ClientAccessWeb

Configuration Guide

ONTARIO
SYSTEMS

Acknowledgments

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ClientAccessWeb Configuration Guide

CLIENTACCESSWEB CONFIGURATION GUIDE

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OVERVIEW

This guide provides step by-step procedures on how to configure The Collector System to work with ClientAccessWeb, including setting up import and export files.

This guide is intended for those agencies who partner with ClientAccessWeb for their client access services.

About ClientAccessWeb

ClientAccessWeb is an Ontario Systems partner that provides account management services through a secure Internet connection. You can extend these services to your clients as an alternative to using client logons over a dial-up connection. This means you can reduce the number and cost of client logons you manage while your customers benefit from online access to their account information.

The account management services provided by ClientAccessWeb allows your clients to:

- Verify balances
- Report direct payments
- Obtain updated information
- Compile reports

Using these services involves collaboration between your agency, ClientAccessWeb, Ontario Systems, and your clients. Here is an example of how the integration works, as illustrated in Figure 1-1:

1 Your client provides you with accounts that you load into The Collector System.

2 Your agency uses The Collector System to generate an export file containing your client's data.

3 ClientAccessWeb retrieves the export file and updates their database.

4 ClientAccessWeb hosts your client's data and presents it via the portal.

5 Your client uses the portal to manage their accounts.

This is done through a secure online portal that is branded for you and managed by you with the help of ClientAccessWeb.

ClientAccessWeb process overview

The following flowchart illustrates how your agency presents data to your clients using the online portal hosted by ClientAccessWeb.

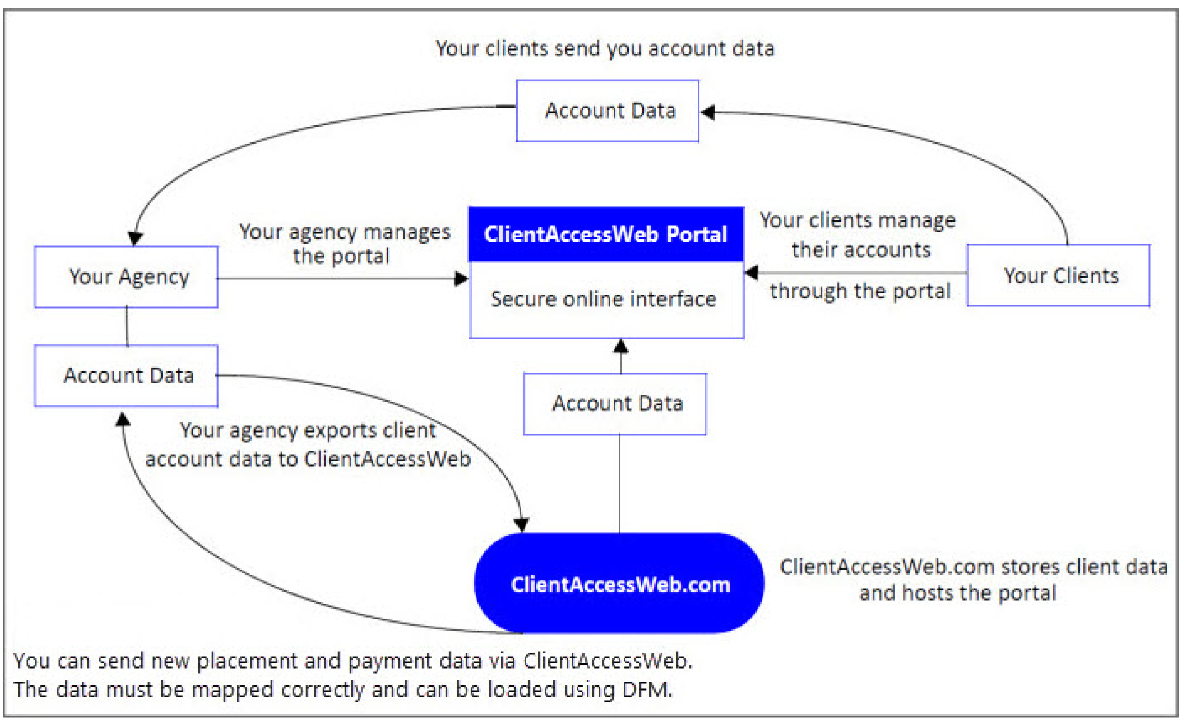


Figure 1-1: Information exchange process between ClientAccessWeb and your agency.

Contact your Ontario Systems Support representative for more information about using ClientAccessWeb.com.

Note **The following information is for existing ClientAccessWeb users only.**

The Ontario Systems version of ClientAccessWeb is only available on The Collector System version 2008A or newer. If you are on a version of ClientAccessWeb *earlier* than 4.9.3, Ontario Systems Support must first upgrade your ClientAccessWeb to 4.9.3 before you can upgrade to The Collector System 2008A or newer.

If you have ClientAccessWeb version 4.9.3 installed on your system *prior* to The Collector System 2008A, a ClientAccessWeb conversion takes place in the upgrade process. After upgrading to The Collector System 2008A or newer, ClientAccessWeb no longer appears in menu 12 – Special Routines, but is now located in menu 15 - UltimateConnect.

You must be using ClientAccessWeb 4.9.3 before upgrading to The Collector System 2008A or newer. If your ClientAcessWeb also appears in menu 12 - Special Routines, contact your Ontario Systems Support representative.

For information about setting up ClientAccessWeb on your system, see Configuring ClientAccessWeb.

CONFIGURING CLIENTACCESSWEB

If you are new to ClientAccessWeb or you are changing the fields to export to ClientAccessWeb, contact ClientAccessWeb to work with them to arrange a ClientAccessWeb Account Placement Data Flow Manager Mapping document. This document is used to map data from The Collector System to their database. You will need to work with ClientAccessWeb to agree on the names of the column headings.

Note Before an export can be run, the following initial configuration steps must be done for each logon that will export data to ClientAccessWeb.

This section includes the following topics:

- Configuring user permissions for ClientAccessWeb access
- Configuring logons for ClientAccessWeb

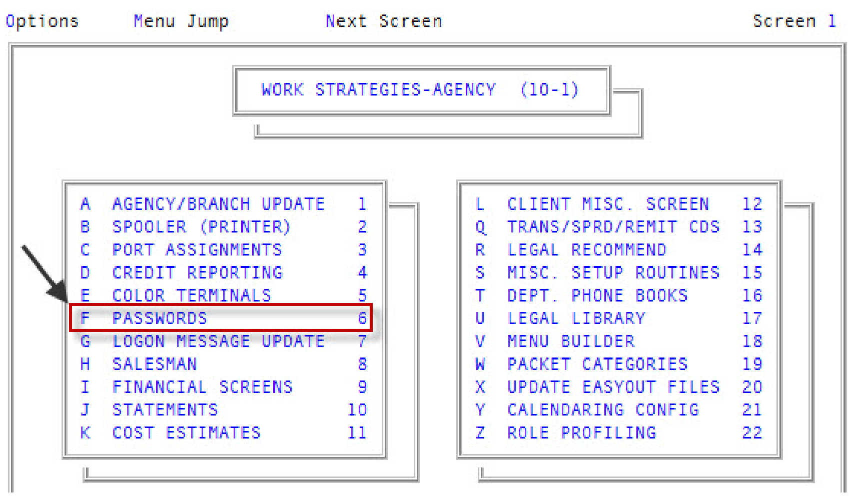
Configuring user permissions for ClientAccessWeb access

Menu 10.1.6

The users setting up and running ClientAccessWeb must be given permission to access the options on the ClientAccessWeb menu. Complete the following steps for each user.

To configure user permissions for ClientAccessWeb access:

1 From the Master menu, navigate to **Management Strategy > Agency > Passwords (menu 10.1.6)**.



2 In the **Enter Master Password** window, type the master password, and press **Enter** or click **Ok**.

3 In the **Password Update Routine** window, select **Employee Password**, and press **Enter** or click **Ok**.

4 In the **Enter Employee Password (?)** window, do one of the following:

- If you know the user's primary password, type it, and press **Enter** or click **Ok**.
- To view a list of primary passwords, type **?**, and press **Enter**.

  ▶ A list of all user passwords displays. Press **Enter** to scroll through the pages until you find the password you need. To exit the list, type **Q**, and press **Enter**.

5 In the **Employee Password** screen, at the **Enter Option** prompt, type **M**, and press **Enter**.

```
SETUP FOR 'JAM'                                                    SCREEN 1 OF 2
                             ENABLED                    LAST LOGIN DATE:
EMPLOYEE NAME ............. JAMES MADISON
EMPLOYEE INITIALS ......... JM
PRIMARY MENU TO ACCESS .... 5        COLLECTOR MENU
RECORD UNAUTHORIZED ACCESS? N
ALLOW ACCESS TO TCL? ...... N   RESTRICT TCL? .....
ALLOW ACCESS TO MAIN MENU?  N
GROUP CODES FOR MESSAGES ..
COLLECTOR FILES TO ACCESS .
ALLOW ACCESS TO CMD Z? .... N   MAX $: 0        MAX CAN $: 0
UPDATE PROTECTED STS CODES? N
LONG DISTANCE USER CODE ...
AUTHORIZED TO FORWARD? .... N
CREATE CUSTOM SUB-WIPS? ... N   CREATE MISC WIPS? ...  N
MENU CROSSREFERENCING? .... N
REQUEST CREDIT REPORT? .... N   MIN $:
USE EMPLOYEE TIME CLOCK? .. N
UPDATE EASY OUT REPORTS? .. N
SEND MESSAGES? ............ Y
REQUEST AUTHORIZED CHECKS?  N   PROCESS AUTH CHECKS? ...  N

Enter Option (U.U2.M.DEL.C.CP.?./): M
```

6 In the **Setup for *password (user name)* Master Menu** window, select **Utility**, and press **Enter** or click **Ok**.

7 In the ***password (user name)* 9 -- Utility** window, to allow the user access to ClientAccessWeb functionality, select the following menu options, and press **Enter** or click **Ok**:

- **CAW-Generate Export File**
- **CAW-Client Setup**
- **CAW-Update Export Path**
- **CAW-Set Up Export Params**
- **CAW-Set Up Debtor Mapping**
- **CAW-Set Up Fiscal Mapping**
- **CAW-Set Up Client Mapping**
- **CAW-Client Memoparams**

8 In the **Setup for *password (user name)* Master Menu** window, select **Cancel**.

9 In the **Employee Password** screen, at the **Enter Option** prompt, type **/**, and press **Enter**.

Configuring logons for ClientAccessWeb

Menu 9.41.44

Before you can export client data, you must set up your logons. The Logon Setup menu includes tasks for preparing a logon for exporting client files to ClientAccessWeb. In addition to defining a logon's export properties, you create maps that link the client data you export from the host database into the database for ClientAccessWeb.

Note Be sure to create the file folder on the destination workstation *before* proceeding with these instructions.

The tasks for preparing logons include the following:

- Updating the export path for ClientAccessWeb
- Configuring the export parameters for ClientAccessWeb
- Configuring data mapping for ClientAccessWeb
- Configuring client Note parameters for ClientAccessWeb

UPDATING THE EXPORT PATH FOR CLIENTACCESSWEB

Menu 9.41.44.45

You must define two export paths:

- Export file path
- Archive file path

Note The Export and Archive file paths cannot use the same path.

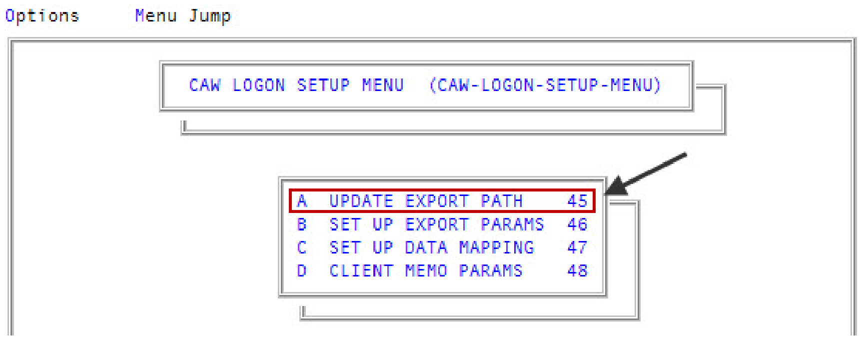
The export path tells The Collector System where to store the export file until ClientAccessWeb can import it. This is also the directory that ClientAccessWeb uses to retrieve the file for import into their database.

You define an export path for each logon using ClientAccessWeb. Exported files have unique names, so all logons can use the same export path or different paths depending on your requirements.

Note You need to create a file folder or directory on the server or the workstation where the ClientAccessWeb export files are stored. The default Windows folder name and path is C:\cawexport\.

To update the export path for ClientAccessWeb:

1. From the Master menu, navigate to **Utility > Client Access Web > Logon Setup > Update Export Path (menu 9.41.44.45)**.



2. In the **Enter CAW Export File Path** window, type the folder path name or accept the pathname default to store ClientAccessWeb export records for this logon, and press **Enter** or click **Ok**.

Note You must type a backward slash (\) at the end of the pathname. You must set up a valid export path before proceeding.

There are several actions that happen the first time this option is run on a logon:

- Several codes items and parameters are initialized.
- Two log files are created: CAW-XFER-LOG and CAW-UPDATE-LOG.
- Client Access Web is removed from menu 12, if it was originally installed there. If this does not happen and Client Access Web still displays in menu 12, contact your Ontario Systems Support representative.

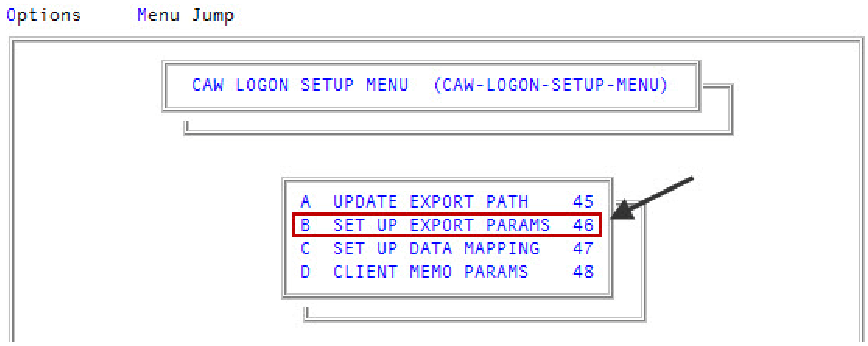
CONFIGURING THE EXPORT PARAMETERS FOR CLIENTACCESSWEB

Menu 9.41.44.46

Export parameters include general settings for the export file that are not specific to any client. Examples of these settings include an export file size limit, a list of status codes to exclude from the export, and a toggle to export during Day-End.

To configure the export parameters for ClientAccessWeb:

1 From the Master menu, navigate to **Utility > Client Access Web > Logon Setup > Set Up Export Params (menu 9.41.44.46)**.



2 In the **Set Up Client Access Web Export Parameters** screen, in the **1. Send Calculated Interest (Y/N)** field, do one the following, and press **Enter**:

- To have The Collector System calculate and send a balance record with the export, type **Y**.
- To have ClientAccessWeb calculate the interest, type **N**.

Note This may be a lengthy process depending on how many accounts need to be processed and the system speed.

```
SET UP CLIENT ACCESS WEB EXPORT PARAMETERS


1.  SEND CALCULATED INTEREST (Y/N).......................:Y
2.  EXPORT FILE DURING DAY END PROCESS (Y/N)............:1
3.  EXPORT FILE SIZE LIMIT, BYTES (400000)..............:25000000
4.  DO NOT EXPORT W/ASSIGN DATE OLDER THAN (MM-DD-YYYY).:
5.  EXCLUDE EXPORT OF STATUS CODES (BAN;LBK;...)........:
6.  HISTORY FILE TO USE (See documentation for options).:1
7.  TRUST (T) OR PRECOLLECT (P) LOGON (T/P).............:T
```

3 In the **2. Export File During Day End Process (Y/N)** field, to export the data file during Day-End, type **Y**; otherwise type **N**, and press **Enter**.

Note Depending on the amount of data you are exporting, choosing **Y** may increase the time it takes for Day-End to complete.

4 In the **3. Export File Size Limit, Bytes (400000)** field, type the byte size limit for the export file, and press **Enter**.

The default is 400 KB; the maximum limit is 25 MB.

Note Remember that larger files take longer to transfer over the Internet. Make sure to use smaller file sizes for slower or unreliable Internet connections.

5 In the **4. Do Not Export W/Assign Date Older Than (MM-DD-YYYY)** field, type the date to filter accounts out of the export file based on their assignment date, and press **Enter**.

Accounts with an assignment date older than you specify will not be included in the export.

6 In the **5. Exclude Export of Status Codes (BAN; LBK; ...)** field, type the status codes to exclude accounts from the export file, separating multiple status codes with a semicolon, and press **Enter**.

Note If you add a status code to this field and there are already accounts with this status code on ClientAccessWeb, these accounts will remain in the database, but no further changes will be exported on these accounts.

7 In the **History File To Use (See documentation for options)** field, type one of the following options, and press **Enter**:

Number to Enter	Description
1	History
2	Step-History
3	Custom History
4	Custom Step-History

8 In the **Trust (T) or Precollect (P) Logon (T/P)** field, do one of the following to control how data is transferred to ClientAccessWeb, and press **Enter**:

- To designate a logon as a trust logon, type **T**.
- To designate a logon as a precollect logon, type **P**.

The choice you make depends on how you are using this logon for ClientAccessWeb purposes. The default is a trust logon.

9 At the **OK to File** prompt, do one of the following:

- To save your changes, press **Enter**.
- To discard your changes and return to the **CAW Logon Setup Menu** screen, type **N**, and press **Enter**.

- To continue making changes to the **Set Up Client Access Web Export Parameters** screen, type **/**, and press **Enter**.

CONFIGURING DATA MAPPING FOR CLIENTACCESSWEB

Menu 9.41.44.47

Data mapping is necessary to define the file, attributes, and descriptions that ClientAccessWeb uses to store your client data in their database.

Your agency and ClientAccessWeb.com use data maps to mutually organize the client data that you share across your databases. Data maps tell The Collector System where, by file and attribute, to find the data to include in the export file. They also allow you to provide human readable labels that tell your clients what data they are viewing through the portal.

Note After configuration, if you need to change the mapped data, you must first notify ClientAccessWeb so they know how to map the new data you are sending.

The Collector System provides you with three ClientAccessWeb file maps:

- **A Debtor map** – Use this map to include customer information in the export file. The first five debtor fields are required and have been added for you and cannot be deleted. You will need to provide ClientAccessWeb labels for these fields. For instructions on setting up the Debtor map, see Configuring debtor data mapping for ClientAccessWeb.

- **A Fiscal map** – Use this map to include fiscal information in the export file. For instructions on setting up the Fiscal map, see Configuring Fiscal data mapping for ClientAccessWeb.

- **A Client map** – Use this map to include information from the Client, Client2, and Control files. For instructions on setting up the Client map, see Configuring client data mapping for ClientAccessWeb.

Note Since ClientAccessWeb is presenting the exported data to your clients, you will work with ClientAccessWeb to provide labels for each file and field you map.

Figure 1-2 illustrates mapping Debtor file information from The Collector System to the ClientAccessWeb database:

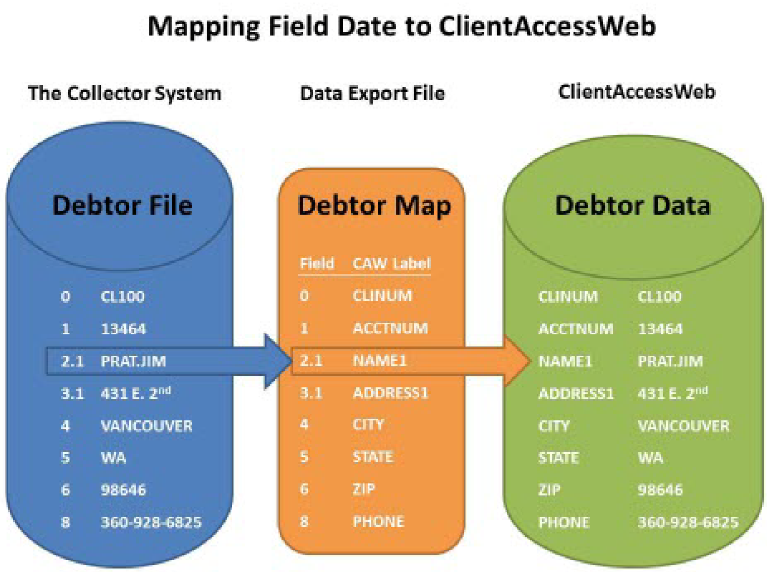


Figure 1-2: The process of mapping information from The Collector System to ClientAccessWeb.

The following table are examples of valid and invalid entries:

Valid and Invalid Entries

Entries	Valid	Invalid
Debtor and Fiscal Field Column	11	.1
Not Fiscal	11.1	11..1
Not Fiscal	11.1.2	11.1..
Only Valid for Client Mapping	C1; C7.1; M3, R145 - C, M	

CONFIGURING DEBTOR DATA MAPPING FOR CLIENTACCESSWEB

Menu 9.41.44.47.49

The map is a numbered, two-column list. One column is for The Collector System attributes, multi-values, and subvalues. The other column is for ClientAccessWeb labels. Since ClientAccessWeb is presenting the exported data to your clients, you will work with ClientAccessWeb to provide labels for each file and field you map.

To configure Debtor data mapping for ClientAccessWeb:

1. From the Master menu, navigate to **Utility > Client Access Web > Logon Setup > Set Up Data Mapping > Set Up Debtor Map (menu 9.41.44.47.49)**.

```
Options     Menu Jump

   CAW SETUP DATA MAPPING MENU   (CAW-SETUP-DATA-MAPPING-MENU)

        A  SET UP DEBTOR MAP    49
        B  SET UP FISCAL MAP    50
        C  SET UP CLIENT MAP    51
```

2. After you read the confirmation message, press **Enter** or click **Ok**.

3. In the **Set Up Client Access Web Debtor Export Mapping** screen, in the **Debtor Field** column, type the Debtor field that corresponds to the label in the **CAW Label** column, and press **Enter** to navigate to the next field.

   To move to the next screen of fields, click **>>** in the top right-hand corner of the screen.

```
SET UP CLIENT ACCESS WEB DEBTOR EXPORT MAPPING        SCREEN  1 OF  2
                                                          <<|>>

       DEBTOR FIELD  CAW LABEL
1.     1             CLIENT ID
2.     0             HOST ACNT#
3.     S07           BALANCE
4.     IDI           INT_INCR
5.     68            INT_CALC_DT
6.     2.1           NAME1
7.     2.2           NAME2
8.     3.1           ADDRESS1
9.     3.2           ADDRESS2
10.    4             CITY
11.    5             STATE
12.    6             ZIP
13.    8             PHONE
14.    9             DOB
15.    11            CLI-REF#
16.    12            LAST CHRG DT
17.    13            LST-PAY DT
18.    14            DT-ASGN
```

4 Continue with Step 3 until you have added all the appropriate Debtor fields and corresponding ClientAccessWeb labels.

5 To save your changes, type **#** in any field, and press **Enter**.

6 At the **OK To File** prompt, do one of the following:

- To save your changes, press **Enter**.
- To discard your changes and return to the **CAW Setup Data Mapping** menu, type **N**, and press **Enter**.
- To continue making changes to the Debtor map, type **/**, and press **Enter**.

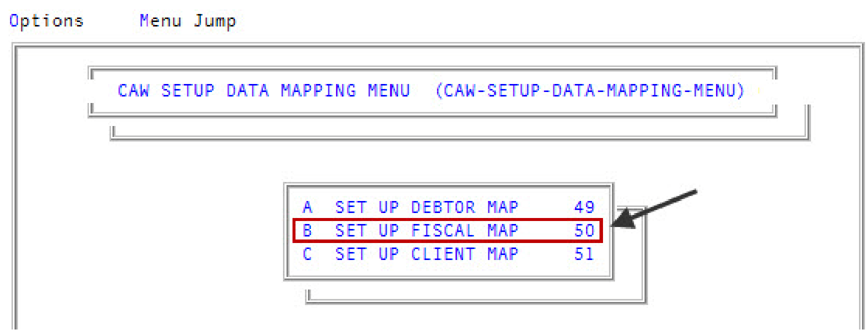
CONFIGURING FISCAL DATA MAPPING FOR CLIENTACCESSWEB

Menu 9.41.44.47.50

The Fiscal map is presented as a list that only allows attributes of the Fiscal file. The other column is for ClientAccessWeb labels. Since ClientAccessWeb is presenting the exported data to your clients, you work with ClientAccessWeb to provide labels for each file and field you map.

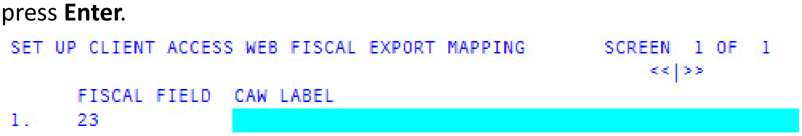
To configure Fiscal data mapping for ClientAccessWeb:

1 From the Master menu, navigate to **Utility > Client Access Web > Logon Setup > Set Up Data Mapping > Set Up Fiscal Map (menu 9.41.44.47.50)**.



2 Read the confirmation message, and press **Enter** or click **Ok**.

3 In the **Set Up Client Access Web Fiscal Export Mapping**, type the attribute, and press **Enter**.



4 In the **CAW Label** field, type the ClientAccessWeb field label, and press **Enter**.

Pressing enter moves the cursor to the next row.

5 Continue with Step 3 and Step 4 until you have entered all the appropriate Fiscal field attributes and corresponding ClientAccessWeb labels.

6 To save your changes, type **#** in any field, and press **Enter**.

7 At the **OK To File** prompt, do one of the following:

- To save your changes, press **Enter**.
- To discard your changes and return to the **CAW Setup Data Mapping** menu, type **N**, and press **Enter**.
- To continue making changes to the Fiscal map, type **/**, and press **Enter**.

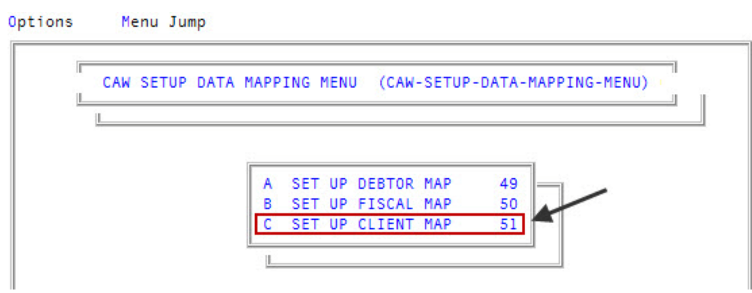
CONFIGURING CLIENT DATA MAPPING FOR CLIENTACCESSWEB

Menu 9.41.44.47.51

The map is a numbered, two-column list. One column is for The Collector System attributes, multi-values, and subvalues. The other column is for ClientAccessWeb labels. Since ClientAccessWeb is presenting the exported data to your clients, you will work with ClientAccessWeb to provide labels for each file and field you map.

To configure Client data mapping for ClientAccessWeb:

1 From the Master menu, navigate to **Utility > Client Access Web > Logon Setup > Set Up Data Mapping > Set Up Client Map (menu 9.41.44.47.51)**.



2 After you read the confirmation message, press **Enter** or click **Ok**.

3 In the **Set Up Client Access Web Client Export Mapping** screen, in the **Client Field** column, type the Client field that corresponds to the label in the **CAW Label** column, and press **Enter** to navigate to the next field.

4 Continue with Step 3 until you have added all the appropriate Client fields and corresponding ClientAccessWeb labels.

5 To save your changes, type **#** in any field, and press **Enter**.

6 At the **OK To File** prompt, do one of the following:

- To save your changes, press **Enter**.
- To discard your changes and return to the **CAW Setup Data Mapping** menu, type **N**, and press **Enter**.
- To continue making changes to the Client map, type **/**, and press **Enter**.

CONFIGURING CLIENT NOTE PARAMETERS FOR CLIENTACCESSWEB

Menu 9.41.44.48

Memo parameters define the type and number of memos included with a client's accounts in the export file. To reduce setup time, you can input multiple clients at one time. Clients set up in this manner all have the same memo export settings.

Should you choose to update a client's memo parameters individually, only its settings will change. The select list must be prepared in advance. The previous client setup is used as a default for the next setup, making it possible to go from simpler setups to ones that are more complex.

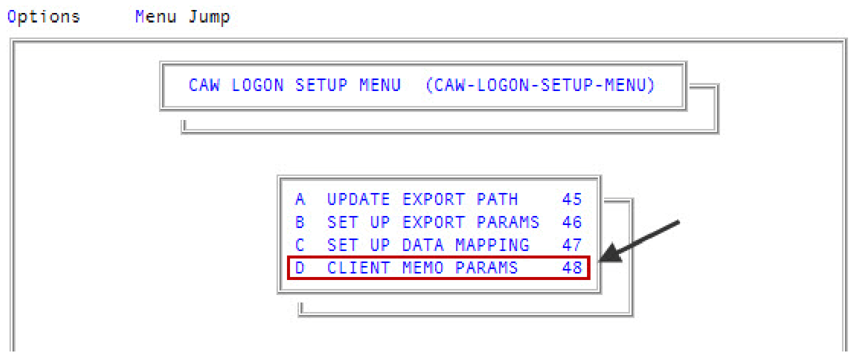
The Client Memo Parameters screen allows you to set up and send the following memo types:

- Payment history
- Account changes, payment plan, miscellaneous
- Collector Tickler, letters and notices, miscellaneous command options
- Action codes with comments
- Collector comments and action notes
- Dialer notes

Since there is potential for a client to have a large number of memos, the Client Memo Parameters screen provides a number of days and memo settings. These settings allow you some control of the export file size by limiting the number of memos included in the export.

To configure client memo parameters for ClientAccessWeb:

1 From the Master menu, navigate to **Utility > Client Access Web > Logon Setup > Client Memo Params (menu 9.41.44.48)**.



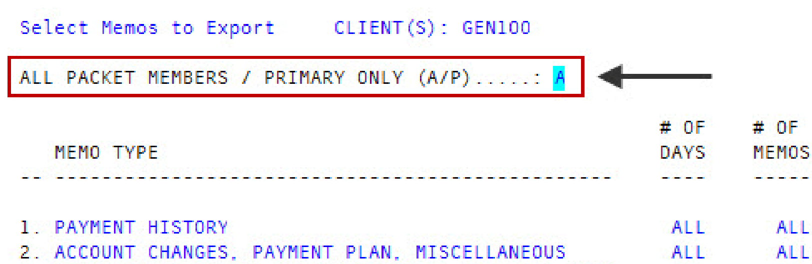
2 In the **Select Clients To Set Up** window, do one of the following, and press **Enter** or click **Ok**:

- To enter a single client, type the client number.
- To enter multiple clients, type the numbers, separating each with a semicolon.
- To use the Get-List command, make your selection at TCL saving your accounts in a list. At this prompt, type in GET-LIST *list name*.

3 In the **All Packet Members/Primary Only (A/P)** field in the **Select Memos to Export** screen, type one of the following, and press **Enter**:

- To include all the memos for a packet, type **A**.
- To include only those memos for the primary packet member only, type **P**.

  This options results in the packet accounts only displaying the primary packet member's memos.



4 In the **# of Days** column, do one of the following for each of the memo types listed in the **Memo Type** column:

- To not include a memo of this type, type **0**.
- To include all the memos of this type, type **ALL**.
- To include memos of this type back from the current date, type a positive number.

  For example, if the current date is January 25th and to include dialer notes from the last five days, type 5 and the export file will include dialer notes from January 20th through January 25th.

5 In the **# of Memos** column, do one of the following to specify the number of memos to include for each of the memo types listed in the **Memo Type** column:

- To not include a memo of this type, type **0**.
- To include all the memos of this type, type **ALL**.
- To include a specific number of memos for this type, type a number.

Note If more memos exist than the number you specify, memos are exported from newest to oldest until the limit is reached.

6 To save your changes, type **#** in any field, and press **Enter**.

7 At the **OK To File** prompt, do one of the following:

- To save your changes, press **Enter**.
- To discard your changes and return to the **CAW Logon Setup** menu, type **N**, and press **Enter**.
- To continue making changes to the **Select Memos to Export** screen, type **/**, and press **Enter**.