

World-Check One

Client Administrator

Getting Started Guide

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About this document

Intended readership

For Refinitiv World-Check One clients selected for the role of **Client Administrator**.

In this guide

This guide will walk you through simple steps to completing administrative tasks in World-Check One as a **Client Administrator**. Learn how to **create groups**, **new roles** and **users**, and **configure group search settings**.

WORLD-CHECK ONE ADMINISTRATORS

There are **three** types of **administrator** roles in the World-Check system:

Refinitiv Admin

Users with this role are Refinitiv Professional Services personnel and are the only users allowed to create **new Client records**.

Client_Admin

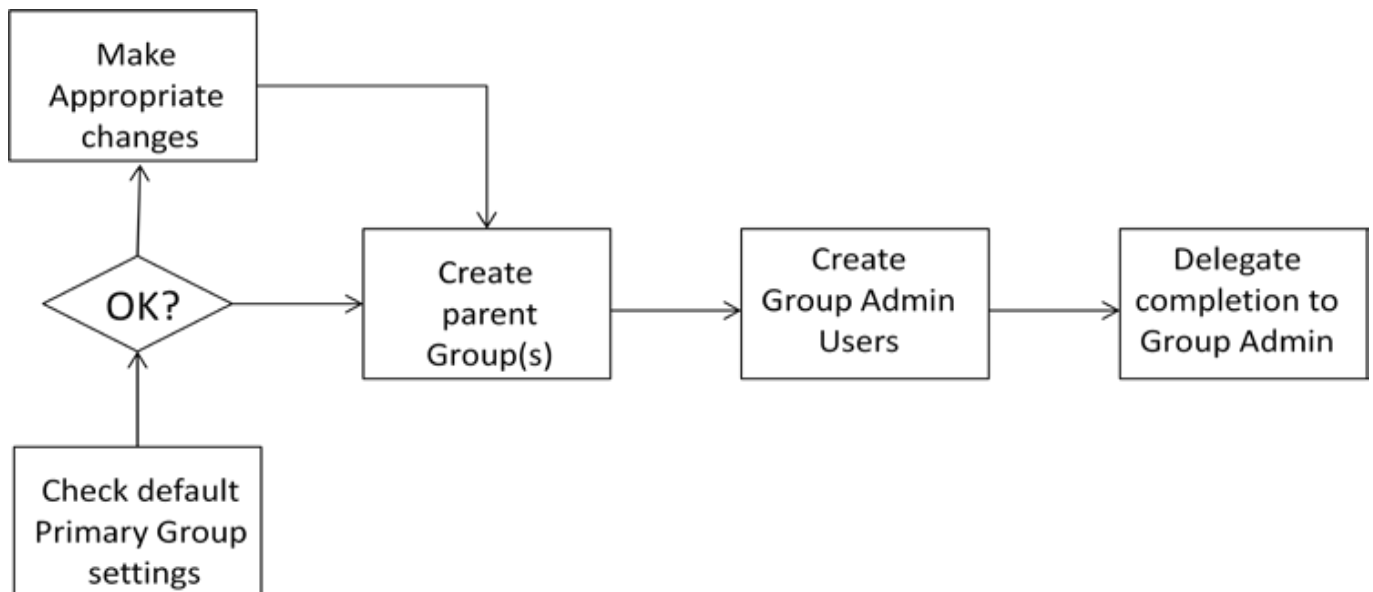
Users with this role belong to the **Client organization** (i.e. not Refinitiv personnel). Client Admin users can maintain the **client** and **primary group** as well as **create child groups, users, roles** etc. for the particular client.

Group_Admin

Users with this role belong to the **Client organization** (i.e. not Refinitiv personnel). Group Admin users can maintain the **group** they administer as well as **create child groups, users**, etc. for the particular group.

This guide covers the **Client Administrator** role. The below flow diagram outlines the responsibilities assigned to, and actions required of a Client Administrator:

Client Administrator Tasks



START

HOW TO LOGIN TO WORLD-CHECK ONE

As a **Client Administrator**, you will receive a notification from Refinitiv containing a **URL** providing access to World-Check One, as well as a **registration key** to create your **OnePass profile**.

What does OnePass do?

OnePass allows you to log on to multiple Refinitiv applications and websites with a **single** username and password.

The image shows a web form titled "OnePass Sign In". It contains two input fields: "Username" and "Password". Below the password field is a link that says "Forgot my username or password". There are two checkboxes: "Save my Username" (unchecked) and "Save my Username and Password" (checked). A "Sign In" button is located below the checkboxes. At the bottom of the form, there are two links: "Create a new OnePass profile" and "Update an existing OnePass profile".

OnePass Sign In

Username

Password

[Forgot my username or password](#)

☐ Save my Username

☒ Save my Username and Password

Sign In

[Create a new OnePass profile](#)

[Update an existing OnePass profile](#)

You can:

- Choose your own **username** and **password**.
- Create **Groups** and **Users**. All you need is the individual's **name** and **email address**.
- **Reset** your username or password if you forget. When on the OnePass sign in page, select **Forgot my username or password**.
- Update an existing OnePass profile with a **new registration key**.

CLIENT AND PRIMARY GROUP RECORD

Once you have created your OnePass login and gained access to World-Check One through OnePass, you will land on the **Client Summary** page. The client record will have already been created for you with a **standardised set of defaults**.

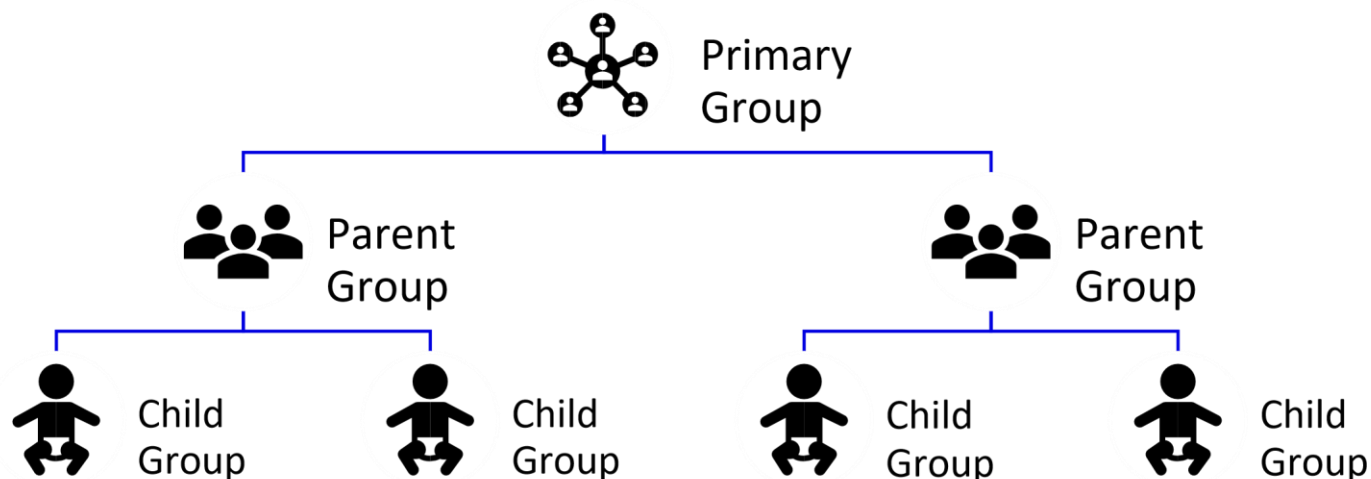
Client Summary page:

SALESDemoHEIDITest - SUMMARY		PRIMARY GROUP DETAILS	
CLIENT DETAILS		PRIMARY GROUP DETAILS	
Client Name	SalesDemoHeidiTest	Compliance Leader	Heidi Catherine Marchetti
Client Code	sd7038058	Email	Heidi.marchettiTEST@thomsonreuters.com
Client Description		Client Admin	more..
Salesforce ID	sd7038058	PRODUCT SETTINGS	
Number of Users	4	Screening Custom Fields	edit
Number of Searches	100000000	World-Check	
Number of World-Check and Watchlist OGS Searches	1200	Settings	edit
Number of Media-Check OGS searches	300	Resolution Toolkit	edit
Number of Vessel Check searches	0	Auto-Resolution	edit
SUBSCRIPTION DETAILS		Media-Check	
Subscription Mode	Trial	Settings	edit
Subscription Dates		WatchList	

PRIMARY GROUP

A **Primary Group** is **automatically** created when a Client record is added. It is the **highest group** in the hierarchy. The **default settings** under the Primary Group cascade down to all parent and child groups.

However, each individual child group can be customized as needed/wanted regardless of the inherited defaults.



Admin > Groups page > Primary Group example:



Primary Group

Click on **New Group** to create a new parent or child group. In this example, a new child group will be created as the Parent group is selected.

For more instructions on groups and how to create them, go to the [Groups](#) section of this document.

Default Settings

The standardised settings will enable your organization to start using World-Check One instantly, without having to make any further changes.

If you are the Client Administrator

Please review and make any changes that would be appropriate for your organization.

If you are not the Client Administrator

Your Client Administrator would have already reviewed the settings and made the appropriate changes for the Client and Primary Group. Liaise with your Client Administrator as appropriate.

Do I Have Client Administrator Access?

Follow the below steps to test if you have Client Administrator access:

1. On the **Client Summary** page, from the left-hand panel, select **Groups**.
2. Click on a group. The **Primary Group** will now appear under the **Groups** heading. Select the **Primary Group**. In the example below, **SalesDemo** is the Primary Group:

Admin page > Groups:

The screenshot shows the 'WORLD-CHECK ONE Admin' interface. On the left, the 'Groups' menu item is selected. The main area displays a list of groups under the 'GROUPS' heading. 'SalesDemo' is the selected group. Below it, a search bar and a 'Go' button are visible. To the right, the 'GROUP ADMINISTRATORS' section shows a table with two columns: 'Name' and 'Administrator email'. The table lists 'Tanya Brady Halligan' and 'Neha Joshi' as administrators.

3. If you are *not* an administrator for the selected group, the following message is displayed:

The screenshot shows the 'WORLD-CHECK ONE Admin' interface with a red error banner at the top stating: 'You do not have necessary permissions to perform this action.' The left sidebar shows 'Groups' selected. The main area shows 'Group : SalesDemoNehaJoshi'. The right panel shows 'GROUP DETAILS' with tabs for 'Group details', 'Group Administrators', 'Group Members', and 'Features'.

NOTE: If you do not have access, you will need to speak to your organization's **Client Administrator** to make any changes that require Client Administrative level access.

GROUP SETTINGS

The features in this section instruct you on how to set and adjust the parameters of your **Group settings**. You can turn on the **World-Check search** functionality for all groups, adjust **minimum score thresholds**, edit **sources** searched against, and configure **custom settings**.

You can configure the settings for all groups from the **Client Summary page**:

1. Choose **Admin** from the dropdown menu. Select the **Primary Group** from the left-hand menu. The **Client Summary page** will appear.
2. Edit the settings from the **Product Settings** section. Continue reading for more information on each setting.

Admin > Client Summary page > Product Settings:

The screenshot shows the 'Client Summary' page for 'P_Tanya_CI'. The left sidebar has 'P_Tanya_CI' selected. The main content area is divided into three sections: 'CLIENT DETAILS', 'PRIMARY GROUP DETAILS', and 'PRODUCT SETTINGS'. The 'PRODUCT SETTINGS' section is highlighted with a blue box. It contains the following settings:

PRODUCT SETTINGS	
Screening Custom Fields	edit
World-Check	
Settings	edit
Resolution Toolkit	edit
Auto-Resolution	edit
Media-Check	
Settings	edit
WatchList	
Maintain Lists	edit
Settings	edit
Resolution Toolkit	edit

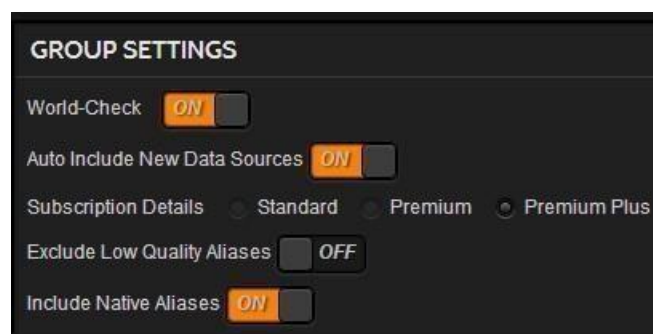
Group Admin page > Group details:

The screenshot shows the 'Group Admin' page for 'Tanya - Prod Group'. The left sidebar has 'Groups' selected. The main content area is divided into two sections: 'GROUPS' and 'GROUP DETAILS'. The 'GROUP DETAILS' section is highlighted with a blue box. It contains the following details:

GROUP DETAILS	
Group active	<input checked="" type="checkbox"/>
Group name	Tanya - Prod Group
Compliance Leader	Tanya
Email	tanya.brady-halligan@thomsonreuters.com

World-Check

World-Check is **ON** by default.



Auto-Include New Data Sources

The option to **Auto-Include data-sources** is **ON** by default and is set by Refinitiv Administrators according to your **client subscription** details.

For Group Administrators

The option to **Auto-Include data-sources** would have been set by your **Client Administrator**, but you can change it as appropriate for your group, subscription levels permitting.

The subscription options available are: **Standard**, **Premium** or **Premium Plus**.

NOTE: Some of the settings below are available to **Premium** and **Premium Plus** subscription holders only.

Minimum Score Threshold

Minimum score threshold allows you to control the result set returned by the matching engine. The Default is set from Fuzzy to Exact.



You can edit the default **minimum score threshold** for your Primary Group, which will override the initial settings inherited from World-Check settings.

Sources

All Sources are turned **ON** by default. Iranian Economic Interest Data (IEI) will be turned **ON** if you have subscribed to it.



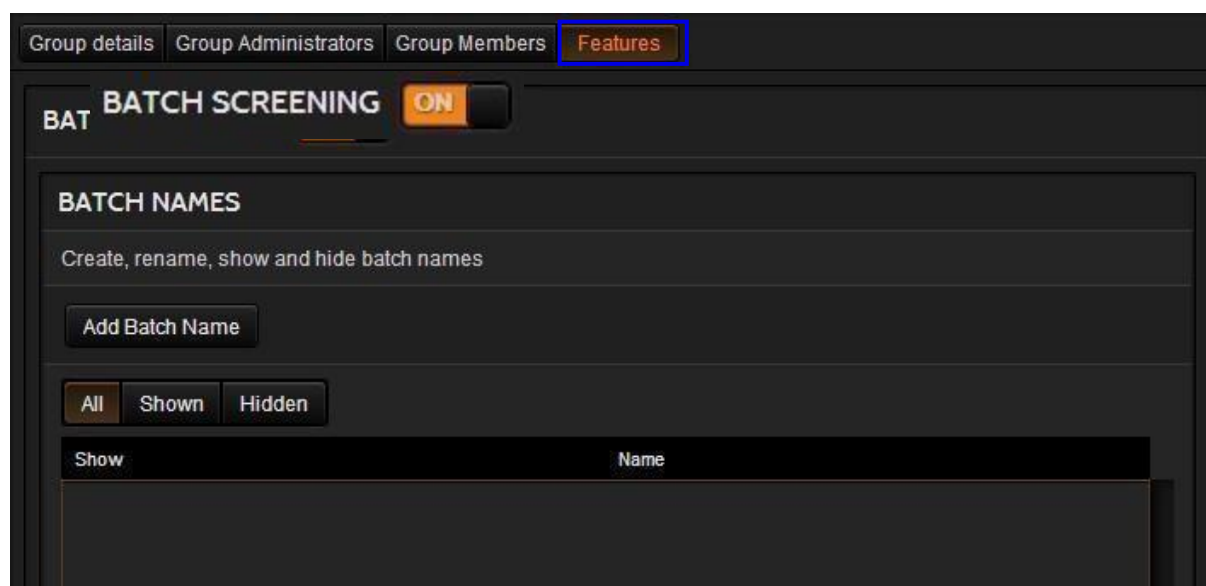
OPTIONAL SETTINGS

Batch Screening

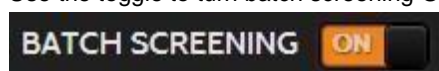
To turn batch screening **ON** or **OFF** within the **Primary Group**, and thereby turning batch screening ON/OFF for all other groups under the Primary Group, follow the below instructions. If you wish to edit batch screening settings from within a parent group or child group, follow the same process within the relevant group.

1. Navigate to the **Features** tab from any **Group** summary page. The **Batch Screening** settings will be displayed:

Group Summary page:



2. Use the toggle to turn batch screening **ON** / **OFF** according to your needs.



3. Once you have turned Batch Screening **ON**, you will need to add Batch Names. Click **Add Batch Names** to display the **Batch Names** section:

Batch Name section:

BATCH NAMES

Create, rename, show and hide batch names

Show ☒

Batch Name *

Save Cancel

All Shown Hidden

Show	Name
------	------

4. Enter a **Batch Name**, for example **Credit Cards, Retail, Brokerage**, etc. The **Show** check box is ticked by default. Click to **remove** the tick if you don't want the batch name to be shown but would like to create it for later use. It will then be displayed in **Hidden** tab).
5. Click **Save** to save the batch name (you can add more batch names depending on your requirements).

Custom Fields

Custom fields are **optional**, which means there are no default custom fields pre-defined in the system. They are **information only** fields that can be used to capture reference information when screening a name.

To name your customised settings, enter a label name in the entry field.

CUSTOM FIELDS CONFIGURATION

Create unique fields for use during case creation

	Show	Mandatory	
Field 1 <input type="text" value="Custom Field 1"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	X
Field 2 <input type="text" value="Custom Field 2"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	X

Add Row

NOTE: If your organization is using **Screening Online**, then there will be **two customs fields** pre-defined for you carried over from Screening Online.

Daily E-Mail Schedule

It is set by default to be **10:00 GMT**.

Daily Email Schedule:

Members receive emails daily at ▼ *

Locale: ▼ *

Resolution Toolkit Configuration

The **Resolution Toolkit Configuration** allows you to specify Statuses, Risks and Reasons for **valid values**. This information will be displayed later when resolving matches.

If you want to edit these settings, access the **Resolution Toolkit Configuration** on the **Admin page** and click **Edit** next to the option.

[Group Admin page > Features > Resolution Toolkit:](#)

SCREENING AND RESOLUTION SETTINGS

RESOLUTION TOOLKIT CONFIGURATION
Set resolution and risk states

REASONS FOR RESOLUTION

Show

RESOLUTION STATES

Mandatory Notes

POSITIVE	<input type="text" value="POSITIVE"/>	<input type="checkbox"/>	Risk ▼	Reasons ▼
POSSIBLE	<input type="text" value="POSSIBLE"/>	<input type="checkbox"/>	Risk ▼	Reasons ▼
FALSE	<input type="text" value="FALSE"/>	<input type="checkbox"/>	Risk ▼	Reasons ▼
UNSPECIFIED	<input type="text" value="UNSPECIFIED"/>	<input type="checkbox"/>	Risk ▼	Reasons ▼

Cancel Edit

Reasons

The following **Reasons** are pre-defined on the page:

1. Full match
2. Partial match
3. No Match
4. Unknown

Resolution States

The following **Resolution States**, **Risk** and **Reasons** are pre-defined:

STATUS	MANDATORY NOTES	RISK	REASONS
POSITIVE	No	HIGH, MEDIUM, LOW	Full Match
POSSIBLE	No	HIGH, MEDIUM, LOW, UNKNOWN	Partial Match
FALSE	No	UNKNOWN	No Match
UNSPECIFIED	No	UNKNOWN	Unknown

Auto-resolution Settings

Authorised users can set rules for the World-Check One matching engine so that the system will **auto resolve false positives** returned when a User screens **Individual**, **Organizations** or **Vessels**.

You can also exclude potential **false positives** entirely from the screening results.

[Group Admin page > Features > Auto Resolution:](#)

AUTO RESOLUTION

MANAGE THE OUTCOME OF AUTO RESOLUTION RULES
What should the World Check One application do with the outcome?

☒ Remove from results
☐ Auto-resolve as 'False'

EDIT RULE DEFINITIONS
Configure the rules for match auto resolution

	Gender	Date of Birth +/- 0	Country of Residence	Place of Birth	Nationality	Registered Country	IMO No
Sanctions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sanctions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Law Enforcement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Law	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Regulatory Enforcement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Regulatory	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PEP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
National Government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sub-National Government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Cancel Save

There are no pre-configured settings for the **Auto-Resolution** rules for Secondary Matching fields.

GROUPS

You only need to create one **Parent Group** for the **Primary Group** which would then inherit all settings from the Primary Group.

Tip: You are advised **not** to use the Primary Group directly. It is better to create at least one **parent group** in case you need to assign new parent groups immediately under the Primary Group in the future.

NOTE: If you are migrating from **Screening Online**, the existing Group(s) will be created for you, so you only have to review and check if the current settings are still applicable to your organization.

Create a Parent Group

1. Go to the **Admin page**, select **Groups**. Select the **Primary Group**, then click **New Group**:

Groups > Primary Group > New Group:



2. You will be transferred to the **Create New Group** page. You will need to enter a **Group Name**, **Compliance Leader name**, and **E-mail address**. The default search setting for the group is **Classic** (i.e. Initial & Ongoing screening). Then click **Create Group**.

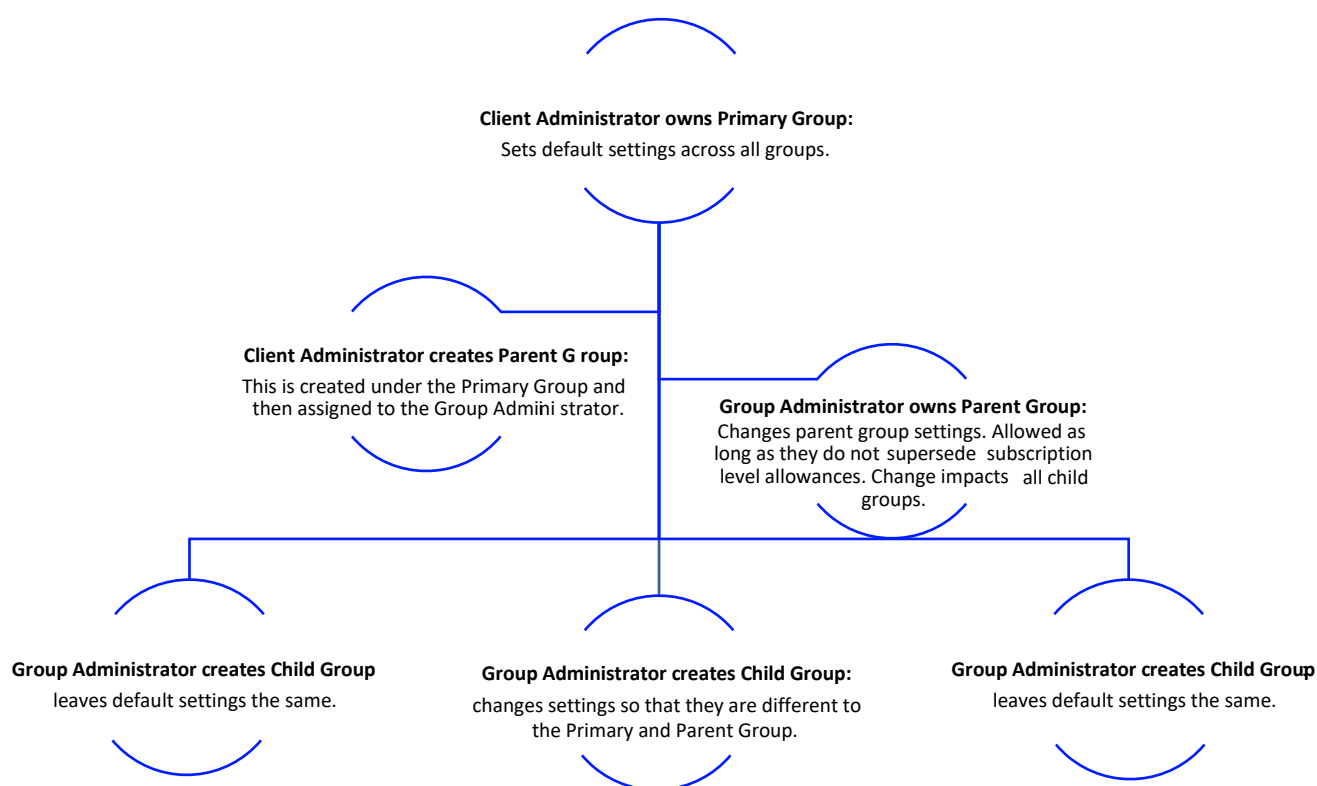
Groups > Primary Group > New Group > Create New Group page:

Optional: Assign a Group Administrator to Parent Groups

If there are multiple divisions and sub-divisions within your company that you would like to mirror into the World-Check One group structure, then you can choose to only create **Parent Groups** and assign those groups to **Groups Administrators**. The Group Administrators can then manage the **child groups** within their assigned group structure.

As a Client Administrator, you will need to:

- **Create** the **Parent Groups**.
- **Create** the **Group Administrator Users** and **assign** them to the appropriate Parent Group(s).
- **Notify** the **Group Administrator** by sending them their **registration key** and providing them with instructions on how to access World-Check One. They will then need to **register** in **OnePass** and login into World-Check One.



ROLES

As a Client Administrator, you are automatically assigned all permissions of a **Group Administrator** for all the **child groups** within your Client/Primary Group. The following Roles are **pre-defined** in the system:

CLIENT_ADMIN

This is the **Client Administrator** and permissions cannot be changed within this role.

GROUP_ADMIN

This is the **Group Administrator** and permissions cannot be changed with in this role.

Case Manager

This is a custom pre-defined role that includes all permissions related to **screening/maintaining a case**.

NOTE: You can either change the Case Manager Role by removing permissions or you could create your own custom roles.

Create a New Role

Follow the below instructions to create a new role:

1. Go to **Admin** > select **Roles** from the left-hand menu > click **New Roles** at the top right of the page.
2. Provide a **Role Name** in the **Role Name field box**.
3. Select **Create Role** at the bottom of the page.

[Admin](#) > [Roles](#) > [New Roles](#):

ADD NEW ROLE

Role Name :

ASSIGN PERMISSIONS

Unassigned Permissions
Add All

Assigned Permissions
Remove All

Search...

- Resolve a Case
- Create a case
- Screen a case
- Case OGS
- Archive a case
- Review a case
- Assign a case

Create a New User

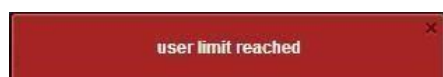
If you need to create **Group Administrator Users** and assign them the ability to create and maintain child groups, follow the below instructions to create a new user:

1. Go to **Admin** > select **Users** from the left-hand menu > click **New User** at the top right of the page.
2. Enter the **first name**, **last name**, and **email address** of the new user in the field boxes.
3. Add any **Unassigned Roles** by clicking on the role itself. It will then move to the **Assigned Roles** section. Click **Add All** to include all roles under the user's name. To **remove** roles, click **Remove All** or select the roles you wish to remove by clicking on them.
4. Select **Create user** at the bottom of the page.

Admin page > Users:

Users > New User:

NOTE: If you have reached the limit of users you can create, the following message will appear:



For more information:

For support, contact your Sales Representative or email grc.wc.support@refinitiv.com

For more information on our products, go to <https://my.refinitiv.com/content/mytr/en/product.html>