



KPMG Clara

User guide | March 2021

[Home page](#)

[Audit Committee reporting](#)

[Calendar](#)

[Task management](#)

[Joint working](#)

[Your KPMG team](#)

[Audit Status](#)

[PBC management](#)

- [PBC management](#)
- [PBC list manager](#)
- [Document download](#)
- [PBC reports](#)

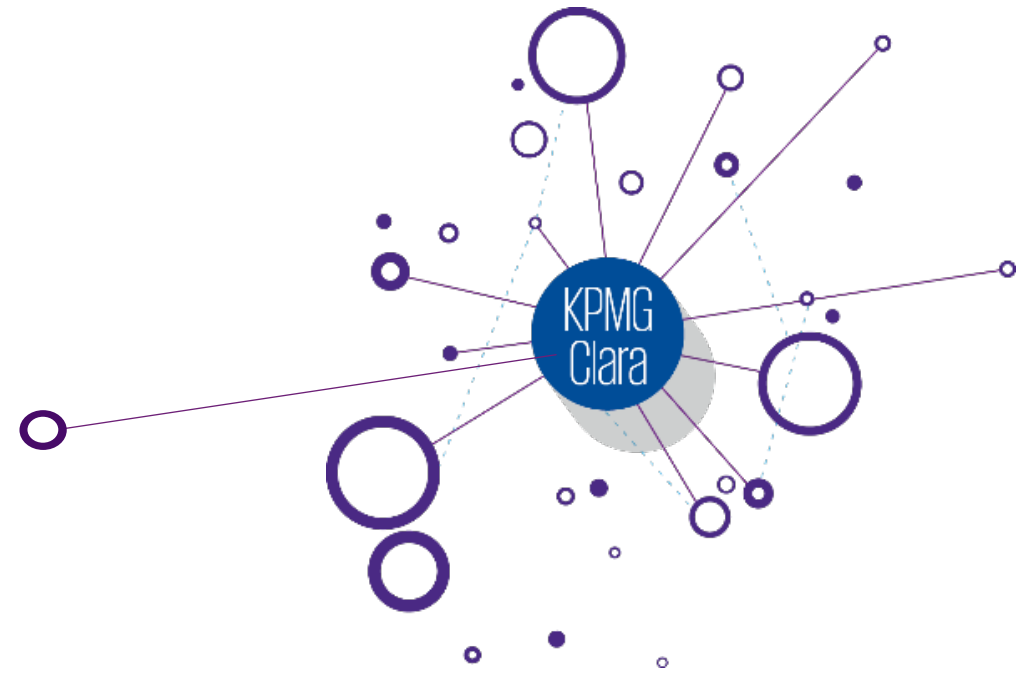
[Statutory audit tracking](#)

[Control deficiencies](#)

[Alerts](#)

- [PBC alerts](#)
- [Other alerts](#)

[Log in and password reset](#)



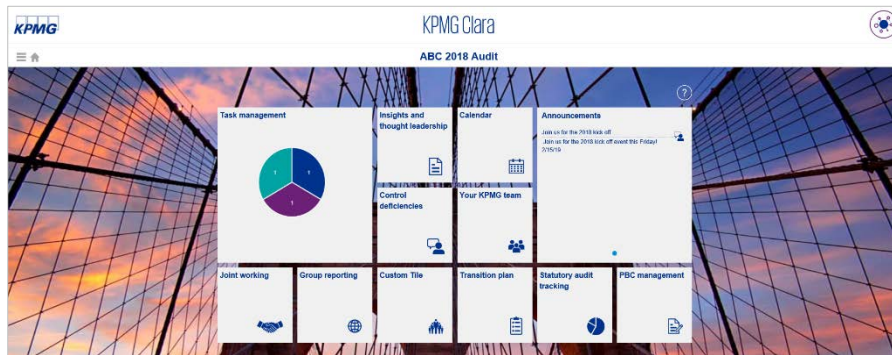


Home Page

Quick Reference Card | November 2020

Overview

The tiles on the home page have specific functionality as described in this document. Your site may not have all available tiles as your engagement team customizes your home page to include only relevant features.



Collaboration home page

The collaboration home page provides features to help you collaborate with your KPMG team, track the status of your audit, and obtain relevant insights and other documentation.

These tiles may be available in your site:

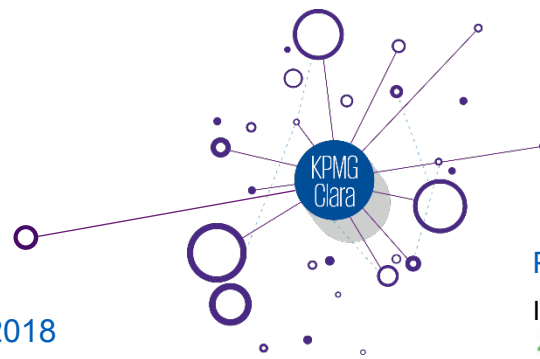
Title	Purpose
Group reporting	You can access the status of group and statutory reporting by components. You can click the site title to get the summary status of reporting or click on the icon to access group reporting documents
Announcements	Announcements added by the group team
Audit Committee reporting	A repository of Audit Committee documentation
Audit Status	Track the status of the audit
Calendar	Calendar events related to the engagement
Control Deficiencies	Manage the discussion of control deficiencies identified within the course of the audit with the engagement team
Insights and thought leadership	KPMG industry publications and insights relevant for you
Joint working	Share documents between you and your KPMG team
PBC management	Manage the PBC list(s) at group and component level.
Statutory audit tracking	Facilitate project management and tracking of the statutory audit items. It allows the Group team to define tasks and due dates and track overall status.
Task management	Track engagement tasks throughout the audit cycle
Transition plan	Track the status of transition of the audit where this is KPMG's first year as your auditors
Your KPMG team	A directory of key KPMG contacts on your engagement
US Standard Tile(s) – KPMG Client facing applications (cont.)	

Financial Reporting View	<p>Access to guidance, publications and insights to financial reporting professionals.</p>
Client Acct. Disclosure Checklist*	<p>Access to the Accounting Disclosure Checklist (ADC) without the need to separately log in.</p>
Acct. Research Online*	<p>Access for your client to Accounting Research Online (ARO). Separate log in required.</p>
KPMG Exec. Education*	<p>Access to KPMG Executive Education to keep abreast of accounting and finance hot topics while earning CPE credit. Separate log in required.</p>
<p>*If these tiles are enabled on your homepage, reach out to your engagement team for further information.</p>	



Audit Committee

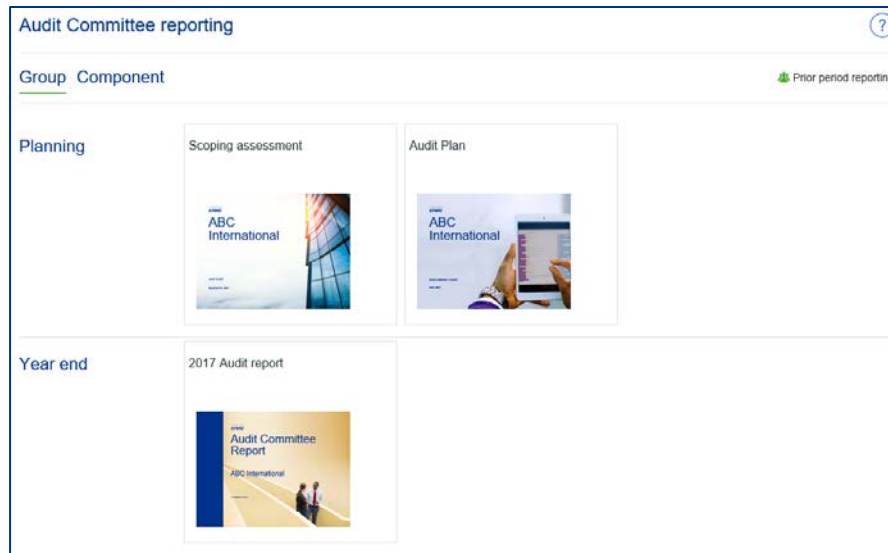
Quick Reference Card | May 2018



Overview

The Audit Committee tile is a repository of final Audit Committee presentations. Documents are organized by audit period, e.g. planning and year end.

Where your KPMG team has granted you access to both group and component documents, you will have the option to select group or component. Otherwise, these options will not appear.



Prior period reporting

If available, prior period reporting documents are displayed in Prior period reporting . To return back to the Audit Committee reporting tile, click .



Working with documents

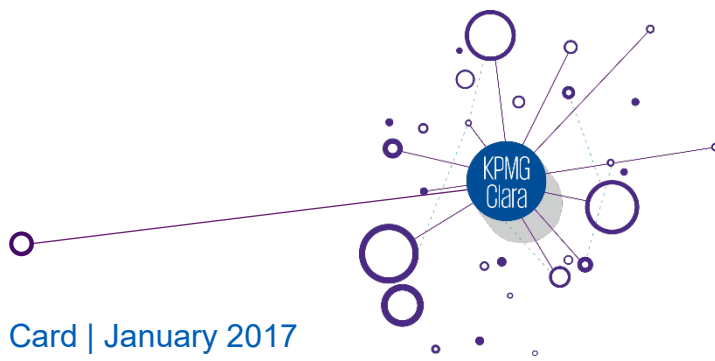
— To open document click on the image and the document opens in a new tab



— You do not have the ability to add, edit or modify documents

Calendar

Quick Reference Card | January 2017



Overview

In the Calendar tile you can view events set up by your KPMG engagement team and set up events yourself with your KPMG team.

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Calendar views

There are five available views:

1. **Day:** calendar displays 9am – 6pm by default. You can change your view by selecting the checkbox ‘Show 24 hours’
2. **Work week:** Monday to Friday
3. **Week:** Sunday to Saturday
4. **Month**
5. **Year:** this will show only events marked ‘display in year view’
6. **Component:** if you have access to calendar events for multiple components, you can select the group/component whose events you wish to view

To view the full information of an event, click on the title of the event. A pop-up window will open which allows you to see the. You can see who is able to view the event in the ‘Visible to’ field.

Add event

If you are a part of the group, event(s) you add will be visible only to other group members (including your KPMG group team). You can make an event visible to specific components by selecting the component(s) from ‘Visible to’ dropdown in the ‘Add new event’ window.

If you are a part of a component/subsidiary, event(s) you add will be visible to the KPMG group engagement team as well as other members of your component/subsidiary (including KPMG).

Clicking on **New Event** will open a pop-up window. In the pop up window, complete the relevant information and click **> Save**:

The screenshot shows the 'Add New Event' dialog box with the following fields and options:

- 1**: All Day Event checkbox (checked by default)
- 2**: Title text input field
- 3**: Location text input field
- 4**: Start Time field (date: 20/01/2017, time: 4 PM, minutes: 00)
- 5**: End Time field (date: 20/01/2017, time: 5 PM, minutes: 00)
- 6**: Description rich text editor
- 7**: Category dropdown menu
- 8**: Radio button for 'Specify your own value' with an associated text input field
- 9**: Recurrence checkbox (unchecked)
- 10**: Display in Year View checkbox (unchecked)
- 11**: Visible To dropdown menu (set to 'Select options')

Buttons at the bottom: Save, Cancel.

1. **All day event:** this checkbox is selected by default and can be deselected
2. **Title:** this is displayed in the main calendar view
3. **Location:** optional field. You can enter a location for the event
4. **Start (day and time):** event start time; there is no time zone adjustment in the calendar, i.e. it will appear as the same time regardless of who is accessing the calendar. This appears only if you deselect 'all day event'
5. **End (day and time):** event end time
6. **Description:** optional field. You can enter a brief description of the event

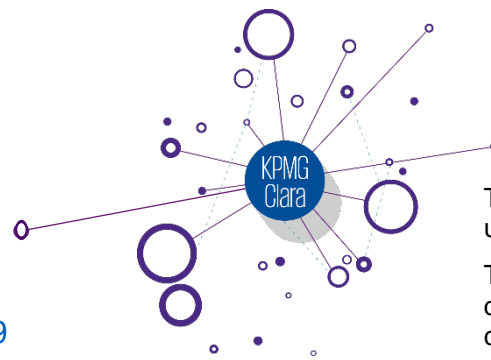
7. **Category (select from the dropdown):** you can select the type of event from this pre-defined list of categories. This selection is displayed in the calendar
8. **Category (specify your own value):** allows you to add a customized category of event
9. **Recurrence:** creates a recurring event. If you select this checkbox, you can then customize the recurrence, e.g. daily, weekly
10. **Display in Year view:** if this checkbox is selected, the event will also be shown in the year view of the calendar
11. **Visible to:** allows you to grant access to additional groups beyond the default, as described above

Edit and delete event

- To edit an existing event, click Edit in the view pop-up window. You cannot edit event(s) that added by your KPMG team
- To delete an existing event, click Delete in the edit pop-up window. You cannot delete event(s) that added by your KPMG team
- Events are sorted in chronological order

Task management

Quick Reference Card | May 2019



Overview

Your KPMG team and you can use task management to add and track tasks through the audit cycle. The task management page has three main components:

- Require attention dashboard
- Tasks summary dashboard
- Tasks grid

ID	Category	Title	Status	Relates to	Assigned to	Due date	KPMG owner
008	Meetings	Meeting Agenda	Hold	ABC International	Echols, Lo	4/19/2019	Prakash, Lauren
004	FS	Draft 1 FS	Addressed	ABC International	Prakash, Lauren A	5/17/2019	Prakash, Lauren
007	SOX	IA SOX Testing	Open	Almond	Shuey, Brooke	5/31/2019	Prakash, Lauren

The 'require attention' and 'tasks summary' dashboards are automatically updated and reflect only the tasks to which you have access.

The 'requires attention' dashboard displays tasks that are overdue or with a due date within 14 days from today which have not been closed. You can click on the flags to show the relevant tasks in the tasks grid.

The tasks summary dashboard displays the status counts of tasks. You can click on any status to show the relevant tasks in the tasks grid.

The tasks grid shows details of the tasks to which you have access and allows you to filter by various categories.

Refiners





Use the refiners to filter the view in the tasks grid.

- Use the to expand or to collapse the section.
- Once expanded, select the checkbox High next to the required selection. This will show the relevant tasks in the grid.
- Use multiple refiners to filter the tasks to display the exact information needed. For example, you can filter for all tasks with high priority assigned to you.
- To clear selections, select [Clear all](#). This will clear all the refiners and the filtered view of the tasks grid.

Closed tasks


By default, closed tasks are not included in the tasks grid. To display closed tasks, select Closed tasks .

Search

Use   to search for tasks containing key words. Input the word or words to search for and the select . To clear the search select .


The search will not return results for dates or task id. Use the due date refiner to search for specific dates.

Add Task

To add a task select  New task and a popup window is displayed with three sections of information:

- What is the task
- Tracking
- Comments


Use the  to expand the section or  to collapse the section.








Within each section, add the required content and select  Save .

Mandatory fields are indicated by a red asterisk.

What is the task

Add new task

What is the task? 

- 1** Title *
- 2** Priority * 
- 3** Status * 
- 4** Category * 
- 5** Description *
- 6** Task relates to * 
- 7** Task created by
- 8** KPMG owner * 
- 9** Client owner 
- 10** Related period * 
- 11** Notes

1. Title: this cannot be edited after the task is saved. Make the title short and clear to understand
2. Priority: high, medium or low
3. Status: open, re-open, hold, monitor, addressed and closed
4. Category: select the relevant category from the drop down
5. Description: a detailed description of the task
6. Task relates to: associate the task with either the group or a component. The drop down menu will only contain the group or component(s) to which you have access. This cannot be edited after the task is saved
7. Task created by: automatically populated
8. KPMG owner: assign a KPMG owner to the task. Only users in the group/component selected in the 'task relates to' field will appear
9. Client owner: assign a client owner to the task. Only users in the group/component selected in the 'task relates to' field will appear
10. Related period: the period to which the task relates — interim, period end, interim and period end
11. Notes: add notes about the task.

Tracking

1. Assigned to: assign a task to a user to indicate that that person needs to take some action related to the task. Only users in the group/component selected in the 'task relates to' field will appear. Assigned to can be a KPMG user or client user
2. Due date: the date the task is due

Comments

1. Add comments: comments will appear as a thread, showing the user who added the comment and the date

2. Attach a file: attach a file to a task

Edit Task

You can edit a task if you are the task creator, task owner or if the task is currently assigned to you, otherwise you can only view the task.


To edit a task click on the task ID and the task details will be displayed in a pop up. The following fields are editable:

- | | | |
|------------------|--------------|----------------|
| — Priority | — Status | — Category |
| — Description | — KPMG owner | — Client owner |
| — Related period | — Notes | — Assigned to |
| — Due date | — Comments | — Attachments |

Once fields have been updated, select [Update](#).

When a task has been closed, only the site administrator can change the status.

Delete a task

Only the task creator or an administrator can delete a task. To delete a task, click on the task ID and select  Delete .

Task management alerts

If the group team has elected for users to receive alerts, the following alerts are sent to users overnight:

	Client owner	Assigned to
Overdue task (A)	X	
Upcoming due task (B)	X	
Assigned to		X
Task status change	X	X
Comment added to task	X	X

(A) Overdue task: past the due date and not in the closed status.

(B) Upcoming due task: due within 14 days from today and is not in the closed status. This includes tasks due today.

User access rights

You only have access to tasks related to your own component (or group where you are a group user). Your KPMG team can see any tasks you add.

Appendix: tips to use task management effectively

Use a combination of the dashboards and refiners to help focus your review and show quickly which items need your attention.

For example:

- To see all past due group tasks:
 - click the past due flag in the require attention dashboard
 - **Relates to** refiner: group
 - **Status** refiner: Open; Reopen
- To see all high priority tasks of which you are the owner:
 - **Priority** refiner: high
 - **Client owner** refiner: select your name

Appendix: example life cycle of a task

Below is an example of how you may use task management to track a task

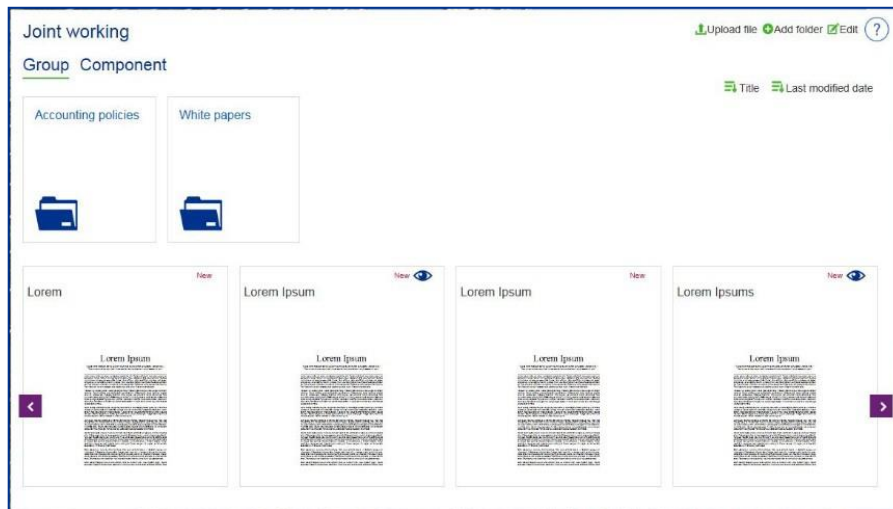
- The controller, Amanda, adds a task with herself as the **client owner** and indicates the **KPMG owner** is Ben, the manager on the engagement, **assigns to** Ben, to take action on the task
- Ben reviews the task and realizes that he needs input from the in charge. He discusses this with Caroline, in-charge, who indicates that she needs to investigate the task further; Ben adds a **comment** to the task, and marks Caroline as the **assigned to**. Amanda and Ben, as task owners receive an alert overnight indicating that a comment has been added to a task
- Caroline investigates the task and then **attaches** documentation within task management, adds a **comment** referring to the attachments and **assigns to** Ben. Amanda as task owner receives an alert overnight indicating that a comment has been added to a task
- Ben reviews the documentation, changes the **status to addressed** and **assigns to** Amanda
- Amanda receives an alert overnight indicating that the status of the task has been changed to addressed; she reviews the documentation, which addresses the task; she changes the **status to closed**

Joint working

Quick Reference Card | June 2020

Overview

The joint working tile facilitates sharing and collaborating on documents between KPMG and the client. Acceptable uses of this tile includes the sharing of agendas or audit status information and reviewing of documents pertaining to the audit that would be outside of prepared by client requested documents. Audit workpapers should not be shared with the client. As a reminder, prepared by client requested documents should be uploaded to the PBC management tile.



Add folder

Folders can be used to organize documents or restrict access to content within the folder. The site administrator can restrict access to a specific folder, see **custom permission** quick reference card.


You can add a folder by selecting **+ Add folder**, which opens a pop-up window:

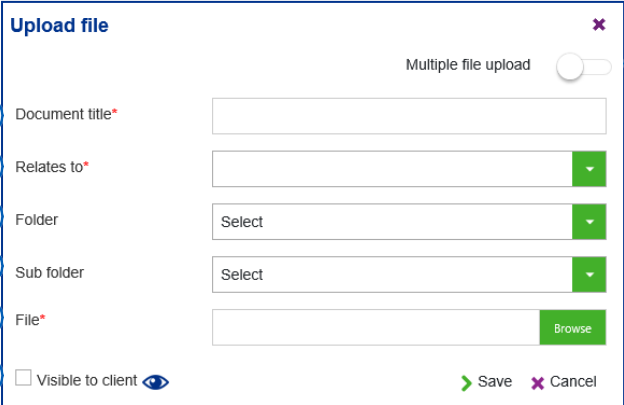
A screenshot of the 'Add folder' pop-up window. It has a title bar with 'Add folder' and a close button (X). The window contains three input fields: 1. 'Folder name*' with a text input field. 2. 'Relates to*' with a dropdown menu. 3. 'Folder' with a dropdown menu showing 'Select'. At the bottom right, there are 'Save' and 'Cancel' buttons.

1. **Folder name:** mandatory field which will appear on the folder tile
- ① Do not use the character underscore “_” in the folder names. The use of this character in the folder’s name may duplicate documents uploaded.
2. **Relates to:** this determines to whom the folder is visible; select the user group (Group or Component) to which the folder relates. Only the user groups of which you are a member of are available in the drop down
3. **Folder:** this creates a sub folder within the folder selected from the drop down. Only existing folders, for the relates to selected, are available in the drop down


Once information is input, click **> Save**.


Upload singular file

You can upload documents by selecting  Upload file, which opens a pop-up window:



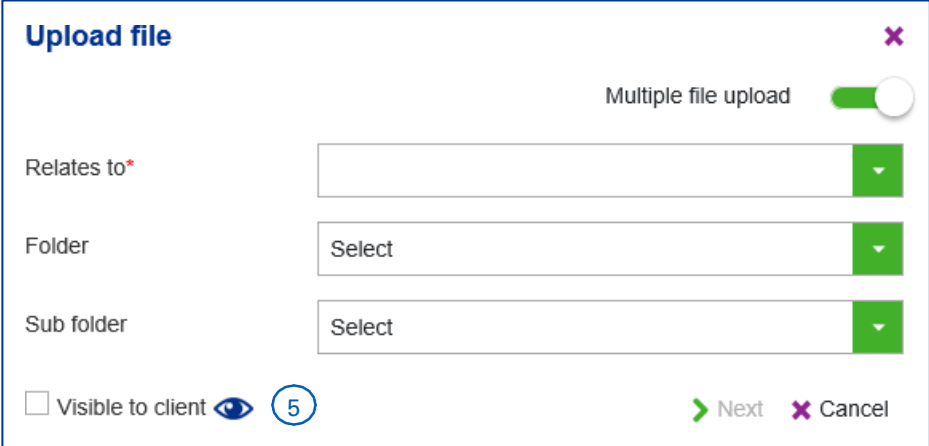
The screenshot shows the 'Upload file' pop-up window. At the top right, there is a 'Multiple file upload' toggle switch, which is currently turned off (indicated by a blue circle with the number 1). Below this, there are five input fields: 'Document title*' (text input), 'Relates to*' (dropdown menu), 'Folder' (dropdown menu with 'Select' text), 'Sub folder' (dropdown menu with 'Select' text), and 'File*' (text input with a 'Browse' button). At the bottom left, there is a checkbox labeled 'Visible to client' with an eye icon. At the bottom right, there are 'Save' and 'Cancel' buttons.

1. **Multiple file upload toggle:** user can select to upload multiple documents
2. **Document title:** mandatory field which will appear above the thumbnail of the document
3. **Relates to:** select the user group (Group or Component) to which the content relates. Only the user groups of which you are a member are available in the drop down
4. **Folder:** select a folder if you want the document inside a folder. If not, the document is displayed on the joint working tile main page
5. **Sub folder:** select a sub folder if you want the document inside a sub folder
6. **File:** select  and navigate to the file to upload. The first page of the document is displayed as a thumbnail
7. **Visible to client:** by default, the content added is not visible to external users. You can make content visible to external users by selecting this checkbox. You can deselect it later, if needed. This option is only available to KPMG users, documents uploaded by clients are by default viewable to external users

Once information is input, click  Save.

Multiple file upload


When the multiple file upload toggle is selected

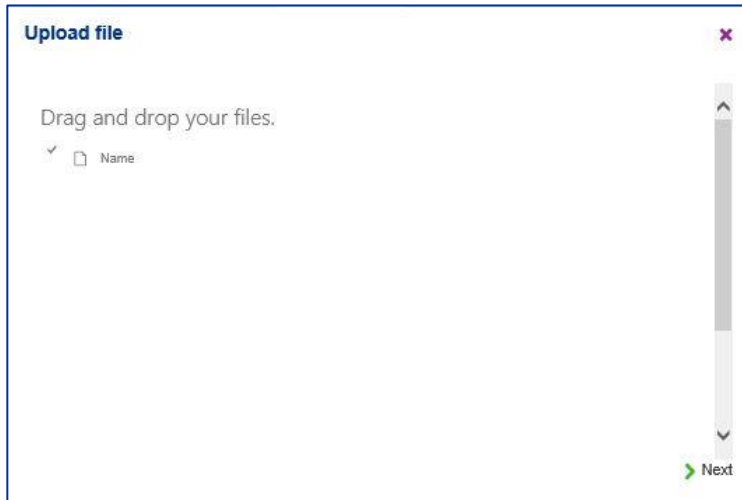


The screenshot shows the 'Upload file' pop-up window. At the top right, there is a 'Multiple file upload' toggle switch, which is currently turned on (indicated by a blue circle with the number 1). Below this, there are three input fields: 'Relates to*' (dropdown menu), 'Folder' (dropdown menu with 'Select' text), and 'Sub folder' (dropdown menu with 'Select' text). At the bottom left, there is a checkbox labeled 'Visible to client' with an eye icon. At the bottom right, there are 'Next' and 'Cancel' buttons.

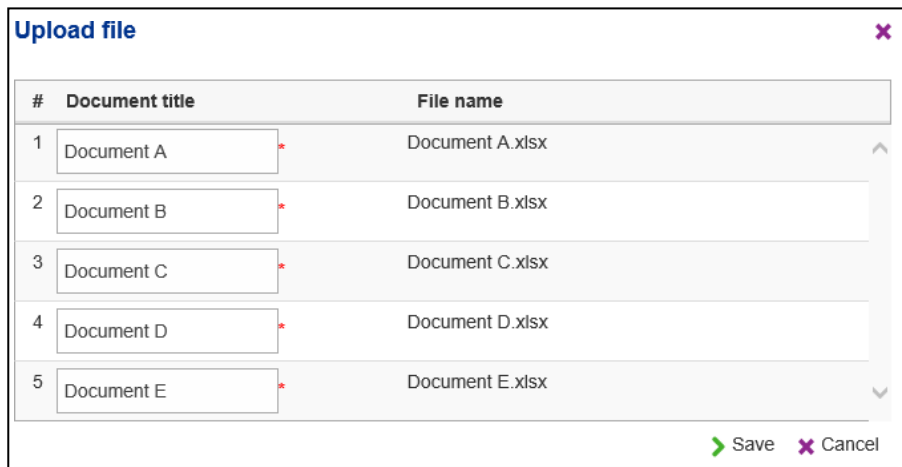
1. **Multiple file upload toggle:** user can select to upload multiple documents
2. **Relates to:** select the user group (Group or Component) to which the content relates. Only the user groups of which you are a member are available in the drop down
3. **Folder:** select a folder if you want the document inside a folder. If not, the document is displayed on the joint working tile main page
4. **Sub folder:** select a sub folder if you want the document inside a sub folder
5. **Visible to client:** by default, the content added is not visible to external users. You can make content visible to external users by selecting this checkbox. You can deselect it later, if needed. This option is only available to KPMG users, documents uploaded by clients are by default viewable to external user.

All documents uploaded will be uploaded based on the above inputs, for example, if you select 'Visible to client' all documents uploaded will be visible to client.

Once information is input, click  Next.



You can use drag/drop functionality or upload multiple documents. Once documents are added, click > Next.



¹ Microsoft, Word, Excel and PowerPoint are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries


By default, the document title will be the file name, modify update the document title field. Document title is mandatory and cannot be the same for any two files.

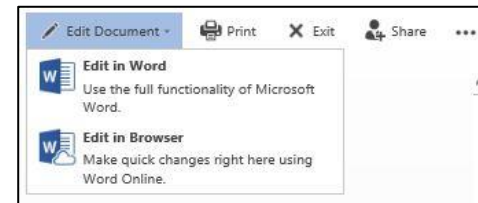
Note: Users may be unable to upload large files (i.e. 100-150mb) depending upon the network connection. It is recommended to utilize PBC Management to upload files that exceed this size.

View folder content


To view the documents within the folder, click on the folder icon.


View and edit a document



Click on the thumbnail of the document. The document will be opened in a new tab. To edit the document select  and “edit in Browser”




This allows multiple users to edit the document simultaneously. Changes made are saved automatically, once you finish editing, close the file. Multiple users can edit simultaneously and changes will appear in the file as users are editing the file. If you select ‘Edit in Word/Excel/PowerPoint’¹ this opens the document in the relevant application

 It is recommended that documents are edited using the web browser.


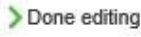

Click on the  arrow to go to the next page if there are more than twelve folders and/or eight documents in the page

- Documents can be sorted by title by clicking  Title or by modified date by clicking  Last modified date


Edit folder







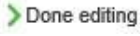

To activate edit mode, click  Edit. The edit and delete options will be visible for each folder.



- To edit the existing folder name, click  in the folder. To exit edit mode, click 
- To delete, click 

Edit file

To activate edit mode, click  Edit. The version history, checkout, edit and delete options will be visible for each document.

- To view the version history, click 
- To check out the document for editing, click  in the document. Using check out is optional; when a document is checked out, it can be seen but cannot be edited by any other user until it is checked back in. Once the document is checked out, the button is toggled to . To check in the document, click . Use this option only to prevent any other users from editing the document. To work jointly in the document, open the document, see 'View and edit a document' section
- To edit the title or select/unselect Visible to client , click  in the document. To exit edit mode, click 
- To delete, click 

Documents cannot be replaced. You can delete an existing document and upload its new version.

Access



There is a group tab and a component tab. Users who have access only to component documents, will see only the component tab. The component tab is visible to component (KPMG and Client) users, as well as KPMG group users.

KPMG and client users can, by default, add and edit folders and documents.


Access to the tile as well as to specific folder can be modified through **custom permissions**, which allows you to restrict access to certain folders or to change permissions to read only.


Your KPMG Team

Quick Reference Card | January 2017



In the 'Show All' view, contacts are sorted by group first and then by component, alphabetically. To view an assistant's information, click the

 *Assistant* button in the contact card.

You can export all contacts to a spreadsheet by clicking  Export.







Your KPMG Team

Your KPMG Team displays contact details for your KPMG engagement team, both group and component.



Your KPMG team

Component: Show all

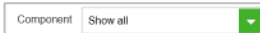
Search

 Liz Cox Director Liz.Cox@KPMG.co.uk 207 694 2382 207 694 2382 National Bank of Widget... <i>Assistant</i>	 Amy Mewhirter Senior Manager amewhirter@KPMG.com 201 505 2048 201 783 7623 National Bank of Widget... <i>Assistant</i>	 Phuong Nguyen Senior Manager phuongnguyen@kpmg.com 201 505 2045 201 783 7620 National Bank of Widget... <i>Assistant</i>
 Chris Walters Senior Manager Chris.Walters@KPMG.co.uk 207 694 3953 782 687 8766 National Bank of Widget...	 Patrick Sherrington Manager patrick.sherrington@kpmg.com.uk 207 311 1620 207 311 1620 National Bank of Widget...	 Vicky McDonnell Project manager Vicky.McDonnell@KPMG.co.uk 201 505 2012 201 723 4583 National Bank of Widget...

Search

- Enter a search term, e.g. name or title, into the search box and press 'Enter' or click on 
- Click the 'X' button or click on  to clear search

View contacts

When you access **Your KPMG Team**, the default view is 'Show All' and all contacts are shown. Use the dropdown filter  to show contacts for group or a specific component.

Audit status

Quick Reference Card | May 2020

Overview

Your KPMG audit team can use **Audit status** to keep track of the ongoing audit and share overall progress with you.

Component	Main contact	Location	Audit status 1	Audit status 2	Audit status 3
Company A Ltd	Component Auditor 1	Edinburgh, Scotland	Done	In progress	In progress
Company B Ltd	Component Auditor 2	Beijing, China	Done	with Management	Done
Company C Ltd	Component Auditor 3	London, England	Done	Done	Done
Company D Ltd	Component Auditor 4	Dallas, United States	In progress	Open	Open
Company E Ltd	Component Auditor 5	Dublin, Ireland	Done	Done	Done
Company F Ltd	Component Auditor 6	Sydney, Australia	In progress	Open	Open
Company G Ltd	Component Auditor 7	Stockholm, Sweden	Done	Done	Done
Company H Ltd	Component Auditor 8	Madrid, Spain	Open	Open	Open
Company I Ltd	Component Auditor 9	Los Angeles, United States	Open	Open	Open
Company J Ltd	Component Auditor 10	Paris, France	Open	Open	Open
Company K Ltd	Component Auditor 11	New York, United States	Open	Open	Open
Company L Ltd	Component Auditor 12	Berlin, Germany	Done	with Management	In progress
Company M Ltd	Component Auditor 13	Buenos Aires, Argentina	Done	Done	In progress
Company N Ltd	Component Auditor 14	Cape Town, South Africa	with Management	Open	Open

View

You can view the audit status in full screen mode by clicking Full screen.

ion	Audit status 1	Audit status 2	Audit status 3
web Scotland	Done	In progress	In progress

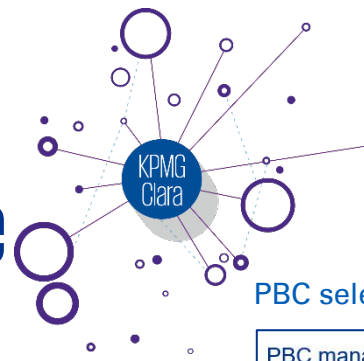
In full screen mode, the Excel^{®1} file opens in Excel[®] Web App. You have the option to view the audit status within excel.

Component	Main contact	Location	Audit status 1
Company A Ltd	Component Auditor 1	Edinburgh, Scotland	Done

¹ Microsoft Excel is a registered trademark of Microsoft Corporation in the United States and/or other countries

PBC management home page

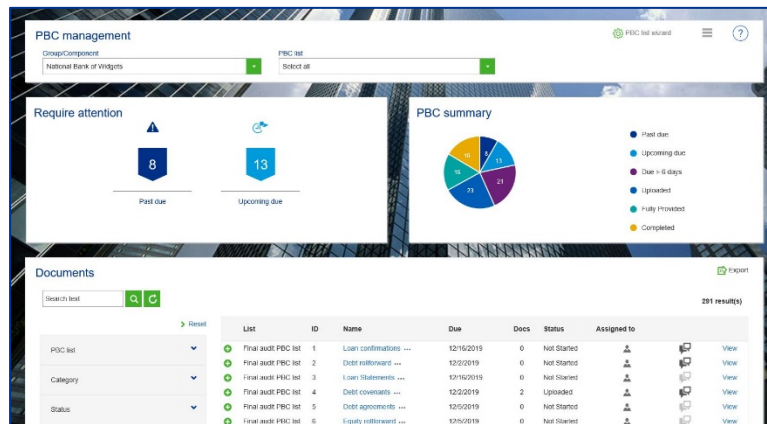
Quick Reference Card | December 2019



Overview

The PBC management home page shows a summary of the PBC lists, provides access to the PBC menu and allows you to create filtered views of PBC lists to show items most relevant to you. The PBC management home page has four main components:

- PBC selection
- PBC Menu
- Dashboards
- Documents grid



① You can only see PBC lists to which you have access.

PBC selection



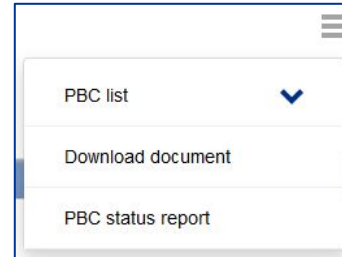
Select which PBC lists to view using the two filters.

Use the Group/Component dropdown to select the relevant group or component.

Use the PBC list dropdown to select the PBC list to display in the dashboard and document grid. You can 'select all' to view all lists to which you have access.

PBC Menu

The following options are available in the PBC menu (☰):



PBC list: access to your PBC list(s)

Download document: download all PBC documents uploaded. See [Download document](#) Quick reference card for further details.

PBC status report: download Excel^{1®} file with a detailed report of PBC status across the Group and Components. Interactive graphs allow you to better review the status of PBC collection throughout the audit.

¹ Microsoft and Excel are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries

Dashboards

The dashboards display a summary of the PBC status and the requests which require attention. You can view the underlying detail by clicking on the charts, which applies a filtered view in the documents grid.



The require attention dashboard displays PBC requests which are overdue or due within the next seven days and which have a status of not started or reopen. You can click the flags to create a filtered view in the documents grid to show the relevant PBC requests.

The PBC summary dashboard displays an overall status of all PBC requests:

- **Not started:** the default status of all PBC requests, indicates that no documents are uploaded to the request
- **Uploaded:** documents have been uploaded
- **Reopened:** incorrect or incomplete documentation has been uploaded
- **Fully provided:** the engagement team has reviewed the documentation and confirmed that everything has been received
- **Completed:** optional status which can be used by teams which wish to record that they have completed the audit work in relation to that request and no further documentation is required

You can click the status in the pie chart to create a filtered view in the documents grid.

Documents grid

The documents grid provides details of the PBC requests for the selected list. You can upload documents to the PBC request, view documents uploaded to the PBC request and view the client contact the PBC request is assigned to.

You can upload documents directly in the documents grid.

Uploading documents

To upload documents to a PBC request click

List	ID	Name	Due	Docs	Status	Assigned to				
	Final audit PBC list	1	Loan confirmations ...	12/16/2019	2	Uploaded				View
	Final audit PBC list	2	Debit rolloverforward ...	12/2/2019	0	Not Started				View
	Final audit PBC list	3	Loan Statements ...	12/16/2019	0	Not Started				View
	Final audit PBC list	4	Debit covenants ...	12/2/2019	2	Uploaded				View

The document upload popup will appear:

Final audit PBC list--Debt covenants

new document or drag files here

	Name	Modified	Modified By	PBC ID	Category	Document names	PBC list name	PBC type
There are no files in the view "All Documents"								

You will have the option to upload a single file, by selecting new document or multiple files using drag/drop:

Internal control--Accounts payable reconciliation

new document or drag files here

Drop here...DC type Client contact Status KPM


There are no files in the view "All Documents"

Copy

Any files previously uploaded will appear in the popup.

- ① Files with the following special characters cannot be uploaded
`\ / : * ? < > | # { } % ~ & ' , "`
- ① Individual documents with size above 100MB could show an error message, but the file gets uploaded successfully.

Deleting documents

To delete documents uploaded, click on ******* and in the popup, click on  next to the document to delete:



Loan confirmations ✕

Signed bank confirmation letters for each loan account with confirmation response to be addressed to KPMG.



Status

Uploaded

Docs (2)



Comerica_Confirm.docx	20/09/2017 22:22:43	
Well Fargo_Confirm.docx	20/09/2017 22:22:42	


View the client contact assigned to the request

Click  or  and the client contact(s) is displayed in the popup.

Comments

Use comments to provide additional information or respond to questions from your engagement team.



List	ID	Name	Due	Docs	Status	Assigned to	
Final audit PBC list	1	Loan confirmations ...	12/16/2019	0	Not Started		 View

To add a comment, click on  and in the popup, add your comment. Comments are tracked via thread, indicating who added the comment and date.



Comments ✕

[3/12/2019 7:20:33 AM] hethompson : One of the documents is outstanding for this PBC request.

➤ Ok
 ✕ Close

When there are no comments on the PBC request, the comment appears as , and when there are comments it appears as . To access the comment thread, click on the comment box.

Prior period documents

List	ID	Name	Due	Docs	Status	Assigned to	
Final audit PBC list	1	Loan confirmations ...	12/16/2019	0	Not Started		 View

Click on view to access prior period documents if they are kept during PBC lists rollforward. All documents are read-only.

To download, click on download.

Internal control--Loan confirmations prior period documents ✕

ID	Name	Document name	Download
1	Loan confirmations	BOA_Confirm.docx	Download

✕ Close

Create a filtered view

Create a filtered view with those PBCs most relevant for you using the refiners.

- › Click to expand the section or to collapse the section.
- › Once expanded, select the checkbox next to the selection. This will apply a filter to the documents grid.
- › To clear selections, select [Reset](#) . This will clear all the refiners and the filtered view of the documents grid.
- › Use multiple refiners to filter the documents grid to display the exact information needed.

Sort PBC data

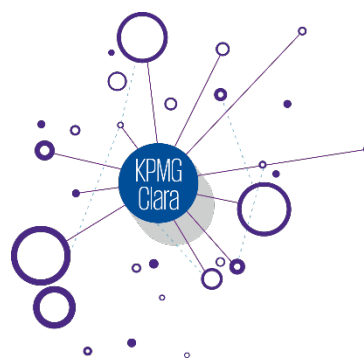
List	ID	Name	Due	Docs	Status	Assigned to	
	Final audit PBC list	1	Loan confirmations ...	12/16/2019	0	Not Started	View

Click the column headings to sort PBC data alphanumerically. Columns Assigned to, Comment, and Prior Period are not sortable.

Export to Microsoft® Excel®

PBC list	PBC request	Due	Docs	Status	Assigned to	Comments	Prior period docs
	Internal control	Accounts payable reconciliation ...	25/09/2018	2	Uploaded		View

Click [Export](#) to export the current view. All PBC lists you have access is exported as an Excel® file



PBC list

Quick Reference Card | May 2020

Overview

Your KPMG team has setup prepared by client (PBC) list(s) to allow you to share documentation required for the audit and to track the status of the requests.

If you are assigned as a Client Administrator Group or Client Administrator Component you also have access to create and edit PBC requests in existing PBC lists.

All PBC lists to which you have access are listed under 'PBC list' option in the PBC menu:

PBC management

Group/Component: National Bank of Widgets

PBC list: Final audit PBC list

Require attention

- Past due: 8
- Upcoming due: 13

PBC summary

- Upcoming due: 8
- Due > 6 days: 13
- Uploaded: 24
- Fully Provided: 20
- Completed: 16

Documents (97 result(s))

List	ID	Name	Due	Docs	Status	Assigned to	View
Final audit PBC list	1	Loan confirmations ...	12/16/2019	2	Uploaded		View
Final audit PBC list	2	Debt rolloverforward ...	12/2/2019	0	Not Started		View
Final audit PBC list	3	Loan Statements ...	12/16/2019	0	Not Started		View
Final audit PBC list	4	Debt covenants ...	12/2/2019	2	Uploaded		View
Final audit PBC list	5	Debt agreements ...	12/5/2019	0	Not Started		View

PBC list(s)

ID	Category	Name	Detailed description	Due date	eAudit reference	Status	Client contact	KPMG contact	Does	View
1	Borrowings	Loan confirmations	Signed bank confirmation letters for each loan account with confirmation response to be addressed to ...	12/16/2019		Uploaded	ameswhirter	hethompson	Upload 2	View
2	Borrowings	Debt rolloverforward	Roll forward of debt balances from [Year End] to [Year End] , including: - Interest charges during 1 ...	12/2/2019		Not Started	ameswhirter	hethompson	Upload 0	View

PBC list view consist of PBC requests for documentation and includes the following columns:

1. ID: PBC request ID
2. Category: groups similar PBC requests together, e.g. all requests for accounts payable
3. Name: short description of the request
4. Detailed description: details of the documentation requested by the audit team. Additional details for the PBC request can be found by clicking the ellipsis '...'
5. Due date: the date by which the engagement team has requested the documentation. The due date appears in red when the PBC request is past due and the status is 'Not started' or 'Reopened'
6. eAudit reference: internal KPMG reference
7. Status:
 - o Not Started – no documents are uploaded to the request
 - o Uploaded – documents have been uploaded
 - o Reopened – incorrect or incomplete documentation has been uploaded
 - o Fully provided – the engagement team has reviewed the documentation and confirmed that everything has been received

- o Completed: optional status which can be used by teams which wish to record that they have completed the audit work in relation to that request and no further documentation is required

- Client contact: client contact assigned to the PBC request. This can be multiple people.
- KPMG contact: KPMG contact assigned to the PBC request
- Add documents: click on 'Upload' to upload new documents to the PBC request
- No. of documents: number of documents that have been uploaded for each PBC request; click on the number to view the documents uploaded
- Comments: see below
- Prior period documents: click on view to access prior period documents if they are kept during PBC lists rollforward. All documents are read-only.

Each column can be sorted by clicking on the name of the column.

Create and edit PBC requests

Add new PBC requests

There are two ways to add new PBC requests:

ID	Category	Name	Detailed description	Due date	eAudit reference	Status	Client contact	KPMG contact	Docs
1	Borrowings	Loan confirmations	Signed bank confirmation letters for each loan account with confirmation response to be addressed to ...	12/16/2019		Uploaded	amewhirter	hethompson	2
2	Borrowings	Debt rollforward	Roll forward of debt balances from [Year End] to [Year End] , including: - Interest charges during t ...	12/2/2019		Not Started	amewhirter	hethompson	0
3	Borrowings	Loan Statements	Bank statements and/or confirmations supporting the closing debt balance, interest rate, repayment d ...	12/16/2019		Not Started	amewhirter	hethompson	0
4	Borrowings	Debt covenants	Details of any debt covenants and supporting calculations ...	12/2/2019		Not Started	amewhirter	hethompson	0

- Click on New and complete all required information in the popup.

PBC Request

Name * Enter PBC Name
Please enter PBC name.

ID * Enter PBC ID
PBC ID is required.

Category * (none)
Category is required.

Due date

Status * Not Started


Detailed description * Enter detailed description
Detailed description is required.

Additional details Enter additional details

eAudit Reference Enter eAudit Reference

KPMG contact (none)

Client Contact Select users
amewhirter@gmail.com

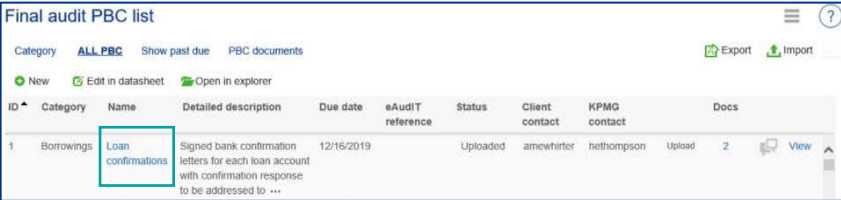
1. Name (mandatory) – must be unique and duplicate names are not accepted. The following special characters cannot be used: ` ! @ \$ ^ () _ + = [] ; ' . : ; < = > ? @ ^ ` { } | ~ _ []
 2. ID (mandatory) – only numbers are allowed
 3. Category (mandatory) – the following special characters cannot be used: " () ! # \$ % ' * + . : ; < = > ? @ ^ ` { } | ~ _ []
 4. Due date (optional) – must be a valid date format based on the date format set during site setup
 5. Status (mandatory) – not started, uploaded, reopened, fully provided or completed
 6. Detailed description (mandatory) – provide enough detail for a team member to understand the request
 7. Additional details (optional) – provide additional detail for a team member to understand the request
 8. eAudit reference (optional) – eAudit file reference
 9. KPMG contact (optional) – KPMG user who is responsible for the PBC request. Only KPMG users that have access to the PBC list will appear in the drop down
 10. Client contact (optional) – client who is responsible for the PBC request. Only client users that have access to the PBC list will appear in the drop down. You can select multiple client users. Use the ✕ to remove the user after selection
- Use the  Import functionality (see export and import section).

Edit existing PBC requests

There are three ways to edit requests:

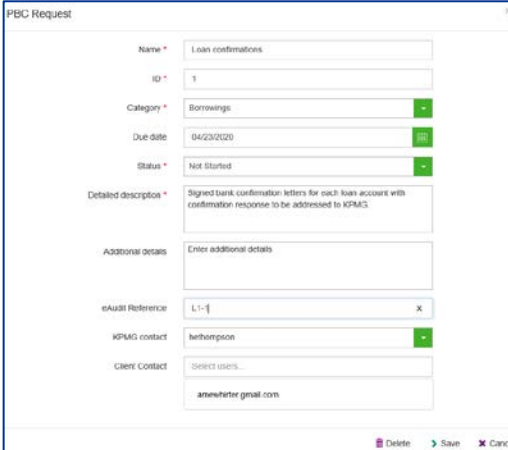
1. Edit individual requests


To edit an existing PBC request, click on the name of the PBC request.



ID	Category	Name	Detailed description	Due date	eAudit reference	Status	Client contact	KPMG contact	Docs
1	Borrowings	Loan confirmations	Signed bank confirmation letters for each loan account with confirmation response to be addressed to ...	12/16/2019		Uploaded	amewhiter	hethompson	Upload 2

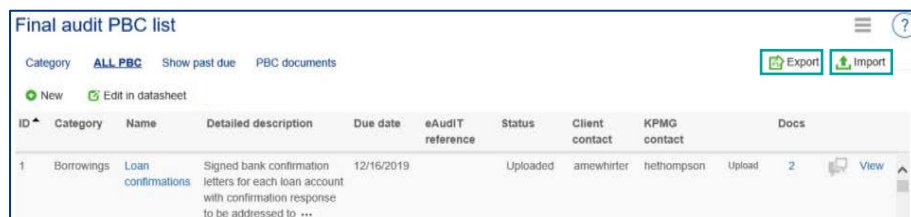
In the pop-up window, edit the details of the request.



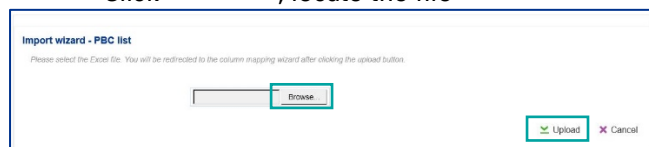
Select  Save to save changes.

2. Export and Import

To edit multiple items in a PBC list:



- Click Export to export as an Excel® file
- Modify the file – see Appendix for rules to follow when editing
- Click Import button to import the revised file
- Click , locate the file



- In the mapping wizard, select the PBC header which equates to the column in Excel®.



- Once all columns are mapped, click Map and import.

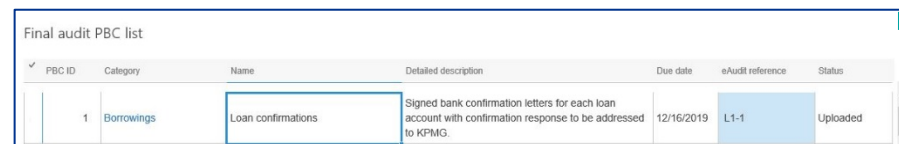
① The data must be in the first tab of Excel® file.

3. Edit in datasheet view

To edit multiple items in a PBC list, you can use Edit in datasheet .



Edit in datasheet allows you to edit the list directly, including copying and pasting fields such as due date or status for efficient updates. As soon as you navigate off the cell the change is saved.



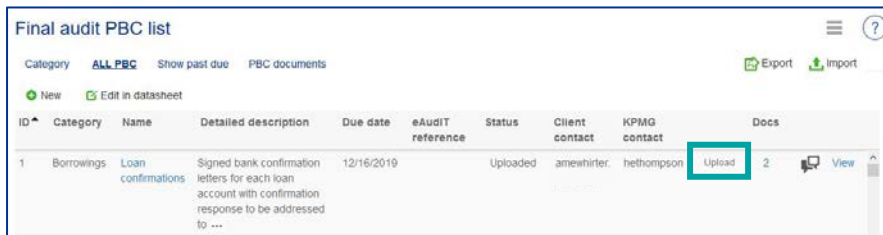
After making changes, click to close the popup.

① It is not possible to add a new request through Edit in datasheet mode.

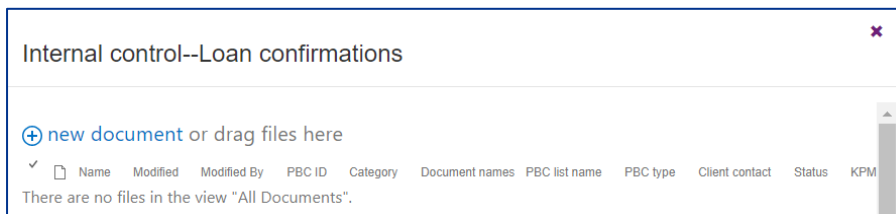
Document management

Uploading documents

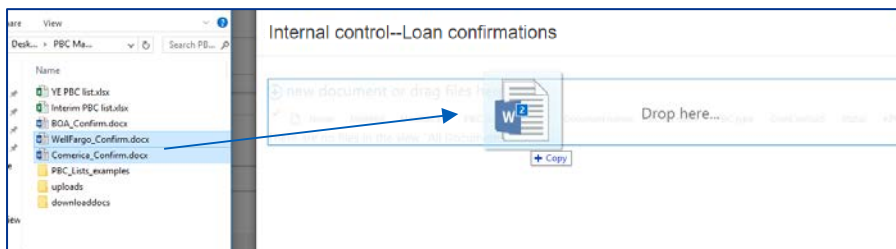
Documents can be uploaded to your site by selecting 'Upload' for individual PBC request:



The document upload popup will appear:



Use drag/drop to add files from your computer:

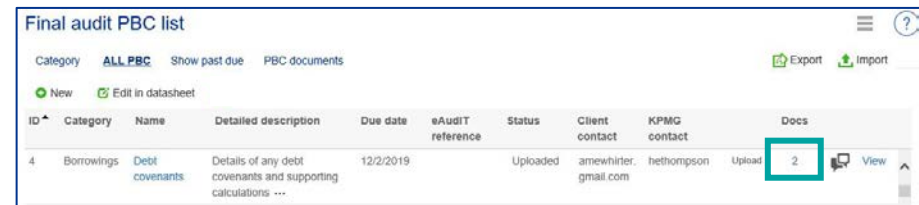


Additionally, you can upload a single file, by selecting [+ new document](#).

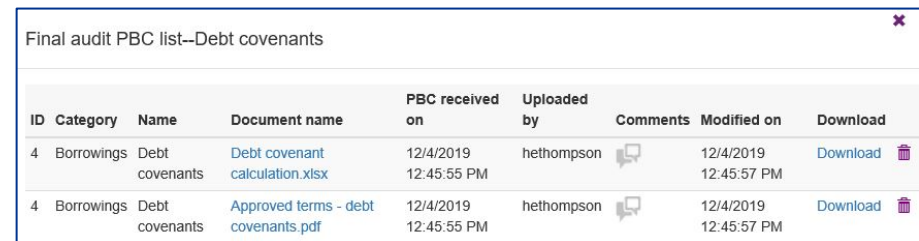
- ① Files with special characters cannot be uploaded.
- ① Individual documents with size above 100MB may show an error message, but the file gets uploaded successfully.

Accessing and deleting documents

Files can be accessed by clicking on number displayed in the No. of documents column:

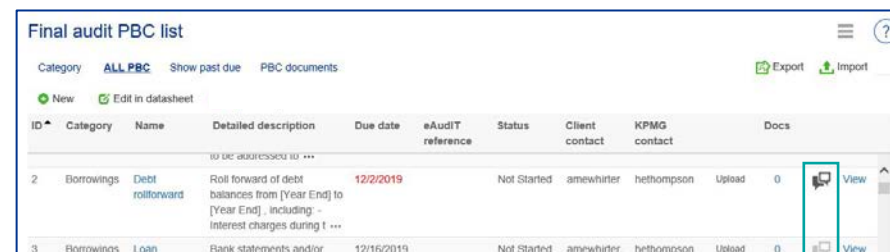


A popup will display all documents that have been uploaded to the PBC request. You can download or delete documents from this popup.

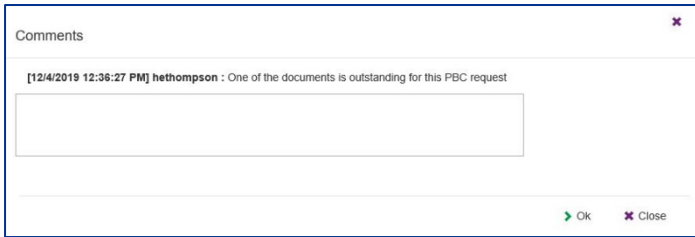




Comments

Use comments to provide additional information or respond to questions from your engagement team.

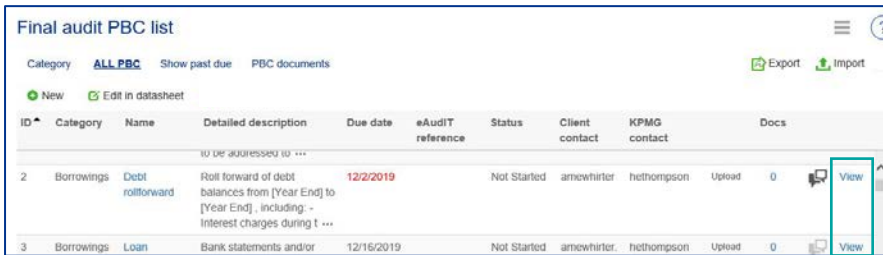


To add a comment, click on and in the popup, add your comment. Comments are tracked via thread, indicating who added the comment and date.



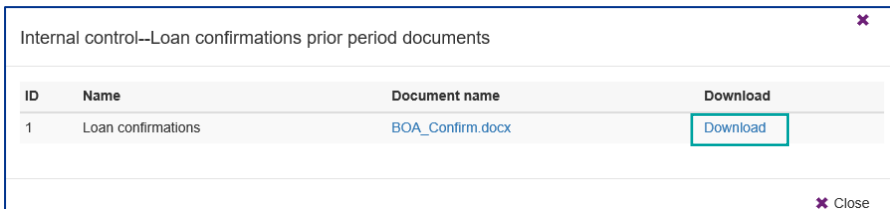
When there are no comments on the PBC request, the comment appears as , and when there are comments it appears as . To access the comment thread, click on the comment box.

Prior period documents

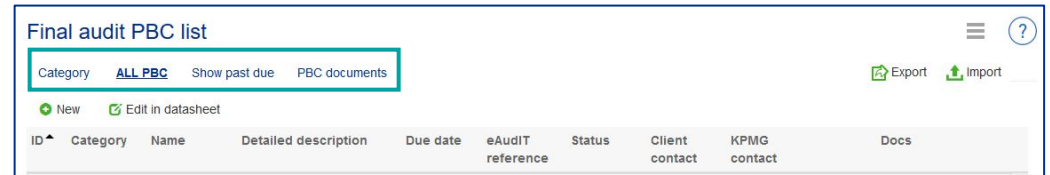


Click on view to access prior period documents if they are kept during PBC lists rollforward. All documents are read-only.

To download, click on download.



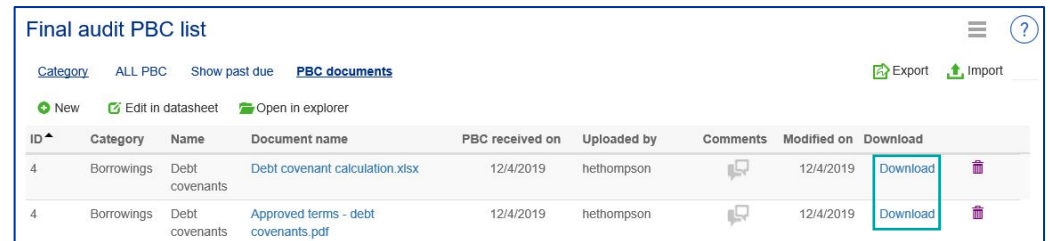
Views




Standard filtered views are available:

- Category: view PBC requests grouped by category
- All PBC: view all PBC requests in the list
- Show past due: show all PBC requests which are past their due date and are in a status of open or reopened
- PBC documents: view all documents for the PBC list

Individual PBC documents can be downloaded from the PBC documents view using the [Download](#) link.




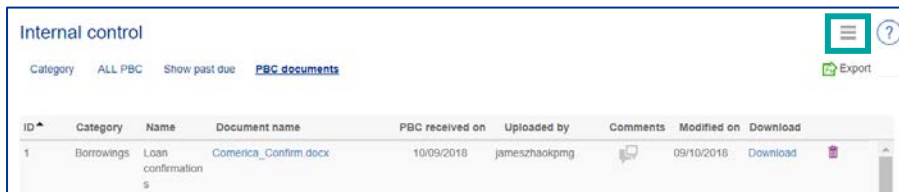
Export to Microsoft Excel¹

Use  Export to export the PBC list to Excel®.

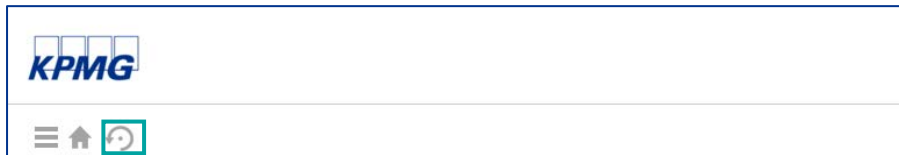



Navigate to other PBC lists

You can navigate to other PBC lists by using .



Navigate to the PBC management home page



You can navigate back to the PBC management home page by using .

¹ Microsoft and Excel are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries

Download PBC documents

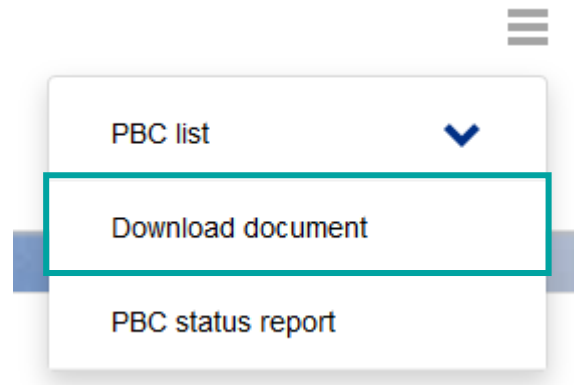
Quick Reference Card | December 2019

Overview

Download document allows Client Administrators to download multiple documents from the PBC list(s) at the same time.

Download document

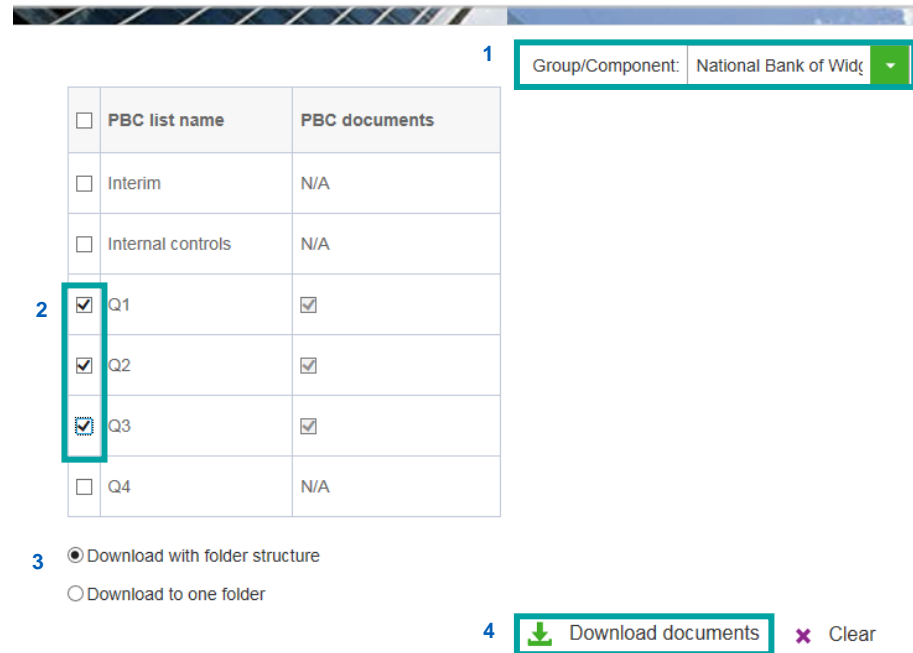
To access **download document**, within the PBC management page, navigate to the menu and click on the **download document** link.



Downloading PBC documents

The **download document** page displays the PBC list(s) to which you have access. If no documents are available to download N/A is displayed.

Download PBC documents

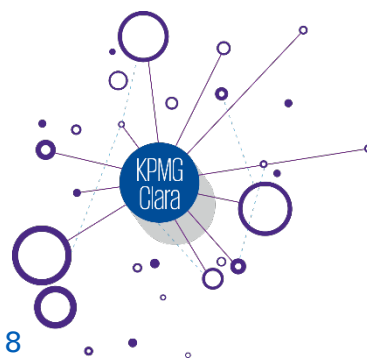


1. Select the relevant group or component
2. Select the checkbox of the relevant PBC list
3. Select how to download documents:
 - i. Download with folder structure (default): all documents are downloaded in folders, with one folder for each PBC request.
 - ii. Download to one folder: all documents are downloaded in one folder.
4. Click on Download documents .
5. Select save file; documents are downloaded as a zip file.

You can clear the selection of PBC list(s) by clicking Clear .

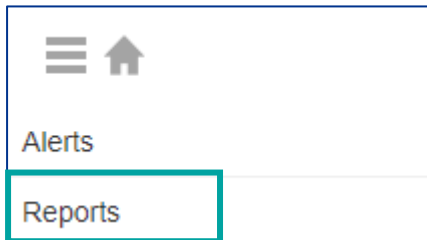
Reports

Quick Reference Card | September 2018



Reports


Reports provide you with summary of PBC requests. Access reports through the home page menu.

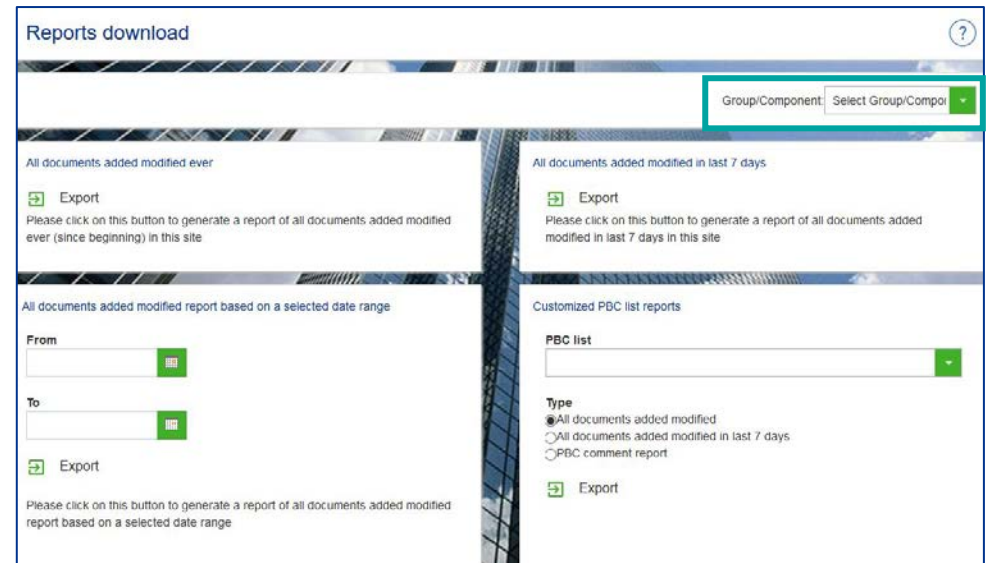


PBC reports

PBC reports provide the following summary information:

- All documents added modified ever (include all PBC lists)
- All documents added modified in last 7 Days (include all PBC lists)
- All documents added modified report based on a selected date range (include all PBC lists)
- Customized PBC list (by PBC list)

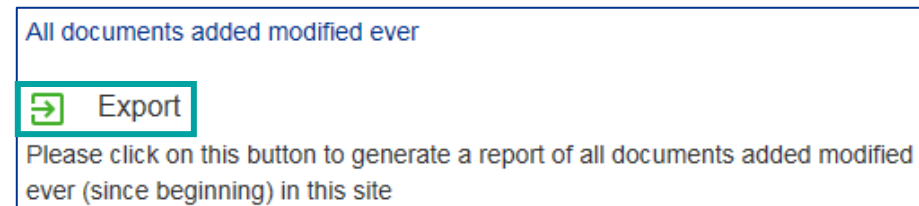
Click on  **Export** button to access the PBC reports page.



Before generating any report, it is necessary select the Group/Component. If no data exists, a message 'No records found'. Only the group or components you have access to are displayed.

All documents added modified ever report

This report provides you with details of all PBC documents modified (additions, deletions, or edits) that have occurred since the creation of the site.




Click  **Export** to generate the Microsoft® Excel¹® report generated:

	A	B	C	D	E
1	Document library name	Document name	Created date	Modified date	Document url
2	Q1	Borrowings breakdown.xlsx	08/11/2017 16:44:33 PM	08/11/2017 16:44:35 PM	https://kcentral.ex
3	Q1	banking confirmation.xlsx	08/11/2017 16:45:41 PM	08/11/2017 16:45:43 PM	https://kcentral.ex
4	Q1	banking confirmation.xlsx	08/11/2017 16:52:58 PM	08/11/2017 16:53:00 PM	https://kcentral.ex


All documents added modified in last 7 days report

This report provides you with details of all PBC document modifications (additions, deletions, or edits) in the site within the previous seven days.

All documents added modified in last 7 days

 **Export**

Please click on this button to generate a report of all documents added modified in last 7 days in this site

Click  **Export** to generate the Microsoft® Excel¹® report:

	A	B	C	D	E
1	Document library name	Document name	Created date	Modified date	Document url
2	Q1	Accounts payable reconciliation.xlsx	08/11/2017 16:56:19 PM	08/11/2017 16:56:20 PM	https://kcentral.ex
3	Q1	Accounts payable reconciliation.xlsx	08/11/2017 19:14:07 PM	08/11/2017 19:14:09 PM	https://kcentral.ex
4	Q1	Aging of accounts receivable.xlsx	08/11/2017 19:14:46 PM	08/11/2017 19:14:48 PM	https://kcentral.ex


All documents added modified report based on a selected date range report

This report provides you with details of all PBC document modifications (additions, deletions, or edits) in the site within a specified date range.


¹ Microsoft and Excel are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries


All documents added modified report based on a selected date range

From


8/10/2017 

To

8/14/2017 

 **Export**

Please click on this button to generate a report of all documents added modified report based on a selected date range

Input a date range and click  **Export** to generate the Microsoft® Excel¹® report:

	A	B	C	D	E
1	Document library name	Document name	Created date	Modified date	Document url
2	Q1	Accounts payable reconciliation.xlsx	08/11/2017 16:56:19 PM	08/11/2017 16:56:20 PM	https://kcentral.ex
3	Q1	Accounts payable reconciliation.xlsx	08/11/2017 19:14:07 PM	08/11/2017 19:14:09 PM	https://kcentral.ex
4	Q1	Aging of accounts receivable.xlsx	08/11/2017 19:14:46 PM	08/11/2017 19:14:48 PM	https://kcentral.ex

Customized PBC list reports

Customized PBC reports show information for a specific PBC list. There are three types of customized PBC list report:

Customized PBC list reports


PBC list

Type

All documents added modified

All documents added modified in last 7 days

PBC comment report

 [Export](#)

Only the PBC lists to which you have access are available.

- All documents added modified: details of all PBC documents modified (additions, deletions, or edits) that have occurred since the creation of selected PBC list
- All documents added modified in 7 last days: all PBC document modifications (additions, deletions, or edits) that have occurred in the selected PBC list within the previous seven days
- PBC comment report: details all comments added to a PBC request of a selected PBC list

Statutory audit tracking

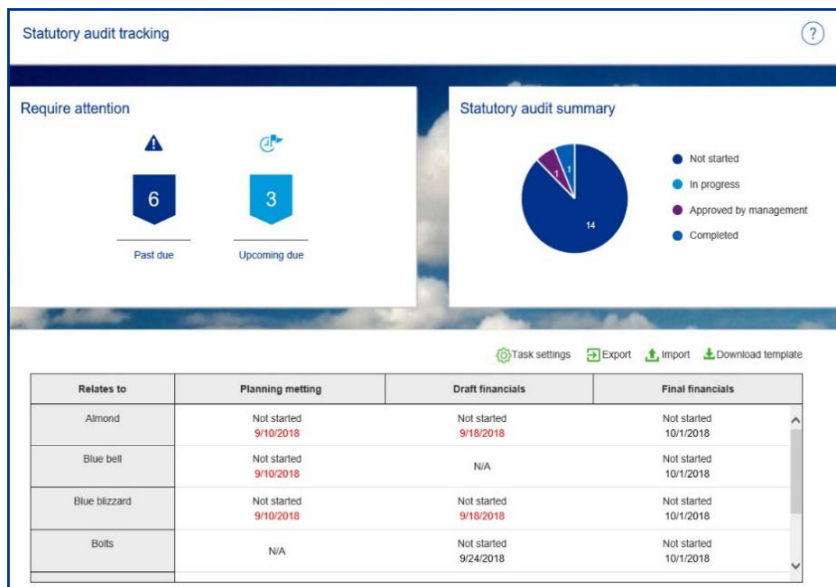
Quick Reference Card | September 2018

Overview

The statutory audit tracking tile can be used to facilitate project management and tracking of the statutory audit process across the group. It allows your KPMG group team to assign tasks and due dates to component audit teams and allows them and you to track overall status.

The statutory audit tracking page has three key features:

- Require attention dashboard
- Statutory audit summary dashboard
- Task grid




The require attention dashboard displays assignments that are overdue or due within 7 days from today and are not in completed status.

The statutory audit summary dashboard displays the status counts of all assignments in the statutory audit tracking.

The task grid shows all the assignments to which you have access along with status and due dates/completion dates.

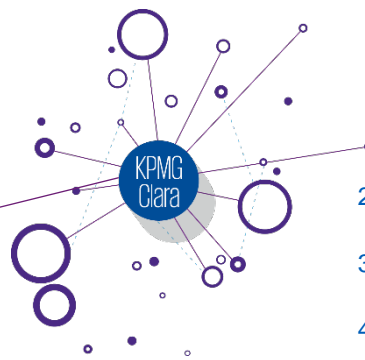
Export to Microsoft® Excel¹

Use  Export to export the task grid to Excel®. The export will only include the components to which you have access

¹ Microsoft and Excel are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries

Control deficiencies

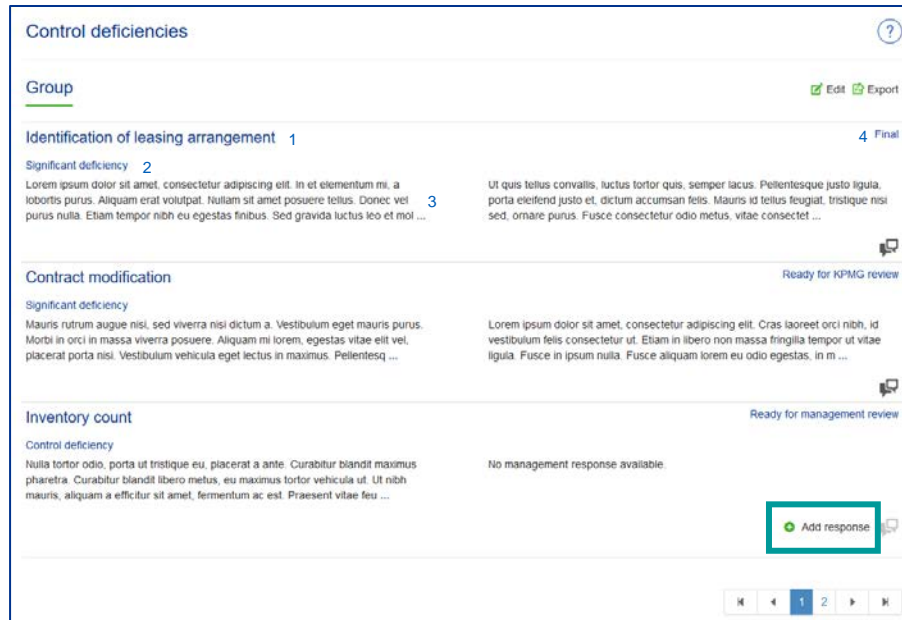
Quick Reference Card | May 2018



Overview

The control deficiencies tile can be used to facilitate project management of interactions between you and your KPMG team to discuss control deficiencies identified within the course of an audit. It allows you to draft your response to the control deficiency and includes comment functionality for discussion points.

① The control deficiencies tile is not considered to be a formal communication to management and/or those charged with governance as required by the relevant auditing standards. Your engagement team will issue a formal communication separately.

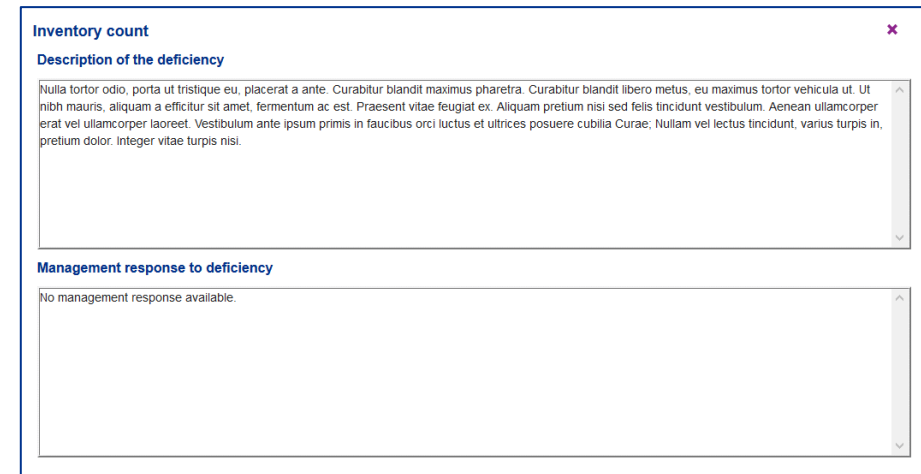


1. **Title of deficiency:** (Added by KPMG) You do not have the ability to edit this field.


2. **Nature of deficiency:** (Added by KPMG) Can be a control deficiency or significant deficiency. You do not have the ability to edit this field.
3. **Description:** (added by KPMG) This is the description of the identified deficiency by your KPMG team. You do not have the ability to edit this field.
4. **Status:** four statuses are available:
 - Draft (selected by KPMG): the control deficiency is being drafted by your KPMG team.
 - Ready for management review (selected by KPMG): your KPMG team has added the control deficiency and requires your response to the deficiency.
 - Ready for KPMG review: You can change the status to indicate that you have added your response .
 - Final (selected by KPMG): indicates that the control deficiency and response are complete.

View control deficiency

To view the full description of a control deficiency identified by the engagement team, click the title of the control deficiency.



Add response

To add a response to the control deficiency select  Add response and a popup is displayed:

- 1. Management response to deficiency:** enter your response to the control deficiency, which will be included in the formal communication to management and/or those charged with governance.
- 2. Status:** Change status to 'Ready for KPMG review'.
- 3. Client assigned to:** You can change this as necessary to assign it to another person on your team to add the response.

Edit response

To activate edit mode, select Edit . In edit mode you can edit or delete a response.

- To edit the response, select for the response you want to edit. In edit mode you can edit all fields except 'Title'. Once edits are made select Update to save changes.
- To delete a response, click . The response will be deleted permanently.

To exit edit mode, click Done editing .

Add Discussion Points

Use discussion points to provide additional information or questions regarding the control deficiency with your KPMG team or view their discussion points and responses to you.

To add a discussion point, click on and in the popup screen add your discussion points.

Discussion points are tracked via a thread, indicating the date and who added the discussion point.

If there are no discussion points, the icon appears as and when there are discussion points available, it appears as . To access the discussion points, click on the discussion points icon.

When the status of a control deficiency is selected as 'Final', you are not able to add discussion points.

Export to Microsoft® Excel¹

Use Export to export the control deficiencies and related responses to Excel®.

¹ Microsoft and Excel are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries



PBC Alerts

Quick Reference Card | June 2020

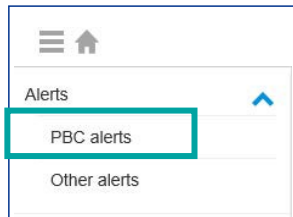
Overview

You can set alerts to receive notifications for the following items:

- Overdue and upcoming PBC alerts
- PBC comments alerts
- PBC custom alerts

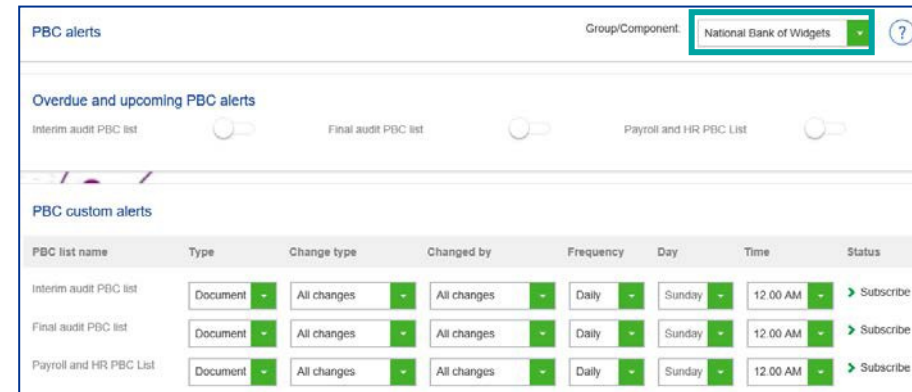
PBC alerts

To access the PBC alerts page, navigate to Home Menu > Alerts > PBC alerts.



Activate alerts to notify you of changes to a PBC list or to documents uploaded to a PBC list, including when the client uploads documents.



If you have access to multiple components, you must select the relevant group/component to populate the PBC lists.

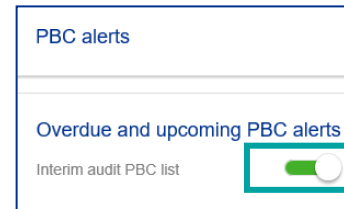


Three types of alert are available:

Overdue and Upcoming PBC alerts

Activate alerts to notify you of the PBC requests which are overdue or will become due in the next seven days and are still pending.

Subscribe to these alerts for specific PBC lists by turning the button on  and unsubscribe by turning the button off .



You will only receive an alert if you are either the client contact or KPMG contact.

ID	Category	Name	Detailed description	Due date	eAudit reference	Client contact	Status	Comments	KPMG contact	Add document	No. of documents	Prior period documents
1	Borrowings	Loan confirmations	Signed bank confirmation letters for each loan account with confirmation response to be addressed to KPMG.			Echols, Lo	Uploaded		Prakash, Lauren A	Upload	1	View

PBC custom alerts

Activate alerts to notify you of changes/updates in the PBC document libraries.

PBC document alerts will notify you of documents which have been uploaded to PBC requests.

PBC request alerts notify you of new PBC requests added into PBC management that have been assigned to you.

You can also select type 'All' to subscribe to both alerts.

Subscribe to or modify these alerts for specific PBC lists by using the following dropdown menus:

PBC list name	Type	Change type	Changed by	Frequency	Day	Time	Status
Interim audit PBC list	All	All changes	All changes	Daily	Sunday	9:00 AM	Subscribe
Final audit PBC list	Document	New items are added	Someone else changes	Weekly	Thursday	2:00 PM	Update Unsubscribe
Payroll and HR PBC List	Request	All changes	All changes	Daily	Sunday	12:00 AM	Subscribe

- Type:** specify the type of PBC alert subscription. Document (default value), Request, or All.
- Change type:** specify what type of change to be alerted to. All changes (default value), New items are added, or Items are deleted.
- Changed by:** specify changed by criteria. All changes (default value), Someone else changes a document, or Someone else changes a document created by me.

- Frequency/day/time:** specify frequency of alert receipt (based on Eastern time zone).
- Status:** user can subscribe to an alert by clicking [Subscribe](#). Click [Update](#) to save any changes to alert subscription. Click [Unsubscribe](#) to delete alert subscription.

PBC request alerts are sent daily with the Overdue and Upcoming PBC alerts mail.



Other alerts

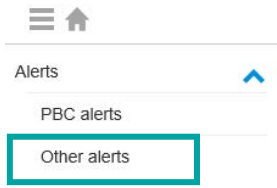
Quick Reference Card | May 2019

Overview

You can set alerts to receive notifications for non-PBC items.

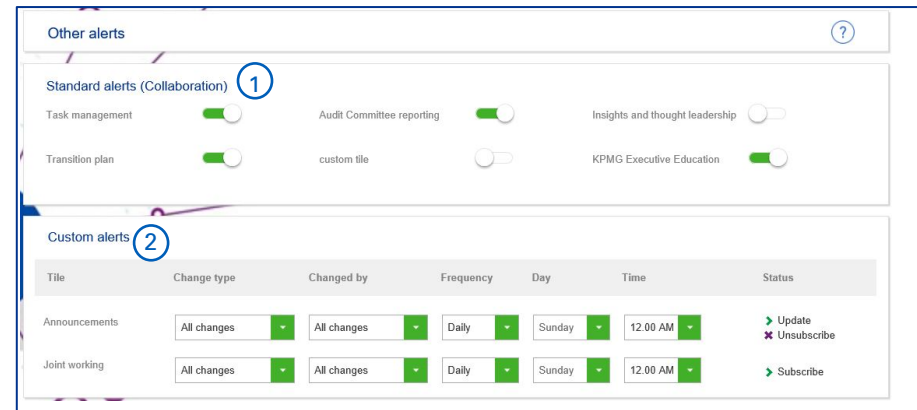
Other alerts

To access the Other alerts, navigate to Home Menu > Alerts > Other alerts.



You can set up various alerts to be informed of updates or action items for the various tiles. The alerts page contains the following sections:

- Standard alerts (Collaboration): set alerts for Task management, Audit Committee, Insights and thought leadership, Transition plan, and custom tiles
- Custom alerts: set alerts for announcements and joint working tiles



To activate any alert (except Custom alerts), click . Active alerts are indicated by .

1. Standard alerts (Collaboration)

Activate alerts to notify you of changes in the following tiles:

- Task management
- Audit committee reporting (option will only appear if you have been provided access to the tile)
- Insights and thought leadership
- Transition plan
- Any customized tile created under Collaboration page

Task management alerts are received daily. See the [Task management Quick Reference Card](#) for alert triggers.

All other alerts are sent weekly.

2. Custom alerts

You can activate custom alerts for announcements and joint working.

Title	Change type	Changed by	Frequency	Day	Time	Status
Announcements	All changes	All changes	Daily	Sunday	12:00 AM	Subscribe
Joint working	New items are add	Someone else cha	Weekly	Tuesday	9:00 AM	Update Unsubscribe

1. **Change type:** specify what type of change to be alerted to.
2. **Changed by:** specify changed by criteria.
3. **Frequency/day/time:** specify frequency alert (alert time based on Eastern time zone)
4. **Status:** subscribe to an alert by clicking [Subscribe](#). Click [Update](#) to save any changes. Click [Unsubscribe](#) to delete alert subscription. Fields are reset to default on unsubscribe.



Client login and password reset

Quick Reference Card | March 2021



Overview

Client users are required to log in to KPMG Clara audit sites using a unique username and password on the KPMG Login page. Your engagement team will add approved client users to the sites based upon the users you provide to them. If you are a new user to KPMG sites, you will receive an email which includes your username, which is your email address, and a one-time use link to create a new password. If you are an existing user of KPMG sites, such as KPMG Clara or Accounting Disclosure Checklist, you will use your existing username and password.

Minimum requirements and supported browsers

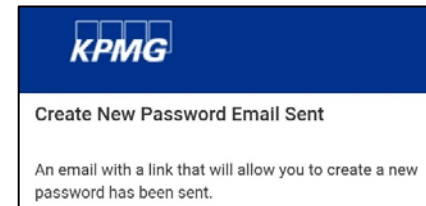
Category	Minimum Requirements	Recommended
Operating System	Windows Mac OS	Windows
Internet Browser	Internet Explorer 11 Chrome 70 Safari 11 Edge 44	Internet Explorer 11 or higher Chrome 70 or higher Edge 44

To promote successful client user experience

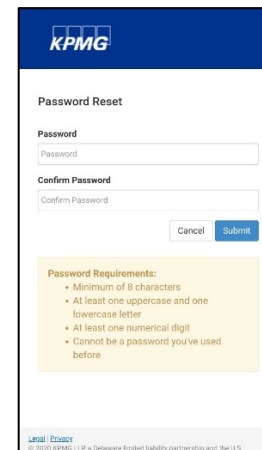
- Have your IT administrator perform the following for your organization:
 - Whitelisting the following URL as a trusted site
https://*.us.kpmg.com
 - Add these emails addresses as trusted email domains
donotreply@kpmg.com
noreply@kpmg.com

Initial login

For new users, the initial email received will contain a one-time use link to initiate the password setup process. Upon clicking the link provided in the email, an email with a link that will allow you to create a new password will be sent, as confirmed by an on-screen prompt.



The additional email sent will now include a link which when clicked, will allow the new user to set their initial password.

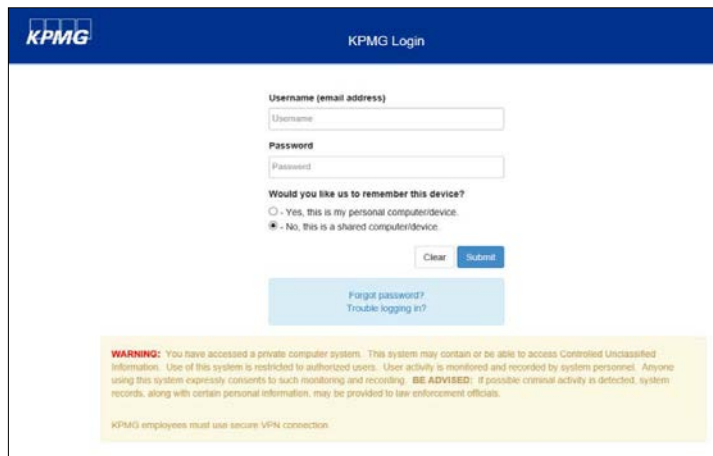
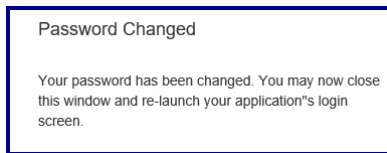


Next you will create a unique password which will be used to log in when navigating to the site.

New password requirements:

- Cannot be a password you've used before
- Password must be 8 characters or longer
- Password must contain the following characters:
 - > At least one uppercase characters (A - Z)
 - > At least one lowercase characters (a - z)
 - > At least one numerical digit (0 - 9)

On successful change of password, confirmation of password creation is displayed, and you are prompted to navigate back to your KPMG Login page. Upon login, input the new password.



Dual factor Authentication

After entering your username and password, answer the “Would you like us to remember this device?” question as:

- “Yes” if this is personal computer/device (i.e. not shared with others), which will allow the browser to remember your device as trusted and eliminate the need for a one-time passcode for 90 days. At the end of the 90 day period, one-time passcodes will resume for each login and you will be asked again if you want your device to be remembered as trusted.

-“No”, if this is a shared computer/device, you will be prompted for the one time passcode each time you log on.

Tip: If your browser is not configured by your IT administrator for accepting ‘cookies’, the selection to this question will not be remembered and you will need to enter the one-time passcode each time you log in regardless of how you answered the question. Contact your IT administrator to determine if cookies can be accepted for this trusted site. See [Appendix](#) for more information.

Forgot password / Password reset

Utilize the “Forgot password” link on the login page to initiate setting up a new password for your account.



Enter your username and click Submit and you will receive an email with a link, which expires in 60 minutes to click and create a new password for your account. Ensure you follow the new password requirements stated previously. If you click the password reset link after the 60 minutes you will be prompted to request a new one from the KPMG Login screen. Navigate back to the URL site's login screen and click “Forgot password?” again. If you click the link prior to the 60 minute expiration and receive a message that the link has already expired, see [Appendix](#) for more information.

If you try to log in unsuccessfully five times, the system will lock you out for 30 minutes. After the 30 mins you can utilize the “Forgot password” link to unlock your account and create a new password.

If you require quicker access or additional assistance, please call the Client Support line at 844-414-0049 between the hours of 8:00 a.m. to 8:00 p.m. EST. Client Support analysts can assist with unlocking accounts and password resets. The Client Support line phone number is also located on the log in page for your convenience. If preferred, you can contact Client Support via email us-fwkpmgcentralsup@kpmg.com between the hours of Monday – Friday 9:00 a.m. to 5:30 p.m. EST.

KPMG Login

Username (email address)

Username

Password

Password

Clear Submit

Forgot password?
Trouble logging in?

KPMG Clara Service Desk: If you need assistance with KPMG Clara, contact the support hotline (844) 414-0049. Hotline hours are Monday to Friday (8am EST to 8pm EST).

Once the password is reset by Client Support, you will receive an email with a temporary password that you can use to log in. Upon log in, you will be prompted to create a new password for your account following the new password requirements stated previously.

[Refer to Appendix for troubleshooting and common questions](#)



Appendix: Troubleshooting and common questions

This appendix provides guidance for the most common IT-related KPMG login questions. If the guidance below does not resolve your IT question, please reach out to your engagement team for more assistance.

Site performance questions

- The site seems to be running slow, from the homepage loading to uploading documents.
 - Run the speed test at www.speedtest.net, and review the results. In order for the site to operate at optimal performance, the download speed should be at least 10mbps and the upload speed should be at least 5mbps.
 - Assuming the speed is sufficient in the previous step, discuss with your internal IT department the performance issues you're experiencing and ask about potential causes (network infrastructure, firewalls, IP filters, etc.). Suggest that they whitelist/trust the following URL: https://*.us.kpmg.com which might resolve these issues. If speed is sufficient and the site has been whitelisted, reach out to your engagement team for KPMG IT support or email the [KPMG helpdesk](#) directly.

Emails

- Emails come from donotreply@kpmg.com and noreply@kpmg.com, be sure to have your IT administrator add these addresses as trusted email accounts for your organization to prevent delays in receiving emails for one-time passcodes and password resets, which result in expirations of the time sensitive information contained in the email.

One-time passcode questions

- Each time I login I am required to enter the "one-time passcode": Is there a way to only enter it once?
 - When entering your password within the log-in page, be sure to select "Yes, this is my personal computer/device": By selecting yes, the browser will remember the one-time passcode, and you will only be required to re-enter it once every 90 days for security reasons.
 - If you have already selected "Yes, this is my personal computer/device"; but are still being prompted to enter the one-time passcode upon each log-in, verify with the system administrator that the internet browser is setup to accept cookies.
- I received the one-time passcode in my email, but when I enter it into the KPMG Login page, it says that it has expired or is incorrect.

- For security reasons, the one-time passcode expires after 10 minutes. If it has been longer than 10 minutes since you received the one-time passcode email, navigate back to the login screen to enter your username and password to generate a new one-time passcode. If you entered the expired one-time passcode and the on-screen prompt indicates your passcode is expired, click the "Regenerate" button to have a new one-time passcode sent to your email.
- If you have requested multiple one-time passcodes (by using the regenerate button), you may be trying to enter an old passcode. Each time you regenerate a new code, the previous code becomes invalid. Click the regenerate button one more time, and delete all old passcode emails. Enter in the new passcode received into the site.

General log-in questions

- I have entered my username and password but am receiving a "Sorry, this site hasn't been shared with you" message.
 - Please discuss with the engagement team to ensure they have correctly added you to the site and has given you access rights.
- I have correctly entered the username, password and one-time passcode, but instead of getting directed to the KPMG Clara or KPMG Central Audit site homepage, I am receiving an error message. It is possible that a bad cookie has been embedded within the browser. Clear the cookies, cache and temporary internet files per the instructions [here](#), and then try accessing the KPMG site again.

