

## Improving Client Experience With Suralink

By combining a request list and file portal, Suralink streamlines the tools we use to request and receive information from you. All requests are in one place, updated live, with a simple drag and drop to attach files. Suralink is a browser based system with no software to install.

## What Is Suralink?

Suralink is a file portal with an integrated request list.

Suralink is a web based application that combines a file portal, request list, and workflow features. Each request has a status of outstanding, fulfilled, accepted, or returned. Each request holds files uploaded by both parties, comments, responsibility assignments, and a full activity log. To upload files and fulfill requests, simply drag and drop files from your computer onto the correct request.

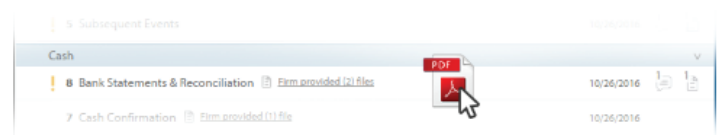
## Why Are We Using Suralink?

To make your experience better.

Suralink provides a much more transparent and efficient way to request and receive information. It allows all of our requests to be in the same place, visible by everyone involved, and updated in real-time. Suralink adds an additional level of clarity and organization to the information collection process, and provides you with the easiest way to upload files.

## Getting Started Is Simple.

- Receive an email invitation for the system.
- Click the included link and set your password.
- Open your engagement and view your request list.
- Fulfill requests by **dragging and dropping** files from your computer onto the request.



Suralink supports any file type, any file size, and there is no software to install.

## Is Suralink Secure?

Suralink's data in transmission and data at rest is encrypted with AES-256 bit encryption (the same as online banking). Data is backed up on a daily basis and Suralink servers are housed in SSAE16 Type II SOC1, SOC2 compliant data centers.

Users can protect their account with optional Two-Factor Authentication.

# Improving Client Experience With Suralink

We are committed to using technology to help improve both our processes and our clients' experiences. That is why we are now using the Suralink platform to communicate our document requests to you, and for both of us to securely transfer files.

## Getting Started Is Simple

First, you will receive an email invitation for the system. Next, set your password and view the unique request list for your engagement. Finally, to fulfill a request simply drag and drop a file from your computer onto the request line item in the list. It links and attaches to the request, and the firm is notified. Suralink supports any file type and any file size. Providing documents has never been easier.

## Dynamic Request List

All engagement requests are in one place, updated in real time, and accessible by everyone working on the engagement. The request list is automatically updated as people from the Firm and the Client work on it. Clients can use the multi select feature to download multiple files and quickly create multiple assignments. Instant notifications enable clients to know any of the actions performed by the firm while they are in the system. Clients can login any time to know exactly what the firm has done while they were away.

## User Assignment and Private Request

Clients can assign requests to different members of their team to increase efficiency and accountability. Requests can also be marked as private to ensure only approved client users have access to sensitive documents such as payroll.

## Approval Workflow and Dashboard

With Suralink's approval workflow there is never any question about whether a request is outstanding, fulfilled, rejected or accepted. Clients know the status of each individual request at all times. Login and check the dashboard for a status of the overall engagement.

## Communicate Back and Forth

Using the comment section you can easily communicate back and forth without having to pick up the phone or send an email. Plus, daily digest emails each morning provide an overview of new activity in the system.

## Tutorial Videos and Live Chat

Client users say using Suralink is easy and intuitive. However, just in case you have any questions, there are tutorial videos hosted in the app and a help icon that will direct you to a live chat for support.

## Secure File Transfer

Suralink is a browser based platform hosted on the private cloud. Data in transmission and data at rest is encrypted with AES-256 bit encryption (the same as online banking). Data is backed up on a daily basis and Suralink servers are housed in SSAE16 Type II SOC1, SOC2 compliant data centers. Suralink is also HIPAA compliant.



*Welcome to the Suralink Professional Document Exchange system. This quick tutorial should help you get familiar with the system's layout and functionality from the perspective of a **Client User**.*

*If you have any questions at all, please don't hesitate to reach out us at [support@suralink.com](mailto:support@suralink.com). We want your experience with Suralink to be as seamless as possible. Additionally, if there is something you would like the system to do that it currently does not, please let us know!*

**LEGAL NOTICE:** *This guide is intended for clients of firms who have purchased the Suralink Professional Document Exchange system only. If you are not either a customer of Suralink, or the client of a customer of Suralink, you are not authorized to view this document. Customers of Suralink are only authorized to provide this document to their own clients who will be using the system.*

## 1. Logging in – Engagements Screen

When you first log in, you will be brought to your **engagements screen**. Here you will see a list of engagements for your company. You can launch an engagement by doing either of the following:

1. Click the “Launch” button next to that engagement’s name.
2. Pointing your mouse over the “Engagements” button in the top right of the window, and clicking on the engagement you want to launch from the dropdown list.

The screenshot shows the Suralink web application interface. The browser address bar displays <https://www.auditrequests.com/clientUsers/views/Engagements.php>. The page header includes the Suralink logo, a user profile icon, and a navigation menu with 'Firms' and 'Engagements' (the latter is highlighted with a red box). Below the header, a blue bar indicates 'Manage > 3 Engagements'. The main content area shows 'ABC Co. Invited By Tim Ballantyne - Suralink' and a section titled 'Active Engagements'. This section contains a table with columns: Name, Outstanding, Fulfilled, Rejected, Approved, and Due Date. The table lists three engagements: '12/31/14 audit', 'Q1 2014 Review', and 'Q2 2014 Review'. To the right of the table, a red box highlights a 'Launch' button for each row. The footer of the page includes the user 'Rabs McJabs - tim3@suralink.com' and links for 'Help', 'Feedback', 'My Account', and 'Logout'.

Name	Outstanding	Fulfilled	Rejected	Approved	Due Date
12/31/14 audit	6	8	1	3	05-20-2014
Q1 2014 Review	0	0	0	0	05-30-2014
Q2 2014 Review	10	0	0	0	05-30-2014

## 2. Request Line Items

After launching an engagement you will be brought to this area which is the heart of Suralink, it is a dynamic request list integrated with a secure file portal. The red box on the left is outlining a **request line item**. These are the individual requests of documents that your accounting firm needs from you. You would normally see these items in a spreadsheet request list that your firm typically provides.

The screenshot displays the Suralink web application interface. The top navigation bar includes the Suralink logo, user profile, and engagement details for 'ABC Co.' and '12/31/14 audit'. Below this, a filter bar shows categories: General / Planning, Cash, Fixed Assets, AR & Sales, and Equity. A search bar and a 'Sort: Request State' dropdown are also present.

The main content area lists request items under the 'General / Planning' category. The 'Engagement Letter' item is highlighted with a red box. It includes a warning icon, the text 'Engagement Letter', a link to 'Firm provided (1) file', and a download icon. Below this, the text 'Please sign and return.' is visible. Other items in the list include 'Employee Listing' and 'Articles of Incorporation'.

The right sidebar shows a 'Change Request State' panel. It displays the 'Engagement Letter' item with a 'Please sign and return.' instruction. It also shows the 'CREATED BY' field as 'Tim Ballantyne' and the 'DUE DATE' as 'not set'. Below this, there is a 'Drag and Drop or Click To Attach a Firm File' section and a 'Your Attached Files' section showing 'Signed Eng Letter.docx' with a download icon and the text 'Created By : Rabs McJabs 05-20-2014'. At the bottom of the sidebar is a 'Request History' section with a 'Write a comment...' field and a '+' button.

The footer of the application includes the user name 'Rabs McJabs - tim3@suralink.com' and links for 'Help', 'Feedback', 'My Account', and 'Logout'.

### 3. Request Detail Pane

When a request line item is selected, a detail of the request is displayed in the **detail pane** on the right. This area not only shows the details of the request, it also provides another access point to the files as well as a comment section for communication and history for the specific request.

The screenshot displays the Suralink web application interface. The browser address bar shows the URL: <https://www.auditrequests.com/clientUsers/views/ClientAudit.php?auditId=14>. The application header includes the Suralink logo, user information (ABC Co.), and navigation links for Firms and Engagements. Below the header, there are tabs for different audit categories: General / Planning, Cash, Fixed Assets, AR & Sales, and Equity. The main content area is divided into two panes. The left pane shows a list of request items under the 'General / Planning' category. The right pane, titled 'Change Request State', provides details for the selected 'Engagement Letter' request. This pane includes a section for 'Your Attached Files' showing a file named 'Signed Eng Letter.docx' and a 'Request History' section for comments.

**General / Planning**

- Controls Descriptions  
Please provide control descriptions for all areas.
- Engagement Letter** [Firm provided \(1\) file](#) (1 file)  
Please sign and return.
- Employee Listing [Firm provided \(1\) file](#)  
List of all employees and their status for the 2013 fiscal year.
- Articles of Incorporation

**Cash**

- Bank Reconciliations [Firm provided \(1\) file](#)  
Bank reconciliations for Dec and Jan for all bank accounts.
- Bank Confirmationnnnnnn [Firm provided \(2\) files](#) (2 files)  
Please fill out the attached bank confirmation template, sign, and return to us. We will handle the mailing of this confirmation.
- Bank Statements [09-29-2014](#)  
Please provide bank statements for all bank accounts as of Dec 2013 and Jan 2013.

**Fixed Assets**

**Change Request State**

Engagement Letter  
Please sign and return.

CREATED BY  
Tim Ballantyne

DUE DATE  
not set

Drag and Drop or Click  
To Attach a Firm File

**Your Attached Files**

Download Files Delete Files

Total Files : 1

Signed Eng Letter.docx  
Created By : Rabs McLabs 05-20-2014

**Request History**

Write a comment...

## 4. Firm Files

Each request has Firm files and Client Files:

**Firm files** are documents the Firm provides to you, the client (access point highlighted below). Documents provided by the Firm may include: documents for your own records, a list of selections, or a template (such as a bank confirmation template) that you will need to do something with and return.

**If the firm has provided a file to be used for a specific request, you will see a blue link on the request line item that says “Firm provided (x) files” as highlighted below.** Clicking this link will allow you to download the files.

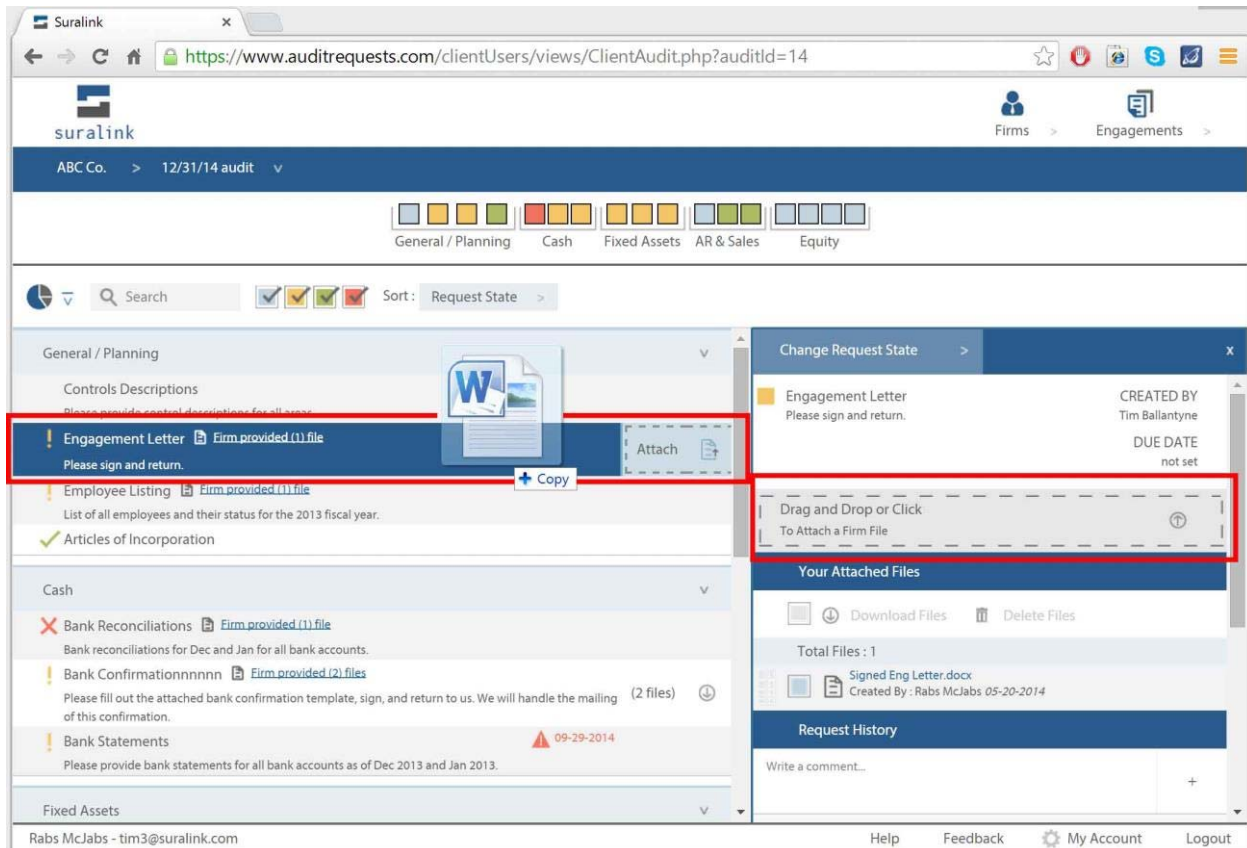
The screenshot displays the Suralink web application interface. The main content area shows a list of audit requests under the 'General / Planning' category. The 'Engagement Letter' request is highlighted, and a red box highlights the text 'Firm provided (1) file' next to it. The sidebar on the right contains a 'Change Request State' panel with a list of requests, including 'Engagement Letter'. Below this is a 'Your Attached Files' section showing a list of files, including 'Signed Eng Letter.docx' created by Rabs McJabs on 05-20-2014. The bottom of the page shows the user's name 'Rabs McJabs - tim3@suralink.com' and navigation links for 'Help', 'Feedback', 'My Account', and 'Logout'.

## 5. Client Files

Each request has Firm Files and Client Files:

**Client files** are the documents that you, the Client, provide back to the Firm. **You can upload files to a request in two ways:**

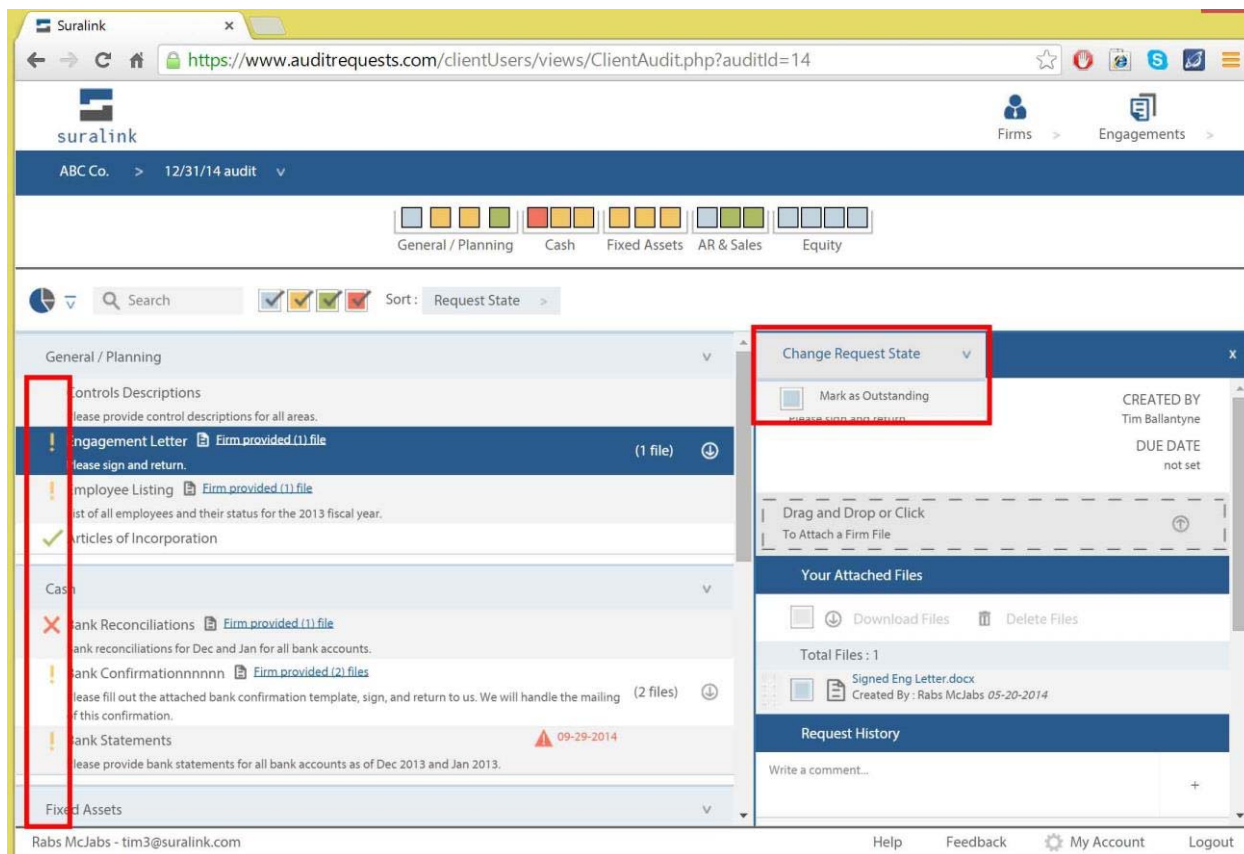
1. Drag and drop the files onto the request line item, or into the detail pane (area's highlighted below).
2. Click the upload area of either the request line item or the detail pane to select files from their computer to upload.



Once uploaded, the documents stay attached to the request line item throughout the engagement. The Firm can now easily access your documents for testing.

## 6. Request Status

Once you upload a document to a request, the status of that request changes from **“Outstanding” (grey)** to **“Fulfilled” (orange)**. After the firm evaluates the documents they can change the request status to either **“Accepted” (green)** or **“Rejected” (red)** depending on whether the supplied documents are sufficient for the firm’s needs. The status of each request is indicated by a specific color and can be changed in the detail pane view. (Note: Client users can only change between outstanding and fulfilled. Professionals on the firm side can change requests to any state.)



### Request Status & Colors:

**Grey – Outstanding:** This is the default status and these requests need action taken on them.

**Orange – Fulfilled:** This is the status after the client has provided the necessary documents.

**Green – Accepted:** This is the status of a completed request that needs no more action.

**Red – Rejected:** This is a request that does not suffice for the firm’s purposes and needs additional action. Any rejected requests should be accompanied by an explanation of why they were rejected in the detail view.

## 7. Comment and History

Each request has a section that displays both the **complete history** of that request, along with **comments made** on that request. Each action taken, from creating the request to uploading files, is logged in the history. Both firm and client users can also **make comments** on a request in the box that says “Write a comment...”

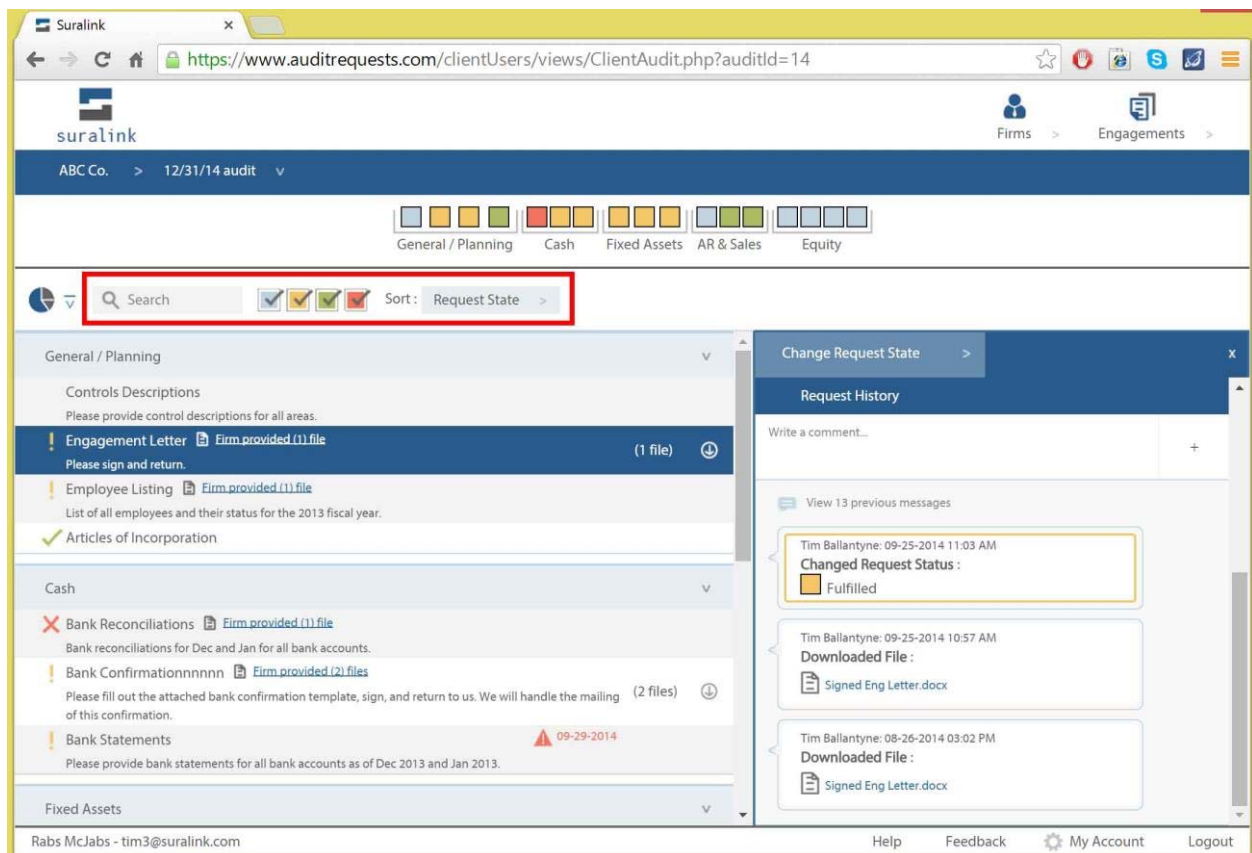
You may add a comment to provide additional instructions to a file that has been uploaded, to ask for clarification, or to communicate anything related to that request or its files.

The screenshot displays the Suralink client portal interface. The browser address bar shows the URL: <https://www.auditrequests.com/clientUsers/views/ClientAudit.php?auditId=14>. The page header includes the Suralink logo and navigation links for "Firms" and "Engagements". Below the header, a breadcrumb trail shows "ABC Co." and "12/31/14 audit". A filter bar contains tabs for "General / Planning", "Cash", "Fixed Assets", "AR & Sales", and "Equity". A search bar and a "Sort: Request State" dropdown are also present. The main content area is divided into sections for "General / Planning", "Cash", and "Fixed Assets". The "General / Planning" section includes items like "Engagement Letter" (with a file icon and "Firm provided (1) file"), "Employee Listing" (with a file icon and "Firm provided (1) file"), and "Articles of Incorporation". The "Cash" section includes "Bank Reconciliations" (with a file icon and "Firm provided (1) file"), "Bank Confirmationnnnnn" (with a file icon and "Firm provided (2) files"), and "Bank Statements" (with a file icon and "Firm provided (1) file"). The "Fixed Assets" section is currently empty. On the right side, a "Change Request State" panel is open, showing a "Request History" section. This section includes a "Write a comment..." text box and a list of previous messages. The messages are: 1. "Tim Ballantyne: 09-25-2014 11:03 AM Changed Request Status : Fulfilled" (with a status icon). 2. "Tim Ballantyne: 09-25-2014 10:57 AM Downloaded File : Signed Eng Letter.docx" (with a file icon). 3. "Tim Ballantyne: 08-26-2014 03:02 PM Downloaded File : Signed Eng Letter.docx" (with a file icon). The footer of the page includes the user name "Rabs McJabs - tim3@suralink.com" and links for "Help", "Feedback", "My Account", and "Logout".

## 8. Searching and Sorting

Located above the request line items, the search and sorting bar can be used to quickly get to what you are looking for.

- The **search bar** will search request name and description
- The **filter boxes** with checkmarks will hide or show requests for the request state selected (outstanding, fulfilled, accepted, rejected)
- The **sort dropdown box** will sort requests based on the criteria selected



## 9. Quick View Bar

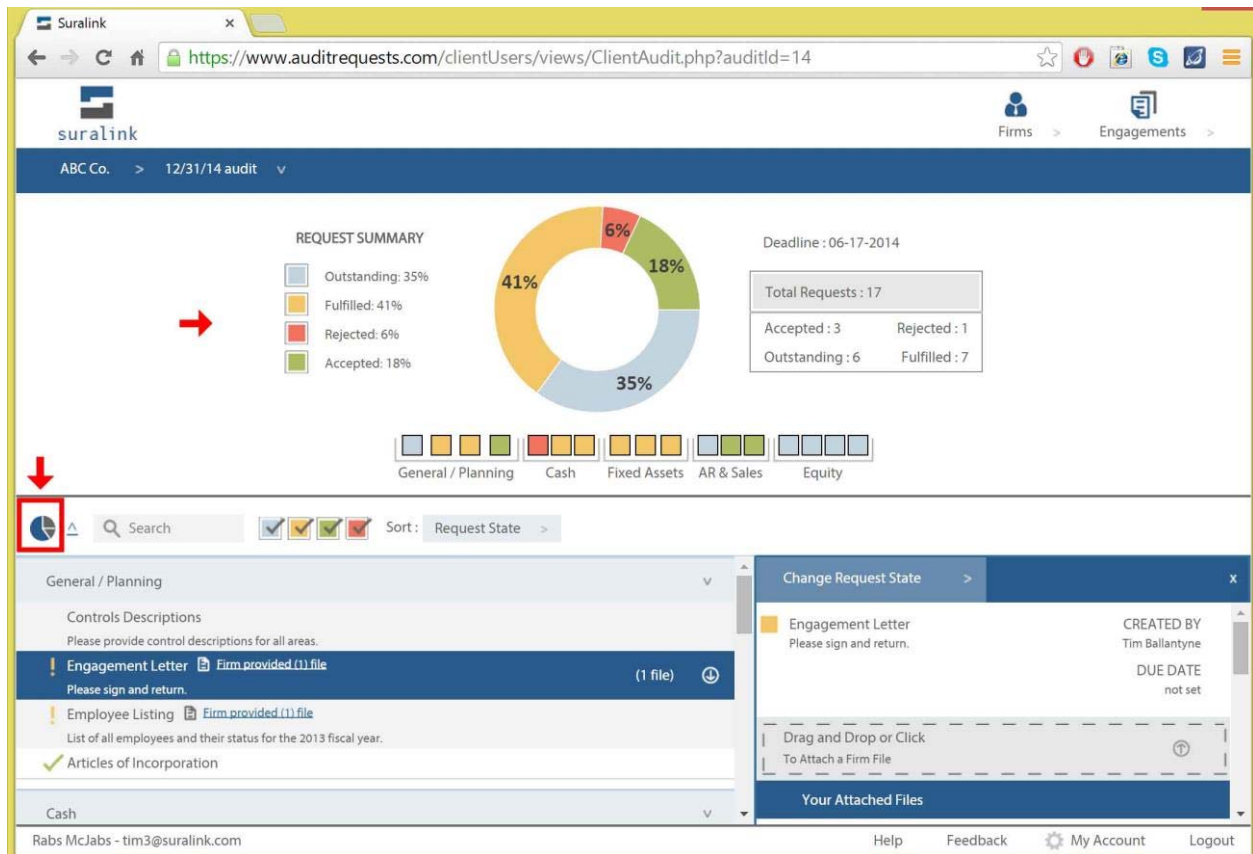
Across the top of the page is the **Quick View Bar**. This section provides a different way to display the same requests that you see down in the request line item section.

You can see the different categories and the requests that are in each category. Each box represents a request and the color of the box represents that requests status. **Mousing over** over a box displays the name of the request, and **clicking** the box selects the request in the request line item section.

The screenshot displays the Suralink web application interface. At the top, the browser address bar shows the URL: <https://www.auditrequests.com/clientUsers/views/ClientAudit.php?auditId=14>. The Suralink logo is visible on the left, and navigation links for 'Firms' and 'Engagements' are on the right. Below the header, the 'Quick View Bar' is highlighted with a red rectangle. It contains a dropdown menu labeled 'Articles of Incorporation' and a row of colored boxes representing different request categories: General / Planning (blue), Cash (orange), Fixed Assets (green), AR & Sales (yellow), and Equity (light blue). Below the Quick View Bar, the main content area is divided into two columns. The left column lists request categories: 'General / Planning' (with sub-items: Controls Descriptions, Engagement Letter (1 file), Employee Listing (1 file), and Articles of Incorporation), 'Cash' (with sub-items: Bank Reconciliations (1 file), Bank Confirmationnnnnn (2 files), and Bank Statements (09-29-2014)), and 'Fixed Assets'. The right column shows a 'Change Request State' dialog box. It includes a section for 'Engagement Letter' with a 'Please sign and return.' instruction, a 'CREATED BY' field (Tim Ballantyne), and a 'DUE DATE' field (not set). Below this is a 'Drag and Drop or Click To Attach a Firm File' area. The 'Your Attached Files' section shows a total of 1 file: 'Signed Eng Letter.docx' created by Rabs McJabs on 05-20-2014. At the bottom, there is a 'Request History' section with a 'Write a comment...' field. The footer of the page includes the user name 'Rabs McJabs - tim3@suralink.com' and navigation links for 'Help', 'Feedback', 'My Account', and 'Logout'.

## 10. Dashboard

The top section is the dashboard which gives quick information about the status of the engagement, as well as notifications on past due requests or items that require follow-up. This section can be expanded or minimized with the Dashboard button.



That should get you started! **Please let us know if you have any questions, comments, or suggestions at any time through our feedback system that is hiding in the bottom right of the screen.** Thank you!