NAVEX GLOBAL®

version 10.6

PolicyTech Policy and Procedure Management

Third-Party Contacts Supplement

PolicyTech® 10.6 Third-Party Contacts Supplement

10/3/2018

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Third-Party Accounts Overview for Administrators

Important: The **Third-Party Accounts** module must be purchased separately from PolicyTech licenses. If you have questions about or want to purchase the **Third-Party Accounts** module, call Client Support at 888-359-8123 (toll-free in the U.S. and Canada) or 208-359-8123.

The **Third-Party Accounts** module lets you and other users do the following in PolicyTech:

- Add a vendor or client as an account
- Add any of the vendor's or client's employees—called contacts in PolicyTech—to an account
- Assign third-party contacts to write, review, or read a document or complete a questionnaire
- Have third-party contacts receive notification and reminder emails to complete their writing, reviewing, or reading tasks

Setting up third-party accounts consists of the following tasks:

Adding a Third-Party Account

Adding a Third-Party Contact

Working with Account Manager

Enabling Third-Party Contact Assignments in a Template

After setting up third-party accounts, refer users to the following topics:

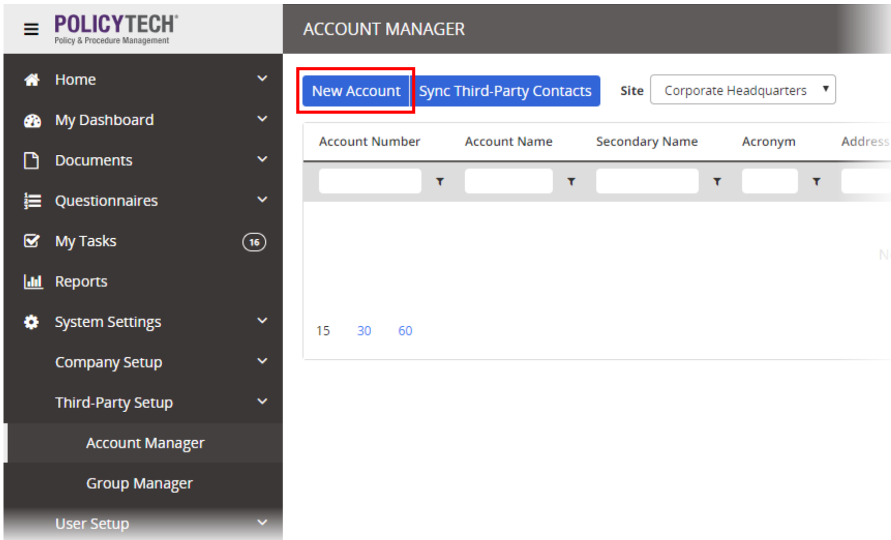
Assigning Tasks to a Third-Party Contact

Completing a Task as a Third-Party Contact

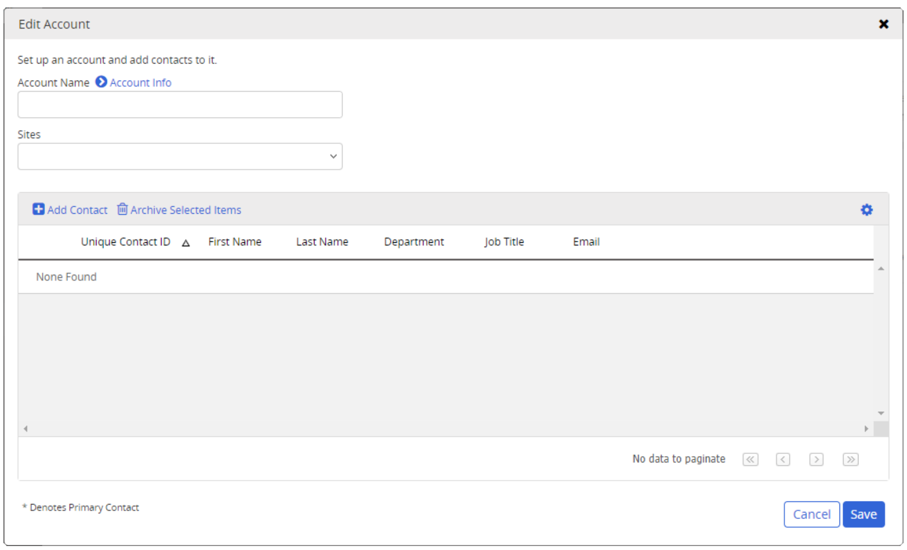
Logging in to PolicyTech as a Third-Party Contact

Adding a Third-Party Account

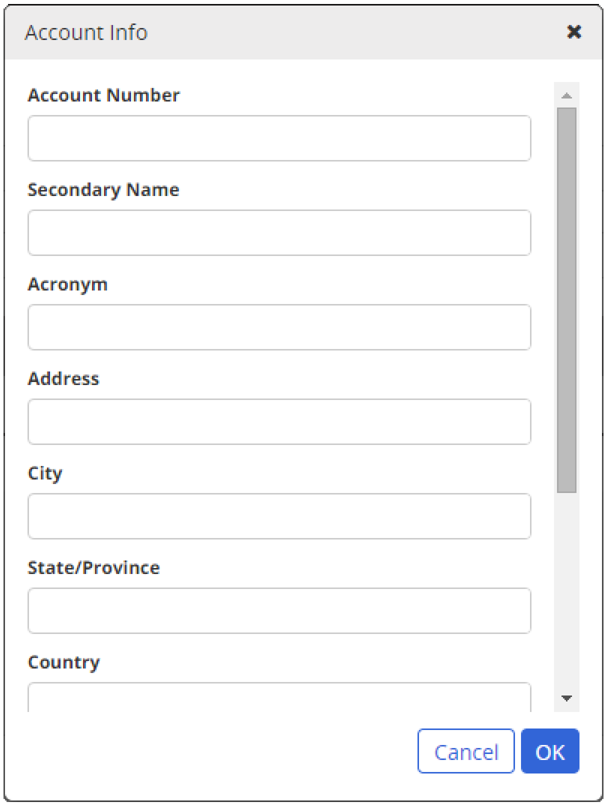
1. Click **System Settings**.
2. Click **Third-Party Setup**, and then click **Account Manager**.
3. Click **New Account**.



4. Type a name for the account.



5. (Optional) Click **Account Info**, add information about this account, and then click **OK**.



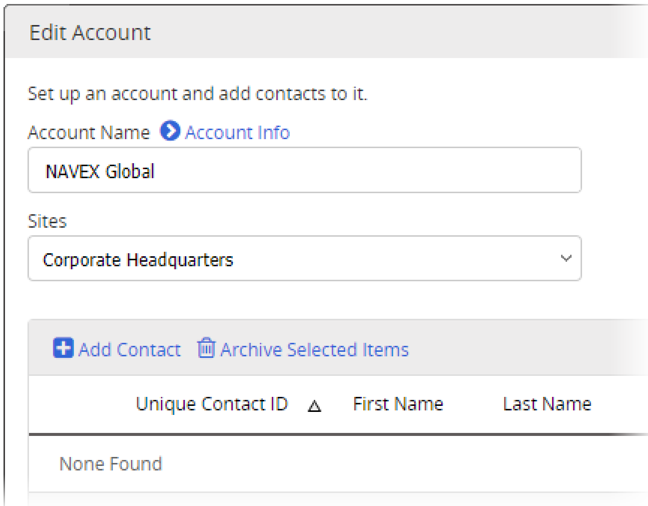
6. For **Sites**, select the sites where users from this account can be assigned to documents and questionnaires.
7. Click **Save**.
8. (Optional) Repeat steps 1 through 7 to add other accounts.

Adding a Third-Party Contact

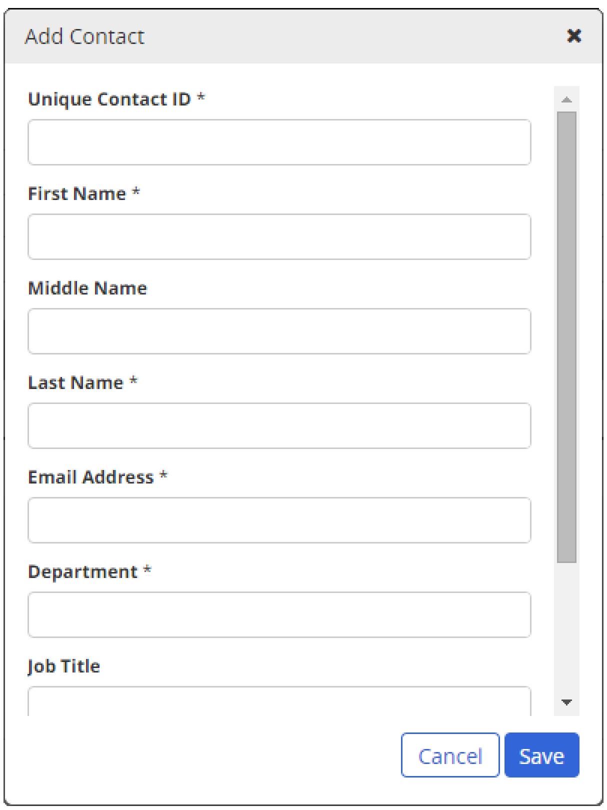
1. Click **System Settings**.
2. Click **Third-Party Setup**, and then click **Account Manager**.
3. Click an account to open the **Accounts** form.

Note: If no accounts exist yet, you'll need to add one before you can add a contact. See Adding a Third-Party Account.

4. Click **Add Contact**.



5. In the **Add Contact** window, provide at least the following information: **Unique Contact ID**, **First Name**, **Last Name**, **Email Address** (for task notifications), **Department**.



6. (Optional) If there are multiple contacts for the current account and you want to designate this person as the primary contact, select **Primary Contact** at the bottom of the **Add Contact** form.

Notes:

- When assigning third-party contacts to review or read/complete a document/questionnaire, you have the option of assigning only primary contacts.
- In all third-party contact lists, account representatives are marked with an asterisk (*).

7. Click **Save**.
8. (Optional) Repeat steps 4 through 7 to add other contacts to this account.
9. In the **Accounts** window, click **Save**.

Working with Account Manager

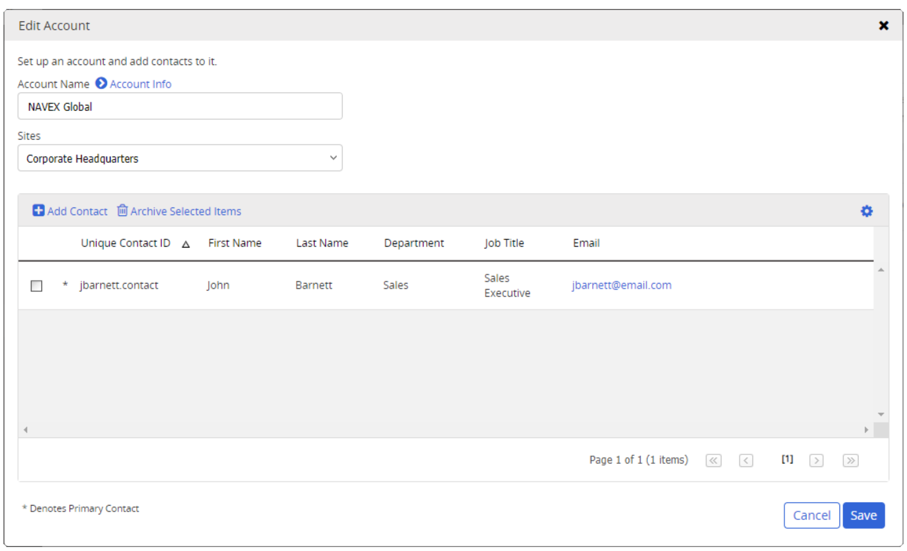
In the third-party **Account Manager**, you can do any of the following:

Edit or Archive an Account

Click the account name, and then do one of the following:

- Make changes, and then click **Save**.
- Click **Archive**, and then click **Yes**.

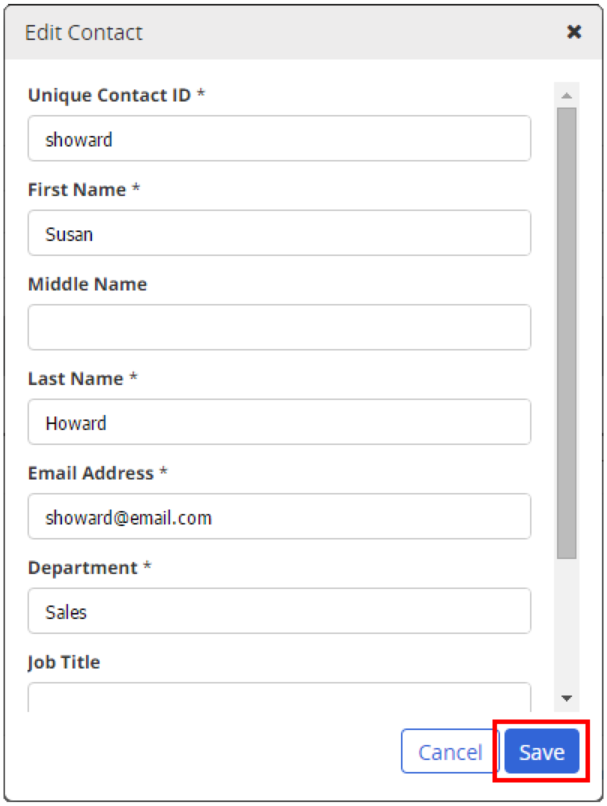
Note: The account and all of its contacts are moved to the **Archive** (see "Restoring an Account or Contact" below).



Edit or Archive a Contact

Click the account containing the contact record, click the contact name, and then do one of the following:

- Make changes, click **Save**, and then, in the **Accounts** window, click **Save**.



- In the **Account Manager** list, select one or more contacts, click **Archive Selected Items**, and then click **Save**.

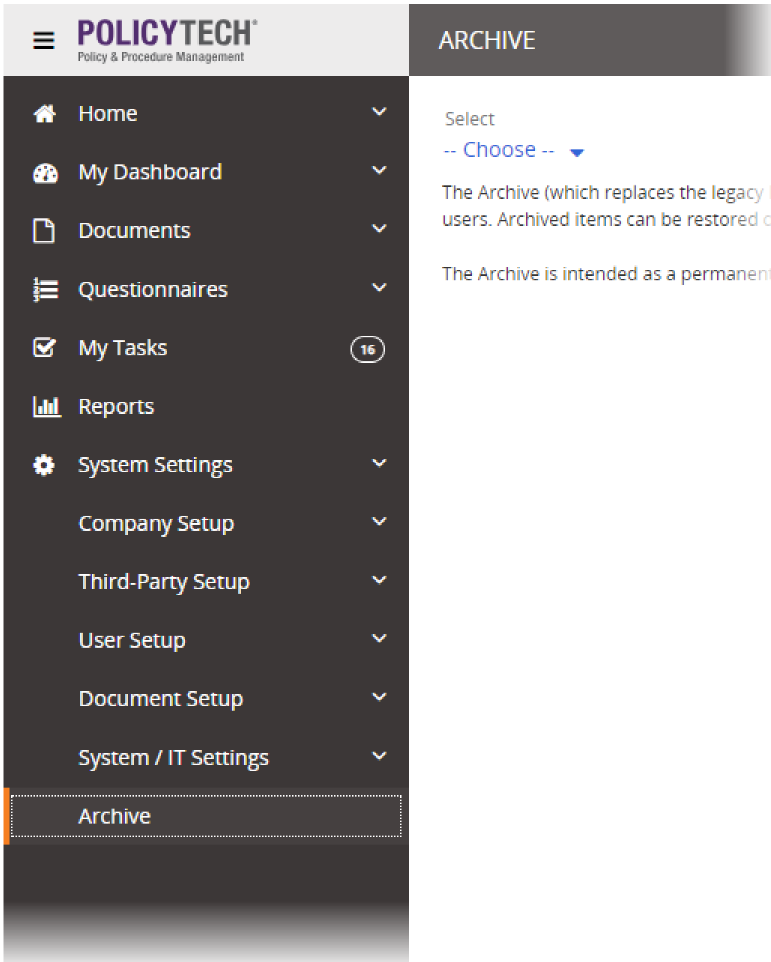
Note: The contact is moved to the **Archive** (see "Restoring an Account or Contact" below).

Restore an Account or Contact

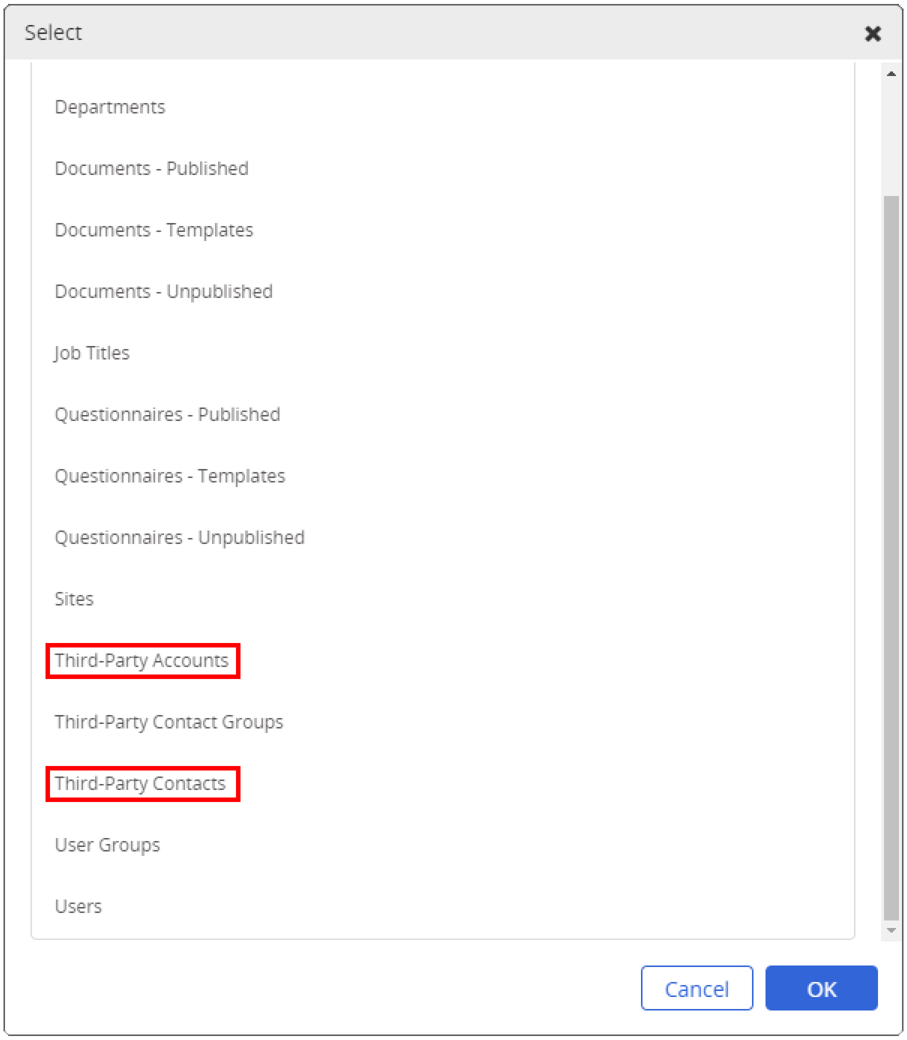
When you archive an account or a contact, it is moved to the **Archive**, where it is permanently stored for future reference, unless you restore it or permanently delete it.

Important: If both a contact and the account to which the contact belongs are archived, you must restore the account before you can restore the contact.

1. In the left sidebar menu, click **System Settings**, and then click **Archive**.



2. Select **Third-Party Accounts** or **Third-Party Contacts**, and then click **OK**.



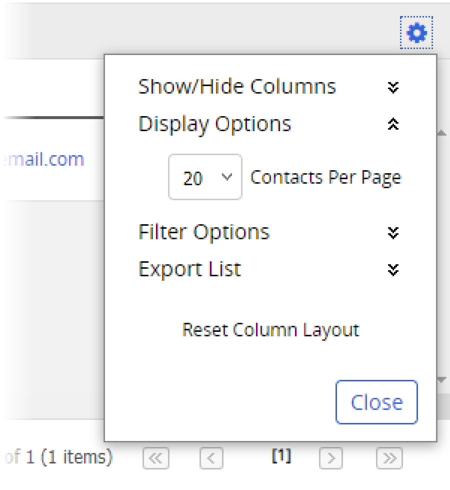
3. Select the one or more accounts or contacts, click **Restore Selected**, and then click **OK**.

Email a Contact

If the **Email** column is shown in a contact list, click a contact's email address to open your default email application with that address on the **To** line.

Change the Number of Contacts Displayed Per Page

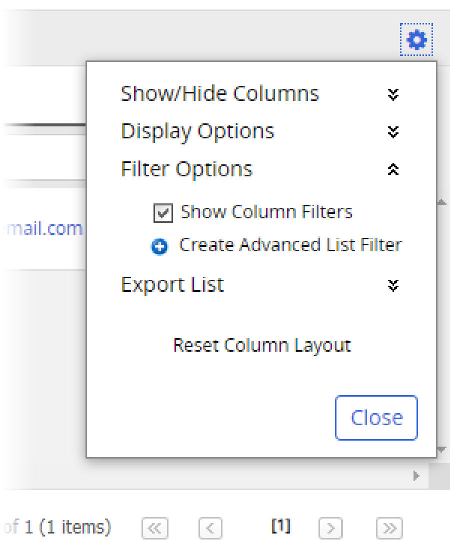
In the **Edit Account** window, click , and then click **Display Options**. Select a **Contacts Per Page** option, and then click **Close**.



Use Filters to Narrow an Account or Contact List

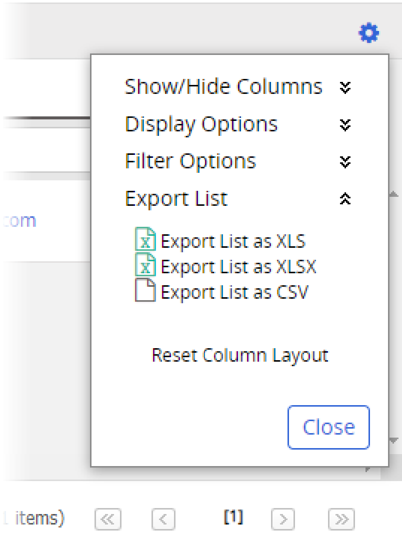
Do one of the following:

- To use a filter in an **Account Manager** list, see "Applying Filters to a User Grid" in the Administrator's Guide.
- In the **Edit Account** window, click , click **Filter Options**, and then click **Show Column Filters**. See "Applying Filters to a User Grid" in the Administrator's Guide for further instructions.



Export an Account or Contact List

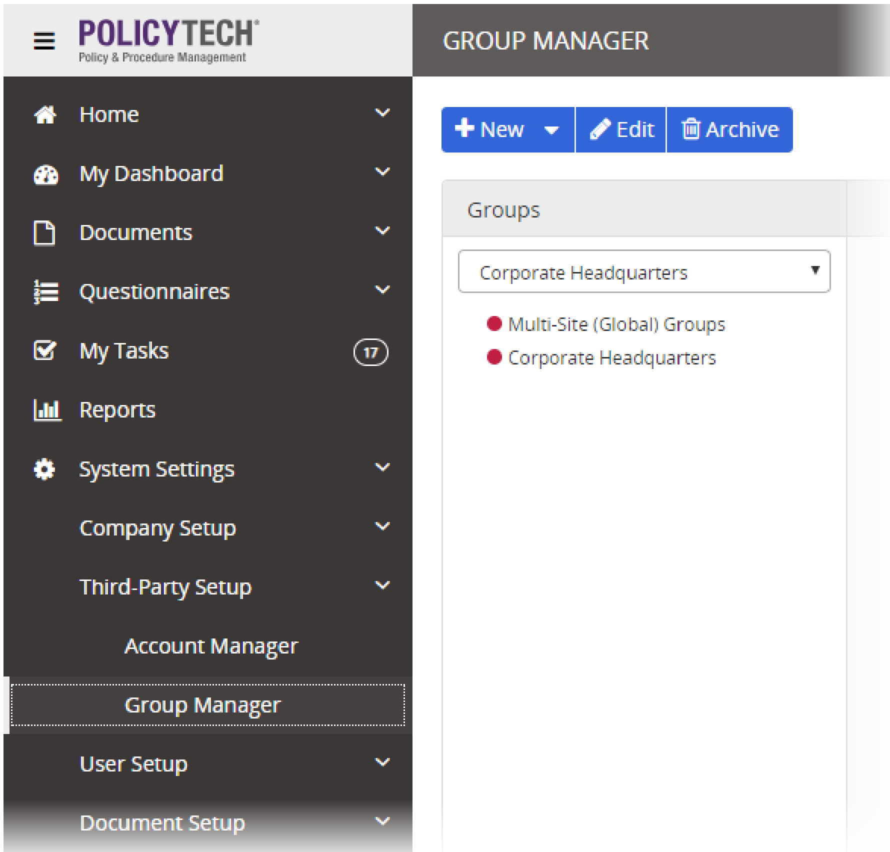
Click , click **Export List**, click an export format, and then follow the prompts to open or save the exported file.



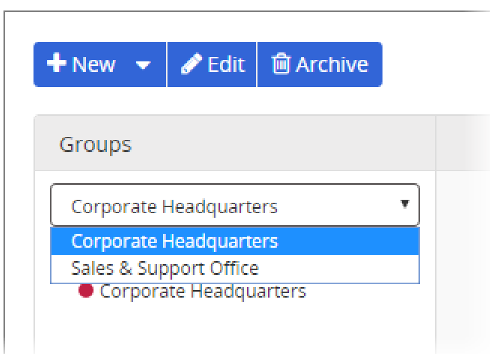
Adding an Assignee Group for Third-Party Contacts

After adding accounts and contacts, you can create contact groups that document owners can use to quickly assign multiple contacts at once to read a document. You can add an assignee group that includes third-party contacts from a single site or a group that includes third-party contacts from multiple sites.

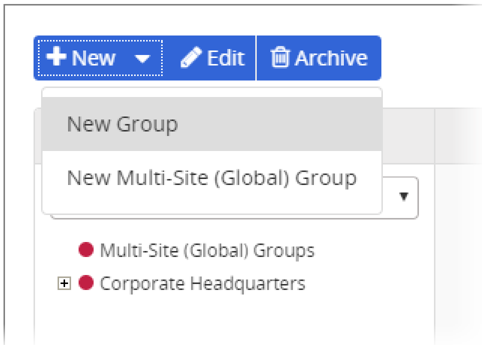
1. Click **System Settings**, click **Third-Party Setup**, and then click **Group Manager**.



2. If your PolicyTech system has multiple sites, select a site containing at least some the third-party contacts you want to assign to the group.



3. Click **New**, and then click **New Group** or **New Multi-Site (Global) Group**.

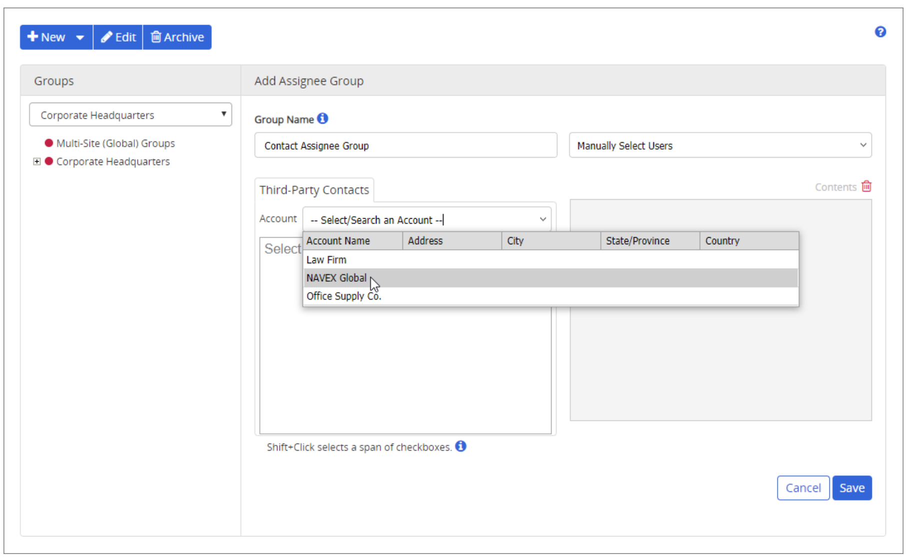


4. Type a group name.

5. In the list after the group name, do one of the following:

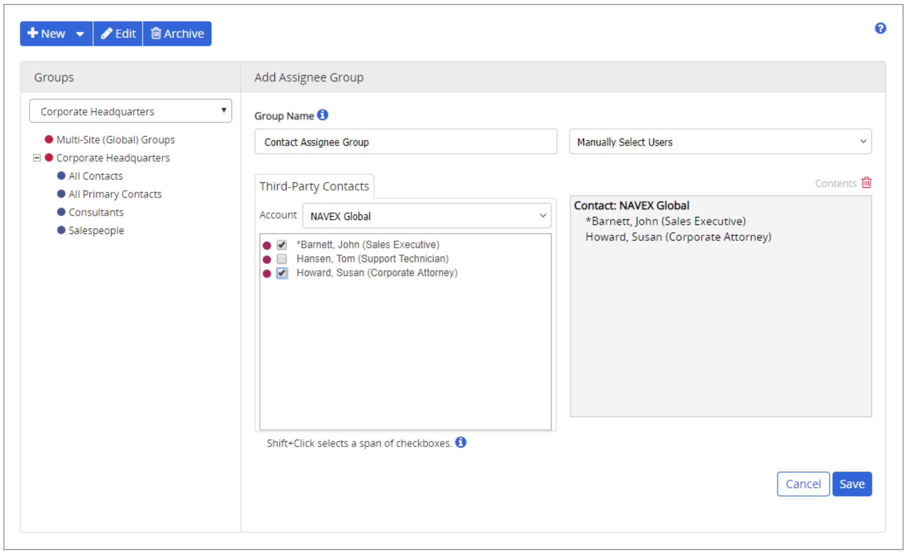
   - To include specific contacts from specific sites and accounts, click **Manually Select Users**, and then do the following.

     a. In the **Account** list, click an account that includes at least one of the contacts you want to include.



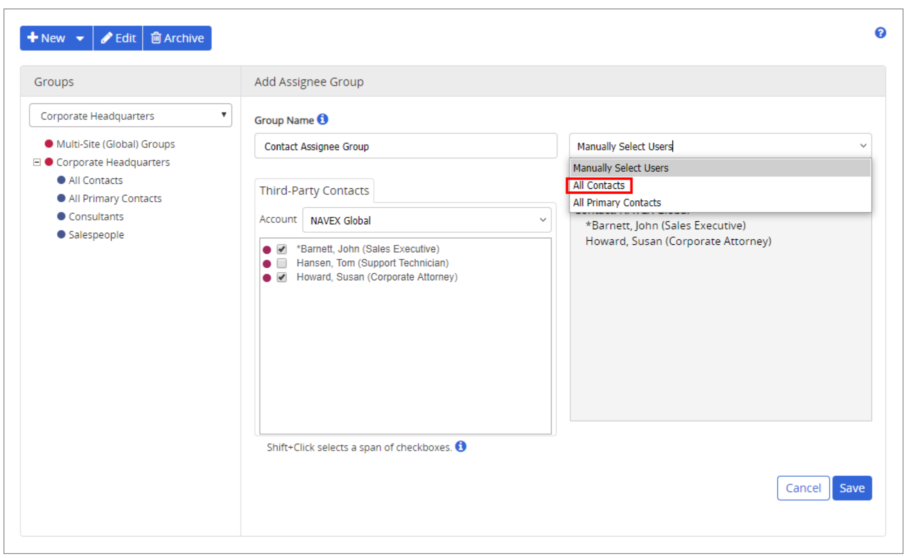
     b. Select each contact you want included in the group.

Note: Contacts designated as account representatives are marked with an asterisk (*).



c. (Optional) Repeat steps a. and b. to select contacts from a different account.

- To include all contacts from all accounts in the currently selected site, select **All Contacts**.



- To include only those contacts designated as account representatives for all accounts in the currently selected site, select **All Primary Contacts**.

6. (Multi-site group only) Select a different site, and then repeat step 5 to select additional contacts.

7. Click **Save**.

Enabling Third-Party Contact Assignments in a Template

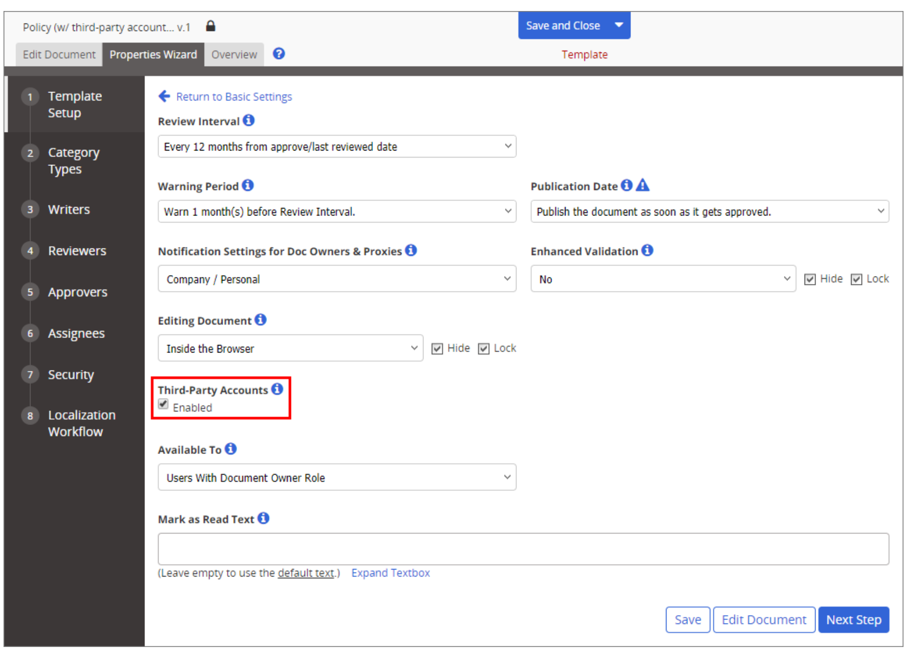
A third-party contact can be designated as a writer, reviewer, or assignee when creating a document or questionnaire. However, a document owner can assign third-party contacts to a document/questionnaire only after you enable that functionality in the template assigned to that document/questionnaire.

Important: Do not enable third-party contacts for a template used to create sensitive documents/questionnaires. This will help avoid document owners from accidentally or maliciously assigning third-party contacts to those documents/questionnaires.

1. Click **System Settings**.
2. Click **Document Setup**, and then click **Templates**.
3. Do one of the following:
   - Click an existing template to open it.
   - Click **New Template**, type a title, and then click **Save**.

Note: If the Questionnaire Module is enabled in your PolicyTech system, click the **Documents** or **Questionnaires** tab before clicking **New Template**.

4. In **Template Setup**, click **Optional Settings**.
5. Select **Enable Third-Party Accounts**.

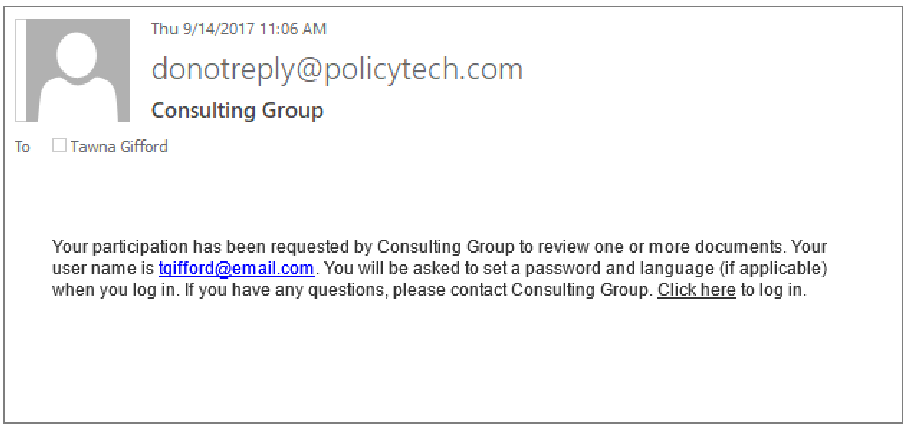


6. (Optional) If this is a new template, finish setting up the template.
7. Click **Save and Close**.
8. Inform document owners that the template is available for assigning third-party accounts to a document/questionnaire.

Important: If you modified an existing template that has already been assigned to documents/questionnaires, document owners must reapply the template before they can assign third-party contacts. Refer document owners to "Changing or Reapplying a Template" in the User's Guide for detailed instructions.

About the Welcome Email

The first time a task, such as reviewing or reading a document, is assigned to a third-party contact, a special introductory email is sent to the contact. The email includes your company name as the task requester and login instructions, as shown in the example below.

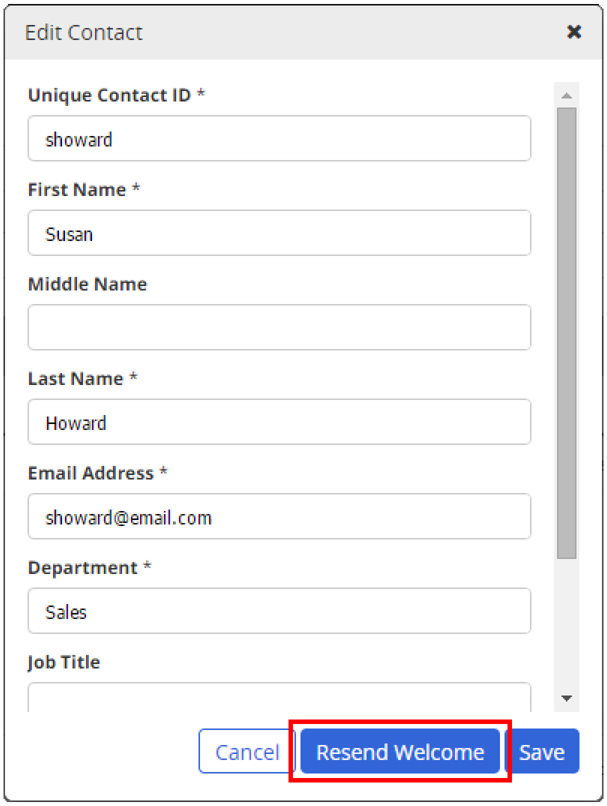


Resending a Welcome Email

If a third-party contact can't find or has deleted the welcome email, you can resend it.

1. Click **System Settings**, click **Third-Party Setup**, and then click **Account Manager**.
2. Click an account to view its contacts, and then click a contact.
3. In the **Edit Contact** window, click **Resend Welcome**.

Note: If you don't see the **Resend Welcome** button, then this contact has not yet been assigned a PolicyTech task.


Edit Contact
Unique Contact ID *
showard
First Name *
Susan
Middle Name
Last Name *
Howard
Email Address *
showard@email.com
Department *
Sales
Job Title
Cancel
Resend Welcome
Save

Using Third-Party Contact Features

If you are a document owner and need to assign third-party contacts to write or review a document or questionnaire, read a document, or complete a questionnaire, see Assigning Tasks to a Third-Party Contact.

If you are a third-party contact who has been assigned to write, review, or read/complete a PolicyTech document/questionnaire, see the following sections:

Completing a Task as a Third-Party Contact

Logging In Directly to PolicyTech as a Third-Party Contact

Assigning Tasks to a Third-Party Contact

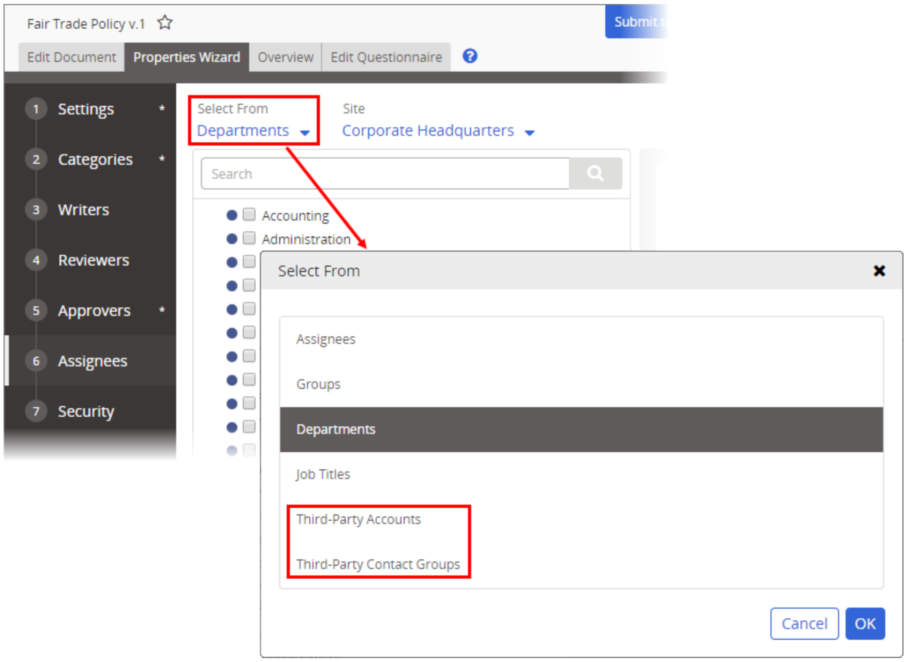
If the **Third-Party Accounts** module has been enabled in PolicyTech, you can assign third-party contacts as writers, reviewers, and assignees when you create a document or questionnaire.

> **Important:** Before you can assign third-party contacts to a document or questionnaire, that item must be assigned a template with **Third-Party Accounts** enabled. Your administrator can tell you which templates have **Third-Party Accounts** enabled.

1. Create a new document (see "Creating a Document" in the User's Guide), create a new questionnaire (see "Creating a Questionnaire" in the User's Guide), or open a draft document or questionnaire.

> **Important:** If you opened an existing draft document or questionnaire, you may need to reapply the current template or assign a different template for **Third-Party Contacts** to be available. See "Changing or Reapplying a Template" in the User's Guide for help.

1. Click one of the following wizard steps: **Writers**, **Reviewers**, **Assignees**.
2. For **Select From**, select **Third-Party Accounts** or **Third-Party Contact Groups**, and then click **OK**.



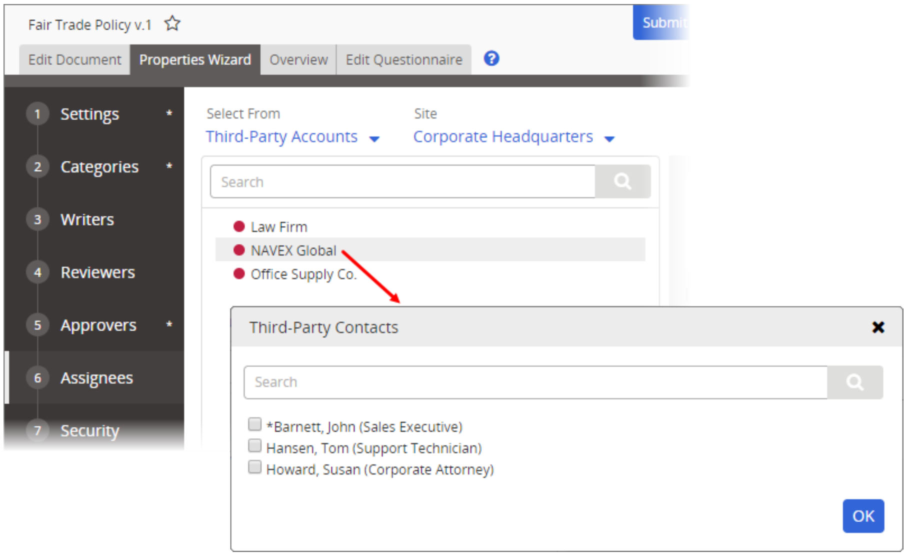
3. If your PolicyTech system has multiple sites, use **Site** to select the site or sites to which one or more third-party accounts or groups are assigned.

4. Do any of the following:

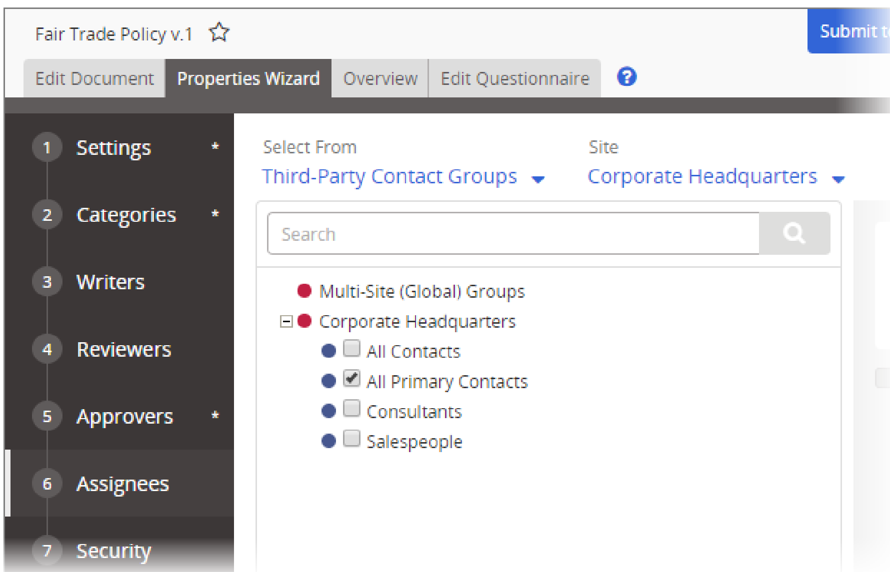
   - If you selected **Third-Party Accounts** for **Select From**, click an account, select one or more contacts, and then click **OK**.

Notes:

- To find a specific item in a long account or contact list, in the **Search** bar, start typing part of the account or contact name. As you type, the list is narrowed to only those items whose names contain those characters.
- The names of those designated as primary contacts are marked with an asterisk (*).



- If you selected **Third-Party Contact Groups** for **Select From**, select one or more groups.



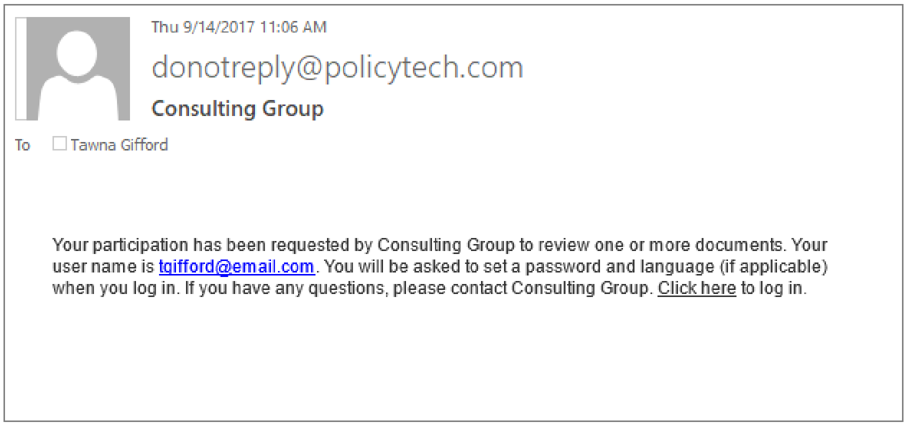
Note: Your administrator may or may not have created third-party contact groups.

5. Click **Save**.

Completing a Task as a Third-Party Contact

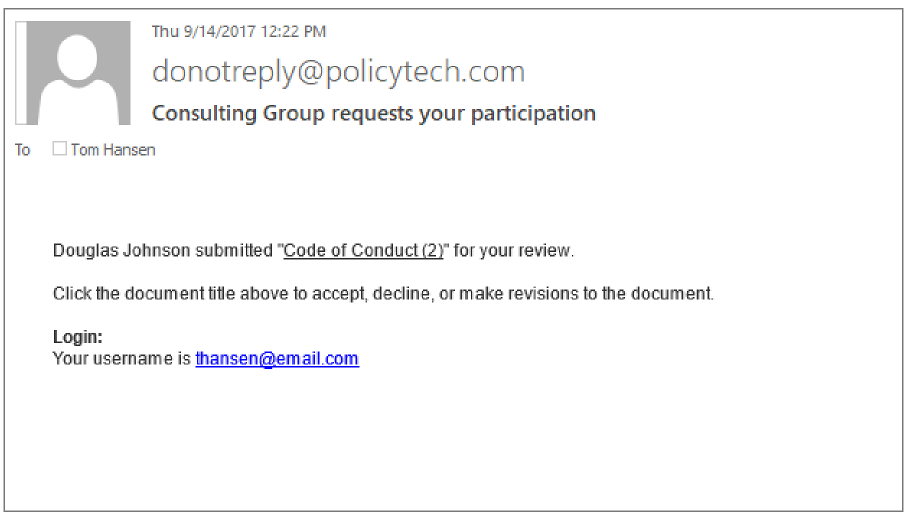
The email you receive when you're assigned to read, write, or review a PolicyTech document or questionnaire depends on whether or not you have logged in to PolicyTech before.

If you've never logged in to PolicyTech, you'll receive a task assignment email similar to the one below. If your task email looks like this, go to Logging in for the First Time.


Thu 9/14/2017 11:06 AM
donotreply@policytech.com
Consulting Group
To Tawna Gifford

Your participation has been requested by Consulting Group to review one or more documents. Your user name is tgifford@email.com. You will be asked to set a password and language (if applicable) when you log in. If you have any questions, please contact Consulting Group. Click here to log in.

If you have logged in to PolicyTech before, you'll receive an email similar to the one below. If your task email looks like this, go to Responding to a Task Assignment after Initial Login.


Thu 9/14/2017 12:22 PM
donotreply@policytech.com
Consulting Group requests your participation
To Tom Hansen

Douglas Johnson submitted "Code of Conduct (2)" for your review.

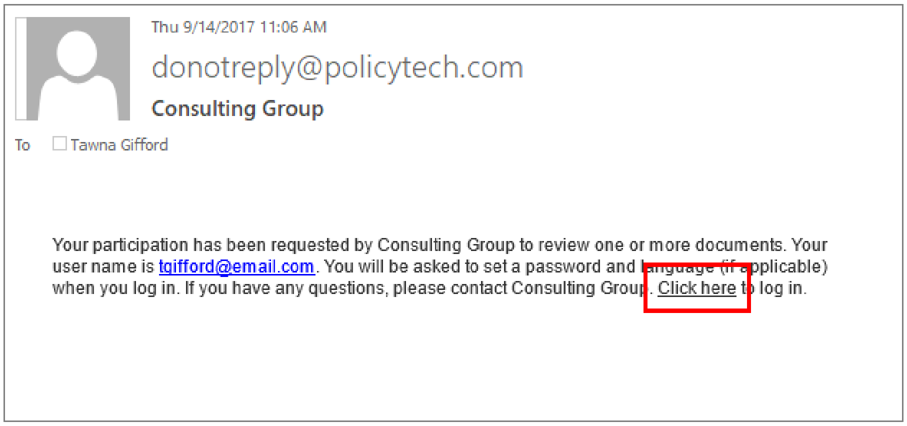
Click the document title above to accept, decline, or make revisions to the document.

Login:
Your username is thansen@email.com

Logging In for the First Time

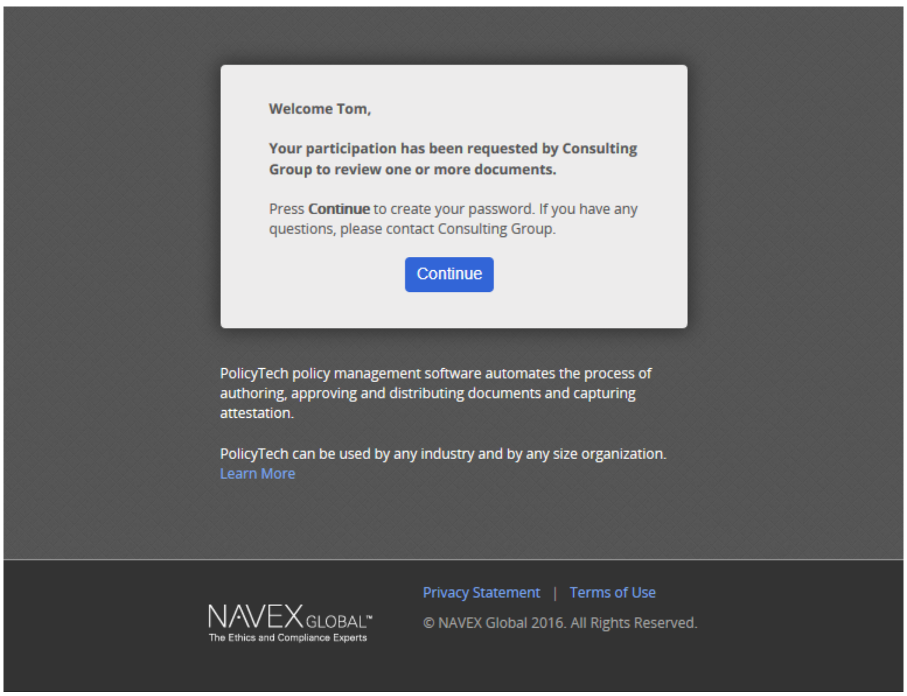
To log in for the first time and see your task assignment,

1. In the email you received, click the **Click here** link.

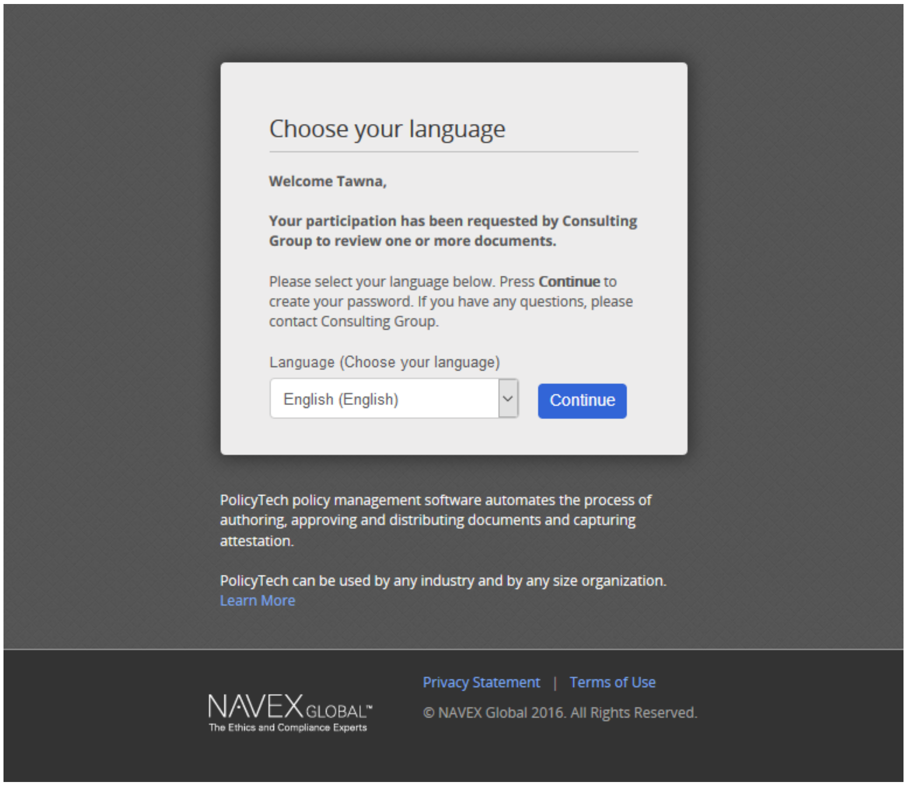


2. Do one of the following, depending on the welcome screen displayed:

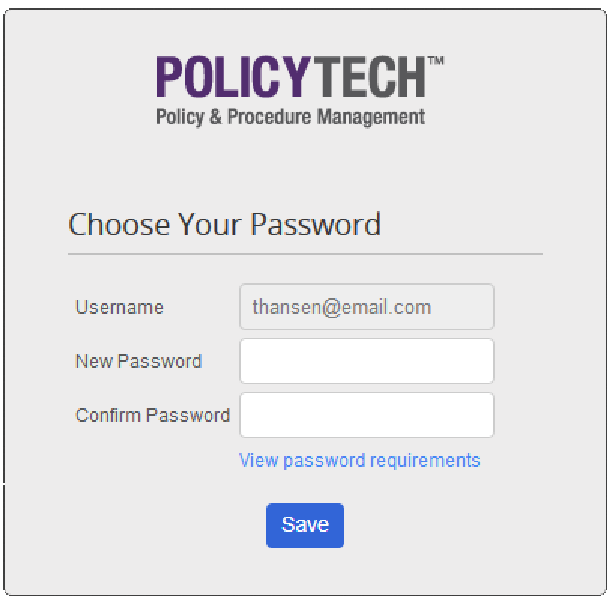
   - If your screen looks like the one below, click **Continue**.



   - If your screen looks like the one below, in the **Choose your language** list, click your preferred language, and then click **Continue**.

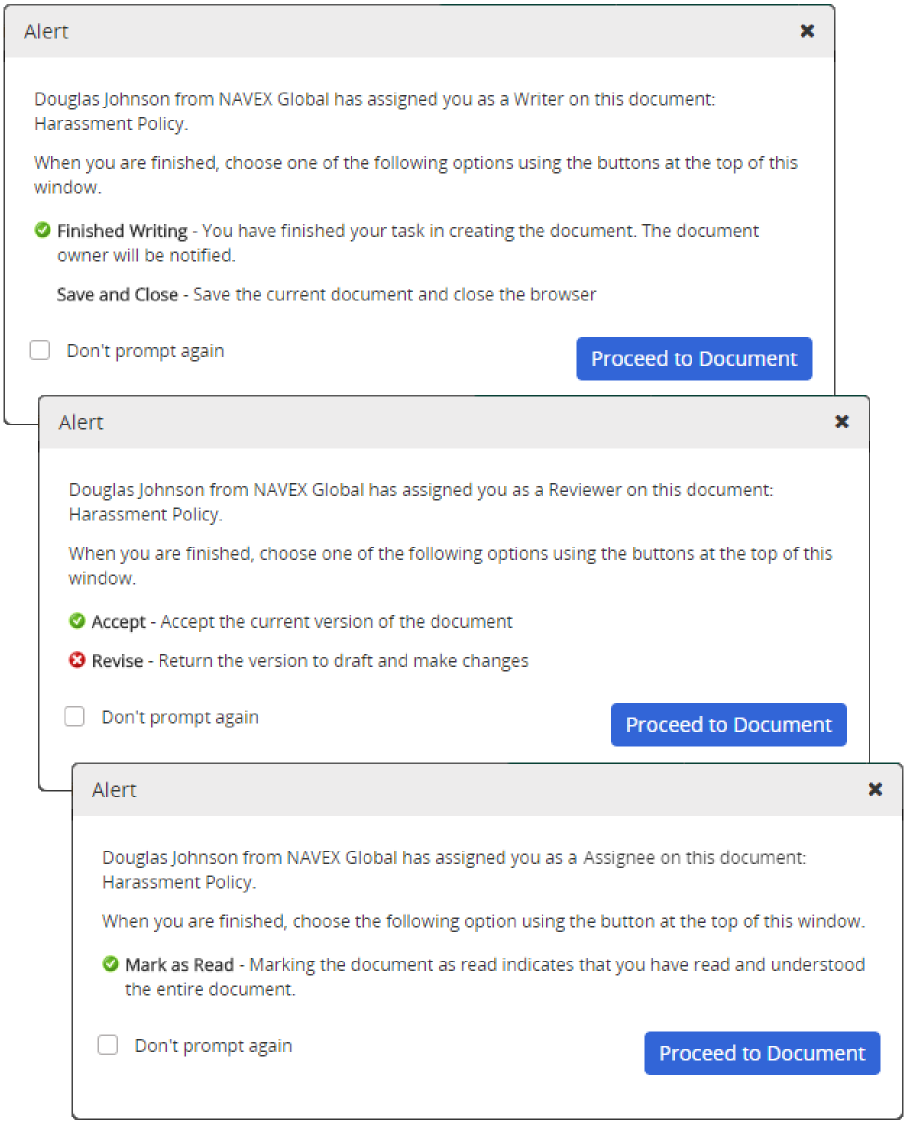


3. Type a password, type it again to confirm, and then click **Save**.



4. Read the task instructions, and then click **Proceed to Document**.

> **Note:** If you don't want to see these instructions for future task assignments, select **Don't prompt again** before clicking **Proceed to Document**.



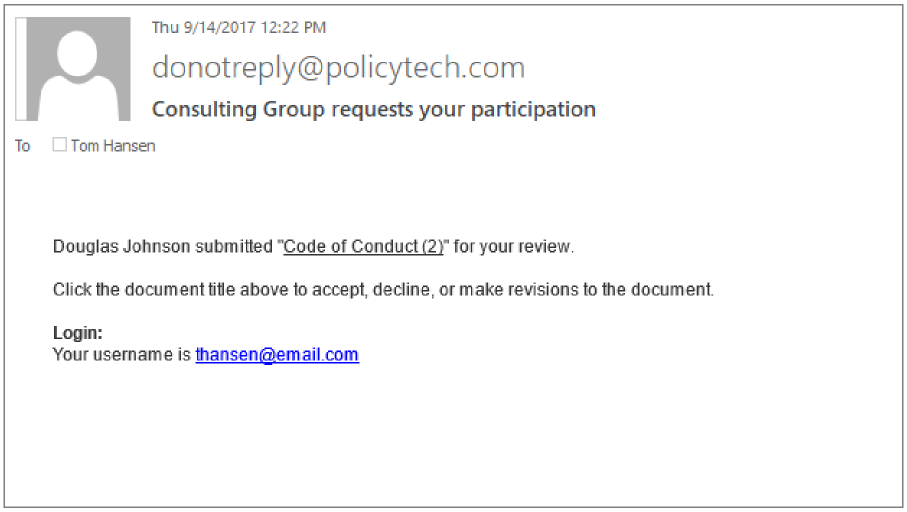
5. For further instructions, go to the section listed below that corresponds with your assigned task:

   - "Collaborating on (Helping to Write) a Document or Questionnaire (for assigned writers)" in the User's Guide
   - "Reviewing a Document or Questionnaire" in the User's Guide
   - "Reading a Required Document" in the User's Guide

Responding to a Task Assignment after Initial Login

If you receive a task assignment and you've previously logged in to PolicyTech,

1. In the email, click the document/questionnaire title to launch PolicyTech and log in.



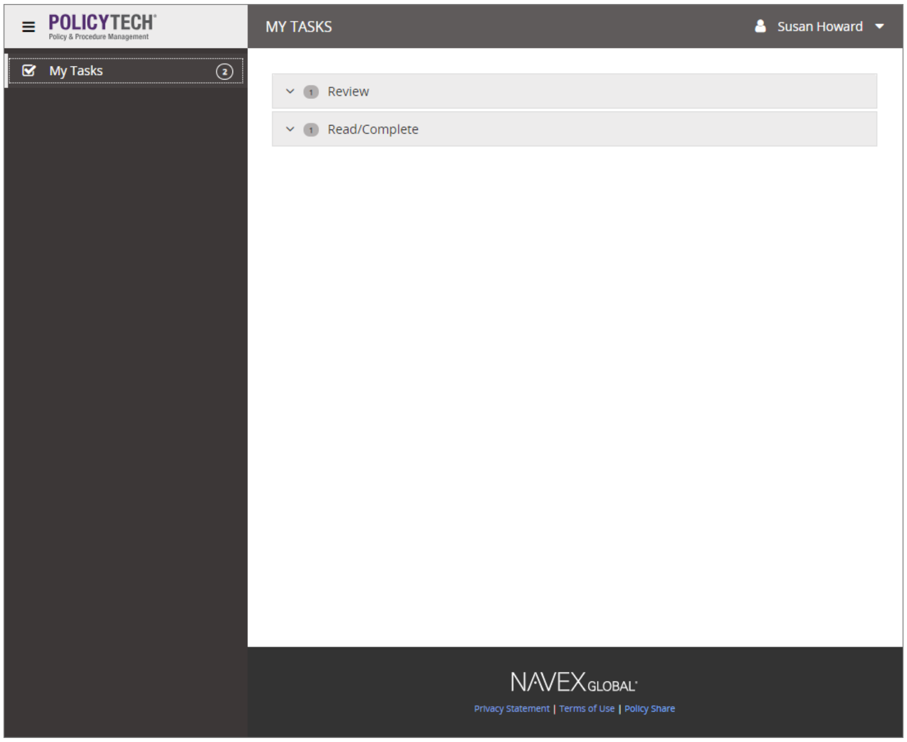
2. PolicyTech opens with the document/questionnaire displayed in a browser window. For further instructions, go to the section listed below that corresponds with your assigned task:
   - "Collaborating on (Helping to Write) a Document or Questionnaire (for assigned writers)" in the User's Guide
   - "Reviewing a Document or Questionnaire" in the User's Guide
   - "Reading a Required Document" in the User's Guide
   - "Completing a Questionnaire" in the User's Guide

Logging in to PolicyTech as a Third-Party Contact

If a PolicyTech user gives you the web address to PolicyTech, you can log in directly and see all tasks you've been assigned.

Important: You must have logged in at least once and set your password before you can log in directly to PolicyTech. If you have not set a password, follow the instructions under Completing a Task as a Third-Party Contact above.

1. In a browser, type the PolicyTech web address and then press Enter.
2. In the **Username** box, your email address (the one for where you received your first task email).
3. Type the password you set when you first responded to a PolicyTech task, and then click **Log in**.
4. You should now see a screen similar to the one below, with all of your currently assigned tasks listed under a task type (**Write**, **Review**, or **Read/Complete**).



5. To work on a task, click a task type (**Write**, **Review**, or **Read/Complete**), and then click the document or questionnaire title to open it in a separate browser window. Go to one of the *User's Guide* sections listed below for further instructions.
   - "Collaborating on (Helping to Write) a Document or Questionnaire (for assigned writers)" in the User's Guide
   - "Reviewing a Document or Questionnaire" in the User's Guide
   - "Reading a Required Document" in the User's Guide
   - "Completing a Questionnaire" in the User's Guide
6. When you're finished, click **LOG OUT**.