
ACCOUNTANT'S ASSISTANT™

Working with Online CBS Clients

version 2010.x.x

CS PROFESSIONAL SUITE®
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PRODUCTS



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Introduction

The Internet has changed the way people do business — even the way they use accounting software.

As both a Client Bookkeeping Solution® Master Licensee and a NetStaff CS® user, you can offer your business clients anytime-anywhere access to Client Bookkeeping Solution (CBS) software — hosted online via NetClient CS® and the servers at the Thomson Reuters data center.

After logging in to NetClient CS (potentially from your firm's own website), your clients would be able to access their own customized and secure web applications — including the very latest CBS software — 24 hours a day, 7 days a week, and from any location.

Notes

- With next-generation NetClient CS, a client would log in, click the Virtual Client Office™ link in the Home Dashboard, and then open CBS. More details about the features and advantages of next-generation NetClient CS are provided in the NetStaff CS administration help topics. With an active Internet connection, click here: [Giving NetClient CS users access to next-generation features](#).
- With traditional NetClient CS, a client would log in and then open CBS directly from the CBS portlet.

Features of online CBS

The client license for online CBS (called the “ASP” license, for Application Service Provider) is available for a reasonable monthly fee and automatically includes multi-user access to any or all of the CBS client modules:

- CBS CheckWriter™ (with checkbook reconciliation and noncalculating payroll)
- CBS PayCheck™
- CBS Accounts Payable
- CBS Accounts Receivable
- CBS Financial Statements

During the client setup process in Write-Up CS[®] and Accountant's Assistant[™] within your Creative Solutions Accounting[™] (CSA) software, you determine which of the specific features and optional modules are most appropriate for each client's needs and, thus, which areas within the CBS software the client will be able to see and to use via NetClient CS.

Important! Please review this guide in its entirety before attempting to set up online CBS for a NetClient CS user.

This guide assumes that you are already a licensed user of NetStaff CS and have already created a personalized NetClient CS web application for the client by following the instructions in the NetStaff CS help (accessed by clicking the Help link at the top of any NetStaff CS administration page).

For information on NetClient CS and other CS Professional Suite products and services, visit our website at CS.ThomsonReuters.com.



Reference Information for the Accountant

This chapter will help you to identify and address some of the questions you will need to answer either prior to or during the setup of a CBS client.

First, is the **desktop** license or the **online (hosted)** license for CBS more appropriate for a specific client?

And, if you in fact decide that online CBS is appropriate for the client:

- Who should control the data folder locations — the **accountant** or the **client**?
- What is the most appropriate method for transferring data to and from this client?
- Who will handle importing data from the accountant into CBS and exporting data from CBS to the accountant? What are appropriate locations for importing and exporting data?
- Who will handle backing up and restoring the CBS data? Where will the data be backed up to and restored from?

Is online CBS appropriate for the client?

To prevent asynchronous updates of client data, the CBS and Accountant's Assistant software allow a client to process data using **either** desktop CBS **or** online CBS, but **not both**.

As the accountant, you need to determine which method of using CBS is more appropriate for a specific client and, therefore, which type of license to request on behalf of that client:

- The **desktop** license — to use with an installation of CBS on a local machine.
- The **online (hosted)** license — to use CBS via Internet browser and through the client's secure NetClient CS web application.

This section covers some of the factors to consider before deciding whether using online CBS might be appropriate for a given client.

Important! If you decide that an existing CBS client would benefit by changing from a desktop installation to online access (or vice versa), you need to obtain a new CBS license for the client, as described in a later section of this guide.

Printer compatibility with online CBS

NetClient CS portals use Microsoft® Windows® Server 2003 native printer drivers. If the printer driver that an online CBS client uses is not included on the Windows Server 2003 operating system CD, the client may need to select a local print driver that corresponds to the Windows Server 2003 supported printers. (To view a list of these printers, search on **Windows Server 2003 native printer drivers** from the knowledgebase on our website at CS.ThomsonReuters.com.)

Please note, too, that a Microsoft printer driver may not support exactly the same functionality that is supported by the manufacturer's own driver for a specific printer. For example, an HP printer driver may support duplex printing while the Microsoft printer driver may not.

Important! To ensure printer compatibility, we recommend that you have your client test the printer compatibility from a demonstration portal. For details on setting up a demonstration portal, open the topic called "[Creating a NetClient CS demo portal](#)" from the NetStaff CS administration help.

Bandwidth limitations of using online CBS

Because the online CBS is accessed via the Internet rather than from a desktop installation — and because a very large amount of data may need to travel back and forth through the client's Internet connection — the performance of the software is subject to the same speed variations that the client would occasionally experience when using the Internet. For this reason, the speed and reliability of the connection available to the client when accessing the Internet has a significant impact on the performance of the online CBS software.

To achieve optimum product performance, an online CBS client would need to rely on a constant Internet connection with **minimum** bandwidth of 128 kilobits per second (kbps). An Internet connection of 128 kbps or greater can be obtained via one of the following:

- Dual-channel ISDN
- DSL
- Cable modem
- T1 (full or partial)

While these types of connections are subject to the limitations of the Internet, they should normally deliver performance levels comparable to or faster than those that can be achieved with a desktop installation of the software. It should be noted, however, that even with the high-speed connection options listed above, actual connection speeds can be affected by the quality of service available from the client's Internet service provider.

Note: We do not recommend satellite connections.

Advantages of using online CBS

- There is no need for a client to upgrade hardware to run the online CBS effectively. (However, as mentioned above, there are bandwidth issues that need to be considered.)
- Online CBS is always uses the latest available version of the software. There is never a need for you to send a software CD to an online CBS client, nor is there a need for you or the client to download and apply any software updates via CBS Connect.
- The online CBS program runs on secure servers housed at the Thomson Reuters data center, where the data files also reside and are protected by state-of-the-art fail-safe systems. Because both NetClient CS and the CBS software use state-of-the-art data encryption technology, the security of the client's data is ensured as it travels over the Internet.
- As the accountant, you have the ability to open the client's CBS data either from your own desktop installation of CBS or by logging in to the client's online CBS program from your own NetStaff CS web application.

Note: Due to license restrictions, an online CBS **client** can access the data only via NetClient CS and will **not** be able to open company data from a desktop installation of CBS.

- When you choose online CBS for a client and utilize the servers at the Thomson Reuters data center, both you and your client can take advantage of faster and easier transfers of data.
 - With the multi-user functionality of CBS, you can have 24/7 access to the client's data by opening CBS from the NetStaff CS page in NetStaff CS — even if the client is also currently using CBS.
 - Whenever an online CBS client is **not** currently using the program, you can open the client's program (as the user) from the CBS column of the NetClient CS page in NetStaff CS.
- When setting up a client for online CBS, you can choose whether you want to handle all import/export procedures yourself by accessing the client's CBS program directly (as described later in this guide).
- Online CBS provides the ability to back up data to local drives, and to restore data from local drives.

Note: We strongly recommend that you (or your client) maintain a set of periodic backups of the company data on a local hard drive or on appropriate removable media. Please note that, due to the technical requirements of the servers, a backup/restore procedure cannot be made to or from a location that would require multiple diskettes. Appropriate removable media would include data CDs, DVDs, USB flash drives, or zip disks.

- If necessary and for an appropriate charge, you may request special assistance from CS Support to recover an archive copy of the data that is automatically stored by the Thomson Reuters data center's disaster-recovery protection system.

Who should control file locations and handle specific file procedures?

When setting up a client who will use online CBS, there are special considerations related to optimal file locations both for the import/export and the backup/restore procedures. As the accountant, you can opt to retain complete control of those procedures by selecting or not selecting certain features in the security setup for the client — determining both **where** the data files, backup/restore files, and import from accountant/export to accountant files are to be stored and **who** should complete those procedures. You can choose folder locations within your accounting firm's own office, or you can choose data locations on the secure servers at the Thomson Reuters data center.

Alternatively, you can enable the **client** to have control and to freely choose the file locations for the import/export and/or the backup/restore procedures.

Import and export procedures for the accountant or client

There are three basic sets of options for importing setup data from the accountant into online CBS and exporting client data from online CBS.

- Option 1: Accountant handles the import of data to and the export of data from CBS.
- Option 2: Client handles the imports, and client initiates exports via the Internet using secure servers at the Thomson Reuters data center.
- Option 3: Accountant or client handles the imports to and exports from CBS using a local data location or removable media.

Each of these options is described below to help you decide which option is most appropriate for both you and your client.

Note: To implement the desired settings related to the import/export procedures for your CBS client, you will need to complete the setup steps detailed in Chapter 3 of this guide (“Setting Up a Client for Online CBS”) and then generate the accountant’s transfer files with both **Security** and **CheckWriter Miscellaneous Information** selected — along with **License Files** and any other CBS features you want to implement for the client. You or the client will need to import those transfer files into CBS.

Option 1: Accountant handles the import of data to and the export of data from CBS

With this option, the **accountant** is always responsible for initiating the import of setup data into CBS and the export of client data from CBS.

This option is available only if you have direct access to your client’s data. Therefore, you and your client **must** be running the software using one of the following combinations for CBS and CSA:

- Your client uses online CBS (accessed via NetClient CS), and you use CSA in the Virtual Office CS™ environment.

- Your firm processes data for the client using both CBS and CSA in the Virtual Office CS environment.
- Your firm processes data for the client using a desktop installation of CBS in your own office, and you also use a local installation of CSA in your own office — that is, both CBS and CSA are installed at your office on a local hard drive or network.

With this option, you would disable the import and export security options for all client users (by selecting the **Import from accountant** and the **Export to accountant** security options for the **No One** user) so that **only** the accountant can perform those procedures.

You can enable the option for the single-step export and retrieval of CBS data during the client setup process in Accountant's Assistant (by marking the **Export and Retrieve CBS Data** checkbox on the CheckWriter tab of the Setup / Miscellaneous Information dialog, as described in Chapter 3 of this guide). After the client setup process has been completed, to perform the one-step process that both triggers the export of data from online CBS and automatically retrieves it into Accountant's Assistant, choose Tasks / Retrieve. You will see a message prompt after the data has been successfully retrieved, and then you may begin processing the data in Accountant's Assistant prior to transferring it to CSA.

Note: For more detailed information, search on **Exporting and retrieving CBS data from your client** from the index in the CSA help browser and then select the topic called **Export and retrieve CBS data (one-step process)**.

Option 2: Client handles the imports, and client initiates exports via the Internet using secure servers at the Thomson Reuters data center

With this option, your client retains control of both the import and the export processes for CBS. Note that you must give the client the proper security rights for this option (by selecting the **Import from accountant** and **Export to accountant** security options in Accountant's Assistant for the appropriate users at the client's office).

Rather than exporting to a local drive or to a form of removable media, the client exports data to a secure location on one of the servers at the Thomson Reuters data center, and then CBS can send you an email message to let you know the data is ready for retrieval into Accountant's Assistant. You will be able to retrieve the data directly from the same server location, so there's no need for your client to transfer the data to you via email or on some form of removable media.

You can enable this mode of export for CBS data during the client setup process in Accountant's Assistant (by marking the **Export via the Internet** checkbox on the CheckWriter tab of the Setup / Miscellaneous Information dialog, as described in Chapter 3 of this guide. If you would also like to have a pre-export backup of your client's CBS data available on the server, mark the **Include client backup with export data** checkbox).

Note: For more detailed information, search on **Exporting and retrieving CBS data from your client** from the index in the CSA help browser and then select the topic called **Export via the Internet (two-step process)**.

Option 3: Accountant or client handles the imports to and exports from CBS using a local data location or removable media

With this option, either you or your client (with appropriate security rights) can handle the import of setup data into CBS and initiate the export of the data from CBS. Typically, the export data will be sent to a local drive or to some form of removable media.

If you give your client the responsibility of exporting the data from CBS, you will need to agree upon a method of acquiring that export data. For example, if the client exports the data to a local drive, they could send a copy of the export file to you via email or by uploading it to File Exchange (if you have enabled that NetClient CS feature for your client).

Backup/restore procedures for the accountant or the client

The Thomson Reuters data servers enable you to back up data to and restore data from “client-side” folder locations. Client-side folders are on the user’s local hard drive (not on network drives).

You or the client may choose any local data location for backing up and restoring data — for example, a folder on a local hard drive or some form of removable media.



OR



Note: To use a USB drive for backing up data in the online environment, you must plug the drive in to the computer prior to launching CBS so the server can correctly map the drive.

What are the optimal folder locations for the online CBS client?

During the setup of your online CBS client, you (or your client) will need to specify appropriate folder locations, which you should determine after reviewing the following reference information.

Initial default folder locations for online CBS

These are the drive letter designations within the online CBS or Virtual Client Office environment:

- **A:** designates the user's floppy drive
- **V:** designates a hard drive on the user's local machine
- **X:** and **Y:** designate servers at the Thomson Reuters data center

The initial default locations within online CBS are shown in the following table.

Import from accountant	A:\
Export to accountant	A:\
Backup / Restore	A:\
Company data	Y:\CBS\Data\
Global data	Y:\CBS\
Form layouts	Y:\CBS\Layouts\
Workspace data	Y:\CBS\
Runtime data	X:\CBS\

However, due to the typically large file size of the CBS company database, **larger capacity media** — such as a folder on the local hard drive or a form of high-capacity removable media — is required for the **Import from accountant**, **Export to accountant**, and the **Backup** or **Restore** procedures using online CBS. Therefore, during the setup process for an online CBS client, you or your client will need to **reset** those folder locations (from the CBS Data Folders tab of the Utilities / Options dialog in CBS).

The decision about how you should reset those folder locations will depend on which of the three options for data control (as summarized in the following table) is the best fit for you and your client.

Type of Procedure	Option 1: Accountant exports and retrieves CBS data using CSA in the Virtual Office CS environment	Option 2: Client exports data via the Internet	Option 3: Accountant or client exports to a local data location or to removable media
Import from accountant	Specify an appropriate folder on the accountant's or client's local hard drive or removable media where the accountant's transfer files will be placed for import into CBS. Folder example: V:\CBS Client Data\<client ID>\From Accountant\		
Export to accountant	When the accountant clicks the Retrieve icon on the shortcut bar in Accountant's Assistant, the CBS data is automatically exported from the client data location on the server at the Thomson Reuters data center and retrieved in Accountant's Assistant.	The CBS export data (and optionally a pre-export backup of the client data) are sent to a secure server at the Thomson Reuters data center. Accountant's Assistant automatically looks to the server at the Thomson Reuters data center for the export file during retrieval.	Specify an appropriate folder on the accountant's or client's local hard drive or a form of high-capacity removable media.
	Folder example: N/A (Accountant's Assistant — if running in the Virtual Office CS environment — triggers the export from CBS and automatically retrieves the export file from the server at the Thomson Reuters data center.)	Folder example: N/A (Accountant's Assistant retrieves the CBS export file from the server at the Thomson Reuters data center.)	Folder example: V:\CBS Client Data\<client ID>\To Accountant\
Backup / Restore	Specify an appropriate folder on the accountant's or client's local hard drive or a high-capacity form of removable media such as a USB flash drive.		
	Folder example: V:\CBS Client Data\<client ID>\Backup-Restore\		



Setting Up a Client for Online CBS

The setup steps for a CBS desktop client are detailed in Chapter 4 of the *Accountant's Assistant Handbook*, and most of those steps are **also** applicable when setting up online CBS for a NetClient CS user — but with the additions or exceptions outlined in this chapter.

Please note that many of the setup steps will have already been completed for an existing CBS client who is now changing from a desktop installation of CBS to online CBS.

This chapter includes the following sections and lists the setup steps that should be completed in the order listed.

- For a CBS desktop client changing to online CBS, obtain a current backup copy of the CBS company data, plus any customized layouts.
- Update your firm's CBS Master License.
- Enable CBS for access by the client via NetClient CS.
- Specify setup information in CSA and Accountant's Assistant and generate the accountant's transfer files.
- Open the client's online CBS program from NetStaff CS.
- For a CBS desktop client changing to online CBS, restore the client data and layouts from the latest backup copy.
- Specify folder locations and complete the import from accountant.
- Complete the remaining setup steps for each online CBS client.
- Provide customized information to the client about using CBS.

Notes

- Because of the unique nature of using online CBS, you can complete the setup steps for a **new online CBS client** from your own office without having to travel to the client site.
 - For an **existing CBS desktop user who is changing to online CBS**, you can complete the setup steps from your own office as well — provided that you have a copy of the latest backups of the client's data. Note, also, that the client would need to temporarily discontinue processing in CBS until after you have completed the setup steps outlined in this guide.
-

Obtain a current backup copy of the CBS company data (for a CBS desktop client changing to online CBS)

If you are setting up a client who is new to CBS, skip this section. Otherwise, do the following:

- ▶ Ask your client to create and send you a backup copy of their CBS company database, by choosing File / Backup / Database. (Note that you or your client will need to restore from this backup copy at a later point in the setup process.)

Notes


- This company backup includes the client's licenses for a **desktop** installation of CBS.
 - If the client has customized or updated any check, deposit slip, or form layouts, the client must also back up those layouts. For details on backing up layouts in CBS, search on **Backup:company data and layouts** from the Index tab of the CBS Help Topics dialog.
 - If your client uses checkbook logos and/or signature bitmap files, determine where those files reside. (You or your client will need to re-select those file locations in online CBS.)
-

Update your firm's CBS Master License file

Before your client can use online CBS, you must first update your firm's Master License, which includes a complete list of your clients who are licensed to use CBS.

Request the online CBS license ("ASP" license) for the client

1. Log in to NetStaff CS as the NetClient CS administrator and do one of the following:
 - In next-generation NetStaff CS, click the **NetClient CS users** link under the Administration heading in the Home Dashboard.
 - In classic NetStaff CS, click the **NetClient CS** tab
2. Click the **CBS Clients** navigation link on the left side of the page and do one of the following:
 - To add a new CBS client, click the **Add CBS Client** button and enter the client name, address, and phone number.
 - To change an existing client from a desktop installation of CBS to online CBS, click the **Edit** link to the right of the user name and choose **Portal** from the CBS Type field.

3. Click OK.
 - If your firm is licensed to use CSA and Accountant's Assistant in the Virtual Office CS environment, we automatically install and apply your updated license files for you within 24 hours, and you should skip to the next section of this guide ("Enable the client's access to online CBS").
 - If your firm uses a desktop installation of CSA and Accountant's Assistant, the updated license information will be available for download via CS Connect.™ You need to complete the remaining steps in this section to download and apply that license update.
4. Start your desktop installation of CSA by double-clicking the Creative Solutions Accounting icon on your desktop, or by clicking the Start button on the Windows taskbar and choosing **All Programs / CS Professional Suite / Creative Solutions Accounting**.
5. From the CSA main window, click the CS Connect  button on the toolbar or choose **File / CS Connect**.
6. In the Options tab of the CS Connect (CSA) window, mark the **Retrieve Licenses** checkbox and click the **Call Now** button.
7. At the message prompt asking if you want to apply the update now, click **Yes**.

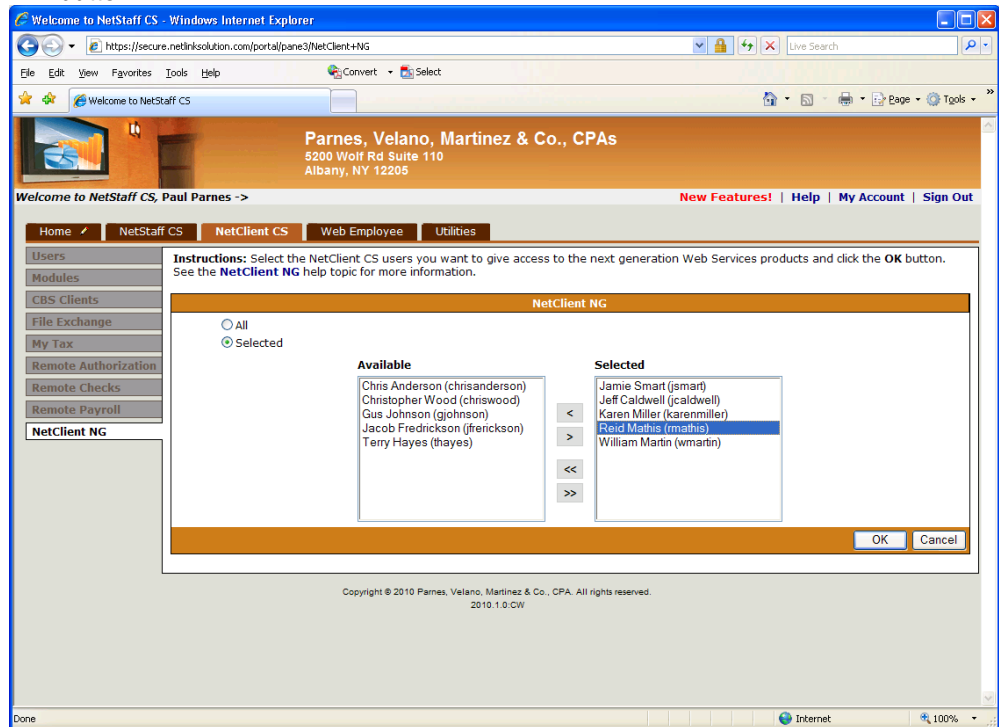
Important! If you use CSA in a network environment, you need to ensure that all other users have exited the program before you apply the licenses.

Enable the client to access online CBS

1. Log in to NetStaff CS as the NetClient CS administrator and do one of the following:
 - In next-generation NetStaff CS, click the **NetClient CS users** link under the Administration heading in the Home Dashboard.
 - In classic NetStaff CS, click the **NetClient CS** tab.
2. NetClient CS users who are new to online CBS must access CBS through Virtual Client Office, which is a next-generation feature. As a result, you must enable next-generation features for these users.

To verify that next-generation features are enabled for the user, click the **NetClient NG** navigation link and, if needed, double-click the user's name in the Available pane. With that user's name listed in the Selected pane, click the OK

button.



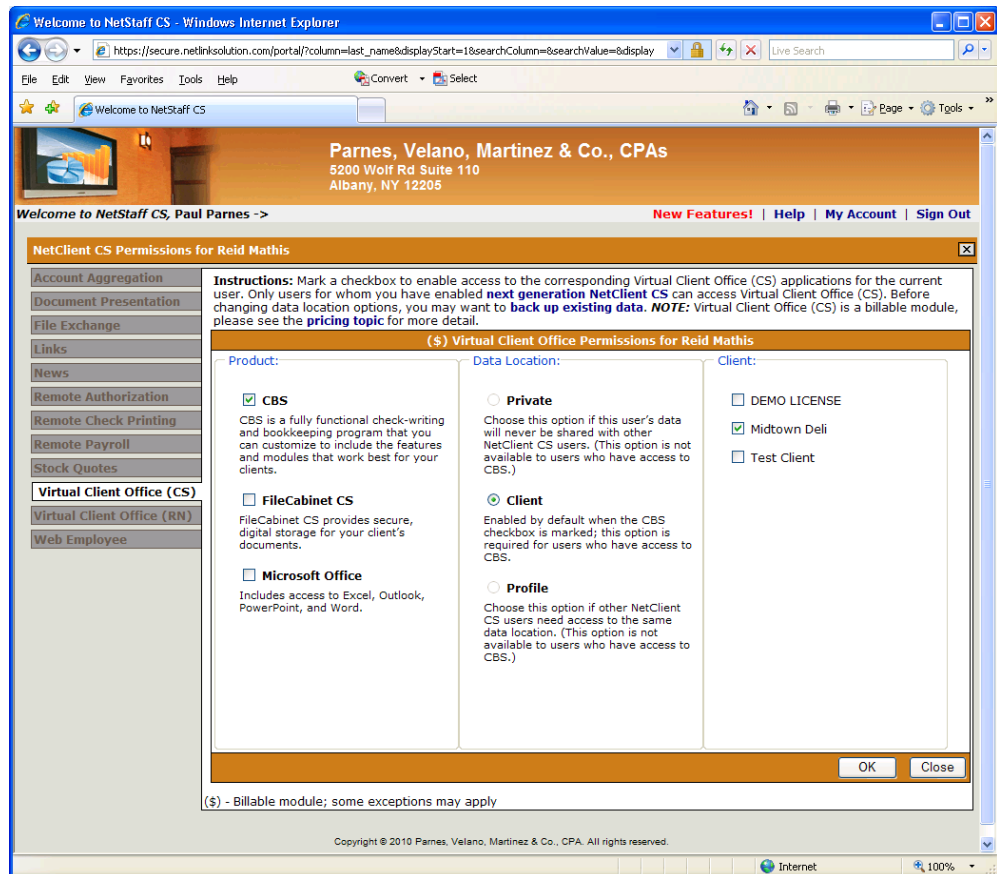
3. Click the **Users** navigation link on the left side of the page.

- In the Users page, click the **Permissions** link in the Actions column for the appropriate NetClient CS user (as shown in the following illustration).

The screenshot shows the NetClient CS interface. At the top, there is a header for "Parnes, Velano, Martinez & Co., CPAs" with contact information. Below this is a navigation bar with tabs for "Home", "NetStaff CS", "NetClient CS", "Web Employee", and "Utilities". The "Users" section is active, displaying instructions and a search bar. A table lists users with columns for Login, First Name, Last Name, CBS, and Actions. The "Permissions" link in the Actions column for the user "karenmiller" is highlighted with a red circle.

Login	First Name	Last Name	CBS	Actions
chrisanderson	Chris	Anderson		Edit Groups Permissions Delete
jcaldwell	Jeff	Caldwell		Edit Groups Permissions Delete
jfredrickson	Jacob	Fredrickson		Edit Groups Permissions Delete
thayes	Terry	Hayes	Multiple Clients >>	Edit Groups Permissions Delete
gjohnson	Gus	Johnson		Edit Groups Permissions Delete
wmartin	William	Martin		Edit Groups Permissions Delete
rmathis	Reid	Mathis		Edit Groups Permissions Delete
karenmiller [Demo User]	Karen	Miller	Midtown Deli	Edit Groups Permissions Delete
jsmart	Jamie	Smart		Edit Groups Permissions Delete
chriswood	Christopher	Wood	Multiple Clients >>	Edit Groups Permissions Delete

5. In the NetClient CS Permissions page, click the **Virtual Client Office (CS)** navigation link on the left side of the page.
6. In the Permissions page, do the following (as shown in the illustration below).
 - Mark the **CBS** checkbox in the Product group box. (Note that only the Client option is available within the Data Sharing group box when the CBS product checkbox is marked.)
 - In the Client group box (which lists all of the clients licensed for online CBS, per your firm's CBS Master License file), mark the checkbox for each CBS company the selected user needs to access.



7. Click OK and then click Close.
8. When the Users page reopens, the company name appears in the CBS column for the user (as illustrated in the following example). Move the mouse pointer over the company name in that column, which is now a **link to open and run CBS as the user**.

The screenshot shows the 'Users' page in the NetStaff CS application. The page header includes the company name 'Parnes, Velano, Martinez & Co., CPAs' and contact information. The main content area features a table of users with the following data:

Login	First Name	Last Name	CBS	Actions
chrisanderson	Chris	Anderson		Edit Groups Permissions Delete
jcaldwell	Jeff	Caldwell		Edit Groups Permissions Delete
jfrerickson	Jacob	Fredrickson		Edit Groups Permissions Delete
thayes	Terry	Hayes	Multiple Clients >>	Edit Groups Permissions Delete
gjohnson	Gus	Johnson		Edit Groups Permissions Delete
wmartin	William	Martin		Edit Groups Permissions Delete
rmathis	Reid	Mathis	Midtown Deli	Edit Groups Permissions Delete
karenmiller [Demo User]	Karen	Miller	Midtown Deli	Edit Groups Permissions Delete
jsmart	Jamie	Smart		Edit Groups Permissions Delete
chriswood	Christopher	Wood	Multiple Clients >>	Edit Groups Permissions Delete

The 'Midtown Deli' text in the CBS column for the 'karenmiller [Demo User]' row is highlighted with a red box, indicating it is a link to open and run CBS as the user.

Specify the appropriate client setup information in CSA and Accountant's Assistant

- ▶ **If the client is new to CBS:** You first need to complete the initial setup steps outlined in Chapter 4 of the *Accountant's Assistant Handbook* prior to completing the steps in this section.
- ▶ **If the client has already been using a desktop installation of CBS but is now changing to online CBS:** You may want to review the client's setup information in CSA and Accountant's Assistant prior to completing the steps in this section.

(Optional) Specify additional export options

If appropriate for you and your client (as described above in the section entitled "Import and export procedures for the accountant or client" on page 3), you may choose either of the following options for the export of client data from CBS.

Note: If you choose not to select either of the two options noted below, you or your client would need to export the CBS data to a local folder or to removable media for transmittal to the accountant and subsequent retrieval into Accountant's Assistant.

Export and retrieve CBS data (one-step process)

Certain CBS and CSA license and installation requirements apply, as described in the section above entitled "Option 1: Accountant handles the import of data to and the export of data from CBS" (on page 3).

- ▶ To select the one-step process for data export from CBS and retrieval into Accountant's Assistant, open the Setup / Miscellaneous Information dialog, click the CheckWriter tab, and mark the checkbox called **Export and Retrieve CBS Data**. This also automatically marks the Export and Retrieve CBS Data checkbox on the PayCheck tab.

For more details, search on **Exporting and retrieving CBS data from your client** from the index in the CSA help browser and then select the topic called **Export and retrieve CBS data (one-step process)**.

Export via the Internet (two-step process)

You and your client must each have a reliable Internet connection to use this feature.

- ▶ To select the two-step process for data export from CBS and retrieval into Accountant's Assistant via the Internet, open the Setup / Miscellaneous Information dialog, click the CheckWriter tab, and mark the checkbox called **Export via the Internet**. This also automatically marks the Export via the Internet checkbox on the PayCheck tab. You may also mark the **Include client backup with export data** checkbox if you would like a pre-export copy of the CBS client database to be placed on the server along with the client's export file.

For more details, search on **Exporting and retrieving CBS data from your client** from the index in the CSA help browser and then select the topic called **Export via the Internet (two-step process)**.

Specify security options appropriate for the client

In Accountant's Assistant, you need to specify the appropriate security settings for each of the client's CBS users.

You also need to specify security settings for the **No One** user — to identify any CBS features that only the Accountant will be able to access.

1. Choose **Setup / Security** and select the options appropriate for the client. In the CheckWriter tab, designate whether the **accountant** or the **client** will control the file locations, as shown in the following table.

If accountant controls file locations	If client controls file locations
Edit the security settings for the No One user to select both the Import from accountant and the Export to accountant security options so that only the accountant (using the accountant's password) would be able to use those CBS features.	Edit the security settings for the appropriate client user(s) to select both the Import from accountant and the Export to accountant security options.
<p>Within each tab of the Setup / Security dialog in Accountant's Assistant, be sure to select only the features that you want to enable for each user who will access CBS via NetClient CS.</p> <p>The servers at the Thomson Reuters data center always include the most up-to-date version of the CBS software. Therefore, neither the Apply CBS updates option nor the Download and apply CBS updates security option is relevant for a client using online CBS.</p>	

2. When you have finished setting up or reviewing the security options for each of the client's CBS users and for the No One user, click the Done button.

Generate the accountant's transfer files

1. In Accountant's Assistant, choose **Tasks / Generate** to create the transfer files for your client on a form of removable media or in a folder on your hard drive as specified in the Setup / File Locations dialog in Accountant's Assistant.

Important!

- For the **initial** setup of a CBS client, you must select License Files, Security, Checkbooks, Chart of Accounts, and CheckWriter miscellaneous information. You may also need to select other features, depending on which CBS modules the client will use.
 - For an **existing** CBS client changing from desktop CBS to online CBS and requiring no other setup changes, be sure to select License Files and Security, as well as any other features that you have changed for the client.
-

2. Respond to the prompts to finish generating the accountant's transfer files.

Open the user's online CBS program from NetStaff CS

Complete all of the steps outlined in this section yourself — **or** you can direct the **client** to complete these steps in CBS using their own NetClient CS logins and CBS passwords.

To complete these steps yourself, do the following:

1. Log in to NetStaff CS as the NetClient CS administrator and click the **NetClient CS** tab.
2. Open the CBS software from the Users page by clicking the company name link in the CBS column for the appropriate NetClient CS user.
3. At the password prompt, enter the **Accountant's** password.

Specify the appropriate folder locations

- ▶ In CBS, choose **Utilities / Options**, click the **CBS Data Folders** tab, and specify the paths and folder locations appropriate for the client.

Note: Within the online CBS (or Virtual Client Office) environment, **A:** designates the user's floppy drive, **V:** designates a hard drive on the user's local machine, and **X:** and **Y:** are the drive letter designations for the servers at the Thomson Reuters data center.

Important! To complete this step, please refer to and consider the reference information and options outlined in Chapter 2 of this guide.

Restore the client's data from the backup copy (for a CBS desktop client changing to online CBS)

If this setup is for an existing client changing from desktop CBS to online CBS, you (or your client) need to restore the client's backup copy created in an earlier step.

- ▶ Restore the company data from the backup copy by choosing **File / Restore / Database**.

Notes

- At this point, the client would not yet be able to **open** the company in online CBS because this restored backup data still includes the now out-of-date (desktop) CBS licenses.
 - If the client backed up any modified check, deposit slip, or form layouts, you (or the client) would also need to restore those layouts at this time.
 - Additional information for accountants using CSA and Accountant's Assistant in the Virtual Office CS environment is available in the topic called "[Migrating Client Bookkeeping Solution data to Virtual Office CS](#)," which is accessible from the help topics for NetStaff CS.
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Complete the import from accountant

1. Copy or place the accountant's transfer files with license and security information (as created in a previous step) into the Import from Accountant location designated in the CBS Data Folders tab of the Utilities / Options dialog.
2. In CBS, choose **File / Import / From Accountant** to import the accountant's transfer files and bring in the actual setup information for the client company. (**Important!** Be certain to select the correct company for the data import.)

At the password prompt, enter the **Accountant's** password so that you may access **all** areas of CBS.

Note: If you prefer, and if you have set up rights for the client to handle the import/export procedures, you may instruct the **client** to choose **File / Import / From Accountant** to import the accountant's transfer files that you provided to the client on removable media, as an email attachment, or via File Exchange. At the password prompt, the client should enter his or her own CBS password.

3. After CBS has finished copying the import files from the specified location, the program displays a message prompt stating that the files were imported successfully. Click OK.

Important! At this point, a client changing from the desktop CBS to online CBS should no longer open the company database within the CBS desktop environment and, therefore, should uninstall the desktop software. Note, however, that the accountant can open any CBS client company in **either** environment from any computer where your firm's CBS and CSA software products are installed.

Complete the remaining setup steps for each online CBS client

1. Complete or verify the remaining setup steps as you would for any CBS client — choosing check, deposit slip, and form layouts, verifying checkbook and checkbook reconciliation information, verifying company properties, setting up templates and employees, updating the accounts payable vendor information, setting up the accounts receivable information, and so forth — as applicable for the selected client and as outlined in Chapter 4 of your *Accountant's Assistant Handbook*.
2. Using the **File / Backup** commands, create backup copies of the company database and layouts to retain and archive for safety.

Provide the client with information on using CBS

Provide the getting started guides and other documents for the CBS user

You should plan to provide a copy of the *Client Bookkeeping Solution CheckWriter Getting Started* guide for each new CBS client that you add.

Please note that we provide PDF copies of the getting started guides for **all** of the CBS modules and make them accessible from the CBS help topics. You should instruct your client on how to open and view the relevant getting started guide(s) in the Adobe® Reader,® as follows:

- ▶ In CBS, choose **Help / PDF Guides**, select the module, and then select the document of interest. (Only the documents relevant to the CBS modules for which the client is licensed appear in the list.)

Provide customized help for using online CBS

Included with the help topics for NetStaff CS is an RTF document called “**Using Hosted CBS,**” which you can customize and give to your client.

1. Open NetStaff CS and click the Help link in the administrator's portal.
2. Search on **CBS** from the help index and then click **supporting documentation**.
3. In the topic frame, click the **Using Hosted Client Bookkeeping Solution** link to open the RTF document.
4. Using the word processing software in your own office, save a copy of the RTF document under a unique name and edit it as necessary for this client.

For example, you may want to note sections of the *Client Bookkeeping Solution CheckWriter Getting Started* guide that are applicable to this client, as well as any sections that are **not** applicable to the client's own particular setup in online CBS (such as software installation from the Client Bookkeeping Solution CD, software updates via CBS Connect, or information relevant to any of the functions not selected for the client's particular setup). Also be sure to note the procedures for import/export and backup/restore that are appropriate for this client.

Important! While online CBS users are always on the latest version of the program, if the client uses the calculating payroll features in CBS PayCheck, either you or the client must import or manually update the payroll tax tables for the client in CBS at the start of each new payroll calendar year. For details, please refer to the CBS user bulletin that we distribute in late December each year.

5. Print a copy of the edited document to send or give to the client, or you may choose to send an electronic copy via email.

Support for CBS Users, and for the Accountant

Because you serve as the software provider for your CBS clients, you are free to set the terms both for your clients' use of the software and for the support you provide. CBS can ultimately help you save hours of staff time, get financial reports into your clients' hands faster, and build long-term relationships with your clients.

Provide continuing support to either desktop or online CBS clients

As noted earlier in this guide, a CBS client can run either desktop CBS or online CBS, but not both. However, CBS enables the **accountant** to open the CBS company data for any client in either environment.

Regardless of which type of CBS license your client uses, as the accountant you can open the company data from any computer or network system where your firm's CBS and CSA software are installed.

Opening a CBS client company database from the accountant's office

1. Open CBS and restore the client database from a backup copy company database saved from online CBS. The program automatically opens the company database when it has been restored.

Note: In the online CBS or NetClient CS environment, the server can recognize and communicate only with server or local drives and **not** with network drives. (This step enables the CBS program to find and identify the accountant's Creative Solutions Accounting software during the next step regardless of whether the program and data locations are on the local hard drive or on a network.)

2. When the license prompt appears, click the Browse button and navigate to the location on your hard drive where your CSA software is installed.

Access support for the accountant

Help topics

For step-by-step procedures within Creative Solutions Accounting, Accountant's Assistant, or Client Bookkeeping Solution, please refer to the help topics for those products. The Help Topics browser or dialog is available from the Help menu in each product.

To access help in NetStaff CS, click the Help link in the administrator's portal, click the Index button, and enter **CBS**.

Website

If you have questions or need assistance, you can visit our website at CS.ThomsonReuters.com 24 hours a day for access to our support knowledgebase and for the latest information on current issues and processing tips. To take advantage of this convenient means of accessing information, choose **On the Web** from the CSA Help menu, and then click **Product Support and Service**.

CS Support

To speak with a Product Support Representative, please call CS Support at (800) 968-0600, press **2** for Product Support, and then listen to the available options. Normal weekday support is available from 9:00 a.m. to 8:00 p.m. eastern time. For details on support hours for all CS Professional Suite applications, please visit the Support section of our website (accessible from within CSA by choosing **Help / On the Web / Product Support and Service**).