

THE SMART WAY TO RUN YOUR SMALL PRACTICE



SILQ Solicitor Learner Guides

Manual 1 – Customising SILQ

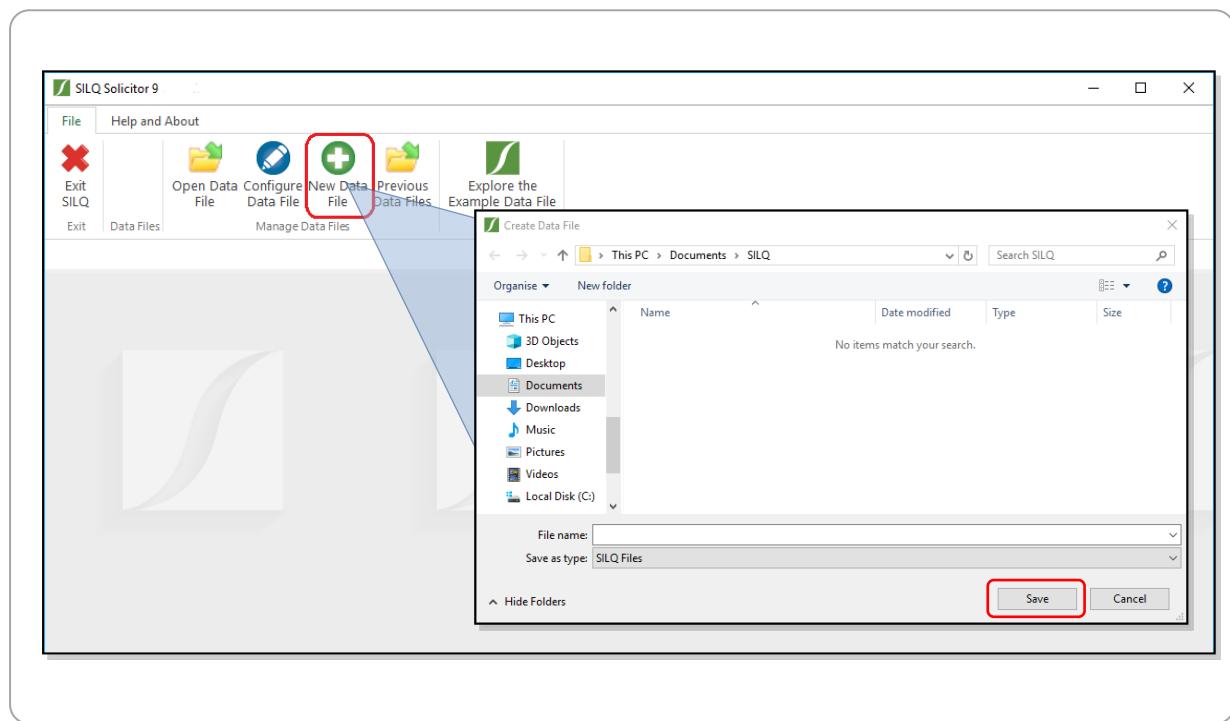
Table of Contents

1	Creating a Data File for SILQ Solicitor Standard.....	4
1.1	Create New Database	5
1.1.1	Data File Set-up Wizard.....	5
1.1.2	Name Settings.....	5
1.1.3	Address Settings	6
1.1.4	Phone and Email Settings	6
1.1.5	Business Settings.....	7
1.1.6	Trust Settings.....	7
1.1.7	Template Settings.....	8
1.1.8	Statement Settings.....	9
1.1.9	Done!	9
1.2	Setup first user.	11
1.2.1	Update User	12
	Creating a Data File for SILQ Solicitor PLUS.....	14
2	Configuration and Customisation	17
2.1	Setup new users and fee earners	17
2.1.1	Security.....	18
2.1.2	Individual InfoTrack Login.....	19
2.1.3	Budgets.....	20
2.2	Logging on.....	21
2.3	Activities and Sundries	22
2.4	Lookups.....	24
2.5	Entering your Business Name and Company details	27
2.5.1	Company Name.....	27
2.5.2	Company Address	28
2.5.3	Phone and Email.....	28
2.6	Entering your ABN number and your default rates.....	29
2.7	Matter Number Strategy	30
2.8	Exchange Rates	32
2.9	Template settings and folder locations for documents and templates	33
	Save Documents.....	33
2.10	Folder Locations	38
2.11	Colour Settings	39
3	Master Authority List	40
4	Backing Up	43
4.1	SILQ Solicitor Standard Backup	43
4.2	SILQ Solicitor PLUS Backup.....	46
5	Setting up your Trust Account.....	47
5.1	Initial Trust deposit and Starting Balance.....	48
5.2	Trust Cheque Settings	57
5.3	Entering a starting balance for a selected account.....	57
6	Setting up InfoTrack	58
6.1	Setting up InfoTrack if you have an existing InfoTrack account.....	58
6.2	Setting up InfoTrack if you don't have an existing InfoTrack account	59
7	Setting up Court Forms	61
8	Set Default Letterhead	63
9	How to configure different income accounts for different matter classes.	65



10 Importing Matters, Contacts, Time entries and invoices into SILQ 69

1 Creating a Data File for SILQ Solicitor Standard



To help you get started on entering all of your data and using the software, you first need to create your data file.

The data file is where you will keep ALL of your information on your local drives when you work in SILQ.

When you first open SILQ you are presented with the Welcome Window.

Click on the Create a **New Data File** button.

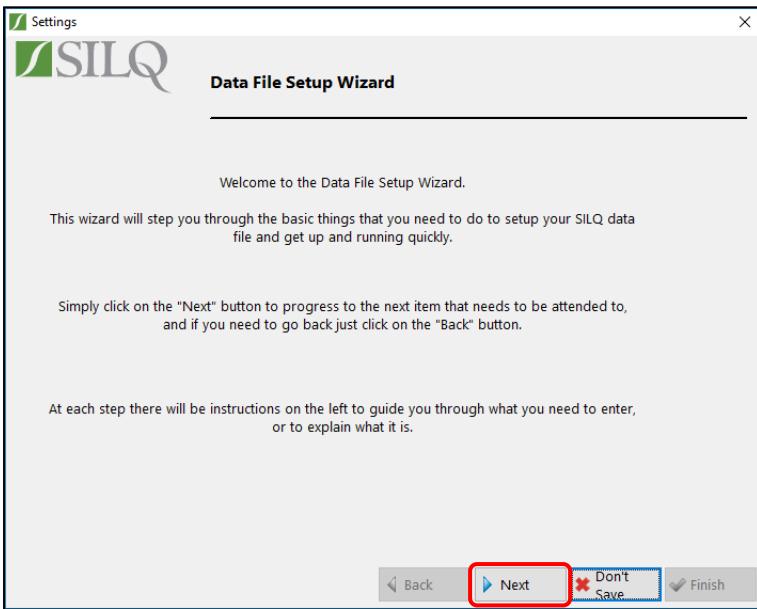
You will be prompted to choose a File name for the data file.

Next click a location for the data file. We recommend the SILQ folder under your Documents folder.

Enter a name for the data file (your name is a good idea) and click **Save**.

1.1 Create New Database

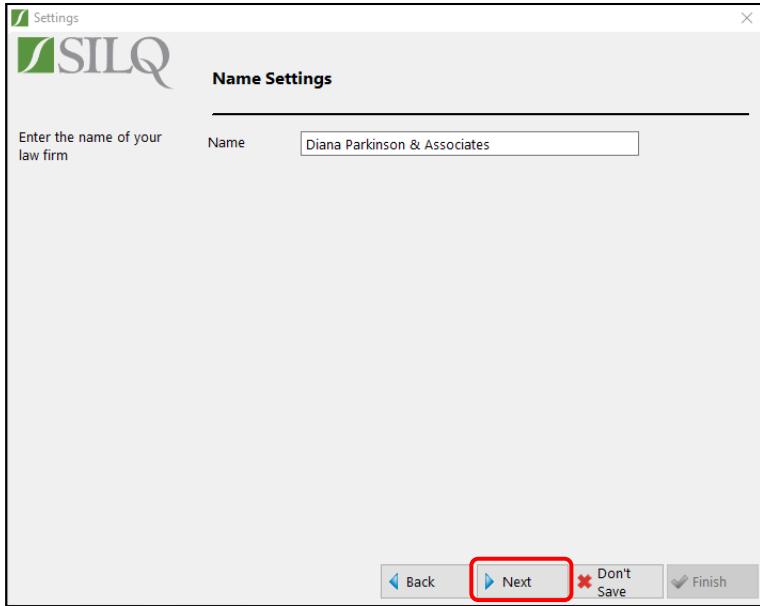
1.1.1 Data File Set-up Wizard



The Data File Set-up Wizard will appear.

Simply click the **Next** button after reading the screen.

1.1.2 Name Settings



Enter your name and Click **Next**.

Manual 1: Customising SILQ Solicitor

1.1.3 Address Settings

The screenshot shows the 'Address Settings' window. It contains fields for Street (169 Phillip St), Suburb (Sydney), State (NSW), Post Code (2000). Below these are fields for Postal address (169 Phillip St), Suburb (Sydney), State (NSW), Post Code (2000), and a 'Copy from Street Address' button. There are also fields for DX Number (189) and Suburb (Sydney). At the bottom are buttons for Back, Next (highlighted with a red box), Don't Save, and Finish.

Enter all your current address details. If your postal address details are the same as your street address details, you can save time by clicking on the Copy from Street Address button.

Click Next.

1.1.4 Phone and Email Settings

The screenshot shows the 'Phone and Email Settings' window. It contains fields for Phone 1 ((02) 8257 2000), Phone 2, Fax 1 ((02) 9221 8000), Fax 2, Email (diana.parkinson@stjames.net.au), e-Service Email (service@dp-law.com.au), e-Service Fax (02 9999 9999), and Web Site. At the bottom are buttons for Back, Next (highlighted with a red box), Don't Save, and Finish.

Enter current phone, fax, email and website details (if applicable) into the screen.

Click Next.

1.1.5 Business Settings

From here you can enter your ABN number, default Hourly rate, Daily rate and invoice terms and conditions plus a range of other options including default expense types and default income types.

Click Next.

1.1.6 Trust Settings

Set your Trust State. Trust Cheque.

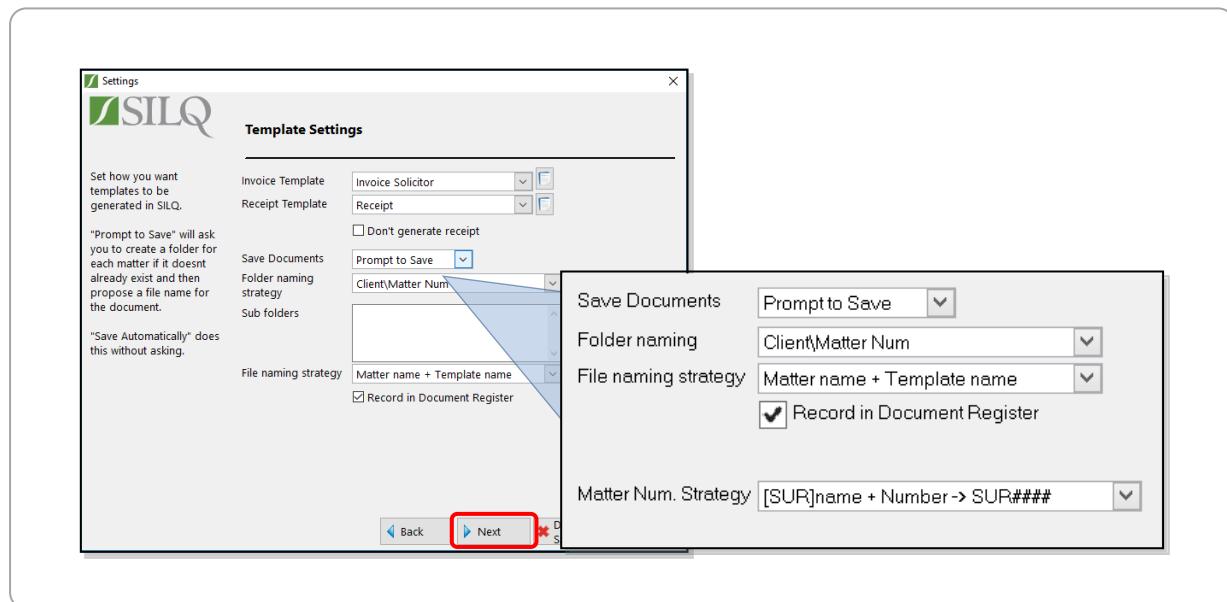
Enter your default EFT Details when preparing a Trust to Office transfer.

Please note: This is your Office bank account details.

Click Next.



1.1.7 Template Settings



Save Documents

SILQ gives you the option (when creating documents) to either prompt to save each time, save automatically or not save. Click which option you prefer.

Folder naming strategy

SILQ's folder naming strategy automates naming and storage policies for all electronic files that are kept by the office.

In the days of managing paper files and folders, best practices were in place to ensure that paper-based assets were properly filed to facilitate retrieval. It is the same for electronic information assets.

The strength of a folder and file naming convention is dependent on the proposed folder naming strategy. Some basic guidelines are:

- Put sufficient elements in the structure for easy retrieval and identification
- Elements should be ordered from general to specific detail
- In line with how your practice thinks about information
- Read easily with the human eye, according to how you and your employees find information
- Naturally ordered alphabetically
- Consistent

SILQ offers a variety of folder naming strategies which can be clicked from the **Folder Naming** drop down menu.

File naming strategy

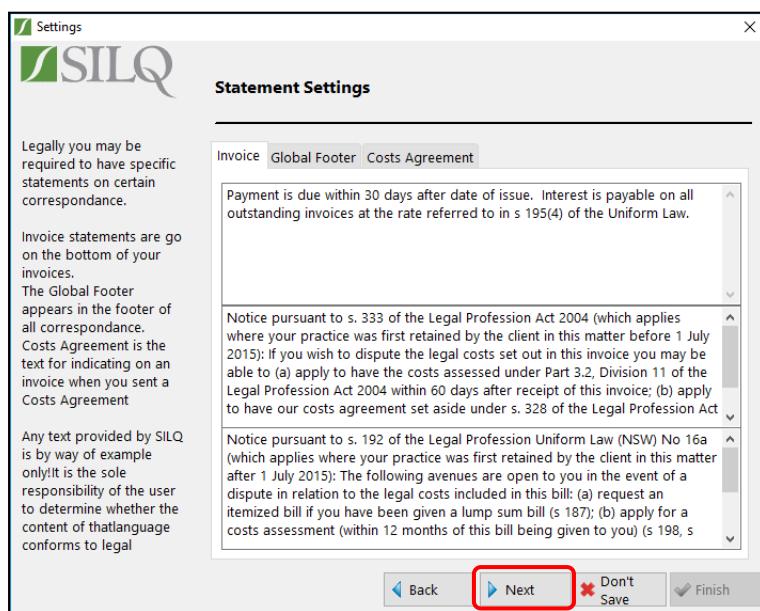
When you save a document generated by SILQ, it will save it with a file name derived from the file naming strategy drop down menu. In the example above the file naming strategy that is clicked will save a file with the matter name and the template name.

Matter number strategy

Choosing a matter number strategy generates a matter number of the matter name. This is useful for recalling matters that you wish to use often, but don't wish to have to type in the full name to find.

Click **Next**.

1.1.8 Statement Settings



Here you can customise text to appear on each of your regular documents such as invoices, global footer (every document you produce) and your costs agreements.

Click **Next**.

1.1.9 Done!

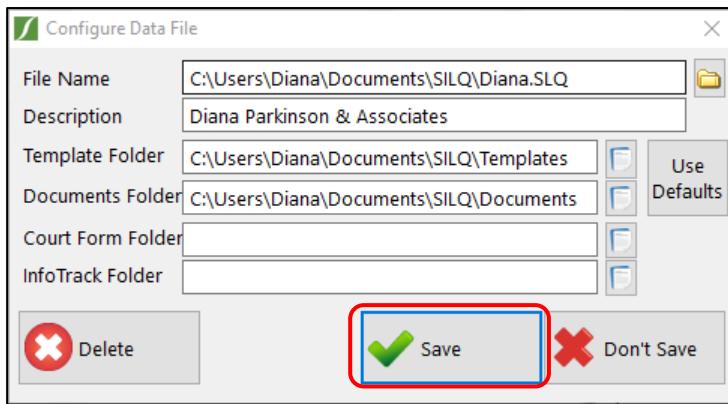


The SILQ Data File Setup Wizard will display **Done!** And confirm that you are now ready to start using SILQ.

Click **Finish** or **Back** if you wish to go back and edit.

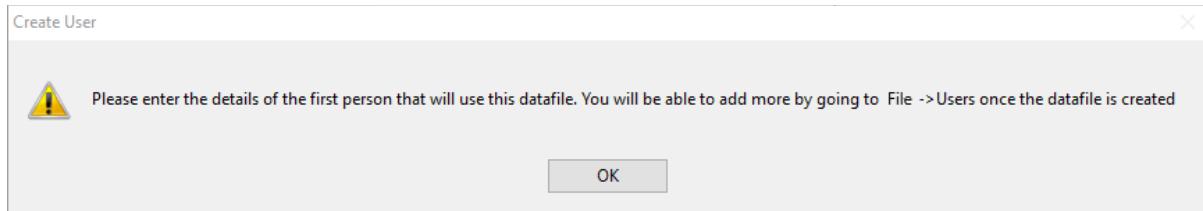
1.2 Setup first user.

As this is the first time you are logging into SILQ, you will be presented with the Configure Data File dialogue box. The File Name field specifies the location of your data file, which by default is located in your Documents Folder within a folder called 'SILQ'.



Next you will need to specify where you would like your document templates, documents and court forms saved. We recommend using the defaults, so click Use Defaults. Two folders will be created within the SILQ folder, which is located in your main documents folder.

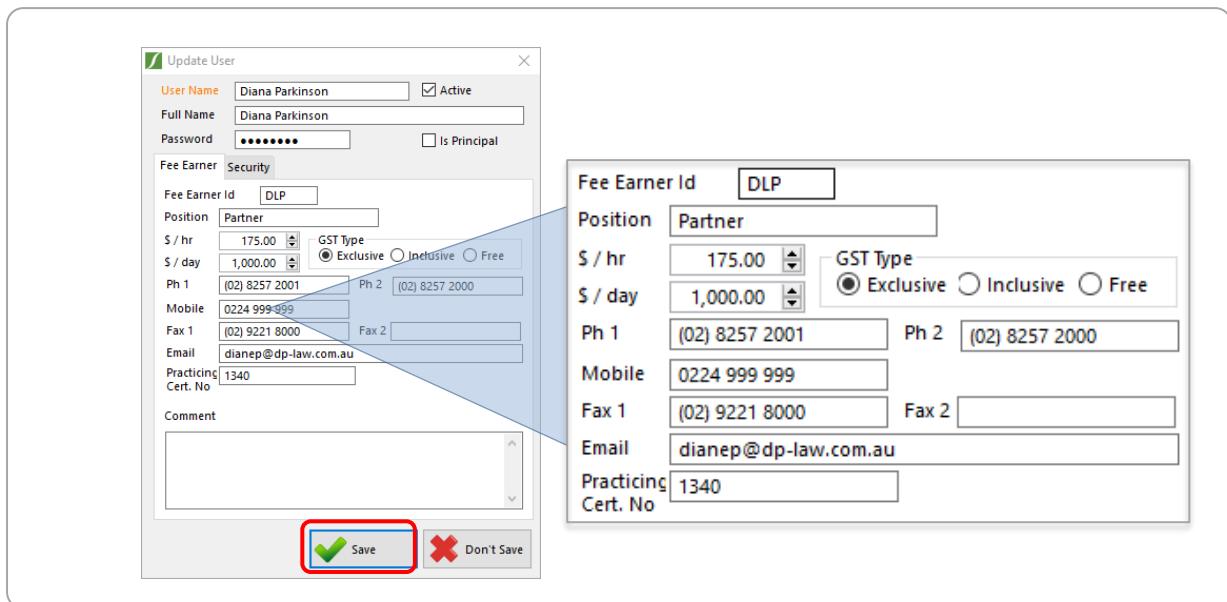
Click **Save**.



Once you click **Finish**, you will be presented with the Create User dialogue box, where you will need to enter the details of the first person that will use the data file. You will be able to add more users once the data file has been created and you are using the SILQ program.

Click **OK**.

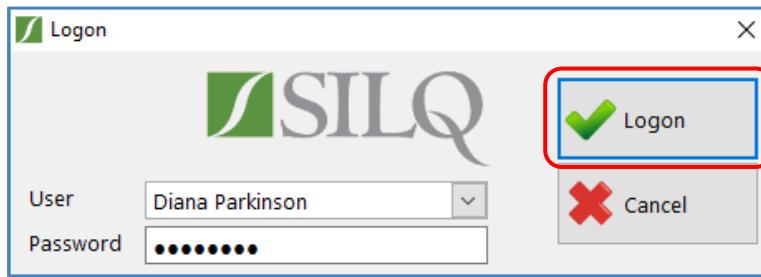
1.2.1 Update User



The Update User dialogue box will open. Enter all the details of the main user in the Fee Earner tab and then click **Save**.

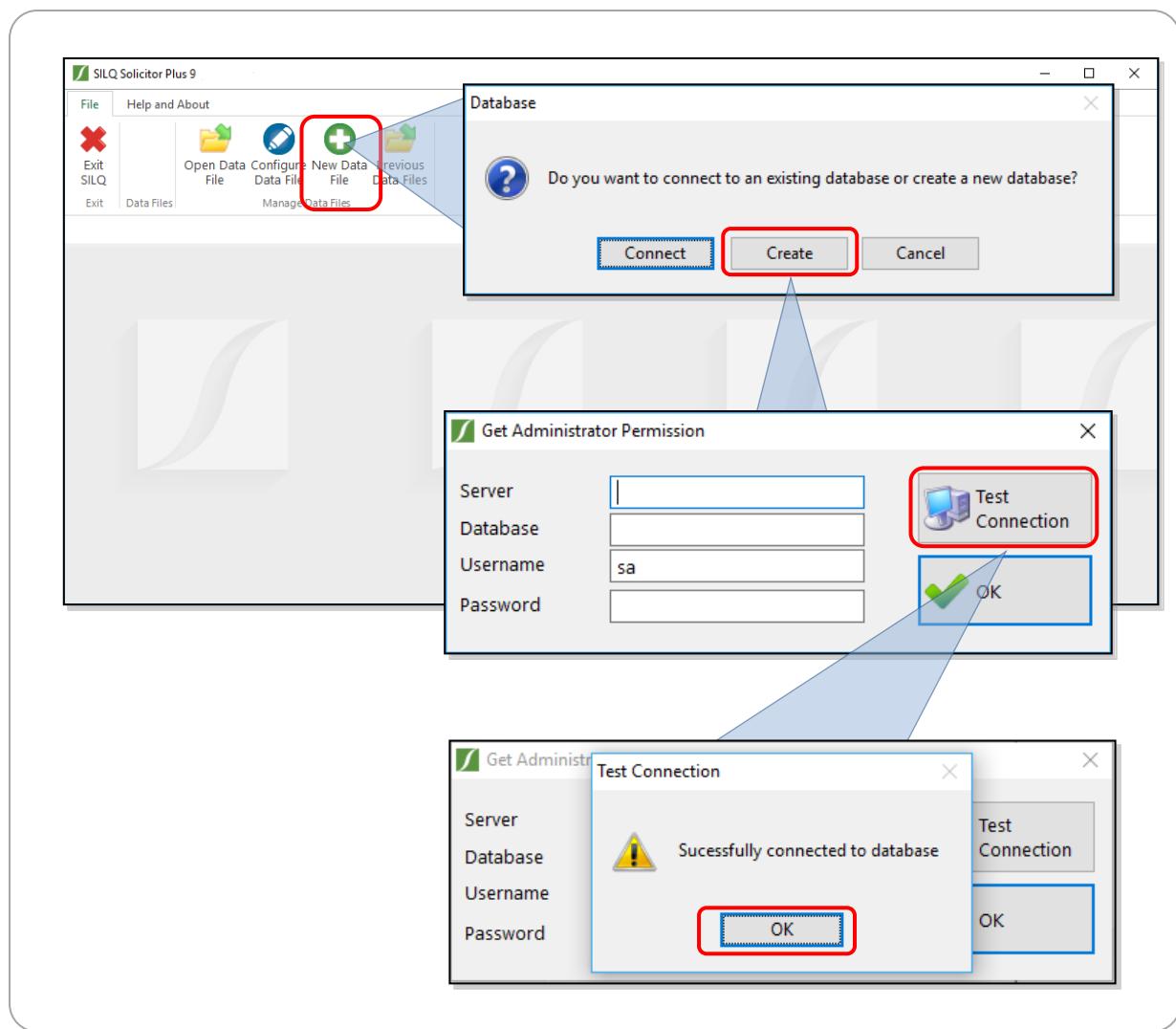
If you have forgotten to enter any details on this screen, they can always be entered once you are using the SILQ program and you are accessing the data file.

You will then be presented with the Logon screen. Enter the password you created in the Update User dialogue box and click Logon.



SILQ will now open up, ready for you to start entering your data.

Creating a Data File for SILQ Solicitor PLUS



To help you get started on entering all of your data and using the software, you first need to set up the database on a designated Microsoft SQL server where the data file will be stored that will hold all the information you enter into SILQ.

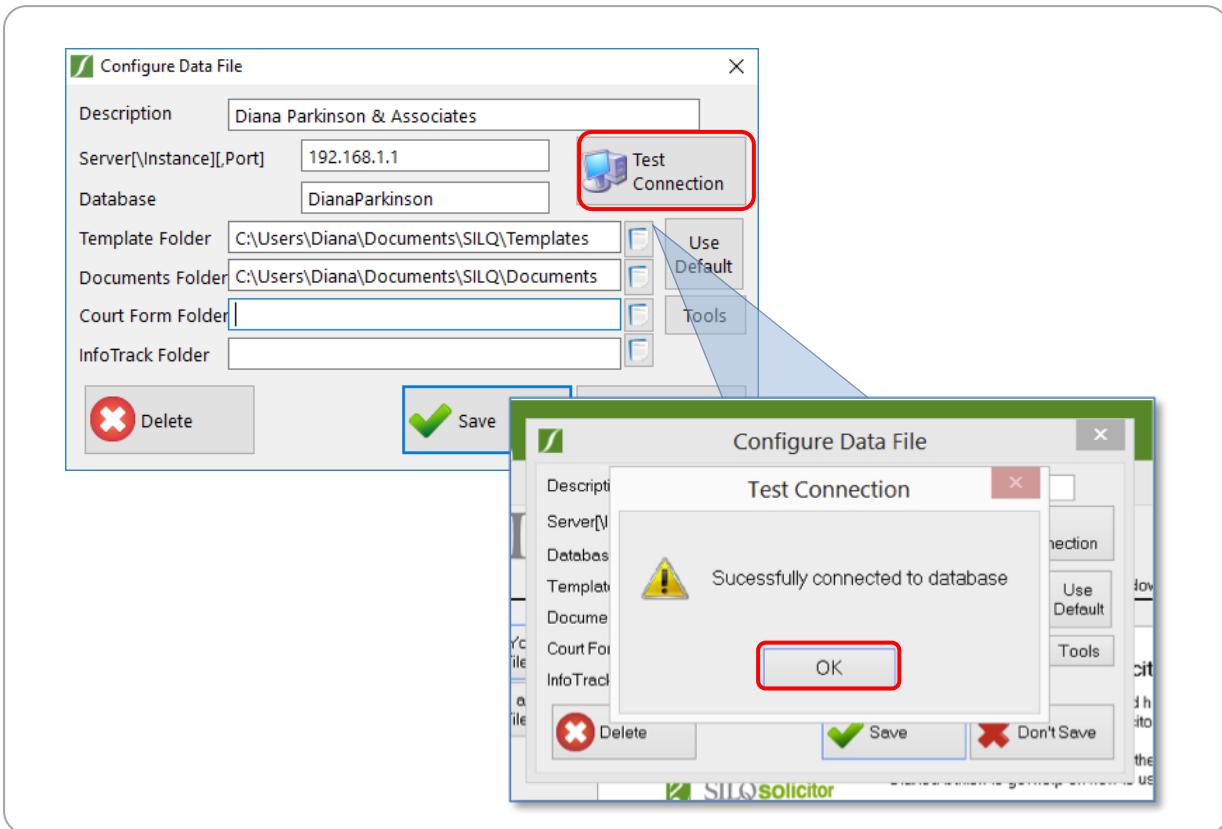
When you first open SILQ you are presented with the Welcome Window.

Click on the Create a **New Data File button**. The Database window will open up, click on **Create**. The **Get Administrator Permission** window will open up. This window is where you will be setting up the Database to use with SILQ.

Enter the **Server IP address** where the database will be hosted then the name of the **Database**. Next enter a **Username** and **Password** for the server which will be hosting the database. Then click on **Test Connection**.

If a message comes up saying **Successfully connected to database**, then you can click on **OK** in the Test Connection window and then click **OK** in the **Get Administrator Permission** window to proceed.

Next you will be presented with the **Configure Data File** window. This is where you will configure the details for the data file that will be created.

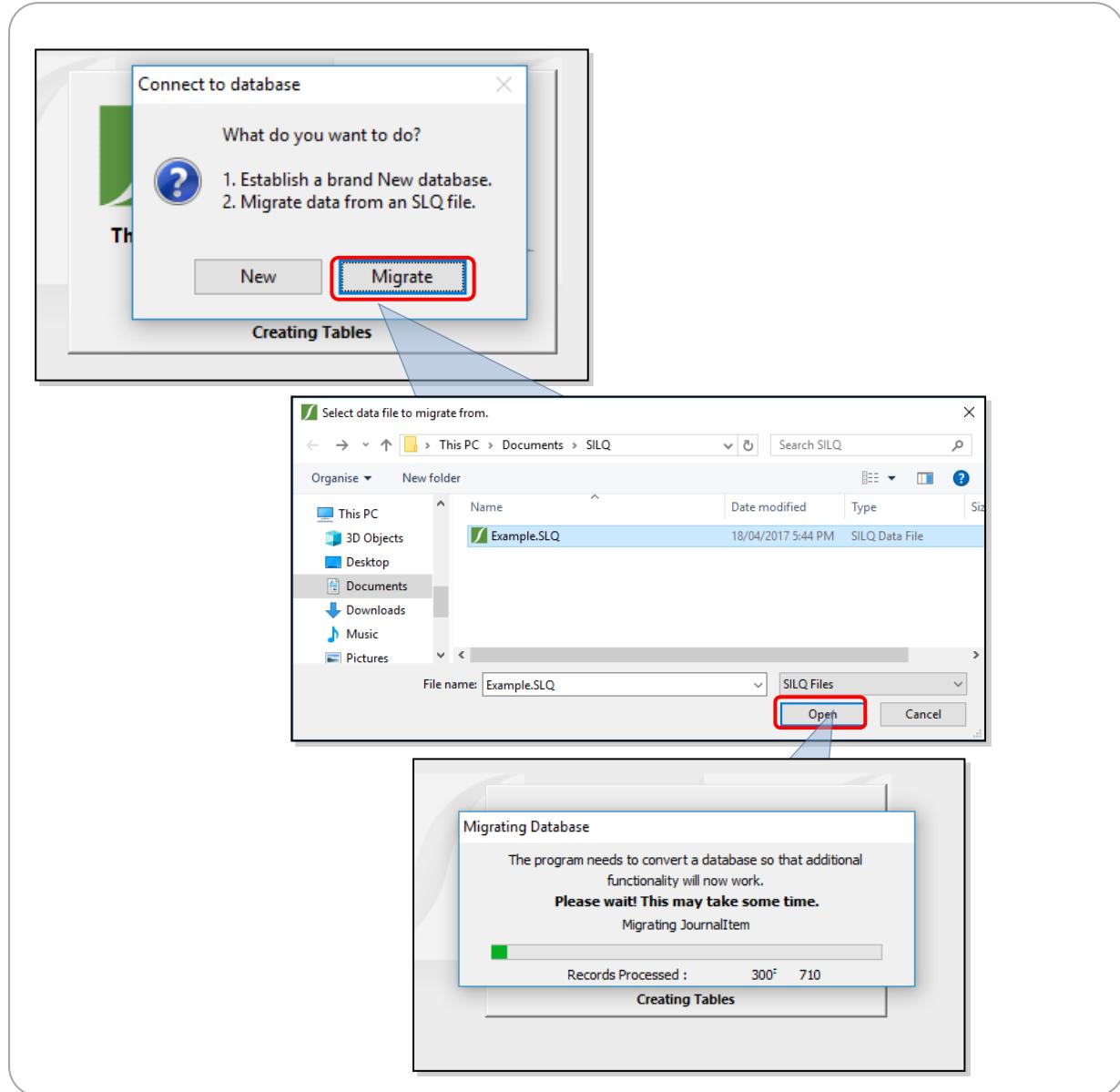


Enter a **Description** which is the name of the Data File. The **Server** IP address and the **Database** name will be pre populated as this was set up in the previous step. Next enter a **Username** and **Password** that the user will need to type in when they open SILQ to access their information.

Lastly enter a location where the Template Folder and Documents Folder will be stored. We recommend selecting a central location on the server if multiple people will be accessing the templates and documents through SILQ.

Then click on **Test Connection**.

If a message comes up saying **Successfully connected to database**, then you can click on **OK** in the Test Connection window and then click **Save** in the **Configure Data File** window to proceed.



The **Connect to database** window will open up. If you would like to set up a brand new database, click on New. If you are migrating data from an SLQ file which was used in your previous system click on Migrate.

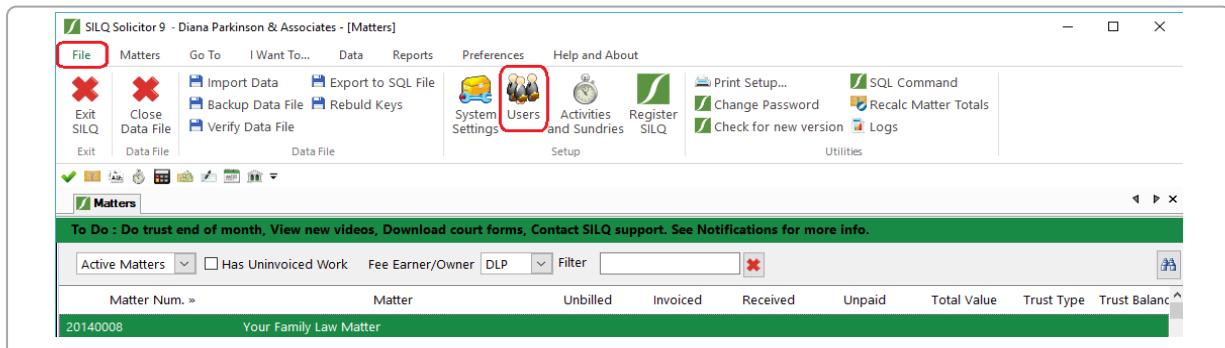
If you clicked on Migrate, a window will appear where you will need to locate and select your SLQ file that you want to migrate.

Click **Open** to select the SLQ file. Then the **Migrating database** window will open up with a progress bar, which indicates how long the migration will take.

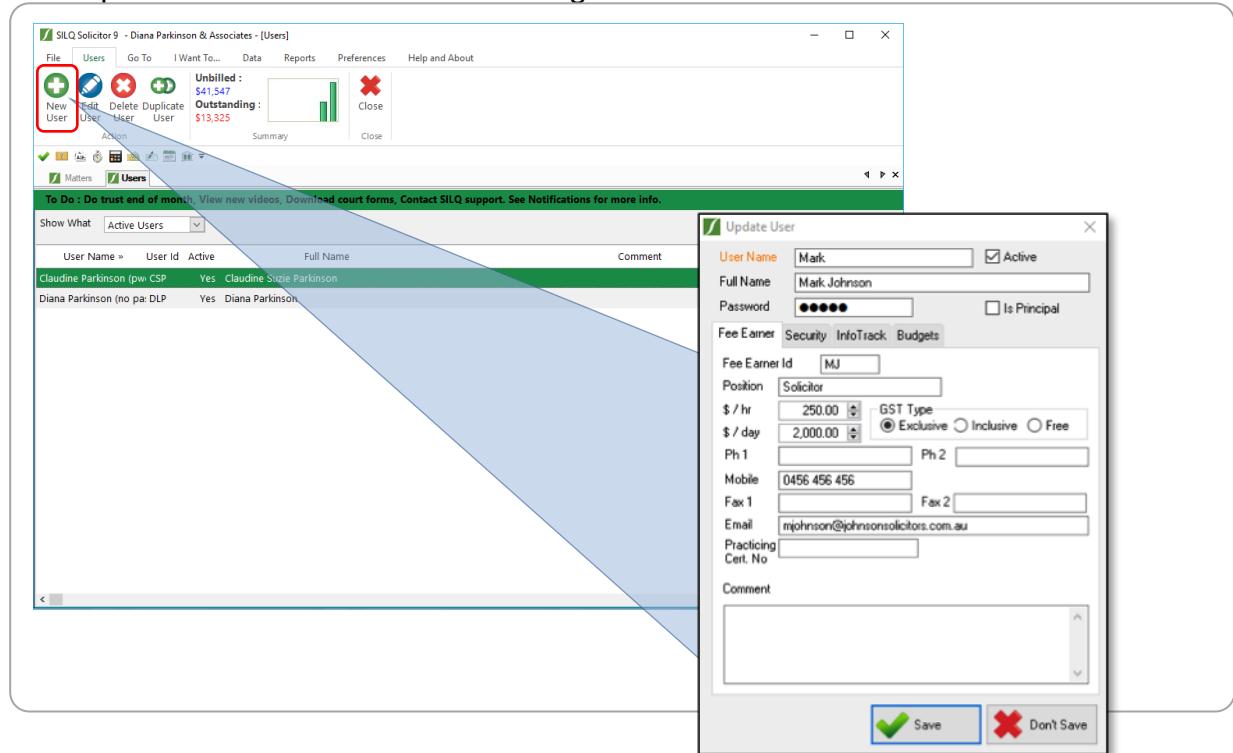
Once this is completed, please refer to section 1.1 on page 5 onwards, which will take you through the rest of the steps to set up your data file.

2 Configuration and Customisation

2.1 Setup new users and fee earners



To setup additional users or fee earners go to the File tab and then click Users.

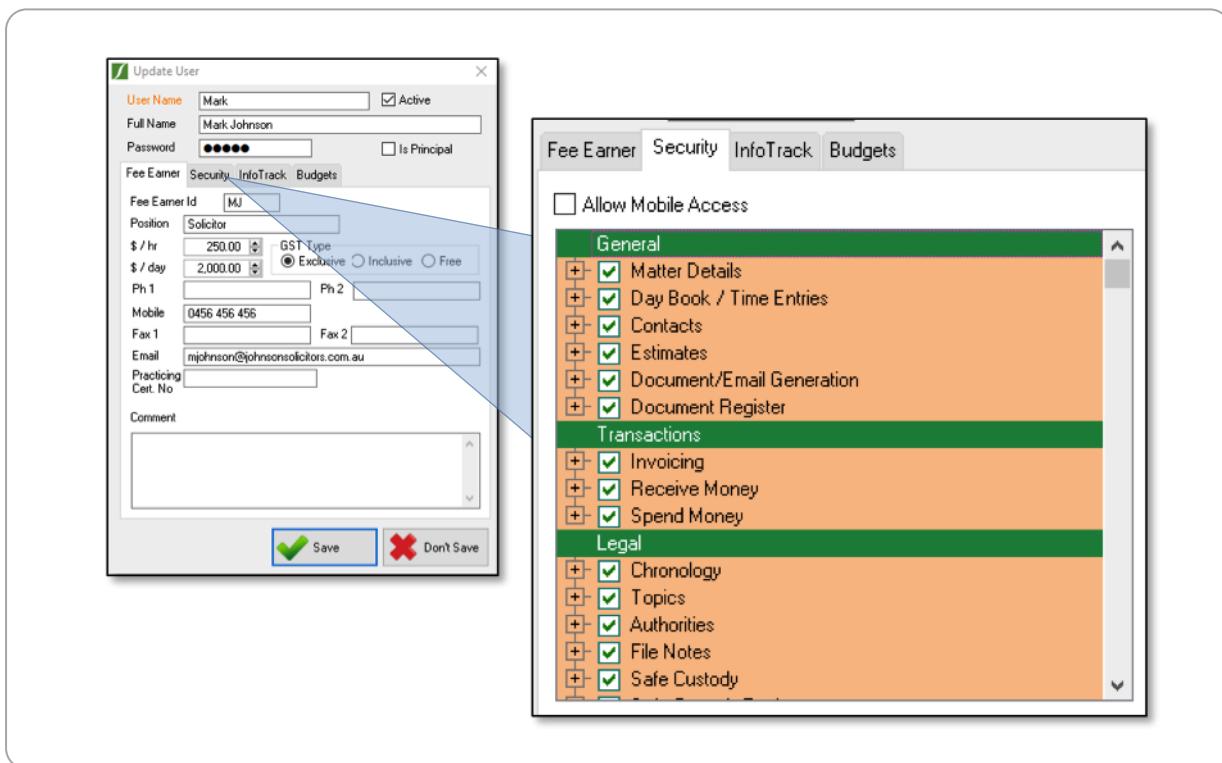


This will show you the list of users for the data file.

To set up additional users, click the **New User** button on the right hand side of the screen.

The Update User dialogue will open up which will allow you to enter the details of the new user.

2.1.1 Security



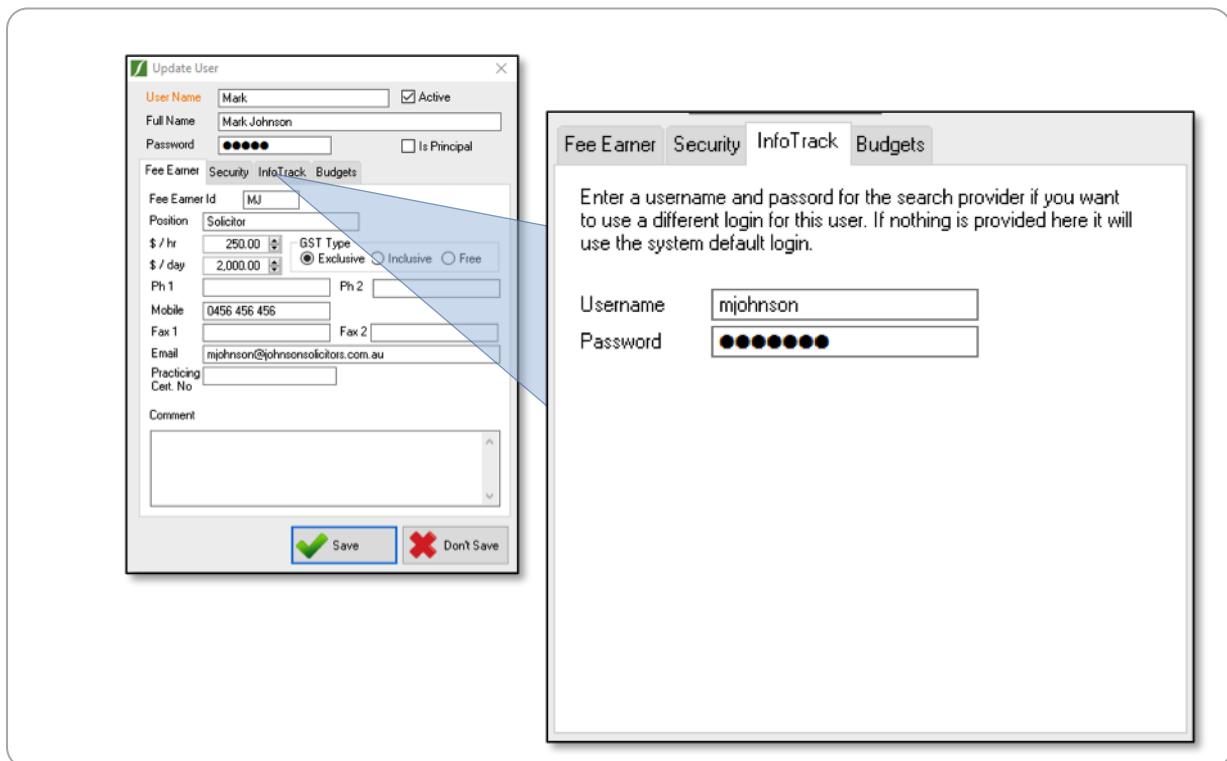
SILQ allows you to control who has access to your data file and what parts of SILQ they are allowed to use. This is an essential feature if you wish to restrict access, or even editing of certain parts of your data file.

In the Update User dialogue box, there is a Security tab, which allows you to set the permission structure for the user you are setting up.

SILQ gives you complete control over what areas of the system the user has access to. For example, if you want someone to be able to create invoices but not run account reports then you can restrict access. If you want to restrict access to forbid another user from deleting invoices, you can do that.

In the example above, if you want to block the user from setting up new matters, click the Security tab and then under the general section, click on the '+' button to the left of Matter Details. This will expand out all the functions you can block a user from performing in SILQ. To stop them from being able to set up a new matter, take the tick off the Create tick box. This will now restrict them from creating a new matter.

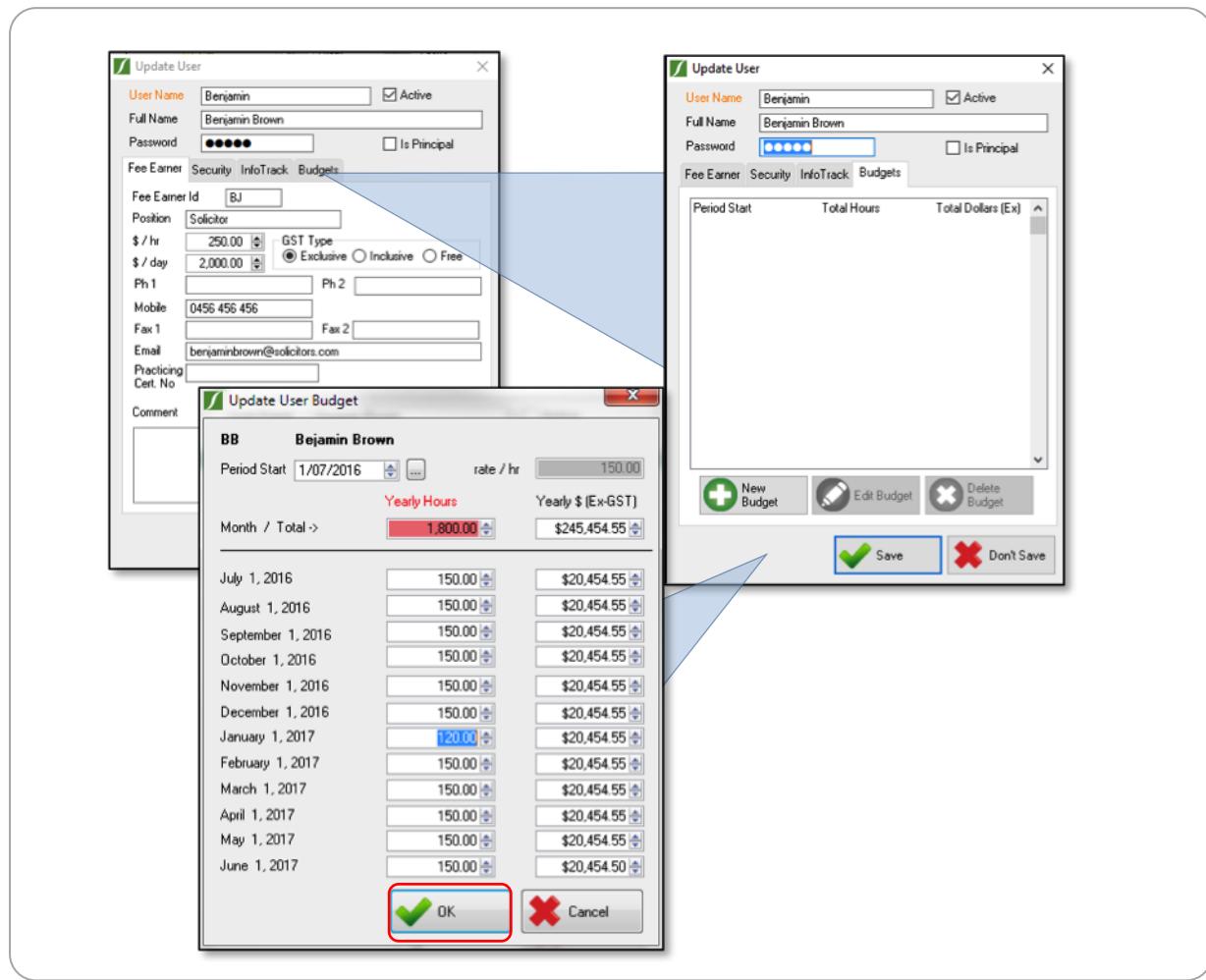
2.1.2 Individual InfoTrack Login



If InfoTrack is configured and there is a system default login, clicking on the InfoTrack tab will allow a different username and Password to be entered if the user being set up wants a different login.

WARNING: In **Users** section of the security tab, if 'Edit' is ticked, it will mean that the user can change their own permissions to whatever they want. Make sure this is configured correctly for each user set up in the system.

2.1.3 Budgets



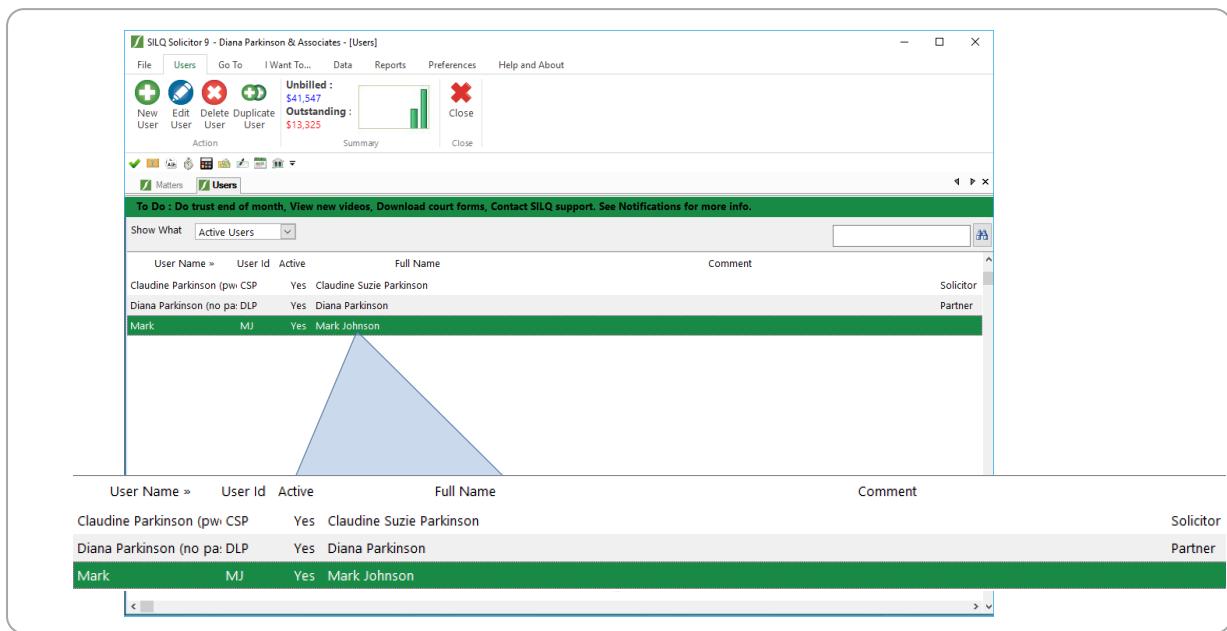
Clicking on the Budgets tab allows one to enter the total number of hours for the year they expect the fee earner to do. The years run from the 1st of July to the 30th of June. In the example above it is 1800 hours. It will then multiple that with the fee earners hourly rate to give a yearly dollar budget.

Each of these two numbers will then be spread evenly over the 12 months.

If however you want to make January a smaller figure as it is a quiet time of year, January can be adjusted, but you will need to either adjust another month so that the totals still add up. The same happens for the dollar value.

Having entered a budget for someone, it will show in the Fee Earner report in the Budget column, and there will be a percentage figure in the Hours and Fees Columns to tell you what percentage of their budget they have done for that period.

Depending on what date grouping is used in the report, Eg Month, 3 months, year etc it will correctly add up the budget for the period in order to compare it.



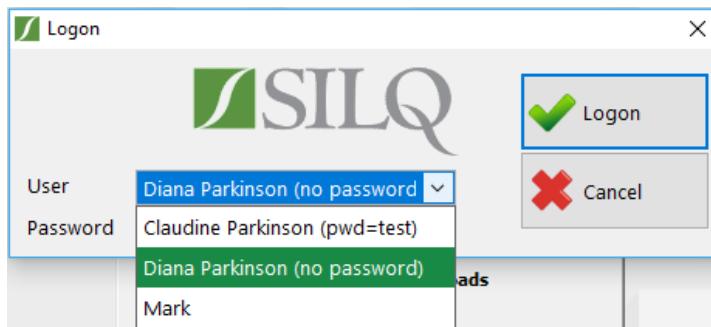
After clicking on **Save**, the new user will now appear in the Users list. If you need to edit any Users record, first click the user by clicking on their name once, then click the Edit User button on the right hand side of the screen.

You can also delete a user by clicking the **Delete User** button.

2.2 Logging on

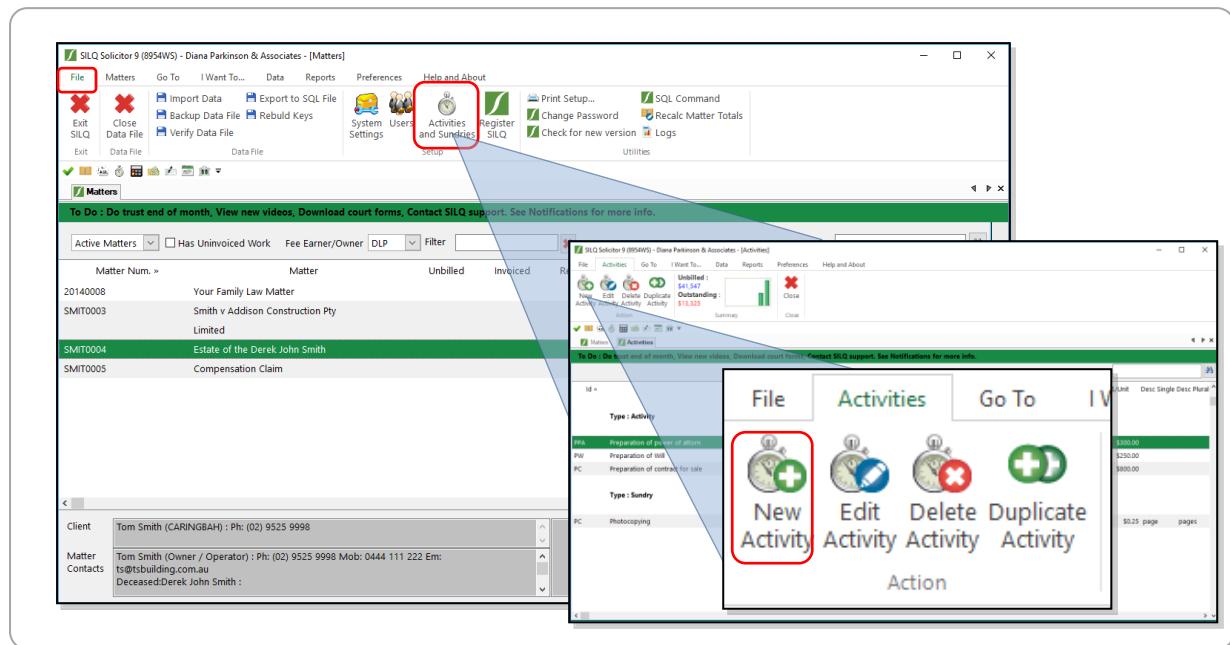
If there is more than one user or passwords have been set, SILQ will prompt the user to log on to the data file. Click the user from the drop down menu you want to log on as and enter the appropriate password.

Then click **Logon**.



This will then load the security profile for that user and the appropriate areas of the system will be enabled.

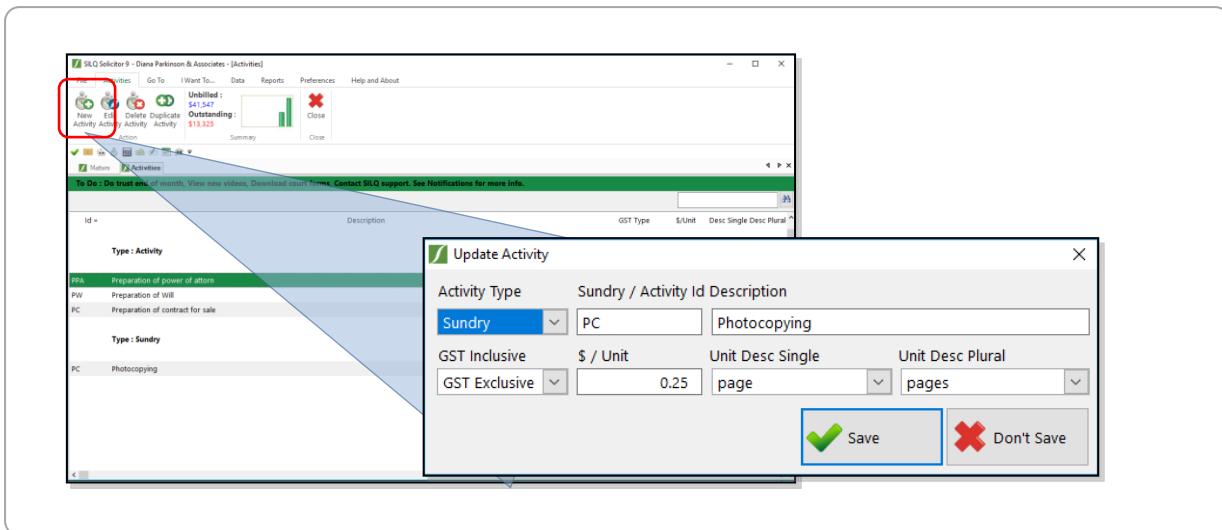
2.3 Activities and Sundries



SILQ allows you to define the default rates for fixed rate activities and sundry costs that you want to charge your client. These values are then used when you are entering an activity/sundry in either Time Entries or the Time and Billing window.

Click **File** tab and then click **Activities/Sundries**. This will bring you to the activities screen where you can add in your fixed rate activities and sundry costs.

To add in a fixed rate activity, click the **New Activity** button in the ribbon.



At the bottom of the screen the fields become active and allow you to define your fixed rate activity or sundry item.

From the Activity Type drop down menu click either Activity or Sundry. Then enter a unique Sundry/Activity Id to identify your item. Enter a Description for the item. In the GST Inclusive drop down menu, click the GST component for the item. Enter the cost into the \$/Unit field, and then the Unit Desc Single, for single items, and also click the Unit Desc Plural for multiple items.

When you are finished, click **Save** on the right-hand side of the screen.

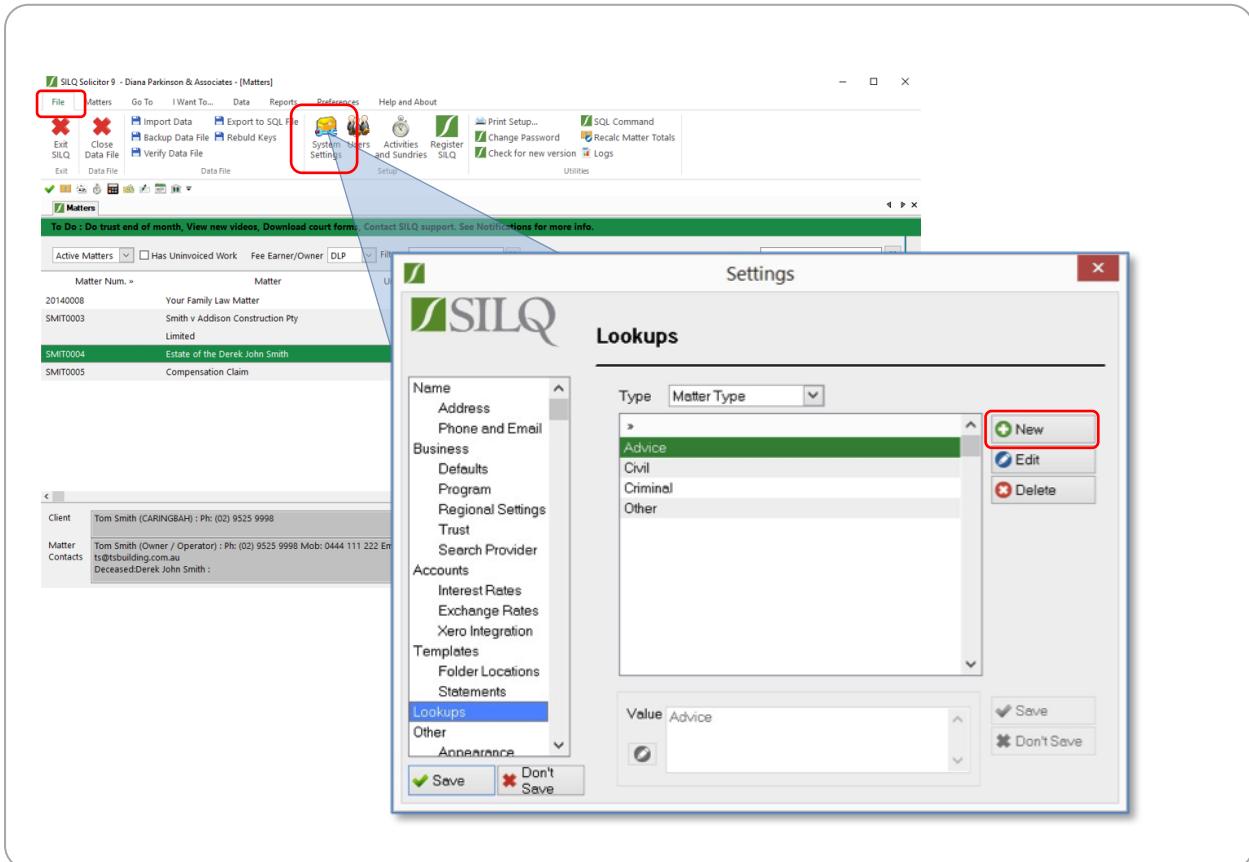
Sundries

Sundries are similar to Matter Expenses in that they will appear in the Disbursements section of an invoice, however they don't have a specific spend money item associated with them. This is useful for things like photocopying where you might charge a flat rate per page even though that was not the exact cost you paid.

Different rates for a matter

If on a given matter you want to charge a different amount for a particular activity or sundry, then that can be overridden for just that matter without affecting what is charged for other matters.

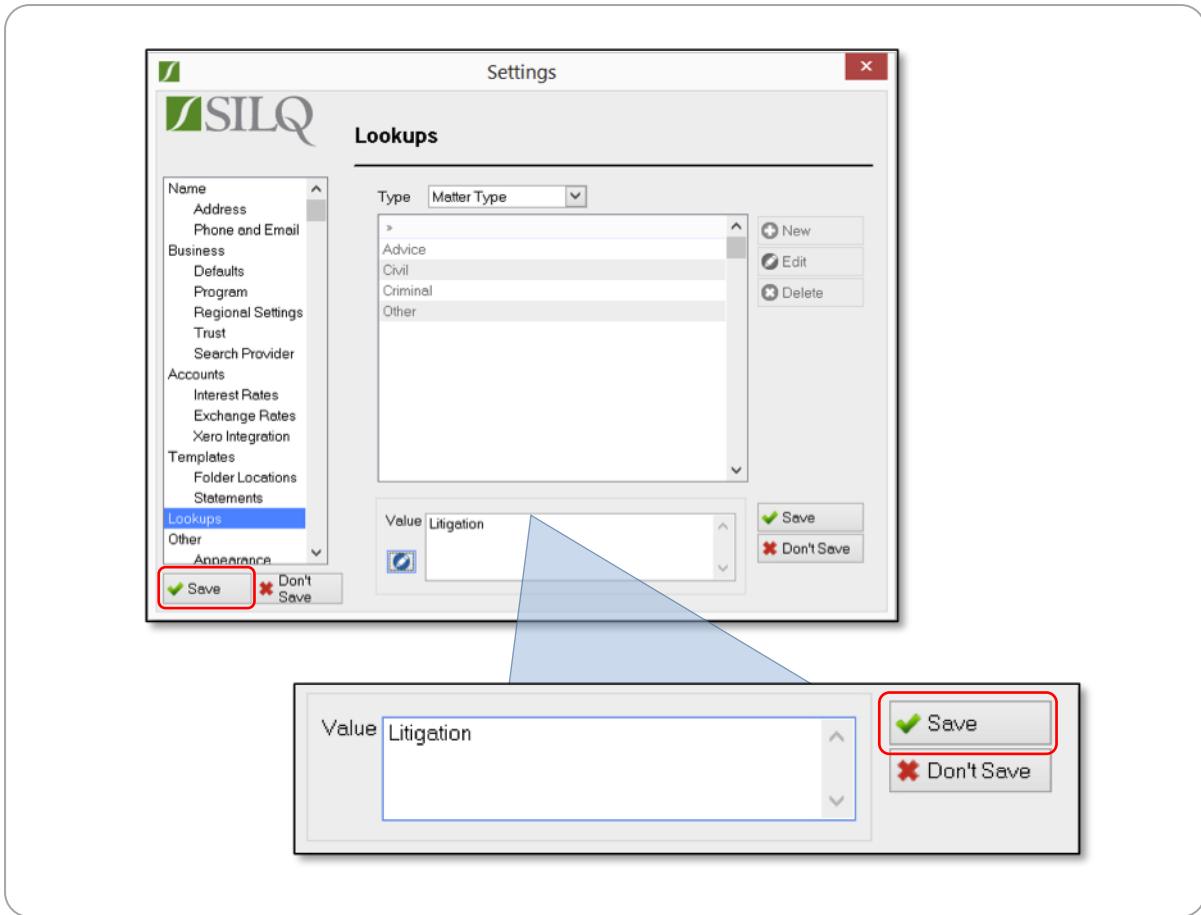
2.4 Lookups



There is another feature to make data entry easier which are called Lookups. Throughout SILQ there are various drop down list boxes which can be predefined with text. Lookups are the lists that show in the drop down lists such as on the case details tab in the update matter window, or the document type for Safe Custody.

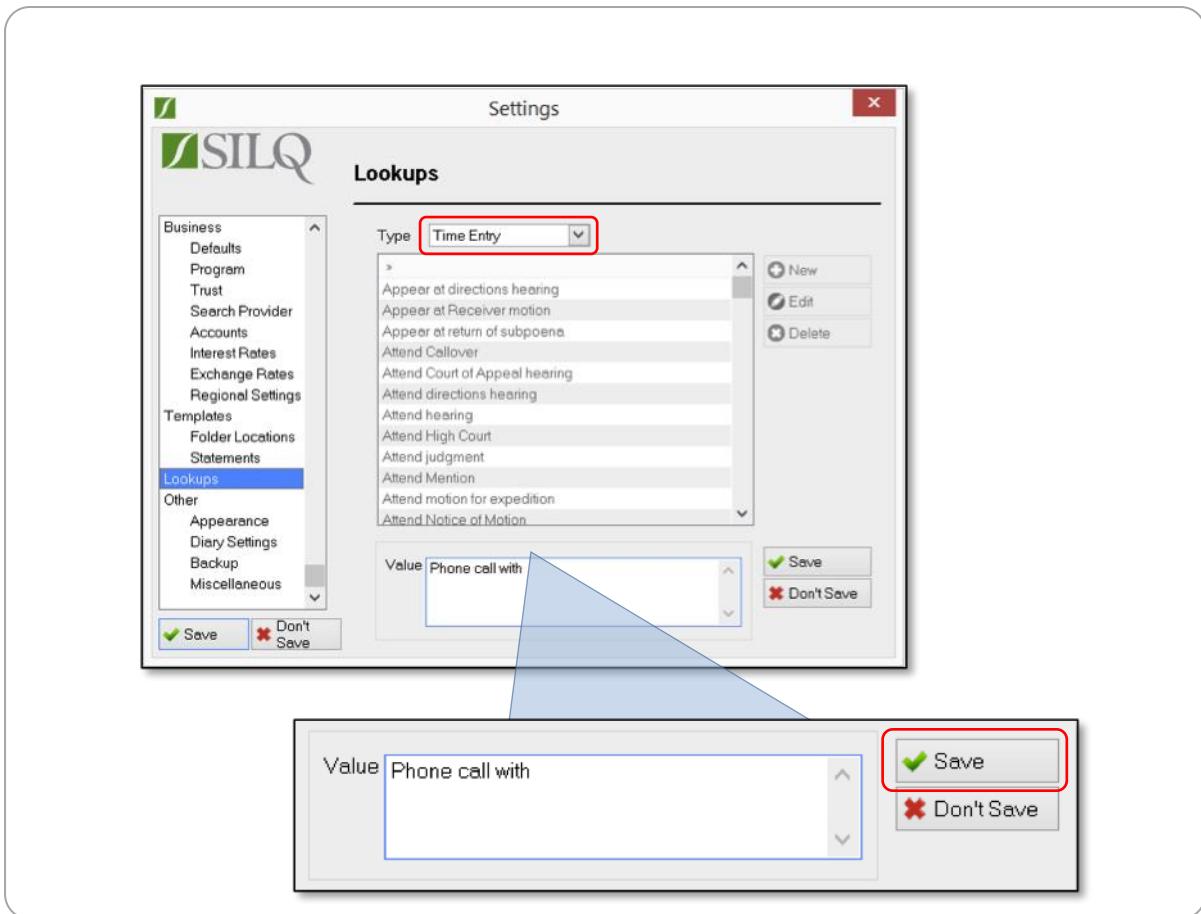
For example, if there is a particular matter description you always deal with, instead of having to type the Matter description in every time you create a new matter, you can predefine the text that will appear in that drop down list, and just click it. Lookups can be edited and added by clicking on **File** tab and then clicking **System Settings**.

Once you are in Settings, click **Lookups** in the side bar. Then you will see a **Type** dropdown menu list of all the menu types with the lookups that are already entered into SILQ. If you want to edit any one of the entries, click the text by clicking on it once and then click the **Edit** button.



To add your own Lookup for example to the Matter Type drop down list in the Update matter window, click the **New** button and then enter your text in the value field below the Lookup box and then click **Save**.

Once you have finished, to save your settings, click **Save** on the bottom left-hand side of the settings window.

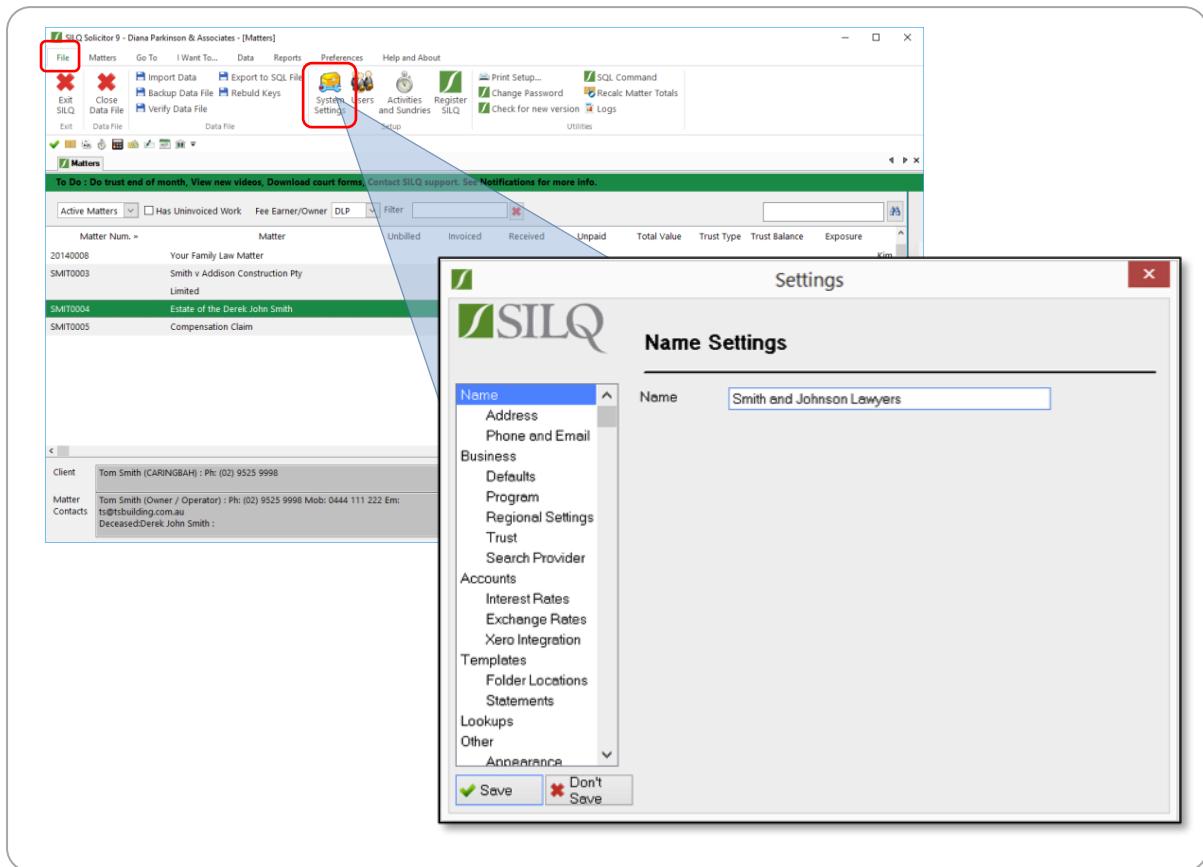


When entering invoice text through the Invoice text window there is a list of pre-defined text that can easily be selected from a drop down list box. SILQ will dynamically match the list to the currently selected item so that you can start to type what you want and it will predict the text that you want. If it has predicted the correct then you can press F4 to complete the text.

You can add to this predefined text list through Lookups in Settings. From the Type drop down menu select **Time Entry**, click the **New** button and then enter your text in the value field below the Lookup box and then click **Save**.

Once you have finished, to save your settings, click **Save** on the bottom left-hand side of the settings window.

2.5 Entering your Business Name and Company details



To enter or amend your business name and company details click on **File** tab and then click System Settings.

2.5.1 Company Name

Your company name and address details will be used on the default letterhead in the SILQ.

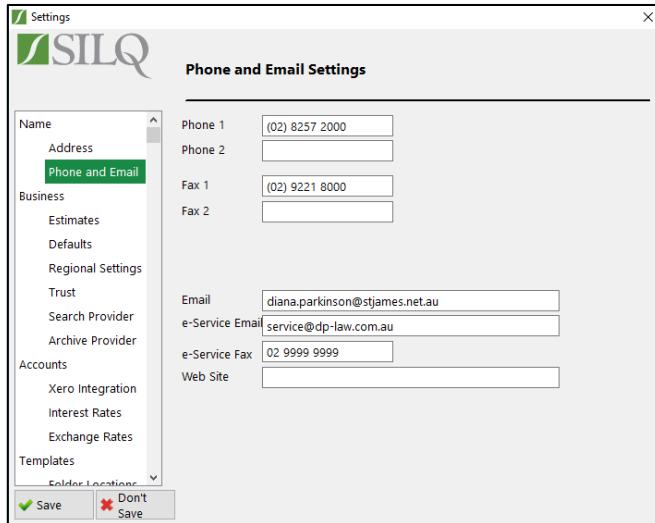
When the settings window opens up, by default the Name setting will be clicked. In the name field you can either amend or enter your business name.

2.5.2 Company Address



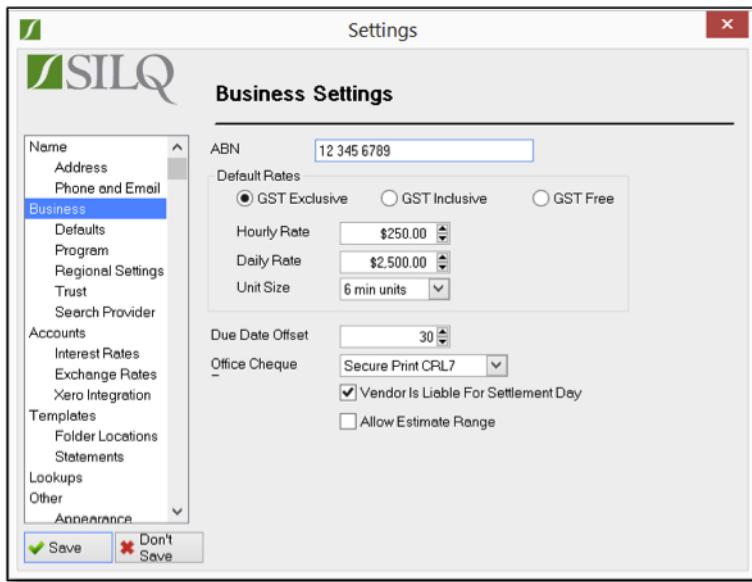
To amend or add a company address, click Address from the sidebar in the settings dialogue box. Enter your Street address, Postal address and DX address if you have one. If your postal address is the same as your street address, you can simply click the Copy From Street Address button. These will be used on the default letterhead.

2.5.3 Phone and Email



Enter your phone, fax and email information. These will be used on the default letterhead.

2.6 Entering your ABN number and your default rates



Select the **Business** option on the left.

ABN

When the settings dialogue box open up click Business in the left-hand column in the settings dialogue box.

Enter your ABN in the ABN field. It is important to enter this so it comes out on your invoices.

Default rates

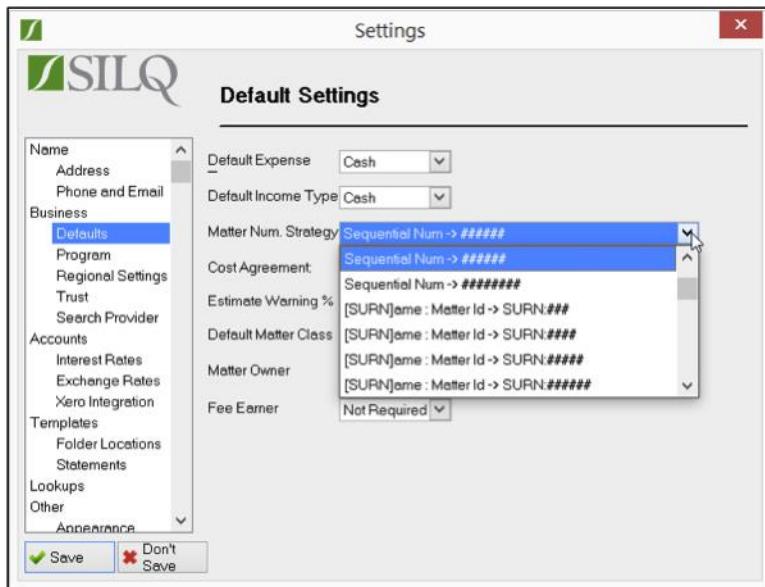
Enter your Hourly, Daily and Unit size rate in the corresponding fields. When a matter is first created it will use these settings as the default. (You can override them when you create a matter).

Due Date Offset

Enter your due date offset. This is how far into the future the due date should be set for an invoice.

2.7 Matter Number Strategy

When creating a new matter you can get SILQ to automatically calculate a matter number for you. Think of a matter number as a nickname of the matter name. This is useful for recalling matters that you wish to use often, but don't wish to have to type in the full name to find.



Select the **Defaults** option on the left.

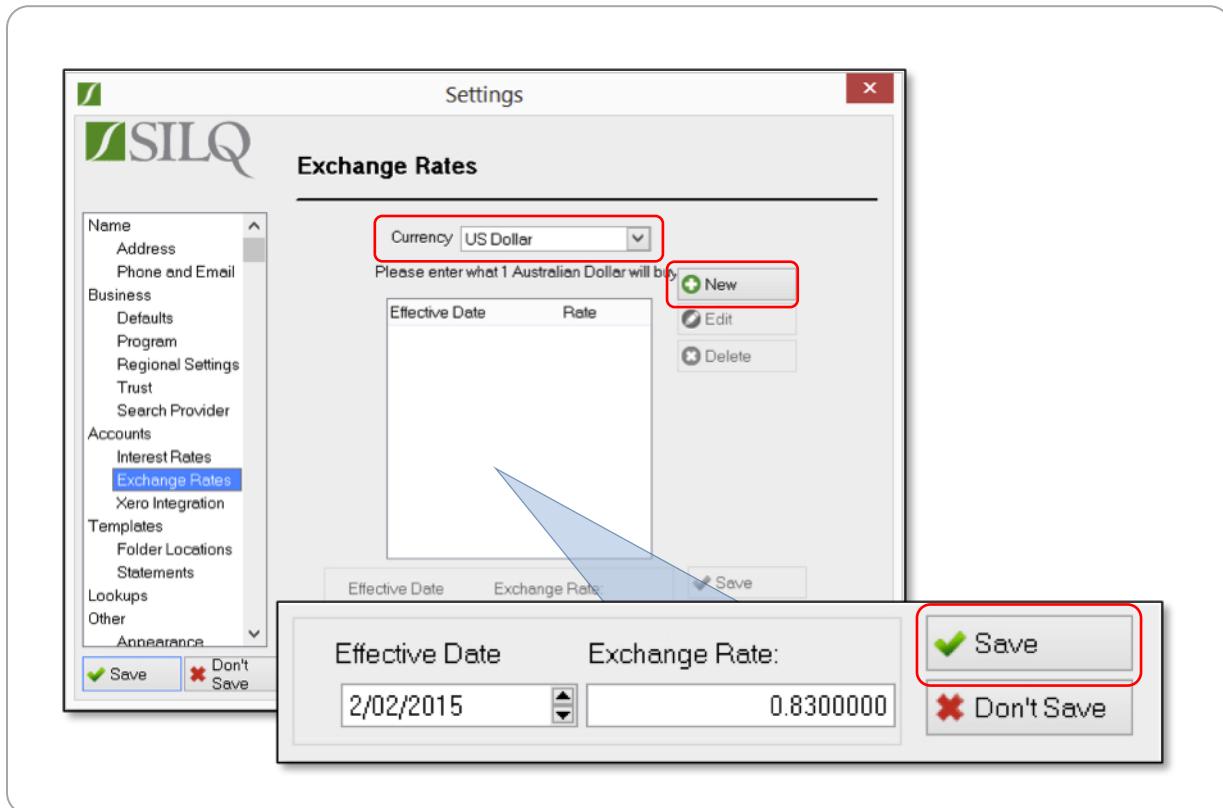
There are a number of Matter Number strategies to choose from. From the **Matter Num. strategy** drop down menu, click the one that you prefer.

On the next page is a sample of each Matter Number strategy and an explanation of each type.

Matter Number Strategy	Description
Matter Id -> ##### Matter Id -> ##### Matter Id -> ##### Matter Id -> #####	The # indicate how many numbers. Eg. 0001, 00001, 000001 etc. The numbering in this matter strategy uses the default Matter Id given by SILQ.
Sequential Num -> ##### Sequential Num -> ##### Sequential Num -> ##### Sequential Num -> #####	The # indicate how many numbers. Eg. 0001, 00001, 000001 etc
[SURN]name : Matter Id -> SURN### [SURN]name : Matter Id -> SURN### [SURN]name : Matter Id -> SURN#### [SURN]name : Matter Id -> SURN#####	First 4 letters of the Surname and then the # indicate how many numbers. Eg. BORN001, BORN0001 etc. The numbering in this matter strategy uses the default Matter Id given by SILQ.
[C]lient [I]nitials + Number -> C### [C]lient [I]nitials + Number -> C#### [C]lient [I]nitials + Number -> C##### [C]lient [I]nitials + Number -> C#####	The client initials and then the # indicate how many numbers. Eg. BB001, BB0001 etc
[SUR]name + Number -> SUR### [SUR]name + Number -> SUR### [SUR]name + Number -> SUR#### [SUR]name + Number -> SUR#####	First 3 letters of the Surname and then the # indicate how many numbers. Eg. BOR001, BOR0001 etc
[SURN]ame + Number -> SURN## [SURN]ame + Number -> SURN### [SURN]ame + Number -> SURN#### [SURN]ame + Number -> SURN#####	First 4 letters of the Surname and then the # indicate how many numbers. Eg. BORN001, BORN0001 etc
Year + Number -> YYYY-### Year + Number -> YYYY-### Year + Number -> YYYY-#### Year + Number -> YYYY-#####	The full year and then the # indicate how many numbers. Eg. 2014001, 20140001 etc
Year + Number -> YY-## Year + Number -> YY-## Year + Number -> YY-### Year + Number -> YY-####	The last 2 digits of the year and then the # indicate how many numbers. Eg. 14001, 140001 etc
Year + [SUR]name + Number -> YYSUR### Year + [SUR]name + Number -> YYSUR### Year + [SUR]name + Number -> YYSUR#####	The last 2 digits of the year, the first 3 letters of the surname and then the # indicate how many numbers. Eg. 14BOR001, 14BOR0001 etc
Owner + Number -> OWN## Owner + Number -> OWN### Owner + Number -> OWN#### Owner + Number -> OWN#####	The first initial of the Matter Owner and then the # indicate how many numbers. Eg. B001, B0001 etc
Primary Fee Earner + Number -> PFE## Primary Fee Earner + Number -> PFE### Primary Fee Earner + Number -> PFE### Primary Fee Earner + Number -> PFE###	The first initial of the Primary Fee Earner and then the # indicate how many numbers. Eg. B001, B0001 etc

2.8 Exchange Rates

SILQ allows you to set exchange rates for various currencies in the System Settings if you wish to invoice clients using a different currency. To see how to select a default currency type for a particular client, refer to Manual 2 - Getting Started with SILQ Solicitor.



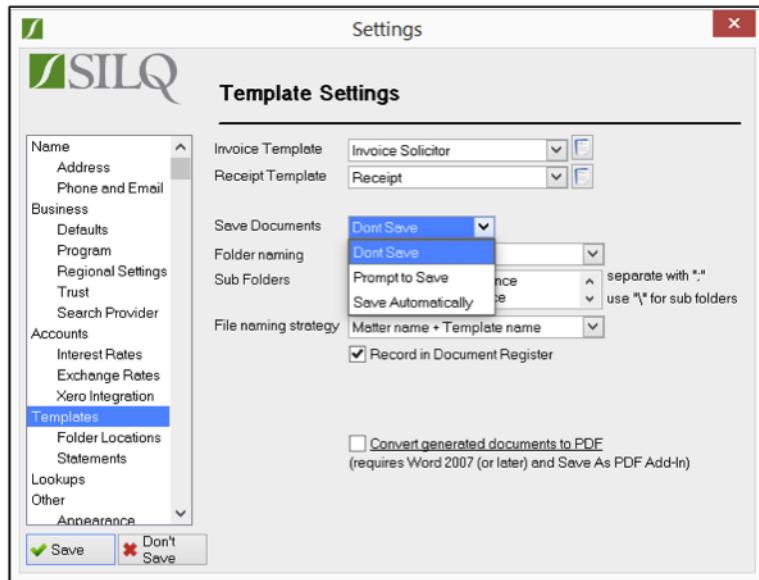
To enter the **Exchange Rates** select the Exchange Rates option on the left

You will then be able to select the chosen currency from the drop down menu and then by clicking on the **New** button you can enter in the fields below the date the exchange rate was set, and then you can enter the exchange rate and click on **Save**.

To see how to invoice a client using this exchange rate, refer to Manual 3 – Financial Management, page 23.

2.9 Template settings and folder locations for documents and templates

SILQ can automatically save and track a document each time you generate one. It also has the ability to create a folder structure for you to save your documents into.



Select the **Templates** option on the left.

Save Documents

You can save the documents you generate in SILQ in one of 3 ways, choose an option from the Save Documents drop down menu:

Don't Save

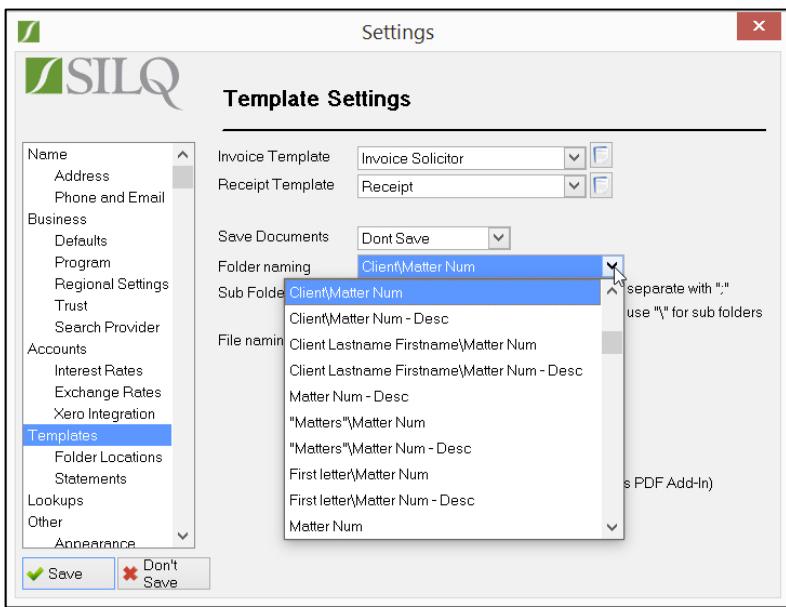
Don't save the file, it will remain as a Document1 when in Word

Prompt to Save : This will prompt you with a Save window with a proposed file name which you can change if you want to.

Save Automatically

This will automatically save the file as per the folder and file naming strategies.

Folder Naming Strategy



When SILQ saves the file, it needs to know what folder to save it in and how to name the folder. Choose an option from the Folder Naming drop down menu.

There are a number of options that are combinations made up from the items below:

Client: This will create a folder using the client's name.

Matter Num: This will create a folder using the matter short name.

Matter Desc: This will create a folder using the Matter Desc.

First Letter: This will create a folder using the first letter of the matter Matter Num.

"Matters": This will create a folder called "Matters"

Example: Client\matter Num: This will create a folder for the client in the Documents folder, then it will create a sub folder for the matter using its Matter Num. Eg My Documents\SILQ\Documents \McCaffrey Garling Conn\JOHN0001

Sub Folders

When you set up a matter for a new client, SILQ will automatically create a client folder for you on your server or hard drive, so any document you generate out of SILQ get saved to this folder.

The way SILQ sets up your folder structure depends on the folder naming strategy you choose. Refer to section **9.2 Folder Naming Strategy**.

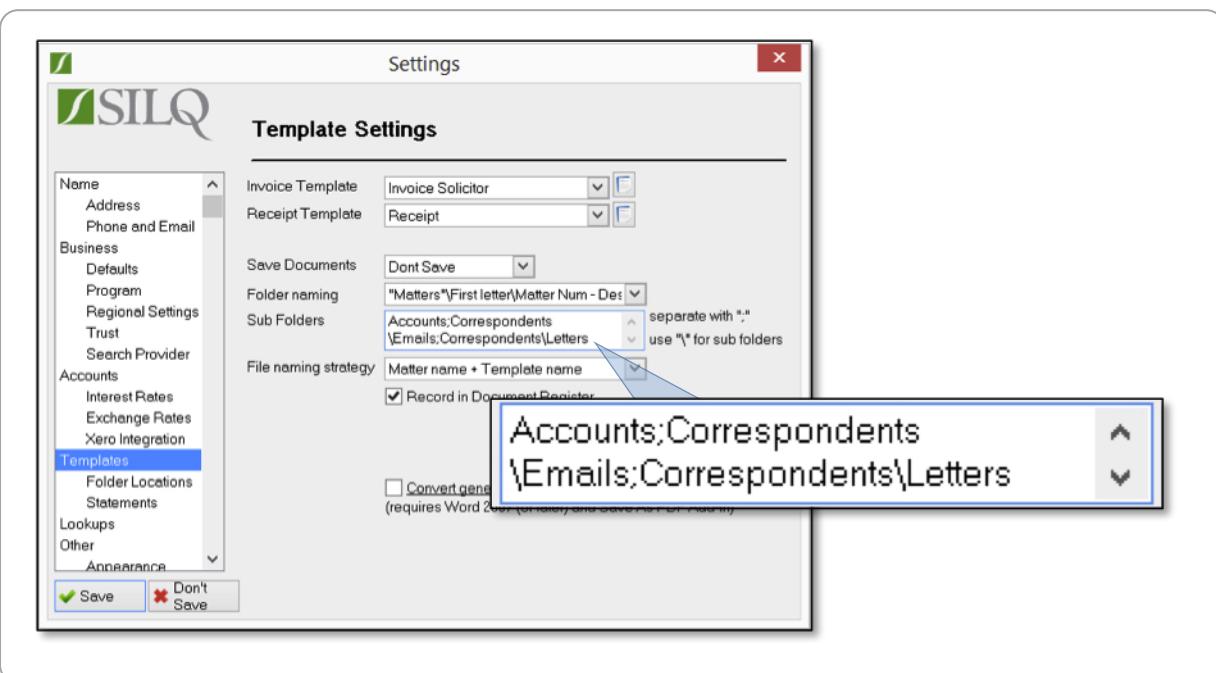
As an example, if you chose the folder naming strategy; **Client/Matter Num**, and the client was ANZ and the matter number was ANZ001, SILQ will create a client folder called ANZ and then a folder inside this main folder called ANZ0001. All documents that are then generated out of SILQ for this matter will be saved in the ANZ0001 folder.

With sub folders, you can create your own customised folder structure inside the Matter Number folder. In our example that would be sub folders inside the ANZ0001 folder. So you could create an **Accounts** folder and a **Correspondence** folder inside the main Matter Number folder (ANZ0001).

You can take this one step further and create sub folders inside the **Correspondence** folder. You can create a folder called **Emails** and another folder called **Letters** inside the **Correspondence** folder.

The benefit of creating your own folder structure is so you can file and categorise the documents you generate and receive in relation to a matter, which will enable you to find them a lot easier.

Refer to the next page to see an example.

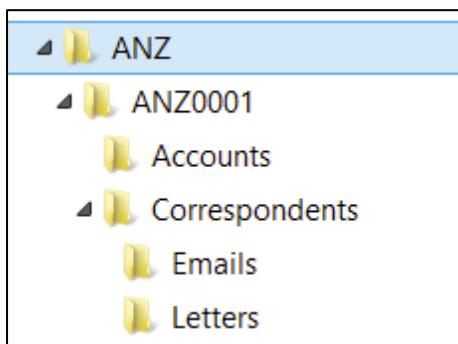


To create sub folders, click into the **Sub Folders** dialogue box in the **Settings** window under **Template Settings**, and type in the names of the folders you want to create separating them with “;”. If you want to create sub folders within a folder you need to use “\”.

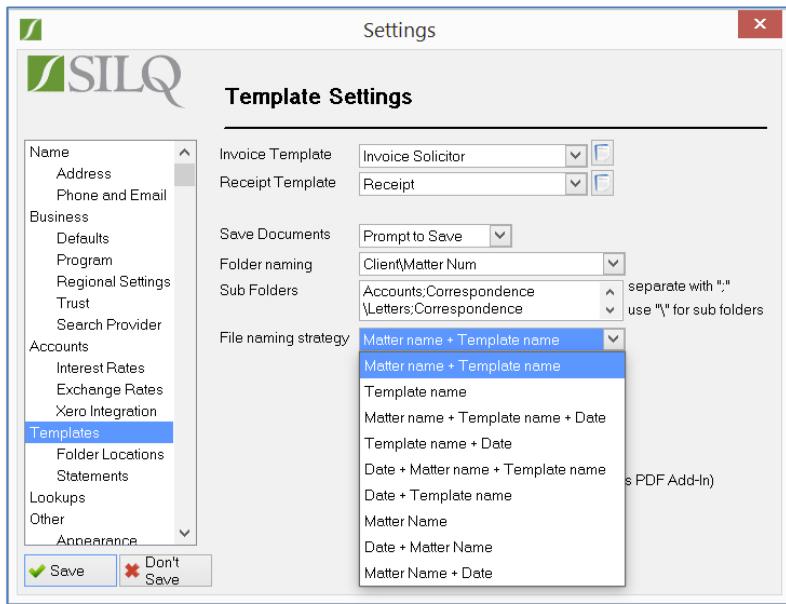
Refer to the screen shot above.

So for example typing the following into the Sub Folders dialogue box:
Accounts;Correspondents\Emails;Correspondents\Letters
will create a folder called **Accounts** and a folder called **Correspondents** as well two sub folders inside the Correspondents folder, **Emails** and **Letters**.

From now on based on the example above, whenever SILQ creates a new Client folder or a new matter folder in an existing client folder, this is what the folder structure will look like.



File Naming Strategy



SILQ will propose a file name for the document based on the strategy you click.
Choose an option from the File naming strategy Drop Down menu.
There are a number of options that are made up by 3 items:

Matter Desc: This will use the name of the matter in the document name.

Template name: This will use the template name.

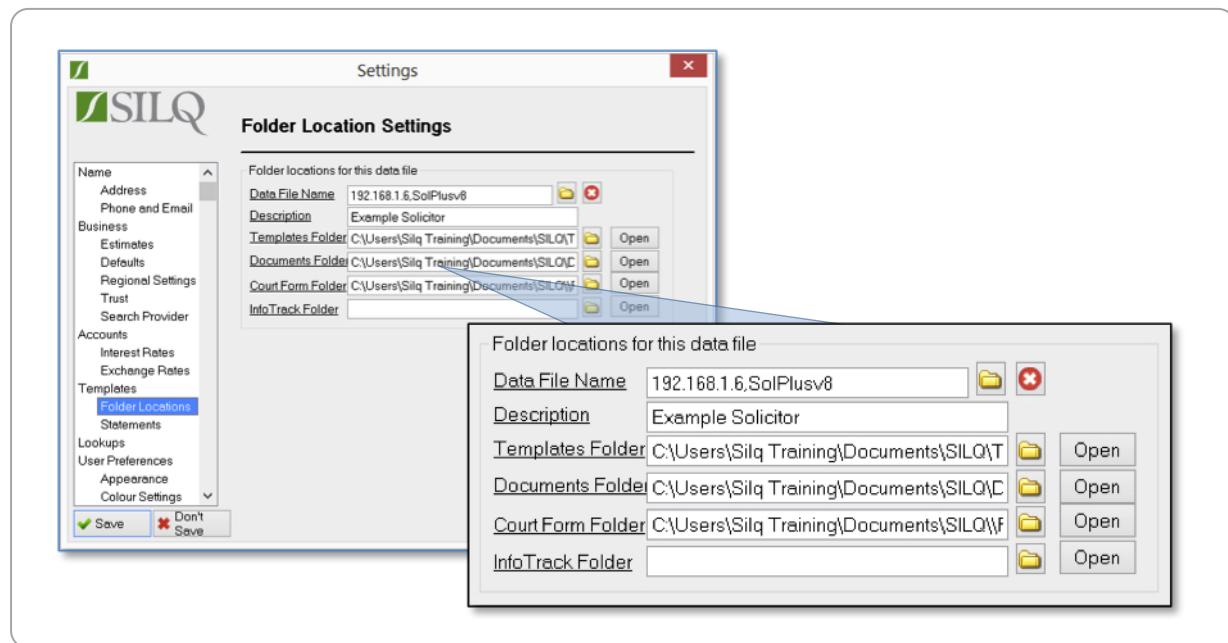
Date: This will use the date the document generated

Example 1: Matter Name + Template Name + Date will generate a document name with the name of the matter, then the name of the template used and then the date it was generated. Eg. Johnson - Fee Agreement - 25 NOV 2014.doc

Example 2: Date + Matter Name + Template Name will generate a document name with the date of the matter, then the matter number, and then the name of the template used. Eg. 2014-11-25 - PARK0001 - Letterhead.docx

2.10 Folder Locations

To view your default folder locations, click **Folder Locations** in the left-hand column in the Settings dialogue box.



Folder Location Settings

These are the locations that will be used for both the documents you generate in SILQ and the templates you use to generate those documents.

Folder Locations for this Data File

This area allows you to override the folder locations for the current data file, templates folder and documents folder. If you do not want your documents folder and templates folder in the default location, you can specify where you would like these folders to be on your hard drive or server, which will override the Default Folder Locations.

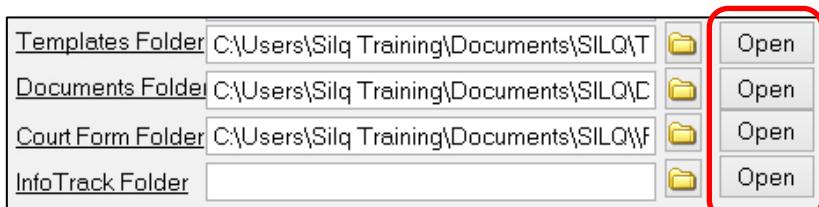
Templates Folder: This is the location where your templates are stored

Documents Folder: This is the folder where the documents that are created in SILQ are saved to. Such as invoices letters etc.

Court Forms: This is where court forms can be specified to be located in a different location. To see how to use court forms, refer to the Manual 6. Document Register and Customising Document Templates, on page 20.

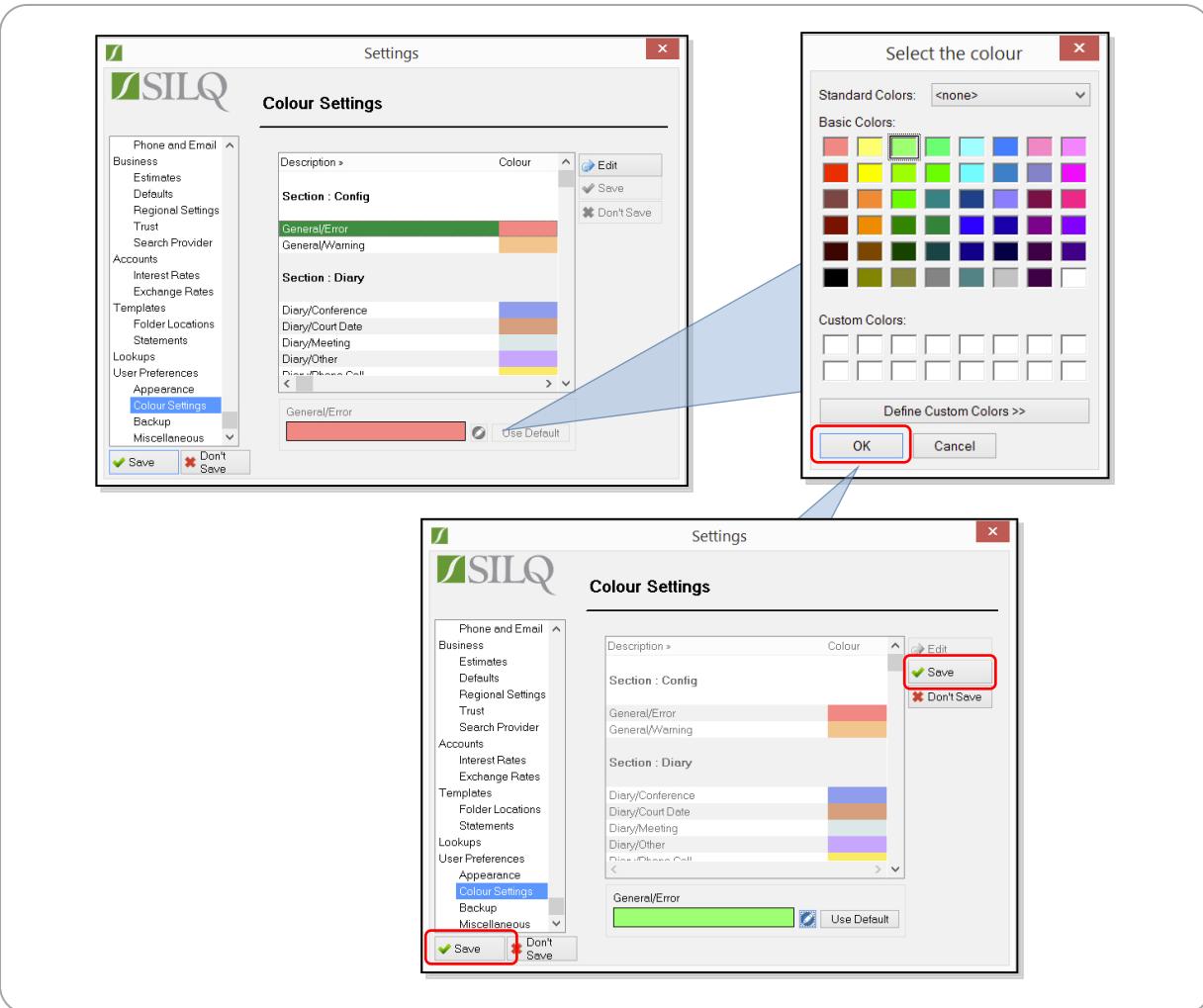
InfoTrack Folder: Refer to the InfoTrack user Guide

Open Button: Clicking on the Open button located to the right hand side of each folder location will directly open up the corresponding folder.



2.11 Colour Settings

You have the ability to customise colour settings for different windows and fields.



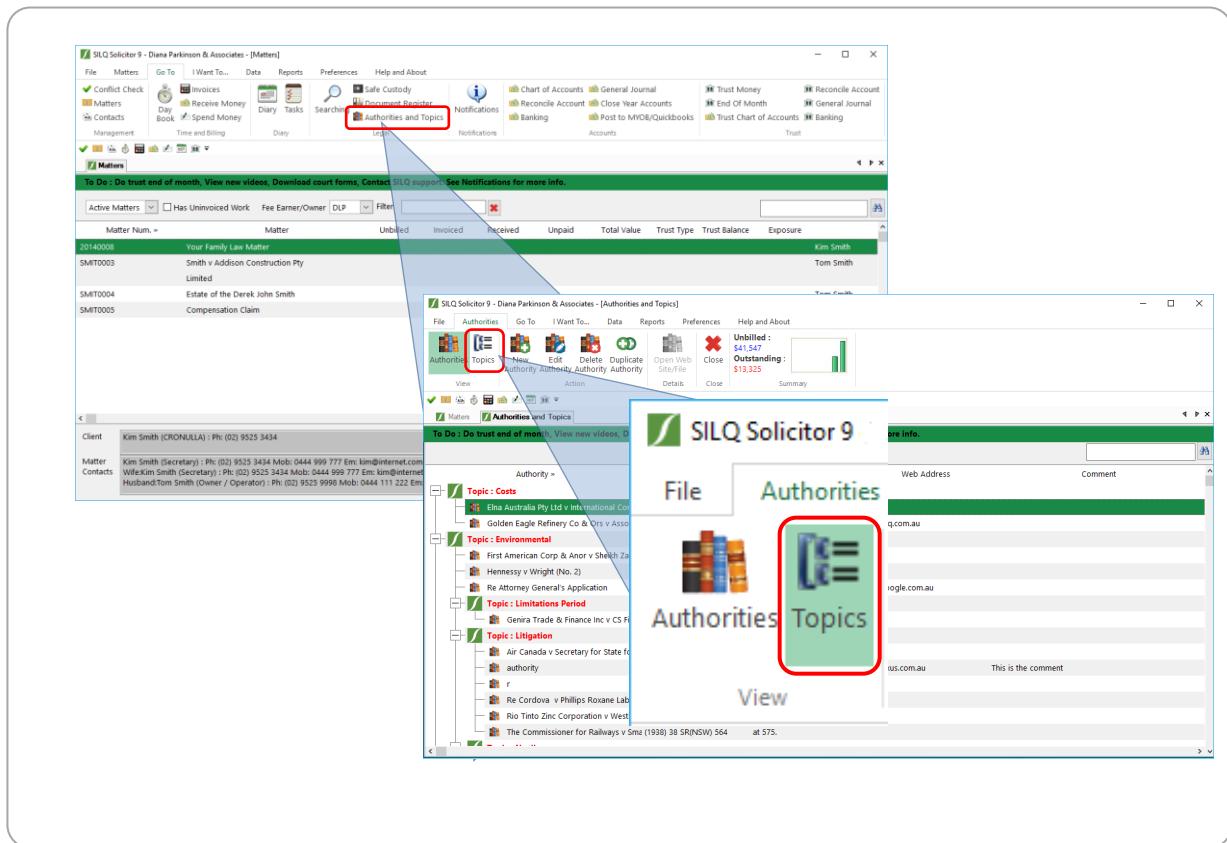
To view the colour settings, click **Colour Settings** in the left-hand column in the Settings dialogue box.

A list of colour settings will display. To change a colour setting from the default, click to highlight the option that you want to change. In the example above the General/Error option has been selected. This colour will display in all fields that are mandatory to be filled in when entering a record in SILQ.

Next click on the edit button to the right hand side of the window. The fields down the bottom of the window will become active. Click on the pencil icon next to the displayed colour which will bring up a selection of colours to choose from. Select a new colour by clicking on it and then click on the OK button.

To save this new default colour click on the save button to the right hand side of the window. Then click on the save button in the main settings window to save this change.

3 Master Authority List



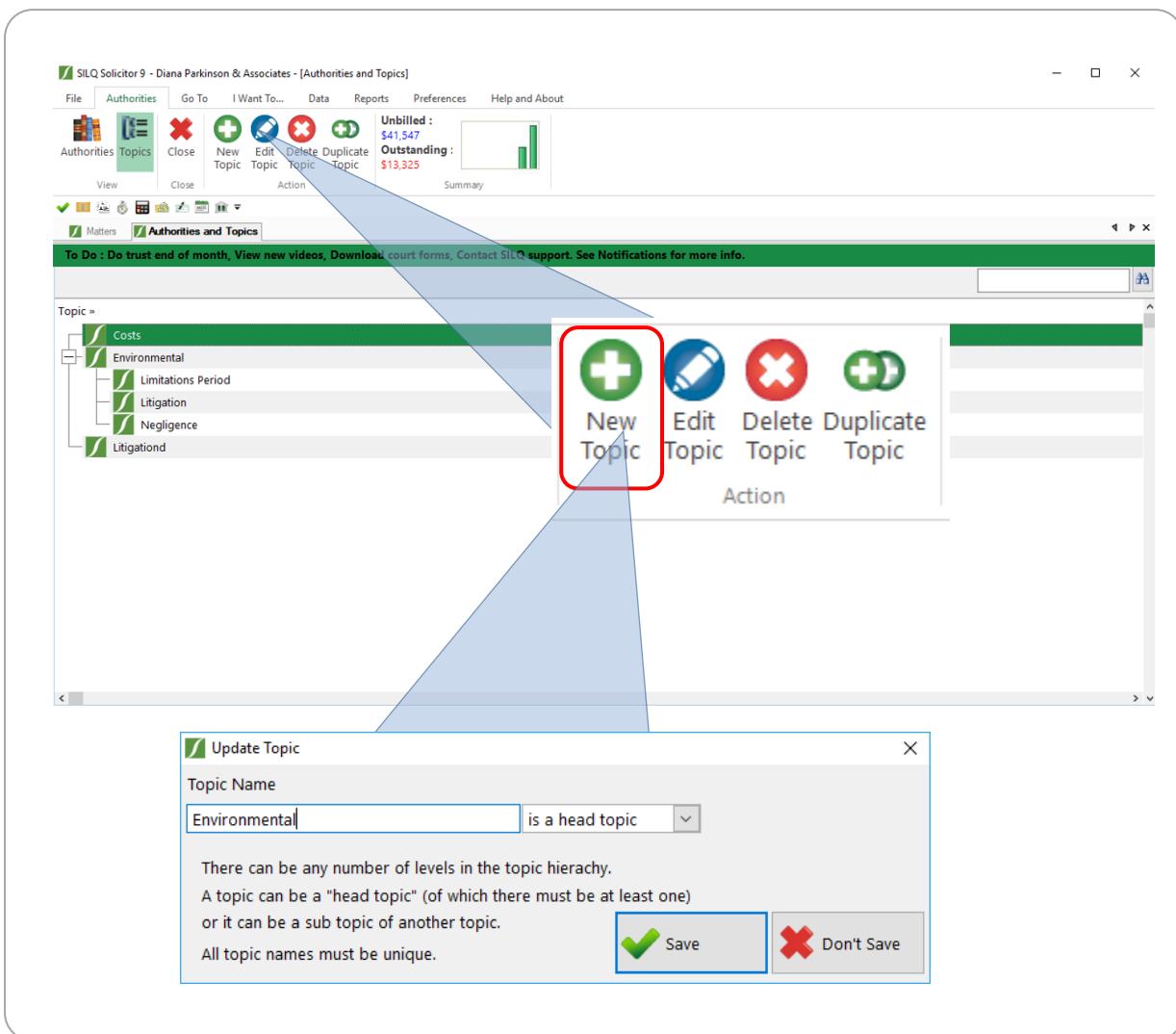
You can set up a Master List of Authorities into SILQ, which will then be available to use to attach to each matter.

Click **GoTo** tab and then click **Authorities and Topics**. This will bring you to the Authorities and Topic screen where you can enter your master authorities.

Before you can start entering an authority, you need to enter a topic for it to belong to.

Click the **Topics** button in the view section, which can be found next to the **Authorities** button.

Manual 1: Customising SILQ Solicitor



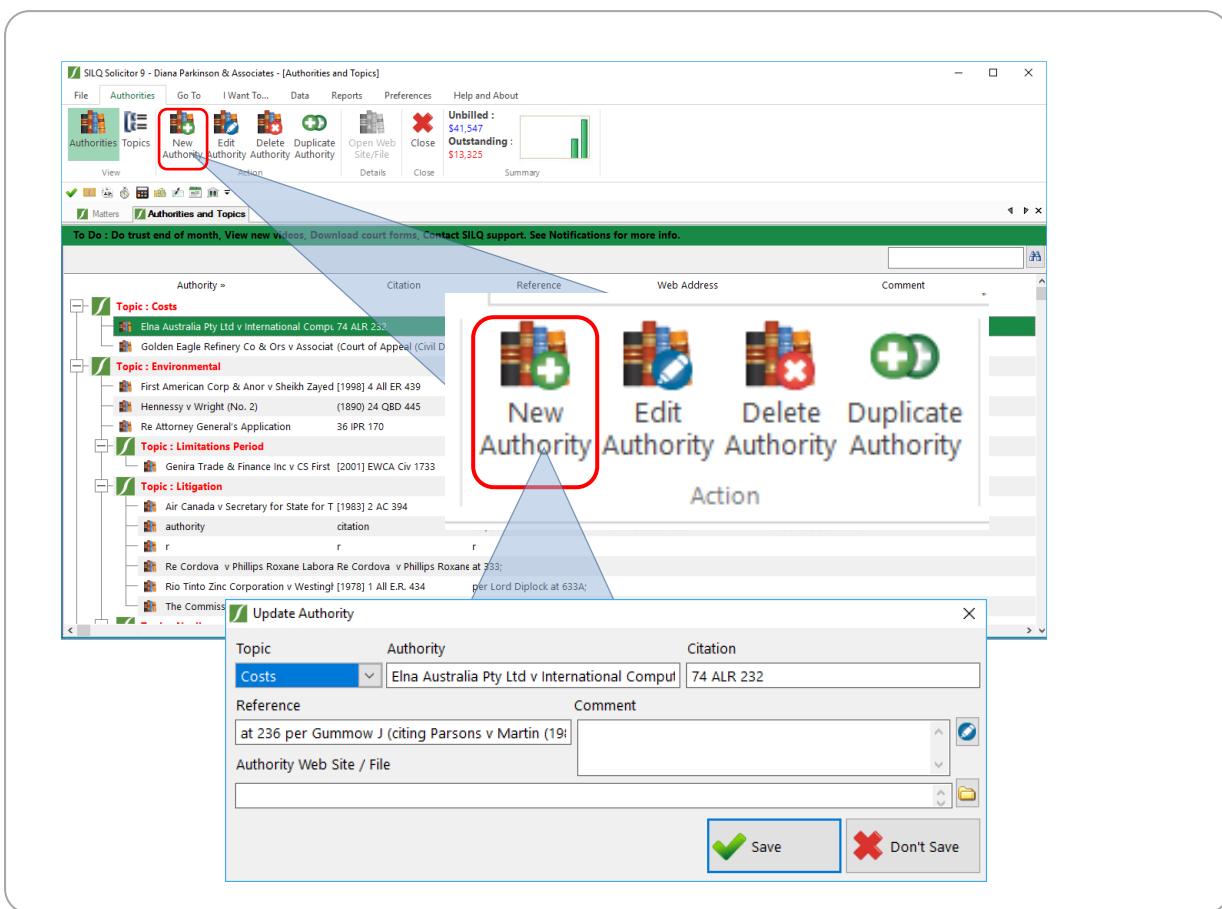
Click the **New Topic** button at the top of the screen. In the edit window enter a Topic Name and then from the drop down menu click whether the topic is a **head topic** or is a **sub topic**.

Topics allow you to create a logical hierarchy for authorities so they are easier to manage and find. There is no limit as the number of levels in the topic tree. So for example you could have an authority as a head topic, and then have a sub topic underneath that head topic. Refer to the example to the right which shows Environmental as a head topic, and Limitations Period and Negligence as sub topics.



Once you have entered your **Topic Name**, click the **Save** button.

You can now click the Authorities tab to start entering the authorities under that new topic heading.



Once you click the Authorities tab, click the **New Authority** button at the top.

In the edit window from the drop down menu, click the Topic to attach the authority to.

Type in the Authority, Citation and reference in the relevant fields. You can also type in an Authority website as well as link a document by clicking on the folder icon to the right-hand side of the Authority Web Site / File field.

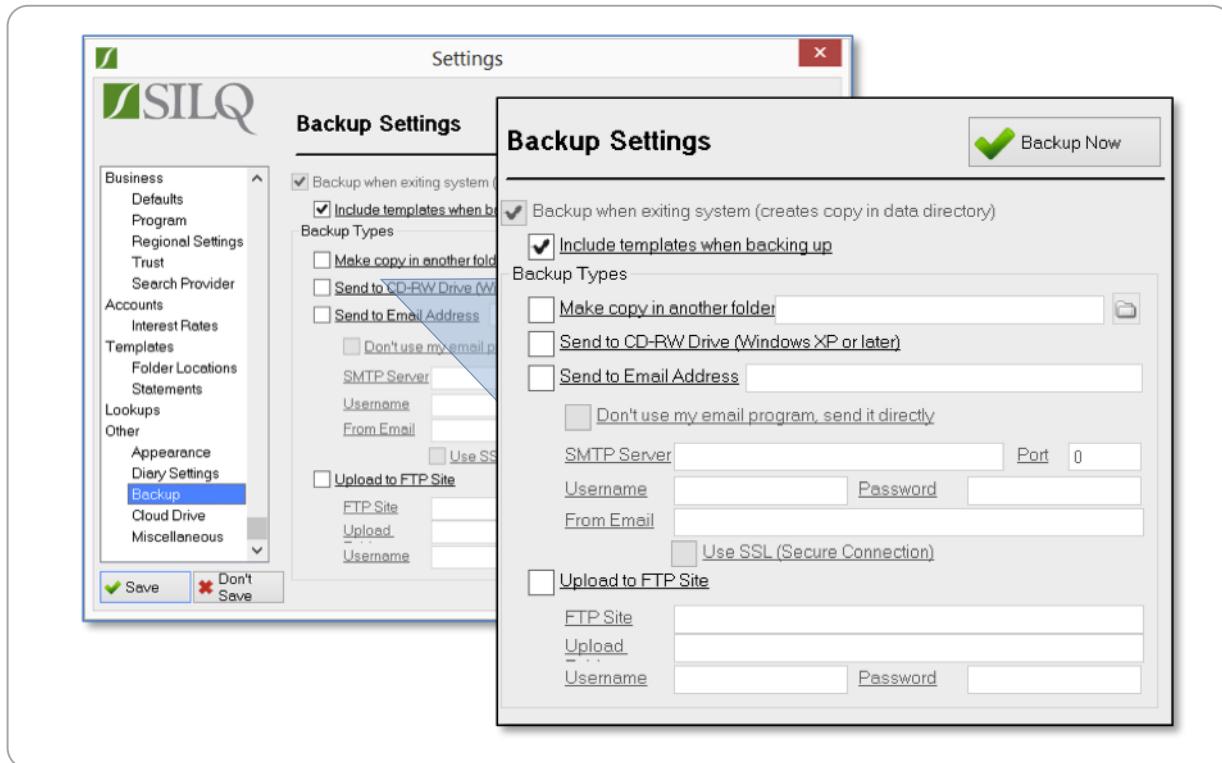
When you are finished click **Save**.

Your Authority will now appear in the master Authority list.

4 Backing Up

Backing up is a very important process for any critical data. It is highly advisable to have a backup that is off your machine so that if the machine is stolen or the hard drive crashes then the backup isn't lost as well.

4.1 SILQ Solicitor Standard Backup



To enter your **Backup Settings**, click on the **File** tab and then click **System Settings**. Then click **Backup** in the left-hand column in the Settings dialogue box.

Looking at the Backup Settings in the screen shot above, the first option is the **Backup Now** button. Clicking on this button will execute a backup of your datafile. It will also execute any options you may have selected in the Backup Settings.

Looking at the various options in **Backup Settings**, the **Backup when exiting system** option is ticked on by default, which means SILQ will make a Backup of your database when you exit the program. This backup will be saved as a Zipped file on your hard drive in the SILQ folder. The next option is to **Include templates when backing up**. This means your Templates will be included in the backup file that is saved to your hard drive if checked on. If you have any customised templates, it is recommended you tick this option.

SILQ provides you with 4 other ways of backing up called **Backup Types**, of which any or all can be used:

1. Make copy in another folder:

A screenshot of a software interface showing a checkbox labeled "Make copy in another folder". To the right of the checkbox is a small folder icon.

This option can be used to copy the file to anywhere you want, preferably another machine on your network so that you have a backup if something happens to your machine. Click the folder icon on the right-hand side of this field to click a backup location.

2. Send to CD-RW Drive:

A screenshot of a software interface showing a checkbox labeled "Send to CD-RW Drive (Windows XP or later)".

This allows you to have the data file automatically copied into your CD writing folder for windows so that you can simply put a blank CD in your CD drive and write the file to disk.

3. Send to Email Address:

A screenshot of a software interface for sending email settings. It includes a checkbox labeled "Send to Email Address", a checkbox labeled "Don't use my email program, send it directly", input fields for "SMTP Server" and "Port" (set to 0), "Username" and "Password", "From Email", and a checkbox labeled "Use SSL (Secure Connection)".

Note: it is not a good idea to use the email address that comes back to this machine, it should be an email that is stored elsewhere.

The option **Don't use my email program, send it directly**, can be used when you don't want to use your email program for some reason, or if your email systems won't allow this or are otherwise problematic. If this is the case, SILQ is capable of sending the email directly to the mail server, bypassing your email program. If you would like this to happen, check this box on. You will then need to fill out the following items, all of which you will find in your accounts settings in your mail program.

- **SMTP Server:** This is the mail server that the email will be sent through
- **Port:** This is the port that the server communicates on, the default is 25, but some systems use a different port, you may need to talk to your email administrator to get this.
- **Username:** If the server requires you to log on then you will need to enter the username.
- **Password:** If the server requires you to log on then you will need to enter the password.
- **From Email:** This is the email address that it will appear to have come from when you receive the email.

4. Upload to FTP Site:

The screenshot shows a user interface for configuring an FTP upload. At the top left is a checkbox labeled "Upload to FTP Site". To its right are four input fields arranged vertically: "FTP Site", "Upload", "Username", and "Password". Each field has a corresponding label above it: "FTP Site", "Upload", "Username", and "Password".

SILQ will upload the backup file to an FTP site that you choose.

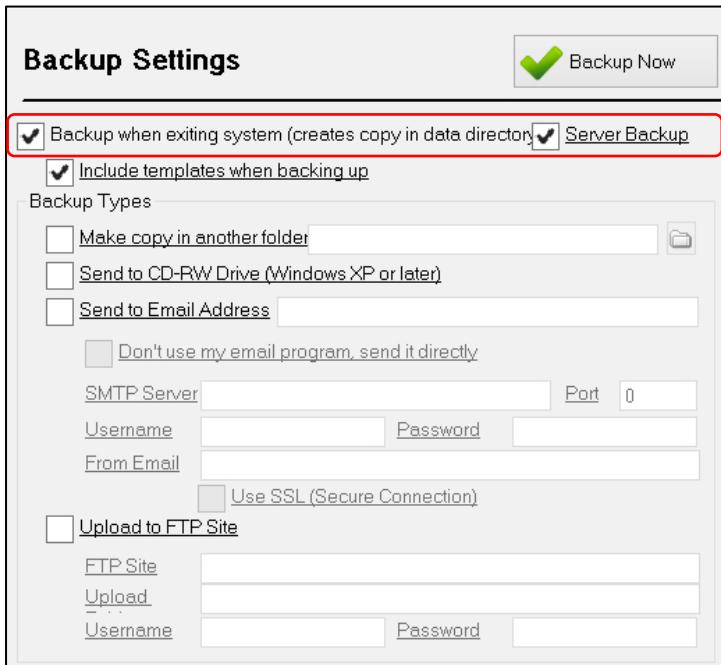
- **FTP Site:** This is the ftp server that the backup file will be copied to
- **Upload Folder:** This is the folder on the server the file will be copied into
- **Username:** If the server requires you to log on then you will need to enter the username.
- **Password:** If the server requires you to log on then you will need to enter the password.

The Backup File

When the file is backed up, it will create a file that is named MyFile.SLQ.BKP.XX where XX is the day of the month that the backup was made Eg MyFile.SLQ.BKP.23 was backed-up on the 23rd of the month. So if you need to restore a backup file then you need to get the one with the latest modified date, which is generally NOT the one with the highest number at the end of the name.

NB: It is very important to have a good backup strategy, which means storing a backup of your SILQ datafile in another location other than the server. It is recommended you use either one or more of the options in the Backup settings, or talk to your IT professional who can recommend a backup strategy for you.

4.2 SILQ Solicitor PLUS Backup



SILQ Solicitor PLUS has all the same backup options as SILQ Solicitor Standard. The main difference is that with SILQ Solicitor PLUS is the you have the option to select whether or not you would like SILQ to make a backup of your datafile on your hard drive when you exit SILQ. Refer to the screen shot above.

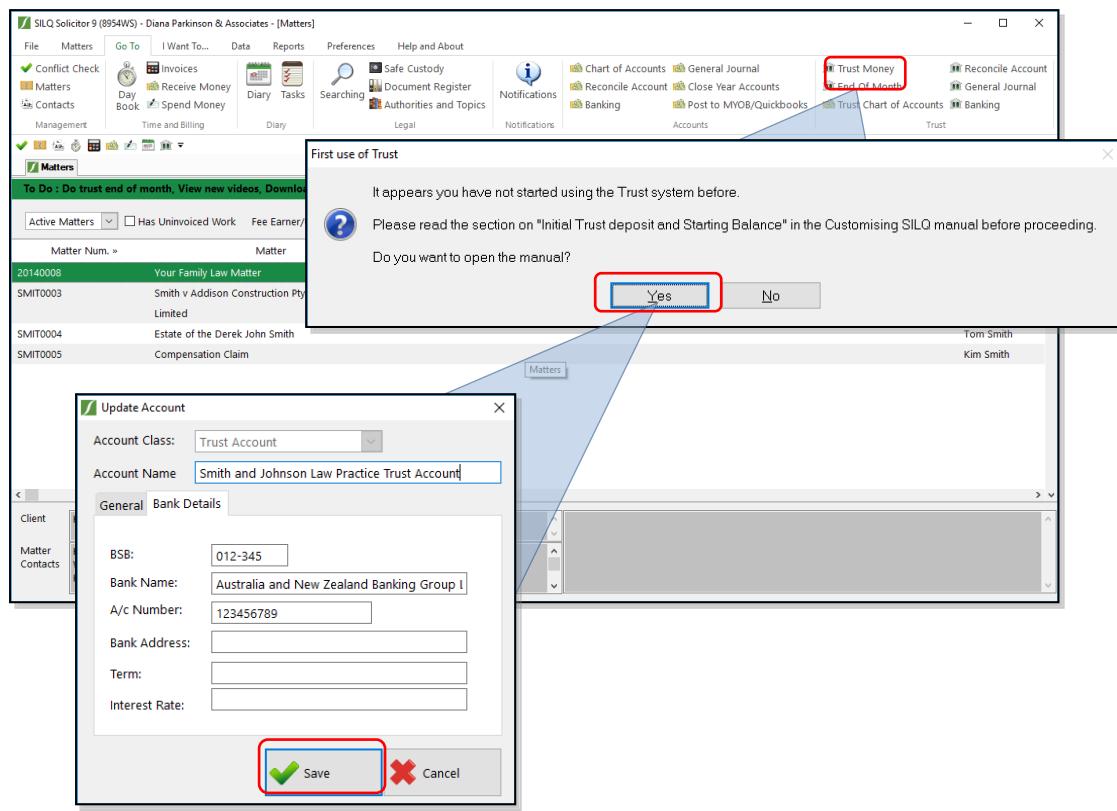
Ticking this option means that your entire database, which is stored on a server, will be zipped up and copied back to your local hard drive. When you exit SILQ and you have this option ticked on, you will get a message saying that SILQ will begin backup in 10 seconds. You have the option to cancel this back up if need be. The reason you have the option to cancel, is that it can take quite a while to back up your database and copy it back to your hard drive from your server. If you proceed SILQ will back up your datafile which will be saved as a Zipped file on your hard drive in the SILQ folder.

The next option for SILQ Solicitor PLUS users is **Server Backup**. It is recommended this option is ticked. What this means is that when you exit SILQ, a backup of your datafile will saved on the server as a Zipped file.

All the rest of the options are exactly the same as the SILQ Solicitor Standard product. To see a detailed description of these options, refer to page 39 onwards.

NB: It is very important to have a good backup strategy, which means storing a backup of your SILQ datafile in another location other than the server. It is recommended you use either one or more of the options in the Backup settings, or talk to your IT professional who can recommend a backup strategy for you.

5 Setting up your Trust Account



Before you can start processing any transactions in your trust account, you must enter your trust account bank details.

To enter your trust account bank details, click **Trust to Money** in the navigation bar.

A message will appear saying, 'The bank details must be completed for the trust account before you can process any transactions'.

Click **OK**.

The update account dialogue will appear, click on the Bank Details tab and enter the account details for the trust account.

Then click **Save**. You will now be able to start processing trust transactions.

5.1 Initial Trust deposit and Starting Balance

NB: In order to establish your initial trust deposit and starting balance, the first step is to add all your Matters and Contacts into SILQ. To learn how to do this, please refer to the 'Getting Started' User Guide.

If you have already added in all your matters and contacts, follow the steps below to enter your initial trust deposits and establish a starting balance.

The thing to take note of is the total amount of your trust account that is stated on the trial balance is often lower than what is in the actual trust account. This is due to the fact that the trial balance does not take into account unpresented cheques.

Step 1

The first step is to print out a reconciliation report of your trust account from your existing system. This will display all your unpresented cheque withdrawals.

Reconciliation Report from existing system

Unpresented Cheques	<p style="text-align: center;">RECONCILIATION REPORT DIANA PARKINSON ABN 12 345 6789 as at 18/02/2014</p> <p style="text-align: right;">Printed: 18 FEB 2014 9:34:02</p> <p>Bank Account A-1000 Diana Parkinson Law Practice Trust Account</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Statement End Date</th><th style="text-align: left;">31/03/2012</th><th style="text-align: left;">Reconciliation Date</th><th style="text-align: left;">31/03/2012</th><th style="text-align: left;">Reconciled By</th><th style="text-align: left;">Diana Parkinson</th></tr> </thead> <tbody> <tr> <td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr> <td>statement total at start of period</td><td></td><td></td><td></td><td></td><td style="text-align: right;">\$31,005.00</td></tr> <tr> <td>add deposits</td><td></td><td></td><td></td><td></td><td style="text-align: right;">\$0.00</td></tr> <tr> <td>deduct withdrawals</td><td></td><td></td><td></td><td></td><td style="text-align: right;">\$0.00</td></tr> <tr> <td>reconciled total at end of period</td><td></td><td></td><td></td><td></td><td style="text-align: right;">\$31,005.00</td></tr> <tr> <td>Balance as per bank statement</td><td>31/03/2012</td><td></td><td></td><td></td><td style="text-align: right;">\$31,005.00</td></tr> <tr> <td colspan="6">Deduct unpresented withdrawals</td></tr> <tr> <td>16/02/2012</td><td>Cheque No : 13</td><td></td><td></td><td></td><td style="text-align: right;">\$800.00</td></tr> <tr> <td>31/03/2012</td><td>Cheque No : 16</td><td></td><td></td><td></td><td style="text-align: right;">\$900.00</td></tr> <tr> <td>31/03/2012</td><td>Cheque No : 14</td><td></td><td></td><td></td><td style="text-align: right;">\$300.00</td></tr> <tr> <td>31/03/2012</td><td>Cheque No : 15</td><td></td><td></td><td></td><td style="text-align: right;">\$2,000.00</td></tr> <tr> <td></td><td></td><td style="text-align: right;">Sub Total</td><td></td><td></td><td style="text-align: right;">\$4,000.00</td></tr> <tr> <td colspan="6">Reconciled cash book balance</td></tr> <tr> <td colspan="5"></td><td style="text-align: right;">\$27,005.00</td></tr> </tbody> </table>	Statement End Date	31/03/2012	Reconciliation Date	31/03/2012	Reconciled By	Diana Parkinson							statement total at start of period					\$31,005.00	add deposits					\$0.00	deduct withdrawals					\$0.00	reconciled total at end of period					\$31,005.00	Balance as per bank statement	31/03/2012				\$31,005.00	Deduct unpresented withdrawals						16/02/2012	Cheque No : 13				\$800.00	31/03/2012	Cheque No : 16				\$900.00	31/03/2012	Cheque No : 14				\$300.00	31/03/2012	Cheque No : 15				\$2,000.00			Sub Total			\$4,000.00	Reconciled cash book balance											\$27,005.00
Statement End Date	31/03/2012	Reconciliation Date	31/03/2012	Reconciled By	Diana Parkinson																																																																																						
statement total at start of period					\$31,005.00																																																																																						
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Balance as per bank statement	31/03/2012				\$31,005.00																																																																																						
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Reconciled cash book balance																																																																																											
					\$27,005.00																																																																																						
				Reconciled Balance																																																																																							

Step 2

The second step is to print out a Trust Trial Balance report from your existing system. Then you need to add the value of the unpresented cheques from the Reconciliation Report to the corresponding matters balance on the Trust Trial Balance report you printed out.

Then you need to tally up the new balance. Once you have the new balance, you will then need to deduct any money that is in statutory deposit, as well as deduct the total of the unpresented cheques. You should then get the same reconciled cash book balance that you have on your reconciliation report.

Refer to the Reconciliation Report in Step 1, and then the Trust Trial Balance Report below to understand this process.

Unpresented Cheques from the Reconciliation report which are added to the amounts of the corresponding matter

New Total

Less
 statutory - \$2000
 Deposit

Less
 unpresented - \$4000
 cheques

Reconciled
 cash book
 balance

\$ 27,005

\$ 33,005

\$ 27,005

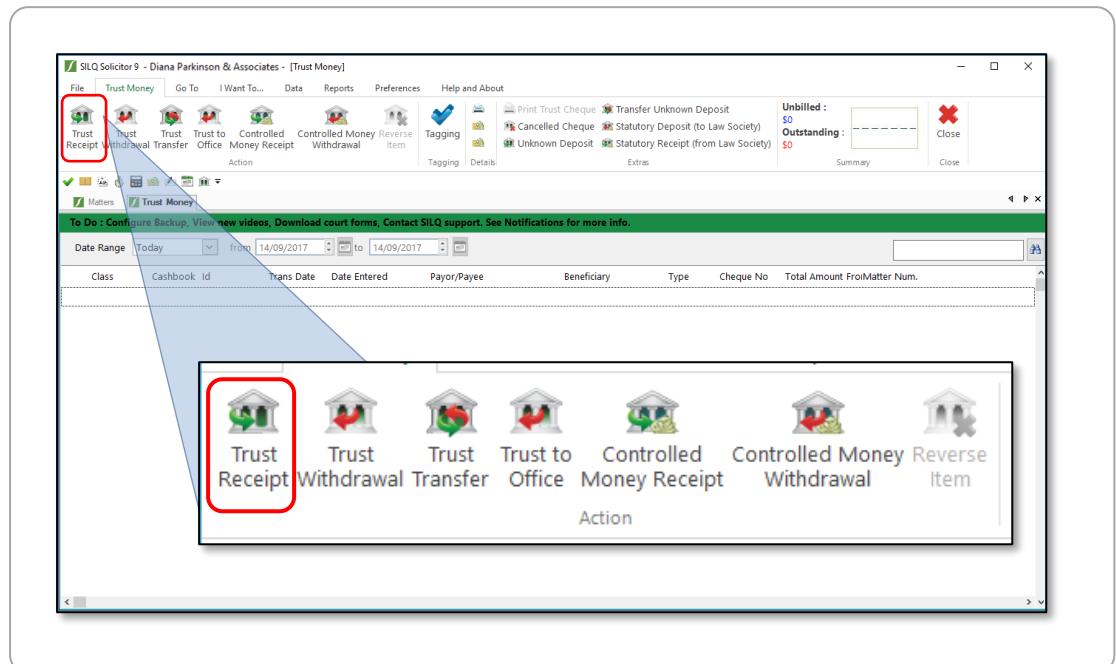
Matter Num	Client	Matter Desc	Unpresented Cheques	Amount	Total
PARK0001	Cannan Gught	Estate of Parker	800 + \$500.00	= 1300	
POUL0003	Mr Marco Poulos	Five Star Hotels		\$100.00	= 100
POUL0001	Mr Marco Poulos	Platypus Pty Limited v Malachara Heights Pty Ltd	900 + \$1,000.00	= 1900	
GARL0001	Eleanoar Carver & Associates	Garlington Pty Limited v Caringbar Pty Ltd		\$15,355.00	= 15355
JOHN0001	McCaffery Garling Conn	Johnson v Kendal and Garethi	300 + \$2,800.00	= 3150	
SMIT0002	A J Smith	Marshall v Saloman	2000 + \$3,500.00	= 5500	
PACK0001	Packard Alderheid	Vang re Kor Housing		\$3,200.00	= 3200
TORR001	Torre and Fallow	Channel Z Publications v BBC International		\$2,500.00	= 2500
<hr/>					
\$29,005.00					
Total Client Ledger Accounts		\$29 005 00			
Statutory Deposit		\$2,000.00			
		<hr/>			
		\$27,005 00			
Reconciled Cash Book					
Variance (Should be Nil)					
Prepared By	Diana Parkinson	on 18 FEB 2014			

After taking the revised Total of the Trust Trial Balance : \$33,005 and deducting the statutory deposit and the total unpresented cheques, the total should equal the Reconciled Balance

Step 3

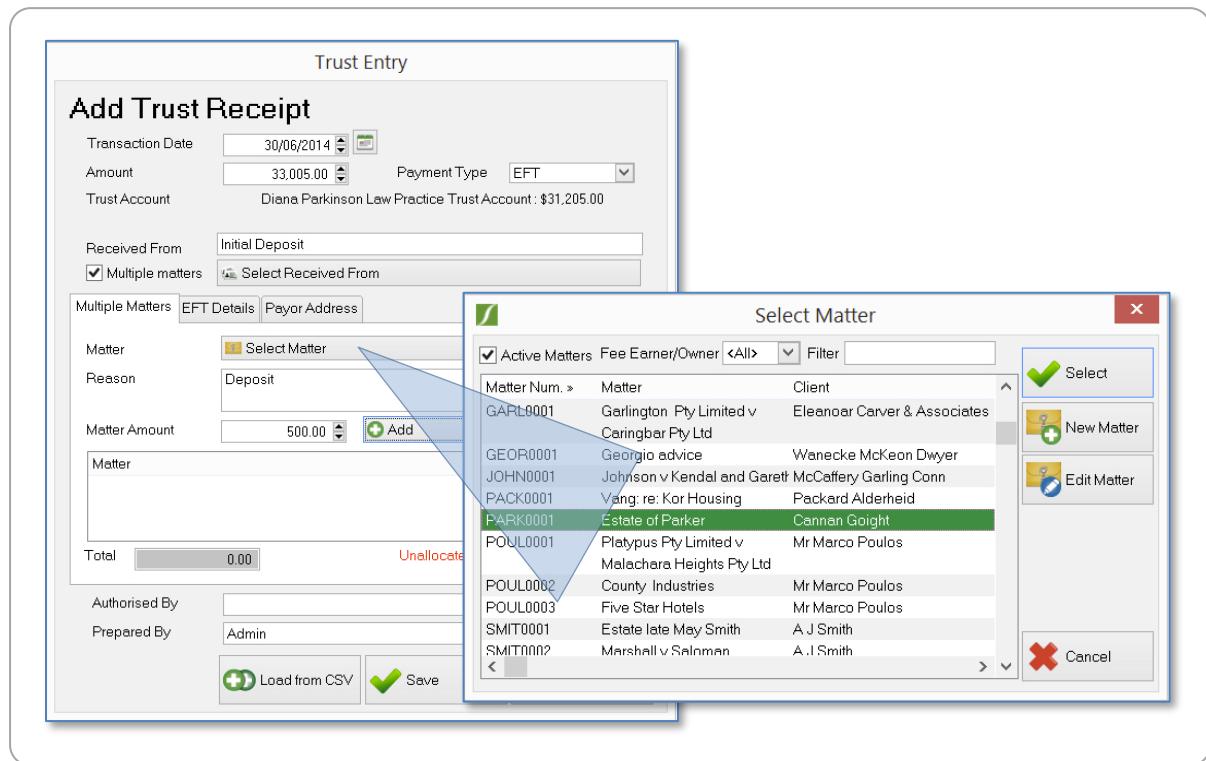
The third step is to then enter the new balance you tallied up on the Trust Trial Balance report as a trust receipt into SILQ. In the example we will be using the total of \$33,005 as indicated on the Trust Trial Balance report in step 2.

To do this, click the **Trust Money** button from the navigation bar, and then on the right-hand side of the screen click the **Trust Receipt** button.



You will be presented with the **Add Trust Receipt** dialogue box. Enter the Total amount of the trust account balance into the **Amount** field. In our example that was \$33,005. From the **Payment Type** drop down menu click **EFT**. Then click the **Multiple matters** tick box. This will activate the **Multiple Matters** tab.

Next referring to the trial balance report you printed out with the new tally of each matter, click on the **Select Matter** field. The **Select Matter** dialogue box will open up. Highlight the Matter you are putting the trust entry against and click on **Select**.



In the **Received from** field, enter '**Initial Balance**'. Then enter a reason into the **Reason** field. Enter the **Matter Amount** (the adjusted total allowing for un-presented cheques) from your trial balance report, and then click on the **Add** button.

The screenshot shows the 'Add Trust Receipt' dialog with the 'Matter' field containing 'Estate of Parker'. The 'Amount' field shows '\$500.00' with an 'Add' button next to it. Below the table, the 'Total' is \$500.00, 'Unallocated' is \$32,505.00, and the 'Remaining' amount is \$32,505.00.

Matter	Amount
Estate of Parker : \$500.00	\$500.00

Repeat this process until you have entered all the Trust Receipts that are on your trial balance report.

NB: You may have a trust entry for a particular matter that has a \$0 balance and therefore it wont appear on the trial balance report, but on the reconciliation report there is an unpresented cheque for that matter. This unpresented cheque entry will also need to be added into the **Add Trust Receipt** Dialogue Box.

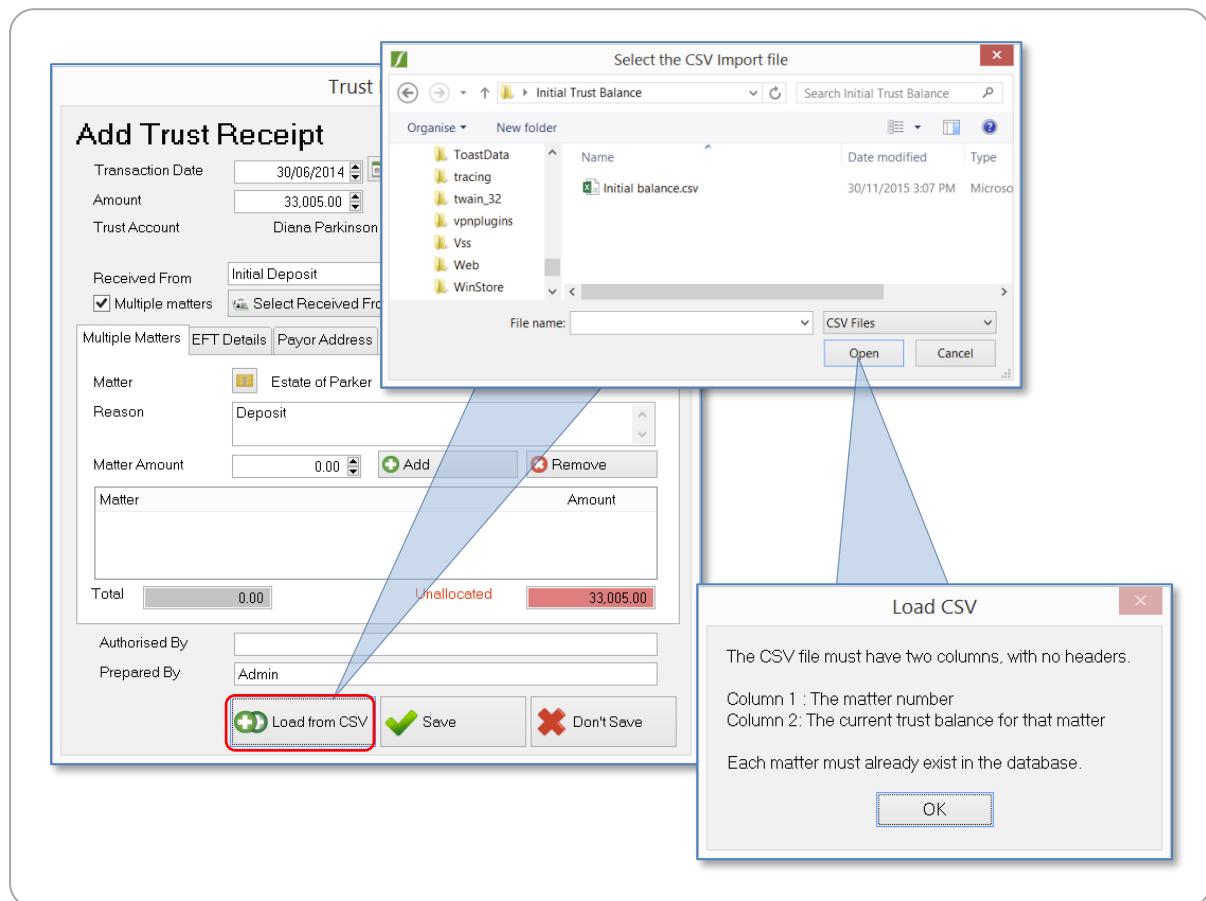
Once you have entered all the trust receipts that are in your trial balance report, before you can click on the **Save** button to record this initial deposit, you need to enter an address into the **Payor Address** tab. This address would usually be the address of the person you received the money from in your trust account when you are adding a trust receipt.

As this is an initial deposit to create a starting balance in your trust account, you can just enter your own business address into the tab.

The screenshot shows the 'Trust Entry' window with the 'Add Trust Receipt' tab selected. The 'Payor Address' tab is highlighted with a red box. The form includes fields for Transaction Date (30/06/2014), Amount (33,005.00), Payment Type (EFT), Trust Account (Diana Parkinson Law Practice Trust Account : \$31,205.00), Received From (Initial Deposit), and Received From dropdown (Multiple matters selected). Below these are tabs for 'Multiple Matters', 'EFT Details', and 'Payor Address'. The 'Payor Address' tab is active, showing fields for Address (100 George Street), Suburb (Sydney), State (NSW), and Postcode (2000). At the bottom are buttons for 'Authorised By' (empty), 'Prepared By' (Admin), and 'Save' (green checkmark) or 'Don't Save' (red X).

Load from a CSV

If your data has been imported from another system, instead of adding each amount from your trial balance report manually, you can import a CSV file with all your matters listed and their corresponding balance amounts. Then SILQ will automatically import them in one go.



To do this you first need to create a CSV file in Excel with 2 columns and no headers. The first column should list all the matter numbers and the second column should list the current trust balance for each matter listed.

Also each matter in the CSV file needs to have been entered into SILQ with the same matter number before you can import the CSV file.

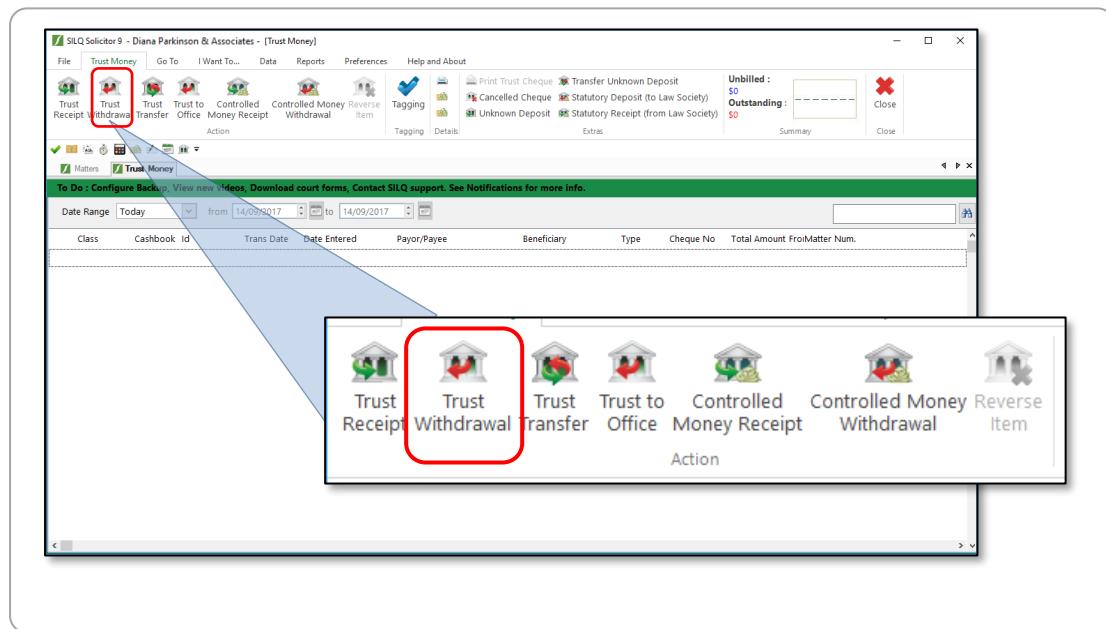
To import the CSV file, click on the **Load from CSV** button at the bottom of the **Add Trust Receipt** window. A warning message will open up letting you know how the CSV file must be set up. If you are ready to proceed, click on the **OK** button.

The Select CSV window will open up. Locate and select your CSV file and then click on the **Open** button.

Once you have entered all the data click on **Save**.

Step 4

The fourth step is to enter all the unpresented cheques into the system. Once you are in the Trust Money section, click the **Trust Withdrawal** button on the right hand side of the screen.



You will be presented with the **Add Trust Withdrawal** dialogue box.

NB: This dialogue box is exactly the same as the add trust receipt dialogue box as outlined in Step 3. So please refer to Step 3 for screen shots.

Enter each unpresented cheque separately into the **Amount** field until you have added the total of all the unpresented cheques. From the **Payment Type** drop down menu select the withdrawal type as **EFT or Cheque**.

Next referring to the reconciliation report you printed out with a list of the unpresented cheques, click on the **Select Matter** field. The **Select Matter** dialogue box will open up. Highlight the Matter you are putting the unpresented cheque against and click on **Select**.

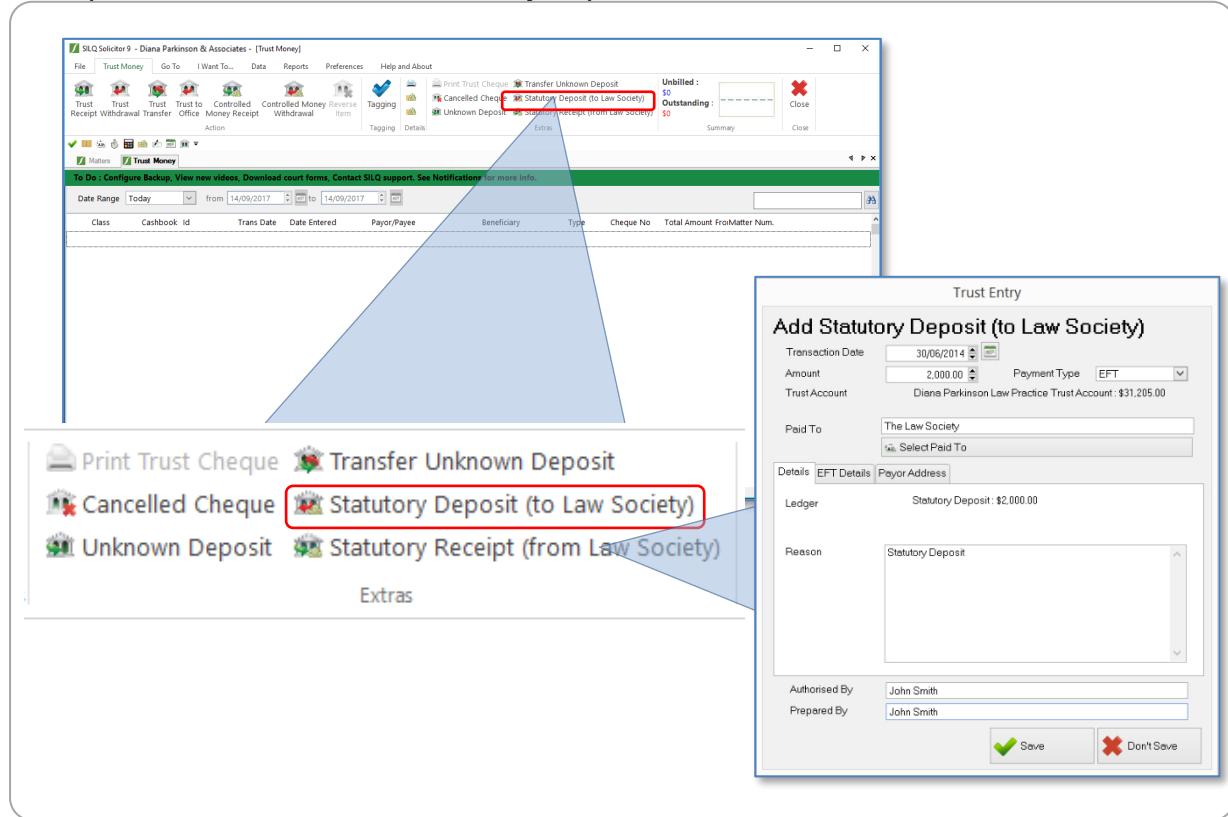
In the **Paid To** field, enter the name of the company or person you paid this money to. Then enter a reason into the **Reason** field. Enter the **Matter Amount** from your trust reconciliation report, and then click on the **Add** button.

Repeat this process until you have entered all the Trust Withdrawals that are on your trust reconciliation report.

Then Click **Save** in the **Add Trust Withdrawal** dialogue box.

Step 5

If there is any money in Statutory deposit, you will need to enter it into SILQ. In our example there was \$2000 in statutory deposit.



To do this, ensure you are in the **Trust Money** section, then click **Statutory Deposit (to Law Society)**.

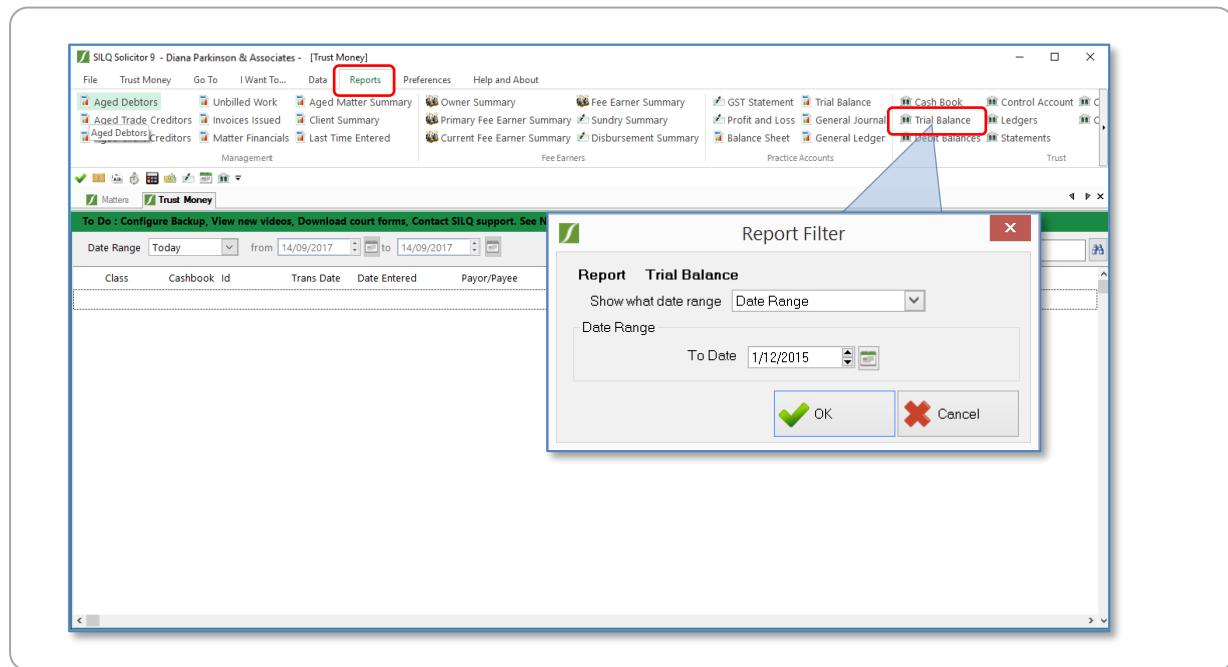
You will be presented with the **Add Statutory Withdrawal** dialogue box. Enter the Total amount of the statutory deposit into the **Amount** field. Then from the **Payment Type** drop down menu click **EFT**.

In the **Paid To** field, enter the name of the company you paid this money to.

Then Click **Save** in the **Add Statutory Withdrawal** dialogue box.

Step 6

The last step is to run the **Trial Balance** report in SILQ to check that all the figures you have entered tally up.



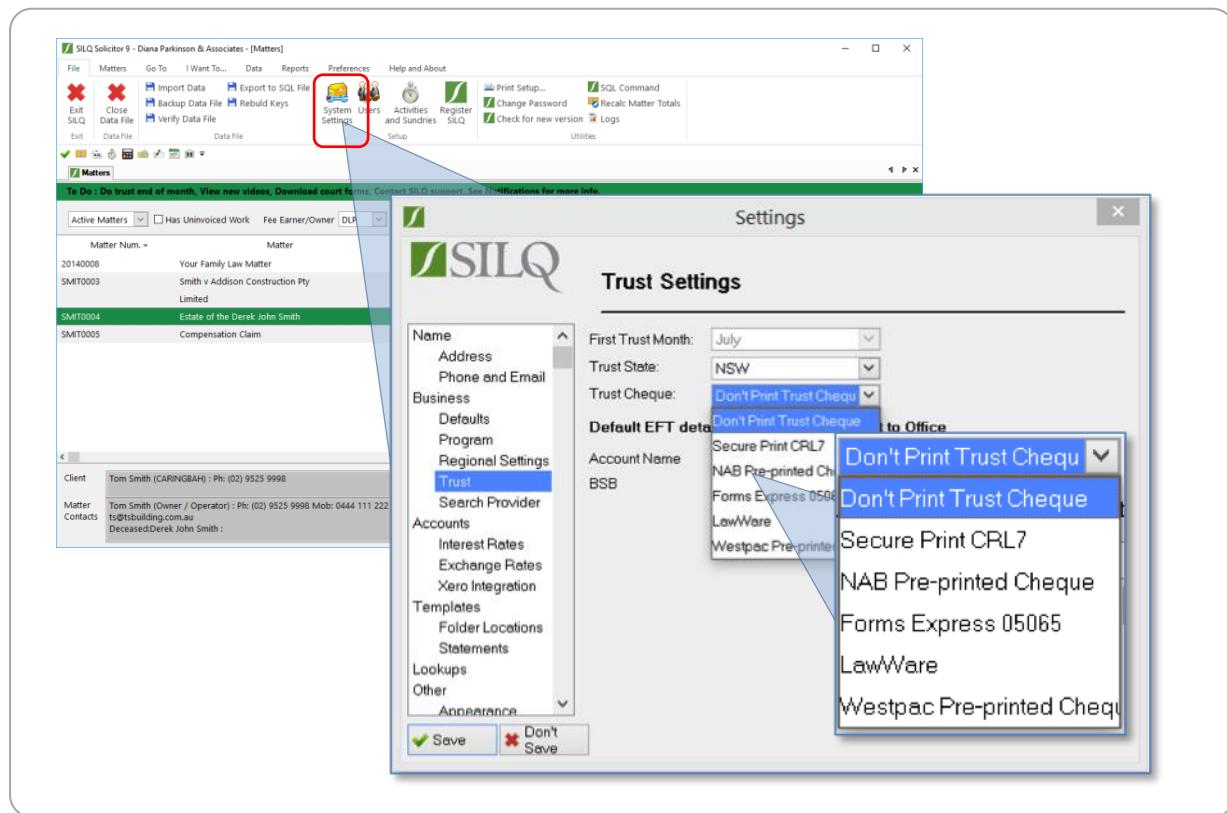
To run the **Trial Balance**, click the **Reports** tab and in the **Trust Money** section click **Trial Balance**.

The **Report Filter** dialogue box will open up. Click the **OK** button and the SILQ will generate the report for you to print out and check.

NB: If you have received a cheque for deposit and you haven't banked it and entered it into your previous system, then process into SILQ as normal by using the **Trust Receipt** button.

If you have received a cheque and entered it into your previous system and not banked it yet, then you would need to subtract the total amount in the trust account for that matter based on the balance on the Trial balance report and then enter the new figure into SILQ.

5.2 Trust Cheque Settings



SILQ has a range of trust cheque templates that you can select from if you have pre-printed cheques that you would like to print onto when you make a trust withdrawal.

The trust cheque templates have been designed to align exactly to your preferred pre-printed cheque, so all the information prints out onto the cheque in the right place.

To select your Trust Cheque template, go to the **File** tab and then click on **System Settings**.

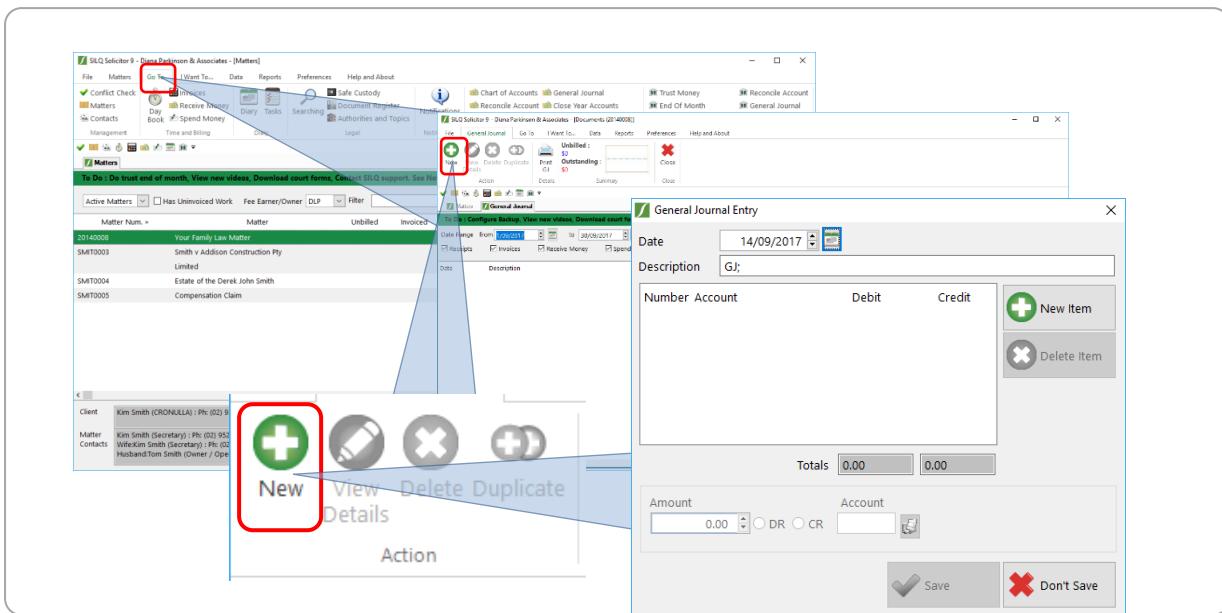
Once you are in Settings, click **Trust** in the side bar and then locate the Trust Cheque drop down menu, and select your preferred trust cheque template.

Once selected, click on Save on the bottom right-hand side of the settings dialogue box.

From now on when you do a trust withdrawal in SILQ, it will automatically generate a document that you can use to print onto your pre-printed cheque.

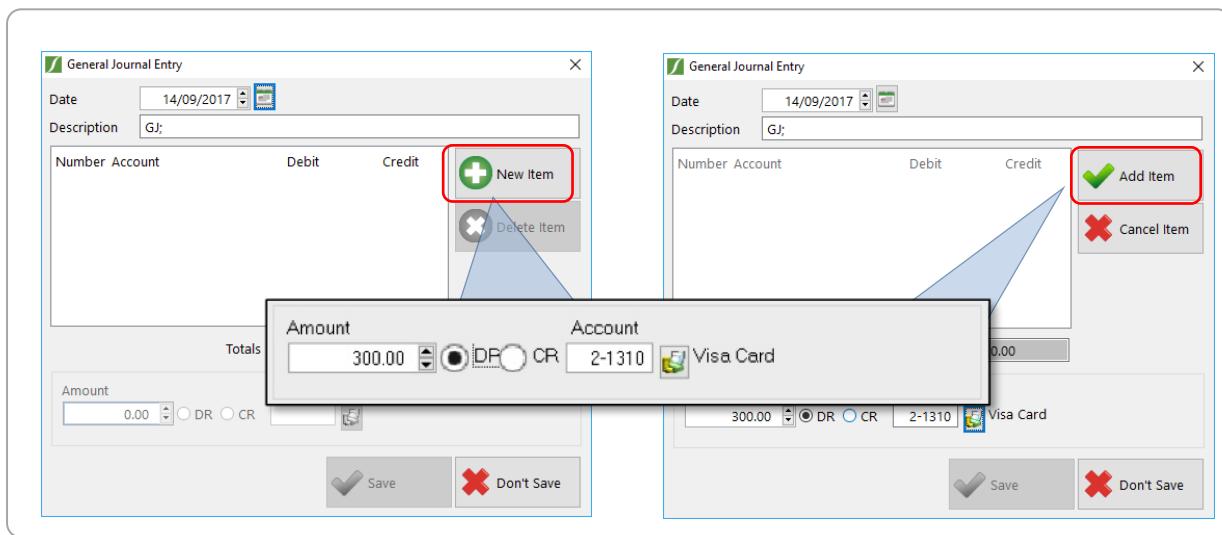
5.3 Entering a starting balance for a selected account

In order to establish a starting balance for your accounts, On the **Go To** tab then in the **Accounts** group, click **General Journal**. The General Journal window will open up. On the right-hand side click the **New** button.



The **General Journal Entry** window will appear. Click the **New** button. Enter the Debit or the Credit amount at the bottom of the window and then choose the account. Then click the Add Item button.

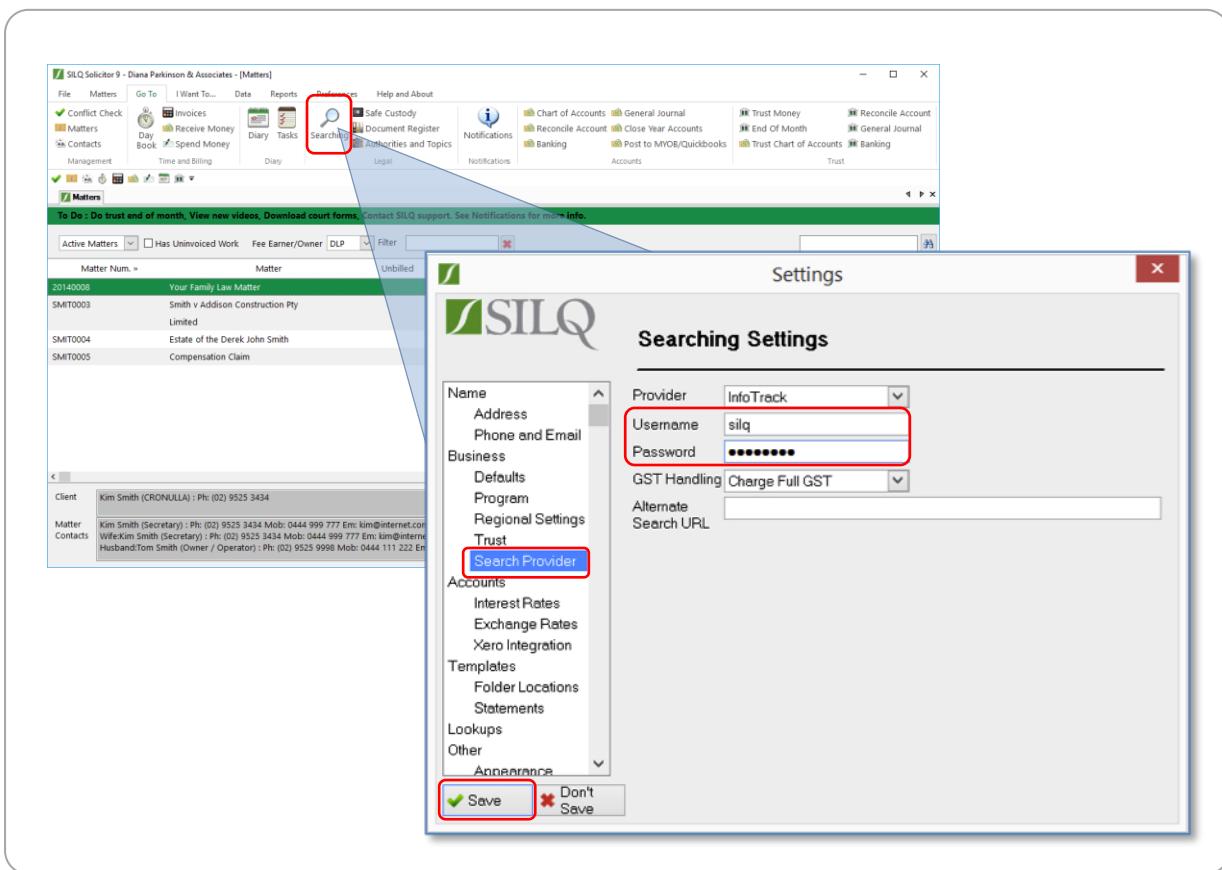
Repeat this process for adding the credit and debit for this account. Then continue with the same process to add the starting balance for the next account. You may wish to talk to your accountant to ensure this information is entered correctly.



The Debits need to equal the credits. Then you can click on the **Save** button.

6 Setting up InfoTrack

6.1 Setting up InfoTrack if you have an existing InfoTrack account



If you already have an InfoTrack account, you can enter your user credentials into SILQ and start using InfoTrack straight away.

To enter your InfoTrack user details into SILQ click on the **File** tab and then click on **System Settings**.

Once you are in Settings, click **Search Provider** in the side bar. Then you will see two fields on the right-hand side where you can enter your InfoTrack **Username** and **Password**.

Once these details are entered, click on the **Save** button in the bottom left-hand side of the dialogue box.

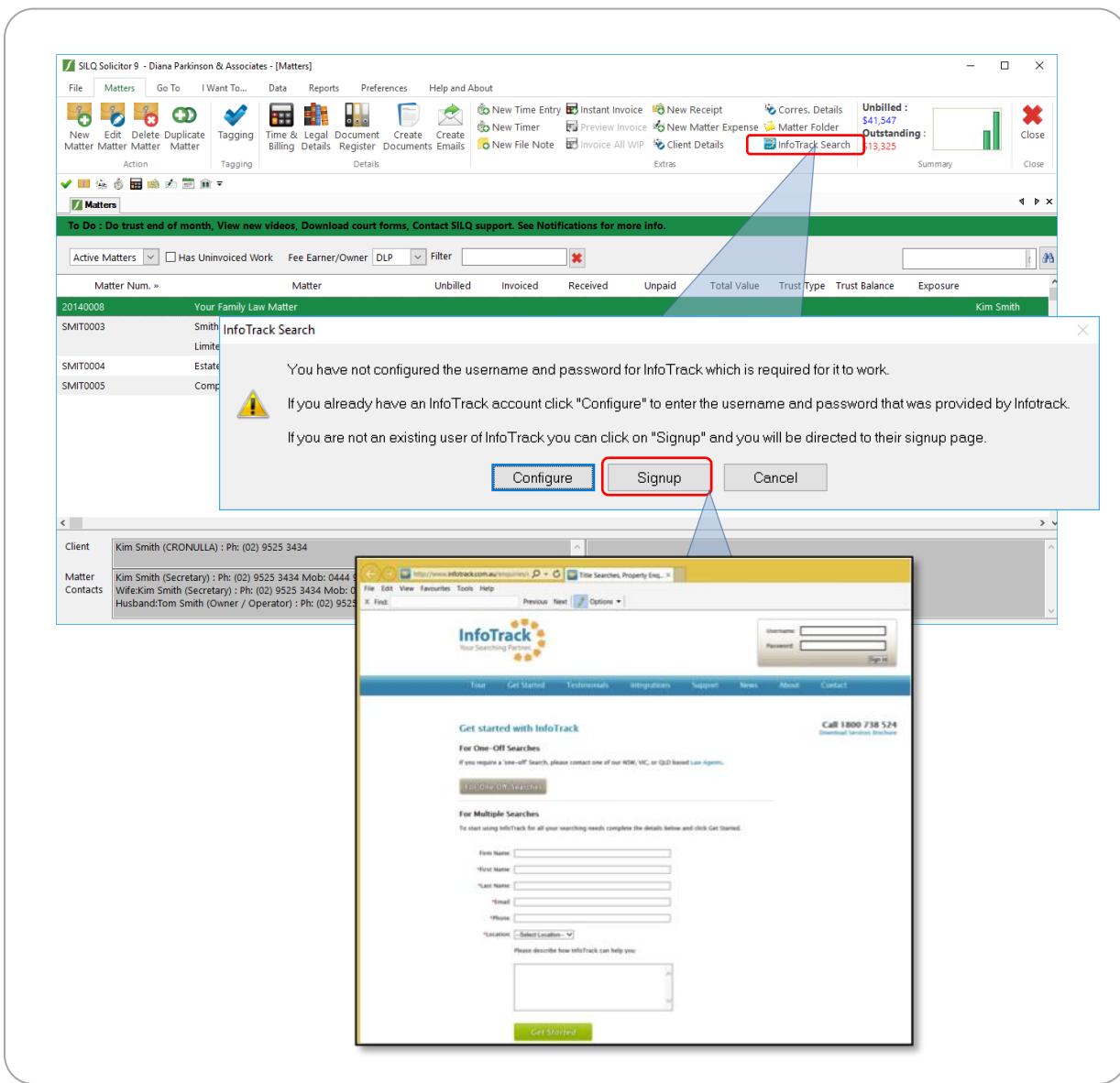
You are now setup ready to start using InfoTrack.

NB: Besides entering the information above into the settings area, It is important to refer to the **InfoTrack User Guide** to ensure you have installed the iTrack service and the IKey on your server in order for InFoTrack to work properly.

6.2 Setting up InfoTrack if you don't have an existing InfoTrack account

If you don't have an InfoTrack account, you will need to first sign up for one in order to use InfoTrack within SILQ.

Manual 1: Customising SILQ Solicitor



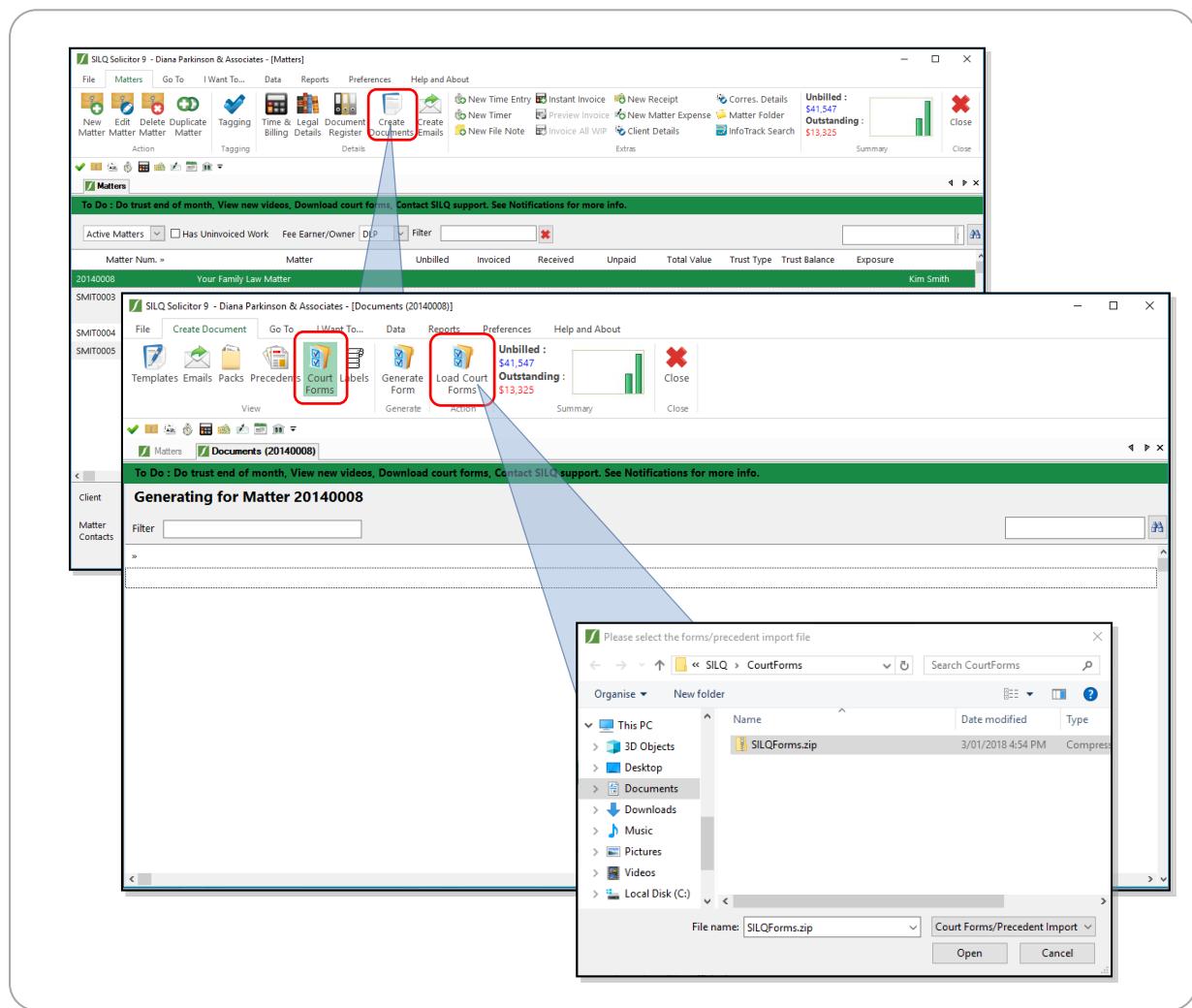
To do this, click on **Info Track Search** button. A message will open up in a window letting you know that you have not configured the username and password, which is needed for InfoTrack to work.

If you have an existing InfoTrack account, click on **Configure**, which will take you to System Settings where you can enter your InfoTrack username and password.

Otherwise click on **Signup**, which will launch your web browser and take you to the InfoTrack website where you can sign up for an account. Once you have signed up and you have an InfoTrack username and password, refer to section 1.1 on how to setup InfoTrack if you have a username and password.

7 Setting up Court Forms

Before you can start using the Court Forms, you need to load them into SILQ.



To do this, open up SILQ and from the matters screen click on the **Create Documents**.

The Documents window will open up. Select **Court Forms** in the view section.

Next, click on the **Load Court Forms** button.

A dialogue box will open up. Locate the **SILQForms.zip** file that downloaded to your computer automatically. It should be located in the SILQ CourtForms folder.

A message will appear on top of the Documents window in SILQ, letting you know that the court forms are loading into SILQ.

Once completed a box will come up saying **Import Complete**. Click on the **OK** button.

You should now see the areas of law and the forms listed in the **Documents** window.

8 Set Default Letterhead

The **Set Letterhead** feature which is available on the PC only, allows you to set the header, footer and font for multiple templates at one time. Therefore, when you generate a document from SILQ it will be placed on your letterhead automatically.

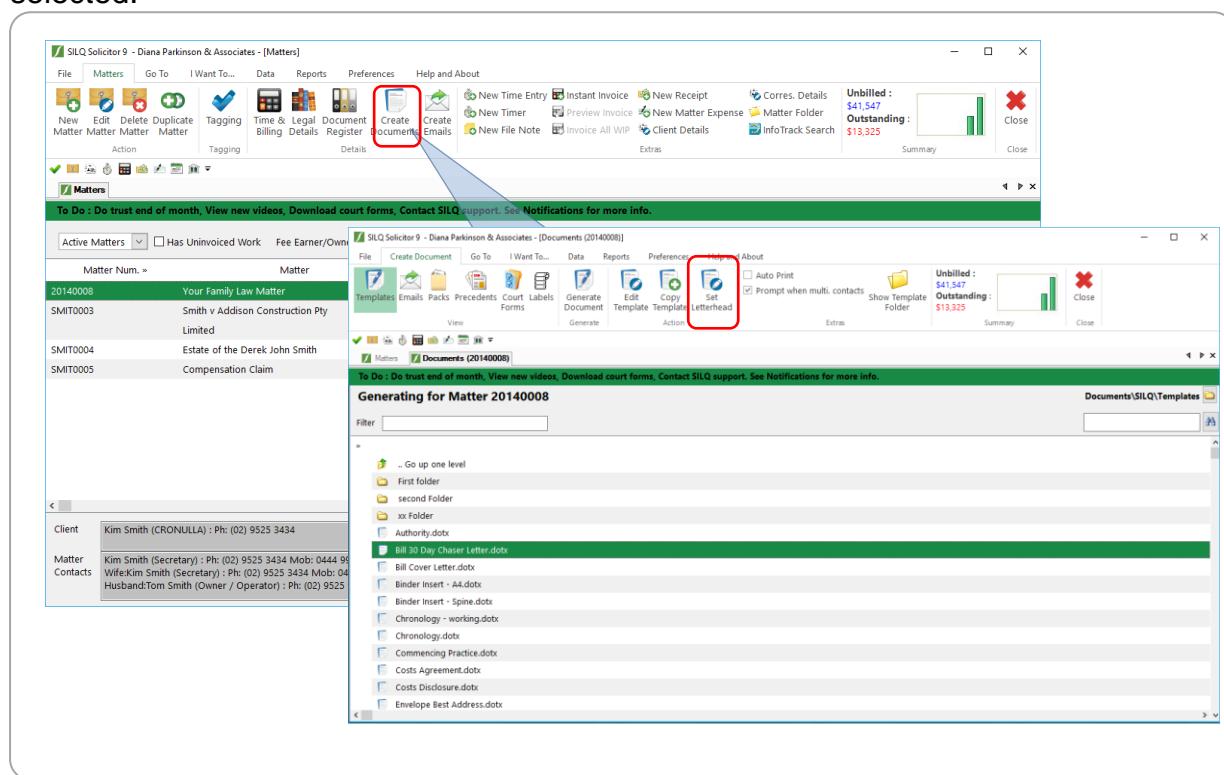
Step 1: Prepare the example document

First you need to prepare an example document that has the headers, footers and normal style exactly as you want them to be.

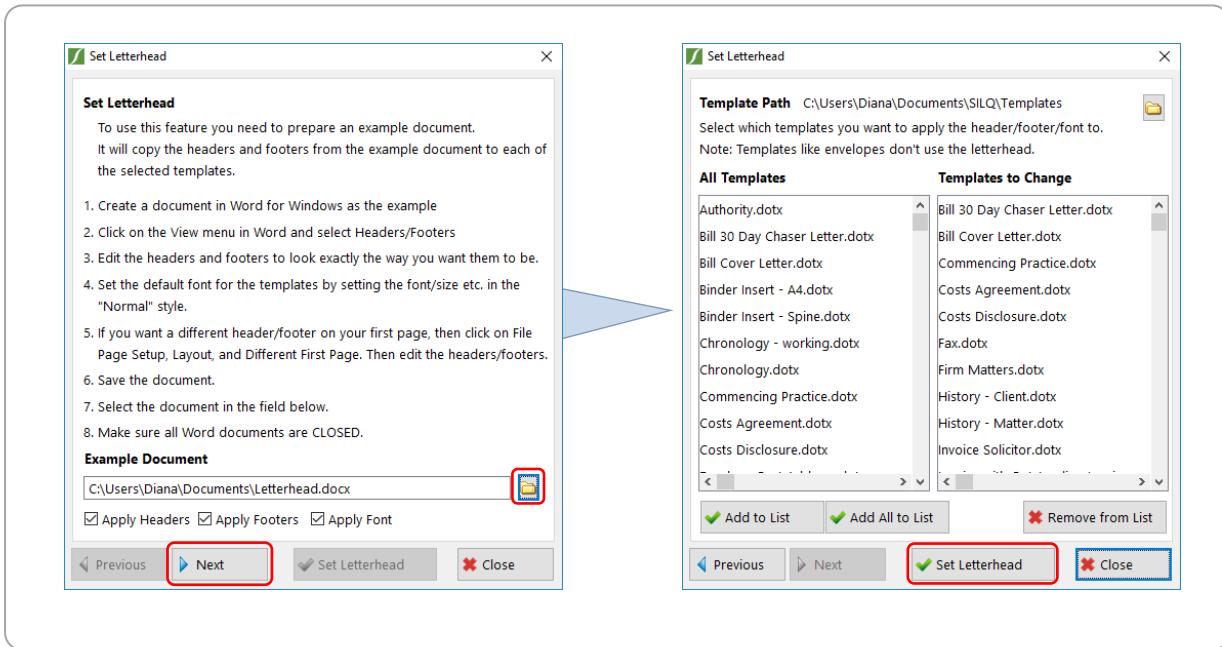
SILQ will observe the different headers and footers. Eg Odd/Even page header/footer as well as first page/other page header/footers.

Note: If you leave a header or footer blank it means that you want the header or footer to be blank in the template that it is applied to. Also, there cannot be any section headers in the source document.

Additionally the templates in SILQ are based on the Normal style, so if you change the Normal style in the example template to be exactly the font that you want, then when you apply it to the templates they will then use the style that you have selected.



Once you have created the example document, open SILQ and click on the **Documents** button in the right-hand side toolbar. The Documents window will open up. Within the Documents window, click on the Document Templates heading in the list and then click on the **Set Letterhead** button on the right-hand side.



Step 2: Select the example document

The Set Letterhead window will open up. Click on the folder icon button to the right of the **Example Document** field, then select the document or template that you have prepared in Step 1.

Next, underneath the Example Document field, select what items you want to be applied to the templates, ie Apply Header, Apply Footer, and Apply Font by clicking the tick boxes. Then click on the **Next** button.

Step 3: Select the templates

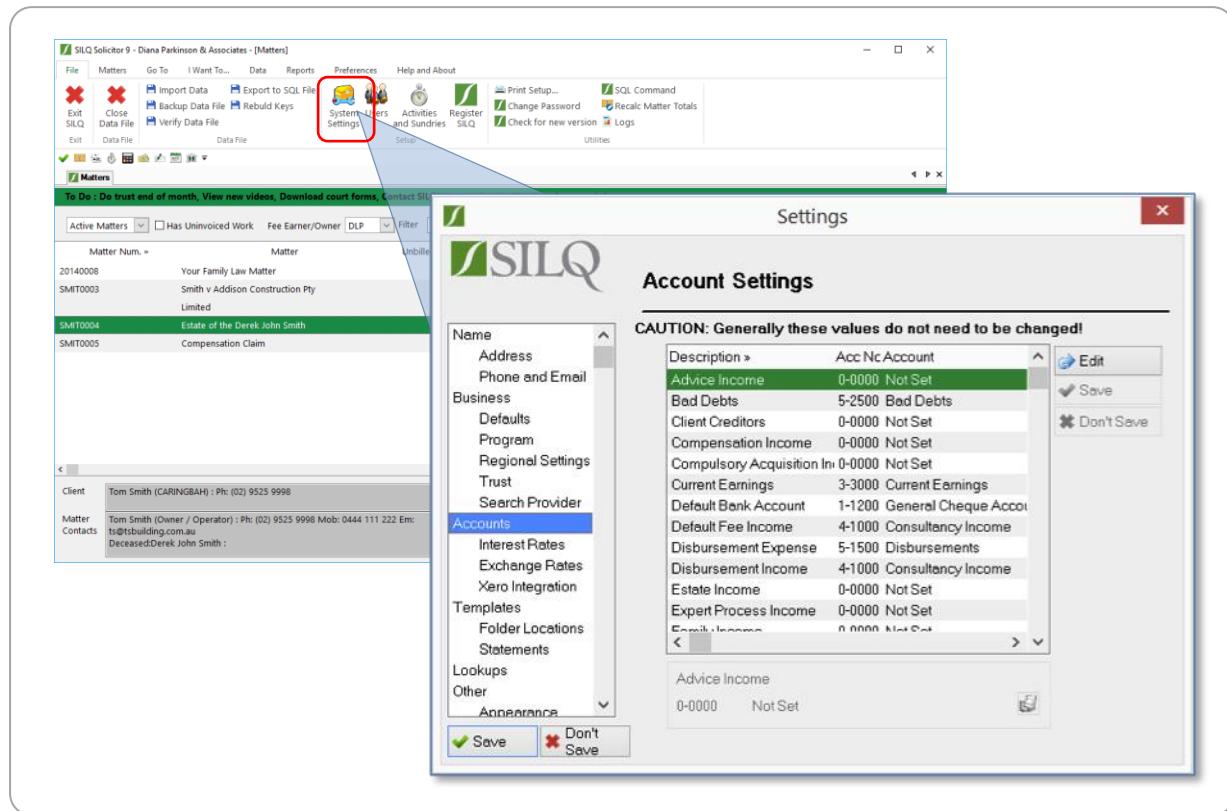
On the next screen you need to select which templates you want the header/footer/font applied to. All the available templates are on the left and the ones that you are going to have the settings applied to are on the right. To add a template to the list doing one of the following:

- Double click on the template
- Highlight the template and click the Add to List button
- Click on the Add All to List button, which will add all the most common templates to the list, but exclude ones it knows shouldn't have the header and footers put on them such as Envelopes.

Step 4: Set the Letterhead

Click on the Set Letterhead button and it will go through each selected template in turn and set the headers/footers/fonts. Once this is complete you can close the Set Letterhead window and start generating documents.

9 How to configure different income accounts for different matter classes



In SILQ, you can assign different income accounts for different matter classes. For example, if you are working on a matter that relates to a Property Purchase, when you invoice the client for the work you have done on that matter, SILQ will assign that income to the specific Property Purchase Income account. You can then run a Profit and Loss report and see which matter classes you are generating most of your income from.

To set up different Income accounts for different matter classes click on the **File** tab and then select **System Settings**.

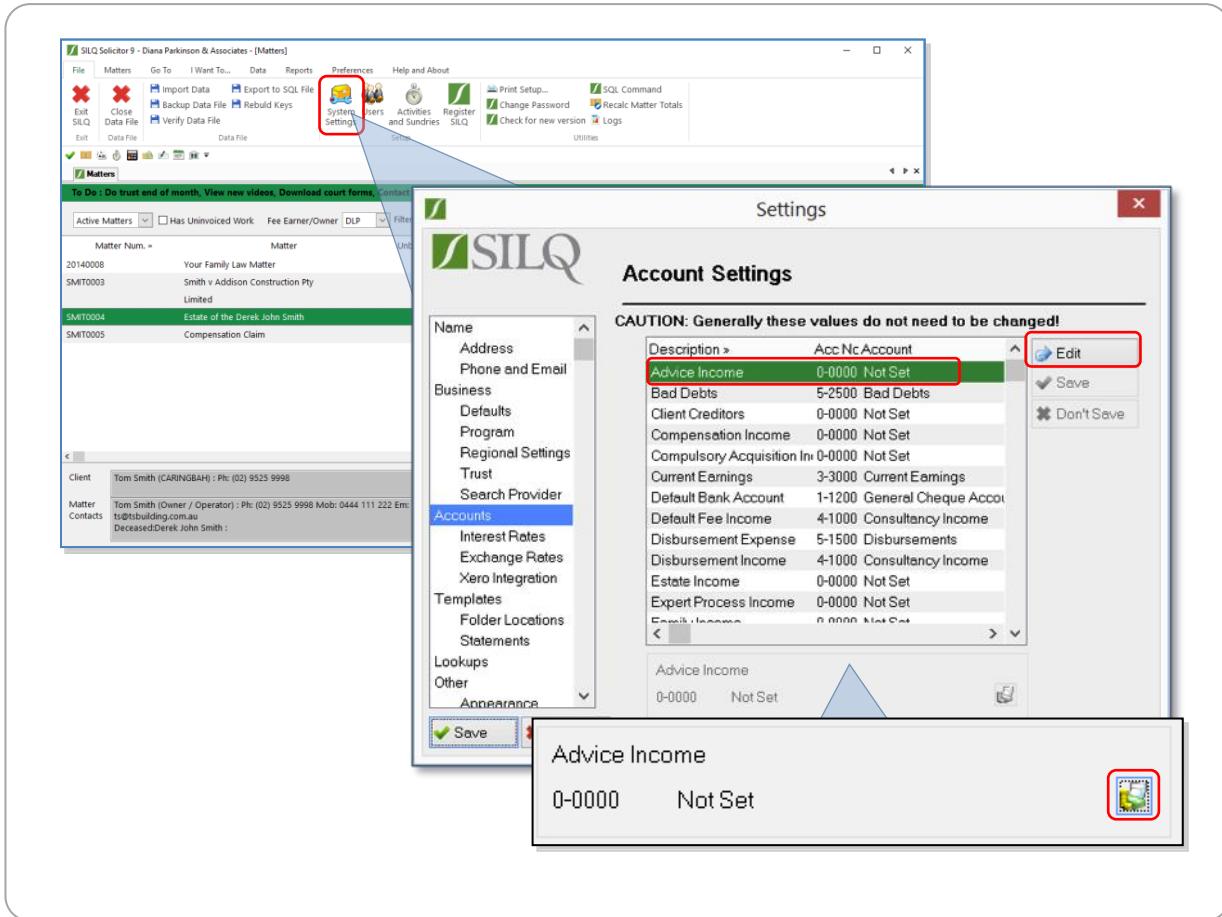
When the settings dialogue box opens up, click on **Accounts** on the side menu of the settings window.

The **Account Settings** will be displayed in the middle of the window in a list.

There are 13 different Matter classes that you can assign an income account to.

These include: Advice, Litigation, Property Sale, Property Purchase, Strata, Immigration, Estate, Compensation, Compulsory Acquisition, Family Law, Leasing, Mortgage Finance, Motor Vehicle Accident.

Manual 1: Customising SILQ Solicitor

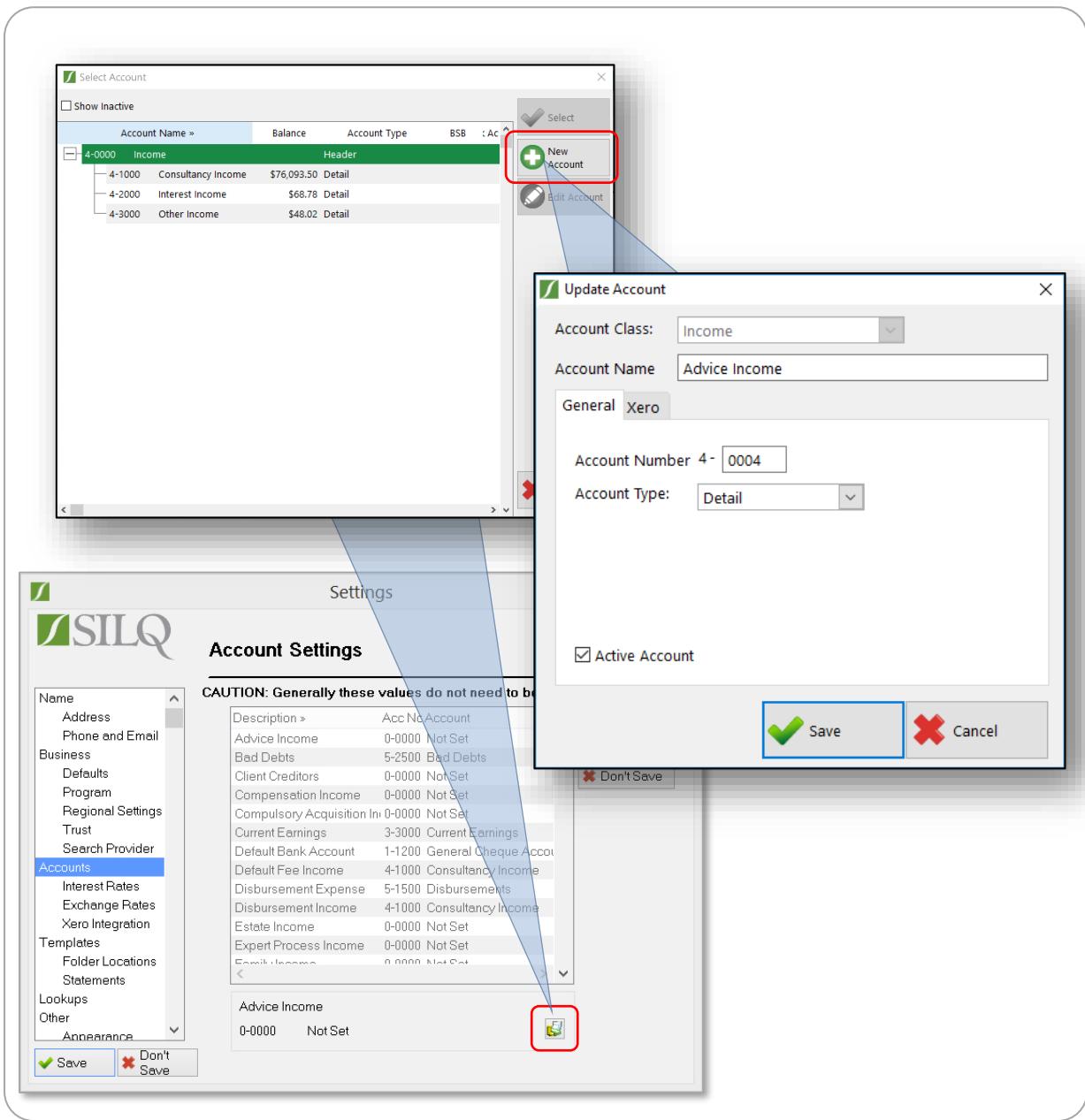


If you look down the list in the Account settings, you will see these accounts listed with the words '**Not Set**' to the right of them. This means you have an option to set them up in order for SILQ to start tracking your income depending on which Matter Class you choose when creating a new matter. If you do not set them up, then SILQ will use the default Fee Income account.

To set up an account, click to highlight the account. In the example above the **Advice** income account has been selected. Next click on the **Edit** button on the right-hand side.

At the bottom of the settings window, the account you selected will be displayed, along with the Select Account button to the right of it.

Click on the button which will open the select Account window. You will now need to create a new income account for a matter class you wish to set up an account for.



Click on the **New Account** button and the **Update Account** window will open up. In the Account Name field, enter the name of the account, in the example above we are setting up **Advice Income**. Next assign an account number to it. This can be any number you choose. Leave the **Account Type** drop down menu to **Detail**. Then click on **Save**.

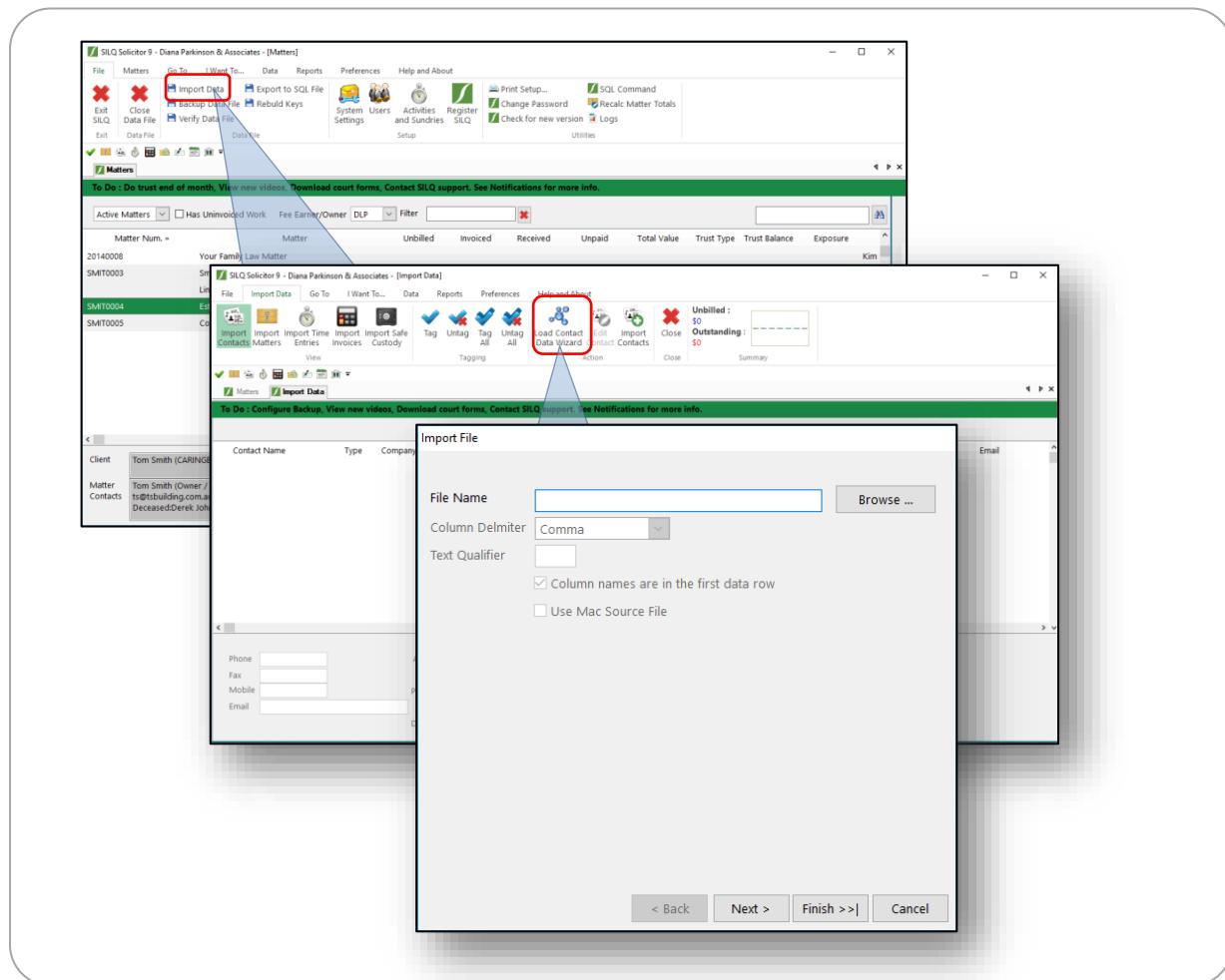
This new account will now appear in the Select Account window. Click on it to select it and then click on the **Select** button.

The **Select Account** window will close down and you will now see the Settings window with your newly assigned account displayed at the bottom of the window.

Next click on **Save**.

Repeat this process to set up more accounts. Once you are finished click on **Save** on the bottom left-hand side of the settings window.

10 Importing Matters, Contacts, Time entries and invoices into SILQ



The import data window allows you to import data for both contacts, matters, time entries and invoices using text files.

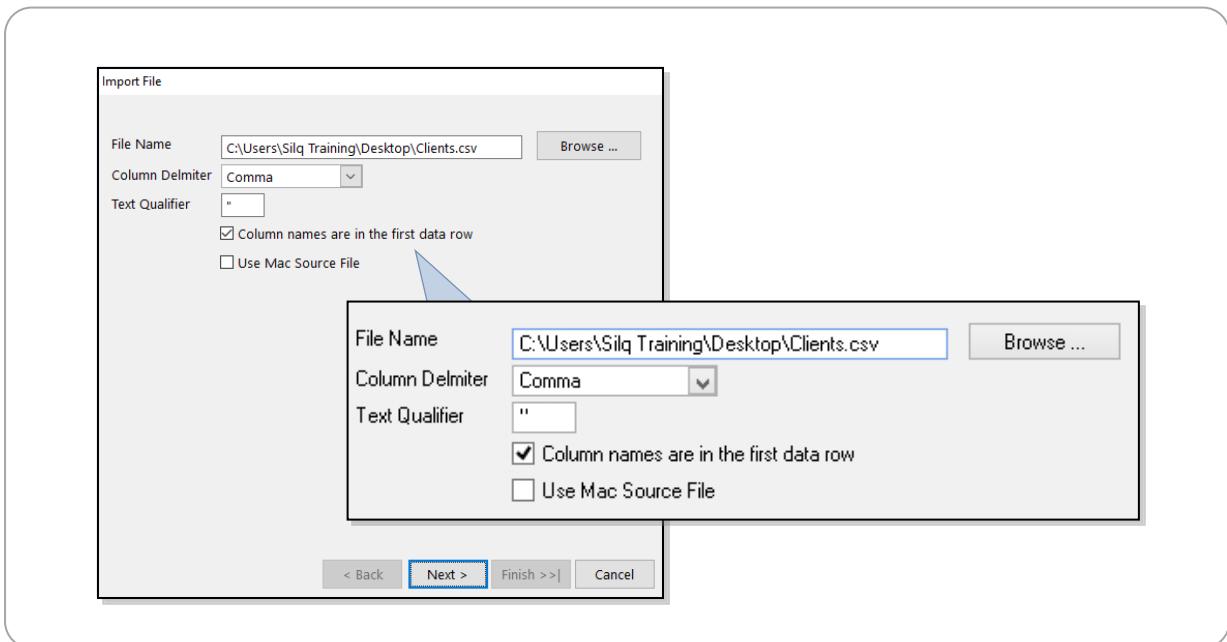
This is a good option for when you first start with and want to start with existing data. It supports importing of data in CSV, Vertical bar delimited and Tab delimited formats.

To open the Import Data window click on the **File** tab and then select **Import Data**.

Follow the steps below to import data:

Step 1: Select either the Import Contacts, Import Matters, Import Time Entries or Import Invoices tab, depending on which data you would like to import.

Step 2: Click on the Load Data Wizard button. The Import File window will open up. In the screen shot examples, contacts are being imported.



Step 3: Click on the browse button to the right of the **File Name** field, and then select the file, which will contain the data you want to import.

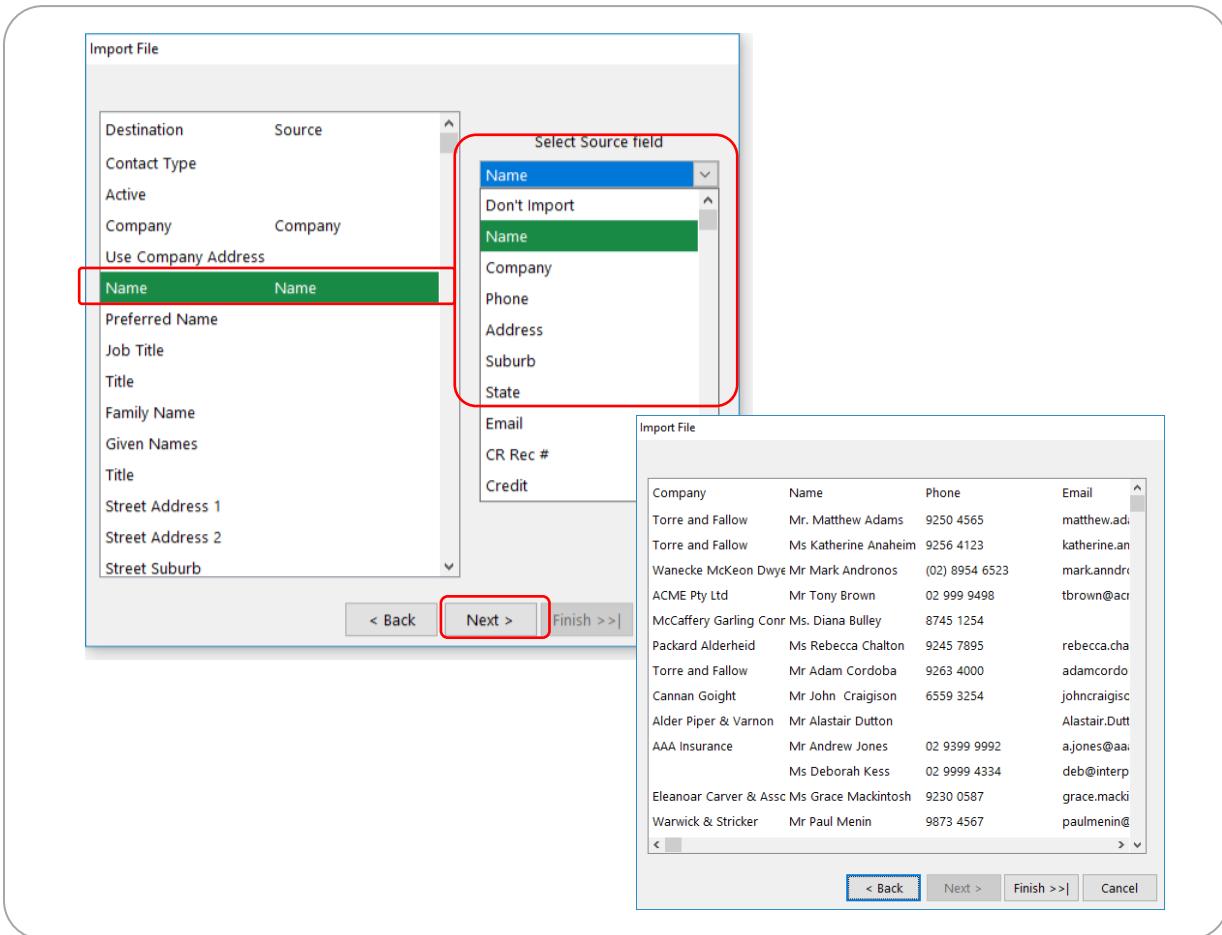
In the **Column Delimiter** drop down menu, select the format of the file, whether it is comma, tab or vertical bar delimited.

Text Qualifier: In some files, text may be separated by a comma to indicate the next record. But if a record also contains a comma but it is really to be treated as a single record then you can surround this text with a special character (often "), so then when the data is imported, SILQ will know to treat that record as a single record. For example: "John,Doh", "Amanda,Jones", "Alan,Hirst" etc.

Column names are in the first row: Select this so that SILQ will use the first row for the column names.

Use Mac Source File: Select this if the file was created on a Mac.

Click on the **Next** button to move to the next screen.



Step 4: You will be brought to the **Field Mapping** screen. This allows you to map what data will be imported into what fields within SILQ.

Destination Field: Select a destination field (on the left) so you can then assign a source field to it. The destination field is where the field in your source document will be assigned to.

Source Field: After choosing a destination field, select from the Source Field drop down list which field in the source file you want to use.

Format: For some destination fields (Eg date fields) you will need to nominate the format that the date field is in, so SILQ can correctly import the data.

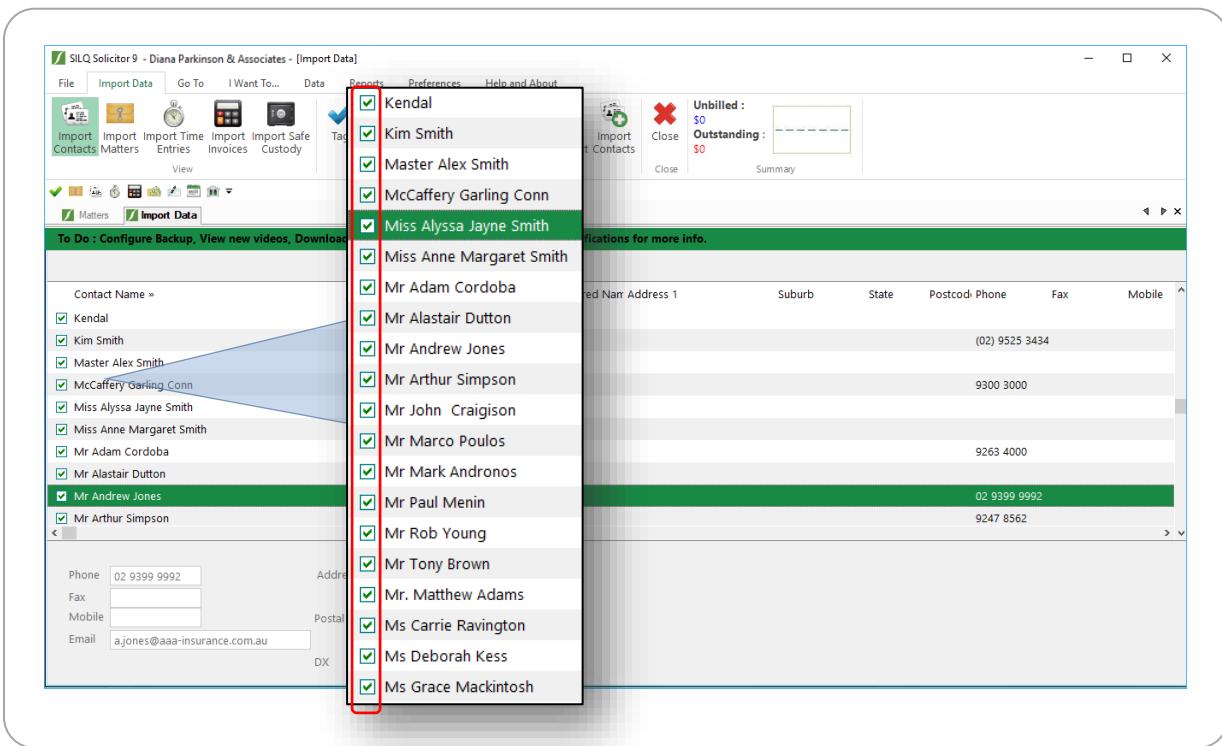
Step 5: Click on the **Next** button to move to the next screen.

Data Preview: This allows you to see some example rows of the data to check that it is correctly importing the data. If it is not then return to either the File Specification page or Field Mapping page to make the necessary adjustments.

If everything looks right, and you are ready to proceed, click on **Finish** to load the data into the window in SILQ.

Note: The data has not been saved yet, it is just in memory so that you have an opportunity to make changes to it before being imported.

Manual 1: Customising SILQ Solicitor



Step 6: You will now see all the data that has been extracted from your file in the Data List within SILQ.

Here you can make changes to the data before writing it to the database. If a field appears as red then it is missing required information that needs to be entered before it can be saved. If a field is orange then it is missing information that should be entered but is not mandatory.

To make a change to a particular record, click on the tick box to the left of the record, and then click on the **Edit Contact / Matter** button on the right-hand side toolbar. A window will open up where you can make changes to the record. (This edit button is only available on the Import matters and Import Contacts windows).

Step 7: Once all the records are ready to be imported, either manually click on the tick boxes to the left of each record, or click on the Tag All button in the right hand side toolbar to select all the records to import.

Once the records are tagged to be imported, click on the **Import Contacts / Matters /Time Entries/Invoices** (depending on which window you are on), and this will save the records to the database in SILQ.