

Implement Protection on Forms and Wizards

Design Document

The logo for firelight, featuring the word "firelight" in a lowercase sans-serif font. A small orange hexagon is positioned to the right of the "t".

firelight

IMPLEMENT PROTECTION ON FORMS AND WIZARDS

Document Version: 1.0

1/10/2023

Copyright © 2023 Hexure, all rights reserved.

Hexure, Insurance Technologies, ForeSight® and FireLight® are registered or unregistered trademarks of Insurance Technologies, LLC (IT) in the USA and/or other countries.

ACORD, ACORD ObjX, ACORD OLifE, AL3, ACORD Advantage, ACORD XML, and "Association for Cooperative Operations Research and Development" are registered or unregistered trademarks of ACORD Corporation in the USA and/or other countries.

Microsoft, Microsoft SQL Server, Microsoft Internet Information Server, Windows, and other Microsoft names and logos are either registered or unregistered trademarks of Microsoft Corporation in the U.S.A. and/or other countries.

All other trademarks are the property of their respective owners.

The information contained in this document is current as of the date of the publication. Because Insurance Technologies, LLC must respond to changing market conditions and technology advances, Insurance Technologies, LLC cannot guarantee the accuracy of any information presented after the date of publication.

INSURANCE TECHNOLOGIES, LLC MAKES NO WARRANTIES, EXPRESSED OR IMPLIED, IN THIS DOCUMENT AND HEREBY DISCLAIMS ANY AND ALL SUCH WARRANTIES.

The material contained in this document is considered confidential and the intellectual property of Insurance Technologies, LLC. The recipient is given access to this material on the condition that the recipient (1) will keep the information confidential at all times, and (2) will not copy or modify or share the materials, except as expressly authorized by Insurance Technologies, LLC. The recipient should limit its disclosure of the information and materials only to its employees who have a clear business purpose and need to receive such information and materials and who are bound by confidentiality obligations to the recipient that are at least as protective of such information and materials as those contained herein.

Hexure

Two South Cascade Avenue

Colorado Springs, CO 80903

Phone: 719.442.6400

Internet E-Mail: info@hexure.com

Website: hexure.com

iConnect 258253 Design Approach – Implement Protection on Forms and Wizards.....	4
1. Admin: Allow Client Protection at Form Level	5
2. Admin - Allow Agent Protection at Form Level.....	6
3. Admin: Add Protection for Wizards.....	7
4. App - Allow Data Entry for Client Protection at Form Level.....	10
5. App - Allow Data Entry for Agent Protection at Form Level	12
6. App: Apply Client Protection on Wizard.....	13
7. App: Apply Agent Protection on Wizard	14
8. App - Disallow Access to Client Protected Forms and Wizards.....	15
9. App - Disallow Access to Agent Protected Forms and Wizards	17

iConnect 258253 Design Approach – Implement Protection on Forms and Wizards

Project Overview

Using this enhancement, FL admin will be able to set Client and Agent protection on forms and wizards. To implement this protection on Forms, "Agent" or "Client" options under the "Field Properties" dialog on form designer screen in the admin tool will be used. To implement the protection on wizards, a new property will be added to Wizard Designer screen in the Admin Tool. This property will have protection to implement "Agent" or "Client" protection to the selected wizard.

Using the agent protection will prohibit the client signers to view, enter data, print, or download to the agent protected forms. For the wizard, agent protection will prohibit the client signers to view and enter data to the agent protected wizards.

Similarly, using the client protection will prohibit the agent signers to view (before activity locked), enter data, print, or download the client protected forms. On the wizards, client protection will prohibit the agent signers to view and enter data to the client protected wizards.

Currently, client signers can log into FireLight using external links generated from Client Fill and Client Fill & Sign requests.

Impacts:

- FL Admin: Designer > Form Designer > Field Properties > Protection
- FL Admin: Designer > Wizard Designer > Wizard Protection
- FL App: External login URL for Client Fill and Client Fill & Sign
- FL App: New Activity > Data Entry
- FL App: New Activity > Other Actions > Print (print action via, other actions, print button or custom action button)

Assumptions:

- Definition of Agent signers will be - Agent, Agent 2, Agent 3, Agent 4, Agent 5 & Producer. Users logging into FireLight using the FireLight URL, login and Pwd with an Agent role will be Agent signers.

- Definition of Client Signer will be - signer types other than Agent, Agent 2, Agent 3, Agent 4, Agent 5, Producer & Reviewer. Users logging into FireLight using external login links from Client Fill Request and Client Fill & Sign Request will be Client signers.

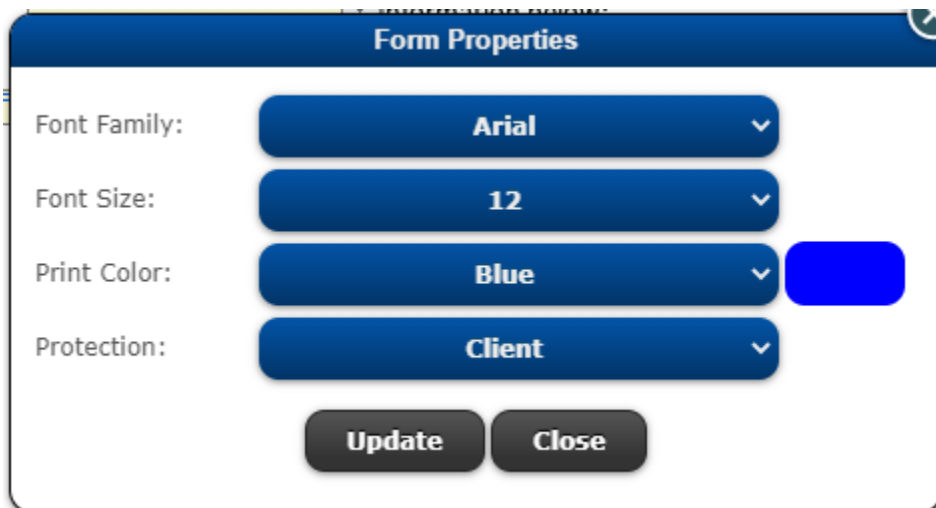
Not In Scope:

- Managing protection options other than Agent and Client are not in scope. Hence, a user with role other than Agent or Client will have access to all the (protected or public) forms and wizards in an activity.
- Managing protection only at the time of data entry is in scope. Once the application is locked, the protection for all options will work same as they are working in 2.27 (prior to 2.27). Also, the protection will not be applied to the Review Queue area of FireLight.
- Protection implemented with this enhancement will be applied only for Forms and Wizards. Protection at field level is not in scope.

1. Admin: Allow Client Protection at Form Level

A new feature will be available from the Forms Designer in the Admin tool to allow agents to fill only. This option will be implemented using "Agent Protection" under the "Form Properties" link featured on the Form Designer for the selected form. When the "Agent" option under "Protection" is selected for a form in the admin tool, that form will not be available for the client to fill from "Request Client to Fill" or "Request Client to Fill and Sign".

Form Properties dialog on the Form Designer screen in the admin tool:

A screenshot of a 'Form Properties' dialog box. It has a blue header bar with the title 'Form Properties'. Below the header, there are four rows of settings, each with a label on the left and a blue dropdown menu on the right. The settings are: 'Font Family:' with 'Arial' selected, 'Font Size:' with '12' selected, 'Print Color:' with 'Blue' selected, and 'Protection:' with 'Client' selected. To the right of the 'Print Color:' dropdown is a small blue square color swatch. At the bottom of the dialog are two dark grey buttons: 'Update' and 'Close'.

Form Properties	
Font Family:	Arial
Font Size:	12
Print Color:	Blue
Protection:	Client
<div>Update Close</div>	

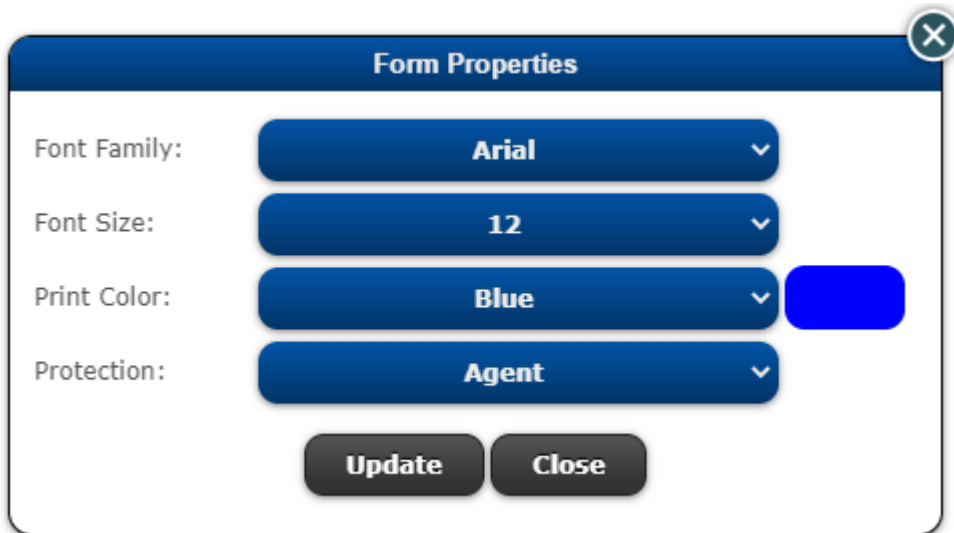
Acceptance Criteria

- On Form Designer page, Form Properties link, "Client" option is available to be selected and saved for the "Protection" property.
- When Client protection is enabled for a form, that form appears for data entry when the client accesses the activity using the "Request Client to Fill" email link.
- When Client protection is enabled for a form, the protected Form appears for data entry when the client accesses the activity using the "Request Client to Fill and Sign" email link.
- When Client protection is enabled for a form, that protected Form does not appear when agent or users other than client is working on the application.
- Form Properties is available for Form Designer and not on Wizard Designer.

2. Admin - Allow Agent Protection at Form Level

A new feature will be available from the Forms Designer in the Admin tool to allow agents to fill only. This option will be implemented using "Agent Protection" under the "Form Properties" link featured on the Form Designer for the selected form. When the "Agent" option under "Protection" is selected for a form in the admin tool, that form will not be available for the client to fill from "Request Client to Fill" or "Request Client to Fill and Sign".

Form Properties dialog on the Form Designer screen in the admin tool:

A screenshot of the 'Form Properties' dialog box. The dialog has a dark blue header with the title 'Form Properties' and a close button (X) in the top right corner. Below the header, there are four rows of settings, each with a label on the left and a blue button with a dropdown arrow on the right. The settings are: 'Font Family:' with 'Arial', 'Font Size:' with '12', 'Print Color:' with 'Blue' (and a small blue color swatch to the right), and 'Protection:' with 'Agent'. At the bottom of the dialog, there are two dark grey buttons: 'Update' and 'Close'.

Acceptance Criteria

- On Form Designer page, Form Properties link, "Agent" option is available to be selected and saved for the "Protection" property.
- When Agent protection is enabled for a form, that protected Form does not appear for data entry when the client accesses the activity using the "Request Client to Fill" email link.
- When Agent protection is enabled for a form, that protected Form does not appear for data entry when the client accesses the activity using the "Request Client to Fill and Sign" email link.
- Form Properties is available for Form Designer and not on Wizard Designer.

3. Admin: Add Protection for Wizards

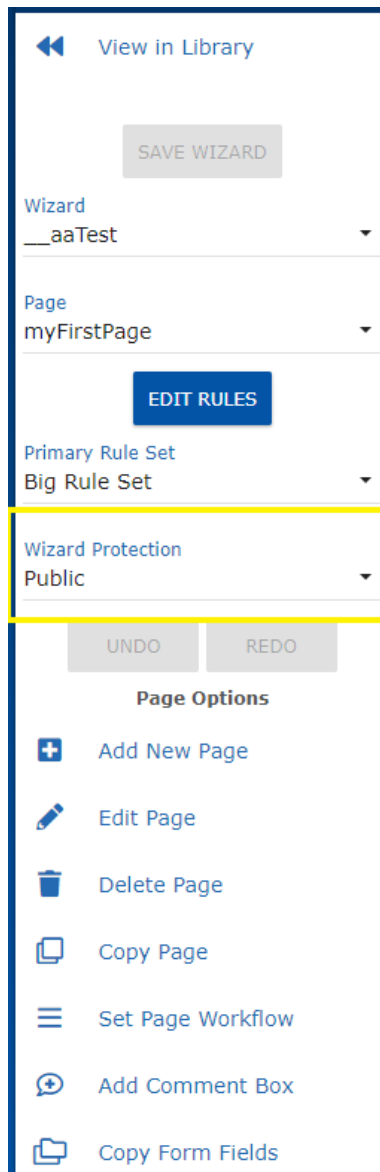
Protection on wizards will be implemented by adding a new option as Wizard Protection on the Wizard Designer screen. There will be three protection options available under this drop down as:

1. Public: Default option that will be auto selected for all wizards. This means that the wizard is available for all types of users/signers.
2. Agent: When agent protection is selected, the wizard will be only available for Agent signers when they are making data entry on the wizards.
3. Client: When client protection is selected, the wizard will be available only for client signers when they are making data entry on the wizards.

Scope of protection for the wizards will be as follows:

1. Data Entry (FL User login)
2. Client Fill Request (External login)
3. Client Fill & Sign Request (External login)

Following is the mockup representing placement of the new property on Wizard Designer screen in the admin tool.



View in Library

SAVE WIZARD

Wizard
__aaTest

Page
myFirstPage

EDIT RULES

Primary Rule Set
Big Rule Set

Wizard Protection
Public

UNDO REDO

Page Options

- + Add New Page
- ✎ Edit Page
- 🗑 Delete Page
- 📄 Copy Page
- ☰ Set Page Workflow
- 💬 Add Comment Box
- 📁 Copy Form Fields

Acceptance Criteria

- Wizard Protection option is available on Wizard Designer screen in the Admin Tool.
- Available wizard protection options are - "Agent", "Client" & "Public".
- Selecting/changing wizard protection option for a wizard will be included in the locking (parallel editing) of the wizard. Hence, it displays the green lock icon once the wizard protection is edited for a wizard.

4. App - Allow Data Entry for Client Protection at Form Level

The forms that are protected at the "Client" level will be available for data entry to the client signer only. At the agent view, the client protected forms will not be available for data entry.

Client protected forms are available to the Client signer when they access FireLight using external links from Client Fill Request or Client Fill & Sign Request. In the scenario of Client Fill & Sign request, client protected forms are available for data entry to the primary signer.

- For the agent view, at the time of data entry, client protected forms will not appear in the list of forms on the activity (activity navigation).
- Client protected forms will be omitted from both MVC (Legacy forms) and React interfaces.
- On the Agent view, when calculating percentage complete on an application for data entry will still consider the fields present on the client protected forms. So that, if the required fields on the client protected forms are not complete, application will not show 100%.
- While displaying errors in data entry, errors present on the client protected forms will be listed at the agent view. Those errors will not be clickable so that Agent can view them and when they are clicked, it will not jump over the field/form/wizard.
- In case client protection is set for a template form, that form will not display in the form list for the agent signer. And will only be displayed under form list for client signer (from Client Fill and Client Fill & Sign requests). Agent can still be able to upload the document from Other Actions > Documents menu.
- When a client protected form has an agent signature control placed on it, that form will appear at the time of signing ceremony, to allow agent to sign the form.

Use Case 1: The application has a form containing medical history fields and the form protection is set for Client. The application has Owner, Insured, Joint Owner, Trustee signers added. At the agent view, that client protected form will not be available for data entry to the agent. If the same fields are present on the wizard in the activity, they will be available for data entry to the Agent.

Agent will send Client Fill request to the Owner signer. When the Owner logs into FL using the external link, medical history form will be available for data entry to the Owner client. If the same fields (with same common tag or field name) are available on wizards on the app, there will be no impact on them.

Use Case 2: The application has a form containing medical history fields and the form protection is set for Client. The application has Owner, Insured, Joint Owner, Trustee signers added. At the agent view, that client protected form will not be available for data entry to the agent. If the same fields are present on the wizard in the activity, they will be available for data entry to the Agent.

Agent will send Client Fill & Sign request to all signers and selecting Owner as the primary signer. When the Primary Signer logs into FL using the external link, medical history form will be available for data entry to the Primary Signer client. If the same fields (with same common tag or field name) are available on wizards on the app, there will be no impact on them.

Acceptance Criteria

- In the agent view, client protected forms are not presented for data entry.
- In the agent view, client protected forms do not appear under the list of forms/wizard list.
- Client can view list of forms that are set as "Client" and "Public" when login using external login link.
- When Client Fill & Sign request is sent to the client signers, client protected forms are only visible to the Primary signer.
- Data entry percentage also considers the field required on the client protected forms to give a correct percentage, allowing application to get to 100%.
- Errors present on the client protection forms are listed to the agent view as non-clickable.
- Client protected forms are omitted from the agent view in both MVC (Legacy forms) and React interfaces.
- Client protection also works on template forms when client is uploading documents from external login links.
- Message pop-up to upload documents displays for both Agent and Client signers.

5. App - Allow Data Entry for Agent Protection at Form Level

The forms that are protected with "Agent" option will be available for data entry to the agent signer only. At the client view, the agent protected forms will not be available for data entry.

When the client accesses the application using external login link (Client Fill Request or Client Fill & Sign Request), agent protected forms will not be visible to them.

- Agent protected forms will not appear in the list of forms for the client view.
- Agent protected forms will be omitted from the client view in both MVC (Legacy forms) and React interfaces.
- When all clients and agents have filled the required fields on client protected and/or agent protected forms in the activity, data entry will show 100% complete.
- While displaying errors in data entry, errors present on the agent protected forms will be listed at the client view (in Client Fill option) as non-clickable. Client will be able to view them but when selecting the errors, it will not jump to the respected field/form/wizard.
- When Agent protection is set for a template form, only Agent signers will be able to upload those documents from the activity. The message pop-up will continue to display for both Agent and Client signers.

Acceptance Criteria

- In the client view, agent protected forms are not presented for data entry.
- In the client view, agent protected forms do not appear under the list of forms/wizard list.
- Agent can view list of forms that are set as "Agent" and "Public" when login using external login link.
- Data entry percentage also considers the field required on the agent protected forms to give a correct percentage and allows the application to reach 100% data entry.
- Errors present on the agent protection forms are listed to the client view as non-clickable.
- Agent protected forms are omitted from the client view in both MVC (Legacy forms) and React interfaces.
- Agent protected template form are uploaded by only agent signers and not client signers.

- Message pop-up to upload the document appears for both Agent and Client signers.

6. App: Apply Client Protection on Wizard

When the Agent user logs into FireLight using an FL username and password, while in data entry for an activity, client protected wizard(s) will not be accessible to the agent user.

1. When an agent creates a new product, they are able to view the list of forms and wizards (including client protected also) under the product.
2. Once the agent is in the data entry mode, they can only access "Public" and "Agent" protected forms and wizards in the list.
3. Percentage completion on an activity will include the errors/fields on the client protected wizard for the agent to know that the data entry on client protected wizard is not complete yet.
4. The error list will display the errors present on client protected forms/wizards, but when they will not be clickable. Agents can only view the error field and not jump to the error section of the wizard.
5. When the application is locked, client protected wizard will not be accessed by the agents.

Acceptance Criteria

- When the agent logs into FireLight, they access only the Public and Agent protected wizards and forms at the time of data-entry. They cannot access Client protected forms or wizards.
- The % completion also includes the errors/incomplete data entry on Client protected forms in the activity.
- Agents can see the errors on Client protected forms in the error list, but they are not able to see the Client protected form/wizard from that list.
- Client protected wizards are not listed on the Print/Download list.
- Client protected wizards are not present at the time signing ceremony.
- When a client logs into FireLight to work on an application, the wizard(s) set with "Agent" protection are not available to them.

- When a client logs into FireLight to work on an application, the wizard(s) set with "Client" protection are available to them.
- When a client logs into FireLight to work on an application, the wizard(s) set with "Public" protection are available to them.

7. App: Apply Agent Protection on Wizard

When the Client signer logs into FireLight using the login link for Client Fill or Client Fill & Sign request, agent protected wizard(s) will not be accessible to the client signer.

1. At the time of data entry, the client will only be presented with "Public" and "Client" protected forms and wizards. They will not be allowed to view or enter data on "Agent" protected forms and wizards.
2. The error list will display the errors present on Agent protected forms/wizards, but they will not be clickable. The Client can only view the errors and not jump to the error field/form/wizard.
3. Percentage completion on an activity will also include the errors/fields on the agent protected wizard. Clicking on the Percentage % icon will list the errors present on the application including the agent protected wizard.
4. For Client Fill & Sign request, when the client proceeds for signing and the application is locked, Agent protected form/wizard will not be accessed by the Clients.

Acceptance Criteria

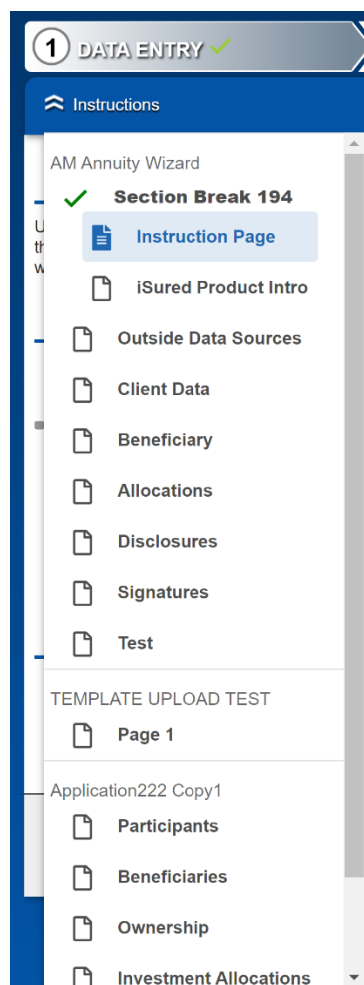
- When the client logs into FireLight using an external link from Client Fill or Client Fill & Sign request, they access only the Public and Client protected wizards and forms. They cannot access Agent protected forms or wizards.
- The % completion also includes the errors/incomplete data entry on Agent protected forms.
- Clients can see the errors on Agent protected forms in the error list, but they are not able to navigate to the Agent protected wizard from that list.
- When an agent logs into FireLight to work on an application, the wizard(s) set with "Client" protection are not available to them.
- When an agent logs into FireLight to work on an application, the wizard(s) set with "Agent" protection are available to them.

- When an agent logs into FireLight to work on an application, the wizard(s) set with "Public" protection are available to them.

8. App - Disallow Access to Client Protected Forms and Wizards

When the forms and/or wizards are client protected, they will not be available to the agent to view or download. Below actions cannot be accessed by the agents for client protected forms/wizards.

- List of forms at the activity/agent view: at the time of data entry, client protected forms will not appear in the list of forms for the agent view. Client protected forms/wizards will be omitted from both MVC (Legacy forms) and React interfaces.



- List of client protected forms under Other Actions > Display/Print PDF: At the agent view, the client protected forms in the list of forms to printed, will appear unchecked and disabled.

Select Documents to Print			
<input checked="" type="checkbox"/>	Check/Uncheck All		
<input checked="" type="checkbox"/>	Application Form	Application222	↓
<input type="checkbox"/>	Application Form	Lifetime-Income-Product Guide	↑ ↓
<input checked="" type="checkbox"/>	Application Form	Product Help	↑ ↓
<input type="checkbox"/>	Optional Form	Signing Instructions	↑ ↓
<input type="checkbox"/>	Optional Form	Wet Signed Forms	↑ ↓
<input checked="" type="checkbox"/>	Report PDF	Validation Report	↑

Close Print Selected Documents

- On the Agent view, when calculating percentage complete on an application for data entry will still consider the fields present on the client protected forms/wizards. Hence, if there are errors or incomplete data entry on client protected form(s)/wizard(s), Percentage value will calculate those errors to not display 100% to the agent view.
- While displaying errors in data entry, errors present on the client protected forms/wizards will be displayed at the agent view as disabled. Agents can view the errors but clicking on them will not jump over the respected field/form/wizard.
- On Manage Optional Forms page, client protected forms will be listed so that agent can add them to the application.
- Leave Behind Email or Download completed Application emails: Omit client protected forms from the document link sent to the agent.

- Signing Ceremony: Omit client protected forms when agent is in signing ceremony (for both Sign Now and Sign Later options)
- When an agent has selected "Sign Now" option for a client signer, client protected forms will show at the time of signing ceremony.

Acceptance Criteria

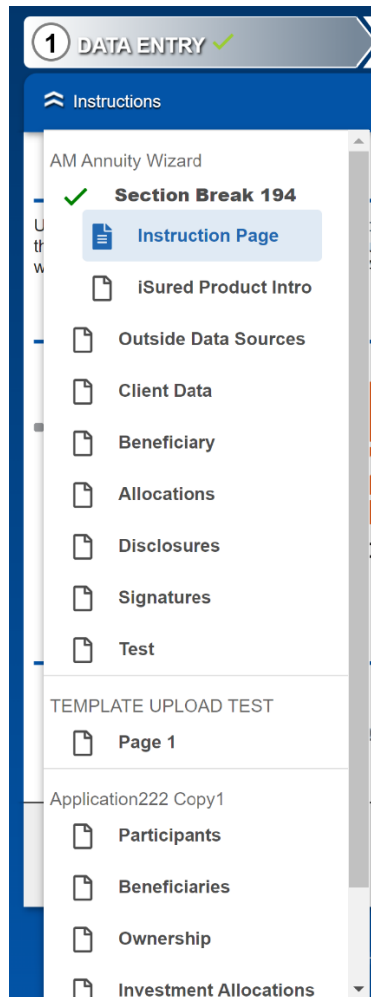
- Client can view list of forms/wizards that are set as "Client" and "Public" when login using external login link.
- Data entry percentage also considers the field required on the client protected forms/wizards to give a correct percentage, allowing application to get to 100%.
- Errors present on the client protection forms/wizards are not listed to the agent view.
- Client protected forms/wizards are omitted from the agent view in both MVC (Legacy forms) and React interfaces.
- At the print action (via Other Actions, Print Button or custom action button), client protected forms appear as unchecked or disabled so that they cannot be printed/downloaded.
- When the agent receives leave behind email or the download completed application email, client protected forms are not available in the list of documents to be downloaded.
- On Manage Optional Forms, client protected forms are available to added to the application.
- Client protected forms are displayed for review at the time of signing ceremony when agent is doing e-Sign Now for the client signer.

9. App - Disallow Access to Agent Protected Forms and Wizards

When the forms and/or wizards are agent protected, they will not be available to the client to view or download when they access app via external links. Below actions cannot be accessed by the client for agent protected forms/wizards.

- List of forms/wizards at the client view: at the time of data entry (from an external link), agent protected forms/wizards will not appear in the list of forms for the client

view. Agent protected forms/wizards will be omitted from the client view in both MVC (Legacy forms) and React interfaces.



- List of Agent protected forms cannot be printed from client view at external login: At the client view, the agent protected forms in the list of forms to be printed, will appear unchecked and disabled.

Select Documents to Print

☒ Check/Uncheck All

<input checked="" type="checkbox"/>	Application Form	Application222	↓
<input type="checkbox"/>	Application Form	Lifetime-Income-Product Guide	↑ ↓
<input checked="" type="checkbox"/>	Application Form	Product Help	↑ ↓
<input type="checkbox"/>	Optional Form	Signing Instructions	↑ ↓
<input type="checkbox"/>	Optional Form	Wet Signed Forms	↑ ↓
<input checked="" type="checkbox"/>	Report PDF	Validation Report	↑

Close

Print Selected Documents

- Leave Behind Email and Download Completed Application: Omit agent protected forms from the document link sent to the clients.

Documents for Application 'Copy of KC-333 1810' for Owner/Trustee : Karen Bohen

View/Download PDF Documents

All PDF Documents	View All	Download All
TEMPLATE UPLOAD TEST	View	Download
Application222 Copy1	View	Download
Addendum - Application222 Copy1	View	Download
ACH Payment	View	Download

- Signing Ceremony: Omit displaying agent protected forms when client is in signing ceremony (for Sign Now, Sign Later and Client Fill & Sign options)

- If all the fields required on the Agent protected forms/wizards are not complete, the option to Client Fill & Sign will not be enabled for that activity. Hence at the client view, the Alert button will be enabled once all fields required for client are completed, considering that agent completed the data entry at their end before sending the Client Fill & Sign request.

Acceptance Criteria

- Agent can view list of forms/wizards that are set as "Agent" and "Public" when working on the activity.
- Data entry percentage also considers the field required on the agent protected forms/wizards to give a correct percentage, allowing application to get to 100%.
- Errors present on the agent protection forms/wizards are not listed in the client view.
- Agent protected forms/wizards are omitted from the client view in both MVC (Legacy forms) and React interfaces.
- At the print action (via Other Actions, Print Button or custom action button), agent protected forms appear as unchecked or disabled so that they cannot be printed/downloaded.
- When the client receives leave behind email or the download completed application email, agent protected forms are not available in the list of documents to be downloaded.