

Administration

User Guide

March 2016

Preface

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Doc Prep Administration

Welcome to the Document Preparation Administration documentation.


This documentation contains the following sections.

- [What's New](#)
- [Getting Started](#)
- [Screens](#)
- [Tasks](#)
- [Reference](#)

Welcome to Doc Prep Administration

The **Doc Prep Administration** application provides administrative tools to Wolters Kluwer Financial Services resources to effectively manage customer data and implementation processes. The application is an SSL secured Web-based application featuring role-based security.

The application is used primarily by the Doc Prep Support team and additionally by other Wolters Kluwer Financial Services internal resources.


Wolters Kluwer
 Financial Services

Doc Prep - Administration

Sign Out

Select Customer
 New Customer

Information
 Properties
 Brokers

Customer Information

Code

☒ Customer Active

Name

Address

City

State

Zip

Acct Type
 Standard

Primary Contact

Primary Email

Phone Number

Billing Information

SAP Customer ID

SAP Bill-To Attention ID

Product Type

Save
 Back

What's New

The following release history describes key enhancements and important changes made to the application.

Release	Date	Module	Description
2013.05	06/04/13	Application	The application was updated to include a new application, MyDocPrep , and associated role, User . The role permits access to the <i>MyDocPrep</i> application. Previously, access to <i>MyDocPrep</i> was permitted through the Admin role. In addition, a mechanism was established to handle non-deliverable e-mail notifications.
2013.05	06/04/13	Documentation	The documentation (<i>Password Security</i> topic) was revised to correct inaccurate information around the handling of account passwords by the system.
2013.02	04/02/13	Application	The application was updated to include a reference to the specific environment subject to change in system-generated email messages. The environment reference is placed at the end of the subject line of

			email messages sent to the account email address when account credentials are modified (for example, a password changed).
January 2013	01/02/13	Application	The application was updated to add an <i>SAP Bill-To ID</i> field on the billing information screens at the customer and broker levels. The SAP Bill-To ID option allows you to associate a unique billing identifier to a customer or broker account so that invoices may be processed for a <i>bill to</i> entity that is different than the <i>customer ID (sold to)</i> or override entities.
December 2012	12/04/12	Application	The application was updated to remove two applications and associated roles. The ContentAuthoring role, associated with the <i>AuditRulesEditor</i> and <i>AuditRulesManager</i> applications have been removed.
November 2012	11/06/12	Application	The application was updated to include a new role, Proxy User , associated with the <i>DocPrep</i> application. The role allows a user of the <i>Testing Tools</i> application to submit an MDO using the customer account as a proxy.
June 2012	06/12/12	Application	The application was updated to include a new configuration feature. The feature, Configuration Management , allows administrators to indicate the database library used in performing administrative and testing tasks. The application was updated to remove the Add/Create Roles option; roles are now defined at the platform level rather than as a user-defined option.
April 2012	04/10/12	Documentation	The documentation was revised to provide instructions around the use of custom properties.
February 2012	02/01/12	Application	The documentation was updated to provide instructions for the <i>data scrubbing</i> feature introduced in this release. In addition, updates were made to include information about the <i>Attention To</i> and <i>Referral Partner</i> enhancements also introduced in this release.
Documentation Only Release	11/30/11	Documentation	The documentation was updated to provide instructions around creating <i>alternate production accounts</i> and <i>test user accounts</i> .
November 2011	11/08/11	Application	The application was enhanced to introduce two new roles supporting the Doc Prep Support Tool. The roles, Support and SupportAdmin , were added to the Doc Prep application.
October 2011	10/13/11	Application	The initial release of the Administration Application to the Production environment. The application was redesigned to implement a role-based security model and a new presentation layer (user interface). The redesign involved changing the underlying technology platform serving as a foundation of the application.

Getting Started

This section provides a conceptual overview of the application, application prerequisites, access, and sign on information.

This section includes the following topics.

- [Overview](#)
 - Configuration Management
 - Customer Set Up Workflow
 - Internal Resources Set Up Workflow
 - NA User, Alternate Production, Test User, and Proxy Accounts
- [Before You Begin](#)
- [Accessing the Application](#)
- [Logging In](#)

Overview

The Doc Prep Administration application provides customer set up tools and user management for Doc Prep applications at both the customer-level and for internal resources.

- [Configuration Management](#)
- [Customer set up](#)
- [Internal resources set up](#)
 - NA User accounts
 - Alternate Production accounts
 - Test User accounts
 - Proxy User Accounts

Configuration Management

The **Configuration Management** feature enables the ability for system administrators to dynamically indicate, and change, the target data store (database library) that the Doc Prep Administration application points to when performing administrative and testing tasks.

The **Configuration Management** feature, or environment switching option, lets you point the Doc Prep Administration application to a particular environment and data store. Through a configuration profile, you define the specific environment and library database (MISMO, TestMISMO) to point the administration application to as you perform testing. In this capacity, the primary use of this feature is in performing software testing tasks.

A **configuration profile** defines the active set representing the data store where the Doc Prep Administration application points to at a given time. This means that at any given point, the administration application is pointed to a particular environment and data store (for example, MISMO or TestMISMO) and all system connections and data communication is applied to the environment and data store active at that time.

Configuration settings, when modified, are pushed to all components using the specified configuration entries once the change is saved in the **Configuration Manager** screen. Any active process will then pick up the change when the process completes.

Tip:

A best practice is to ensure all active processes are complete before switching an environment as some processes (for example, Library Optimization) may take an extended period to complete.

The *Configuration Manager* screen, accessed by clicking **Configuration Management** in the *Select Application* screen, is where you define configuration settings.

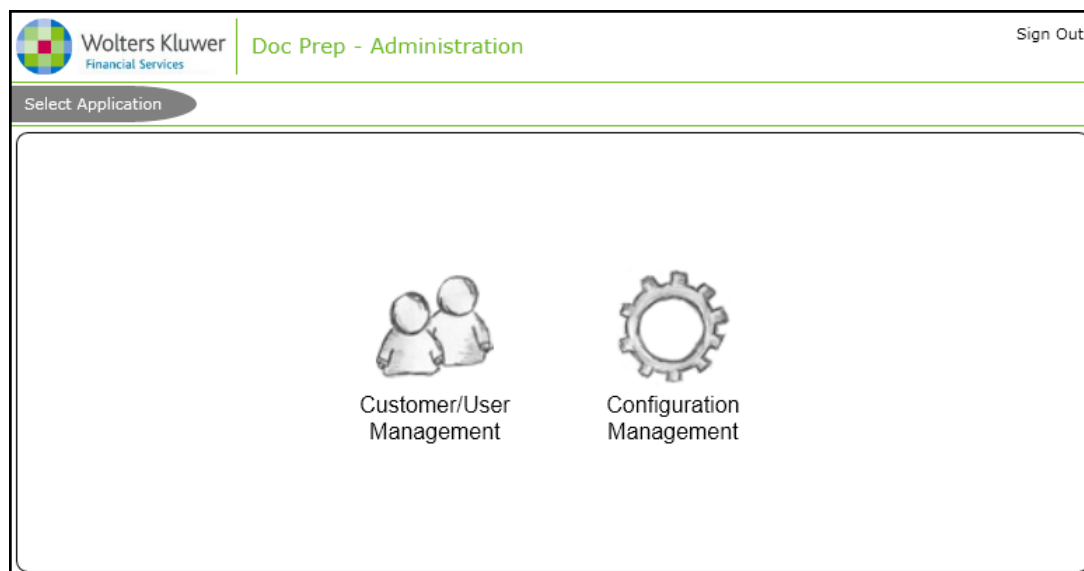
Roles and Permissions

Access to the configuration management features is permitted to users assigned the **Configuration** role for the *Doc Prep* application in the Doc Prep Administration application. You must have the **Configuration** role for the *Doc Prep* application assigned with *write* permissions to view and edit configuration settings. If you have *read* permissions for the **Configuration** role for the *Doc Prep* application; you can view the current environment only.

Attention:

The **Configuration** role, associated with the Doc Prep application, is an environment-specific role. This role is only available in the *staging* and *QC* environments. It is not available in the *production (PROD)* environment.

When this role is assigned to you, each time you sign on to the Doc Prep Administration application, the application starts on the **Select Application** screen. If you do not have the **Configuration** role assigned to you, with read or write permissions, the administration tool opens directly in the *Select Customer* screen.



Customer Set Up Workflow

The application is structured in a series of cascading pages, or screens, that lead you through the process of creating a customer account. A customer account is created, and maintained, through a series of components built in a cascading fashion with each successive component defining specific functional areas of the customer account. These components include; customer information, broker information, user information, and associated user roles and permissions.

Under this model, you begin with the customer account and work your way successively to each account component down the line. As you create and build a customer account, you then can create broker accounts to associate with a customer and then move on to create individual user accounts that are associated with brokers. Finally, you can define roles and permissions to apply to each user account.

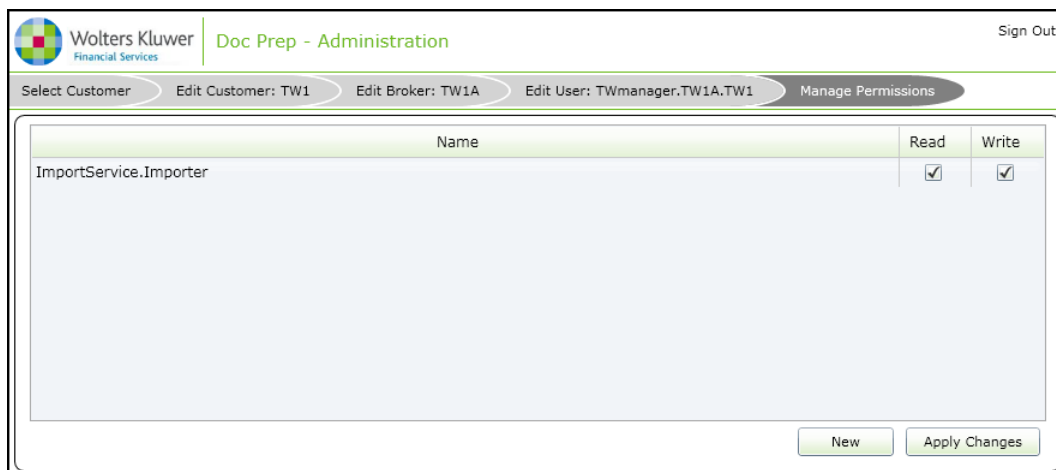
Note:

This workflow, the customer set up workflow, is also used to create Alternate Production and Test User accounts for internal resources.

The workflow looks something like this:

1. Create a customer record.
2. Create a broker(s) to associate with the customer.
3. Create a user or users for each broker.
4. Assign roles and permissions to each user.
 - a. Select an application
 - b. Select a role
 - c. Select permissions

The *Manage Permissions* screen, accessed from the *Edit User* screen by clicking **Permissions**, is where you will add and edit user account (customer account) roles and permissions. In this example, the cascading flow of the set up process is illustrated as you create customer, broker, user accounts and then define roles and permissions.



Wolters Kluwer Financial Services | Doc Prep - Administration | Sign Out

Select Customer | Edit Customer: TW1 | Edit Broker: TW1A | Edit User: TWmanager.TW1A.TW1 | Manage Permissions

Name	Read	Write
ImportService.Importer	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

New Apply Changes

Internal Resources Set Up Workflow

Wolters Kluwer Financial Services internal resources are supported through a collection of four account types. The primary internal account type is the **NA User** account which provides access to Doc Prep functionality in the test (QC), UAT, and production environments. Secondary accounts include an **Alternate Production** account, a **Test User** account, and a **Proxy User** account. Each are added in the same manner as customer accounts.

- [NA User Accounts](#)
- [Alternate Production Accounts](#)
- [Test User Accounts](#)
- [Proxy User Accounts](#)

Note:

You must have the **Doc Prep Admin** role assigned with write permissions to add internal resources as system users with accounts.

NA User Accounts (Internal)

The **NA User** account is the primary account type used by internal resources.

Wolters Kluwer Financial Services internal resources requiring access to Doc Prep functionality (including the various Doc Prep applications) for testing and development purposes are provided **NA User** accounts. Account holders are authenticated to access the application through their NA domain credentials and do not require a user account or set up under an associated customer or broker account. **NA User** accounts can be used in a test (QC), UAT, and production environment.

Note:

You must have the **Doc Prep Admin** role assigned with write permissions to add internal resources as system users.

Internal resources typically use Doc Prep applications such as those contained within the *Testing Tool Suite* and *Content Authoring Suite*. Access is granted specifically for a single application within the application suites and for *MyDocPrep* generally (not at the module level for MyDocPrep). You must provide internal users with roles and permissions for each individual application managed through Doc Prep Administration. Again, there is no global access level available in the role-based security realm.

NA User accounts are not able to use the *Testing Tools* application and cannot submit loan transactions. To perform these functions, internal users should establish a **Test User** or **Alternate Production** account.

Internal resources are added to the system using only their NA domain user name (**first.last**). When the internal resource is added, they are immediately assigned a role to an application. Once entered to the system, the internal user can sign in using their NA domain credentials.

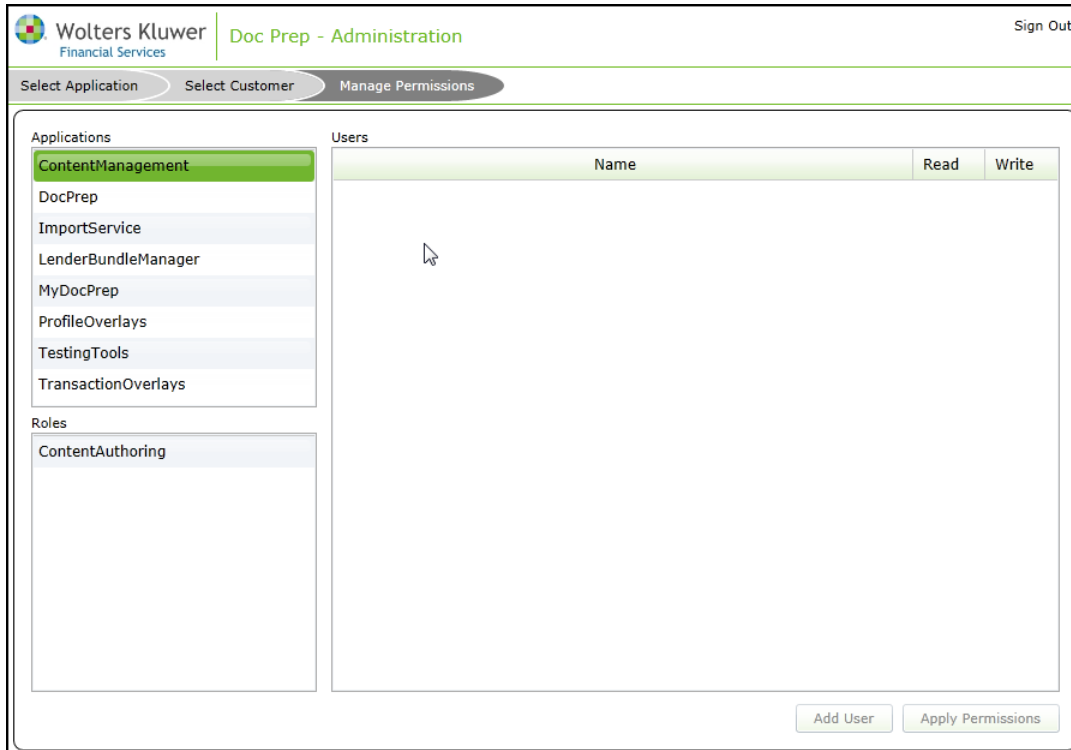
The workflow looks something like this:

1. Go to the *Manage Permissions* screen (click **Manage Permissions** on the *Select Customer* screen).
2. Select the application to assign to the internal resource.
3. Select the role from the list of available roles to assign to the internal user.
4. Select the permission level to assign to the user.
 - a. Read - You must assign read permissions at a minimum. Read permissions allow the user to view all information but they are restricted from saving any data inputs or changes.
 - b. Write - Assign write permissions to allow the user to input data and save to the environment they are signed into and using.

Note:

See the [User Management \(Application Roles/Permissions\)](#) topic in the [Reference](#) section for detailed information about roles and permission levels.

The *Manage Permissions* screen, accessed from the *Select Customer* screen by clicking **Manage Permissions**, is where you will add and edit internal resource account (NA user accounts) roles and permissions. See the topic, [Assigning Internal User Roles and Permissions](#), in the [Tasks](#) section under [Working with User Roles and Permissions](#).



Alternate Production Accounts (Internal)

The **Alternate Production** account is a secondary account type.

Wolters Kluwer Financial Services internal resources requiring the ability to submit loan transactions to the Doc Prep platform in a production or disaster recovery environment are provided **Alternate Production** accounts. Account holders are authenticated to access Doc Prep application(s) in the production and disaster recovery environments through credentials established as part of the set up process in the Doc Prep Administration application. **Alternate Production** accounts can be used in a production and disaster recovery environment.

Note:

You must have the **Doc Prep Admin** role assigned with write permissions to add internal resources as system users.

In addition to allowing the internal resource the ability to submit loan transactions, the **Alternate Production** account is also used to provide an internal resource with the same roles and permissions they are assigned through their **NA User** account that can be applied to the production and disaster recovery environments. This is necessitated by the fact that **NA User** account credentials are based on Windows authentication and the disaster recovery system does not utilize Windows authentication. As such, NA User accounts are limited to the test (QC) , UAT, and production environments, they are not valid for disaster recovery environments.

Internal resources, typically SupportLine and Customer Support team members, are assigned **Alternate Production** accounts under a WKFS customer account to allow them to use Doc Prep applications such as the *Testing Tools* application to submit test transactions and perform other job-related functions.

Roles and permissions to Doc Prep applications under the **Alternative Production** account are manually entered and should mirror those established for each user under their respective **NA User** accounts.

Internal resources are added to the system with **Alternative Production** accounts in much the same manner as broker and user accounts are added to customer accounts, using the same general set up and configuration used to establish customer accounts. For internal resources, the parent customer account is the WKFS customer account.

Note:

Alternative Production accounts should be set up along with NA User accounts. The roles and permissions granted an NA User should be mirrored in the user's Alternate Production account.

The account credentials for an alternate production account must follow these guidelines:

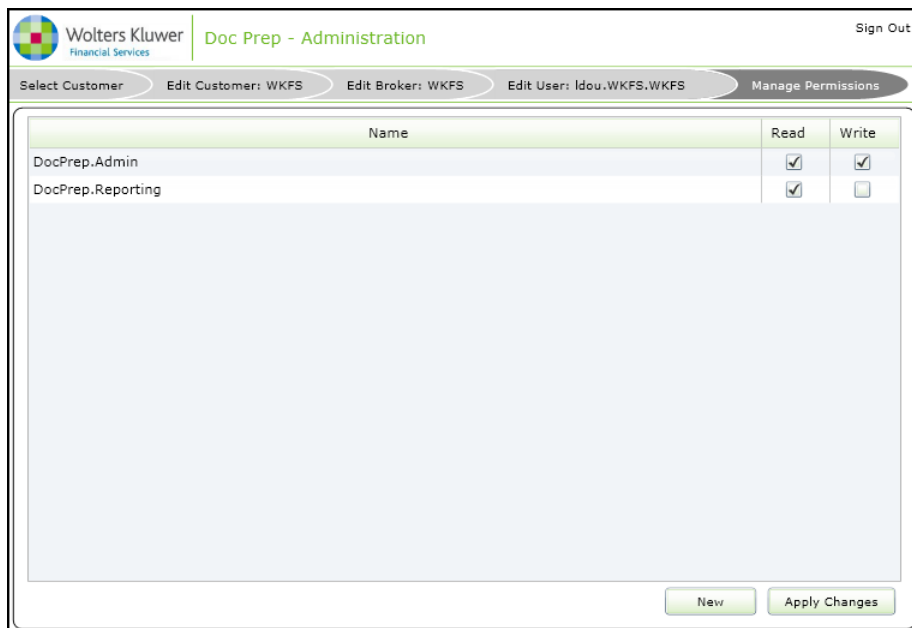
- **Username.WKFS.WKFS:** Where the user name is the first letter of the first name and full last name of the NA domain user name (*Larry.Dou*).
 - **Idou.WKFS.WKFS** (when the NA domain user name is *Larry.Dou*).

When the alternate production account is created and saved, it is immediately added to the customer account (WKFS) and can be selected in the customer list in the *Select Customer* screen. Once selected, the user can then be assigned roles and permissions. Once entered to the system, the account credentials are sent to the internal user by e-mail and they can sign in using their **Alternate Production** account credentials.

The workflow looks something like this:

1. In the *Select Customer* screen, select the WKFS customer and click **Edit** to create a user account for the WKFS customer.
2. Create a broker(s) to associate with the alternate production account.
3. Create a user or users for each broker.
4. Assign roles and permissions to each account holder based on their respective NA User roles and permissions.
 - a. Select the application
 - b. Select the role
 - c. Select the permission level

The *Manage Permissions* screen, accessed from the *Edit User* screen by clicking **Permissions**, is where you will add and edit internal roles and permissions for the alternate production account. In this example, you have created an alternate production account for Larry Dou (*Idou.WKFS.WKFS*) and assigned the account with the same roles and permissions as the user's NA User account. See the topic, [Assigning External User Roles and Permissions](#), in the *Tasks* section under [Working with User Roles and Permissions](#).



The screenshot shows the 'Doc Prep - Administration' interface. At the top, there's a navigation bar with the Wolters Kluwer logo and 'Financial Services' text. Below it, a breadcrumb trail shows 'Select Customer' > 'Edit Customer: WKFS' > 'Edit Broker: WKFS' > 'Edit User: Idou.WKFS.WKFS' > 'Manage Permissions'. The main content area contains a table with columns 'Name', 'Read', and 'Write'. Two users are listed: 'DocPrep.Admin' with both Read and Write permissions checked, and 'DocPrep.Reporting' with Read checked and Write unchecked. At the bottom right, there are 'New' and 'Apply Changes' buttons.

Name	Read	Write
DocPrep.Admin	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
DocPrep.Reporting	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Test User Accounts (Internal)

The **Test User** account is a secondary account type and is limited in scope and use.

Wolters Kluwer Financial Services internal resources requiring the ability to submit an MDO through a request message to the Doc Prep platform for testing purposes are provided **Test User** accounts. The **Test User** account is typically assigned to the software quality control team and is used to perform testing in a production environment after deployment of the Doc Prep solution. For example, a systems tester responsible for troubleshooting and testing transaction processing from an MDO submission perspective. Account holders are authenticated to access the application through credentials established as part of the set up process in the Doc Prep Administration application. **Test User** accounts can be used in a test (QC), UAT, and production environment.

Note:

You must have the **Doc Prep Admin** role assigned with write permissions to add internal resources as system users.

Internal resources typically use Doc Prep applications such as the *Testing Tools* application to submit test transactions. Access is granted specifically for the **Testing Tools** application using the *User* role and assigning *Write* permissions.

Internal resources are added to the system with **Test User** accounts in much the same manner as users are added to a customer account. While you could set up a test accounts at the customer and broker levels; the most common use is to set up a test user under a customer account to allow testing of the customer environment.

Test user account credentials are not subject to validation to the NA domain nor must they adhere to a standard. The best practice for establishing account credentials is to use formatting similar to that of customer accounts; that is, using a three part user name containing a user name, the customer code, and broker code (for example, *Testuser.TU1A.TU1*). In this model, you define the user name using a

descriptive name and that is followed by a series of three to five character designators for both the customer and broker levels.

Note:

The customer and broker values are incorporated into the account name by the system based on the defined customer and broker user names defined during the account setup process. The customer and broker codes may contain between 3-5 digits.

When the test user account is created and saved, it is immediately added to the user list within the parent customer and broker account records. Once saved, the user account is assigned the *User* role with *Write* permissions to the *Testing Tools* application. The account credentials are sent to the internal user by e-mail and they can sign in using their **Test User** account credentials.

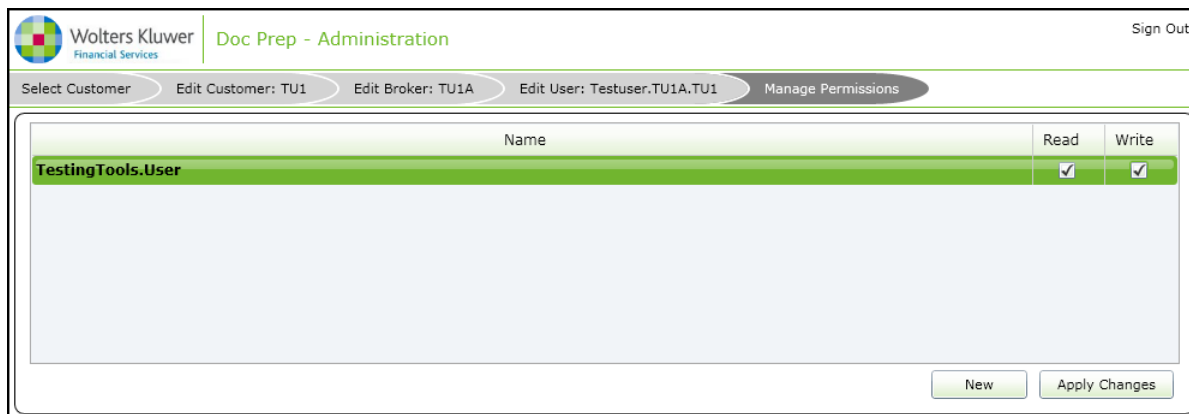
The workflow looks something like this:

1. In the *Select Customer* screen:
 - a. Select an existing test customer and click Edit.
 - b. Click **New** to create a test customer.
2. Select an existing test broker or create a broker(s) to associate with the test user account.
3. Create a user or users for each broker.
4. Assign roles and permissions to each test user.
 - a. Select the Testing Tools application
 - b. Select the User role
 - c. Select Write permissions

Note:

See the [User Management \(Application Roles/Permissions\)](#) topic in the [Reference](#) section for detailed information about roles and permission levels.

The *Manage Permissions* screen, accessed from the *Edit User* screen by clicking **Permissions**, is where you will add and edit roles and permissions for the test user account. In this example, you have created a test user account using the test customer **TU1**, test broker **TU1A**, and user name **Testuser** (*Testuser.TU1A.TU1*). The test user account has been assigned the *User* role with read/write permissions for the *Testing Tools* application. See the topic, *Assigning External User Roles and Permissions*, in the *Tasks* section under *Working with User Roles and Permissions*.



Name	Read	Write
TestingTools.User	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

New Apply Changes

Proxy User Accounts (Internal)

The **Proxy User** account is a secondary account type and is limited in scope and use.

Wolters Kluwer Financial Services internal resources requiring the ability to submit a customer transaction (customer XML) through the Testing Tool are provided **Proxy User** accounts. The **Proxy User** account is typically assigned to SupportLine and is used to submit a transaction request through a proxy account that uses the customer account settings without requiring the customer account credentials.

Note:

See the topic, [Working with Proxy Accounts](#), for more information about using and configuring proxy accounts.

Internal resources are added to the system with **Proxy User** accounts in much the same manner as users are added to a customer account. The accounts are set up as named users associated with the **ZZZ** customer and broker accounts.

Proxy user account credentials are not subject to validation to the NA domain nor must they adhere to a standard. The best practice for establishing account credentials is to use formatting similar to that of the internal (ZZZ) customer accounts; that is, using a three part user name containing a user name, the customer code, and broker code (for example, *firstlast.ZZZ.ZZZ*). In this model, you define the user name as the first and last name of the user.

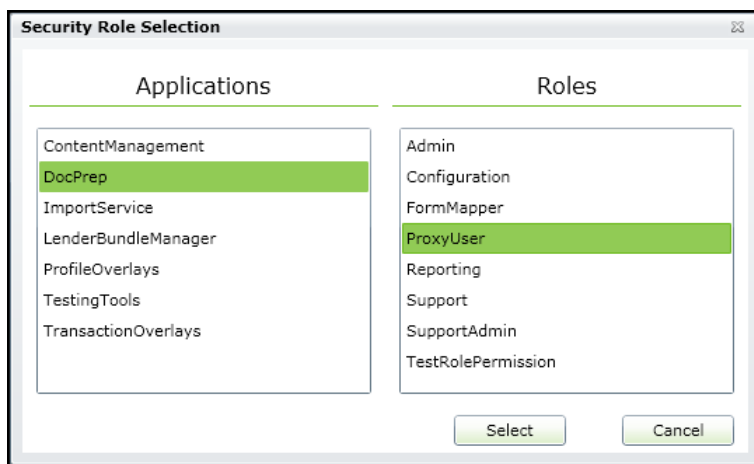
In the ZZZ Customer account, add the proxy user as an account user following the *firstlast* name format (*firstlast.ZZZ.ZZZ*). Once the account is created and saved, you then assign the *ProxyUser* role with *Write* permissions to the *Doc Prep* application.

Note:

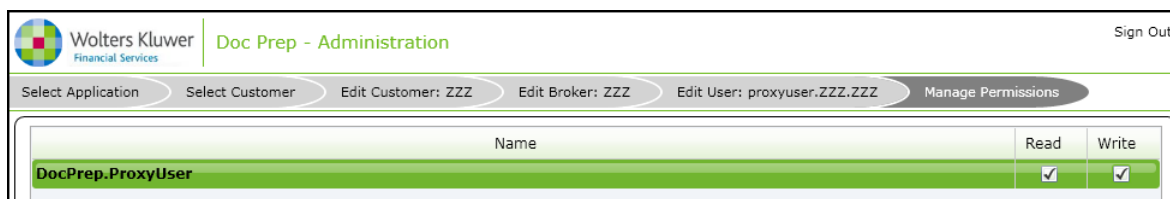
See the [User Management \(Application Roles/Permissions\)](#) topic in the *Reference* section for detailed information about roles and permission levels.

The workflow looks something like this:

1. In the *Select Customer* screen, select the ZZZ customer and click **Edit**.
2. In the *Edit Customer* screen, select the *Brokers* tab and select the ZZZ broker and click **Edit**.
3. In the *Edit Broker* screen, select the *Users* tab and click **New**.
4. Enter the new user information using the *firstlast* format as the user name.
5. Select the account type as **Test**.
6. Click **Save**.
7. In *Users* tab, select the user and click **Edit**.
8. In the User Information tab, click **Permissions**.
 - a. Click **New**.
 - b. Select the *DocPrep* application and *ProxyUser* role.
 - c. Click **Select**.



9. In the *Manage Permissions* screen, select the Write permission.



10. Click **Apply Changes**.

Before You Begin

This topic discusses general information you should understand before you sign in and start using the application.

The Doc Prep Administration application, as a hosted solution, does not require any installation. However, before accessing the application you should ensure that you:

- have installed proper Wolters Kluwer Financial Services issued SSL Certificate on your computer,
- have been added as a user to the application using your Wolters Kluwer Financial Services credentials, and
 - to sign in with read-only rights; you must have, at minimum, been assigned **Doc Prep Admin role with read permissions**.
 - to sign in with administrative rights; you must have been assigned **Doc Prep Admin role with write permissions**.
- know the target environment (and the URL) you want to sign in to begin using the application.

Installing the SSL Certificate

The Doc Prep Administration application is an SSL Secure Web site requiring an SSL Certificate.

You are attempting to log on to the application and receive an error indicating that the Web site certificate is not found or is not current.

In order to install the application, you must first install the appropriate SSL Certificate on your machine if not already installed. If the certificate is not installed, an Internet Explorer warning page opens telling you the certificate is not trusted and asking if you want to proceed.

1. On the installation site, right-click and select **Properties** in the shortcut menu.
2. In the Properties dialog box, click **Certificates**.
3. In the Certificate dialog box, verify the certificate information indicates the issuer as the *Doc Prep domain* and click **Install Certificate** (in the general tab).
4. In the Certificate Import Wizard, click **Next**.
5. In the Certificate Store dialog box, select **Place all certificates in the following store** and click **Browse**.
6. In the Select Certificate Store dialog box, select **Trusted Root Certification Authorities** and click **OK**.
7. In the Certificate Import Wizard, click **Next**.
8. Click **Finish**. A confirmation dialog box indicates if the import was successful.
9. Exit the wizard and properties dialog box and proceed to the open the Doc Prep Administration application in your Web browser. See the *Accessing the Application* topic.

The certificate is successfully installed and the Doc Prep Administration application opens in your Web browser when the Web site is opened.

Accessing the Application

The administration application, like most Doc Prep internal applications, is segmented into multiple environments with each having a unique data set (database). Selecting an environment to operate within is determined by the environment-specific URL you open.

- QC (internal): The QC environment is used by internal resources such as development and software quality control for testing purposes.
- UAT (testing): The UAT, or test, environment is used by internal resources such as Doc Prep Support for customer set up and user acceptance testing purposes.
- Production: The production environment is the live environment and is used exclusively by Doc Prep Support as part of customer management.

Note:

Access (authentication and authorization) to the production environment is governed through the Wolters Kluwer Financial Services Information Security organization.

Environment Web Addresses (URLs)

Environment	URL
QC	https://qc.docprep.com/DocPrepAdmin
UAT	https://test.docprep.com/DocPrepAdmin
Production	https://www.docprep.com/DocPrepAdmin

Logging In

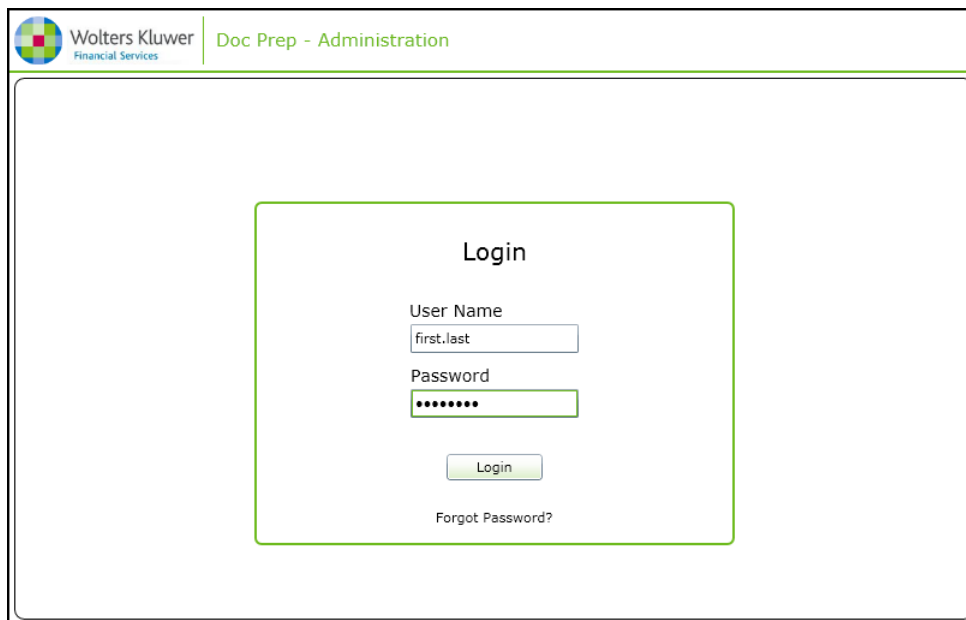
Pre-requisites: You must be added as a user, with read permissions, of one of the applications managed through the Doc Prep Administration application. Alternatively, you can sign in if you have been assigned the **Doc Prep Admin** role with read permissions. You must know the URL for the specific environment you intend to access.

Context: The Doc Prep Administration application is accessed through a secure Web site. Authorized users sign in to the application using account credentials defined when the user account was established. The account credentials are sent to the user through an automated e-mail message or can be communicated directly to the user by the system administrator. Contact your manager or system administrator if you have not received an e-mail providing sign-in instructions. In the case of Wolters Kluwer Financial Services resources using an NA User account, account credentials are the NA domain credentials of the user and no e-mail notification is submitted to internal resources using NA credentials for access.

1. Enter the URL for the Doc Prep Administration environment you want to access.
2. In the Login screen, enter your user name and password in the appropriate fields.
 - **NA User Accounts:** (Internal) Your account credentials are your NA Domain credentials (do not include the NA\ domain in the user name).
 - **Alternate Production Accounts:** (Internal) Your account credentials were sent to the e-mail address associated with your account.
 - **Test User Accounts:** (Internal) Your account credentials were sent to the e-mail address associated with your account.
 - **Customer User Accounts:** Your account credentials were sent to the e-mail address associated with your account.

After five failed attempts at signing in to the application, the user account is locked. In such a case, contact Doc Prep Support.

3. Click **Login** or press the **Enter** key.



The Doc Prep Administration application opens and displays all customer accounts in the **Select Customer** screen.

Next steps: Once in the application, the next step is to create or edit a customer account or click **Manage Permissions** to define user roles and permissions for NA User accounts.

Logging Out

When finished working in Doc Prep Administration, ensure all information is saved and click **Sign Out** in the top right corner of the application window.

Note:

Exiting your browser by navigating off the page or clicking the **Close** button in the browser title bar is not recommended and may result in a lost of unsaved work.

Password Reset (Forgot Password)

If you have forgotten your password or user credentials, click **Forgot Password?** on the Login screen. You will be directed to the DocPrep Password Management page where you can select **Change Password** or **Reset Password**.

Internal resources using NA domain credentials may not change or reset NA passwords through the DocPrep Password Management feature. You must, as an internal user, reset your password outside of the Doc Prep Administration application.

Note:

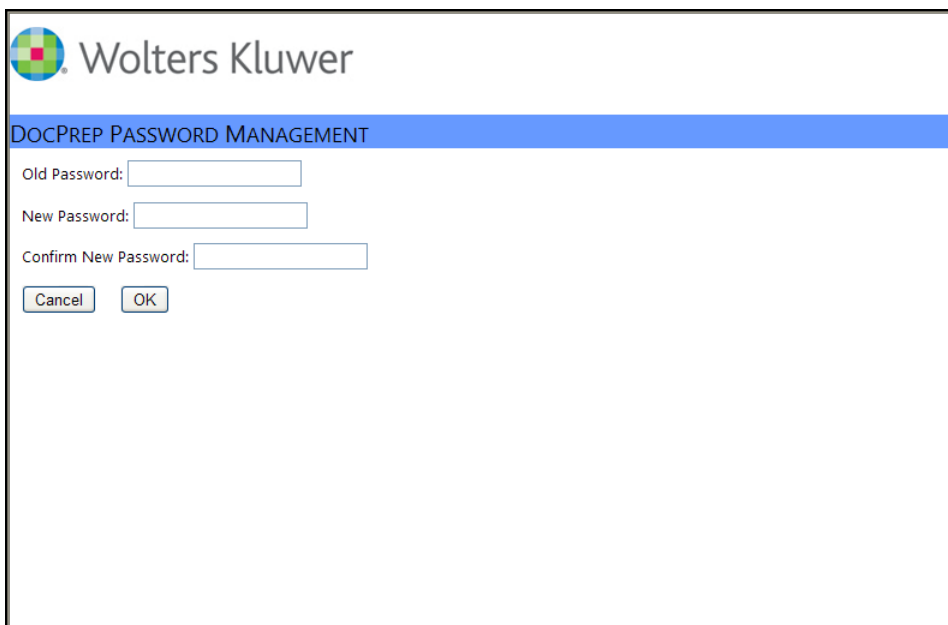
See the [Password Security](#) topic in the [Reference](#) section for information about password requirements.

Change Password

Select this option if you know your user name but have forgotten your password.

To change your password:

1. On the Doc Prep Password Management page, click **Change Password**.
2. On the screen, enter your Doc Prep user name and click **Continue**.




3. In the Old Password text box, enter your current password.
4. In the New Password text box, enter the password you would like to establish as the new password.
5. In the Confirm New Password text box, confirm the new password by entering it exactly as you did in the new password text box.
6. Click **OK**.

An email message confirming the password change will be sent to the email address associated with your user account.

Reset Password

To reset your password, you must contact Doc Prep Support. The contact information is provided on the page.

 **Wolters Kluwer**
DOCPREP PASSWORD MANAGEMENT

PASSWORD RESET
If you've forgotten your password, you can have it reset by contacting DocPrep support.
For assistance resetting your password, please contact Supportline by phone at 800-726-9898 ext 123130 or by email at MtgDocPrepSupport@wolterskluwer.com

Timing Out

For security reasons, your session is automatically closed (timed out) after 30 minutes of inactivity. After 29 minutes of inactivity, a warning message appears to let you know that your session will time out soon. Click **OK** in the message box to continue with your session.

If you do not continue your session, your session is closed and you are effectively signed out of the application. A message appears to let you know that your session has timed out. Click **OK** in the time out dialog box to return to the Doc Prep Administration sign in page.

Screens

This section provides information to help you become familiarized with the user interface features of the Doc Prep Administration application.

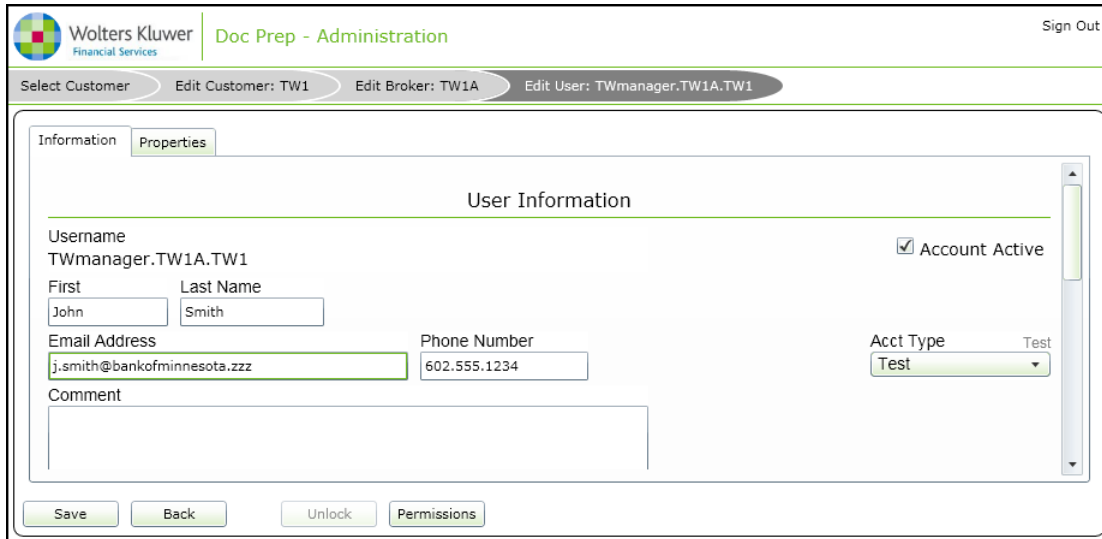
This section provides details on each of the screens presented in the application interface.

- [Screen Features](#)
- [Select Customer](#)
- [Configuration Manager](#)
- [Customer Information \(New, Edit\)](#)
- [Broker Information \(New, Edit\)](#)
- [User Information \(New, Edit\)](#)
- [Manage Permissions](#)

Screen Features

At the highest level, the application is structured in a series of cascading pages, or screens, that display the tab views supporting one of five functional areas; a customer list, customer information, broker information, user information, and user roles and permissions.

The application design is based on a module tabs design pattern where content is presented in different tab views and each tab is viewable one at a time. Within each tab, one or more content panes are displayed to provide further separation of content. In addition to tab and pane views, certain features are presented as dialog boxes.



The screenshot shows the 'Wolters Kluwer Financial Services' application interface. The top navigation bar includes 'Doc Prep - Administration' and a 'Sign Out' link. Below this is a breadcrumb trail: 'Select Customer' > 'Edit Customer: TW1' > 'Edit Broker: TW1A' > 'Edit User: TWmanager.TW1A.TW1'. The main content area has two tabs: 'Information' (selected) and 'Properties'. The 'Information' tab displays 'User Information' for the user 'TWmanager.TW1A.TW1'. The form includes fields for 'Username' (TWmanager.TW1A.TW1), 'First' (John), 'Last Name' (Smith), 'Email Address' (j.smith@bankofminnesota.zzz), 'Phone Number' (602.555.1234), and a 'Comment' text area. There is a checkbox for 'Account Active' (checked) and a dropdown for 'Acct Type' (Test). At the bottom are buttons for 'Save', 'Back', 'Unlock', and 'Permissions'.

The following provides general information about the user interface.

- Display Options
- Search (Filter)
- Navigation Menu
- Tabs
- Action Controls
- Icons

Display Options

The display option, *Show inactive*, is available on all screens displaying lists directly under the *List* pane as a check box option. These include the **Select Customer** screen, and the **Broker** and **Users** tabs.



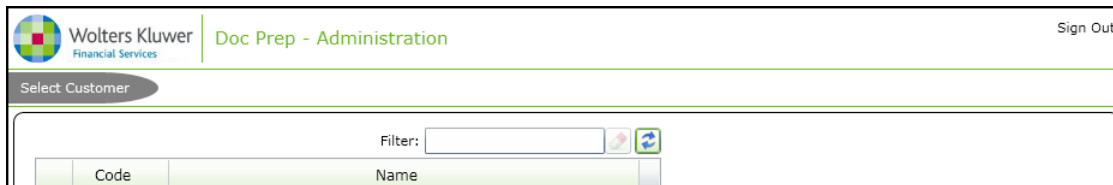
The screenshot shows a horizontal bar with a checkbox labeled 'Show inactive customers.' followed by 'New' and 'Edit' buttons, and a 'Manage Permissions' button on the right.

Select this option to include all customer, broker, and user accounts marked as inactive in the *List* pane for the respective type (customer, broker, or user). Inactive accounts are identified with an icon (X) in the respective list display for the account.

Search

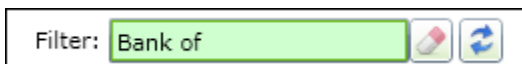
A search feature, labeled *Filter*, is available on all screens displaying lists. These include the **Select Customer** screen, and the **Broker** and **Users** tabs.

Begin your search by typing the search term in the **Filter** text box. Start by typing just a few characters; notice that the list is refreshes dynamically as you type.



The search filter is a dynamic search; all you have to do is start typing a search term in the *Filter* text box. As you type, the search will populate the list with all entries matching the typed search term. For example, typing the letter *B* in the Filter text box displays all records containing an *B*, typing *Ba* returns records containing the letter combination *Ba*, and so on until you reach *Bank* or even *Bank of Minnesota*.

- The search filter looks at both the code and name and is not case sensitive (that is, *A* is treated the same as *a* in the search).
- The search filter returns results based on the search term being in any position in the code or name. Following our example; if you type *Bank* as a search term, you can expect the search to return *Bank of Minnesota*, *Minnesota Bank*, and *Minnesota Bank and Trust*.
- The search feature includes an erase and refresh icon.

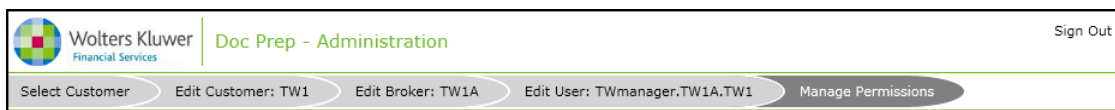


- The erase option (just right of the search box) clears the *Filter* text box and resets the List pane.
- The refresh option (the second button) updates the *List pane* to match the last entered search criteria.

Navigation Menu

The navigation menu, along the top of the screen, shows you where you are in the application and directs you from one step to the next (and back) as you are entering account information and working with user roles and permissions.

The typical flow, and order of screens displayed in the navigation menu, of the application is: Select Customer, New/Edit Customer, New/Edit Broker, New/Edit User, and Manage Permissions.



Moving between screens is done by clicking the screen name in the navigation menu. Each screen also includes a **Back** button at the bottom of the screen that, if clicked, returns you to the previous screen. Clicking **Back** returns you to the previous screen without saving your work on the active page.

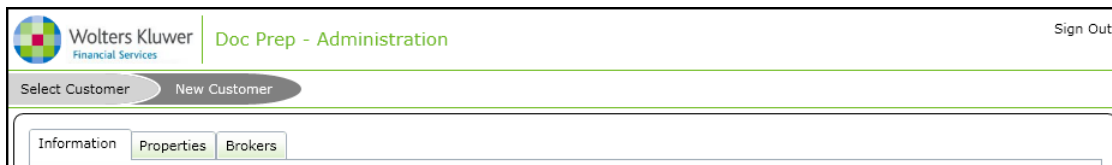
Note:

Do not use your Web browser **Back** and **Forward** buttons (or any of the browser controls) to navigate through the application. Doing so will end your session and automatically sign you out of the application. Be sure to use the application navigation menu to navigate within the application.

Tabs

The **Customer**, **Broker**, and **User** screens, whether in new or edit modes, contain tabs where you define the entity information and any unique properties for the entity. The Customer and Broker screens also include an additional tab displaying information about any children entities (for example, a customer has broker children and a broker has user children).

In this example, the **New Customer** screen includes three tabbed views: Information, Properties, and Brokers.



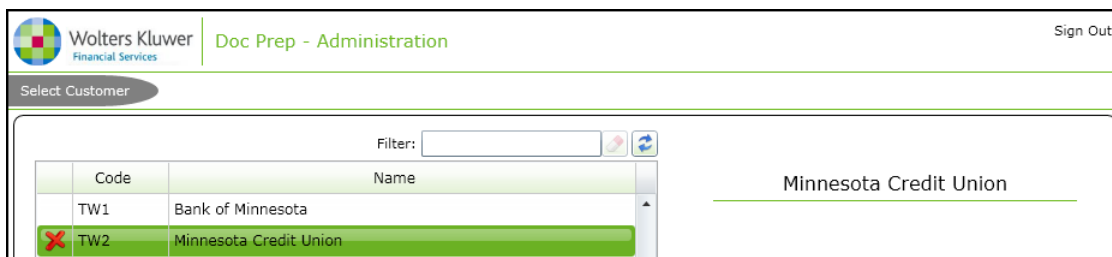
You can navigate between tabbed views by clicking the tab header located at the top of the screen. Active tabs are identified by a label on an unshaded white background with a thick green top line. Inactive tabs are identified by a label on a shaded background with a thin green top line. Again, remember not to use the browser back button to navigate between tabs.

Action Controls (Buttons)

Action controls allow you to perform an action (save, back, new, edit, delete) within the application. These controls (referred to as buttons) are presented in a toolbar at the bottom of a tab or at the bottom of a pane (when a tab comprises multiple panes). Buttons may be enabled or disabled depending on your permissions, whether an item is selected, or if an action is allowed based on a particular status.

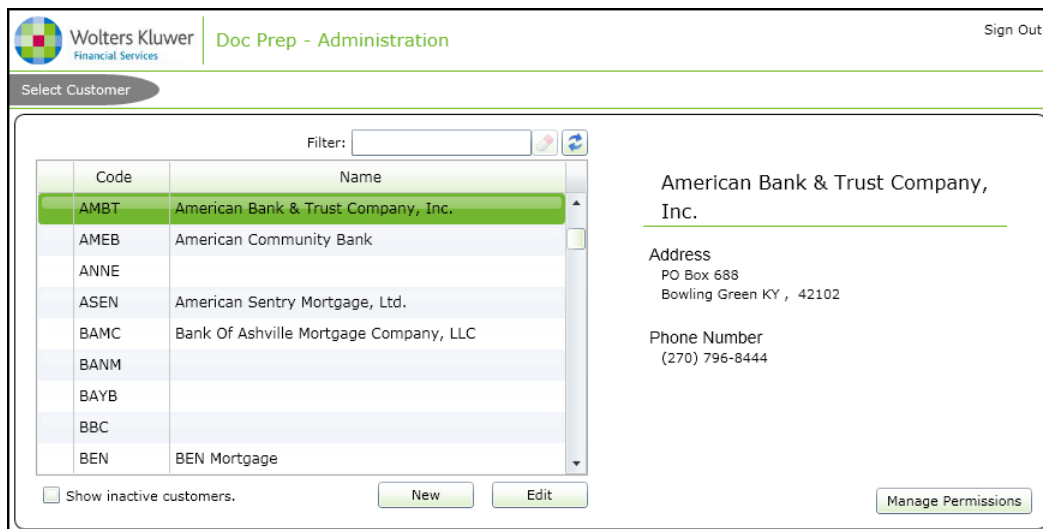
Icons

Icons are used in the application to indicate the status of a customer, broker, or user in the *List panes* available for each entity. In this example, the customer Minnesota Credit Union (TW2) is defined as an inactive customer.





Select Customer

The *Select Customer* screen is the home screen and is the first page presented after signing into the application. The screen contains a list of all customer accounts (records) entered into the system and is where you begin using the application to manage customer, broker, and user accounts.



The screenshot shows the 'Select Customer' screen. At the top, there is a header with the Wolters Kluwer logo, 'Doc Prep - Administration', and a 'Sign Out' link. Below the header, there is a 'Select Customer' tab. The main area is divided into two panes. The left pane contains a table of customer records with columns 'Code' and 'Name'. The right pane displays detailed information for the selected customer, 'American Bank & Trust Company, Inc.', including its address and phone number. At the bottom, there are buttons for 'New', 'Edit', and 'Manage Permissions', along with a checkbox for 'Show inactive customers.'.

Code	Name
AMBT	American Bank & Trust Company, Inc.
AMEB	American Community Bank
ANNE	
ASEN	American Sentry Mortgage, Ltd.
BAMC	Bank Of Ashville Mortgage Company, LLC
BANM	
BAYB	
BBC	
BEN	BEN Mortgage

Filter:  

American Bank & Trust Company, Inc.

Address
 PO Box 588
 Bowling Green KY , 42102

Phone Number
 (270) 796-8444

☐ Show inactive customers.

The screen contains two sections, or panes, and display and task options.

- Customer List Pane: Provides a list of available customers records.
- Customer Content Pane: Provides a quick summary of customer information.
- Tasks
 - New
 - Edit
 - Manage Permissions

Customer List Pane

All active customer records are presented in this pane (and, if the *show inactive* option is selected, inactive customer records are shown). The default order of presentation is by code in ascending order (blank, numerals, then A-Z). You can define the sequence that records are displayed by clicking in either the **Code** or **Name** columns to toggle between ascending and descending sort order.

Note:

Internal account (*Test User* and *Alternate Production* accounts) are also presented in the customer list pane.

Customer Content Pane

A summary of customer information is displayed in this pane, to the right of the list pane, for quick reference. The information is displayed in read-only format for the customer record selected in the customer list pane.

Adding a New Customer Account

A new customer account can be created at any time. To get started, click the **New** button directly under the list pane. Clicking **New** opens the *New Customer* screen where you can then enter customer information and save the record.

Note:

See the [Customer Information](#) topic and the [Working with Customer Accounts](#) topic in the [Tasks](#) section for more information.

Editing a Customer Account

An existing customer account can be modified at any time. To get started, click the **Edit** button directly under the list pane. Clicking **Edit** opens the *Edit Customer: Name* screen where you can then modify customer information and save the record.

Note:

See the [Customer Information](#) topic and the [Working with Customer Accounts](#) topic in the [Tasks](#) section for more information.

Manage Permissions (for internal users under an NA User Account)

The application enforces a role-based security model that is applied to both external (customer/broker users) and internal (support line, software quality control) users. You can assign users to roles and define the permissions for each role by clicking the **Manage Permissions** button in the bottom right corner of the page. Clicking **Manage Permissions** opens the *Manage Permissions* screen.

Using this option allows you to define roles for internal users accessing the system through Wolters Kluwer credentials (NA User accounts) who only require access to Doc Prep applications, whether read-only or write permissions. To define roles for customer or broker users, or internal users who require the ability to submit transactions (Test User account) or work in the disaster recovery environment (Alternate Production account), you must first add the user through the standard user management features.

Note:


See the [Manage Permissions](#) topic and the [Working with User Accounts](#) topic in the [Tasks](#) section for more information.

Configuration Manager

The *Configuration Manager* screen is where you define configuration settings for the Doc Prep Administration application. Configuration settings, specifically a configuration profile, enable you to define the data store that the system is pointing to as it communicates with the Doc Prep platform.

The *Configuration Manager* screen is accessed by clicking **Configuration Management** in the *Select Application* screen.

The screen contains a single content pane providing a list of the available configuration profile and the active configuration settings. If editing, the *Active Set* column opens in edit mode and displays the configuration settings available for the profile.


Wolters Kluwer
 Financial Services

Doc Prep - Administration

Sign Out

Select Application Configuration Manager

Configuration Sets

Set	Value	Last Changed By	Last Changed
Authoring	Custom		3/20/2012 3:06:19 PM

Save Undo

Attention:

You must have the **Configuration** role for the *Doc Prep* application assigned with *write* permissions to view and edit configuration settings. If you have *read* permissions for the **Configuration** role for the *Doc Prep* application; you can view the current environment only. The **Configuration** role is available in the *staging* and *QC* environments. It is not available in the *production (PROD)* environment.

Configuration Profiles

The **Configuration Manager** screen is where you create or modify the configuration settings that define the system and data store for the Doc Prep Administration application to point to. The screen contains a single content pane containing configuration profile information.

Configuration Profiles

Profile	Active Set	Last Changed By	Last Changed
Authoring	TestMismo	jeff.wo	3/22/2012 11:37:35 AM

Save Undo

Note:

See the reference topic, *Data Fields*, for detailed information about each input field contained on the *Configuration Profiles* pane.

Configuration Settings

The *Configuration Profiles* pane displays, in a table format, the configuration profile active for the system. The default configuration profile is the *Authoring* profile. The profile contains a configuration set, the Active Set, that defines the data store that the system is accessing as it communicates with the platform environment.

Once you start defining settings, all changes are defined as pending and displayed in **bold**. To commit the settings (the pending changes), click **Save**. Once saved, the changes are committed and the environment configuration applied. Settings are not committed until you click **Save**. Click **Undo** to reset the settings to the last saved settings.

Caution:

Navigating away from the *Configuration Manager* screen without saving erases any pending changes. Exiting the application by clicking **Sign Out** closes the application and any pending changes are not saved.

The following example shows a new pending configuration set defining an authoring set pointing to the production (*Mismo*) authoring environment.

Configuration Profiles

Profile	Active Set	Last Changed By	Last Changed
Authoring	Mismo	jeff.wo	3/22/2012 11:37:35 AM

Save

Undo

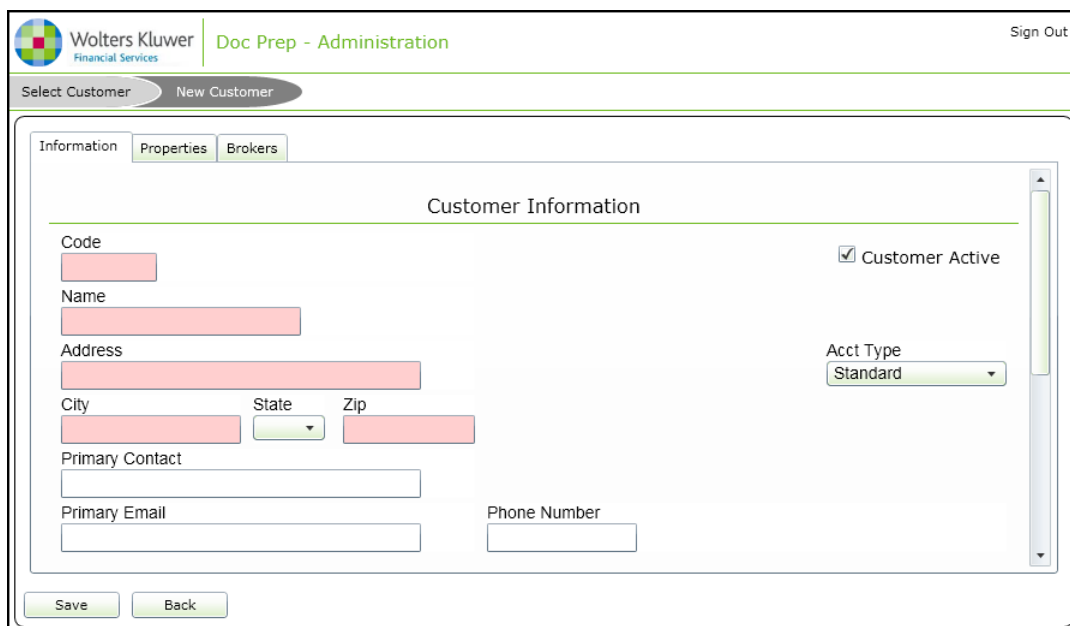
Configuration settings includes the following information.

- **Profile:** (Default) The profile containing configuration settings.
- **Active Set:** (Required) The target data store (library database) defined for the profile and indicating where the system point to when communicating with the Doc Prep platform.
- **Last Changed By:** (System Generated) The user name of the user who last modified the configuration set.
- **Last Changed:** (System Generated) The date and time of the last modification to the configuration set.

Customer Information (New, Edit)

The *Customer* screen is where you set up new customer accounts or edit existing accounts. The *Customer* screen is accessed by clicking **New** or **Edit** in the *Select Customer* screen. The screen is labeled as either **New Customer** or **Edit Customer: Name** in the navigation menu.

The screen contains three tabs; information, properties, and brokers. If editing, the screen opens in edit mode and displays the full customer record, including any previously established properties and broker accounts.



The screenshot shows the 'Customer Information' screen. At the top, there's a header with the Wolters Kluwer logo, 'Doc Prep - Administration', and a 'Sign Out' link. Below the header, there are two tabs: 'Select Customer' and 'New Customer'. The 'New Customer' tab is selected. Inside the 'New Customer' tab, there are three sub-tabs: 'Information', 'Properties', and 'Brokers'. The 'Information' tab is active. The main content area is titled 'Customer Information' and contains several input fields: 'Code', 'Name', 'Address', 'City', 'State' (a dropdown menu), 'Zip', 'Primary Contact', 'Primary Email', and 'Phone Number'. There is also a checkbox labeled 'Customer Active' which is checked, and a dropdown menu labeled 'Acct Type' with 'Standard' selected. At the bottom of the form, there are 'Save' and 'Back' buttons.

Information Tab (Customer)

The *Information* tab is where you enter or edit customer account information. The *Information* tab is the default tab displayed when you click **New** or **Edit** in the *Select Customer* screen.

The tab contains four content panes; customer information, billing information, SDX information, and Scrubbing Information.

Note:

See the reference topic, [Data Fields](#), for detailed information about each input field contained on the *Information* tab.

Customer Information

In this pane, using the customer set up worksheet, enter basic customer information, define the customer as active or inactive, and indicate the account type. If editing, the customer **code** is displayed as a read only value and cannot be modified.

Customer information includes the following information.

- **Code:** (Required) a 3-5 digit code that serves as the ID of record for the customer.
- **Name:** (Required) The name of the company.
- **Address, City, State, ZIP:** (Required) The physical address of the customer.
- **Primary Contact:** (Optional) The name of the person at the company organization serving as the contact for customer support for billing or user set up issues.
- **Primary Email:** (Optional) The e-mail address of the primary contact.
- **Phone Number:** (Optional) The phone number of the primary contact.
- **Customer Active:** (Default = Active) A designation defining if the company account is active.
- **Account Type:** (Default = Standard) A designation defining a type for the company account.

Billing Information

In this pane, also using the customer set up worksheet, enter SAP billing information.

Billing information includes the following information.

- **SAP Customer ID:** (Required) An SAP code associated with the customer and used for billing/invoicing purposes.
- **SAP Referral Partner Customer ID:** (Optional) An entity name, the referral partner, associated with a SAP customer account and used to apply revenue sharing at the system level.
- **SAP Bill-To ID:** (Optional) An SAP code associated with the customer and used for billing/invoicing purposes. This code defines a bill to address that differs from the customer ID (sold to) and is used in cases where the invoice recipient differs from the customer, or sold to, address.

Note:

See [Billing Information](#) in the *Reference* section for more information.

- **SAP Bill-To Attention ID:** (Optional) A number (SAP ID) that maps to a SAP customer name or department on the invoice address and is used for billing/invoicing.
- **Product Type:** (Default = Direct) The billing entity to define for the customer.

SDX Information

In this pane, also using the customer set up worksheet, enter SDX information to indicate if the customer uses the SDX solution for electronic or print delivery.

SDX information includes the following information.

- **Enable SDX:** (Required) Enables SDX integration with customer submitted transactions. The default value is **No**.
- **User name and password:** (Required, if enabled) The credentials for the account authorized to submit SDX Web service requests.
- **DCX Service URL:** (Required, if enabled) The Web address of the SDX server that hosts the Web service; for example, *https://servername.domain.tld*.

Scrubbing Information

In this pane, using the customer set up worksheet, enter the desired level of data scrubbing to apply to transactions submitted by the customer. There are three levels of scrubbing available: **All**, **Limited**, and **None**.

- **All:** All elements submitted in the MDO file are subject to scrubbing. All invalid characters are removed from any element submitted in the MDO file and an appropriate warning message is returned.
- **Limited:** Only elements contained on the *limited scrubbing list* are processed through the data scrubbing mechanism. This is the default setting and enables a limited scrubbing routine where an invalid character submitted on the MDO is removed from the element and special characters are converted to escaped HTML characters.
- **None:** This option excludes the submitted MDO from scrubbing.

The **Limited** scrubbing option, when specified, applies data scrubbing to the elements described in the *limited scrubbing list*. For elements on the list, data scrubbing performs two actions:

- Special characters are converted to escaped HTML characters.
- Any characters not included in the list of supported characters are removed from the MDO.

The **limited scrubbing list** is maintained by Wolters Kluwer Financial Services and is updated as part of the Doc Prep platform release schedule. This list isolates certain data elements typically used in the processing of closing instructions, deed of trust, and mortgage documents for scrubbing.

Limited scrubbing, as the name implies, is limited to only the elements identified on the limited scrubbing list. MDO elements other than those included on the limited scrubbing list are not subject to data scrubbing when the limited scrubbing option is selected. Invalid characters present on an MDO in any element other than those listed in the limited scrubbing list may cause a fatal error in transaction processing or result in the inclusion of unexpected (invalid) characters in a text field on the output documents.

Note:

See the *Data Scrubbing Integration Guide* for detailed information about this feature.

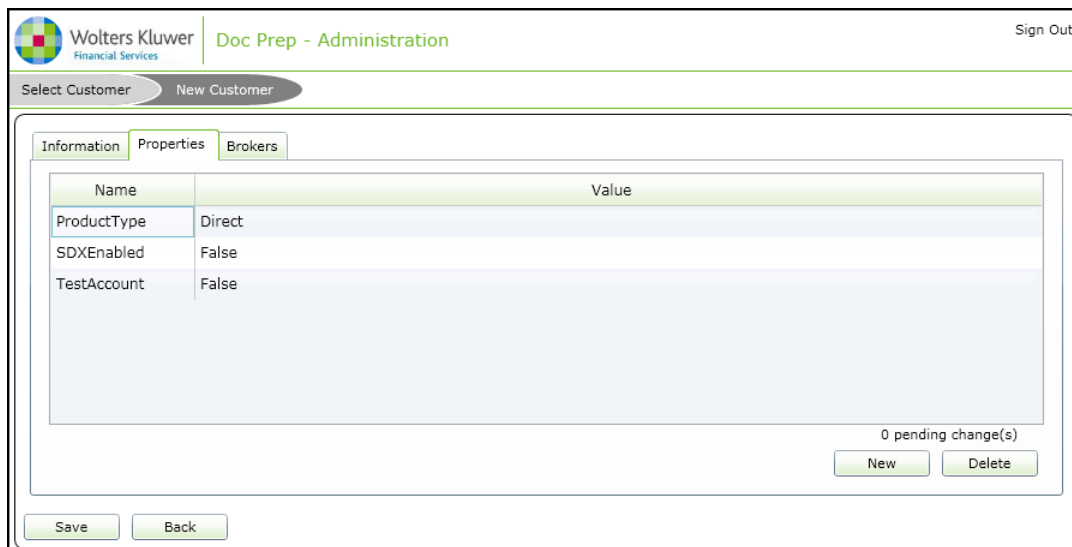
Properties Tab

Properties are name and value pairs for an entity (customer) included in the entity record at the platform level (in the database in the *tblConfigurator* table) and configuration INI file (*config.ini*). These properties are used to define configuration settings for a customer account. There are two groups of properties: default and custom.

- **Default Properties:** Default properties are those settings that are defined in the *Information* tab as part of account set up. Default properties are reflected in the *Properties* tab automatically by the system when the data is supplied on the *Information* tab and saved.
- **Custom Properties:** Custom properties are settings that are not defined in the Administration application (*Information* tab) but are defined for each customer in the *Properties* tab directly. Custom properties are used for settings that are not included in the default account set up in the *Information* tab. For example, Delivery Retry Limits and Delivery Retry Time options.

The majority of properties are defined at the *customer* account level and are cascaded through to the *broker* and *user* account levels. A custom property can be applied at the broker account level and those

settings, like any broker setting, override the settings defined at the customer level. While the user account *properties* tab allows you to create custom properties, this is seldom applied and generally not supported at the platform level.



The screenshot shows the 'Doc Prep - Administration' interface. At the top, there's a header with the Wolters Kluwer logo, 'Doc Prep - Administration', and a 'Sign Out' link. Below the header, there are two tabs: 'Select Customer' and 'New Customer'. The main content area has three sub-tabs: 'Information', 'Properties', and 'Brokers'. The 'Properties' tab is active, displaying a table with two columns: 'Name' and 'Value'. The table contains three rows: 'ProductType' with value 'Direct', 'SDXEnabled' with value 'False', and 'TestAccount' with value 'False'. Below the table, it says '0 pending change(s)' and has 'New' and 'Delete' buttons. At the bottom of the main content area, there are 'Save' and 'Back' buttons.

Name	Value
ProductType	Direct
SDXEnabled	False
TestAccount	False

0 pending change(s)

New Delete

Save Back

The *Properties* tab contains a single content pane providing a list of properties defined for the customer, broker, and user account. A property is defined by a name and value pair and each is displayed in the list pane.

- **Name:** an identifier for a property.
- **Value:** the value associated with the identifier.

Important:

The name and value pair defining a property must be mapped to the database at the platform level. There is no data validation associated with the data supplied through the *Properties* tab. For this reason, a custom property must be verified by product development prior to being created in the Doc Prep Administration application.

Properties displayed in the list can be **deleted** and **new** properties created. To **edit** a default property, you can make changes to the linked value in the *Information* tab and those changes, when saved, are reflected in the *Properties* tab. To **edit** a custom property, select the name or value cell in the *Properties* tab to switch the cell to edit mode. Make the desired changed and click **Save**.

Default Properties

By default, certain properties contained in the *Information* tab are displayed in the *Properties* tab. These vary depending on the entity (customer, broker, user) and might include values from the customer information (test account settings), SDX information (SDX enabled, DCX service URL), billing information (product type, SAP Customer ID, SAP Attention To ID, SAP Referral ID), and scrubbing information (data scrubbing settings).

Tip:

The best practice is to enter and modify these settings in the *Information* tab, not directly in the *Properties* tab.

The *Information* tab is the source for most of the default properties. However, it is not the exclusive source and it is possible that certain default properties in the customer record are implemented at the platform level and not reflected in the Administration application.

Custom Properties

Custom properties allow you to add additional name and value pairs for an entity (customer) not included in the default account settings in the *Information* tab to the entity record. The purpose of this feature is to allow platform changes (that is, the inclusion of customized account settings) to be applied to the system without requiring a modification to the Administration application (in the *Information* tab).

Properties, and the values defining the property, must be valid values that can be processed at the platform level. In this regard, any implementation of custom properties must be coordinated with product development to ensure a complete and successful implementation throughout the system. If custom properties are defined but not coordinated at the platform level, chances are they will not be applied in system processing.

Custom properties are unique to each customer account (or, in rare cases, a broker account) and are submitted to the Doc Prep platform (runtime environment) and applied to the underlying database structure and appropriate configuration files (*config.ini*). Custom properties are implemented and active once the information is saved.

Note:

See [Defining Custom Properties](#) in the [Working with Properties](#) section for instructions on creating custom properties.

Example: SDX Retry Processing

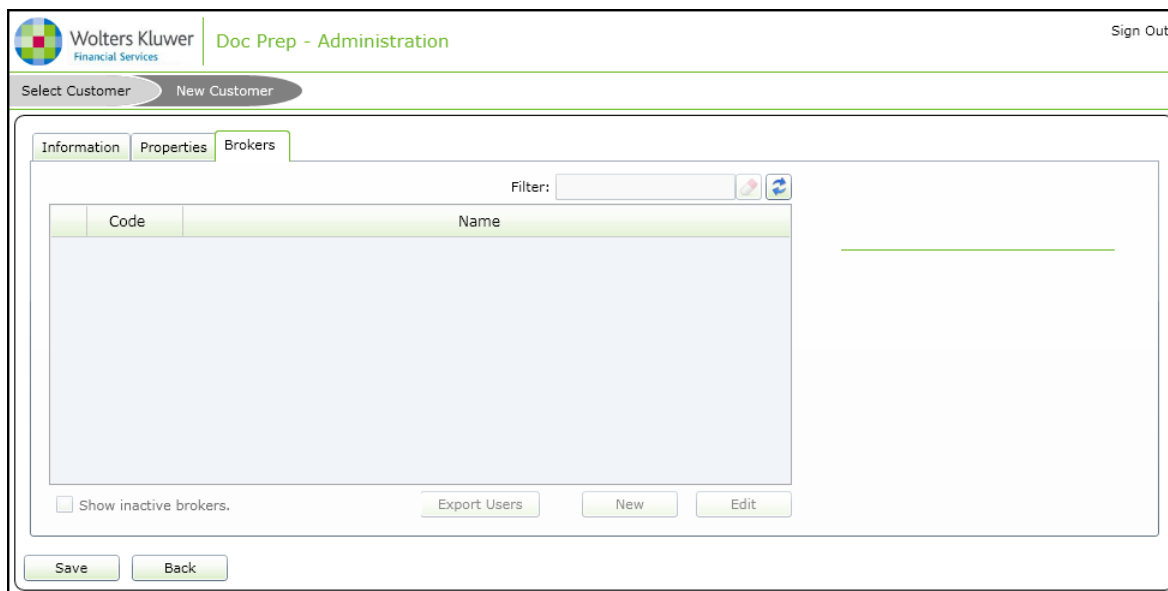
A common use case for custom properties is to define retry limit and retry time parameters to a customer account in order to define the number of times the system should attempt to connect with the SDX system (the DCX Service) before failing and the time limit of the connection attempts.

In this example, working with product development, the appropriate name and value pairs for the property have been defined and verified as being valid values. With this information, you would then create two custom properties and these properties, once saved, would be added to the customer record (entity record) in the platform. Example name and value pairs may be something like.

Name	Value	Description
DeliveryRetryLimit	5	Defines the number of times the system will attempt to establish a connection. If a successful connection is not made within this number of attempts, an error is returned.
Delivery Retry Time	20	Defines the time period, in minutes, to complete all connection attempts. If a successful connection is not made within this time, an error is returned.

Brokers Tab

The *Brokers* tab contains a list of all broker accounts (records) entered into the system. Broker accounts are associated with a customer account. A customer account can contain multiple broker accounts. The tab is where you begin using the application to manage broker and user accounts.



The screen contains two sections, or panes, and display and task options.

- **Broker List Pane:** Provides a list of available broker records.
- **Broker Content Pane:** Provides a quick summary of broker information.
- **Tasks**
 - New
 - Edit
 - Export Users

Broker List Pane

All active broker records are presented in this pane (and, if the *show inactive option* is selected, inactive broker records are shown). The default order of presentation is by code in ascending order (blank, numerals, then A-Z). You can define the sequence that records are displayed by clicking in either the **Code** or **Name** columns to toggle between ascending and descending sort order.

Broker Content Pane

A summary of broker information is displayed in this pane, to the right of the list pane, for quick reference. The information is displayed in read-only format for the broker record selected in the broker list pane.

Adding a New Broker Account

A new broker account can be created at any time. To get started, click the **New** button directly under the list pane. Clicking **New** opens the *New Broker* screen where you can then enter broker information and save the record.

Note:

See the *Broker Information* topic and the *Working with Broker Accounts* topic in the *Tasks* section for more information.

Editing a Customer Account

An existing broker account can be modified at any time. To get started, click the **Edit** button directly under the list pane. Clicking **Edit** opens the *Edit Broker: Name* screen where you can then modify broker information and save the record.

Note:

See the *Broker Information* topic and the *Working with Broker Accounts* topic in the *Tasks* section for more information.

Export Users

You can export broker accounts (including user accounts) associated with the customer to a CSV file. The export worksheet contains a row for each account and account information is presented in a series of columns. To export account information, click the **Export Users** button in the bottom of the page under the broker list pane. Clicking **Export Users** opens the operating system *Save As* dialog box. The following information is included in the exported file:

- UserID
- CustomerCode
- BrokerCode
- UserName
- FirstName
- LastName
- PhoneNumber
- Email
- LastModifiedOn
- LastModifiedBy
- IsActive
- IsLocked
- Comment
- SDXEnabled
- SDXUser
- SDXAuth
- DCXService
- TestAccount

You must be assigned to the *Admin* role with write permissions for the Doc Prep application to export user records.

Note:

See the *Exporting User Records* topic in the *Working with Broker Accounts* section in the *Tasks* section for more information.

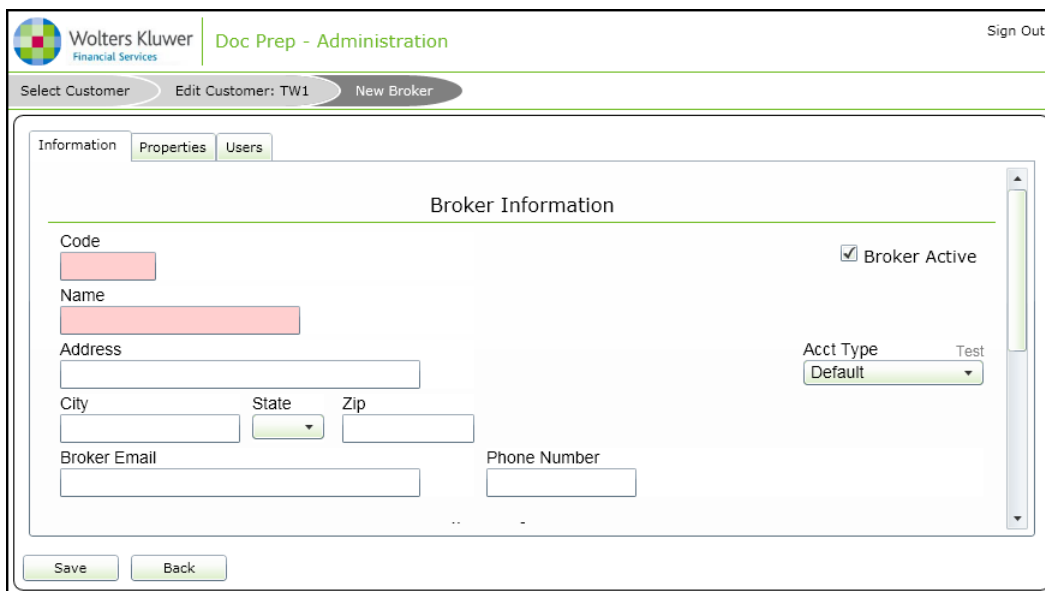
Broker Information (New, Edit)

The *Broker* screen is where you set up new broker accounts or edit existing accounts. The *Broker* screen is accessed by clicking **New** or **Edit** in the *Brokers* tab in the *New/Edit Customer* screen. The screen is labeled as either **New Broker** or **Edit Broker: Name** in the navigation menu.

The application works on a cascading model where any information entered at a higher level of organization (for example, the customer level) is carried down through to the broker record by default. Similarly, information entered at the broker level is carried down to the user account when creating a user account. You can enter unique information for a lower level organization and that information will override any information carried down from the higher (parent) level.

For example, a bank customer may have multiple bank branches and they have indicated a desire to have all invoicing and billing directed to the branch. In this case, the broker account (representing the branch) must have custom billing information defined at the broker level and that information will override the customer (bank) level billing information.

The screen contains three tabs; information, properties, and users. If editing, the screen opens in edit mode and displays the full customer record, including any previously established properties and broker accounts.



The screenshot shows the 'Doc Prep - Administration' interface. At the top, there's a navigation bar with 'Select Customer', 'Edit Customer: TW1', and 'New Broker'. Below this, there are three tabs: 'Information', 'Properties', and 'Users'. The 'Information' tab is active, displaying the 'Broker Information' form. The form includes fields for 'Code', 'Name', 'Address', 'City', 'State' (a dropdown menu), 'Zip', 'Broker Email', and 'Phone Number'. There is a 'Broker Active' checkbox which is checked. An 'Acct Type' dropdown menu is set to 'Default'. At the bottom of the form, there are 'Save' and 'Back' buttons. The top right corner of the interface has a 'Sign Out' link.

Information Tab (Brokers)

The *Information* tab is where you enter or edit broker account information. A broker can be thought of as an organization or branch unit of the customer, whether a physical branch or a business unit. The *Information* tab is the default tab displayed when you click **New** or **Edit** in the *Brokers* tab in the *New/Edit Customer* screen.

The tab contains four content panes; broker information, billing information, SDX information, and Scrubbing Information. Information from the customer account, such as billing and SDX information, is carried into the broker account and displayed above each text box, adjacent to the field label in brackets ([value]). The **Scrubbing Information** pane should not be modified at the broker level. Data scrubbing settings should be entered at the customer level only.

Note:

See the reference topic, *Data Fields*, for detailed information about each input field contained on the *Information* tab.

As noted, customer information is carried down to the broker level on a cascading model. Broker-specific information, entered on the *Brokers* screen, will override any default information carried over from the customer account.

Broker Information

In this pane (using the customer set up worksheet) enter basic broker information, define the customer as active or inactive, and indicate the account type. If editing, the broker **code** is displayed as a read only value and cannot be modified.

Broker information includes the following information.

- **Code:** (Required) a 3-5 digit code that serves as the ID of record for the broker.
- **Name:** (Required) The name of the broker.
- **Address, City, State, ZIP:** (Optional) The physical address of the broker.
- **Broker Email:** (Optional) The e-mail address of the broker.
- **Phone Number:** (Optional) The phone number of the broker.
- **Broker Active:** (Default = Active) A designation defining if the broker account is active.
- **Account Type:** (Default = Standard) A designation defining a type for the broker account.

Billing Information

In this pane, also using the customer set up worksheet, enter SAP billing information.

Note:

At the broker level, this information is typically not defined unless the set up worksheet indicates broker level billing requirements. The customer level billing information typically is used at this level.

Billing information includes the following information.

- **SAP Customer ID:** (Required) An SAP code associated with the broker and used for billing/invoicing purposes.
- **SAP Bill-To ID:** (Optional) An SAP code associated with the customer and used for billing/invoicing purposes. This code defines a bill to address that differs from the customer ID (sold to) and is used in cases where the invoice recipient differs from the customer, or sold to, address.

Note:

See [Billing Information](#) in the *Reference* section for more information.

- **SAP Bill-To Attention ID:** (Optional) A name, typically the SAP customer name, used for billing/invoicing.
- **Product Type:** (Default = Direct) The billing entity to define for the broker.

SDX Information

In this pane, also using the customer set up worksheet, enter SDX information to indicate if the broker uses the SDX solution for electronic or print delivery.

Note:

At the broker level, this information is typically not defined. The customer level SDX information is used at this level.

SDX information includes the following information.

- **Enable SDX:** Enables SDX integration with broker-submitted standard or TRID transactions. The default value is **No**. Users can select either **SDX Standard** or **SDX TRID**.
- **User name and password:** The credentials for the account authorized to submit SDX Web service requests.
- **DCX Service URL:** The Web address of the SDX server that hosts the Web service; for example, *https://servername.domain.tld*.

Scrubbing Information

This pane, while visible on the **New/Edit Broker** screen, should not be modified at the broker level. Data scrubbing settings should be entered at the customer account only. The data scrubbing levels defined at the customer level are intended to be carried over to all broker accounts.

Note:

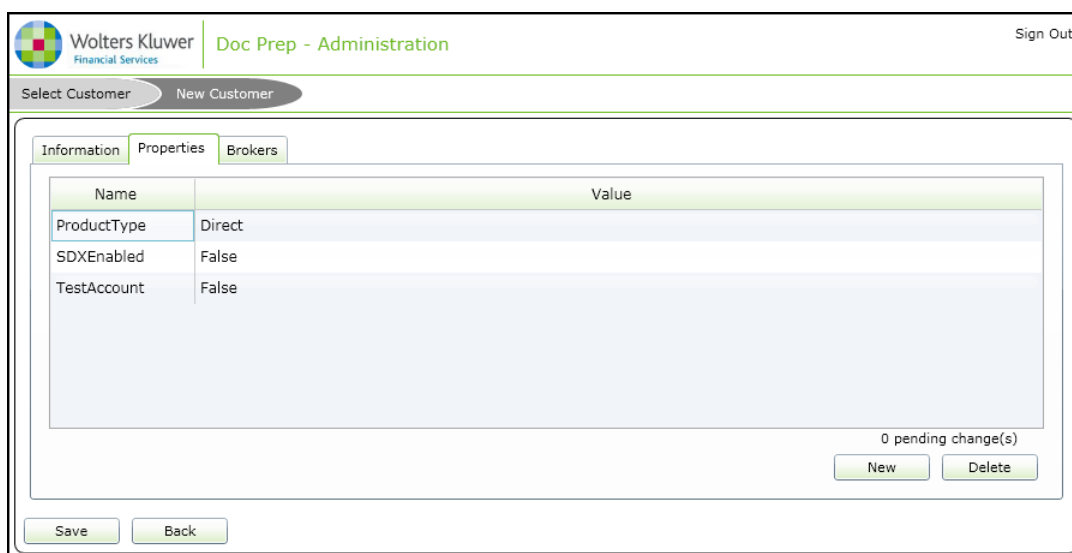
See the *Data Scrubbing Integration Guide* for detailed information about this feature.

Properties Tab

Properties are name and value pairs for an entity (customer) included in the entity record at the platform level (in the database in the *tblConfigurator* table) and configuration INI file (*config.ini*). These properties are used to define configuration settings for a customer account. There are two groups of properties: default and custom.

- **Default Properties:** Default properties are those settings that are defined in the *Information* tab as part of account set up. Default properties are reflected in the *Properties* tab automatically by the system when the data is supplied on the *Information* tab and saved.
- **Custom Properties:** Custom properties are settings that are not defined in the Administration application (*Information* tab) but are defined for each customer in the *Properties* tab directly. Custom properties are used for settings that are not included in the default account set up in the *Information* tab. For example, Delivery Retry Limits and Delivery Retry Time options.

The majority of properties are defined at the *customer* account level and are cascaded through to the *broker* and *user* account levels. A custom property can be applied at the broker account level and those settings, like any broker setting, override the settings defined at the customer level. While the user account *properties* tab allows you to create custom properties, this is seldom applied and generally not supported at the platform level.



The screenshot shows the 'Doc Prep - Administration' interface. At the top, there's a header with the Wolters Kluwer logo, 'Financial Services', and 'Doc Prep - Administration'. A 'Sign Out' link is in the top right. Below the header, there are two tabs: 'Select Customer' and 'New Customer'. The main content area has three sub-tabs: 'Information', 'Properties', and 'Brokers'. The 'Properties' tab is active, displaying a table with two columns: 'Name' and 'Value'. The table contains three rows: 'ProductType' with value 'Direct', 'SDXEnabled' with value 'False', and 'TestAccount' with value 'False'. Below the table, it says '0 pending change(s)' and has 'New' and 'Delete' buttons. At the bottom left, there are 'Save' and 'Back' buttons.

Name	Value
ProductType	Direct
SDXEnabled	False
TestAccount	False

0 pending change(s)

New Delete

Save Back

The *Properties* tab contains a single content pane providing a list of properties defined for the customer, broker, and user account. A property is defined by a name and value pair and each is displayed in the list pane.

- **Name:** an identifier for a property.
- **Value:** the value associated with the identifier.

Important:

The name and value pair defining a property must be mapped to the database at the platform level. There is no data validation associated with the data supplied through the *Properties* tab. For this reason, a custom property must be verified by product development prior to being created in the Doc Prep Administration application.

Properties displayed in the list can be **deleted** and **new** properties created. To **edit** a default property, you can make changes to the linked value in the *Information* tab and those changes, when saved, are reflected in the *Properties* tab. To **edit** a custom property, select the name or value cell in the *Properties* tab to switch the cell to edit mode. Make the desired changed and click **Save**.

Default Properties

By default, certain properties contained in the *Information* tab are displayed in the *Properties* tab. These vary depending on the entity (customer, broker, user) and might include values from the customer information (test account settings), SDX information (SDX enabled, DCX service URL), billing information (product type, SAP Customer ID, SAP Attention To ID, SAP Referral ID), and scrubbing information (data scrubbing settings).

Tip:

The best practice is to enter and modify these settings in the *Information* tab, not directly in the *Properties* tab.

The *Information* tab is the source for most of the default properties. However, it is not the exclusive source and it is possible that certain default properties in the customer record are implemented at the platform level and not reflected in the Administration application.

Custom Properties

Custom properties allow you to add additional name and value pairs for an entity (customer) not included in the default account settings in the *Information* tab to the entity record. The purpose of this feature is to allow platform changes (that is, the inclusion of customized account settings) to be applied to the system without requiring a modification to the Administration application (in the *Information* tab).

Properties, and the values defining the property, must be valid values that can be processed at the platform level. In this regard, any implementation of custom properties must be coordinated with product development to ensure a complete and successful implementation throughout the system. If custom properties are defined but not coordinated at the platform level, chances are they will not be applied in system processing.

Custom properties are unique to each customer account (or, in rare cases, a broker account) and are submitted to the Doc Prep platform (runtime environment) and applied to the underlying database structure and appropriate configuration files (*config.ini*). Custom properties are implemented and active once the information is saved.

Note:

See [Defining Custom Properties](#) in the [Working with Properties](#) section for instructions on creating custom properties.

Example: SDX Retry Processing

A common use case for custom properties is to define retry limit and retry time parameters to a customer account in order to define the number of times the system should attempt to connect with the SDX system (the DCX Service) before failing and the time limit of the connection attempts.

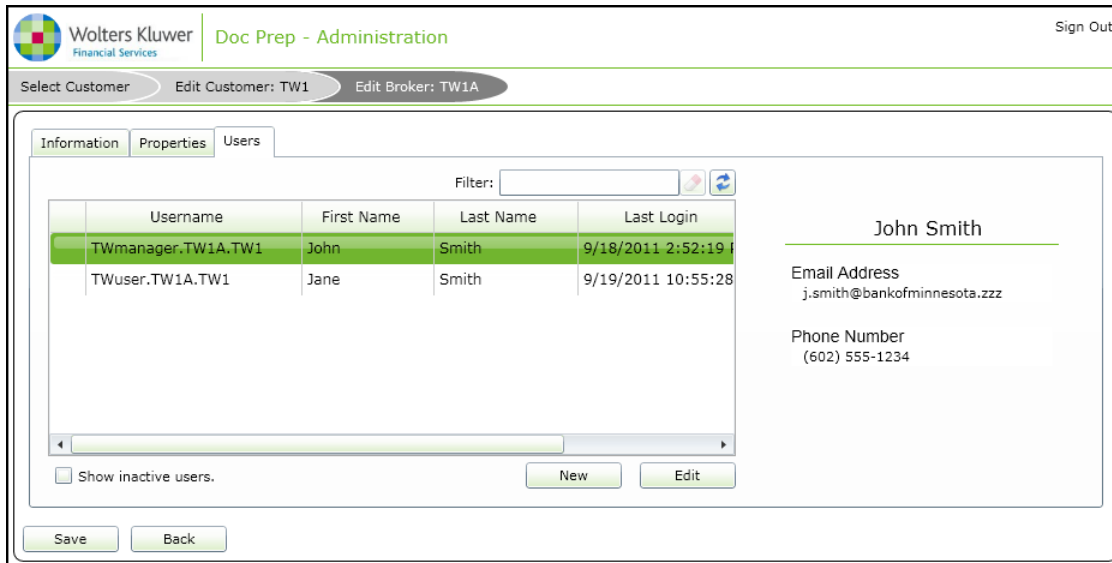
In this example, working with product development, the appropriate name and value pairs for the property have been defined and verified as being valid values. With this information, you would then create two custom properties and these properties, once saved, would be added to the customer record (entity record) in the platform. Example name and value pairs may be something like.

Name	Value	Description
DeliveryRetryLimit	5	Defines the number of times the system will attempt to establish a connection. If a successful connection is not made within this number of attempts, an error is returned.
Delivery Retry Time	20	Defines the time period, in minutes, to complete all connection attempts. If a successful connection is not

made within this time, an error is returned.

Users Tab

The *Users* tab contains a list of all user accounts (records) entered into the system. User accounts are associated with a customer account. A broker account can contain multiple user accounts. The tab is where you begin using the application to manage user accounts.



The screenshot shows the 'Users' tab in the 'Doc Prep - Administration' section. The interface includes a header with the Wolters Kluwer logo and 'Sign Out' link. Below the header are tabs for 'Select Customer', 'Edit Customer: TW1', and 'Edit Broker: TW1A'. The main content area has three sub-tabs: 'Information', 'Properties', and 'Users'. The 'Users' sub-tab is active, displaying a table of user records. To the right of the table is a summary for the selected user, John Smith, showing his email address and phone number. At the bottom of the table are buttons for 'New' and 'Edit', and a checkbox for 'Show inactive users.'.

Username	First Name	Last Name	Last Login
TWmanager.TW1A.TW1	John	Smith	9/18/2011 2:52:19 PM
TWuser.TW1A.TW1	Jane	Smith	9/19/2011 10:55:28 AM

John Smith
 Email Address: j.smith@bankofminnesota.zzz
 Phone Number: (602) 555-1234

☐ Show inactive users. New Edit

Save Back

The screen contains two sections, or panes, and display and task options.

- User List Pane: Provides a list of available user records.
- User Content Pane: Provides a quick summary of user information.
- Tasks
 - New
 - Edit

User List Pane

All active user records are presented in this pane (and, if the *show inactive* option is selected, inactive user records are shown). The default order of presentation is by name in ascending order. You can define the sequence that records are displayed by clicking in either the **Username**, **First Name**, **Last Name**, **Last Login**, or **Password Change** columns to toggle between ascending and descending sort order.

User Content Pane

A summary of user information is displayed in this pane, to the right of the list pane, for quick reference. The information is displayed in read-only format for the user record selected in the user list pane.

Adding a New User Account

A new user account can be created at any time. To get started, click the **New** button directly under the list pane. Clicking **New** opens the *New User* screen where you can then enter user information and save the record.

Note:

See the *Working with User Accounts* topic in the *Tasks* section for more information.

Editing a User Account

An existing user account can be modified at any time. To get started, click the **Edit** button directly under the list pane. Clicking **Edit** opens the *Edit User: Name* screen where you can then modify user information and save the record.

Note:

See the *Working with User Accounts* topic in the *Tasks* section for more information.

User Information (New, Edit)

The *User* screen is where you set up new user accounts or edit existing accounts. The *User* screen is accessed by clicking **New** or **Edit** in the *Users* tab in the *New/Edit Broker* screen. The screen is labeled as either **New User** or **Edit User: Name** in the navigation menu.

A user account is typically created for an individual engaged in working with Web services through the SDX application to submit request messages. This user requires the **ImportService** role for the *Import* application with write permissions.

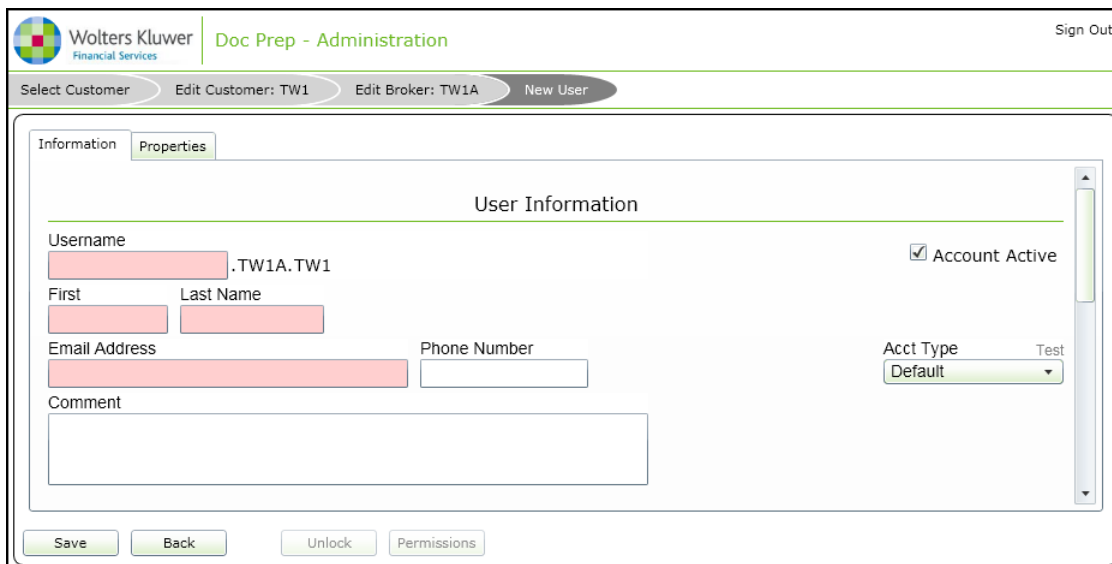
The screen contains two tabs; information and properties. If editing, the screen opens in edit mode and displays the full user record, including any previously established properties.

Click **Unlock** to remove a lock on a user account. An account may be locked after successive failed sign in attempts or other expiration trigger. You must have the *Admin* role for the Doc Prep application with write permission to unlock an account. Click **Permissions** to assign application role and permission levels to a user.

Internal users, defined as Wolters Kluwer Financial Services resources using Doc Prep applications to perform customer relationship management and testing, are added to the system directly through the **Manage Permissions** screen using an *NA User* account based on their NA domain credentials. These internal users do not require a user account and should not be entered into the system with user accounts.

Note:

The user information screen is used to set up users associated with customer and broker accounts. Internal users are set up with user accounts when provided a *Test User* or *Alternative Production* account.



Wolters Kluwer Financial Services | Doc Prep - Administration | Sign Out

Select Customer | Edit Customer: TW1 | Edit Broker: TW1A | **New User**

Information | Properties

User Information

Username: [Redacted] .TW1A.TW1 ☒ Account Active

First: [Redacted] Last Name: [Redacted]

Email Address: [Redacted] Phone Number: [Redacted]

Acct Type: Default

Comment: [Redacted]

Save | Back | Unlock | Permissions

Information Tab (User)

The *Information* tab is where you enter or edit user account information. The *Information* tab is the default tab displayed when you click **New** or **Edit** in the *Users* tab in the *New/Edit Broker* screen.

The tab contains four content panes; user information, security information, SDX information, and activity information (read only). SDX information is carried into the user account from the broker account and displayed above each text box, adjacent to the field label in brackets ([value]).

Note:

See the reference topic, [Data Fields](#), for detailed information about each input field contained on the *Information* tab.

User Information

In this pane, using the customer set up worksheet, enter basic user information, define the user as active or inactive, and indicate the account type. If editing, the user **Username** is displayed as a read only value and cannot be modified.

User information includes:

- **Username:** (Required) An alpha-numeric sequence that serves as the ID of record for the user. The user name is followed by customer and broker indicators, generated by the system, as suffixed data.
- **First:** (Required) The first name of the user.
- **Last Name:** (Required) The last name (surname) of the user.
- **Email Address:** (Required) The e-mail address for the user.
- **Phone Number:** (Optional) The phone number for the user.
- **Comment:** (Optional) An open text box used to provide any notes or reference information for the user account.

- **Account Active:** (Default = Active) A designation defining if the user account is active.
- **Account Type:** (Default = Standard) A designation defining a type for the user account. The account type of the associated broker is displayed above the list box.

Security Information

In this pane, you will generate an account password for the user. You have the option of using a system-generated password or specifying a password.

Note:

See the [Password Security](#) topic in the [Reference](#) section for information about password requirements.

Security information includes:

- **Set Password:** (Required) Select this option and choose one of the password options:
 - **Generate Random Password:** Select this option to create a password generated by the system.
 - **Specify Password:** Select this option to enter a password.
- **Send email on password change:** This must be selected if using a system generated password. If you are specifying a password, this is optional.

SDX Information

In this pane, enter SDX information to indicate if the user account requires access to the SDX solution.

Note:

At the user level, this information is typically not defined. The customer level SDX information is used at this level.

SDX information is carried into the user account from the broker account and includes:

- **Enable SDX:** (Required) Enables SDX integration with user submitted transactions. The default value is **No**.
- **User name and password:** (Required, if enabled) The credentials for the account authorized to submit SDX Web service requests.
- **DCX Service URL:** (Required, if enabled) The Web address of the SDX server that hosts the Web service; for example, *https://servername.domain.tld*.

Activity Information

This pane displays account activity information in read only mode. The information contains the last known data and time that a specific account action was recorded by the system.

Activity information includes:

- **Last Password Changed:** The date and time of the most recent password change.
- **Last Modified By:** The name of the actor making the most recent change.
- **Last Modified On:** The date and time of the most recent change.
- **Last Login:** The date and time of the most recent user session.

Properties Tab

The majority of properties are defined at the *customer* account level and are cascaded through to the *broker* and *user* account levels. While the user account *properties* tab allows you to create custom properties, this is seldom applied and generally not supported at the platform level.

Important:

Properties should not be edited or created at the user account level. While possible in the system, the best practice is to both apply custom properties and edit existing properties at the customer or broker accounts.

Manage Permissions

The *Manage Permissions* screen is where you establish roles and permission for both internal (NA domain credentialed) and external (user account credentialed) users.

- Internal Users (NA User)
- External Users (User Account)

A comprehensive guide to assigning roles and permissions is provided in this documentation. In the *Reference* section, see the [User Management](#) topic for general information about roles and permissions.

Note:

The use of *EDP* credentials is rendered obsolete with the implementation of role-based security in the application.

Internal Users (NA User)

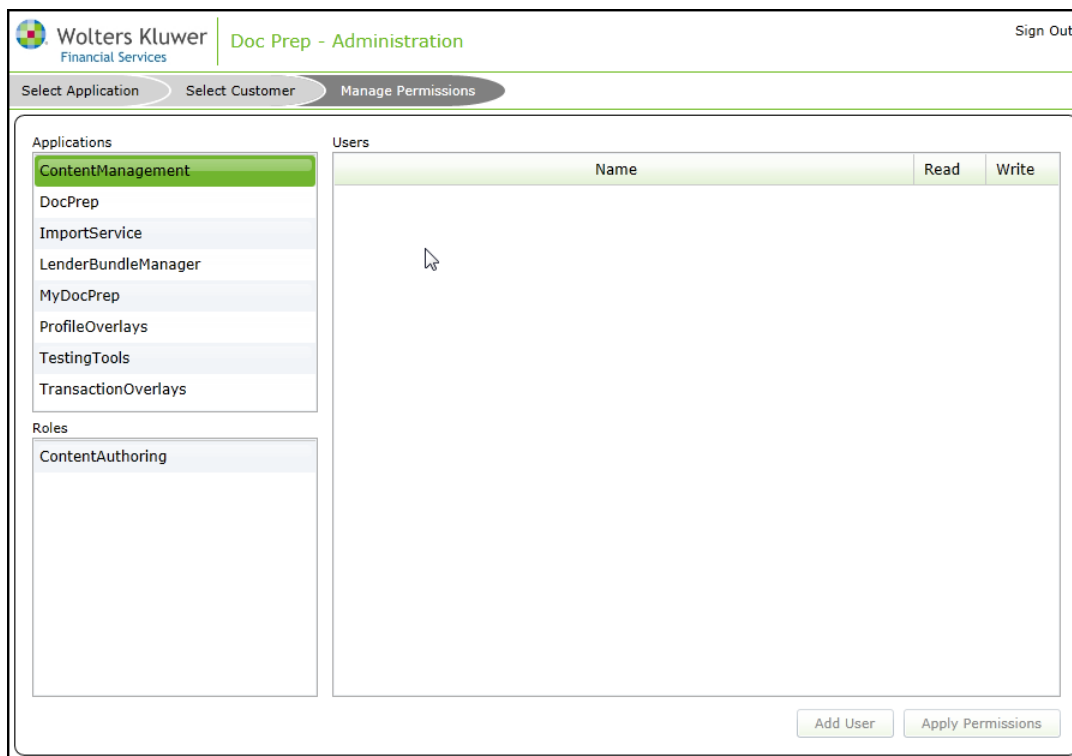
Internal Wolters Kluwer Financial Services resources are authenticated to access the application through their NA domain credentials. Internal resources do not require a user account or set up under an associated customer/broker *unless* they are assigned a *Test User* or *Alternative Production* account. Internal users typically use internal Doc Prep applications such as the *Testing Tool Suite*, *Content Authoring Suite*, and *MyDocPrep* applications.

User management for internal users is performed through the *Doc Prep Administration* application. Once authenticated, the individual user can establish roles and permissions to Doc Prep applications using on the **Manage Permissions** screen. Similarly, any individual assigned the **Admin** role for the *DocPrep application* can enter an internal user and assign roles to that user. Internal users must be added using their NA domain credentials (by user name, as *first.last*, without the NA\).

Note:

Some roles cannot be self-assigned and must be assigned by a person having an **Admin** role for the Doc Prep Administration application. these are described in the [User Management](#) topic in the *Reference* section.

The screen is accessed by clicking **Manage Permissions** in the *Select Customer* screen and is labeled as **Manage Permissions** in the navigation menu. The screen contains three content panes; applications, roles, and users.



Wolters Kluwer Financial Services | Doc Prep - Administration | Sign Out

Select Application | Select Customer | Manage Permissions

Applications

- ContentManagement
- DocPrep
- ImportService
- LenderBundleManager
- MyDocPrep
- ProfileOverlays
- TestingTools
- TransactionOverlays

Roles

- ContentAuthoring

Users

Name	Read	Write

Add User | Apply Permissions

Applications

The *Applications* pane provides a list of all Doc Prep applications subject to user management through the Doc Prep Administration application. These include applications contained in the *Testing Tool Suite*, the *Content Authoring Suite*, Doc Prep Web services (*Import Service*), *MyDocPrep*, and the *Doc Prep Administration* application.

The applications subject to user management are defined at the system level; you cannot add or remove applications from the list of supported applications.


Select the target application from the *Application* pane to view a list of the roles associated with the selected application. In this example, the **Lender Bundle Manager** application is associated with three distinct roles; break lock, content authoring, and delete bundle.

Note:

Customers who sign in to the application are automatically assigned to the *Importer* role for the Import Service application.

Select an application and role combination and, in the *Users* pane, select an existing user to modify their role permissions or click the **Add User** button at the bottom of the pane to add a user and then associate the new user with a role(s). The permissions available for each role include read and write permissions. A user can be assigned read permissions or read and write permissions.

In this example, the **Doc Prep** application is associated with five distinct roles; admin, configuration, reporting, support, and support admin. The **Configuration** role has two user assigned: Craig West and Jeff Wo.



Doc Prep - Administration

Sign Out

Select Customer

Manage Permissions

Applications

- ContentManagement
- DocPrep
- ImportService
- LenderBundleManager
- ProfileOverlays
- TestingTools

Roles

- Admin
- Configuration
- Reporting
- Support
- SupportAdmin

Name	Read	Write
craig.west	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Jeff.Wo	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Add User

Apply Permissions

Click **Apply Permissions** to save the addition or change to roles. To view a list of the roles associated with the selected application.

Note:

See the [Working with User Accounts](#) topic in the *Tasks* section.

External Users (User Account)

Customer (and broker) user accounts are created through the *User Information* screen. Once a user account is created, roles and permissions are assigned to the user in the **Manage Permissions** screen. The account credentials, user name and password, are defined upon set up and submitted to the account owner by a system generated e-mail (if selected as a notification option) or directly communicated to the customer.

Note:

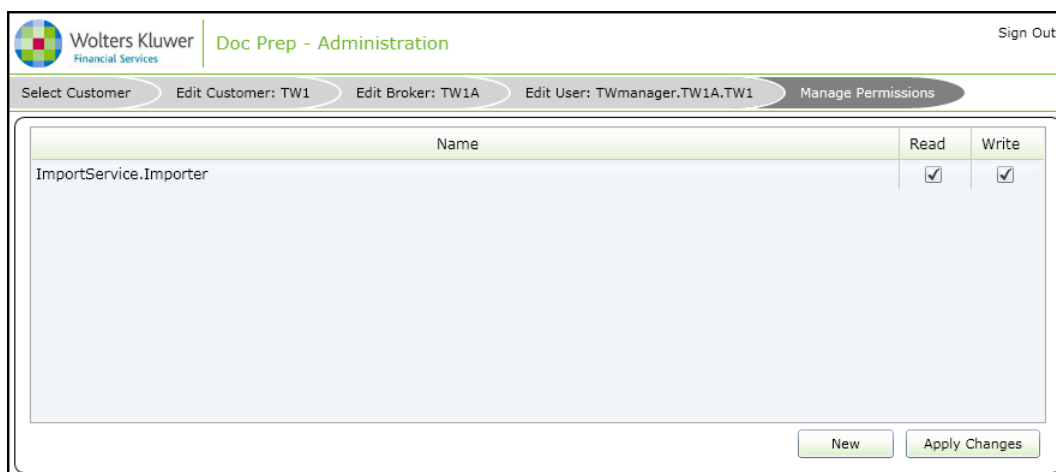
See the [User Information \(New, Edit\)](#) topic for information on setting up user accounts for external users and, on a limited basis, certain internal users.

Customer roles are defined through the *New User* or *Edit User* screen by clicking **Permissions**. Alternatively, individuals with the *Admin* role in Doc Prep Administration can assigned roles directly to existing customers by clicking **Manage Permissions** in the *Select Customer* screen.

Note:

Test User and Alternate Production accounts for internal users are set up and configured in a similar manner as customer user accounts.

In the navigation menu, the screen is labeled as **Manage Permissions** regardless of the point of entry. However, if entering from the *New/Edit Users* screen, the *Manage Permissions* screen displays only information for the selected user. If accessed directly from the *Select Customer* screen, the screen displays the applications, roles, and users panes.



Name	Read	Write
ImportService.Importer	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

New Apply Changes

The screen contains a single content pane that lists the application and role combination assigned to the selected user and the permission levels defined for the user. On the *Manage Permissions* screen, click **New** to assign an application role to the user. The new application role is listed on the screen; select the permission level to assign and click **Apply Changes**.

Tasks

This section provides a collection of topics around the various customer set up and user management tasks performed in the application.

Creating a customer account involves establishing several component pieces comprising a customer record, broker records, user records, and user roles and permissions. This section provides details on the Doc Prep administration tasks.

- [Working with Customer Accounts](#)
- [Working with Broker Accounts](#)

- [Working with User Accounts](#)
- [Working with User Roles and Permissions](#)
- [Working with Configuration Management](#)
- [Working with Properties](#)
- [Working with Proxy Accounts](#)

Working with Customer Accounts

Creating a customer account is the first step in the customer set up process. Once a customer account is created, you can then create broker and user accounts for the customer.

From the *Select Customer* screen and subsequently in the *New/Edit Customer* screens, you can perform the following tasks:

- Create a Customer Account
- Edit a Customer Account

Creating a Customer Account

Pre-requisites: You have the customer set up worksheet for the customer you intend to create. You are on the **Select Customer** screen. You must be assigned to the *Admin* role with write permissions for the Doc Prep application to create customer accounts.

Context: You can add a customer account at any time. Using the customer set up worksheet as a guide, you will enter customer information and create a new customer account.

Note:

Detailed information about the customer, billing, SDX, and data scrubbing information fields is available in the *Data Fields* topic in the *Reference* section.

1. In the *Select Customer* screen, click **New**.
2. In the *New Customer* screen, click the **Information** tab (if not already selected and active).
3. In the *Customer Information* pane, enter the customer code in the *Code* text box.
The customer code is a required 3-5 digit identifier and is provided in the customer set up worksheet.
4. In the *Customer Information* pane, enter the customer name and physical address information.
Name and address information is required.
5. In the *Customer Information* pane, enter a customer contact name, primary e-mail address and phone number for the contact. Contact information is optional.
6. In the *Customer Information* pane, define the following:
 - Customer Active: Select to define the customer as active.

- Acct Type: From the list of available options, select the account type as either a standard or test account.
7. In the *Billing Information* pane, enter the customer billing information:
 - SAP Customer ID: An SAP code associated with the customer and used for billing/invoicing purposes.
 - SAP Referral Partner Customer ID: (Optional) An entity name, the referral partner, associated with a SAP customer account and used to apply revenue sharing at the system level.
 - SAP Bill-To ID: (Optional) An SAP code associated with the customer and used for billing/invoicing purposes to define a bill to address that differs from the customer ID (sold to).
 - SAP Bill-To Attention ID: (Optional) A name, typically the SAP customer name, used for billing/invoicing.
 - Product Type: The billing entity to define for the customer.
 8. In the *SDX Information* pane, enable the account for SDX integration:
 - Enable SDX: Select to enables SDX integration.
 - Username: The account name authorized to submit SDX Web service requests.
 - Password: The account password for the account authorized to submit SDX Web service requests.
 - DCX Service URL: The Web address of the SDX server hosting the Web service.
 9. In the *Data Scrubbing* pane, select the data scrubbing level to apply to XML data submitted by the customer through an MDO file.
 - All: All elements submitted in the MDO file are subject to scrubbing. All invalid characters are removed from any element submitted in the MDO file and an appropriate warning message is returned.
 - Limited: Only elements contained on the *limited scrubbing list* are processed through the data scrubbing mechanism. This is the default setting and enables limited scrubbing.
 - None: This option excludes the submitted MDO from scrubbing.
 10. Click **Save**.

The new customer record is saved to the database and appears in the *Select Customers* screen in the list of available customer accounts.

Next steps: Once a customer account is created, the next step is to create any required broker accounts for the customer.

Editing a Customer Account

Pre-requisites: You have the customer set up worksheet or account revision information for the customer you intend to edit. You are on the **Select Customer** screen. You must be assigned to the *Admin* role with write permissions for the Doc Prep application to edit customer accounts.

Context: You can edit a customer account at any time. Using the customer set up worksheet or account revision information as a guide, you will open the customer account and edit the customer account.

Note:

Detailed information about the customer, billing, SDX, and data scrubbing information fields is available in the *Data Fields* topic in the *Reference* section.

1. In the *Select Customer* screen, select the customer account to modify.

To quickly find a record, type parts of the code or name in the *Filter* text box.

2. With the target customer record selected, click **Edit**.
3. In the *Edit Customer* screen, make changes to the customer account in any of the information panes.

The *Code* field (customer code) cannot be modified. To associate a new code with a customer account, you must create a new customer account. The application does not provide a copy feature.

4. Click **Save**.
5. Click **Back** or **Select Customer** in the navigation menu to return to the *Select Customer* screen.

The updated customer record is saved to the database and appears in the *Select Customers* screen in the list of available customer accounts.

Next steps: None.

Working with Broker Accounts

Creating a broker account is the second step in the customer set up process. Once a broker account is created, you can then user accounts for the broker.

From the *New/Edit Customer* screens and subsequently in the *New/Edit Broker* screens, you can perform the following tasks:

- Create a Broker Account
- Edit a Broker Account
- Export User Records

Creating a Broker Account

Pre-requisites: You have the customer set up worksheet for the customer you intend to create. You are on the **Edit Customer** screen. You must be assigned to the *Admin* role with write permissions for the Doc Prep application to create broker accounts.

Context: You can add a broker account to an existing customer account at any time. Using the customer set up worksheet as a guide, you will open the customer account, enter broker information and create a new broker account.

Note:

Detailed information about the broker, billing, SDX, and data scrubbing information fields is available in the *Data Fields* topic in the *Reference* section.

1. In the *Select Customer* screen, select the customer account to associate with the new broker and click **Edit**.

To create a broker account immediately after creating a customer account, click **New** to create the customer account and then save the customer account (the screen will change from *New Customer* to *Edit Customer*) before selecting the *Broker* tab to create the broker account.

2. In the *Edit Customer* screen, click the **Brokers** tab.

3. In the *Brokers* tab, click **New**.

4. In the *Broker Information* pane, enter the broker code in the *Code* text box.

The broker code is a required 3-5 digit identifier and is provided in the customer set up worksheet.

5. In the *Broker Information* pane, enter the broker name and physical address information. Name and address information is required.

6. In the *Broker Information* pane, enter an e-mail address and phone number for the broker. Contact information is optional.

7. In the *Broker Information* pane, define the following:

- Broker Active: Select to define the broker as active.
- Acct Type: From the list of available options, select the account type. The customer account type is carried over from the customer account as the default account type.

8. In the *Billing Information* pane, enter the broker billing information. The billing information is carried over from the customer account as the default billing information.

- SAP Customer ID: An SAP code associated with the customer and used for billing/invoicing purposes.
- SAP Bill-To ID: (Optional) An SAP code associated with the customer and used for billing/invoicing purposes to define a bill to address that differs from the customer ID (sold to).
- SAP Bill-To Attention ID: (Optional) A name, typically the SAP customer name, used for billing/invoicing.
- Product Type: The billing entity to define for the customer.

9. In the *SDX Information* pane, enable the account for SDX integration. The SDX information is carried over from the customer account as the default SDX information.

- Enable SDX: Select to enables SDX integration.
- Username: The account name authorized to submit SDX Web service requests.
- Password: The account password for the account authorized to submit SDX Web service requests.
- DCX Service URL: The Web address of the SDX server hosting the Web service.

Data scrubbing settings should not be entered at the broker level. The data scrubbing level defined at the customer account, and presented as the default level in the *Data Scrubbing* pane, should be maintained.

10. Click **Save**.

The new broker record is saved to the database and appears in the *Brokers* tab in the list of available broker accounts.

Next steps: Once a broker account is created, the next step is to create user accounts for the broker.

Editing a Broker Account

Pre-requisites: You have the customer set up worksheet or account revision information for the broker you intend to edit. You are on the **Edit Customer** screen. You must be assigned to the *Admin* role with write permissions for the Doc Prep application to edit customer accounts.

Context: You can edit a broker account at any time. Using the customer set up worksheet or account revision information as a guide, you will open the customer account, edit the target broker account and save the changes.

Note:

Detailed information about the broker, billing, SDX, and data scrubbing information fields is available in the *Data Fields* topic in the *Reference* section.

1. In the *Select Customer* screen, select the customer account that the target broker account is associated with and click **Edit**.

To quickly find a record, type parts of the code or name in the *Filter* text box.

2. In the *Edit Customer* screen, click the **Brokers** tab.
3. In the *Brokers* tab, select the broker account to modify and click **Edit**.
4. In the *Edit Broker* screen, make changes to the broker account in any of the information panes.

The *Code* field (broker code) cannot be modified. To associate a new code with a broker account, you must create a new broker account. The application does not provide a copy feature.

5. Click **Save**.
6. Click **Back** to return to the *Brokers* tab.

The updated broker record is saved to the database and appears in the *Brokers* tab in the list of available broker accounts.

Next steps: None.

Exporting User Records

Pre-requisites: At least one user accounts exists for a broker. You are on the **Edit Customer** screen. You must be assigned to the *Admin* role with write permissions for the Doc Prep application to export user records.

Context: You can export user records (user accounts) associated with a customer to a CSV file.

1. In the *Select Customer* screen, select the customer account from which to export user account information.

To quickly find a record, type parts of the code or name in the *Filter* text box.

2. With the target customer record selected, click **Edit**.

3. Select the *Brokers* tab.
4. In the *Brokers* tab, click **Export Users**.

All user accounts are exported to the export file (CSV file). Selecting a specific user from the list of users does not limit the export to the selected user account.
5. In the *Save As* dialog box, enter a file name and designate a folder for the export file and click **Save**.

The export file is generated and a confirmation message displays indicating success or failure of the export process and the exported file name.
6. In the *User Export* dialog box, click **OK**.

The user accounts associated with the customer are exported to a CSV file. The export worksheet contains a row for each account and account information is presented in a series of columns.

Next steps: Navigate to the export location and open the export file.

Working with User Accounts

Creating a user account is the third step in the customer set up process. Once a user account is created, you can then assign roles and permissions to the user.

From the *New/Edit Broker* screens and subsequently in the *New/Edit User* screens, you can perform the following tasks:

- Create a User Account
- Edit a User Account

Creating a User Account

Pre-requisites: You have the customer set up worksheet for the customer you intend to create. You are on the **Edit Brokers** screen. You must be assigned to the *Admin* role with write permissions for the Doc Prep application to create user accounts.

Context: You can add a user account to an existing broker account at any time. Using the customer set up worksheet as a guide, you will open the customer account for editing, select the *Brokers* tab and select a broker for editing, select the *Users* tab and enter user information and create a new user account.

Note:

Detailed information about the user, billing, and SDX information fields is available in the *Data Fields* topic in the *Reference* section.

1. In the *New/Edit Broker* screen, select the broker account to associate with the new user and click **Edit**.

To create a user account immediately after creating a broker account, click **New** to create the user account and then save the user account (the screen will change from *New User* to *Edit User*).

2. In the *Edit Broker* screen, click the **Users** tab.
3. In the *Users* tab, click **New**.
4. In the *User Information* pane, enter the user name in the *Username* text box.
The user name must be unique and is appended with the customer and broker codes by the system.
5. In the *User Information* pane, enter the user first and last name. These are required.
6. In the *User Information* pane, enter an e-mail address and phone number for the user. An e-mail contact is required, a phone number is optional.
7. In the *User Information* pane, define the following:
 - User Active: Select to define the user as active.
 - Acct Type: From the list of available options, select the account type. The broker account type is carried over from the broker account as the default account type.
8. In the *User Information* pane, enter any notes or comments regarding the user account in the Comment text box. Comment information is optional.
9. In the *Security Information* pane, select **Set Password** to create a password for the account. (The user name credential was created in the username text box earlier).
 - Generate Random Password: Select this option to have the system generate a password. The *Send email on password change* option is selected by default and must remain selected.
 - Specify Password: Select this option to create a password for the account. The *Send email on password change* option is selected by default, you can clear this option and inform the user of the password manually.
10. In the *SDX Information* pane, enable the account for SDX integration. The SDX information is carried over from the broker account as the default SDX information.
 - Enable SDX: Select to enable SDX integration.
 - Username: The account name authorized to submit SDX Web service requests.
 - Password: The account password for the account authorized to submit SDX Web service requests.
 - DCX Service URL: The Web address of the SDX server hosting the Web service.
11. Click **Save**.

The new user record is saved to the database and appears in the *Users* tab in the list of available user accounts.

Next steps: Once a user account is created, the next step is to define roles and permissions for the user.

Editing a User Account

Pre-requisites: You have the customer set up worksheet or account revision information for the user you intend to edit. You are on the **Edit Broker** screen. You must be assigned to the *Admin* role with write permissions for the Doc Prep application to edit user accounts.

Context: You can edit a user account at any time. Using the customer set up worksheet or account revision information as a guide, you will open the broker account, edit the target user account and save the changes.

Note:

Detailed information about the broker, billing, and SDX information fields is available in the *Data Fields* topic in the *Reference* section.

1. In the *Select Customer* screen, select the customer account that the target broker account is associated with and click **Edit**.

To quickly find a record, type parts of the code or name in the *Filter* text box.

2. In the *Edit Broker* screen, click the **Users** tab.
3. In the *Users* tab, select the user account to modify and click **Edit**.
4. In the *Edit User: Name* screen, make changes to the user account in any of the information panes.
The *Username* field cannot be modified. To edit a user name, you must create a new user account. The application does not provide a copy feature.
5. Click **Save**.
6. Click **Back** to return to the *Brokers* tab.

The updated user record is saved to the database and appears in the *Users* tab in the list of available broker accounts.

Next steps: None.

Viewing Account Activity

Pre-requisites: A user account record exists in the system. You are on the **Edit Broker** screen, in the *Users* tab or you have selected a user account and are on the **Edit User** screen. You must be assigned to the *Admin* role with read permissions for the Doc Prep application to view user account activity.

Context: You can view user account information from two places in the application. On the **Edit Broker** screen, all user account information is displayed in the *Users* tab. at any time. Alternatively, you can open a specific user account for editing and view the *Activity Information* pane at the bottom of the *Information* tab.

1. In the *Edit Broker* screen, select the *Users* tab.
2. In the *Users* tab, last login and password change information is shown along with the user name, first name, and last name of each defined user.
3. To view detailed activity, in the *Users* tab, select the user account to view and click **Edit**.
4. In the *Edit User: Name* screen, select the *Information* tab.
5. In the *Information* tab, scroll down the page to the last section, Activity Information. The section provides the following information.
 - Last Password Change
 - Last Modified By
 - Last Modified On

- Last Login

The activity information for the user account is displayed.

Next steps: None.

Working with User Roles and Permissions

Assigning roles and permission to system users, whether for a customer through a user account or for an internal user, is performed in the **Manage Permissions** screen.

- Adding an Internal User
- Assign Internal User Roles and Permissions
- Assign External User Roles and Permissions

The steps for assigning application roles for each user category differ slightly.

- **External Users:** For a customer user, you must first establish the user account and then assign application roles and permission for the user at the user account level. On the *Edit User* screen, click **Permissions**.
- **Internal User:** For internal users (NA User accounts), the credentials are tied to the users NA domain account (for authentication). An internal user is added to the system when he or she is assigned an application role. On the *Select Customer* screen, click **Manage Permissions**.

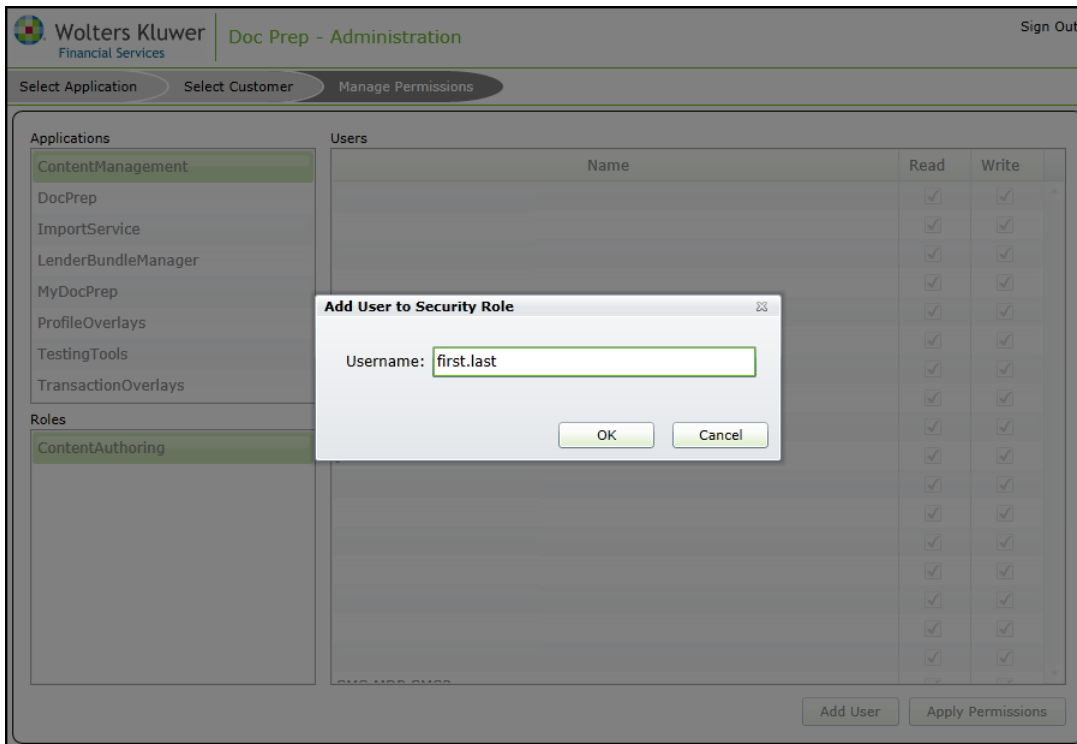
In the *Reference* section, see the *User Management* topic for general information about roles and permissions.

Adding a User (Internal)

Pre-requisites: You are on the **Manage Permissions** screen. You must be assigned to the *Admin* role with write permissions for the Doc Prep application to add an internal user to an application and role combination.

Context: You can add an internal user (meaning a user authenticated on the NA domain using an NA User account) to assign application roles and permissions to at any time.

1. In the *Select Customer* screen, click **Manage Permissions**.
2. In the *Applications* pane, select the application to grant access to from the list of applications.
3. In the *Roles* pane, select the role to assign from the list of available roles.
The available roles are dependent on the selected application.
4. In the *Users* pane, click the **Add User** button.



The screenshot shows the 'Doc Prep - Administration' interface. On the left, there are two panels: 'Applications' and 'Roles'. The 'Applications' panel lists: ContentManagement, DocPrep, ImportService, LenderBundleManager, MyDocPrep, ProfileOverlays, TestingTools, and TransactionOverlays. The 'Roles' panel lists: ContentAuthoring. The main area is titled 'Users' and contains a table with columns: Name, Read, and Write. The table is currently empty. A dialog box titled 'Add User to Security Role' is open in the center. It has a text input field for 'Username:' with the value 'first.last' and two buttons: 'OK' and 'Cancel'. At the bottom right of the main interface, there are two buttons: 'Add User' and 'Apply Permissions'.

5. In the *Add User to Security Role* dialog box, enter the user's NA user name (first.last) and click **OK**.
The user is added to the list of users in the *Users* pane with read permission.

[illegible]

6. In the *Users* pane, select the *Write* option to assign write permissions for the role.
7. In the *Manage Permissions* screen, click **Apply Permissions**.

To delete a user, simply remove the read and write permission from the user and click **Apply Permissions**. The user is removed from the list of users.

The user is added to the system with the defined application role and permissions.

Next steps: You can only add one application role at a time. If the user requires another application role, you must repeat the process.

Assigning Internal User Roles and Permissions

Pre-requisites: You are on the **Manage Permissions** screen. You must be assigned to the *Admin* role with write permissions for the Doc Prep application to create a role. You must know the user's NA user name (first.last), and the application, role, and permission levels.

Context: You can assign application roles and permissions to a valid internal user (meaning a user authenticated on the NA domain using an NA User account) at any time.

Note:

Additional information is available in the *Manage Permissions > Internal Users* topic in the *Screens* section and in the *User Management* topic in the *Reference* section.

1. In the *Select Customer* screen, click **Manage Permissions**.

2. In the *Applications* pane, select the application to grant access to from the list of applications.
3. In the *Roles* pane, select the role to assign from the list of available roles.
The available roles are dependent on the selected application and available users are displayed in the *Users* pane.
4. In the *Users* pane, select the user to assign the application and role combination.
If the target user is not listed in the pane, click **Add User**.
5. In the *Users* pane, select the permissions level to assign to the selected user (read/write).
6. In the *Manage Permissions* screen, click **Apply Permissions**.
To delete a user, simply remove the read and write permission from the user and click **Apply Permissions**. The user is removed from the list of users.

The user is assigned the defined application role and permissions.

Next steps: You can only add one application role at a time. If the user requires another application role, you must repeat the process.

Assigning External User Roles and Permissions

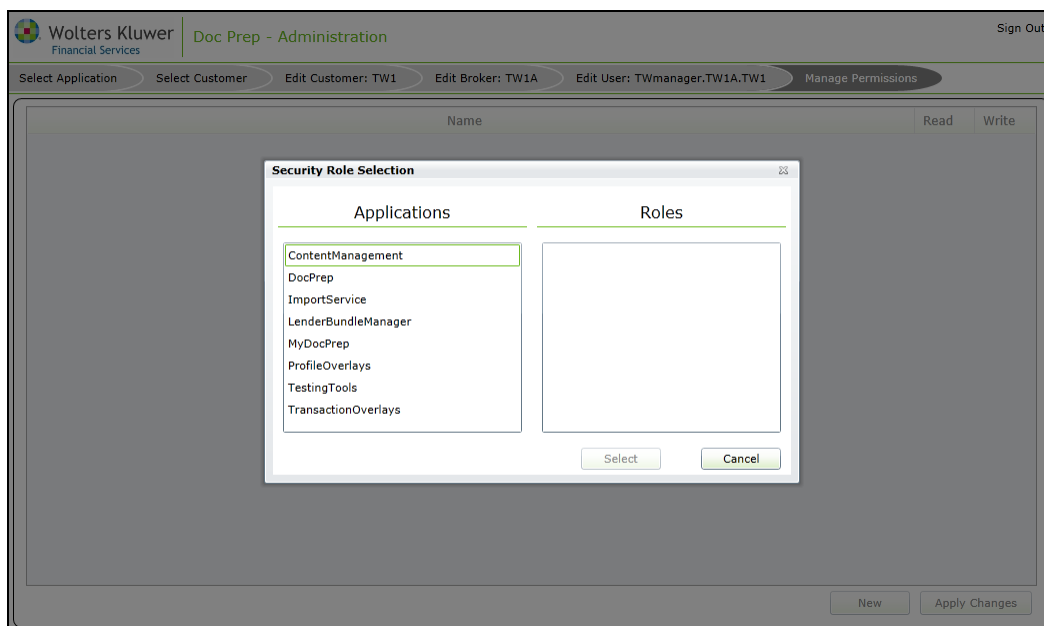
Pre-requisites: You are on the **Edit User** screen. You must be assigned to the *Admin* role with write permissions for the Doc Prep application to create a role.

Context: You can assign application roles and permissions to a valid external user (meaning a user with a user account on the system) or an internal user under a Test User or Alternate Production account at any time.

Note:

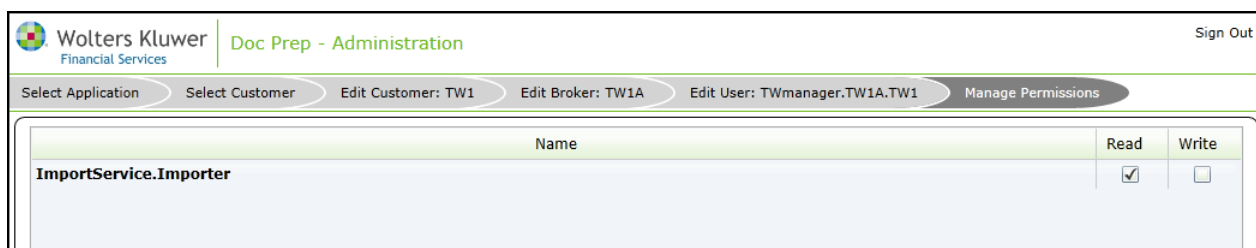
Additional information is available in the *Manage Permissions > External Users* topic in the *Screens* section and in the *User Management* topic in the *Reference* section.

1. In the *Edit User* screen, click **Permissions**.
2. In the *Manage Permissions* tab, click **New**.



3. In the *Security Role Selection* dialog box, select the application and role combination and click **Select**.

The application and role added to the list of security roles in the *Manage Permissions* tab with read permission.



4. In the *Security Roles* pane, select the Write option to assign write permissions for the role.
5. In the *Manage Permissions* screen, click **Apply Changes**.

To delete an application and role combination for a user, simply remove the read and write permission and click **Apply Changes**. The application and role combination is removed from the list.

The application role and permissions are assigned to the user.

Next steps: You can only add one application role at a time. If the user requires another application role, you must repeat the process.

Working with Configuration Management

The **Configuration Manager** is where you define the specific system (authoring, runtime) and associated library database (MISMO, TestMISMO) for the Doc Prep Administration application to point to as you perform testing.

A configuration profile is a representation of a particular environment, or system, within the Doc Prep platform. The *Authoring* profile is used to define configuration settings applied to the Doc Prep Authoring system (Doc Prep tools, MyDocPrep, Content Authoring Suite systems). Additional profiles might include one for the *Runtime* system used in processing transactions.

The profile defines the data store environment that the Doc Prep Administration application uses when processing data. The available profile and set options include:

- Profile: Authoring
 - Set: MISMO
 - Set: TestMISMO

Restriction:

The system currently provides functionality supporting configuration settings for the *Authoring* system only. In addition, the **Configuration** role, associated with the Doc Prep application, is an environment-specific role. This role is only available in the *staging* and *QC* environments. It is not available in the *production (PROD)* environment.

Configuring Settings

Pre-requisites: You have signed on to the Doc Prep Administration application and are on the **Select Application** screen. You must be assigned to the **Configuration** role with write permissions for the *Doc Prep* application to create a configuration setting.

Context: You can define and change the configuration profile for the administration application at any time.

Caution:

Configuration settings are pushed to all components once the change is saved in the **Configuration Manager** screen. All activity conducted in the application is pointed to the system and data store defined in the active configuration profile.

1. In the *Select Application* screen, click **Configuration Management**.

The **Configuration Manager** screens starts.

2. In the *Configuration Profiles* pane, the **Authoring** option is the default profile and you may not be presented other options.
3. In the *Configuration Profiles* pane, select the target data store to define as the active set from the options in the *Active Set* drop-down box.
 - MISMO: This is the environment using valid data.
 - TestMISMO: This is the environment using test data.

Configuration Profiles	
Profile	Active Set
Authoring	<div>TestMismo</div> <div>Mismo</div> <div>TestMismo</div>

4. Click **Save**.

The new configuration settings are saved and immediately committed. All activity conducted in the application is pointed to the system and data store defined in the configuration profile.

Next steps: None.

Working with Properties

Defining properties is done in cases where a particular customer or customer broker has unique data requirements outside the standard, or default, information provided in the customer account *Information* tab. Creating custom properties to support these unique requirements must be done in concert with product development to ensure the platform supports the values for the custom properties.

From the *Properties* tab in the customer or broker account screens, you can perform the following task:

- Define a Custom Property

Defining Custom Properties

Pre-requisites: You have, working with product development, defined the values for the custom property to associate with the customer account. You are on the **Select Customer** screen. You must be assigned to the *Admin* role with write permissions for the Doc Prep application to edit customer accounts.

Context: You can create a custom property to associate with a customer or broker account at any time. This task assumes you have valid values for the property and those values have been verified by product development. Using the property values information as a guide, you will open the customer account and create a custom properties for the account (at either the customer or broker account level).

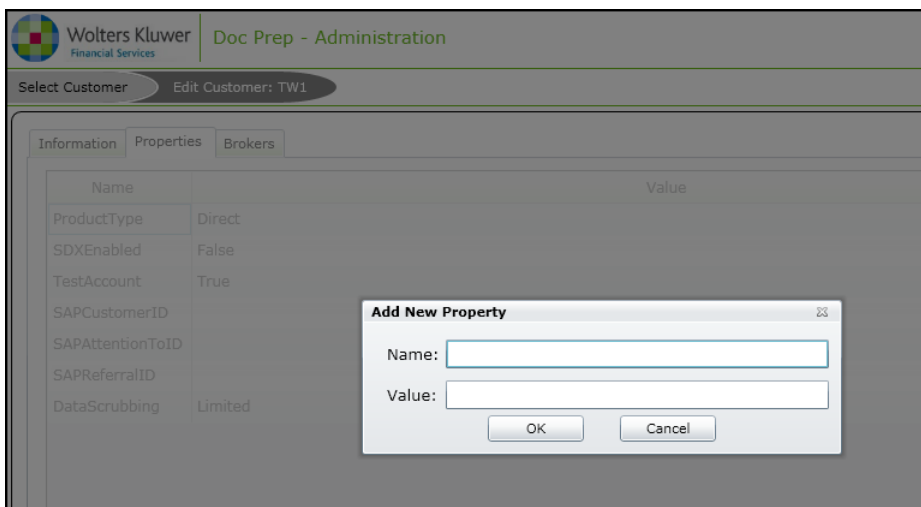
Note:

Detailed information about the custom properties feature is available in the *Properties Tab* topic in the *Screens* section.

1. In the *Select Customer* screen, select the customer account to modify.

To quickly find a record, type parts of the code or name in the *Filter* text box.

2. Select the customer account (or broker account) to associate with the custom property.
3. With the target customer or broker record selected, click **Edit**.
4. In the *Edit Customer/Broker* screen, click the **Properties** tab.
5. In the *Properties* tab, click **New**.



6. In the *Add New Property* dialog box, enter the custom values (name and value pairs) for the custom property.
 - Name: An identifier for a given property. This can be any string and should describe the purpose of the property. For example, *DeliveryRetryLimit*.
 - Value: The value associated with the identifier. For example, *5*.

Important:

The value setting must map to the platform (database) and hence must be a valid value verified by product development.

7. In the *Add New Property* dialog box, click **OK**.

The property is displayed in the list of properties in the *Properties* tab. At this point, it is not saved to the entity record in the database.

8. In the *Properties* tab, click **Save**.

The custom property appears in the *Properties* tab in the list of available properties and is saved to the platform. At this point, the custom property is implemented in Doc Prep processing.

Next steps: None.

Working with Proxy Accounts

Using a proxy account lets you test and troubleshoot loan transactions originating from a customer MDO through a particular customer account. This allows you to submit a transaction through a *proxy account*

that uses the customer account settings without using the customer account credentials. The proxy account feature is configured in the **Doc Prep Administration** application and used in the **Testing Tools** application. The **Testing Tools** application is used to submit transactions through an MDO object for the purpose of testing transaction processing and troubleshooting reported issues.

In the **Doc Prep Administration** application, the *Proxy User* role authorizes an internal user to use the proxy account in the **Testing Tools** application. The role is associated with the *DocPrep* application group as the *ProxyUser* role. Internal users must have write permissions for the *ProxyUser* role to submit a transaction using a proxy account.

Remember:

Using this feature, the proxy account must have the *ImportService.Importer* role assigned as any activity performed through the proxy account assumes the roles and permissions of the proxy.

The proxy account feature is configured as an option in the **Testing Tools** application in the *Settings* tab. In the Settings tab, enter the account name that you wish to submit an MDO under in the *Import Proxy User* field. The feature is implemented when using any of the request methods available on the *Testing Tools* application to submit an MDO transaction.

Note:

When a transaction is submitted through a proxy account, an entry is created in the logs indicating the proxy was initiated and describing the actions taken through the proxy account. That is, actions taken through a proxy are logged accordingly.

Reference

This section provides information around password security, user management (roles, permissions), data fields, and access guidelines.

This section provides reference information for the following.

- [Password Security](#)
- [E-mail Notifications](#)
- [User Management \(Application Roles/Permissions\)](#)
- [Data Fields](#)

Password Security

Passwords are an important part of application security. Application security in **Doc Prep Administration** is handled differently than applications with a direct customer interaction because interaction with the Administration application is largely indirect. This indirect interaction means that customers are not accessing the solution directly on a regular basis but rather are added to the system with credentials defined during the customer account set up process.

Specifically, the key differences in the **Doc Prep Administration** security model are that the application does not require password changes over time (90 days) and does not enforce the same formatting guidelines as applications providing direct customer access.

Note:

Internal users are bound by the password requirements of the NA domain credentials.

The following guidelines apply to user account passwords defined in the **Doc Prep Administration** application.

Required	including at least one of the following:
<ul style="list-style-type: none"> 7 or more characters in length 	<ul style="list-style-type: none"> 1 number 1 special character

If the password you create does not meet these criteria, you are asked to select a new one. In addition to the password criteria mentioned above, the following rules are enforced as standard password controls.

- The account will be locked after five failed sign in attempts.

If a user account is locked, they must then contact an administrator to regain access. If the user account has been locked, for any reason, it can only be unlocked by an individual assigned the **Admin** role for *Doc Prep Administration* application with write permission to unlock an account.

On the **Edit User** screen, click **Unlock** to remove a lock on a user account.

Password change information is provided in the *Activity Information* pane in the *Information* tab on the **Edit User** screen. In the pane, the read-only display is labeled *Last Password Change*. This information is also available in the list of users on the *Users* tab of the **Edit Broker** screen.

E-mail Notifications

The **Doc Prep Administration** application provides e-mail notification for certain circumstances. These include:

- When a password is reset or changed and the *send email on password change* option is selected.
- When the *generate random password* option is selected

Note:

See the topic [Security Information](#) for details about settings that trigger an e-mail notification.

The application does not send e-mail notifications when roles or permissions are added or modified. In addition, the application does not provide any user-defined alerts or e-mail notification options.

Each user (both internal and customer) provides an e-mail address as part of account set up and that e-mail address becomes the e-mail address of record for the account. All system generated e-mail messages are sent to the e-mail of record for a given account.

Non-deliverable Messages

If a system generated e-mail is returned as non-deliverable to the Document Preparation mail server, the bounce back is routed to the customer support e-mail address: customersupport@wolterskluwer.com.

Note:

Non-deliverable e-mail messages are returned to customer support only when submitted in relation to activity in the UAT or production environments.

E-mail Validation

The **Doc Prep Administration** application does not provide validation of an e-mail address entered in the system.

E-mail validation for the Document Preparation solution is implemented through the XML Integrity Checking utility within the Data Scrubbing application and is exclusively applied to e-mail addresses submitted on an MDO transaction. In this context, a validation routine ensures e-mail addresses are well-formed when included on a transaction submitted by a customer (or broker) when the **Scrubbing Options** feature is set to All or Limited for the customer account in the application (Information tab, Scrubbing Information section).

User Management (Application Roles/Permissions)

This reference topic describes the applications, roles, and permission levels supported by the administration application.

The following sections provide a reference for the application roles and permission levels contained within the application.

- User Management Overview
- Content Management Tools
- Doc Prep (Administration and Platform Tools)
- Import Service
- Lender Bundle Manager
- MyDocPrep
- Profile Overlay Manager
- Testing Tools
- Transaction Overlay Manager

User Management Overview

In addition to customer set up and management functionality, the Doc Prep Administration application is used to administer the role-based security realm for the Doc Prep landscape, including the administration application and platform applications such as the *Content Authoring Suite*, *Testing Tool Suite*, *MyDocPrep*, *Support Tool*, and *Web services*.

- **Content Authoring Suite:** Users granted access to any application in the Content Authoring Suite with read permissions are permitted to open the *Content Authoring Suite*. *Content Authoring*

Suite applications include: Content Management Tools, Lender Bundle Manager, Profile Overlay Manager, and Transaction Overlay Manager.

- **Testing Tool Suite:** Users granted access to Testing Tool Suite with write permissions are permitted to submit test transactions through the Testing Tools application. The application that the Testing Tools application is associated is **TestingTools**.
- **MyDocPrep:** Users granted access to the MyDocPrep application with read or write permissions are permitted to access the MyDocPrep application. The application that the MyDocPrep application is associated is **MyDocPrep** and the required role is *User*. Access to billing reports is granted through this or the **Doc Prep** application by assigning the *Reporting* role with *read or write* permissions.
- **Web Services:** Users granted access to Web services with write permissions are permitted to submit a service request. The application name is **Import Service** and the role is *Importer*.
- **Support Tool:** Users are granted access to the Doc Prep Support tool through two unique roles; the *Support* role provides access to monitor loans and change loan status and the *SupportAdmin* role allows one to download XML data for a particular loan. The application that Doc Prep Support Tool roles are associated is **Doc Prep**.

The next sections describe a bit more about roles and applications and the various Doc Prep environments. Next, the specific roles and permissions for each application are defined.

About Roles and Applications


Each supported application is associated with certain roles to provide external users (user accounts) and internal resources (NA users) with access and functional permissions at the application level. Access permissions to an application are granted on the basis of a user being assigned an application role with read permissions.

Important:

The *ContentAuthoring* role is used for several applications. In each case, and for each application, the role is applied differently. That is, it means different things and provides a different set of rights based on the application.

The available roles are defined at the platform level. These default roles are implemented at the platform level as described in this documentation.

The available applications are listed in the *Application* pane, while the roles defined for each application are presented in the *Roles* pane in the **Manage Permission** screen. In this example, the roles *Admin*, *Configuration*, *Proxy User*, *Reporting*, *Support*, and *SupportAdmin* are default roles associated with the **DocPrep** application and are defined at the platform level.


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Financial Services

Doc Prep - Administration

Sign Out

Select Application
Select Customer
Manage Permissions

Applications

- ContentManagement
- DocPrep**
- ImportService
- LenderBundleManager
- MyDocPrep
- ProfileOverlays
- TestingTools
- TransactionOverlays

Roles

- Admin
- Configuration
- FormMapper
- ProxyUser
- Reporting
- Support
- SupportAdmin
- TestRolePermission

Users

Name	Read	Write
------	------	-------

Add User
Apply Permissions

Note:

In this example, the *FormMapper* and *TestRolePermission* roles are a custom role that is not implemented throughout the system. All other listed roles are fully implemented standard roles.

About Environments

Testing (QC) Environment

The **Testing Tools** application and the *User* role associated with the application are applied exclusively at the testing environment (QC environment). Any user assigned the user role for the Testing Tools application is permitted to submit test transactions in the QC environment only. Permissions applied to the **Testing Tools** application are not implemented at the UAT or production environment levels.

QC Environment URL: <https://qc.docprep.com/DocPrepAdmin>

UAT Environment

All applications presented in the *Doc Prep Administration* application are applied at the QC and UAT environment levels. The exception is the **Testing Tools** application, implemented at the QC environment

only. The **Import Service** and **Doc Prep Administration** applications are the only permission levels that are carried to the production environment.

UAT Environment URL: <https://uat.docprep.com/DocPrepAdmin>

Production Environment

The **Import Service** and **Doc Prep Administration** applications are the only applications applied in the production environment. Any user assigned the *importer* role for the *Import Service* is permitted to submit a service request in the production environment. Users can also be assigned roles and permissions for the *Doc Prep Administration* application that are applied in the production environment. Permissions applied to applications other than these two are not implemented in the production environment.

Production Environment URL: <https://www.docprep.com/DocPrepAdmin>

Content Management Tools

The **Content Management** application is an authoring-level function available through the *Content Authoring Suite*. The role, *Content Authoring*, is typically assigned to internal resources (NA user) with responsibility for authoring content - specifically managing MDO schema versions and paths, repeatable elements, and display names in the *Content Management Tools*. Permissions for the **Content Management** application apply to the testing (QC) and UAT environments.

- **Content Authoring:** Provides the ability to access the application and manage schema elements through the Content Authoring Suite.

Role	Permission	Description
ContentAuthoring	Read	No functionality is associated with read permissions.
	Write	Allows user to enter and save data in the Content Management Tools application.

Doc Prep Platform

The **Doc Prep** application is an administrative-level function providing roles for the *Doc Prep Administration* application and platform tools such as the *Doc Prep Support Tool*. That is, the roles and permissions associated with the **Doc Prep** application apply to the *Doc Prep Administration* application and platform tools such as the *Doc Prep Support Tool*. Permissions for the **Doc Prep** application apply to the testing (QC), UAT, and production environments.

- **Admin:** Provides administrative functions for the *Doc Prep Administration* application.
- **Configuration:** Provides access to configure environment settings through the configuration management feature in the *Doc Prep Administration* application. The role is an environment-specific role. It is only available in the *staging* and *QC* environments; it is not available in the *production (PROD)* environment.
- **ProxyUser:** Enables use of a proxy account through the *Testing Tools* application. Using this role, the proxy account must exist and it must have the *ImportService.Importer* role assigned.
- **Reporting:** Provides access to view billing reports through *MyDocPrep*.

- **Support:** Provides access to the *Doc Prep Support Tool* and permissions to monitor loans and change loan status in the tool.
- **SupportAdmin:** Provides access to the *Doc Prep Support Tool* and permissions to download XML data for a loan using the *GetImportData* feature in the tool.

Note:

To provide access to the *MyDocPrep* application, you must assign the user with read or write permissions to the **User** role for the *MyDocPrep* application.

Role	Permission	Description
Admin	Read	No functionality is associated with read permissions. It is not recommended to provide users with read rights at this level; rather, users should be assigned permissions at the application level.
	Write	Allows the user to add accounts at all levels as part of customer set up and enables user management functionality in the Doc Prep Administration application. (The read and write permissions are functionally the same in this case).
Configuration	Read	Allows the user to view configuration settings.
	Write	Allows the user to create and edit configuration settings and modify a configuration profile.
Proxy User	Read	No functionality is provided with read permissions.
	Write	Allows the user to enable proxy account usage in the Testing Tools application. (The read and write permissions are functionally the same in this case).
Reporting	Read	Allows the user to view billing reports in MyDocPrep. (The read and write permissions are functionally the same in this case). The <i>User</i> role associated with the <i>MyDocPrep</i> application overrides this role. That is, if a user has the <i>MyDocPrep User</i> role assigned, they do not require the <i>Reporting</i> role to view billing reports.
	Write	No additional functionality is provided with write permissions.
Support	Read	No functionality is provided with read permissions.
	Write	Allows the user to monitor loans and change loan status in the Doc Prep Support Tool.
SupportAdmin	Read	Allows the user to download XML data for a loan submitted to the import service using the <i>GetImportData</i> feature in the Doc Prep Support Tool.
	Write	No additional functionality is provided with write permissions.

Import Service

The **Import Service** application is a platform-level function that supports communication between a third-party and Doc Prep through Web services. The role, *importer*, is typically assigned to a customer user (user account) who has responsibility for submitting MDO files for processing.

- **Importer:** Provides the ability to submit an MDO on a request message to Doc Prep Web services.

All customers who previously were assigned rights to submit requests using Web services have been migrated over with the appropriate *importer* role for the **Import Service** application. Permissions for the **Import Service** application apply to the testing (QC), UAT, and production environments. If you are submitting transactions using a **proxy account**, the proxy account must have this role assigned.

Note:

The importer role is not directly related to the SDX Information (user credentials). That is, the SDX credentials are not the same as the user account credentials.

Role	Permission	Description
Importer	Read	No functionality is associated with read permissions. You must assign the user write permissions to grant them access and rights to the services.
	Write	Allows user access to Web services layer and the ability to submit a service request.

Lender Bundle Manager

The **Lender Bundle Manager** application is an authoring-level function available through the *Content Authoring Suite*. Permissions for the **Lender Bundle Manager** application apply to the testing (QC) and UAT environments. The roles associated with this application are typically assigned to internal resources (NA users) with responsibility for creating lender bundles and to select individuals authorized to delete bundles and administer locked bundles.

- **Break Lock:** Allows the user to unlock versions checked out by another user.
- **Content Authoring:** Enables viewing (read) and authoring (write) of lender bundle information.
- **Delete Bundle:** Allows the user to delete lender bundles.

Role	Permission	Description
BreakLock	Read	No functionality is associated with read permissions. You must assign the user write permissions to allow them to break a lock on lender bundle.
	Write	Allows user to break an lock set by another user. This is used to force an unlock on a lender bundle component.

Role	Permission	Description
ContentAuthoring	Read	Allows user to access the CAS Suite and the Lender Bundle Manager application to view information. The user is unable to save data.
	Write	Allows user to create lender bundles.
DeleteBundle	Read	No functionality is associated with read permissions. You must assign the user write permissions to allow them to delete a lender bundle.
	Write	Allows user to delete a lender bundle.

MyDocPrep

The **MyDocPrep** application is an application that provides library management, administration, billing, and configuration functionality supporting the Doc Prep solution. The role, *user*, is typically assigned to an internal user (NA account) who has responsibility for testing, configuring, or processing content through library management.

- User: Provides the ability to access the MyDocPrep application and all modules contained in the system.

Permissions for the **MyDocPrep** application apply to the testing (QC), UAT, and production environments.

Note:

The *Reporting* role associated with the **Doc Prep** application is used to provide view access to billing reports in MyDocPrep. The *User* role in the **MyDocPrep** application provides the same access to view billing reports as the *Reporting* role. Users do not need to be assigned the *Reporting* role if they are granted permissions through this *MyDocPrep User* role.

Role	Permission	Description
User	Read	Allows user access to the MyDocPrep application and all modules of the application.
	Write	Allows user access to the MyDocPrep application and all modules of the application. (The read and write permissions are functionally the same in this case).

Profile Overlay Manager

The **Profile Overlays** application is an authoring-level function available through the *Content Authoring Suite*. The role, *Content Authoring*, is typically assigned to internal resources (NA users) with responsibility for creating transaction overlays in the *Profile Overlay Manager*. Permissions for the **Profile Overlay Manager** application apply to the testing (QC) and UAT environments.

- Content Authoring: Enables viewing (read) and authoring (write) of profile overlay information.

Role	Permission	Description
ContentAuthoring	Read	Allows user to access the CAS Suite and the Profile Overlay Manager application to view information. The user is unable to save data.
	Write	Allows user to create profile overlays.

Testing Tools

The **Testing Tools** application is a testing application available in the *Testing Tool Suite*. The role, *User*, is typically assigned to internal resources (NA users) with responsibility for testing within the Testing Tools application. The **Testing Tools** application, and *user* role, applies to the testing (QC) environment only. The application role is not implemented at the UAT or production environment levels.

- User: Provides the ability to access the Testing Tools application and submit transactions in the application.

Note:

To enable the use of proxy accounts in the **Testing Tools** application you must also have the *ProxyUser* role in the *DocPrep* application assigned with Write permissions.

Role	Permission	Description
User	Read	No functionality is associated with read permissions. You must assign the user write permissions to grant them access and rights to the tools.
	Write	Allows the user to submit test transactions.

Transaction Overlay Manager

The **Transaction Overlays** application is an authoring-level function available through the *Content Authoring Suite*. The role, *Content Authoring*, is typically assigned to internal resources (NA users) with responsibility for creating transaction overlays in the *Transaction Overlay Manager*. Permissions for the **Transaction Overlay Manager** application apply to the testing (QC) and UAT environments.

- Content Authoring: Enables viewing (read) and authoring (write) of transaction overlay information.

Role	Permission	Description
ContentAuthoring	Read	Allows user to access the CAS Suite and the Transaction Overlay Manager application to view information. The user is unable to save data.
	Write	Allows user to create transaction overlays.

Data Fields

This reference topic pertains to the data fields available in the application.

The following sections provide a field-level reference for the user input fields contained within the application.

- Application Level
- Customer Information
- Broker Information
- User Information
- Billing Information
- Security Information
- SDX Information
- Data Scrubbing Information
- Activity Information
- Properties
- Configuration Management

Application Level

Application level fields are specific controls related to how information is displayed in the application. They are not data fields used to populate the database to create or modify customer records and have no bearing on the output of any forms.

Field Name	Type	Constraint	Usage
Filter	Text box	Optional	The field is used to search for customer records. It is available on the Select Customer screen, Brokers tab, and New Broker screen.
Show inactive <i>entity</i>	Check box	Optional	The field is used to control the display of customer records on the Select Customer screen. If selected, inactive account records are included in the list display for the customer, broker, or user account.

Customer Information

Customer information is contained in the customer set up worksheet and entered in the *Information* pane when adding or editing customers records in the **New Customer** or **Edit Customer** screens.

Field Name	Type	Constraint	Description
Code	Text box	Required	A unique 3-5 digit code associated with the customer or broker.
Name	Text box	Required	The name of the company.
Address	Text box	Required	The street address (physical address) of the company. This value is informational only and is not the physical address of record for transaction records.
City	Text box	Required	The city, as part of the physical address, of the company. This value is informational only and is not the physical address of record for transaction records.
State	Combo box	Required	The state, as part of the physical address, of the company. This value is informational only and is not the physical address of record for transaction records.
Zip	Text box	Required	The postal code (ZIP code), as part of the physical address, of the company. This value is informational only and is not the physical address of record for transaction records.
Primary Contact	Text box	Optional	The name of the person at the company organization serving as the contact for customer support for billing or user set up issues.
Primary Email	Text box	Optional	The e-mail address of the primary contact.
Phone Number	Text box	Optional	The phone number of the primary contact.
Customer Active	Check box	Required	A designation defining if the company account is active. The default setting is for this value to be selected, indicating the company account is active. If the option is cleared, not selected and indicating the account is inactive, the company account record is maintained in the database but is not displayed in the company list unless the Show inactive customers option is selected on the Customers tab.

Field Name	Type	Constraint	Description
Acct Type	List box	Required	A designation defining a type for the company account. The account types include: default, standard, and test. If the type is defined as test , transactions submitted by the customer are processed as test transactions in the system and the customer is not billed for the transaction.

Broker Information

Broker information is contained in the customer set up worksheet and entered in the *Information* pane when adding or editing broker records in the **New Broker** or **Edit Broker** screens. Broker records are always associated with a particular customer.

Field Name	Type	Constraint	Description
Code	Text box	Required	A unique 3-5 digit code associated with the customer or broker.
Name	Text box	Required	The name of the broker.
Address	Text box	Optional	The street address (physical address) of the broker. This value is informational only and is not the physical address of record for transaction records.
City	Text box	Optional	The city, as part of the physical address, of the broker. This value is informational only and is not the physical address of record for transaction records.
State	Combo box	Optional	The state, as part of the physical address, of the broker. This value is informational only and is not the physical address of record for transaction records.
Zip	Text box	Optional	The postal code (ZIP code), as part of the physical address, of the broker. This value is informational only and is not the physical address of record for transaction records.
Broker Email	Text box	Optional	The e-mail address of the primary contact.
Phone Number	Text box	Optional	The phone number of the primary contact.

Field Name	Type	Constraint	Description
Broker Active	Check box	Required	A designation defining if the broker account is active. The default setting is for this value to be selected, indicating the broker account is active. If the option is cleared, not selected and indicating the account is inactive, the broker account record is maintained in the database but is not displayed in the broker list unless the Show inactive brokers option is selected on the Brokers tab.
Acct Type	List box	Required	A designation defining a type for the broker account. The account types include: default, standard, and test. If the type is defined as test , transactions submitted by the customer are processed as test transactions in the system and the customer is not billed for the transaction.

User Information

User information is contained in the customer set up worksheet and entered in the *Information* pane when adding or editing user records in the **New User** or **Edit User** screens. User records are always associated with a particular broker.

Field Name	Type	Constraint	Description
Username	Text box	Required	The user name must be unique and is appended with the customer and broker codes by the system. An example user name might be: <i>johnsmith.TW1A.TW1</i> where the customer code is <i>TW1A</i> and broker code is <i>TW1</i> .
First	Text box	Required	The first name of the user.
Last Name	Text box	Required	The last name of the user.
Email Address	Text box	Required	The e-mail address of the user.
Phone Number	Text box	Optional	The phone number of the user.
Comment	Text box	Optional	This is free text where you can enter any user-specific notes.

Field Name	Type	Constraint	Description
Account Active	Check box	Required	A designation defining if the user account is active. The default setting is for this value to be selected, indicating the user account is active. If the option is cleared, not selected and indicating the account is inactive, the user account record is maintained in the database but is not displayed in the user list unless the Show inactive users option is selected on the Users tab.
Acct Type	List box	Required	A designation defining a type for the user account. The account types include: default, standard, and test. If the type is defined as test , transactions submitted by the user are processed as test transactions in the system and the customer is not billed for the transaction.

Billing Information

Billing Information is associated with a customer record in the *Information* pane when adding or editing customers records in the **New Customer** or **Edit Customer** screens.

Field Name	Type	Constraint	Description
SAP Customer ID	Text box	Required	An SAP code (SAP Sold-To ID) associated with the customer and used for billing/invoicing purposes. This value appears on the billing invoice. It appears on billing reports as the <i>Invoice Sold-To ID</i> .
SAP Referral Partner Customer ID	Text box	Optional	A string value of characters (number, letters, special characters) associated with a SAP customer account and used to apply revenue sharing at the system level. The referral partner customer ID, when entered, ensures the appropriate revenue sharing is carried throughout the billing process in the SAP system. This is applied at the customer level only. This value does not appear on billing reports

Field Name	Type	Constraint	Description
SAP Bill-To ID	Text box	Optional	A number (SAP ID) that maps to a SAP customer bill to address used for billing/invoicing. This code defines a bill to address that differs from the customer ID (sold to) and is used in cases where the invoice recipient differs from the customer, or sold to, entity. The processing of this field is as follows: 1) If there is no <i>SAP Bill-To ID</i> and no <i>SAP Override</i> , the SAP Customer ID (sold to) is used as the <i>bill to</i> identifier, 2) If an <i>SAP Bill-To ID</i> is present and it differs from the <i>SAP Customer ID</i> and no <i>SAP Override</i> is defined, the SAP Bill-To ID is used as the <i>bill to</i> identifier, and 3) If an <i>SAP Override</i> is present, the SAP Override is used as the <i>bill to</i> identifier.
SAP Bill-To Attention ID	Text box	Optional	A number (SAP ID) that maps to a SAP customer name or department and used for billing/invoicing. This value appears in the <i>Attention To:</i> block on the billing invoice. It does not appear on billing reports.
Product Type	List box	Required	The billing entity to define for the customer. The default value is Direct billing. Other options include BPO and Default.

Security Information

Security Information is associated with a user account in the *Information* pane when adding or editing user records in the **New User** or **Edit User** screens.

Field Name	Type	Constraint	Description
Set Password	Check box:	Required	
Generate Random Password	Option box:	Optional	Creates a system generated random password for the user account. The password is then included in an e-mail message submitted to the e-mail address associated with the user account.
Specify Password	Option box with text entry:	Optional	Allows you, as the Doc Prep administrator, to define the password to associate with the user account.

Field Name	Type	Constraint	Description
Send email on password change	Check box:	Required	Triggers a system generated e-mail message to the user account e-mail address when the account password has been created or modified. This is required when generating a random password and is optional if creating or modifying the password manually.

Note:

Any non-deliverable e-mail is returned to the customer support e-mail address (customersupport@wolterskluwer.com).

SDX Information

SDX Information is associated with a customer record in the *Information* pane when adding or editing customers records in the **New Customer** or **Edit Customer** screens.

Field Name	Type	Constraint	Description
Enable SDX	List box	Required	Enables SDX integration with customer submitted transactions. The default value is No .
Username	Text box	Required (if enabled)	The account name authorized to submit SDX Web service requests. This is provided in the customer setup instructions and should not be changed.
Password	Text box	Required (if enabled)	The password associated with the user account authorized to submit SDX Web service requests. This is provided in the customer setup instructions and should not be changed.
DCX Service URL	Text box	Required (if enabled)	The Web address of the SDX server that hosts the Web service; for example, https://servername.domain.tld.

Data Scrubbing Information

Data Scrubbing Information is associated with a customer record in the *Information* pane when adding or editing customers records in the **New Customer** or **Edit Customer** screens.

For more information about the data scrubbing component, including details around the *limited scrubbing list*, supported characters, and special character handling, see the *Data Scrubbing Integration Guide*.

Field Name	Type	Constraint	Description
Scrubbing Options	List box	Required	Defines the data scrubbing level to apply to transactions submitted through the customer account. The default value is Limited .
All			All elements submitted in the MDO file are subject to scrubbing. All invalid characters are removed from any element submitted in the MDO file and an appropriate warning message is returned.
Limited			Only elements contained on the <i>limited scrubbing list</i> are processed through the data scrubbing mechanism. This is the default setting and enables a limited scrubbing routine where an invalid character submitted on the MDO is removed from the element and special characters are converted to escaped HTML characters.
None			This option excludes the submitted MDO from data scrubbing.

Note:

The **Limited** scrubbing option, when specified, applies data scrubbing to the elements defined in the *limited scrubbing list*. For elements on the limited scrubbing list, any characters **not** included in the list of supported characters are removed from the MDO.

Activity Information

Activity Information is associated with a user account in the *Information* pane when adding or editing user records in the **New User** or **Edit User** screens. Activity information is system generated and presented as read-only.

Field Name	Type	Constraint	Description
Last Password Changed	date/Time	read-only	The date and time of the most recent password change.
Last Modified By	string	read-only	The identity of the user who initiated the most recent change to the user record.
Last Modified On	date/Time	read-only	The date and time of the most recent change to the user record.
Last Login	date/Time	read-only	The date and time of the most recent sign on (successful) by the user.

Properties

Properties information is associated with a customer record in the *Properties* pane when adding or editing customers records in the **New Customer** or **Edit Customer** screens. Properties can be added or deleted; a property cannot be edited once it is saved.

Important:

The name and value pair defining a property must be mapped to the database at the platform level. There is no data validation associated with the data supplied through the *Properties* tab. For this reason, a custom property must be verified by product development prior to being created in the Doc Prep Administration application.

Field Name	Type	Constraint	Description
Name	Text box	Required	An identifier for a given property.
Value	Text box	Required	The value associated with the identifier.

Configuration Management

Configuration settings are associated with a configuration profile in the *Configuration Profiles* pane in the **Configuration Manager** screen.

Field Name	Type	Constraint	Description
Profile	Text box	Default	The target system (environment) available for configuration. The default (and currently available) option is Authoring.
Active Set	List box	Required	The target data store (library database) for the Doc Prep Administration application to point to in data processing. The available options include: MISMO and TestMISMO.
Last Changed By	Text box	read-only	The identity of the user who initiated the most recent change to the configuration setting.
Last Changed	date/Time	read-only	The date and time of the most recent change to the configuration setting.

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