

# Connect – Site Admin

Quick reference card for PwC teams



## Engagements

All Connect site content (e.g. discussions, requests etc) is grouped by engagement. Your Connect Site can include **multiple** engagements for your client (e.g. Quarterly, Interim and Year End).

**At least one engagement must be created before any requests, engagement matters or milestones can be added to a site.**

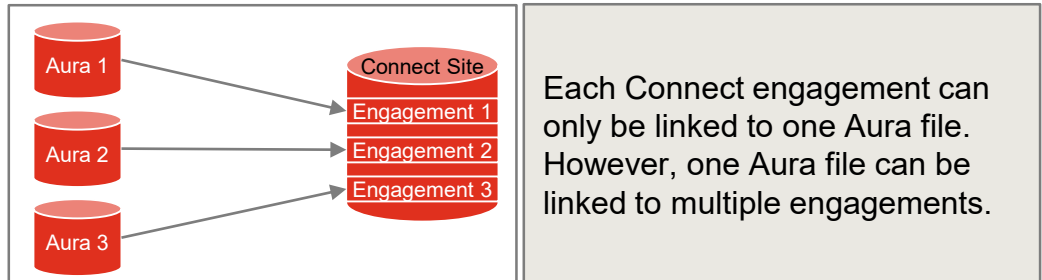
### Tips for linking to Aura sites:

- When you have a Q1 Aura file that is rolled forward to Q2 and Q3 (in the same fiscal year) you will never have more than one Aura file attached to the “quarter” engagement at a time. It is important to **roll-forward the Connect engagement FIRST**, and then roll-forward the Aura file.
- When the structure of your Aura file and Connect requests is **consistent between quarters**, you can create one quarterly engagement then ‘Purge & Roll-forward’ to the next quarterly engagement. All templates, owners, requestees, and mapping to Aura EGAs will remain with their associated requests, if setup in the initial quarterly engagement.
- If you issue **multiple audit reports** out of one Aura file and have to copy and archive multiple times, you should copy the Aura file > archive the copied Aura file > continue working in the Aura file linked to the Connect engagement.

For specific instructions on how to Purge & Roll-Forward Engagements see [Purge & Rollforward Playbook](#).

Site Administration

Menu	3 Associated Engagements 1 selected			
Engagements	Engagement	Third Party Access	Start Date	End Date
Users	Interim	Yes	19 Apr 2018	30 Apr 2018
Modules	Restructure	Yes	19 Apr 2018	24 May 2018
Custom Access Groups	Year End	Yes	24 Apr 2018	17 May 2018
Security				



### Keep in mind when creating an engagement

- Start and End Date should reflect the timing of engagement work, NOT the period under audit or review.
- Refer to [Playbook - New Client Setup](#) (Step 2.1 Setup engagements) for more information on ‘engagements’ and linking to Aura.
- You can modify the option to **Allow Third Party Requests** at a later date.

# Aura Integration

**To get the most efficiencies for your engagement make sure to link your Connect Engagements to the related Aura file.**

- To link your Aura file(s) navigate to Site Admin -> Engagements
- View the Engagement's details by clicking on the name of the Connect Engagement
- Select the appropriate Aura file from the drop down list. Active Aura files to which you have access will be available in the drop down.
- Click Save

Refer to the following resources for additional functionalities once your Aura file is linked to Connect:

[Mapping Requests to Aura](#), [Monitoring Requests in Aura](#), and [Sending Documents to Aura](#).

## Keep in mind

- Each Connect engagement can only be linked to one Aura file. However, one Aura file can be linked to multiple Connect engagements.
- Only Aura engagements for which you are on the Aura ACL will appear. If you are in a read-only role or have been added to the Aura ACL in the last 4 hours, you may not see the engagement listed.
- Refer to tips for linking to Aura sites on [page 1](#)

### Edit Engagement

Name

Year-End

92 characters remaining

Description (Optional)

Description

500 characters remaining

Start Date

31 May 2018

End Date

23 Jun 2018

Release Draft Request by:

08 Nov 2018

Allow Third Party Requests

☒ Yes ☐ No

Aura File (Optional)

Kevin CCM Testing




Only Aura engagements for which you are on the Aura ACL will appear. If you are in a read-only role or have been added to the Aura ACL in the last 4 hours, you may not see the engagement listed.

Save

Cancel

# Users - PwC

## PwC Users can be added -

- **From your Aura ACL** when you link your Aura file to a Connect Engagement(s) by clicking on .
  - Refer to the prior page for how to link your Aura file to a Connect Engagement(s)
- By clicking on 'Add' 
- By clicking 'Import from File'  and populating the User Import Template

**Change multiple users' access** by selecting the checkbox next to each user(s) and clicking 'Replace Connect Role'

## Remove User Access

Before deleting the users, you will be notified if the user is still associated with any requests, discussions, engagement matters, or milestones and required to reassign.

## Find and Replace Users

This will apply to all associations throughout the site including Requests, Discussions, Engagement Matters, Milestones and Custom Access Groups from one user to another.

**TIP:** The Replacement Assignee must have the same or higher access as the Assignee in order to replace

**Site Administration**

**Menu**

- Engagements
- Users**
- Modules
- Custom Access Groups
- Localisations

**PwC** Client Third Party All

11 PwC Users 1 selected 1 PwC User is not on an Aura ACL Apply Filter

11 PwC Users 1 selected 1 PwC User is not on an Aura ACL Apply Filter

Name	Email	Country	Status	Connect Role	Custom Access	
<input checked="" type="checkbox"/>	Mariaan Badenhorst	mariaan.badenhorst@pwc.co	United States	Active	PwC Administrator	--
<input type="checkbox"/>	Christine Farrelly	christine.x.farrelly@ch.pwc.cc	Switzerland	Active	PwC Administrator	--

## Did you know?

- PwC, client and third party users can all be added with the same User import Template file. Ensure that all external domains have been added to the appropriate approved domains list.
- See the [QRC Managing Access and Restrictions](#) for more details on specific user roles, access and additional optional restrictions.



## Compare the PwC users in Connect with PwC users in Aura

1. Identify PwC users within the linked Aura ACL(s) that do NOT have access to the Connect site. Select and add users as necessary. **Added users will be mapped to their highest corresponding Connect role by default.** See [page 5](#). **If a user doesn't show up after he/she is added**, this may indicate the user changed his/her name/GUID, or that the individual no longer works at the firm. Confirm the correct user is selected, and [create an IT ticket](#) if you experience any issues.
1. Identify PwC users within the Connect site that do NOT have access to the linked Aura ACL(s). Any users identified are indicated by the yellow bar and triangle. You can easily filter for these results using the filter displayed above and select and remove users as necessary.

# Users - Client and Third Party

## Client and Third Party Users

Approved domain(s) need to be separately added on the Client and Third Party tabs, through **Manage Domains** before adding users by -


- Clicking on 'Add' 
- Clicking 'Import from File'  and populating the User Import Template

## Tip

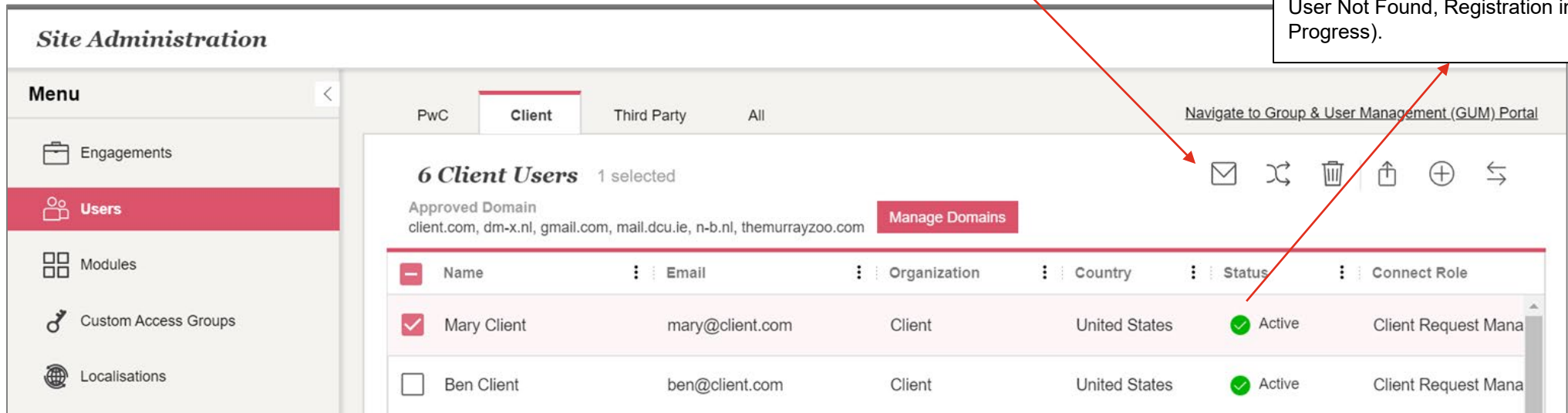
You can resend **Welcome email** any time by selecting the user and clicking the Mail Envelope icon

## Did you know?

You can **Export a Listing of all Users** by:

- 1) Clicking on the 'All' users tab
- 2) Clicking on the 'Export' button 

See [page 5](#) for explanation of various statuses (Active, Disabled, User Not Found, Registration in Progress).



The screenshot shows the 'Site Administration' interface. On the left is a 'Menu' with options: Engagements, Users (highlighted), Modules, Custom Access Groups, and Localisations. The main area is titled '6 Client Users' with '1 selected'. It shows a list of users under the 'Client' tab. Above the list is a 'Manage Domains' button and a list of approved domains: client.com, dm-x.nl, gmail.com, mail.dcu.ie, n-b.nl, themurrayzoo.com. The user list has columns: Name, Email, Organization, Country, Status, and Connect Role. Two users are listed: Mary Client and Ben Client, both with 'Active' status. A red arrow points from the 'Tip' box to the Mail Envelope icon in the toolbar. Another red arrow points from the 'Did you know?' box to the 'Export' button in the toolbar.

Name	Email	Organization	Country	Status	Connect Role
Mary Client	mary@client.com	Client	United States	Active	Client Request Mana
Ben Client	ben@client.com	Client	United States	Active	Client Request Mana

## Remember:

- Refer to the prior page for how to change user roles and find and replace users site-wide.
- PwC, client and third party users can all be added with the same User import Template file. Ensure that all external domains have been added to the appropriate approved domains list.
- See the [QRC Managing Access and Restrictions](#) for more details on specific user roles, access and additional optional restrictions.


## Two Options for registering a New External Users(s) (i.e. never had access to Connect previously)

1. For external users(s) that will need immediate access to your Connect site, register the external use(s) directly in GUM. Refer to the [GUM QRC](#)
2. For external users that do NOT need access to our Connect site **within 24 hours** of registration, you can register them directly within Connect.
  - a. Adding manually - Click 'Register a New User' when adding users on the 'Client' or 'Third Party' tab

*Didn't find who you were looking for?* [Register a New User](#)

- a. Bulk import - Populate the required fields in the User IMport Template file.

# Users - Roles and Statuses





**PwC Users** imported to Connect from Aura will automatically be assigned based on the Default Connect Role matrix. To update a user's role, PwC Administrator must do so by selecting 'Replace Connect Role' .

Aura Role	Default Connect Role
File Owner, Engagement Leader, and Team Manager	PwC Administrator
Reviewer, COE Reviewer, Team member, COE Team member, and QRP	PwC – View All Unrestricted Requests
SDC User and SDC Reviewer	PwC SDC User
Read Only	Read Only

Refer to [QRC Managing Access and Restrictions](#) for detailed description of each Connect Role.

**Reminder:** The PwC Administrator role should be limited to a few necessary PwC team members based on the engagement teams determination. PwC Administrators have access to everything, and can manage all site settings, content and user access. Their access cannot be **restricted from viewing requests**.

**Not sure what a user's status means?** See table to the right.

Status	Explanation
 Active	Client, PwC, or Third Party Users Active
 Disabled	Client or Third Party has not accessed Connect in > 1 year. Refer to <a href="#">GUM QRC</a> to enable account.
 User Not Found	PwC user no longer exists. Could be due to name change, or individual having left firm.
 Registration In Progress	Client or Third Party User was recently added to GUM. May take up to one hour for registration to complete. Status will become 'Active' once registration is complete.

# Modules

## 1. Custom Request Fields

Used to categorize and organize requests (e.g. FSLI, Business Unit, project or category). See [Creating Requests QRC](#) for more detail.

## 2. FSLI Field

Where a Connect request is mapped to an Aura EGA, the associated FSLI from Aura will be populated within the Connect request. Where Connect requests are not mapped to an Aura EGA, the user has the option to select the FSLI from a list of FSLIs within the linked Aura file. The selected FSLI will be sent to the Aura Connect Requests Manager to use as a filter.

## 3. Client Review Workflow

Allows PwC users to obtain upfront acknowledgement from the client on due dates, request details and assignments. By default this optional workflow is turned off. Once enabled, select which requests will be created with the status 'In Client Review', 'Draft' or 'Requested'. Requestees must acknowledge 'In Client Review' requests before they become 'Requested'.

### Modules

#### Requests

Manage your requests related to custom request fields and client review workflow.

#### Custom Request Fields 1

##### Field 1

What would you like to name Field 1?

Custom Request Field 1



##### Field 2

What would you like to name Field 2?

Custom Request Field 2



##### Field 3

What would you like to name Field 3?

Custom Request Field 3



#### FSLI Field 2

FSLI field can only be utilized if at least one Connect engagement within the site is linked to an Aura file. An Aura file can be linked to a Connect engagement within the Engagements view in Site Administration. Where a Connect request is mapped to an Aura EGA, the associated FSLI from Aura will be populated within the Connect request. Where Connect requests are not mapped to an Aura EGA, the user has the option to select the FSLI from a list of FSLIs within the linked Aura file. The selected FSLI will be sent to the managed dependencies view within Aura to use as a filter.



#### Client Review Workflow 3

Client Review Workflow exists for you to obtain upfront client acknowledgement of due dates, request clarity and proper assignment. When requests are sent for review, clients must acknowledge the requests to advance their status to Requested.





# Modules

## 4. My Day Settings

Select the number of days PwC users will have to review and accept or return a submitted request or respond to a request discussion from a client user. See [My Day QRC](#) for more details.

## 5. Engagement Matters

The 'Engagement Matters' module can be used to track and share issues encountered throughout the course of the engagement. This functionality is optional and you can determine whether to share the matters with the clients who are part of the Engagement Matters Access Control List (ACL). See [Engagement Matters QRC](#) for more details.

### My Day Settings 4

#### Request Owner Days to Review a Submitted Request

Select the number of days a Primary or Secondary Request Owner will have to review and accept or return a submitted request. This is applicable for PwC users only.

1 ▾ Days

#### Days to Respond to Request Discussion

Select the number of days a PwC responder will have to respond to a request discussion from a client user. This is applicable to all PwC users that are responders on a discussion.

1 ▾ Days

### Engagement Matters 5

The Engagement Matters module can be enabled to track and share issues encountered throughout your engagements as a team or with your client. ☒



Warning: If the Engagement Matters module is disabled, the 'Engagement Matters Client ACL' custom access group will be cleared of its client users. This action cannot be undone.

If enabled:

- The Engagement Matters module and all engagement matters included therein are only visible to PwC users in the PwC Administrators and PwC - View All Unrestricted Requests roles. All PwC users in these roles will have access to create new engagement matters and manage all existing engagement matters included in this site. To remove access from these users, you must remove them from these roles.
- Engagement matters can be shared with client users by marking the individual matters as "visible to client" and adding client users to the 'Engagement Matter Client ACL' custom access group. All client users included in this group will have read only access to all engagement matters that have been marked "visible to client". Only PwC Administrators can share engagement matters with the client.

# Modules

## 6. Milestones

Milestones is an optional module that allows engagement teams to track and share the status of key dates and project deadlines. Local milestones are created in Connect and shared with client users who have been granted access. See [Milestones QRC](#) for more details.

## 7. Global Metrics

The 'Global Metrics' module can display the current request status and performance indicators for progress made on requests across all teams for the global engagement. Global Metrics are only visible to the group engagement team and can be shared with client users. See [Global Metrics QRC](#) for more details.

## 8. Digital Library

Digital Library lets PwC users share documents or links to other websites with client users that are not associated with a request. Documents or links can be shared client users. *Digital Library CANNOT be accessed by Third Party users.* See [Digital Library QRC](#) for more details.

### Milestones 6

The Milestones module can be enabled to track key dates and deadlines internally and with your client.



Warning: If the Milestones module is disabled, the 'Milestones Client ACL' custom access group will be cleared of its client users. This action cannot be undone.

If Enabled:

- The Milestones module and all milestones included therein are only visible to PwC users in the PwC Administrators and PwC - View All Unrestricted Requests roles. All PwC users in these roles will have access to create new milestones and manage all existing milestones included in this site. To remove access from these users, you must remove them from these roles.
- Milestones can be shared with client users by marking the individual milestone as "visible to client" and adding client users to the 'Milestone Client ACL' custom access group. All client users included in this group will have read only access to all milestones that have been marked "visible to client". Only PwC Administrators can share milestones with the client.
- If your Connect site is integrated with Connect Audit Manager, any regulatory audit milestone(s) marked as 'external' in Connect Audit Manager will be visible to client users by default when displayed in your Connect site. Milestones created in Connect Audit Manager can only be edited in Connect Audit Manager.

### Global Metrics 7

The Global Metrics module provides request level statistics and certain milestone metrics at the component team level and is viewable by the group engagement team. This information can be shared with the group client.



Warning: If the Global Metrics module is disabled, the 'Global Metrics Client ACL' custom access group will be cleared of its client users. This action cannot be undone.

If enabled:

- The Global Metrics module is visible to all PwC users.
- The Global Metrics module can be shared with client users by adding individual client users to the 'Global Metrics Client ACL' custom access group. All client users included in this group will have read only access to request statistics and milestone metrics for all component teams within the Global Metrics module.

### Digital Library 8

The Digital Library module can be enabled to upload and share documents and links to PwC literature with your client. Documents will be visible to all PwC Users and can be restricted to individual Client Users or Custom Access Groups.





# Custom Access Groups

- Client users need to be added to the Engagement Matters, Global Metrics and Milestones Client Access Control List(s) in order to see the related items when they are made visible to the client.
- When users access is managed using the user roles and request access restrictions available in Connect v3, the need for 'custom access groups' should be eliminated or greatly reduced.
- See [QRC Managing Access and Restrictions](#) for more details on specific user roles, access and additional optional restrictions.

The screenshot shows the 'Site Administration' interface with the 'Custom Access Groups' menu item selected. The main content area displays '3 Groups' with a table listing three groups: 'Engagement Matter Client ACL', 'Global Metrics Client ACL', and 'Milestone Client ACL'. Each group has a description of its purpose and a link to 'Associated Users'. An 'Add' modal window is open on the right, allowing the user to add a new group. The modal includes fields for 'Name' (with a 250 character limit), 'Description (Optional)' (with a 500 character limit), and 'User Assignments (Optional)' (a dropdown menu). The modal also has 'Save' and 'Cancel' buttons.

# Localisations

- To change the language users will see in the instructions, labels, menus, and dialogs for the Connect site, navigate to the Localisations module and select a language from the drop down.
- Changing the language of the site will not change the language of any user inputs such as request title or description. Further, the site creation form and Cross-Site dashboard will remain in English.

The screenshot shows the 'Site Administration' interface with the 'Localisations' menu item selected. The main content area displays the 'Language' setting. A description states: 'The language setting controls the language users will see in the instructions, labels, menus, and dialogs for the Connect site.' Below the description is a dropdown menu currently set to 'English'.

# Security

Toggle to enable optional security settings

- Large File Upload
- External Dual-Factor Authentication
- Document Preservation
- External IP Address Restriction

Optional security features should only be enabled if agreed with the client.

See [QRC Optional Security Settings and Document Preservation](#) for specific details.

The screenshot shows the 'Security' settings page within the 'Site Administration' interface. The left sidebar contains a 'Menu' with options: Engagements, Users, Modules, Custom Access Groups, Localisations, Security (highlighted), and Site Details. The main content area has a title 'Security' and four toggleable settings: 'Large File Upload' (enabled), 'External Dual-Factor Authentication' (disabled), 'Document Preservation' (disabled), and 'External IP Address Restriction' (disabled). The 'External IP Address Restriction' section includes a text input for 'Approved IP Addresses/Ranges' and a button to 'Add IP Address/Range'.

# Site details

Site Details allows you to 1) delete a site or 2) make edits to the following:

- Connect Site Name
- Office
- Engagement Leader

All engagements have to be purged and deleted before a site can be deleted. Once a site is deleted it cannot be undone.

If a site is to be used for testing purposes only, select 'Yes' in the relevant dropdown.

The screenshot shows the 'Site Details' page within the 'Site Administration' interface. The left sidebar is identical to the previous screenshot, with 'Site Details' highlighted. The main content area has a title 'Site Details' and a 'Save' button. A message states: 'To make changes to read only fields, a new site must be created.' The form contains the following fields: 'Site Name' (text input with 'Flowers Motor' and '87 characters remaining'), 'Your Site Display Name' (text input with a note: 'The Site Display Name should be recognizable by your client (for example: client name, project name or abbreviation). The Site Display Name should not include the fiscal year as the same site will be used every year. For confidential engagements, do not include the client name or other sensitive information in the site display name.'), 'Territory' (text input with 'United States'), 'Office' (dropdown menu with 'Austin' selected), 'Site Purpose' (text input with 'Test'), and 'Site will be used for test purposes only.' (dropdown menu with 'Yes' selected).

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