Law Society of Alberta

Trust Safety: PwC Connect Tool Upload

Release: Final

Updated November 2018

Table of Contents

1. Background

Rule 119.30(5) requires law firms to submit the firm's trust account data electronically to the Law Society of Alberta (LSA) on an annual basis.

In an ongoing effort to improve our processes, Trust Safety has partnered with PwC which will replace the current Accellion secure file sharing site. aw firms are still required to submit their Trust Safety Annual Filings by March 31, 2019, but how the electronic data is uploaded is changing with the transition to a new data analytics service provider.

The new PwC Connect tool allows the Law Society to review the data in aggregate and provide useful Law Firm metrics back to the profession to assist in decision making and the proper management and administration of a trust account. It also helps to address lawyers' concerns about the number of approved software vendors.

This will allow law firms to use any of the eight-approved trust accounting software vendors to generate their trust accounting data. It will create efficiency in the vetting process and ensure the accuracy of the data provided by Lawyers.

The Responsible Lawyer is accountable for all filing requirements of the law firm, as per Rule 119.3(1).

Law firms will be required to use the connect tool to upload their trust account(s) data electronically effective January 1, 2019.

2. Logging In

You can log in securely to the Connect Tool from any computer with Internet connectivity.

1. You will receive an email from pwc_it_comms@us.pwc.com to the email address we have listed on file for you. This message will contain your temporary password. Your temporary password is required for setting up your account. You will need to wait for the second email containing more information, before you can log in.

Welcome!

Dear Anjanie Marathe,

A PwC account has been generated for you. Please note the following regarding your account:

- Your temporary password is **865788QW!@#$%^&*()89119**
- Your temporary password will expire upon first use. After your initial login, you will be prompted to change your password and select security questions and answers.
- You may receive an email with application specific login instructions.

Please do not reply to this automated message. *If you need help, have questions, or need to make changes to the above registration, please request assistance from your PwC Contact.*

2. You will receive another email with your specific log in information. You can log into the Connect site by clicking on the URL listed at the bottom of the email: https://ghw.connect.pwc.com. *Please do not bookmark this page as it causes issue with the embedded redirects.*

Connect

Welcome to Connect! Connect is PwC's coordination workflow tool, providing fast, efficient and secure information sharing at every stage of the audit.

Need to get acquainted with Connect? You can find easy to use reference materials within our Help function, or watch this video: https://video.pwc.com/media/t/1_pusuif89

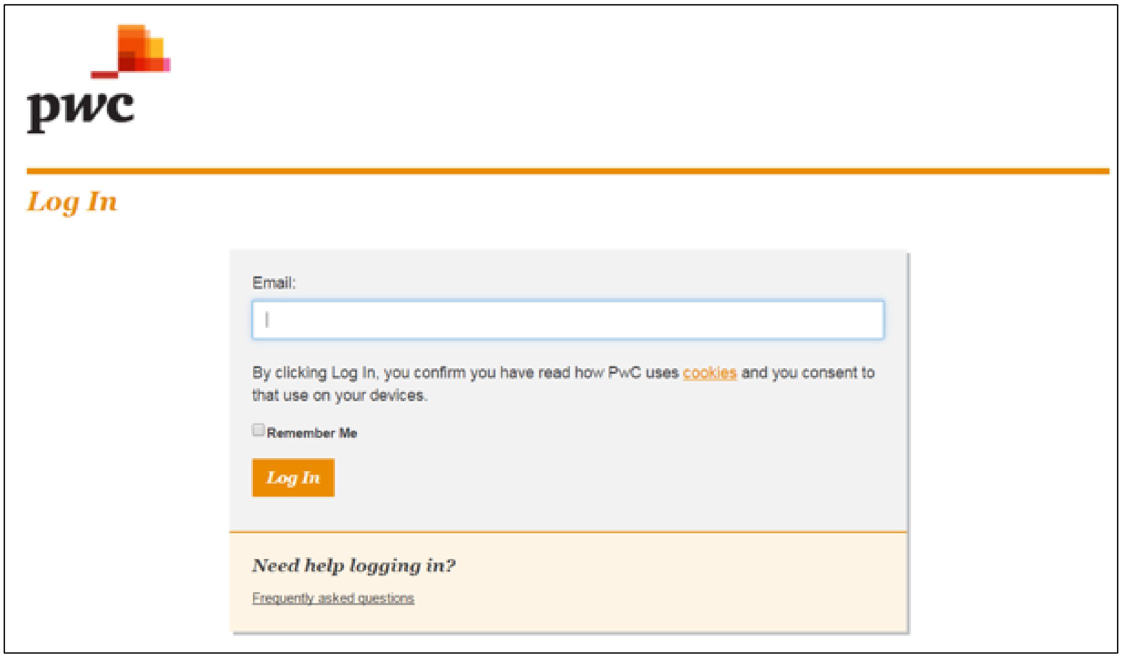
If you have an existing log-in and password with PwC, you can log-in and access the site at this time.

If this is the first time that you are being registered with PwC, you will receive an additional email from PwC IT Comms (pwc_it_comms@us.pwc.com) containing your temporary password. If you do not receive this email within an hour, please contact your PwC engagement team as you will be unable to log in without this information.

You have been granted access to the following Connect site: LSA Annual Reporting.

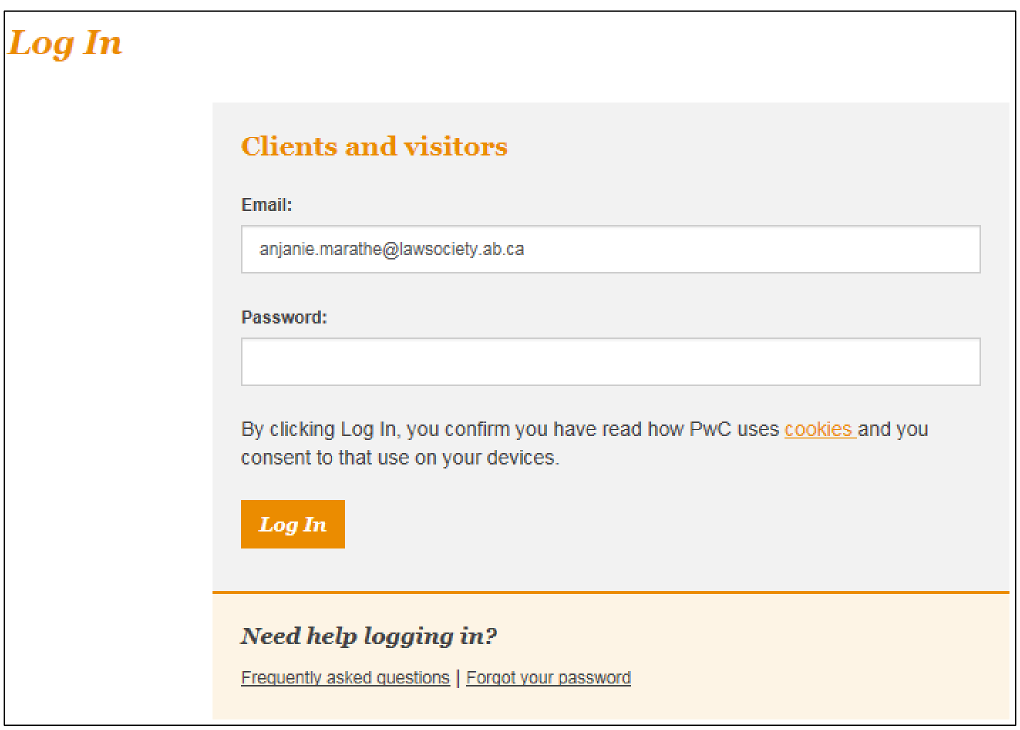
You may access the site by navigating to the following URL:
https://ghw.connect.pwc.com/sites/434b2f4ecbba0c63

3. Click on the URL at the bottom of the email and you will be redirected to the PwC site. The login window will appear, and you will be prompted to enter your email address. The screen below is the first screen you will see whenever you log into PwC Connect.



4. After you enter your email address and click on "Log In", you will be directed to the Clients and Visitors page. Next you will be required to enter the temporary password listed in the email you first received from PwC. After the first log in you will need to use the password you have created.

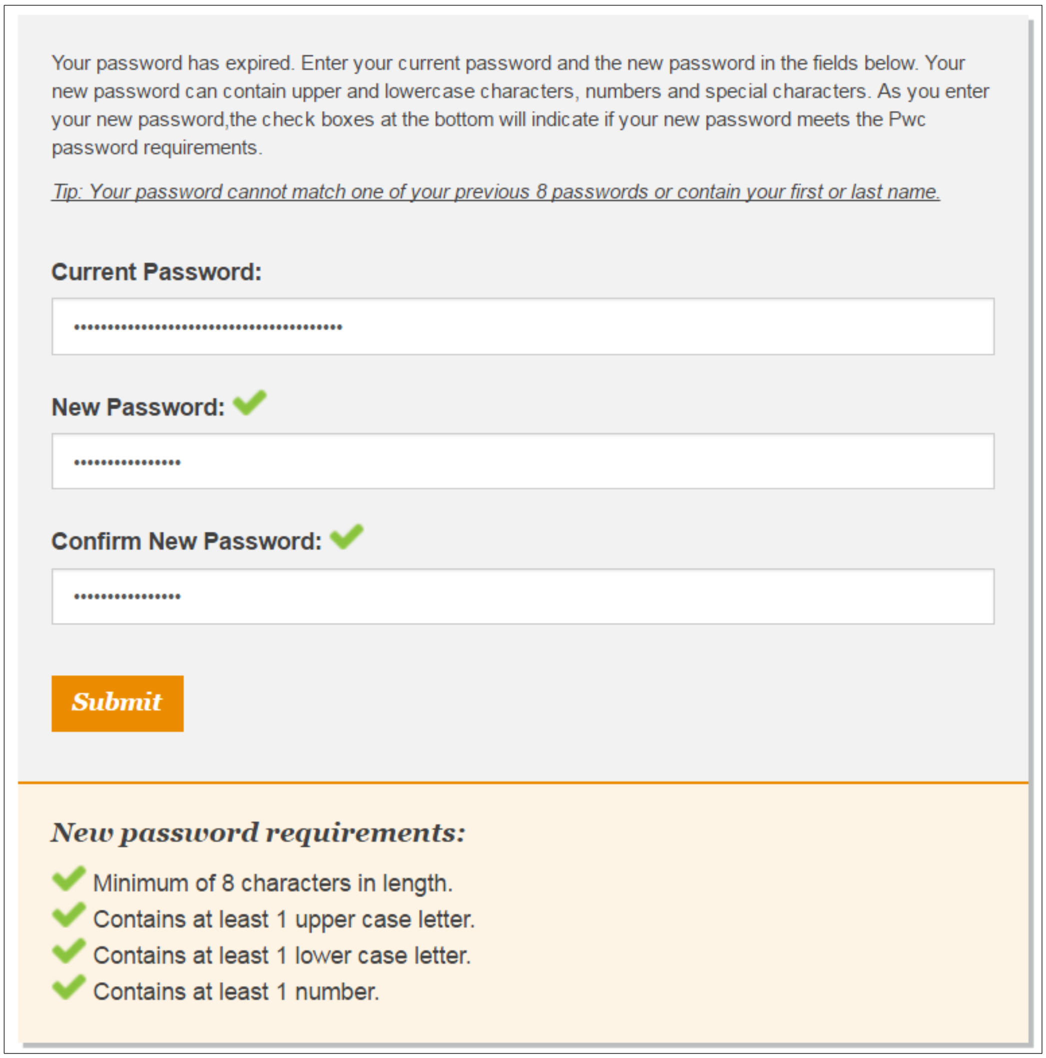
5.



5. You will be prompted to change your password upon successful login. The password should contain the following:

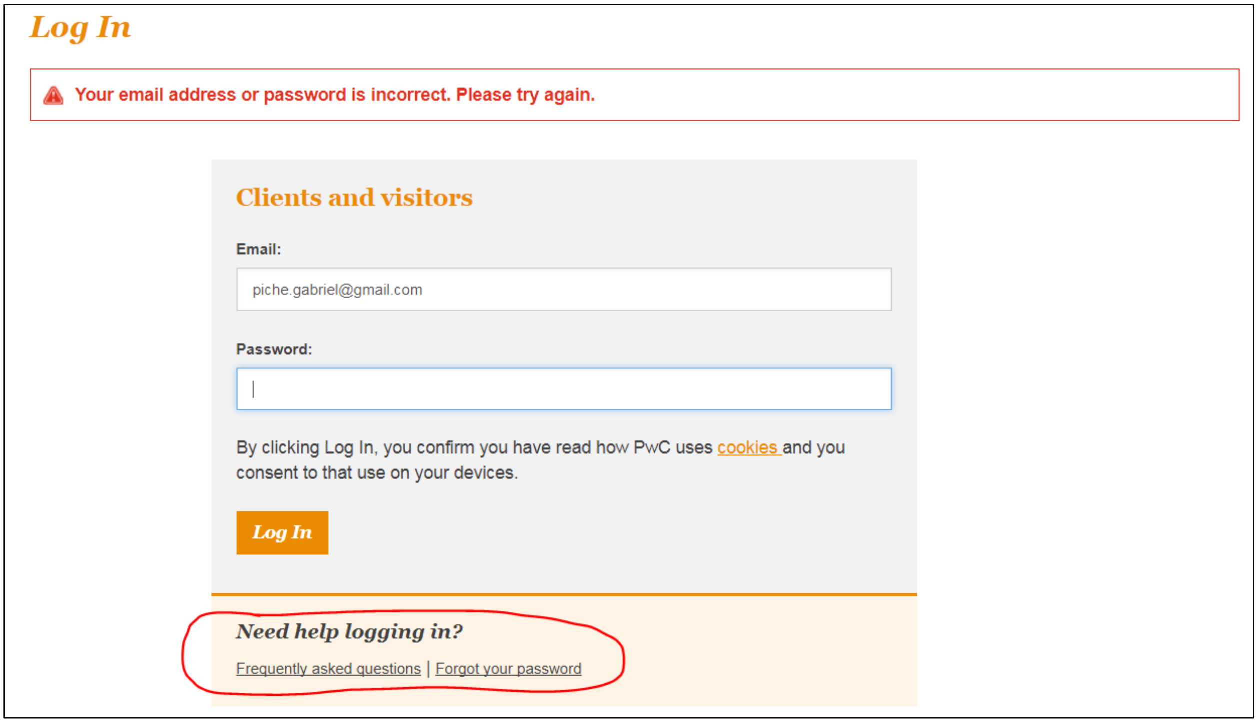
- Minimum of 8 characters in length.
- Contains at least 1 upper case letter.
- Contains at least 1 lower case letter.
- Contains at least 1 number.

Please note, your password expires every 90 days.



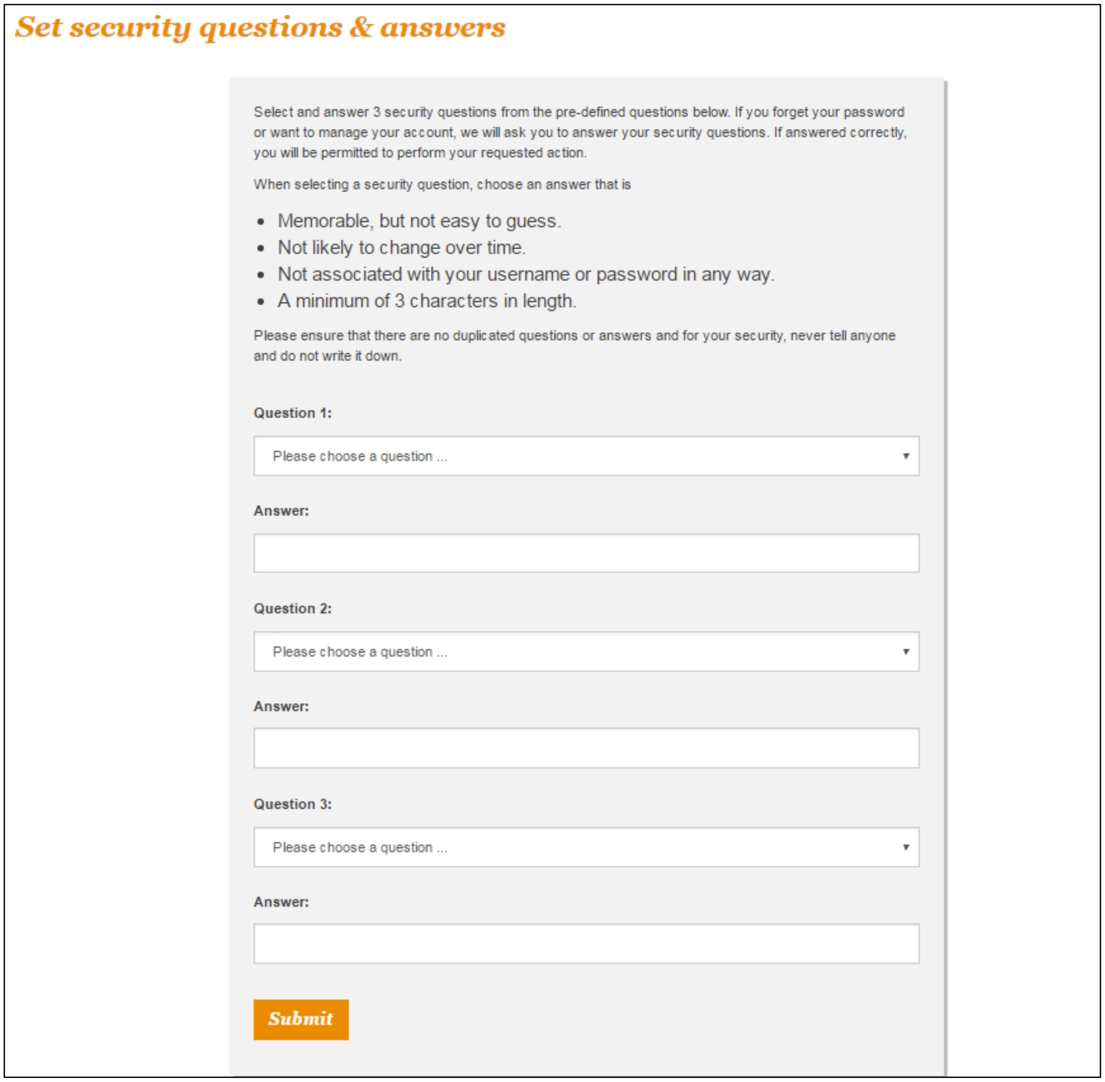
Password Recovery

1. If you have forgotten your password, you can reset it yourself using the" Forgot your password" option located at the bottom of the login page. You will need to remember your recovery questions and responses. Once you enter the requested information, a temporary password will be emailed to you.



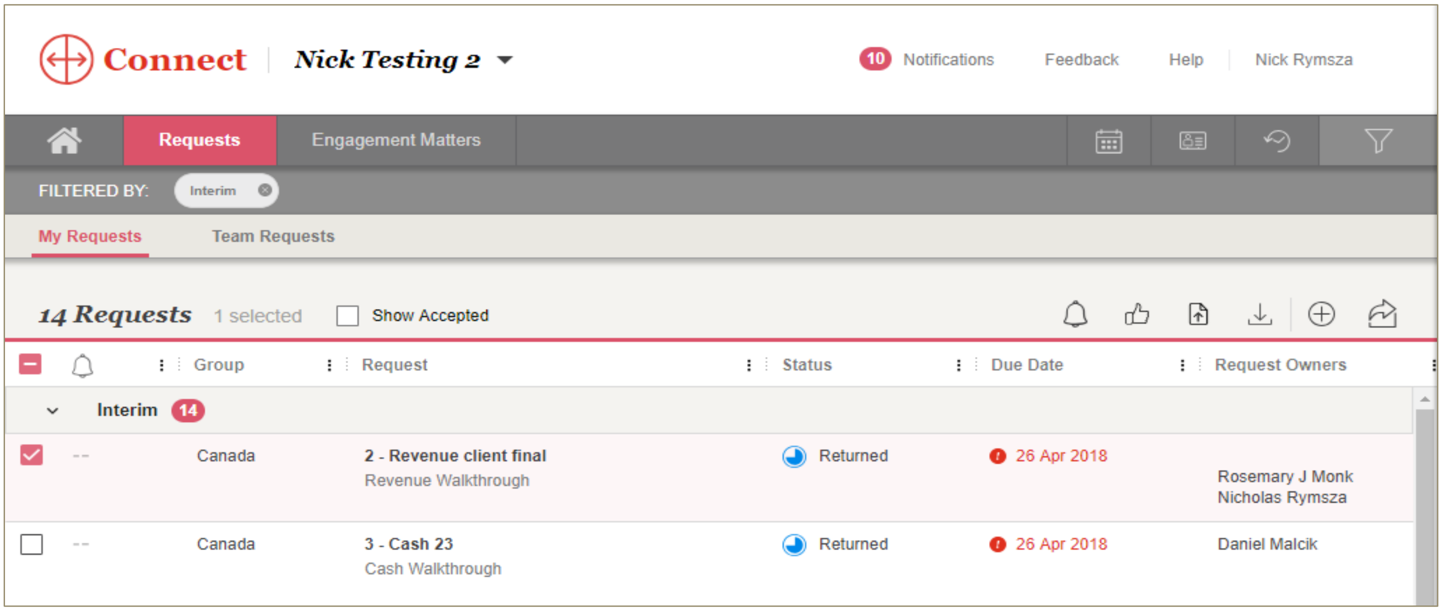
3. Account Setup

1. Once your new password has been accepted, you will need to set up your account by selecting three security questions and answers. This will assist you with logging in if you forget your password. Once you are done selecting the questions and answers please click Submit.

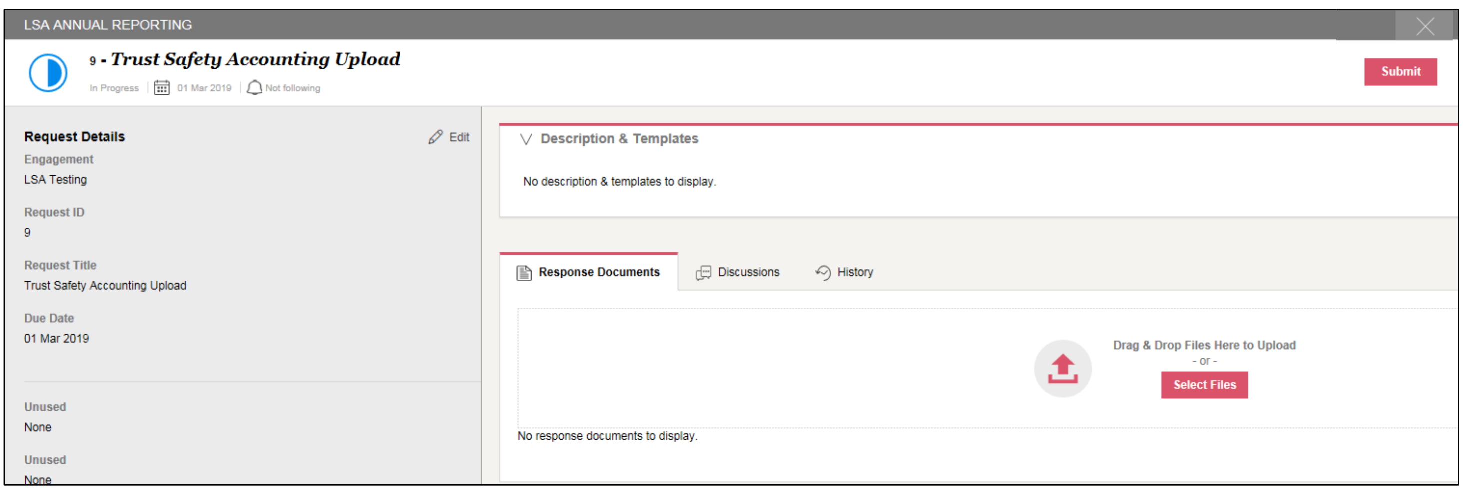


4. Requests

1. Once you log in, you will be directed to the Requests page. The request page lists your annual filing requirement and provides a record to respond to. You will be able to submit your filing by accessing the request that is assigned to you.

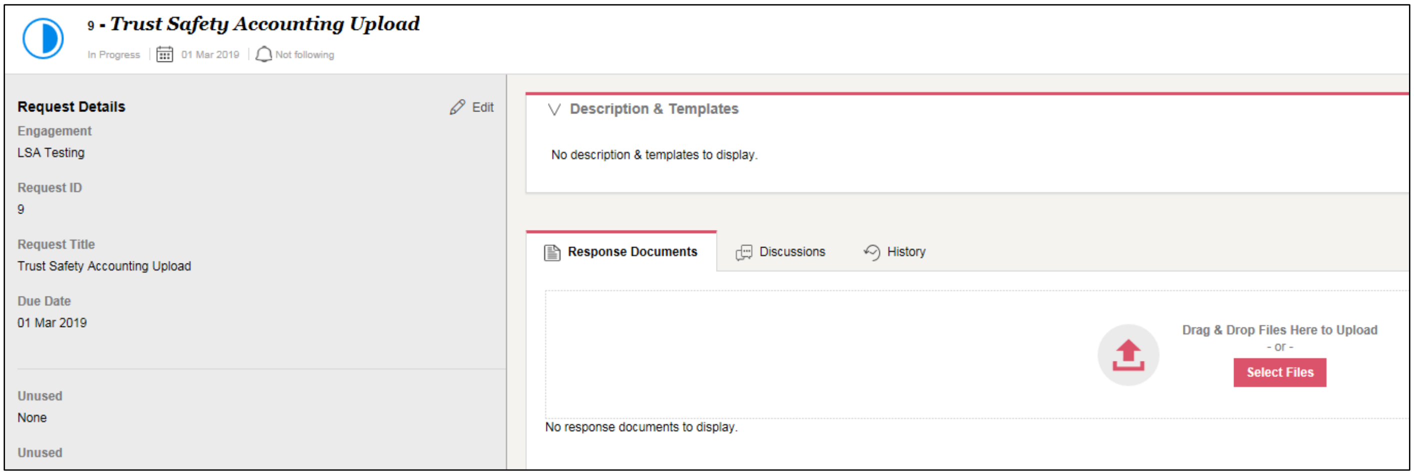


2. To view the request, click on the request title to access the details of the request. Once you are in the request page, you will be able to see the details (ie. Due Date).



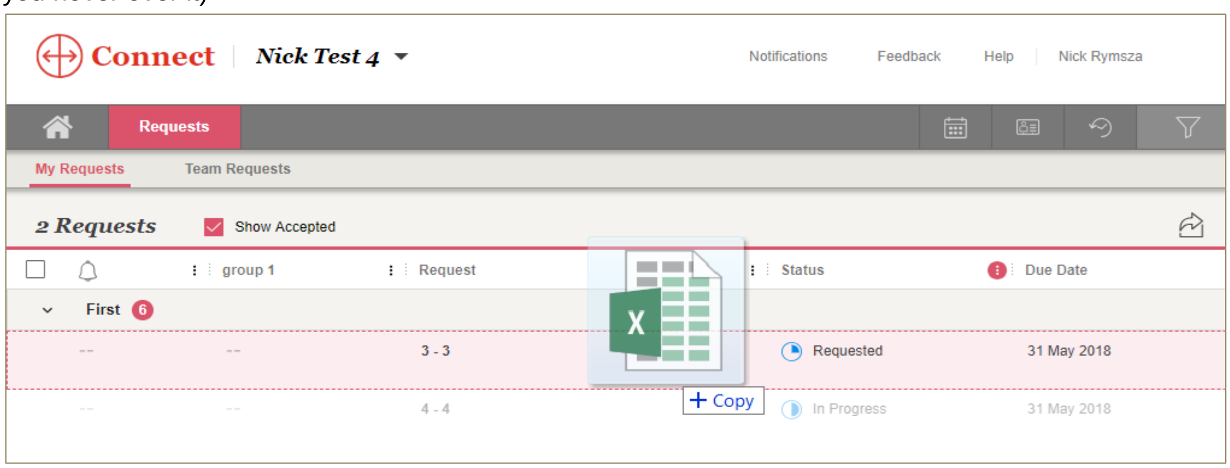
5. Submissions

1. To submit your filing to Trust Safety, you will need to click on the "Response Documents" tab in the request.

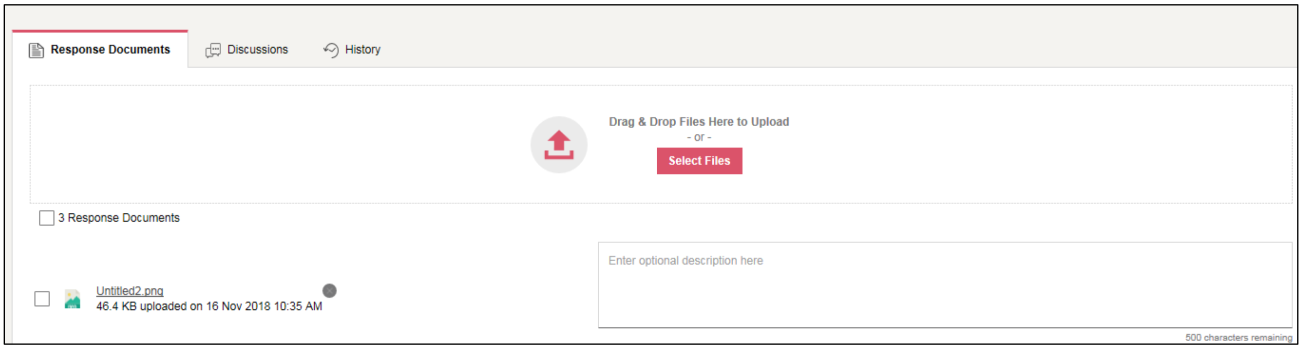


2. Select and drag the files that were generated by your software into the using the following two options:

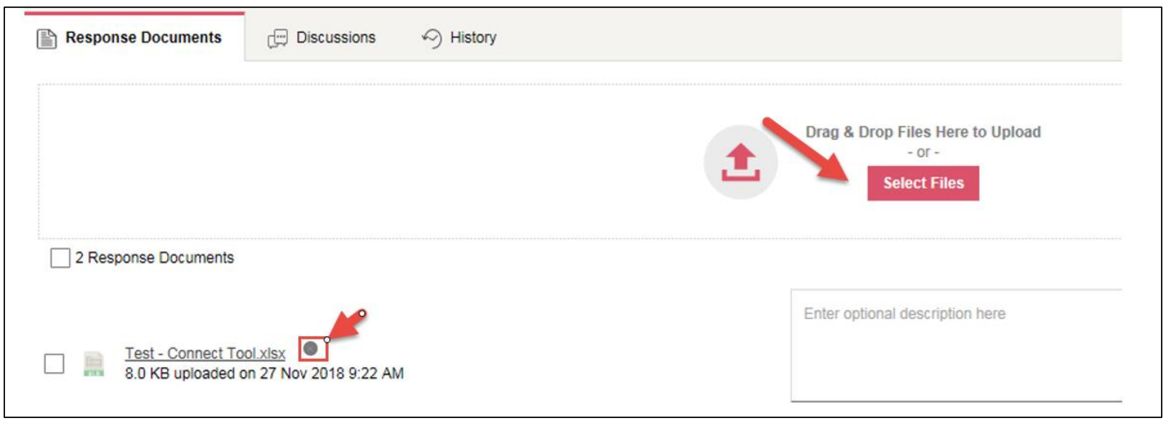
Drag & Drop
a) Select and highlight the documents generated by your software from your desktop or windows folder;
b) Drag & Drop files into the row of the desired request on the Requests view (this will highlight pink when you hover over it)



Select Files
a) Click on "Select Files"
b) Locate the files on your computer and click open at the bottom of the dialog box
c) The files should be displayed in the request.

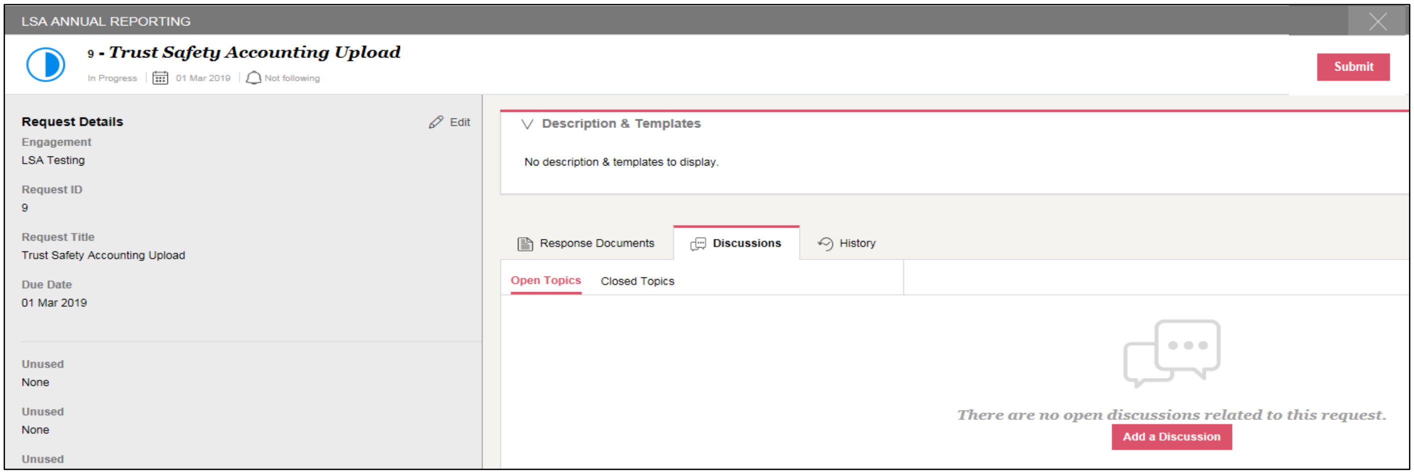


To delete an attachment, click on the "x" next to the file. Please note, files cannot delete files once the request has been submitted.

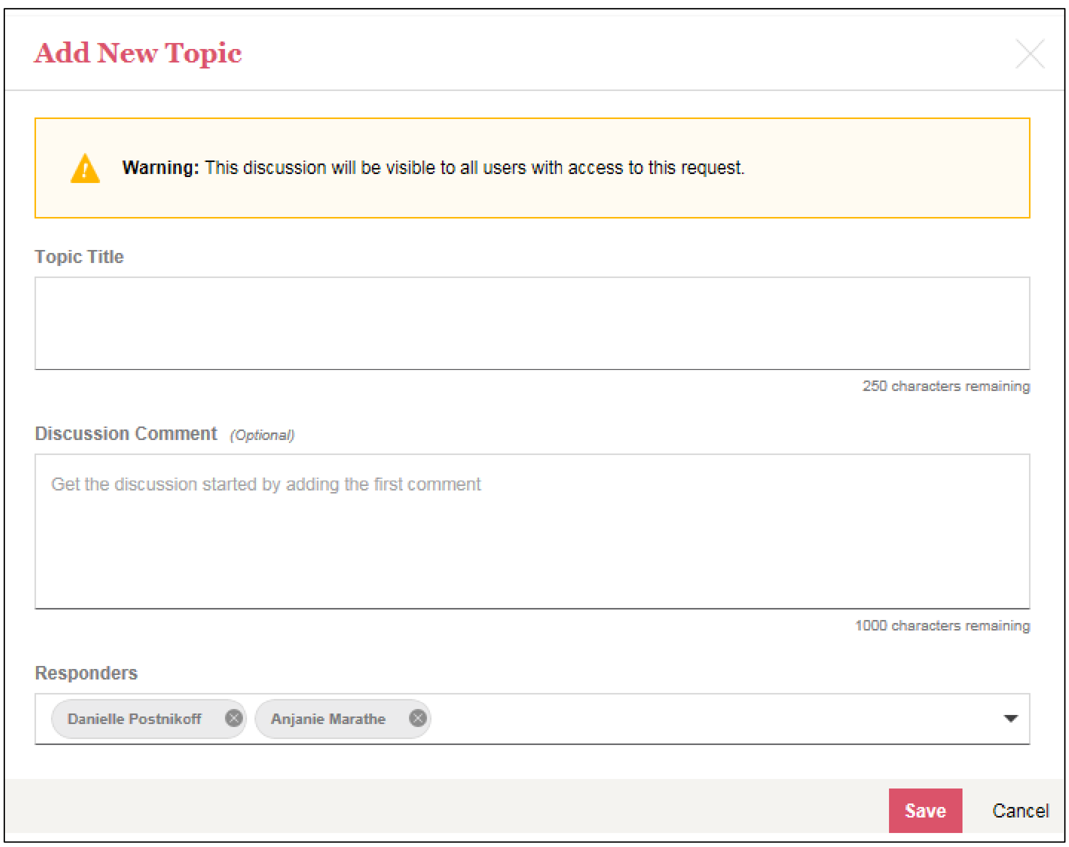


6. Discussions

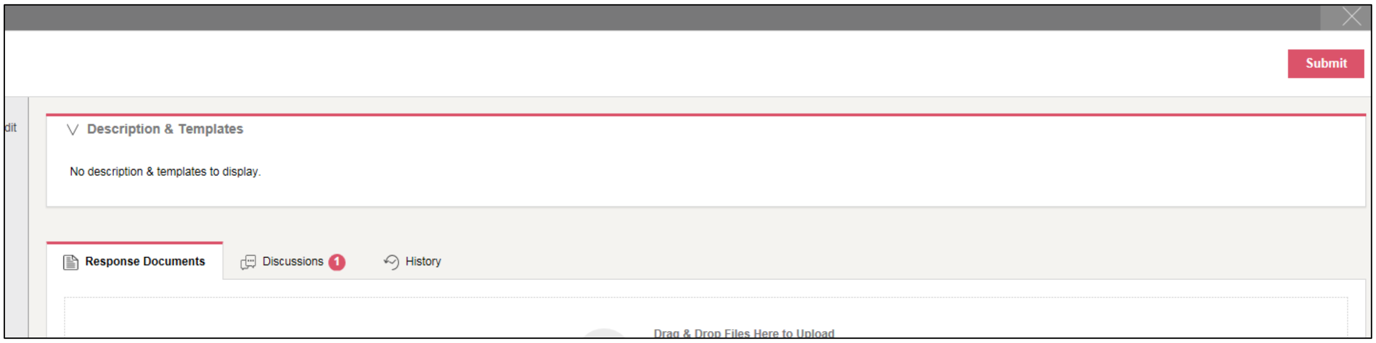
1. To start a discussion with Trust Safety regarding your request, click on the Discussions tab in the request.



2. Click on Add a Discussion. You will need to provide a title and add a comment. Once you are done entering your comments, click Save.



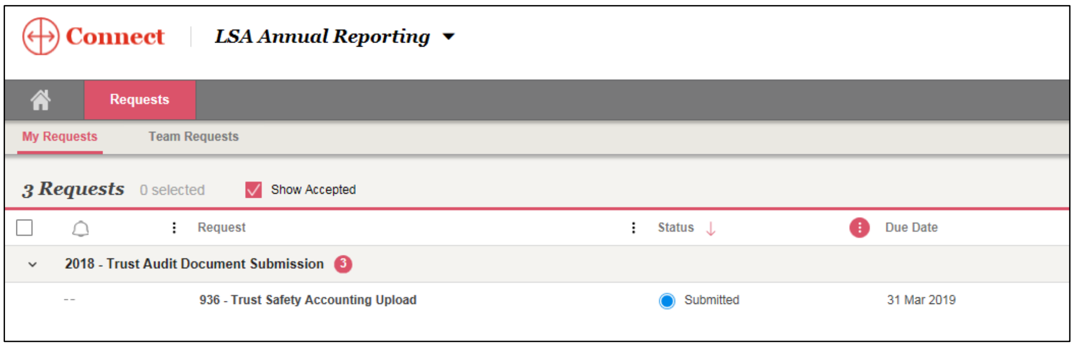
3. Once you are satisfied with all the information has been entered, click on the Submit button at the top right-hand side.



7. Frequently Asked Questions

Question 1: How can I tell if my request was submitted successfully?

Members can confirm whether their request was submitted and accepted by looking at the status of the request on the main page.



Question 2: Can I give access to someone else at my firm? How do I set them up?

Members can provide access to their office administrators or accounting staff by contacting Trust Safety at trust.safety@lawsociety.ab.ca

Question 3: How do I make edits to response documents or delete documents attached to requests?

You can only upload a new document for updates as edits cannot be saved within Connect. To update a response document, open the request, navigate to 'Response Documents' tab and select the 'X' next to the attached document to delete. Upload a new response document.

Question 4: **How can I manage the emails I receive from Connect?**

You can manage your email notification preferences related to a Connect site by accessing your User Preferences. You can change your notification preferences by accessing your profile.

Question 5: I received a dialog saying that my session is about to time out. What does this mean?

For security purposes, after authenticating into a Connect site, the system keeps track of how much idle time has passed since there has been any activity in the site. After a period of 25 minutes of idle time, the system will prompt the user with a session timeout pop-up which allows the user to extend their session or to log out.

Question 6: **Can I be notified of changes made to certain requests?**

Yes, you can follow requests that you have access to. You can choose to receive in-site notifications, with or without email notifications. Follow preferences can be set on individual requests or in bulk by selecting requests in the Requests view and clicking "Follow Actions" at the top right of the grid. The same procedure can be used to bulk remove follow preferences.