

Client View Guide

SURALINK TUTORIAL

Suralink Tutorial
Client View

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WELCOME!

Welcome to the Suralink platform. This tutorial will help you become familiar with the platform'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 to us at support@suralink.com.

LEGAL NOTICE:

This guide is intended for clients and clients of firms who have purchased the Suralink Professional Document Exchange system only.

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01.

LOGGING IN - CLIENTS PAGE

When you first log in, you will be brought to the Clients page. You will see a list of engagements for your company. You can launch an engagement by:

1. Clicking on an Engagement from the list or
2. Hovering 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 dashboard for 'ABC Co.' with a dropdown menu open for 'Engagements'. The dropdown list includes the following items:

- ABC Co. 401(k) Plan
- 103b Audit
- Annual Financial Audit
- Defined Contribution Plan Audit
- Q1 Audit
- SOC 2 Type 1
- Tax Returns
- Reports
- Completed Tax Return
- SOC 2 - Final Report
- Financial Audit Report - Final
- ABC Co. 401(k)
- 403b Audit Final Report

The main dashboard content includes:

- RL&S CPAs** Invited By CPA Manager
- ABC Co.**
- Active Engagements:** A table with columns for Name, counts, and Due Date.
- Reports:** A table with columns for Name, Published, Filename, and Last Accessed.
- My Team:** A section for 'Active Users' with user profiles and last login times.
- RL&S CPAs Team:** A section for 'Active Users' with user profiles and last login times.



02.

REQUEST LINE ITEMS

After launching an engagement you will be directed to the **Request List page**: a dynamic request list integrated with a secure file portal. On this page, you'll see a list of Request Line Items (also referred to as "requests"). These are a way to track the documents your accounting firm needs you to provide. You would normally see these items in a spreadsheet request list provided by your firm.

The screenshot displays the Suralink interface for a client engagement. The top navigation bar shows 'ABC Co.' and 'Annual Financial Audit'. Below this, there are filters for various account types: General, Cash, A/R & Sales, Inventory, Fixed Assets, Accounts Payable, and Taxes. A search bar and a 'Sort: Request Id' dropdown are also present.

Request ID	Description	Due Date	Status
1	Inquiries Chairman of Board / Chairman of Audit Committee Inquiries	12-31-2020	2
2	CEO Initial Inquiries	12-31-2020	
3	CPD Initial Inquiries	12-31-2020	
4	Employee Schedule <small>Item uploaded (1) file</small>	12-31-2020	
5	Legal Expenses	12-31-2020	
6	BOD Minutes	12-31-2020	3
7	Officer & Director List <small>Item uploaded (1) file</small>	12-31-2020	1
8	Control Environment Questionnaire	12-31-2020	2
9	IT general controls process	12-31-2020	1
Cash			
10	Bank Confirms	12-31-2020	1
11	Bank Statements <small>Firm provided (1) file</small>	12-31-2020	5
12	Bank Account list	12-31-2020	
13	Bank Recs	12-31-2020	
A/R & Sales			
14	AR Aging	12-31-2020	
15	AR Confirms <small>Item uploaded (1) file</small>	12-31-2020	
16	ADA Calc	12-31-2020	

The right-hand pane shows the details for the selected '1 Inquiries' request. It includes a 'Change Request State' dropdown, 'CREATED BY' (CPA Manager), and 'DUE DATE' (12-31-2020). There is a section for 'Your Attached Files' with one file: '1 File - 0.01 Kb' (ABC Co. Documentation.txt). A 'Comments / History' section shows two comments: one from the client and one from the CPA Manager.



03.

REQUEST DETAIL PANE

When a request is selected, a detail of that request is displayed in the Detail Pane. This area shows the details of the request and provides another way to access files. It also includes a comments section where you can communicate with your accounting firm about individual requests as well as the history of that specific request.

The screenshot displays the Suralink web application interface. At the top, the 'suralink' logo is on the left, and 'Clients' and 'Engagements 12' are on the right. Below the header, there's a navigation bar for 'ABC Co.' with a dropdown for 'Annual Financial Audit'. A horizontal bar contains various request categories: General, Cash, A/R & Sales, Inventory, Fixed Assets, Accounts Payable, and Taxes. Below this is a search bar and a table of requests. The table has columns for request number, description, and date. The first request is selected, and a 'Request Detail Pane' is open on the right. This pane shows the request title '1 Inquiries', the creator 'CPA Manager', and the due date '12-31-2020'. It includes an 'Add Assignments' section, a 'Drag and Drop' area for file uploads, and a 'Your Attached Files' section showing a file named 'ABC Co. Documentation.txt'. At the bottom of the pane is a 'Comments / History' section with a text input field and a 'Send' button. A comment from 'ABC Co. CFO' is visible, and a response from 'CPA Manager' is partially visible at the bottom.

Request #	Description	Date
1	Inquiries Chairman of Board / Chairman of Audit Committee Inquiries	12-31-2020
2	CEO Initial Inquiries	12-31-2020
3	CFO Initial Inquiries	12-31-2020
4	Employee Schedule <i>Firm provided (1) file</i>	12-31-2020
5	Legal Expenses	12-31-2020
6	BOD Minutes	12-31-2020
7	Officer & Director List <i>Firm provided (1) file</i>	12-31-2020
8	Control Environment Questionnaire	12-31-2020
9	IT general controls process	12-31-2020
Cash		
10	Bank Confirms	12-31-2020
11	Bank Statements <i>Firm provided (1) file</i>	12-31-2020
12	Bank Account list	12-31-2020
13	Bank Recs	12-31-2020
A/R & Sales		
14	AR Aging	12-31-2020
15	AR Confirms <i>Firm provided (1) file</i>	12-31-2020
16	ADA Calc	12-31-2020

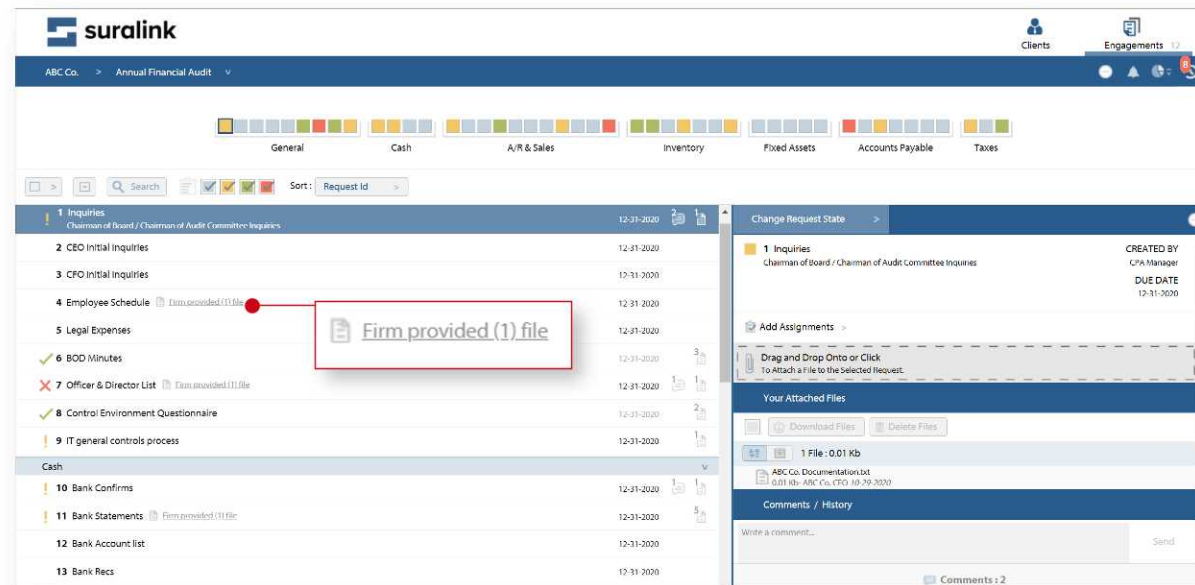


04.

FIRM FILES

Each request includes **Firm Files** and **Client Files**. Firm Files are documents your accounting firm provides to you. Documents provided by the firm may include: documents for your own records, a list of selections, or a template that you will need to complete and return.

If the firm has provided a file for a specific request, you will see a blue link on the request that says, "**Firm provided (x) files.**" Clicking this link will allow you to download the files.





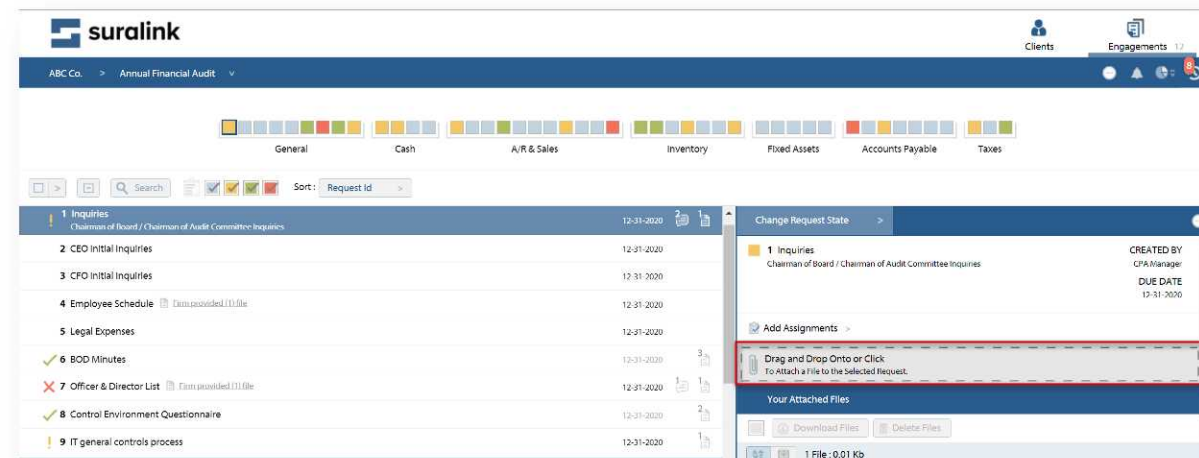
05.

CLIENT FILES

Client Files are the documents that you provide to your accounting firm. You can upload files to a request in two ways:

1. Drag and drop the files onto the request or into the Detail Pane.
2. Click the upload area on either the request or the Detail Pane to select files from your computer to upload.

Once uploaded, the documents stay attached to the request throughout the engagement. Your accounting firm can now easily access your documents for testing.





06.

REQUEST STATUS

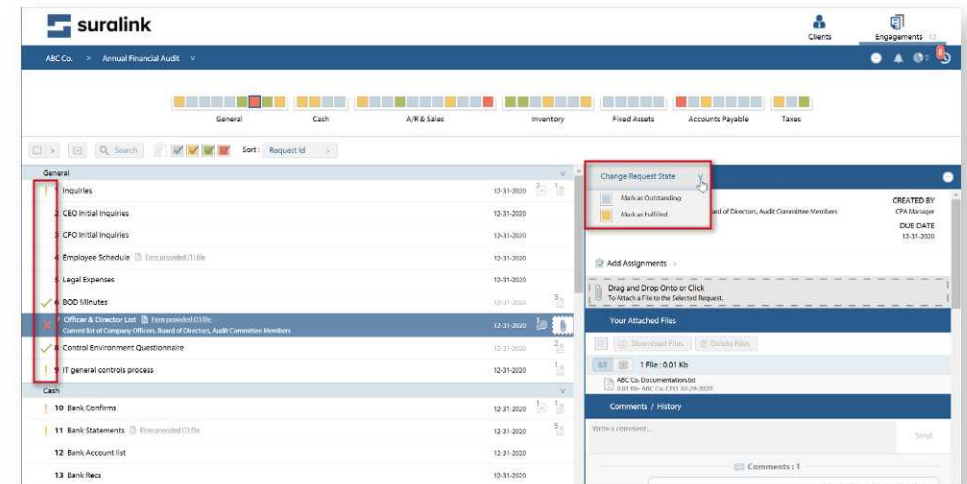
The status of each request is indicated by a specific color and can be changed in the Detail Pane view. Additionally, once you upload a document to a request, the status of that request automatically changes from “Outstanding” (gray) to “Fulfilled” (orange). After the firm evaluates the documents, they can change the request status to either “Accepted” (green) or “Rejected” (red) depending on if the documents you provided meet the firm’s requirements.

NOTE:

You, as a Client User, can only change the status of requests between “Outstanding” and “Fulfilled.”

Users from your accounting firm can change requests to any status.

- Outstanding:** This is the default status; requests that are “Outstanding” (gray) require action from you.
- Fulfilled:** This is the status after you, the client, have provided the necessary documents.
- Accepted:** This is the status of a completed request that does not require any additional action.
- Rejected:** This is the status of a request that does not meet your accounting firm’s requirements and needs additional action from you. Your accounting firm should provide an explanation of why the request was rejected in the Detail Pane.



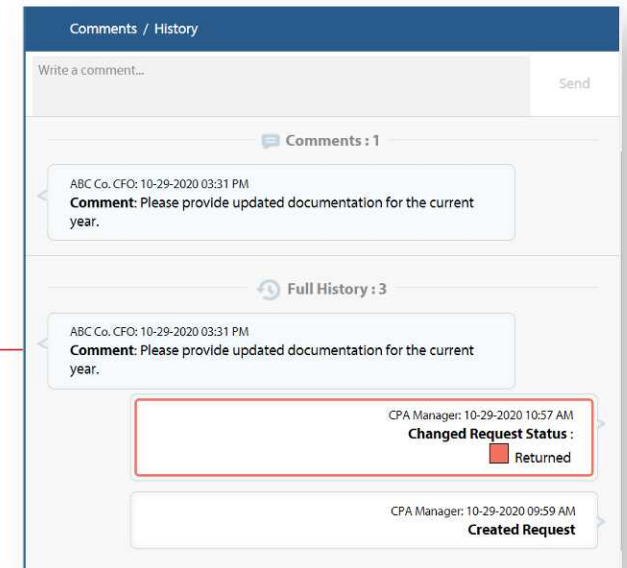
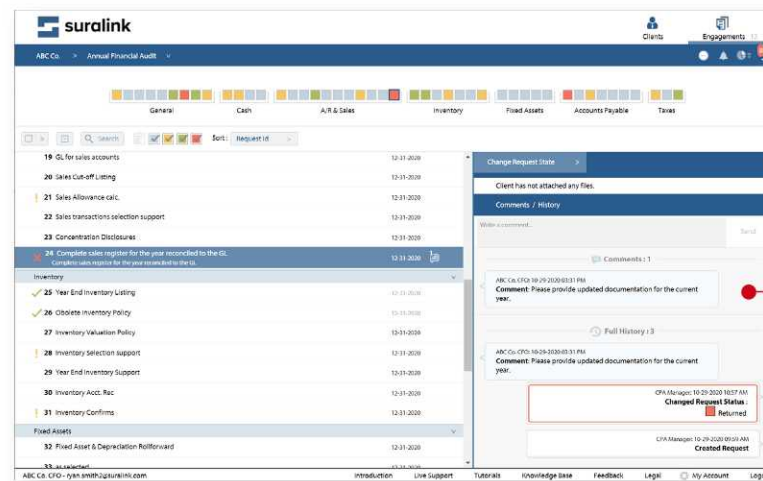


07.

COMMENTS AND HISTORY

Each request has a section that displays both the complete history of that request in addition to any comments associated with that request. Any action taken on a request—either by you or your accounting firm—is logged in the history. This includes everything from creating the request to uploading files and much more.

At any time, you or your accounting firm can add a comment to provide additional instructions or insight about a request. Examples of comments include asking for clarification about a request and communicating anything related to that request or its files. To leave a comment, simply type that comment in the box that says, “Write a comment.”





08.

SEARCHING AND SORTING

Located above the requests, the Search, Filter, and Sort features can be used to quickly find what you are looking for.

- The Search bar will search request names and descriptions.
- The Filter boxes (multi-colored boxes with checkmarks in them) will hide or show requests based on the selected Request Statuses (e.g., “Outstanding,” “Fulfilled,” “Accepted,” or “Rejected”).
- The Sort dropdown box sorts requests based on the criteria selected.

The screenshot displays the Suralink Client View interface. At the top, there is a navigation bar with the Suralink logo, the client name 'ABC Co.', and the engagement type 'Annual Financial Audit'. Below this, there are filter boxes for various categories: General, Cash, A/R & Sales, Inventory, Fixed Assets, Accounts Payable, and Taxes. A search bar and a sort dropdown menu (set to 'Request Id') are highlighted with a red box. The main area shows a list of requests, including 'Inquiries', 'CEO Initial Inquiries', 'CFO Initial Inquiries', 'Employee Schedule', 'Legal Expenses', 'BOD Minutes', 'Officer & Director List', 'Control Environment Questionnaire', 'IT general controls process', 'Cash', 'Bank Confirms', 'Bank Statements', and 'Bank Account list'. On the right, a detailed view of a selected request is shown, including the request name, date, and a 'Change Request State' button. Below this, there are options to 'Add Assignments', 'Drag and Drop Onto or Click To Attach a File to the Selected Request', and a section for 'Your Attached Files' with a download and delete button. At the bottom, there is a 'Comments / History' section with a text input field and a 'Send' button.

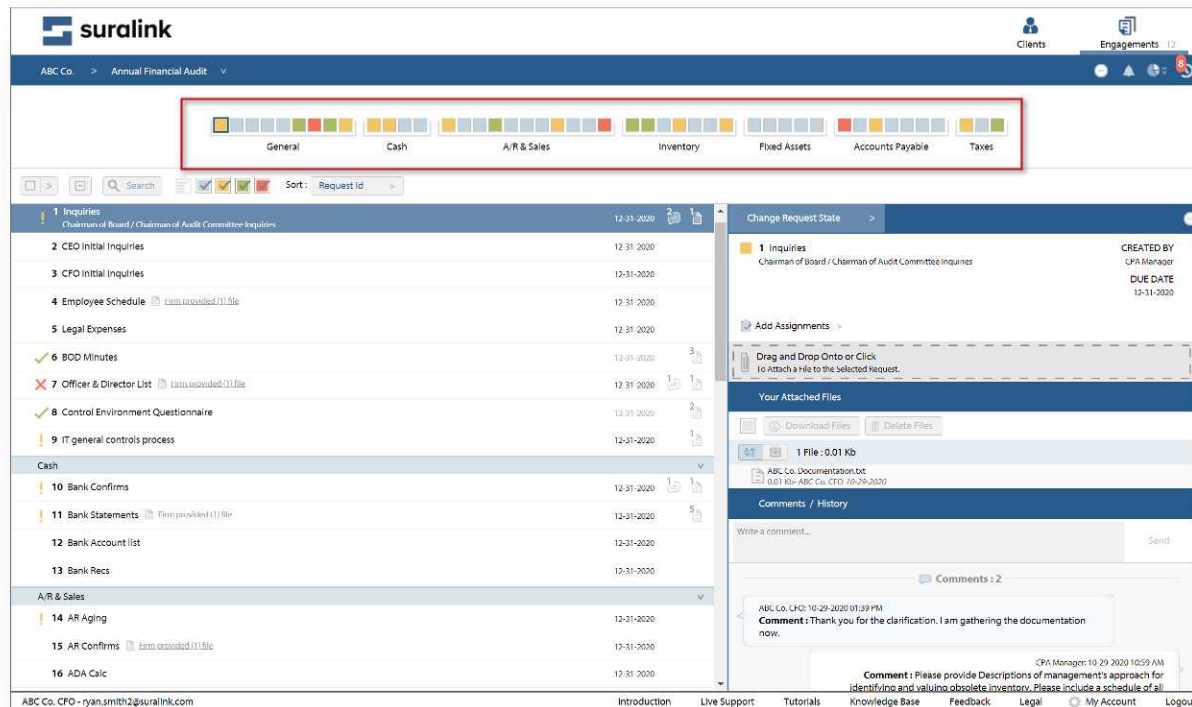


09.

QUICK VIEW BAR

Across the top of the page is the Quick View bar. This section displays the same requests you see in the Request Line Items section.

Each box represents a request and the color of the box represents that request's status. Mousing over a box displays the name of the request, and clicking the box selects the request in the Request Line Items section





10.

DASHBOARD

The Dashboard gives you a summary of your 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.

The screenshot displays the Suralink dashboard for an engagement with ABC Co. The top navigation bar includes the Suralink logo, the client name 'ABC Co.', and the engagement name 'Annual Financial Audit'. A 'Dashboard' button is highlighted in the top right corner. The main content area features a 'REQUEST SUMMARY' section with a donut chart showing the status of 46 total requests: Outstanding (60%), Fulfilled (21%), Returned (6%), and Accepted (13%). A table below the chart provides a breakdown: Total Requests: 46, Accepted: 6, Returned: 3, Outstanding: 27, and Fulfilled: 10. A 'Deadline: 01-01-2020' is also noted. Below the summary is a horizontal bar chart showing the distribution of requests across various categories: General, Cash, A/R & Sales, Inventory, Fixed Assets, Accounts Payable, and Taxes. The main list of inquiries includes 11 items, with the first one selected. A detailed view of the first inquiry is shown on the right, including its title, creation date, creator, due date, and a list of attached files.

Status	Percentage
Outstanding	60%
Fulfilled	21%
Returned	6%
Accepted	13%

Category	Count
Total Requests	46
Accepted	6
Returned	3
Outstanding	27
Fulfilled	10

Inquiry ID	Description	Due Date	Status
1	Inquiries	12-31-2020	Open
2	CEO initial Inquiries	12-31-2020	Open
3	CFD initial Inquiries	12-31-2020	Open
4	Employee Schedule	12-31-2020	Demarcated (1 file)
5	Legal Expenses	12-31-2020	Open
6	BOD Minutes	12-31-2020	Completed
7	Officer & Director List	12-31-2020	Open (1 file provided (1 file))
8	Control Environment Questionnaire	12-31-2020	Completed
9	IT general controls process	12-31-2020	Open
10	Bank Confirms	12-31-2020	Open
11	Bank Statements	12-31-2020	Open (1 file provided (1 file))

Field	Value
CREATED BY	CFA/Manager
DUE DATE	12-31-2020

File Name	Size
ABC Co. Documentation.txt	0.01 Kb

Thanks for completing our tutorial! We wish you the best of luck as you begin using Suralink and are confident that it will help you increase efficiency and improve the client experience.

Contact us at support@suralink.com or through our live chat option in the platform if you have any questions.