

Version Update Notes

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Email Tracking Enhancements

An enhanced standalone email tracking facility has been developed to provide an alternative solution to the current sent items email tracking process. This alternative facility has been developed with heavy email users in mind to speed up the email tracking process and remove dependence away from the LawWare Addin. This effectively will improve performance of the email tracking process.

To enable this facility please contact the Helpdesk on 0345 2020 578.

FormEvo with LawWare

FormEvo are a forms provider that integrates with LawWare applications. The facility carries the following functionality: -

1. Allows Users to import provider Forms as Templates
2. Save forms as drafts for continuous editing
3. Save finalised forms against casefiles

Any LawWare users who are interested in registering for this service can do so through the following web address <https://www.formevo.co.uk/> Here you will also see a list of available forms <https://www.formevo.co.uk/legalforms/>. Clicking on the **Get Started Now** button will allow you to register online: -

NOTE: Any Clients signing up to FormEvo need to inform them at registration that they are a LawWare customer, this is so that the facility can be setup with the added LawWare functionality.

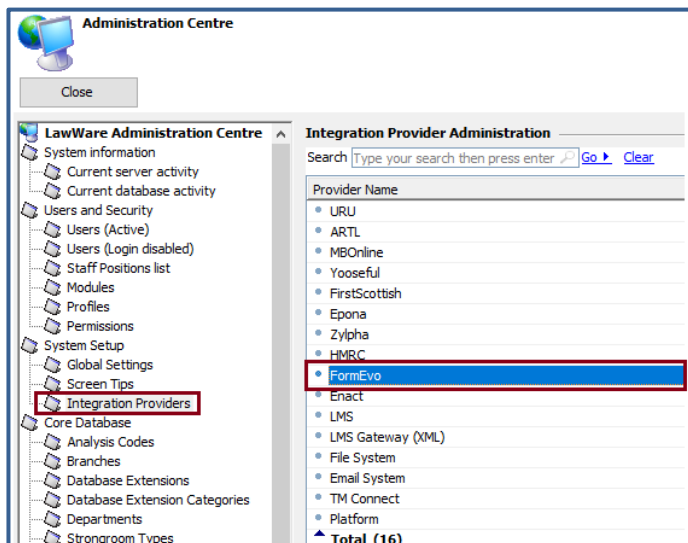
Setting your User Credentials

Once you have been set up as a user in the FormEvo online system by your Administrator you will receive an email with your username and password. You now need to enter these details into the Integration Providers section for FormEvo, within the Administration centre.

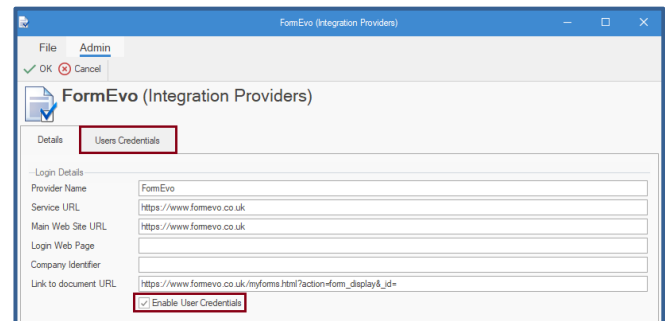


The Admin Centre button is accessible through the Administration category on the ribbon.

Select the **Integration Providers** menu, then on the view to the right double click on the **FormEvo** link to open the setup menu.



Select the **User Credentials** tab to display the list of existing LawWare users.



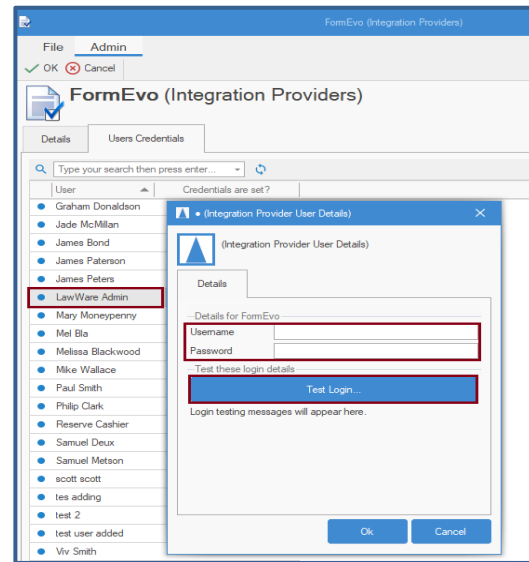
Entering User Details

Click on the user name you wish to authorise for using Form Evo:

- Enter Username provided
- Enter Password provided
- Test Login
- Click OK to save the details for your account

Once you have completed this, you will be able to login to the Form Evo system and download the templates.

Note: Make sure that your email address has been added to your User Contact Details within the LawWare Database. As this may cause the Test Login step to fail.

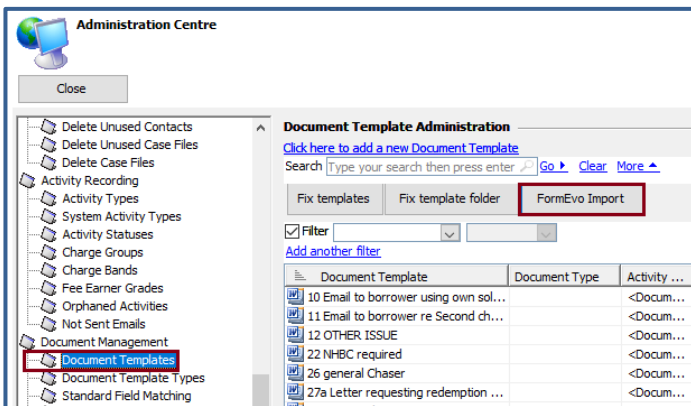


Importing Forms as Templates

Once you receive confirmation that your account has been activated you will then be able to import the templates of your choice through the Document Template section within the LawWare Administration centre.

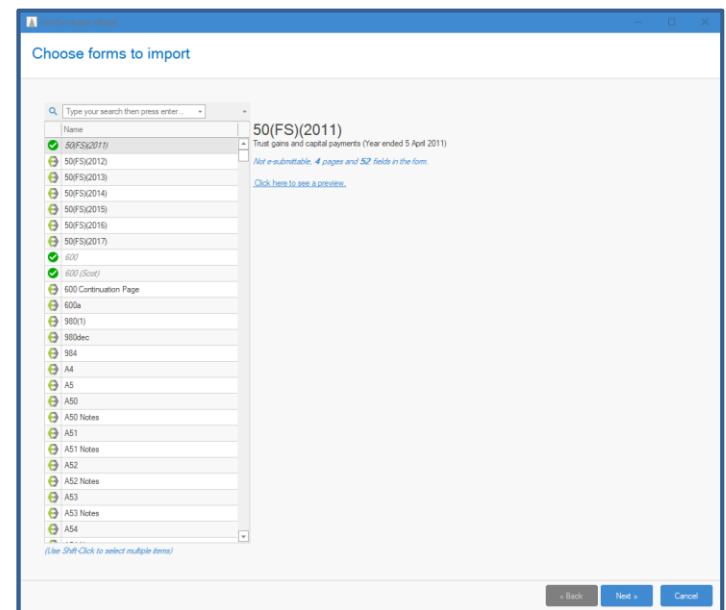


The Admin Centre button is located under the Administration category on the ribbon.



Highlight the **Document Templates** menu, then on the view to the right click on the **More** button in blue to extend the visible options. Select the option **FormEvo Import**

The following screen will appear allowing you to search and select the templates of your choice for import.



Click the **Next** button to complete the action.

Observations

Clicking on a template displays a summary of the template content:

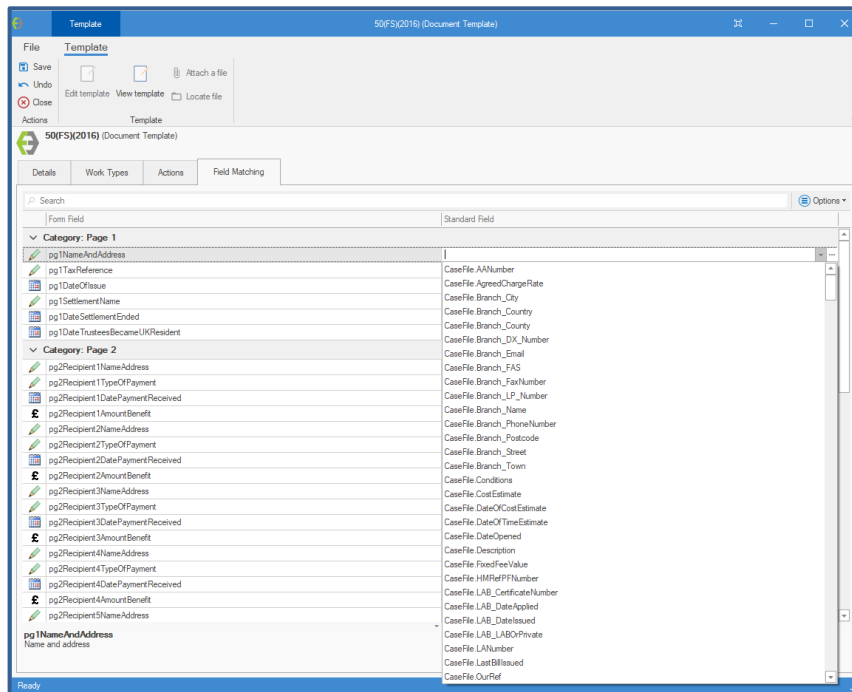
- Description of the form
- If the form is e-submittable or not
- How many pages there are
- How many fields are in the form
- A link to preview

You can select multiple forms to import by holding down the shift key and clicking your selection.

Note: Once you have imported your forms you can then assign them to the applicable Worktypes and edit them to use the LawWare mergefields.

Editing Imported Forms

When the forms are imported you are given the option to open them for editing. If you prefer you can do this at a later point. Editing the forms allows you to map the fields so that the respective data populates the document for submission.



The **Details** of the template will be automatically populated with the name of the form and the provider details.

Click on the **Worktypes** tab to assign the form to the appropriate worktypes.

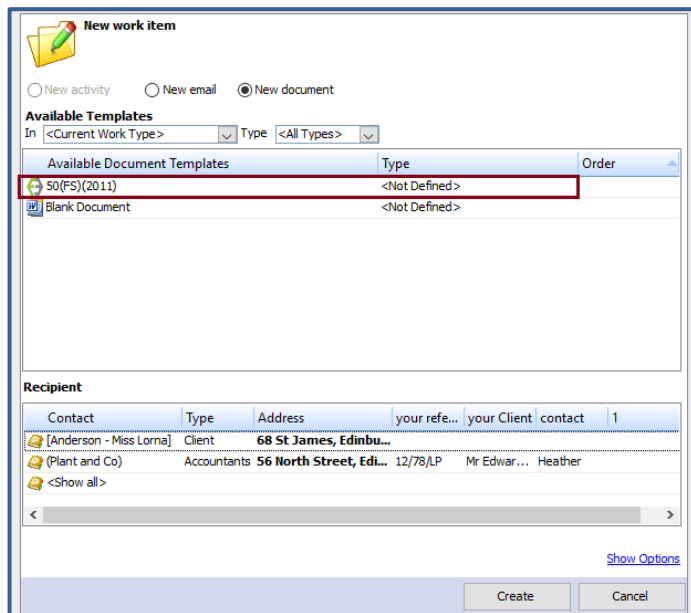
Click on the **Actions** tab to setup any reminder options you may need.

Clicking on the **Field Matching** tab will display the fields for population within the form down the left-hand side of the screen. On the righthand side of the screen you will be able to map the LawWare mergefields.

Click on the corresponding dropdown menus to choose the appropriate Standard LawWare fields.

Creating a Document from a FormEvo Template

The FormEvo templates will display as usual through the Create a Document functionality



Select the template you want to use and highlight the recipient details then click the **Create** button.

You will be asked to enter your FormEvo username and password the first time you are directed to the website.



The Activity is added to the casefile with a link to the FormEvo document online.

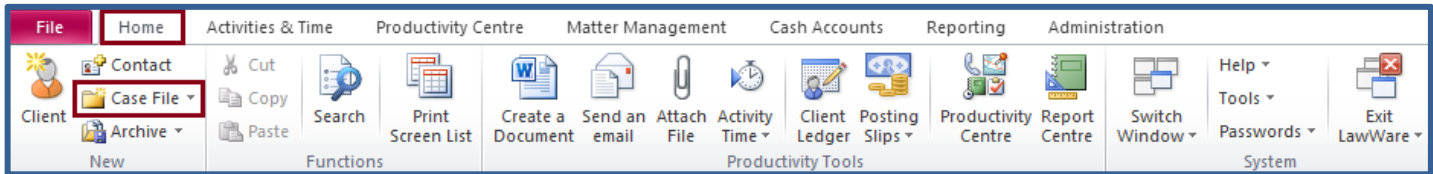
Clicking **Open** on the activity screen will take you to the document online to allow you to make any changes you require. The latest version of the form will be available through the **Open** link.

If Forms integration is an area of interest to you, please contact innovate@lawware.co.uk for further assistance.

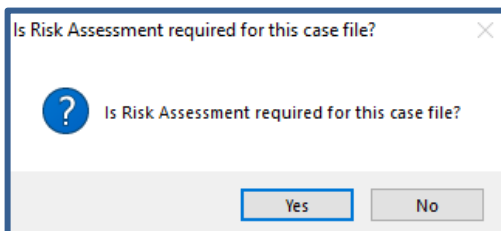
Risk Assessment – Know Your Client

With the introduction of more stringent Risk Assessment processes and a need to know your Clients, LawWare are introducing additional enhancements to the existing Risk Assessment facility. There are new restrictions in place that will prohibit financial postings on a Clients ledger when ML and/or Risk Assessments are incomplete and/or expired. A facility has also been added to allow Case files to be marked as not requiring Risk Assessment. Notifications have been introduced to allow for full monitoring of Risk Assessment statuses.

Creating a New Case file



On creation of a new Casefile Users will be asked if Risk Assessment is required.



Yes is the default answer.

Answering **No** will allow the user to continue without completing a Risk Assessment.

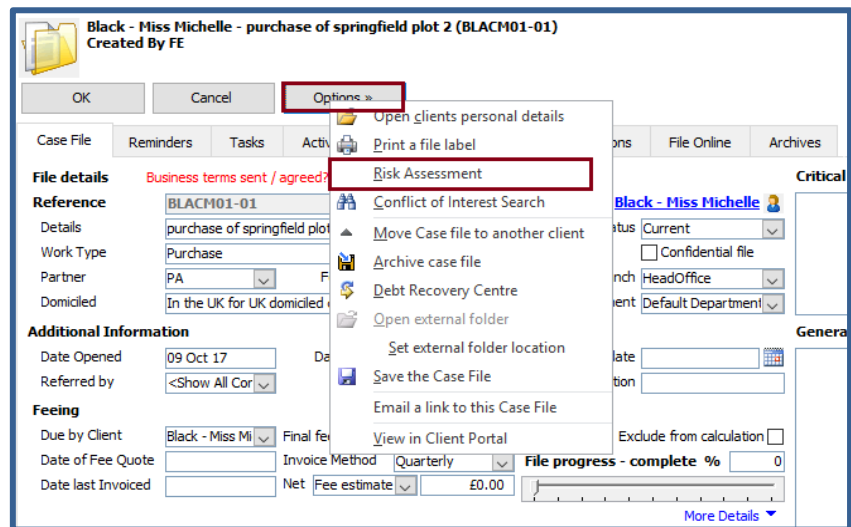
A new notification **Case Files that do not require Risk Assessment** has been introduced to track any casefiles flagged as not requiring Risk Assessment.

Notification	View	Total
>>> Clients & Files		
Case File High Risk Assessments (CDD)	All	25
Case Files approved by MLRO this Month[F]	All	None
Case Files awaiting MLRO Authorisation	All	9
Case Files rejected by MLRO	All	3
Case Files that do not require Risk Assessment	All	4
Case files without completed Risk Assessment	All	16
Client High Risk Assessments (CDD)	All	1
Clients awaiting money laundering	All	9
Clients missing AML in either Primary or Secondary	All	12
Clients ML expires in next 7 days	All	None
Clients money laundering expired	All	8
Risk Assessment Reviews Due in next 7 days	All	None

Reference	Description	Client	Partner	Fee Earner	Decided By	Decided On	WorkType
ALLD01-06	asdasdas	Allinson - John (Allinson - Mr John and Mrs ...	PA	Admin	Admin	24 Oct 19	Accident & Damages Claims
COLLD01-02	Purchase of 18 Felicity Walk	Collins - Mr Simon	MB	MB	MB	06 Dec 19	Purchase
FROGF03-02	test2	Frog - Mr Freddo	PA	Admin	Admin	11 Jul 19	Childrens Civil Legal Aid
PTT01-01	Adoption of child	Pitt - Mr Brad & Mrs Angelina	JP	Admin	Admin	06 Dec 19	Family
Total (4)		Admin					

If a Practice should later overturn their decision and decide that a Risk Assessment is required, Users can action this by clicking on the **Options** menu within the Case file and choosing **Risk Assessment** from the list.

The Risk Assessment form will be launched for completion and the Case file will no longer be flagged as not requiring Risk Assessment.



Changes to the Risk Assessment screen

A **Review Date** field has been added to the Risk Assessment screen. This allows Users to set review dates and carry out interim reviews for the duration of a case.

A notification has been added to monitor and manage case file review dates; this is called **Risk Assessment Reviews Due in the next 7 days**.

The number of days for this notification is customisable on a User by User basis.

The **Notes** field is now visible on the main view in line with each question and must be updated to allow Users to mark the Risk Assessment as completed.

Clicking the **Complete Review** button marks the Risk Assessment as done and produces the Risk Assessment document and Activity. Users are then prompted to set a **Review Date** to carry out their next review of the case file.

Clicking **OK** takes the User back into the Risk Assessment form to set the **Review Date**. Once this is set the User should click **Save** to exit the form.

When a review date is passed the following message will appear within the Case file

If Users do not have all the information available to complete a Risk Assessment, they can click the **Save** button at any time and come back to it later.

This will result in the case file being marked as having incomplete Risk Assessment and will appear in the notification **Case Files without completed Risk Assessment**.

Administrative Note

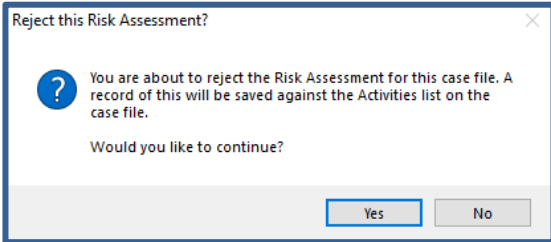
Review Periods can be set at Worktype level through the Administration Centre to automate the setting of review dates.

Administration View

MLRO Approval or Rejection

When the MLRO approves or rejects a Risk Assessment, an activity along with a PDF report are created against the case file recording this information.

If the Risk Assessment is rejected the following message will appear.



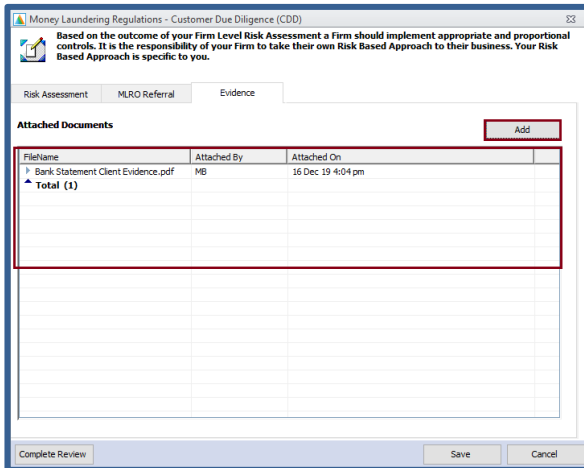
Only Users who have the permissions to act as the MLRO will be able to **Approve** or **Reject** a Risk Assessment.

All rejected Risk Assessments can be identified through the Notification **Case Files Rejected by the MLRO**

Evidence

Part of the Risk Assessment enhancements is the facility to attach evidence to support any proof Users may want to capture as part of their Risk Assessment process.

Example of evidence could be items like Bank Statements, Proof of Address or Source of Funds which can all be attached here.

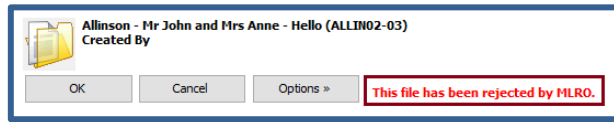


To attach evidence Users would click the **Add** button in the **Evidence** view. This would open a file explorer window for users to then attach their evidence.

When a Risk Assessment is submitted or resubmitted all scanned evidence will appear as part of the generated Risk Assessment pdf report.

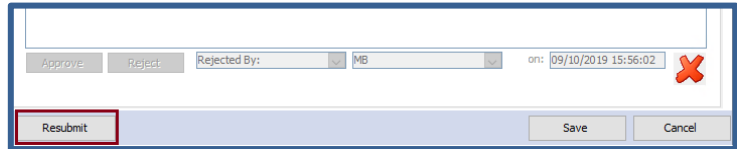
Note: Users evidence would already need to exist within a network folder to allow for it to be linked to the Risk Assessment evidence view.

When a Risk Assessment is marked as rejected the Case file is flagged and becomes locked restricting all receipted monetary transactions.



A rejected Risk Assessment can now be resubmitted by Users.

To resubmit a Risk Assessment, Users can reopen the Risk Assessment form, make any required changes then click the **Resubmit** button at the bottom left hand corner of the screen.



There is no longer a requirement for Users to change any Risk Assessment answers to allow them to resubmit. They can simply update or expand on their notes or attach supporting evidence.

Administrative Note

New Admin settings have been added to the Global database to prevent monetary receipt transactions in the following circumstances:

- If Risk Assessment is passed its review date
- If Money Laundering is Expired
- If Money Laundering is Missing

These settings are switched off by default but can be enabled on request.

Global Settings

