Accountants &
business advisers

User Manual
PKF Wallast Online

Index

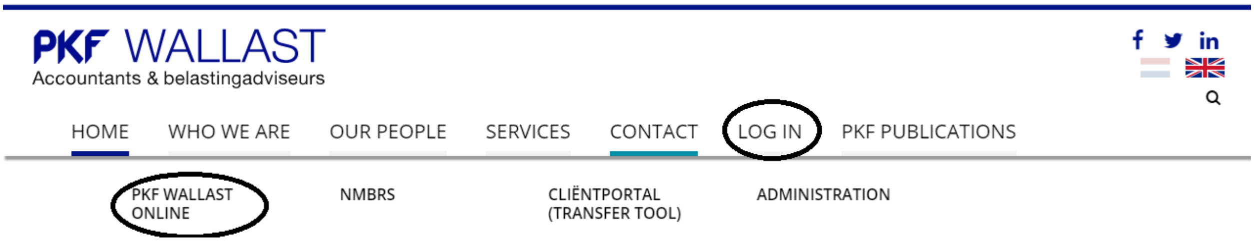
General

Introduction

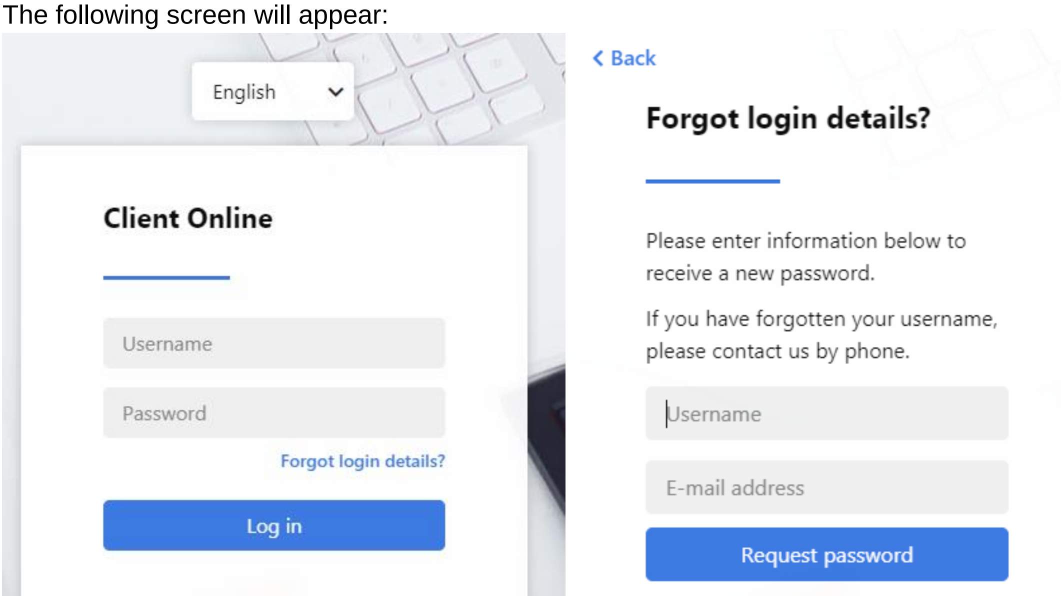
PKF Wallast Online is an online web portal, which allows you easy understanding of your dossier. Working with PKF Wallast Online offers both of us the opportunity of working together and communicating securely and efficiently. We can share our dossier documents with you and present documents to you for checking and approval. Conversely, PKF Wallast Online allows you can make documents available to us by uploading them.

Log in

Launch your internet browser (Google Chrome, Apple Safari, Microsoft Edge or Mozilla Firefox) and go to www.pkfwallast.nl. Click on ‘PKF Wallast Online’ in the drop-down menu in the ‘Log in’ tab.

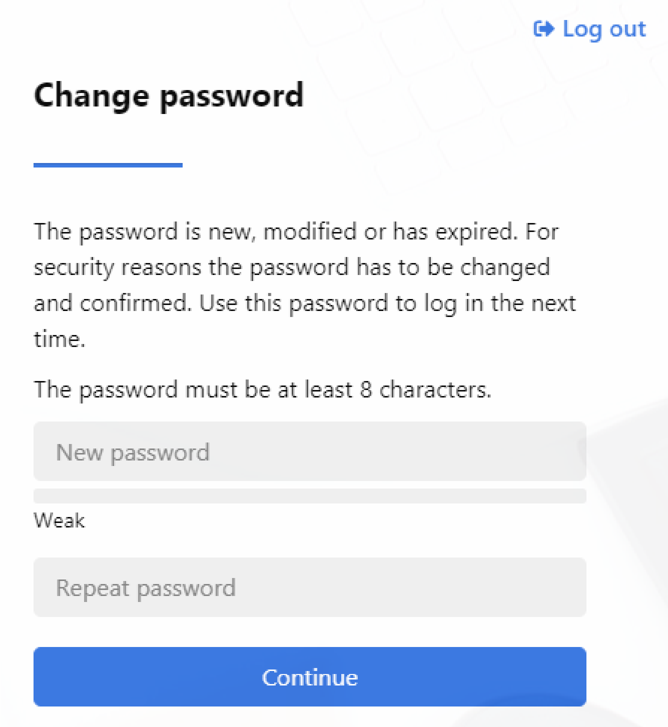


The following screen will appear:



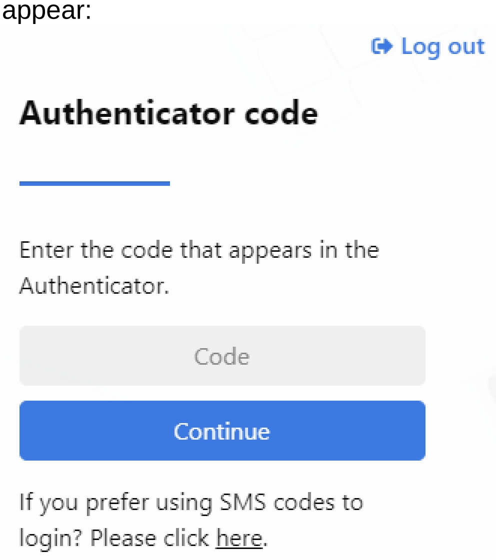
Enter your username and the password that we sent you by e-mail. Then click on the ‘Log in’ button. If you have forgotten your password, click on ‘Forgot login details?’.

If you have a new account, if you want to resetting your password or if your password has expired, you will need to enter a new password. The following screen will appear:



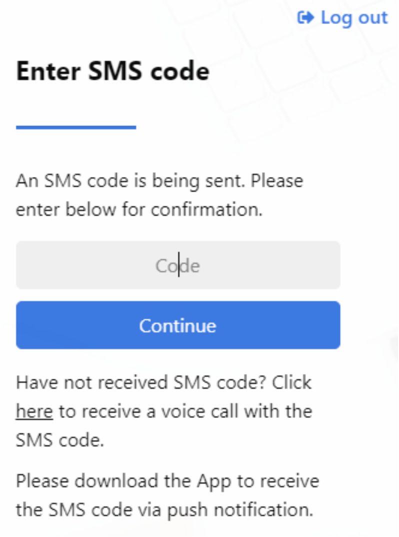
Make sure you choose a ‘strong’ password by using a combination of upper and lower case letters, numbers and special signs (e.g. @, #, &). The password must be at least eight characters long.

For further login you can use the two-factor authentication. If you use this, the following screen will appear:



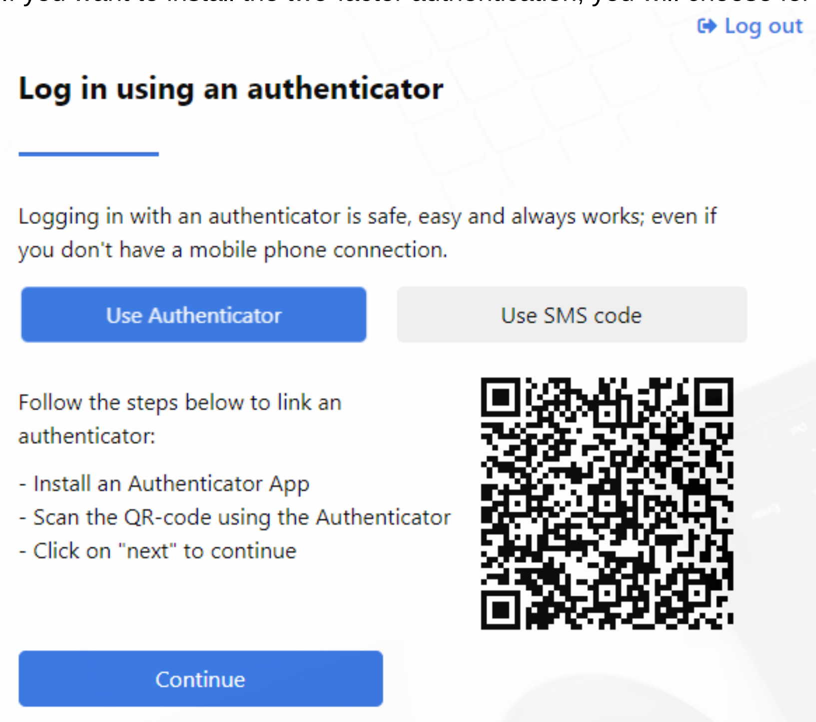
Fill in this screen the 'Code', which you can read from the Authenticator app on your smartphone.

You can also opt for the SMS login. In that case the following screen will appear:



In this screen, enter the ‘Code’ that you have received by text message on your mobile phone and click on “Continue’.
In the next screen you will be given the option to log in via two-factor authentication.
Login is via two-factor authentication as an advantage over the log with an SMS code that the authentication code is always available, regardless of the connection.

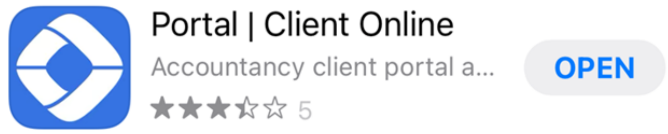
If you want to install the two-factor authentication, you will choose for ‘Use Authenticator’:



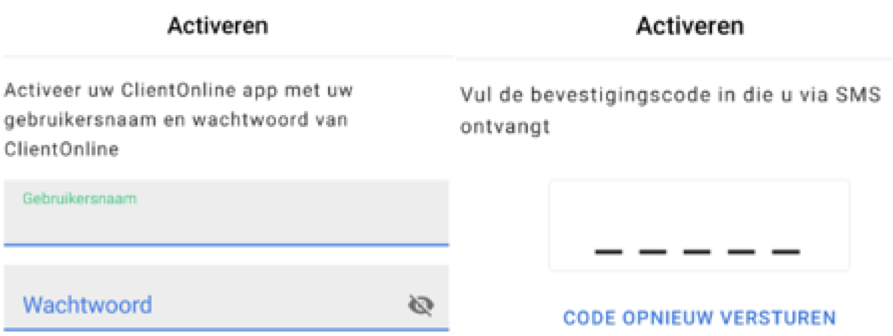
In the service environment of our software supplier is a [tutorial] and you can also find explanations about one-time installation of the Authenticator app. Good free apps are Google Authenticator and Microsoft Authenticator.

Installation on mobile device

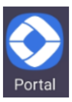
You can install an app on your mobile device. The app is universal and works on iPhone, iPad, Apple Watch and Android. Download and install the Client Online app from the Apple Store or Play Store to your mobile device.



When starting the program, you will need to enter your username and password. Then, once only, you will have to enter the five-digit PIN code you choose and the SMS code that you receive.
(if you do not remember the account information, click ‘Accountgegevens vergeten?’.



When you are using an iOS device you can activate ‘Face ID’. The next screen will ask if you want to receive notifications. We recommend that you enable these. Of course, you can disable them at any time.

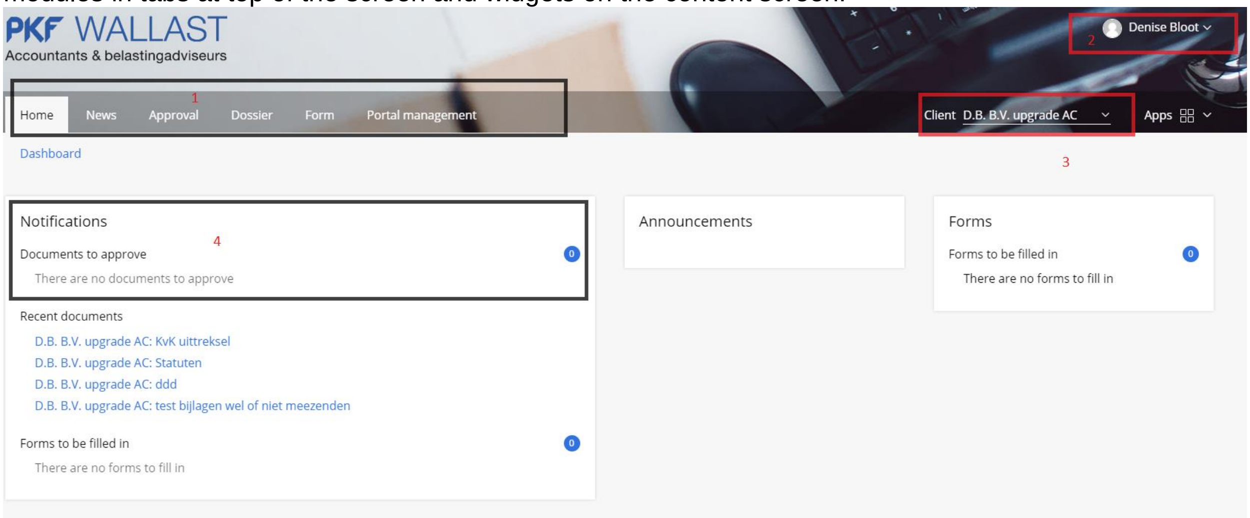
The app is now set up and can be accessed via this icon: 

The other sections of this ‘user manual’ have been written for PC/laptop use. Using the app on your mobile device may therefore differ from this.

Home

Dashboard

The image below shows how our customer portal appears. There are several different sections, with modules in tabs at top of the screen and widgets on the content screen:



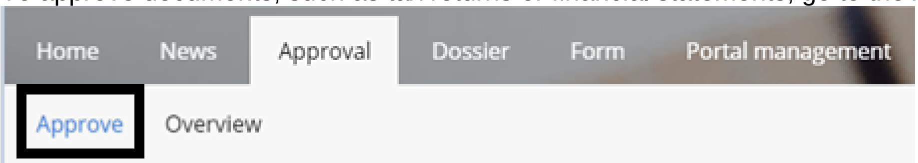
1. **Modules** Click on the name of the module for more options in the menu.
2. **User name** This shows the name under which you are logged in. You can change your password and other settings here too.
3. **Client** If you own multiple organisations, such as holdings, you can switch between them here.
4. **Notifications** This is a list of unfinished tasks

Approval

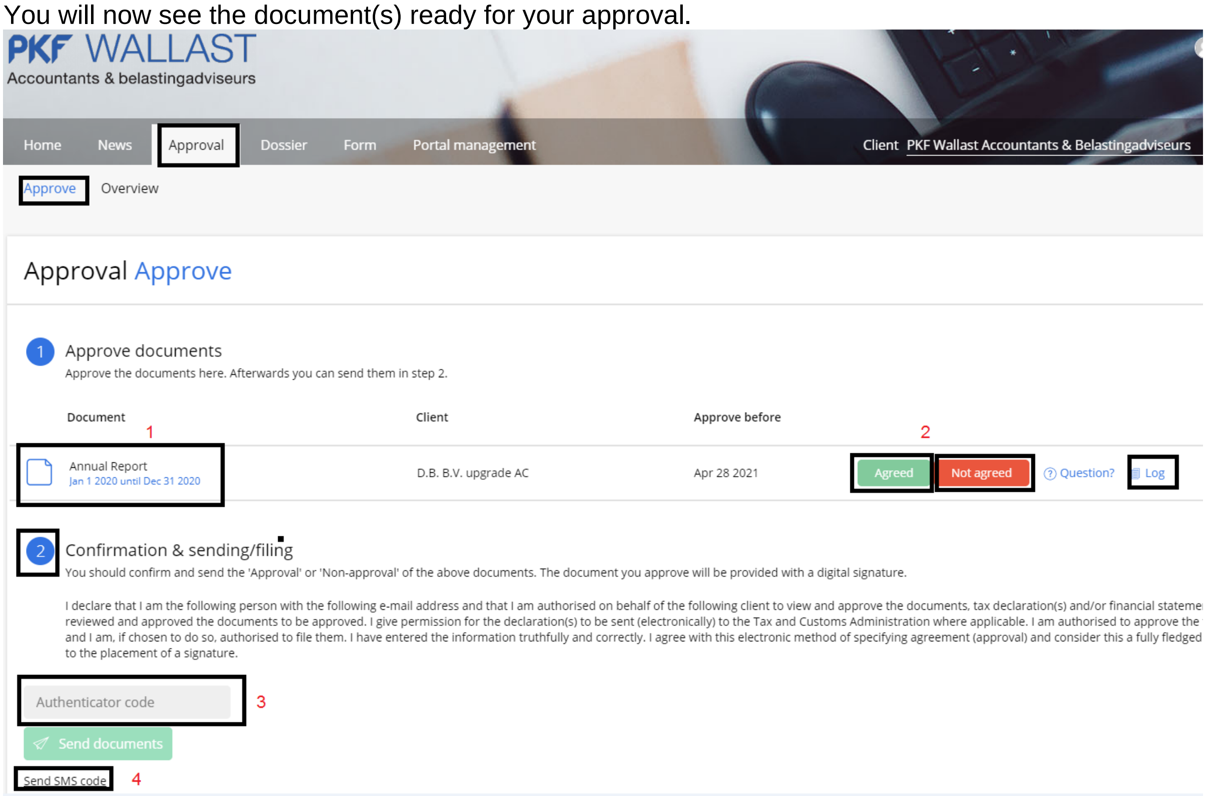
Before we send certain documents to requesting parties such as the tax authorities, chambers of commerce or the bank on your behalf, then we'd like you to have a look at them first and approve the contents. If PKF Wallast places a document in your dossier for your approval, you will receive a notification in your email box.

Approve

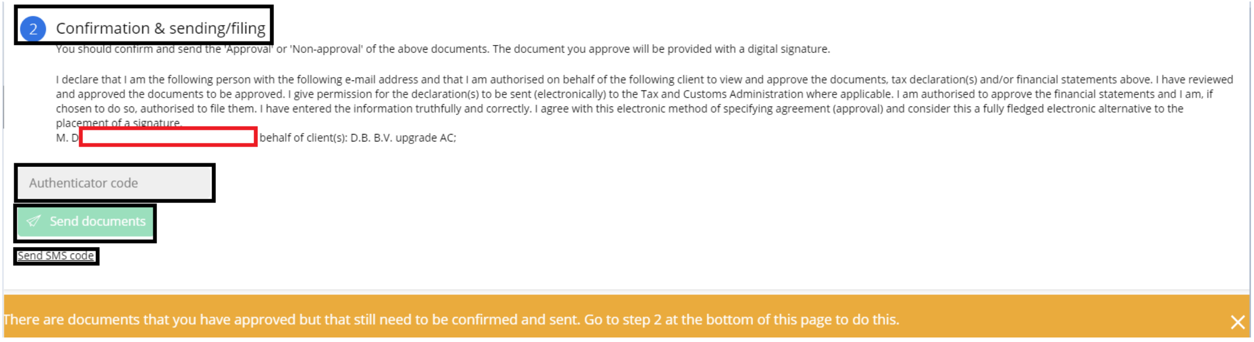
To approve documents, such as tax returns or financial statements, go to the Approval | Approve tab



You will now see the document(s) ready for your approval.



1. Click on a document to examine it.
   The document and any attachments will be displayed in a separate screen. On the left of this screen (in the case of multiple documents) select the document that you want to view or download. Using the × button (top right) you can return to the approval page.
2. Indicate whether you Agreed or don't Not agreed. If you do not approve the document, you can give your reason(s) in the next screen and click on 'send'. You can also ask a question using the Question? button.
3. If you approve the document, you click on Agreed (or × Cancel) on the next screen.

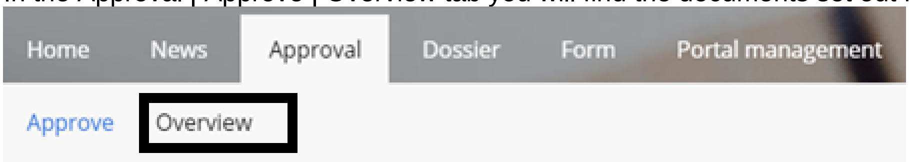


4. Go all the way to the bottom of the page to send the document via the Authenticator code or the SMS-code. Then click on 'Send documents'. An on-screen message will notify you as to whether your approval has been successfully completed.

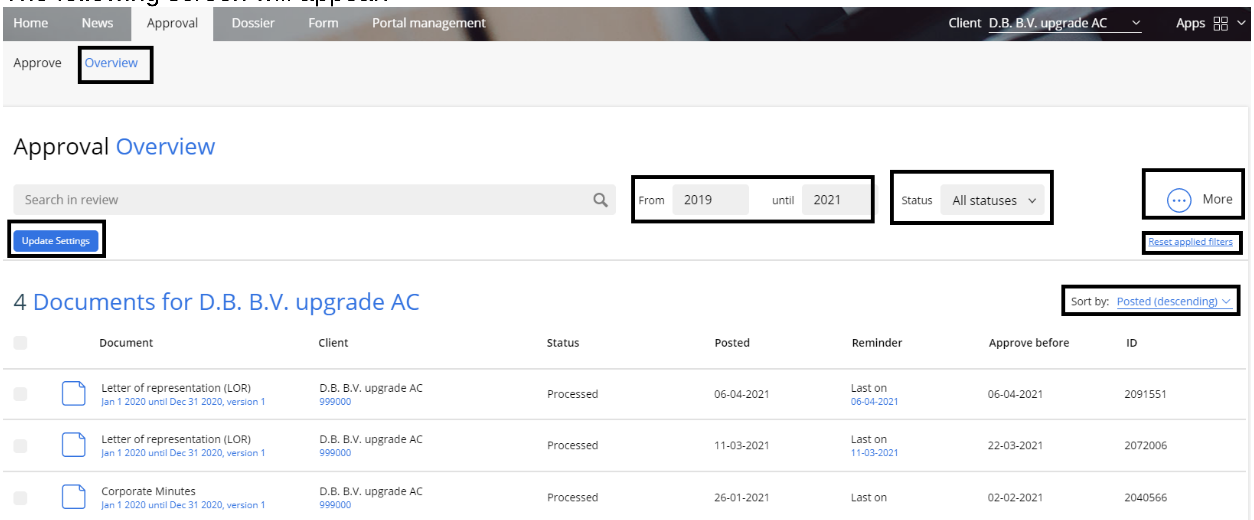
A notification of your action will then be sent to PKF Wallast. If you have the document, it will be sent automatically the requesting party.

Overview

In the Approval | Approve | Overview tab you will find the documents set out for your approval.



The following screen will appear:



In this section of the screen you can specify filters by:

- performing a search command
- entering a period of up to
- selecting a status
- selecting a document type

If you wish to use a certain filter more often, you can save it by clicking on the 'Update settings' button
You can use 'reset applied filters' to cancel the filter.

Click on the name of the document you wish to view. The document will be displayed in a separate screen. On the left of this screen (in the case of multiple documents) select the document that you want to view or download.

Using the ⤢ or ⤡ buttons you can increase or reduce the size of the document.
Using the ✕ button (top right) you can return to the dossier.

The 'Download' button, which will allow you to save the document to your own environment, is located at the bottom of the screen.

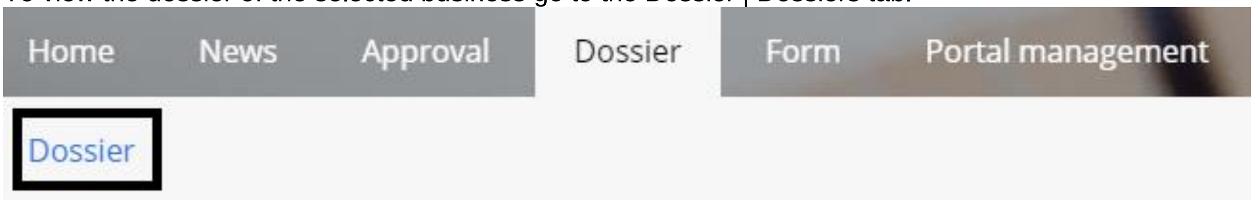
Click on the status or ID number to view the approval report of the document in question. The Log button, with which you can open the approval report, is located at the bottom of the screen.

Dossier

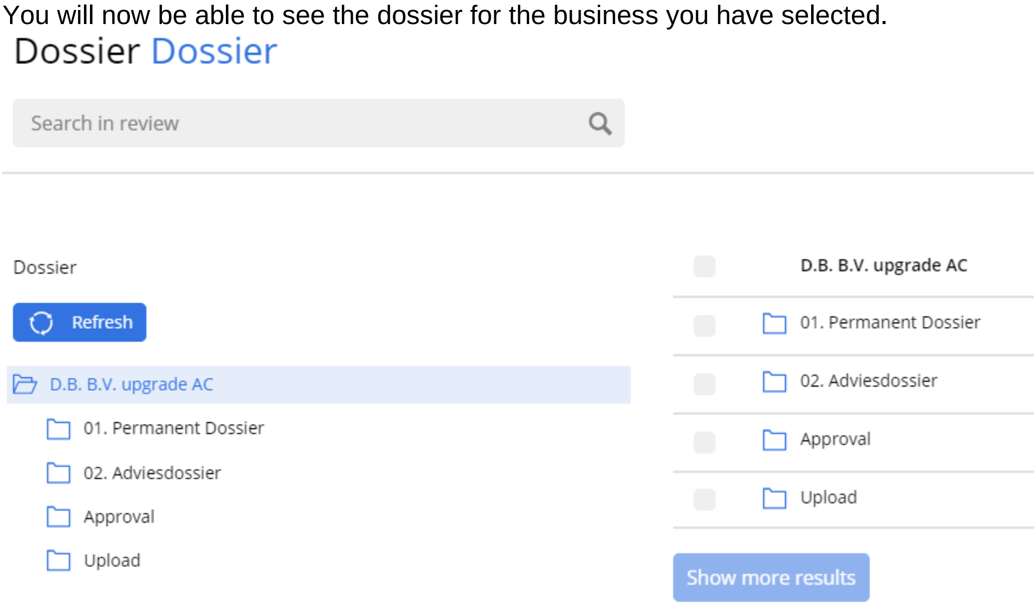
If you have a log in account for several businesses, you can select a different business from the menu on the right of the screen of the active business.

Overview

To view the dossier of the selected business go to the Dossier | Dossiers tab.



You will now be able to see the dossier for the business you have selected.

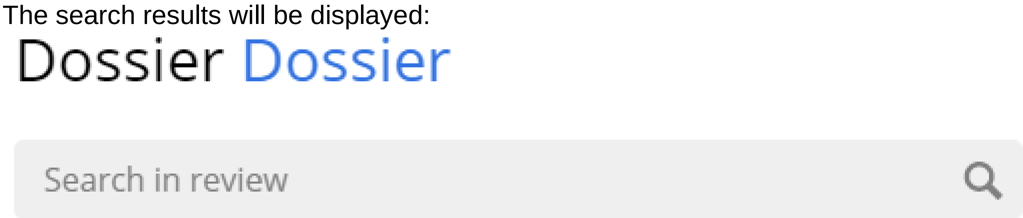


By clicking on  you can expand the dossier.

Search in review

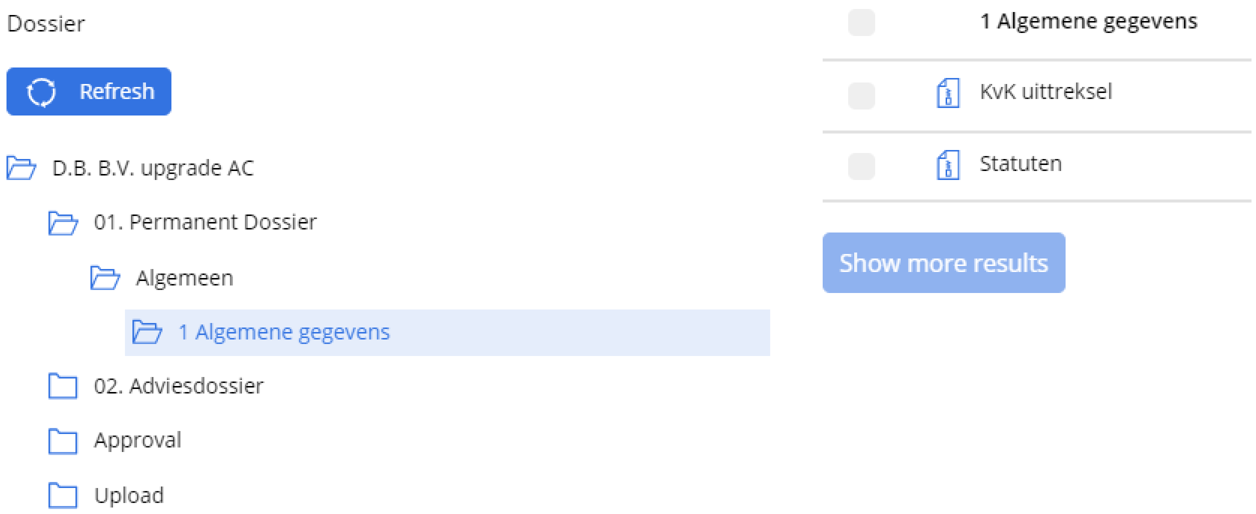
To search for certain documents in your dossier, type your search criteria (e.g. Chamber of commerce) in the search field and then click on the magnifying glass.

The search results will be displayed:



View document

The structure of your digital dossier is displayed on the left side of the screen, in the way it has been saved at PKF Wallast. When you select and item in the dossier structure by clicking on it, the contents of the right-hand part of the screen will be displayed: example: when you click on the ‘01 Permanent dossier’, ‘General’, ‘1 General data’ the contents of the documents present in this item will be displayed, i.e. ‘Articles of Association’ and ‘Chamber of Commerce extract’.



Click on the name of the document you wish to view. The document will be displayed in a new screen.

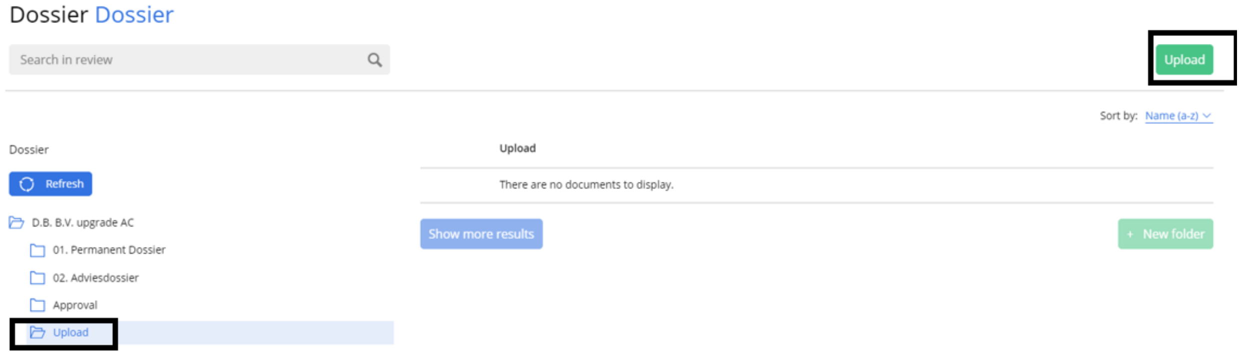
Using the or buttons you can increase or reduce the size of the document.
Using the button (top right) you can return to the dossier.

Download document

The ‘Download’ button, which will allow you to save the document to your own environment, is located at the bottom of the screen.

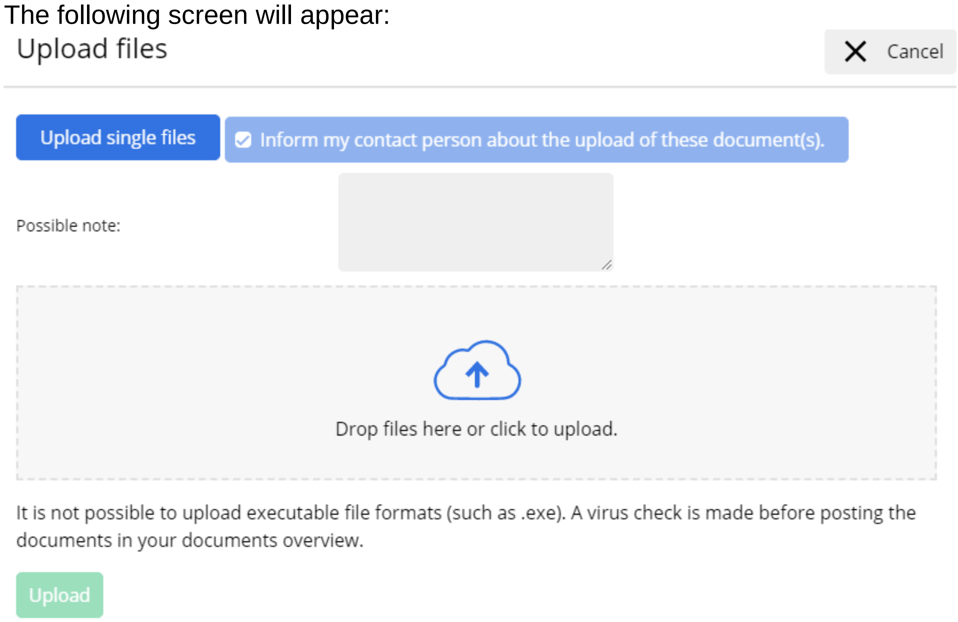
Upload document

You can also send your documents to us. Before doing so you need to upload the required documents. You can do this from your dossier.



1. Select the ‘Upload’ subfolder
2. Then click on the Upload button.

The following screen will appear:



3. Drag and drop the required files or click to upload them
4. Fill in any comments.
5. Then click on the ‘Upload’ button.

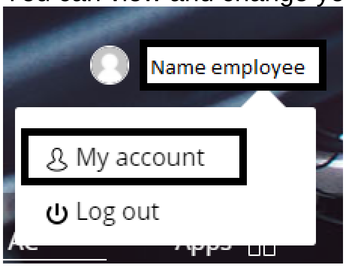
We will receive a message when you upload a file.

Portal management

My account

User data

You can view and change your user data in the Admin | My Account.

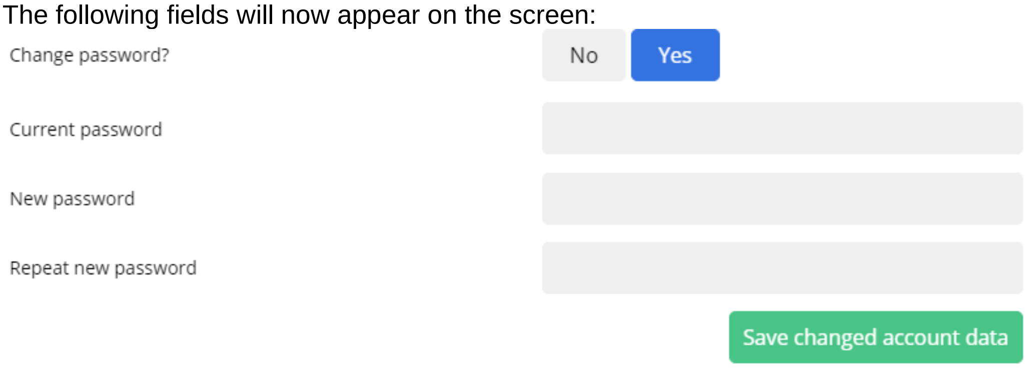


You will now be able to see your user data. Here you can change and submit your user data.

When you have changed your data, click on ‘Submit changes’. The changes will be submitted to PKF Wallast and will not be immediately visible. PKF Wallast will then process the changes you have made in our customer relations files. Once this process has been completed, you will also be able to view the changed data at PKF Wallast Online.

Password

The user data also offers the option of changing your password.
Should you wish to change your password, click on ‘Yes’ in ‘Change Password?’.
The following fields will now appear on the screen:



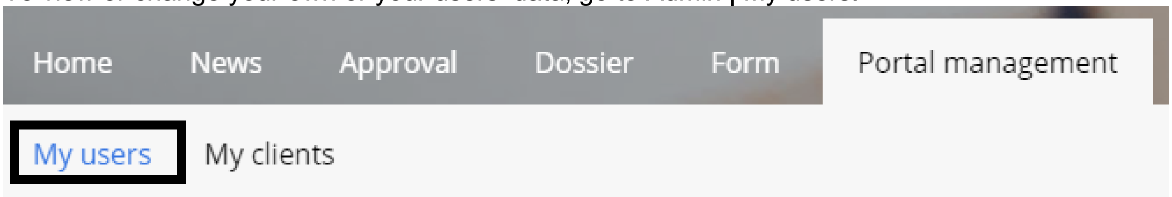
Enter your current password in the ‘Current password:’ field.
Enter your new password in the ‘New password:’ field. Make sure you choose a ‘strong’ password by using a combination of upper and lower case letters, numbers and special signs (e.g. @, #, &). The password must be at least eight characters long.
Enter your new password in the ‘Repeat new password’ field.

Click on the ‘Save changed account data’ button at the bottom of the screen to save your new password.

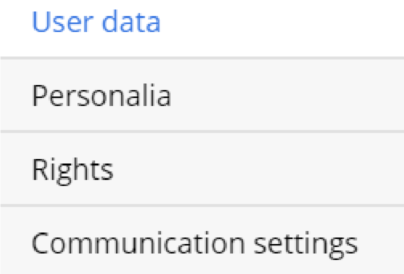
My users

Change user data

To view or change your own or your users' data, go to Admin | My users.



The data that you will see here only belongs to the users who have access to the selected business. Click on the name of the user. You will then see four sections:



Under the 'User data' section, you can change the user name and password.
Under the 'Personalia' section, you can change the name, telephone number and email address.
In the 'Rights' section, you can manage the user privileges. For example, you can limit the user's right to approve documents.
In the 'Communication settings' section you can indicate which matters the user wishes to receive emails about.

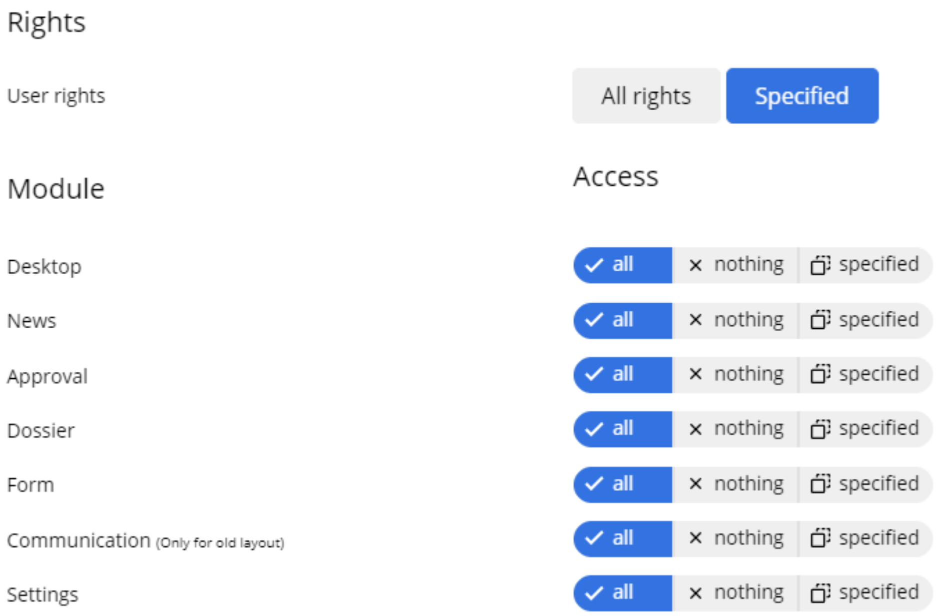
Create user

If you want to give an employee of your company access to certain sections, you can create a new client user in the Admin | My users tab using the green button 'Create new client user'.

You then work through six steps:

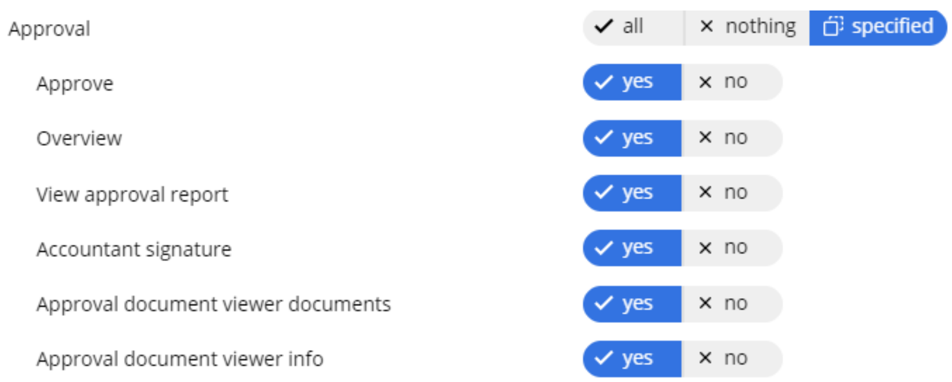
Follow the steps by entering the data and clicking on 'Next'.

In the ‘Rights’ section, click on ‘Specified’. The following screen will appear:



You can set your employee’s access rights for each module; these may be ‘all’, ‘nothing’ of ‘specified’

With ‘specified’ you indicate for which subsections ‘Yes’ or ‘No’ access rights are allocated; for example, for giving approval, you have the following subsections:

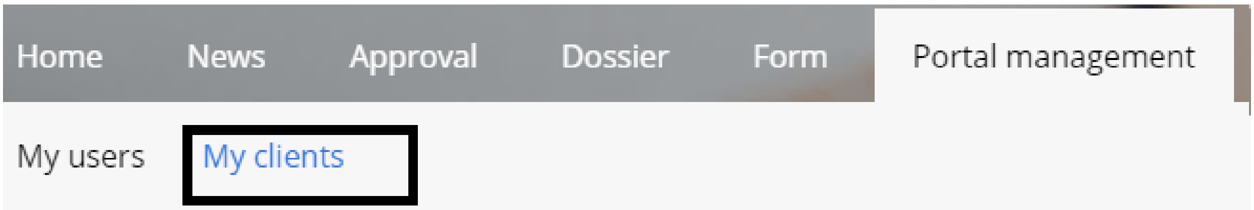


In the ‘Clients’ subsection, you can set which clients (or businesses) the employee is authorised to access.
In the ‘Communication’ subsection, you can set which messages the employee receives.
In the ‘Finalise’ subsection, you can see a summary of the personal details and client access rights. The new user will receive their log in details by e-mail.

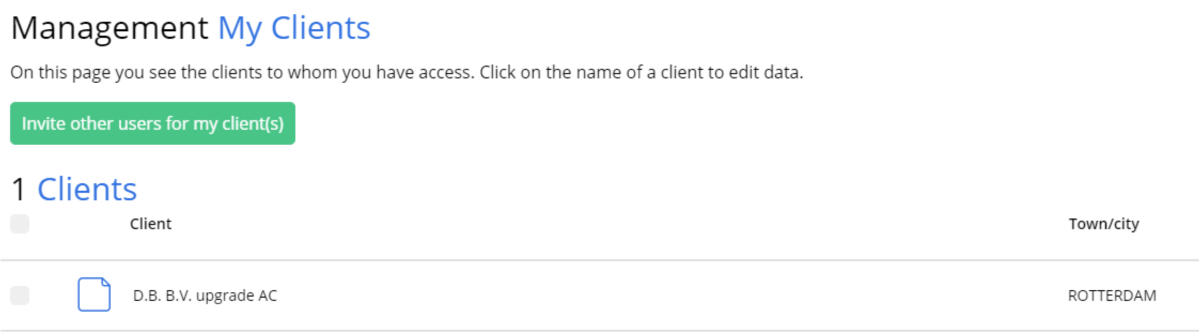
My clients

Change client data

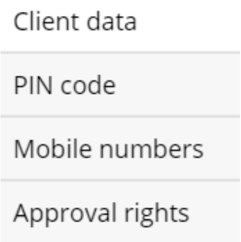
You can view your client data (your businesses) and change them where necessary in the Admin | My clients tab.



Now you will see a list of your clients (your businesses)



Click on the name of the client (the business). You will then see four sections:



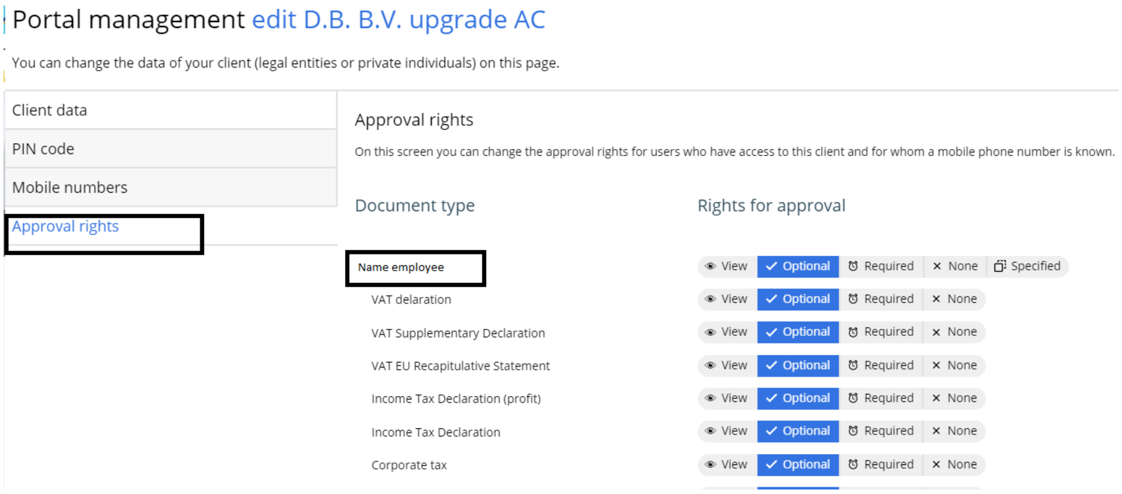
In the ‘Client data’ section, for example, you can change the address or phone number.
When you have changed your data, click on ‘Submit changed client data’. The changes will be submitted to PKF Wallast and will not be immediately visible. PKF Wallast will then process the changes you have made in our customer relations files. Once this process has been completed, you will also be able to view the changed data at PKF Wallast Online.

You will need a PIN code for the following three sections. For security reasons, PKF Wallast will **not** automatically provide you with a PIN code. The PIN code is not the same as the SMS code. You need the SMS code to log in or approve documents. You will need the PIN code if, for example, you want to change your mobile phone number or change an employee’s rights.

You can change your PIN code in the ‘PIN code’ section. In order to do so, you will need you old PIN code.

In the ‘Mobile numbers’ section you can change your own mobile phone number and those of other employees who have access to your dossier. You will need a PIN code from us to make this change.

In the ‘Approval rights’ section you can change your own rights and those of other employees who have access to your dossier. You will need a PIN code from us to make this change. For each client (business) you can change the approval rights for each employee.



The following options are available for each document type:

View	The employee may view the document but not approve it
✓ Optional	The employee may approve the document
Required	The employee must approve the document
× None	The employee does not have access to the document

And last but not least

Should you experience any problems logging in to the PKF Wallast Online web portal or with app on your smartphone, it is best to contact us via the general telephone number of one of our offices or by sending an e-mail to our support department at support@pkfwallast.nl. We will then be happy to assist you.

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