

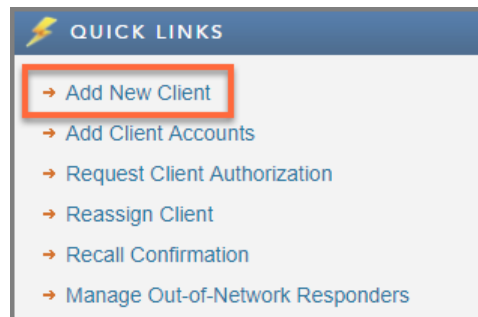
# Auditor User Guide



This guide provides instructions on how to add clients, add accounts, request authorization and send confirmations through the Confirmation platform.

## Add a New Client

1 From the dashboard, click **Add New Client**.



2 Enter the required information, indicated by a red asterisk.

- Company Name - the legal entity or registered company name of your client
- Signer Information - must match the financial institution's information on file for the client
- Signer Email - must be the email of the authorized signer. Authorization cannot be delegated to another party.
- Send Registration to Client - provides limited access to the client to grant authorization and review account information if requested.

3 Click **save**.

**Step 1: Add a Client Profile** close

**Company Information**

Company Name \*  WebSite

**Authorized Signer Information**

Signer Job Title \*

First Name \*  Last Name \*

Address 1 \*

Address 2

located inside the United States

City \*  State \*  Zip Code \*

Signer Email \*  Re-Type Signer Email \*

Phone \*  Ext.  Fax

Language

Mobile Country Code

MOBILE PHONE

**Client Signer Options**

**Send registration to client**  
Clients can enter account information, issue a Client Authorization proactively, and check the status of their requests. Clients cannot view completed confirmations.

**Multi Factor Client Authorization**  
This additional security offering requires the client signer to authenticate with an SMS message during the signing process.

\* Denotes required field [Privacy Statement](#)

**save** **close**

# Add Accounts

1 Click **add** under Accounts (Step 2).

2 Select the type of confirmation you would like to send. For bank confirmations, select **Financial**.

3 Enter the responder information in the **Search** field. Click to select.

4 Read **Responder Instructions**, if any, and take note of the **Accepted Forms**. Click **next**.

5 Select the confirmation form type from the **Form** dropdown.

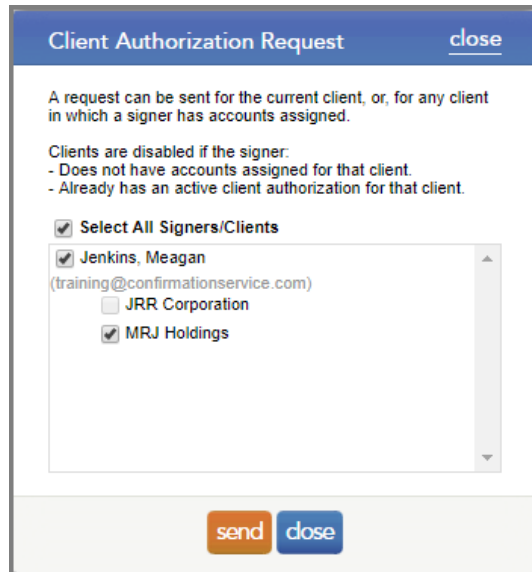
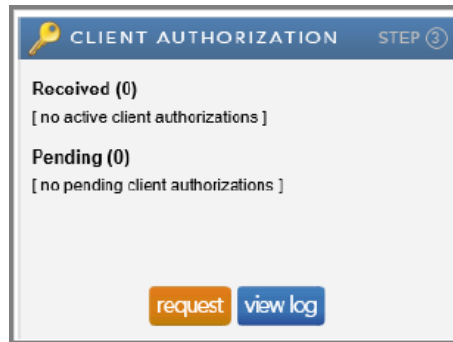
An individual form confirms the details of a single account.  
Common individual forms include:

- Asset
- Debt
- Bond Issue
- Contingent Liability
- Derivatives
- Escrow Account
- Line of Credit
- Money Market Fund
- HUD Mortgage
- Securities

Example Asset Form

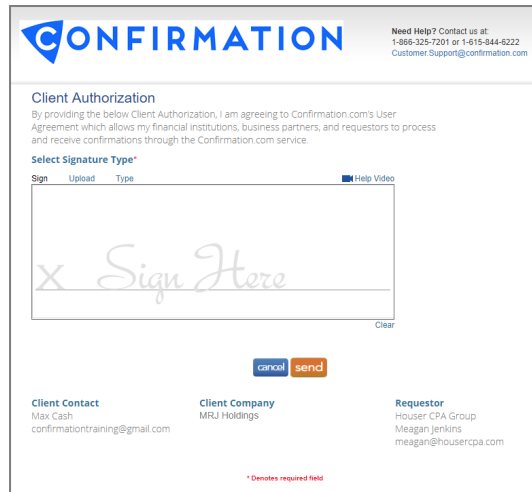
# Requesting Client Authorization

- 1 Click **request** under Client Authorization (Step 3).
- 2 Select the correct authorized signer(s) and click **request** to send an email to the signer to obtain his/her electronic signature.



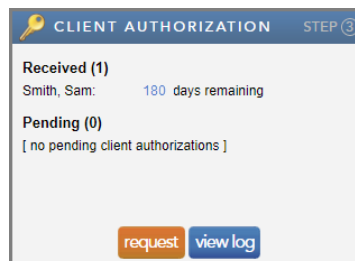
Your client will receive an email from Confirmation requesting his/her authorization for the financial institution to disclose information through the Confirmation platform.

Your client must follow the link in the email to digitally sign the authorization. The signature may be captured using a mouse or, if on a touch screen device, using a finger or stylus. The process takes less than 30 seconds to complete, and the signature is valid for 180 days. You will receive an email notifying you that authorization has been received.



# Initiating Confirmations

- 1 Once you have received the client authorization, click the **initiate confirmations** button under Initiate (Step 4).



- 2 Select your balance sheet date/ year-end date from the **As of Date** dropdown.

You can future date your confirmations up to 90 days in advance. Confirmation will hold them in a queue until the date indicated.

- 3 Select/deselect the accounts/forms to confirm.

You can add questions for each individual responder by clicking the **add** link next to the responder.

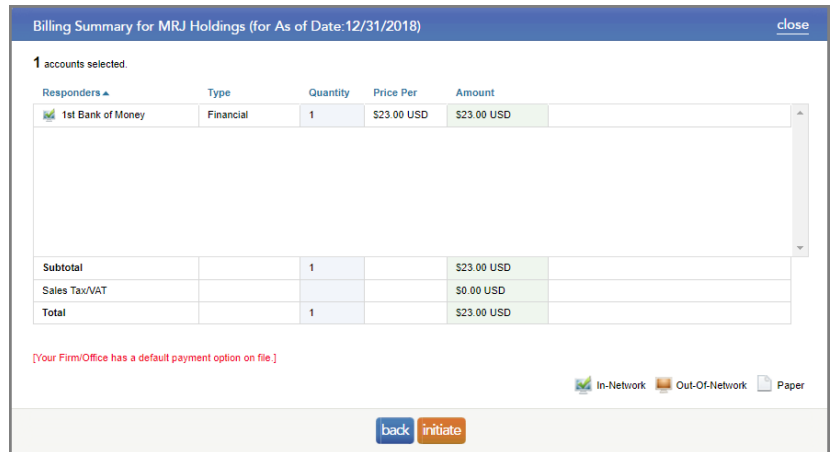
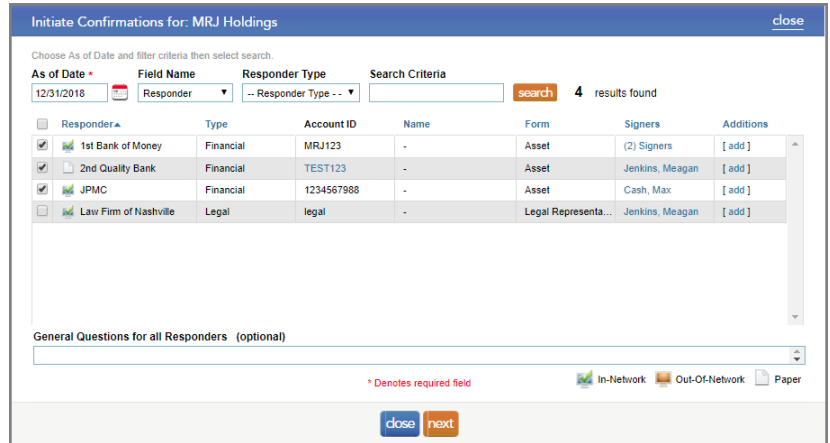
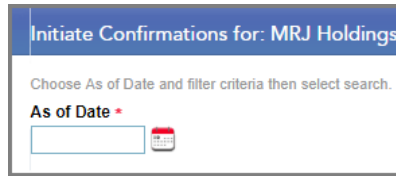
- 4 Click **next**.

If you have any paper confirmations, you will be asked to select a print option.

- 5 Review billing summary and enter payment information, if necessary.

For more information on billing options, please contact Customer Support.

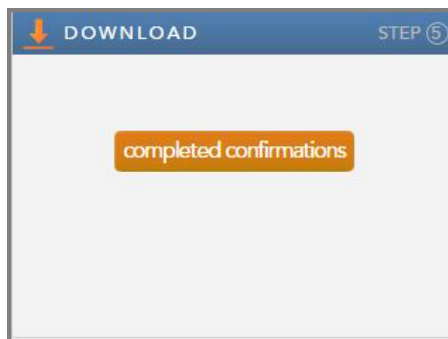
- 6 Click **initiate**.



## Downloading Completed Confirmations

- 1 When the financial institution completes the confirmation, you will receive an email notification.

Log in, navigate to your client and click **completed confirmations** under Download (Step 5).



**Need help? Contact our customer support team:**

- customer.support@confirmation.com
- 1-866-325-7201