NAVEX GLOBAL™

The Ethics and Compliance Experts

Third-Party Contacts Supplement

PolicyTech® 9.0

PolicyTech® 9.0 Third-Party Contacts Supplement

11/3/2015

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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
- 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:

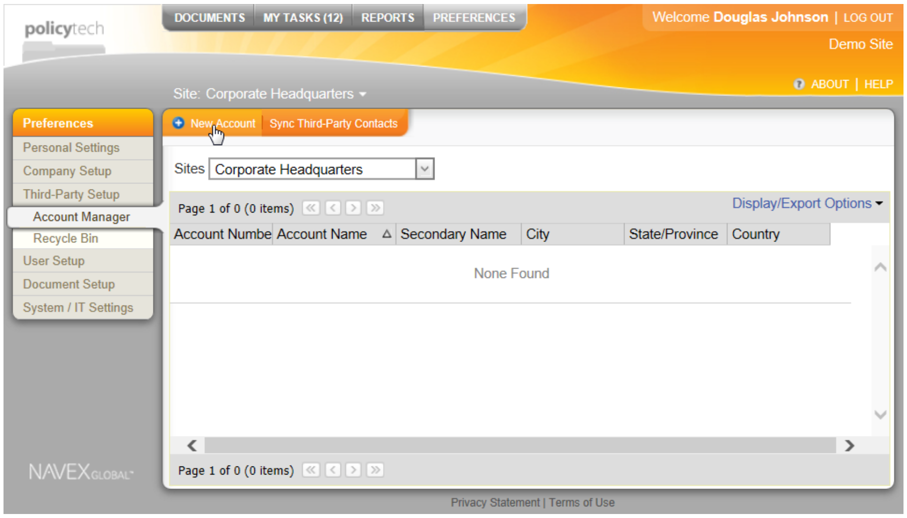
Assigning Tasks to a Third-Party Contact

Completing a Task as a Third-Party Contact

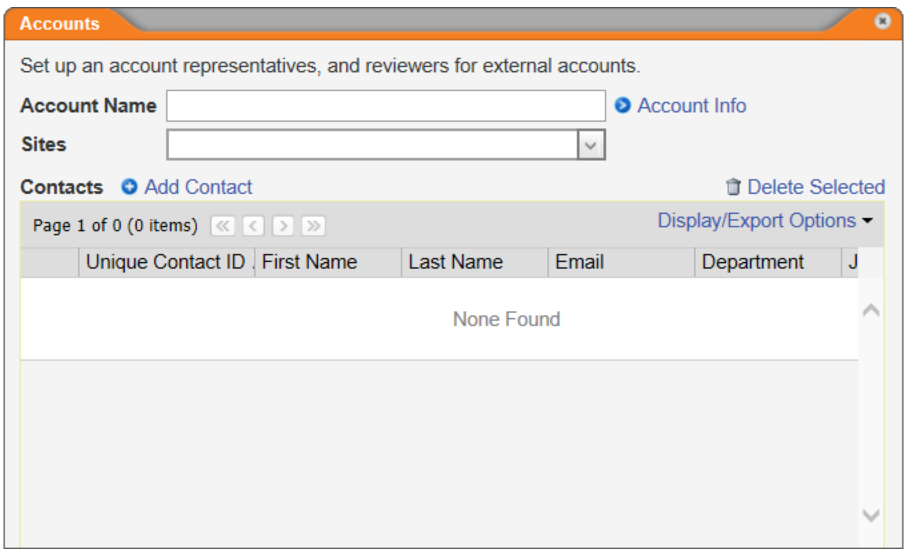
Logging in to PolicyTech as a Third-Party Contact

Adding a Third-Party Account

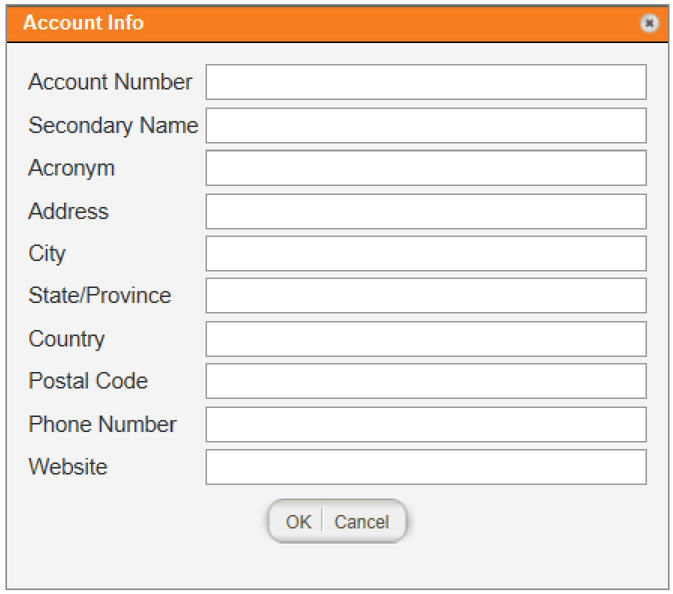
1. Click **PREFERENCES**.
2. Click **Third-Party Setup**, and then click **Account Manager**.
3. Click **New Account**.



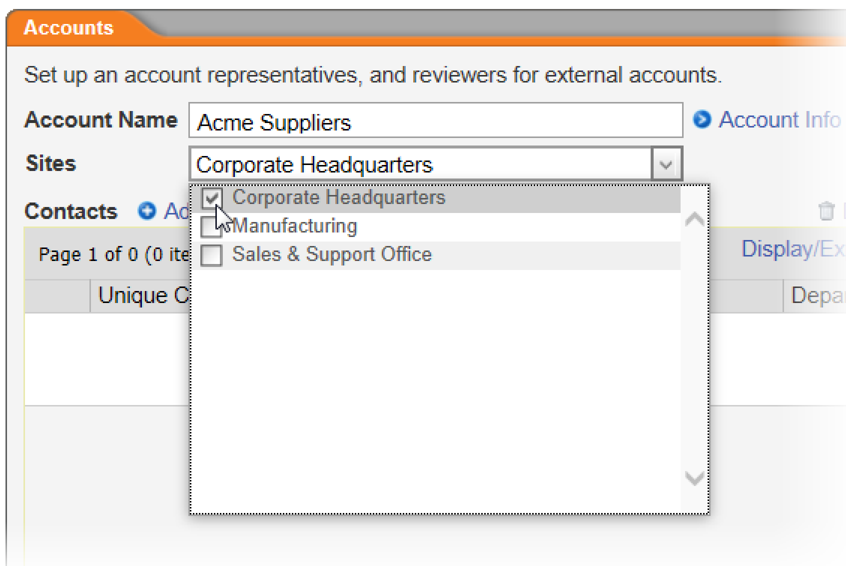
4. Type a name for the account.



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



6. In the **Sites** list, select the check boxes for the sites where users from this account can be assigned to documents.



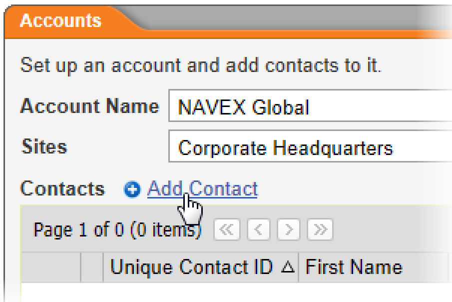
7. Click **Save**.
8. (Optional) Repeat steps 1 through 7 to add other accounts.

Adding a Third-Party Contact

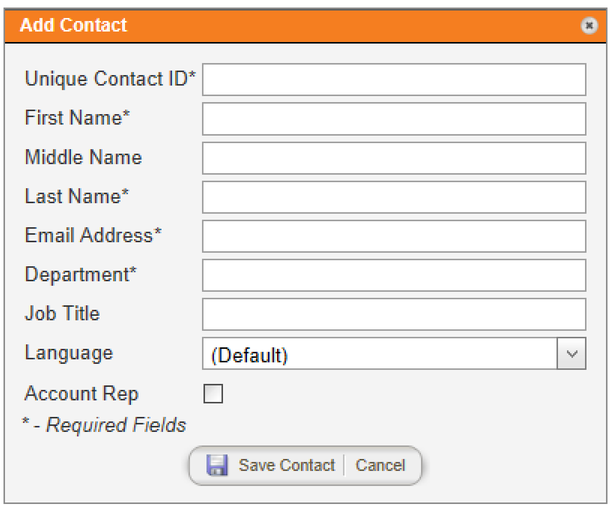
1. Click **PREFERENCES**.
2. Click **Third-Party Setup**, and then click **Account Manager**.
3. Click an account to open the **Accounts** form.

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 contact as an official representative of the account (someone who can attest to a document on behalf of the account), select the **Account Rep** check box.

Notes:

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

7. Click **Save Contact**.
8. (Optional) Repeat steps 4 through 6 to add other contacts to this account.
9. In the **Accounts** window, click **Save**.

Working with Account Manager

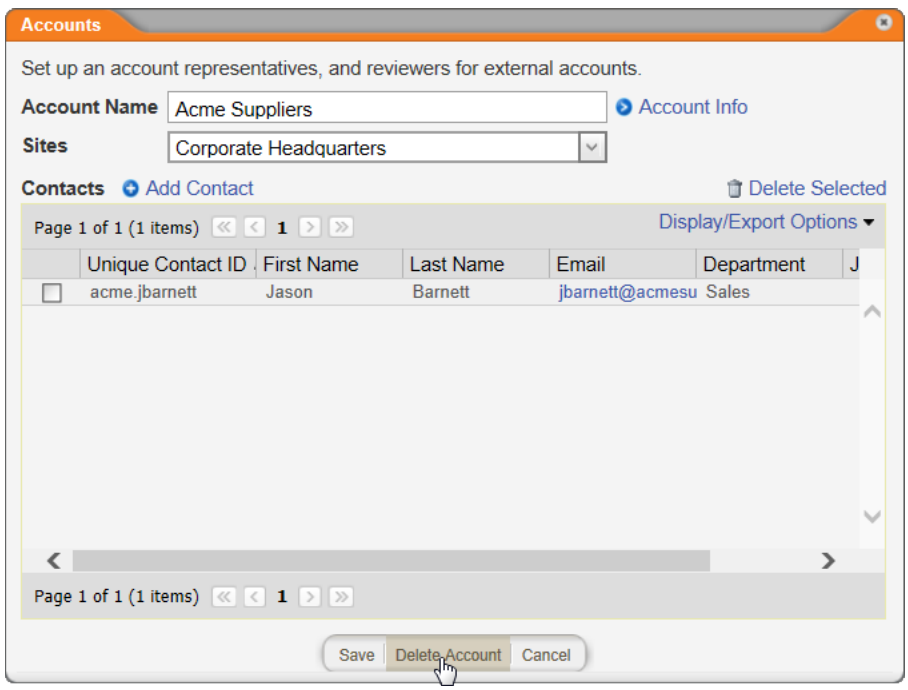
In the third-party **Account Manager**, you can do any of the following:

Edit or Delete an Account

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

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

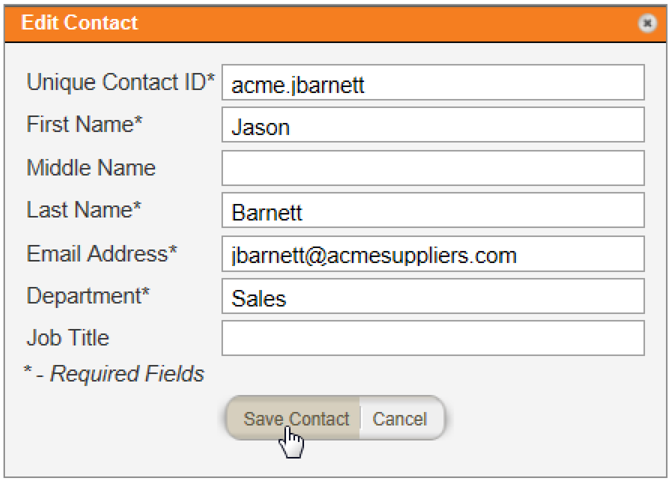
Note: The account is moved to the **Recycle Bin** (see "Restoring an Account or Contact" below).



Edit or Delete a Contact

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

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



- Select check boxes of one or more contacts, click **Delete Selected**, and then click **Save**.

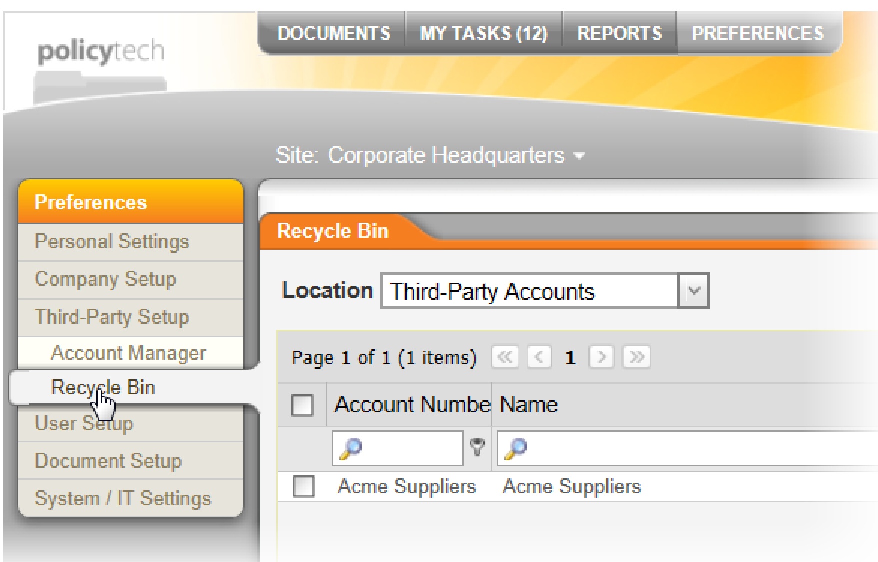
> **Note:** The contact is moved to the **Recycle Bin** (see "Restoring an Account or Contact" below).

Restore an Account or Contact

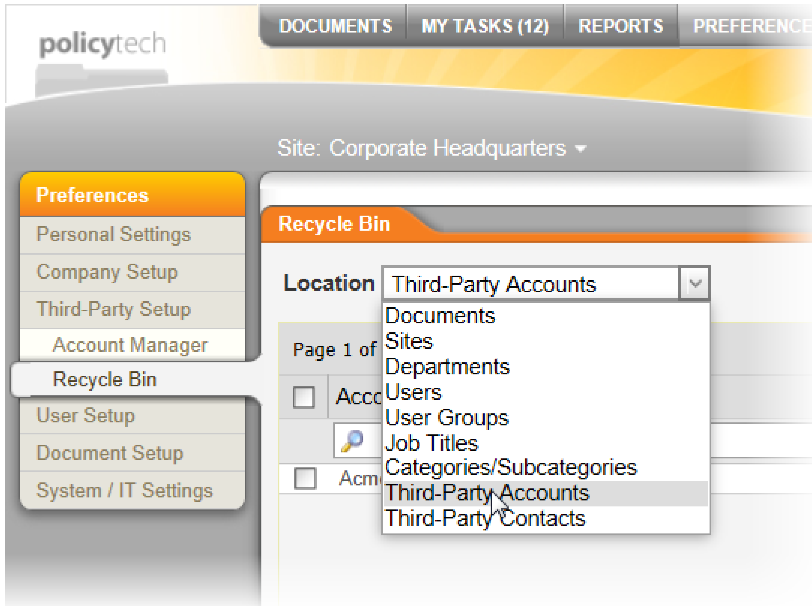
When you delete an account or a contact, it is moved to the **Recycle Bin**, where it is stored until you restore it or permanently delete it.

To restore an account or contact,

1. In the left navigation menu under **Third-Party Setup**, click **Recycle Bin**.



2. In the **Location** list, click **Third-Party Accounts** or **Third-Party Contacts**.



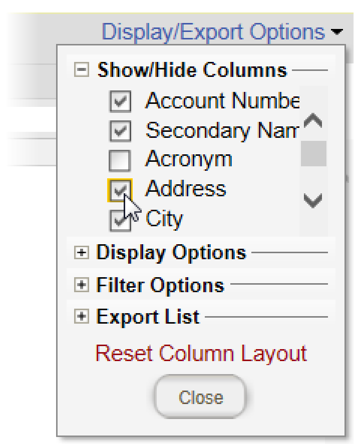
3. Select the check boxes of one or more accounts or contacts, click **Restore**, and then click **OK**.

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.

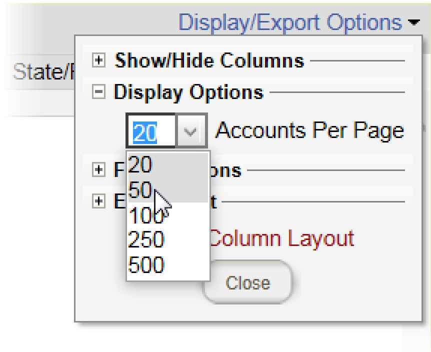
Show or Hide Columns

Click **Display/Export Options**, click **Show/Hide Column**, and then select or click to clear column check boxes.



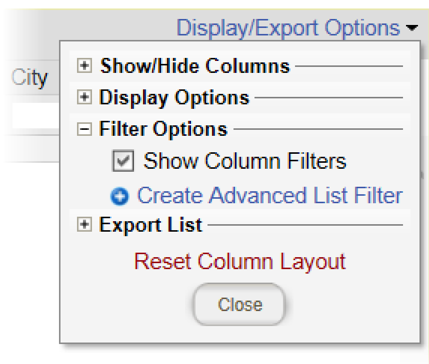
Change the Number of Contacts Displayed Per Page

In the **Account Manager** or **Accounts** window, click **Display/Export Options**, and then click **Display Options**. In the **Contacts Per Page** list, click a number, and then click **Close**.



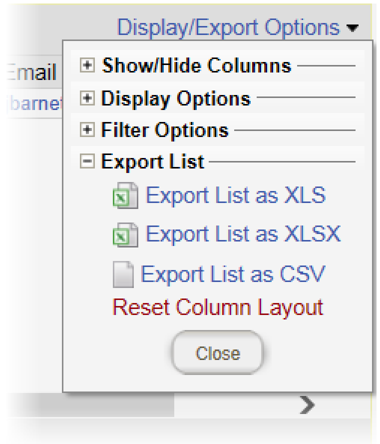
Use Filters to Narrow an Account or Contact List

Click **Display/Export Options**, click **Filter Options**, and then see "Working with Filters" in the [Administrator's Guide]() for further instructions.



Export an Account or Contact List

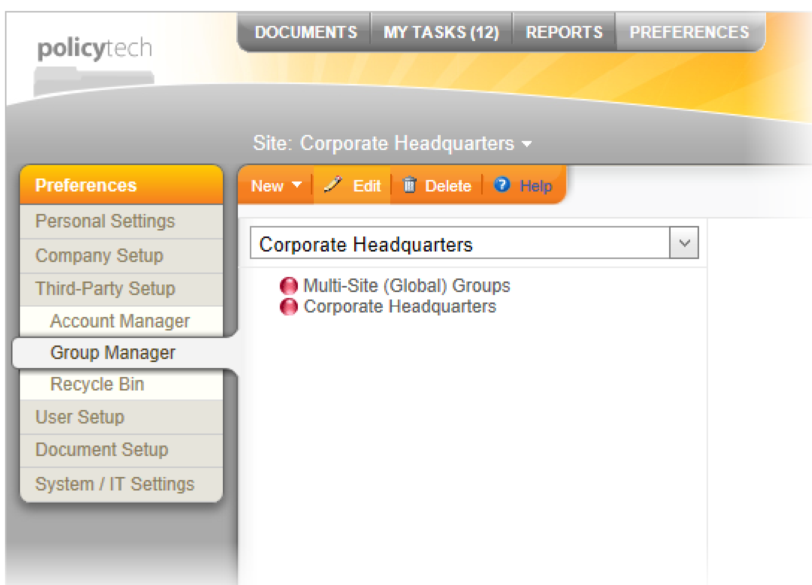
Click **Display/Export Options**, click **Export List**, click an export format, and then follow the prompts to open or save the exported file.



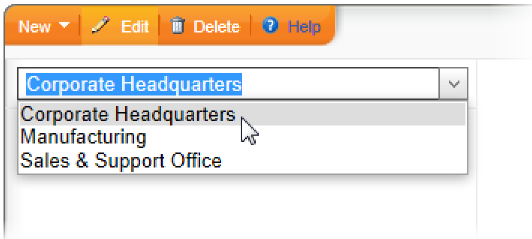
Adding a Reader Group for Third-Party Contacts

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 a reader group that includes third-party contacts from a single site or a group that includes third-party contacts from multiple sites.

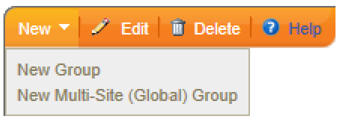
1. Click **PREFERENCES**, click **Third-Party Setup**, and then click **Group Manager**.



2. In the site list below the **New** button, click a site containing at 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**.

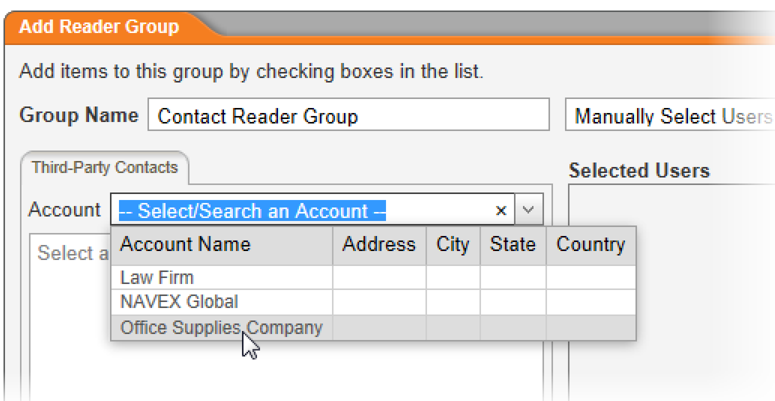


4. Type a group name.

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

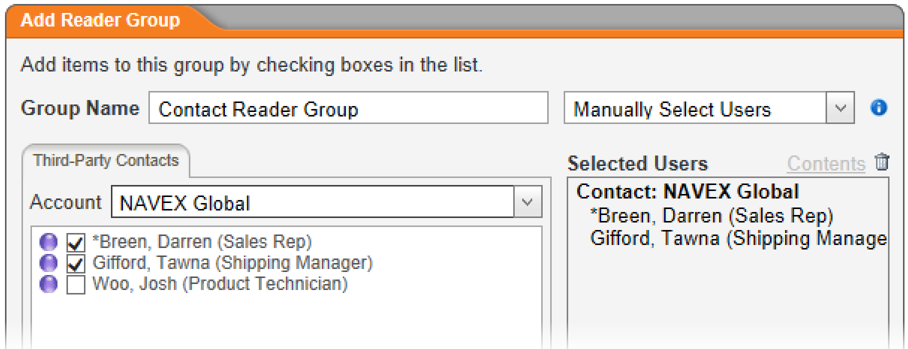
   - To include specific contacts from specific sites and accounts, click **Manually Select Users**, and then do the following:

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



     b. Select the check box of 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, click **All Contacts**.
- To include only those contacts designated as account representatives for all accounts in the currently selected site, click **All Account Representatives**.

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

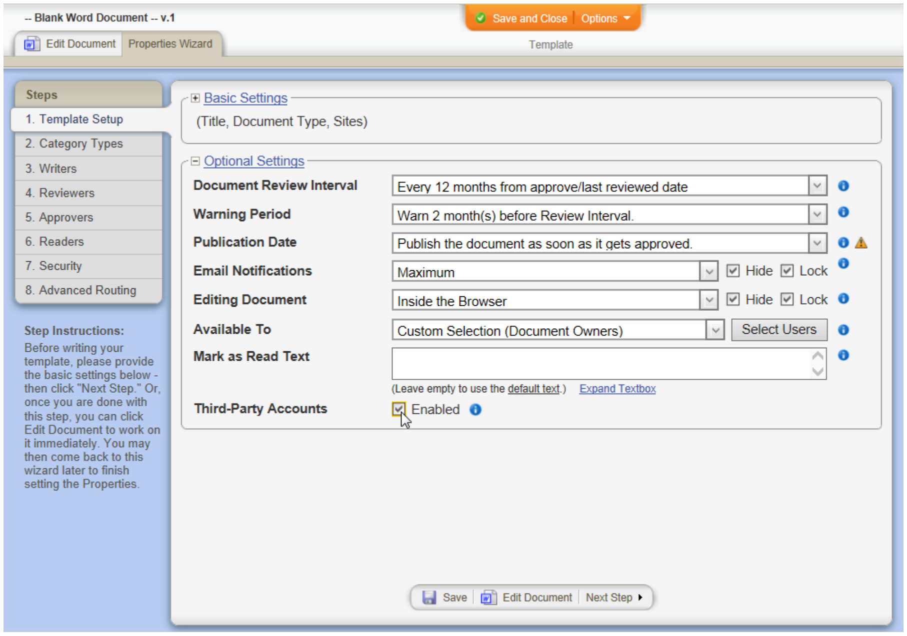
Enabling Third-Party Contact Assignments in a Template

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

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

1. Click **PREFERENCES**.
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**.

4. In step **1. Template Setup**, click **Optional Settings**.
5. On the **Third-Party Accounts** line, select the **Enabled** check box.

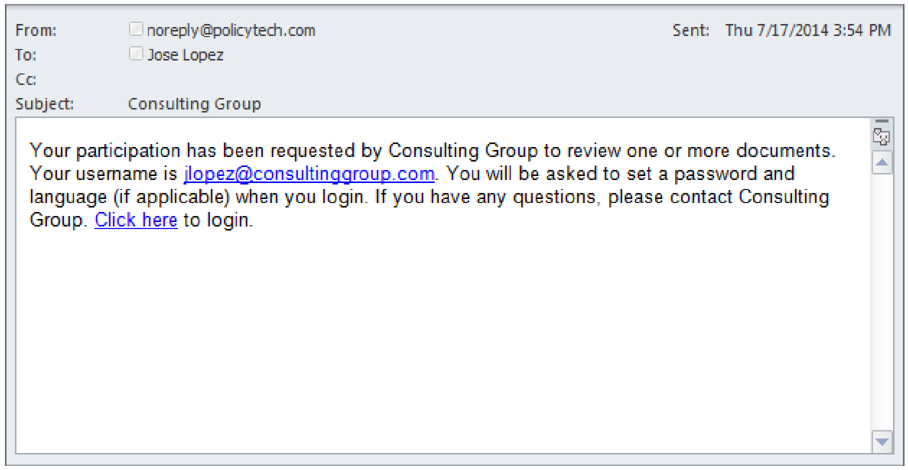


6. (Optional) If this is a new template, finish setting up the template.
7. Click **Save and Close**.
8. Inform document owners that the template is available for assigning third-party accounts to a document.

Important: If you modified an existing template that has already been assigned to documents, document owners must reapply the template before they can assign third-party contacts. Refer document owners to "Changing or Reapplying a Document 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.

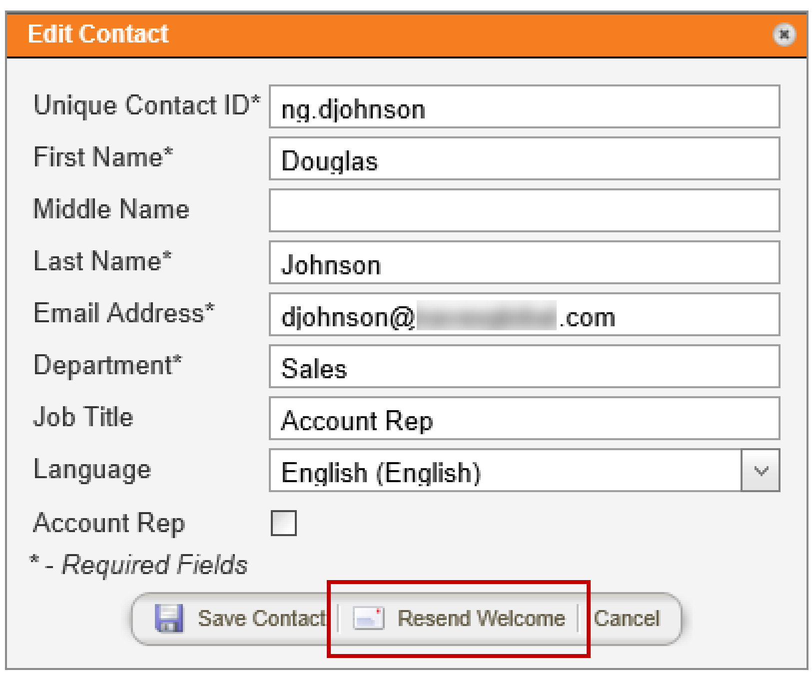


Resending a Welcome Email

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

1. Click **PREFERENCES**, 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.



Using Third-Party Contact Features

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

If you are a third-party contact who has been assigned to write, review, or read a PolicyTech™ document, 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

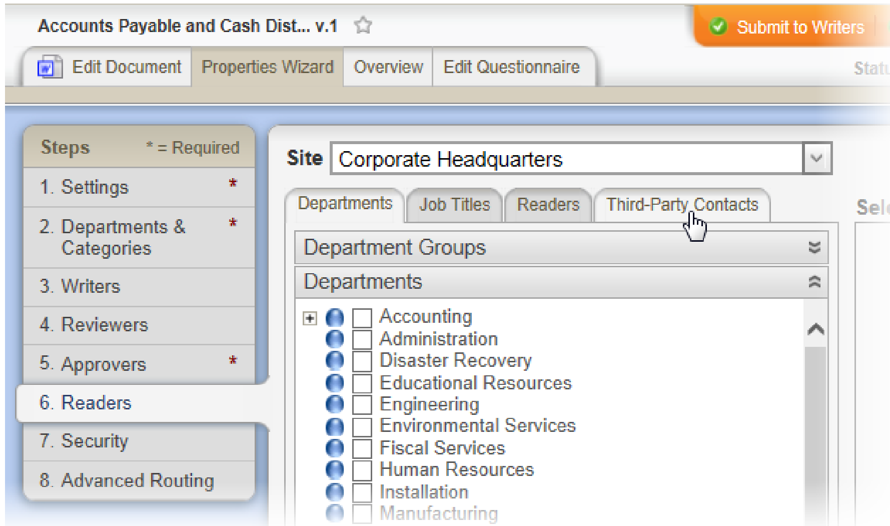
If the **Third-Party Accounts** module has been enabled in PolicyTech™, you can assign third-party contacts as writers, reviewers, and readers when you create a document.

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

1. Create a new document (see "Creating and Working with Draft Documents" in the User's Guide for help) or open a draft document.

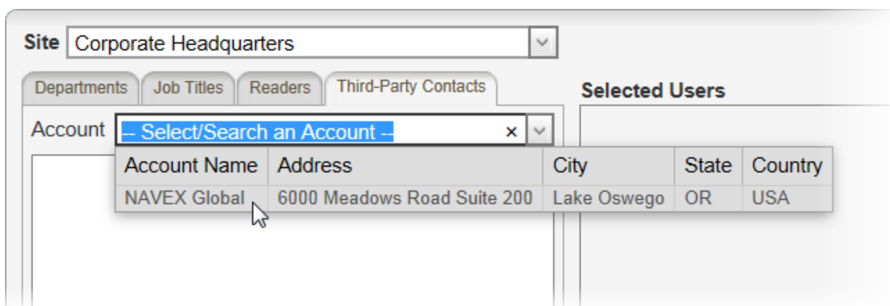
Important: If you opened an existing draft document, you may need to reapply the current template or assign a different template for **Third-Party Contacts** to be available. See "Reapplying a Template to a Document" in the User's Guide for help.

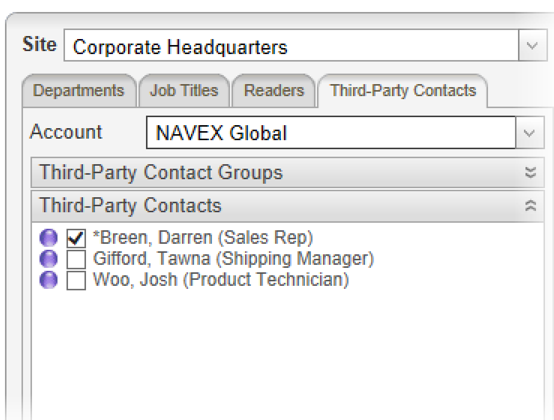
2. Click one of the following wizard steps: **3. Writers**, **4. Reviewers**, **6. Readers**.
3. In the **Site** list, click a site to which one or more third-party contacts are assigned.
4. Click the **Third-Party Contacts** tab.



5. Do one or both of the following:

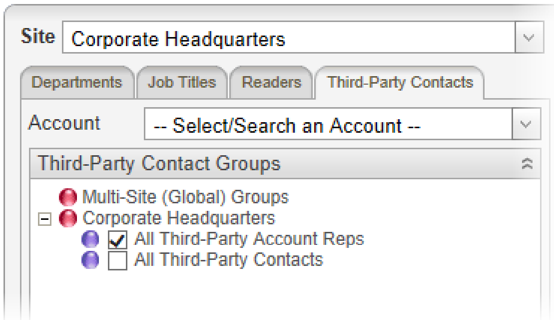
- In the **Account** list, click an account to display its contacts, and then select the check boxes of one or more contacts.





Note: The names of contacts designated as account representatives are marked with an asterisk (*).

- Click the **Third-Party Contact Groups** bar, and then select the check boxes of one or more groups.



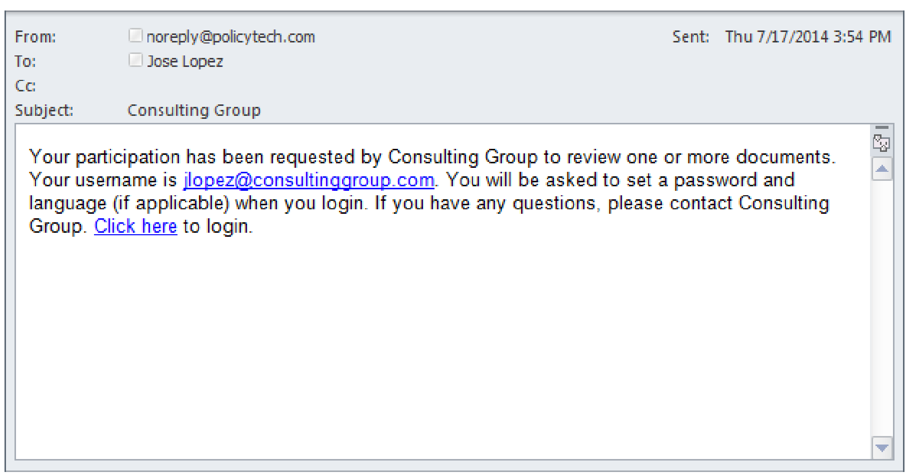
Note: Your document control administrator may or may not have created third-party contact groups.

7. Click **Save**.

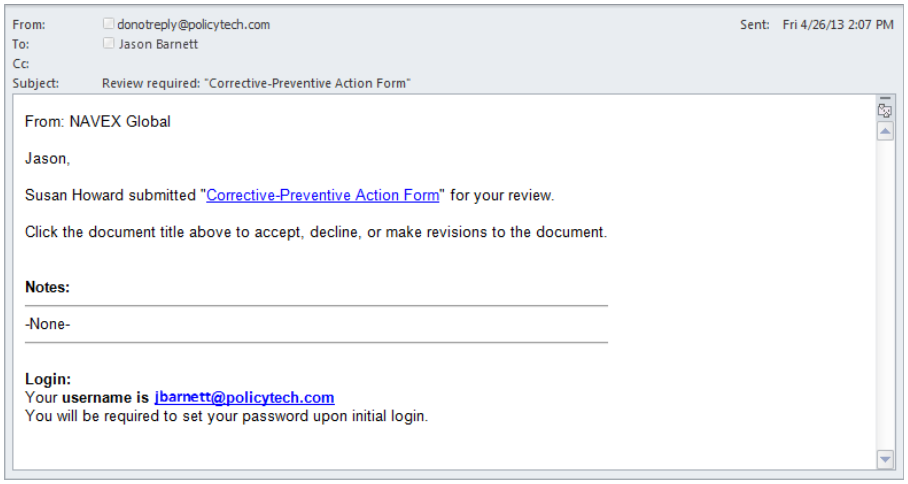
Completing a Task as a Third-Party Contact

The email you receive when you're assigned to read, write, or review a PolicyTech document 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].



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].



From: donotreply@policytech.com
To: Jason Barnett
Cc:
Subject: Review required: "Corrective-Preventive Action Form"
Sent: Fri 4/26/13 2:07 PM

From: NAVEX Global

Jason,

Susan Howard submitted "Corrective-Preventive Action Form" for your review.

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

Notes:

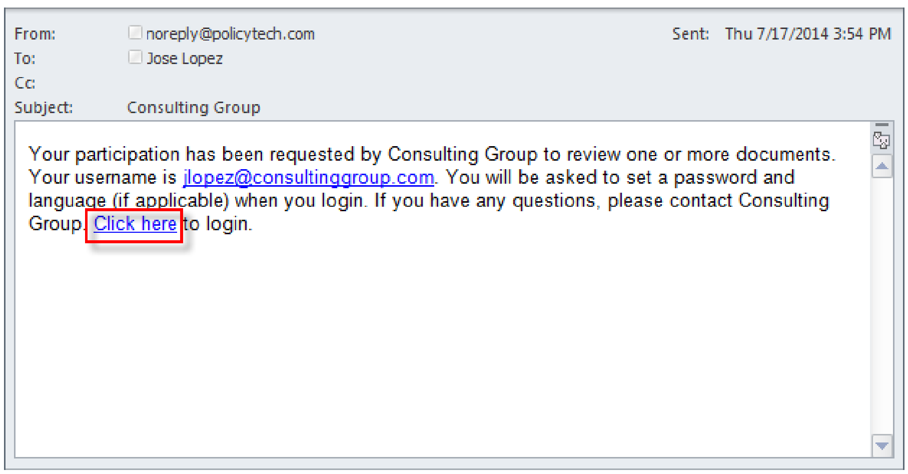
-None-

Login:
Your **username is** jbarnett@policytech.com
You will be required to set your password upon initial login.

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.

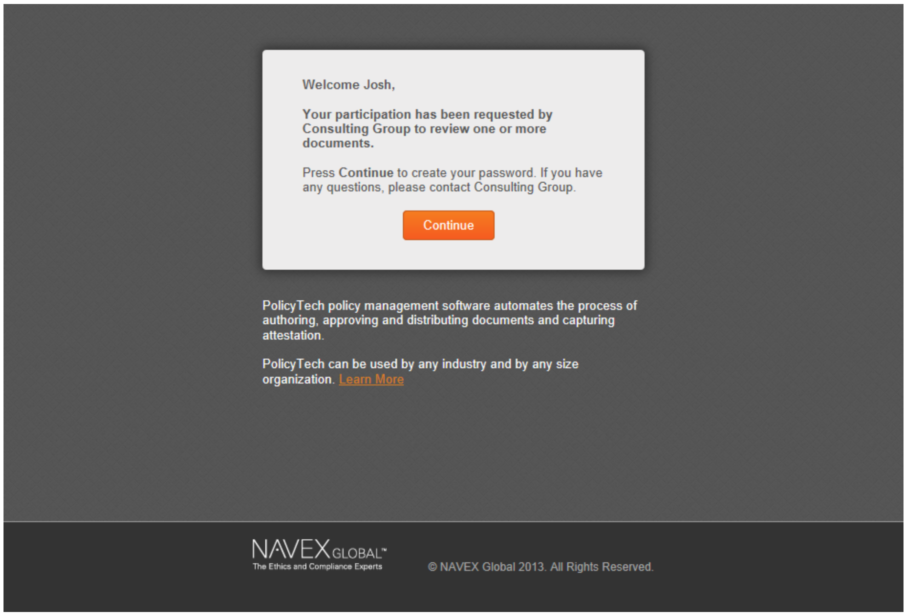


From: noreply@policytech.com
To: Jose Lopez
Cc:
Subject: Consulting Group
Sent: Thu 7/17/2014 3:54 PM

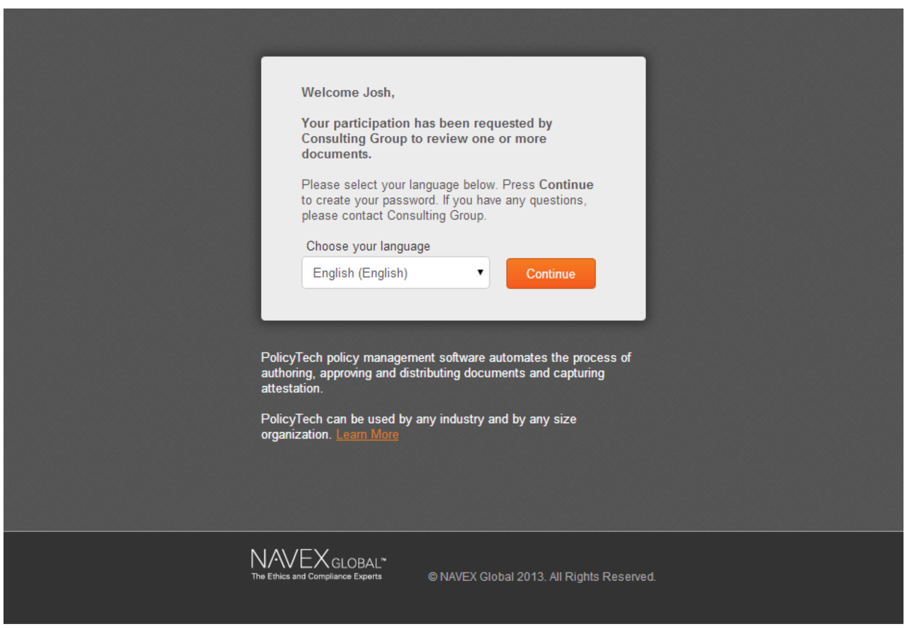
Your participation has been requested by Consulting Group to review one or more documents. Your username is jlopez@consultinggroup.com. You will be asked to set a password and language (if applicable) when you login. If you have any questions, please contact Consulting Group. Click here to login.

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

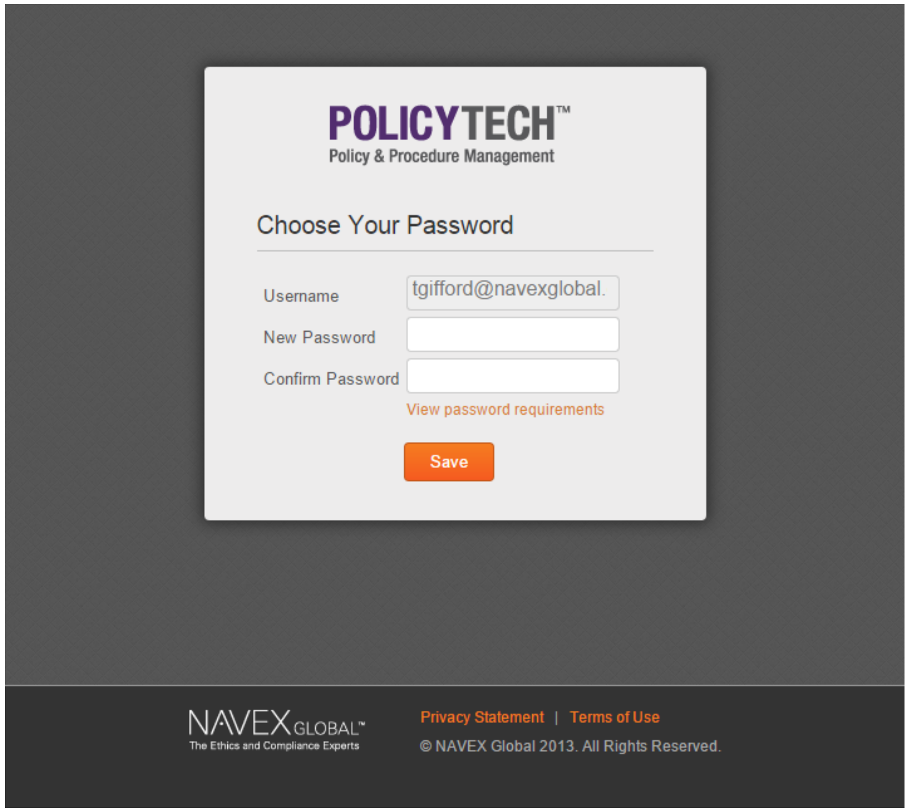
   - If your screen looks like the one below, click **Continue**.



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

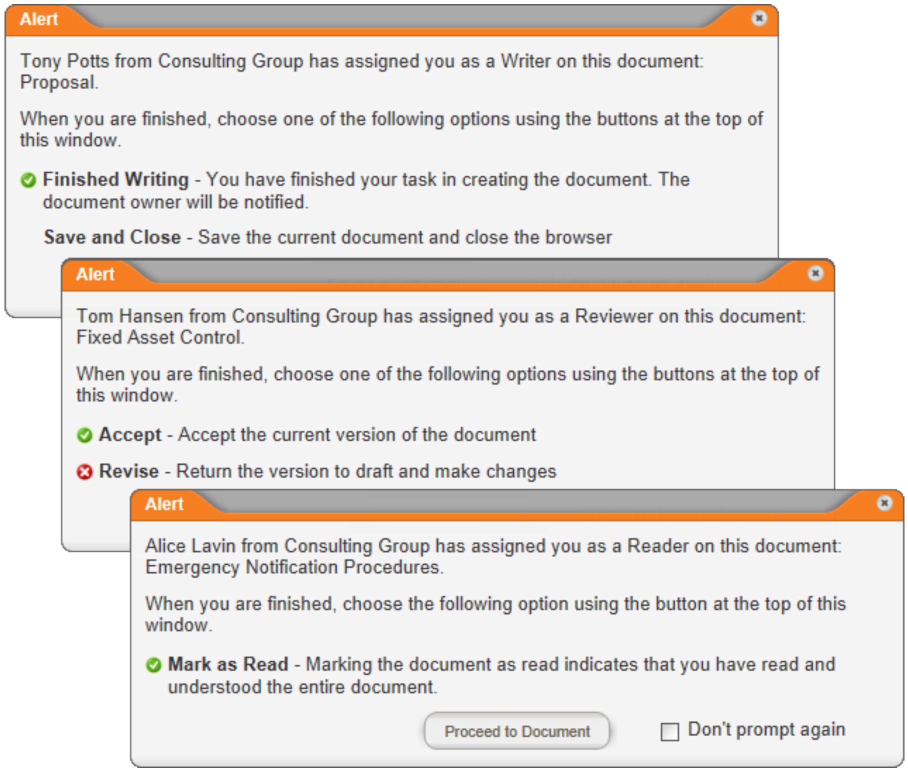


3. Type a password, type it again to confirm, and then click **Save**.



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 the **Don't prompt again** check box before clicking **Proceed to Document**.

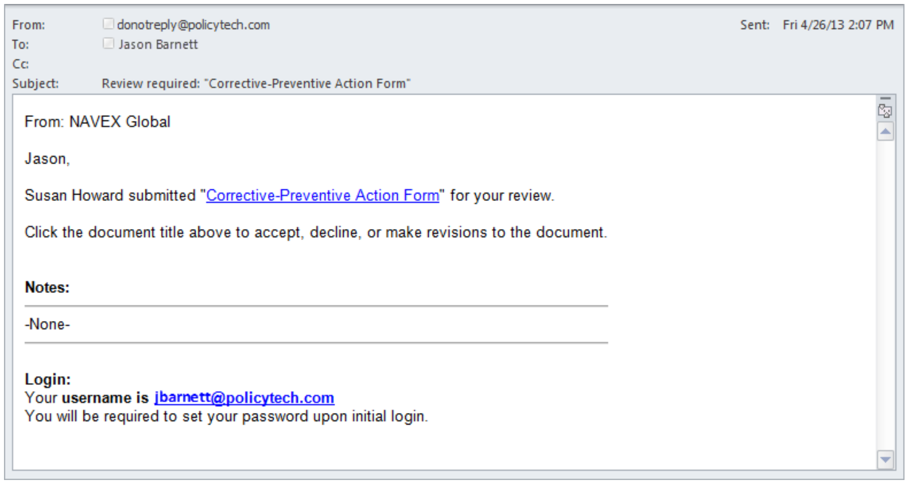


5. For further instructions, go to the section listed below that corresponds with your assigned task:
   - "Collaborating on (Helping to Write) a Document (for assigned writers)" in the User's Guide
   - "Reviewing a Document" in the User's Guide
   - "Reading a Required Document" in the User's Guide

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 title to launch PolicyTech.



From: donotreply@policytech.com
To: Jason Barnett
Cc:
Subject: Review required: "Corrective-Preventive Action Form"
Sent: Fri 4/26/13 2:07 PM

From: NAVEX Global

Jason,

Susan Howard submitted "Corrective-Preventive Action Form" for your review.

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

Notes:

-None-

Login:
Your **username is** jbarnett@policytech.com
You will be required to set your password upon initial login.

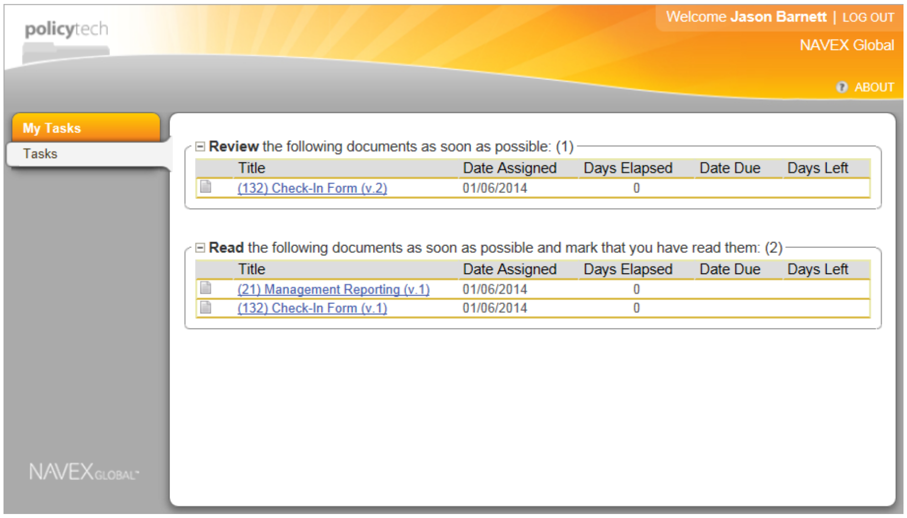
2. PolicyTech opens with the document displayed in a browser window. For further instructions, go to the section listed below that corresponds with your assigned task:
   - "Collaborating on (Helping to Write) a Document (for assigned writers)" in the User's Guide
   - "Reviewing a Document" in the User's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



5. To work on a task, click the document title to open the document 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 (for assigned writers)" in the User's Guide
   - "Reviewing a Document" in the User's Guide
   - "Reading a Required Document" in the User's Guide
6. When you're finished, click **LOG OUT**.