books prompts you for a PIN. This is the PIN supplied to you by BankLink Support. If the PIN has not been advised

the practice must contact BankLink Support.

6 Enter the **PIN**

7 Click **OK**

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

8 Click **OK**

Multiple bank accounts can be attached to a client file and downloaded together. However, the BankLink Books with BankLink Secure client has to perform a separate download for each client file.

# *BankLink Secure Client Order Form*

Please register the following client as a BankLink Secure client so that they can retrieve their transaction data via BankLink Secure. I/We acknowledge that a monthly charge will be made to us for this service.

**Client Name:**

**Client Contact:**

**Client Email:**

***Initial Password:**

***** Please use a mixture of alpha and numeric characters. Passwords are case sensitive, so 'PASSWORD' and 'Password' are treated differently. The first time your client uses BankLink Secure they will be prompted to enter their password.

| **Bank Account Number** | **Bank Account Name** | **Data from?** |
|---|---|---|
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Multiple bank accounts can be attached to a client file. However, a separate download must be performed if your client has more than one client file. A separate form is required for each client file.

To register a client's bank account(s), copy this form onto your practice letterhead. Complete the above details clearly and sign the form before faxing it to BankLink.

Please allow two weeks for this application to be processed. Once the form has been processed, a BankLink Consultant will contact you to advise your client's BankLink Secure Code and Pin.

**When data is ready to be downloaded, your client will be advised by email at the address you provided above.**

**Practice Name:** ____________________

**Contact Name:** ____________________ **Date:** __________

**Signature:** ____________________

*Fax to BankLink Support: 09 623 4051*

Office Use Only:

| Client Services Processed | BankLink Secure Code | PIN | BankLink Consultant | Practice Advised |
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