Maestro
Program Office™

Copyright

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Introduction

Chapter 1: Overview

Overview

Welcome to Maestro Program Office™! This feature rich system offers a fully integrated way to manage and control multiple activities for complex projects. Record time, manage expenses, create contract work orders, manage multiple projects, control actions, manage issues, document meetings and prepare meeting minutes, etc. – it is all here and more.

No configuration is needed to get started with the system. For a quick overview, please see Chapter 3: Quick Start and Initial Configuration.

Structure

Database

Maestro Program Office is built with the award-winning FileMaker™ database (www.filemaker.com). FileMaker™ is a powerful, stable and flexible database that has been available for over 20 years. PC's and Macintosh computers, as well as iOS devices (iPhone, iPad), can use FileMaker™ databases. For more information on how to navigate, search and run reports with Maestro Program Office™, please see Appendix A: Working With Maestro Program Office™ and FileMaker™.

Single User

The current version of Maestro Program Office™ is single user – only one person can access the system at a single point in time. Multiple users can use the system but only one can have it open at any point in time. (Maestro Development Inc. is working on a multi-user version that will allow multiple users to simultaneously access the same database.) For further details see the section **Single User** in Chapter 3: Quick Start and Initial Configuration.

Trial Period

Maestro Program Office™ will work for 30 days without any restrictions. You can create records, run reports, perform updates, etc. After 30 days, the trial period will expire and the system will be locked from further use until it is properly licensed. Licensing the software will unlock it and you will be able to access all the information entered during the trial period again.

Licensing

Once you pay for a license for the system, a registration key will be sent to the email address entered at the time of purchase. Following successful registration (the process is available through the **Admin Portal** in the software), the system will be unlocked and will allow full use with no time restrictions.

Note that licensing is for a single device. Only ONE device at a time can be used with a valid registration key.

Please see Appendix D: License Agreement for the license agreement for using Maestro Program Office™.

Registration

To register the software use the **Registration** function on the **Security Portal**. Registration only needs to be done once. See Chapter 34: Registration.

Chapter 2: Navigation

Overview

Please read this section carefully as it details how the software works, as well as formats, conventions and screens layouts.

Documentation Conventions

This document uses the following conventions:

Functions – operational functions (e.g. entering time sheets) in the system are marked in blue, bold font.

Tabs – most functions have tabs of information. On the tabs are fields to enter data and sub panels with groups of related information. Tabs and sub panels are marked in blue font.

Links – links to sections in the documentation are in blue underline.

Buttons – buttons with words are marked in black, bold font.

Fields – fields are marked in black, italic font.

Data – field data are marked in black, bold, italic font.

Some functions are available from more than one area within the system. As they operate in the same way, these are only documented once in this manual.

Layouts

Overview

Maestro Program Office™ is easy to navigate in. Buttons allow you to process most activities, change locations or go to different functions. The system is rich in data and while most data is not mandatory, the more complete a record, the more information the system will track for the project.

There are two types of screen layouts: Standard Layouts and Pop Up Windows.

Standard Layouts

Overview

A Standard screen is a landscape layout of approximately 14.2 x 9.3 inches. This layout size works for PC's, Macintosh™ computers and iPads™. Most layouts have a Header Bar, a series of Control Icons, a record Information Panel, a Body area to enter data comprised of one or more tabs, and a Footer bar.
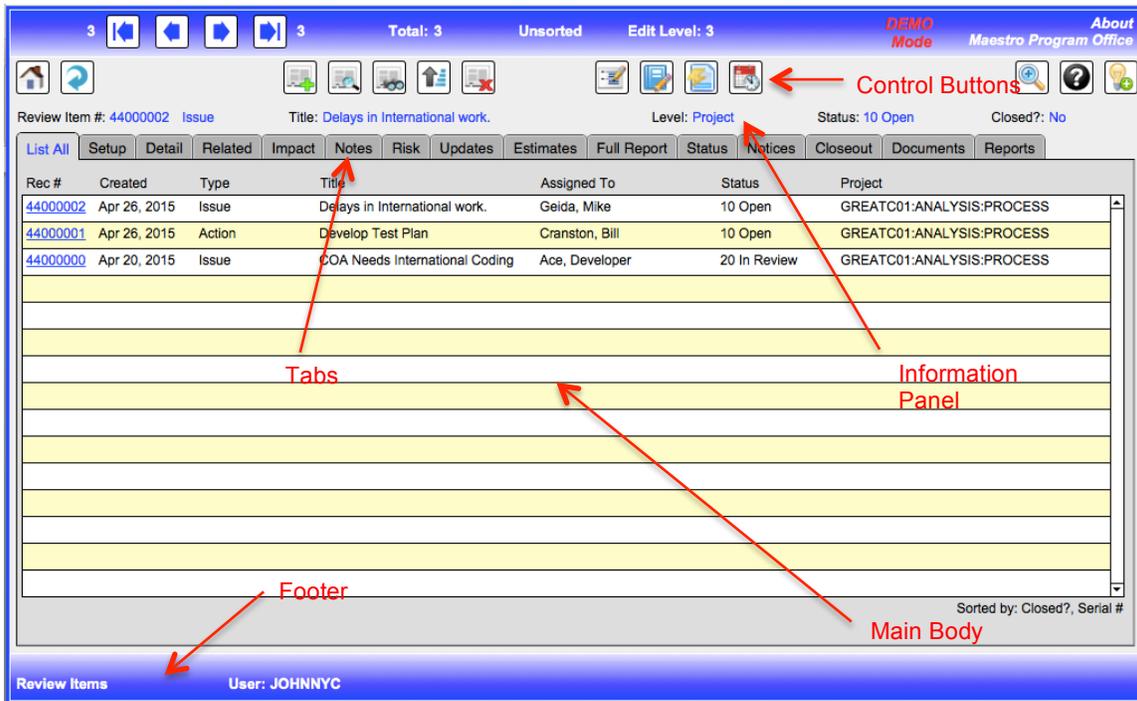
Header Bar

The Header bar shows the key navigation controls on a standard layout:
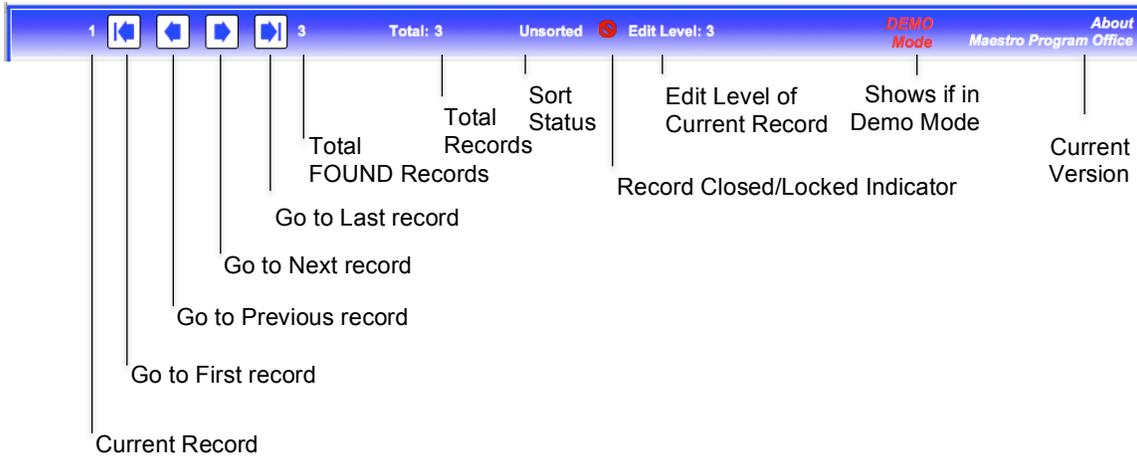
Icons

The following icons are used to run most functions in the system. Not all icons are available on each layout:

- Delete Record
- Sort Records
- Find ALL Records
- Perform a Find
- Duplicate Current Record
- Add a New record
- Return to Source
- Go to Admin Portal
- Go to User Portal
- Zoom In/Out
- Access Help
- Suggestions
- Add Time Sheet Line
- Access Your Fast List
- Add Notebook Record
- Add To Do Record
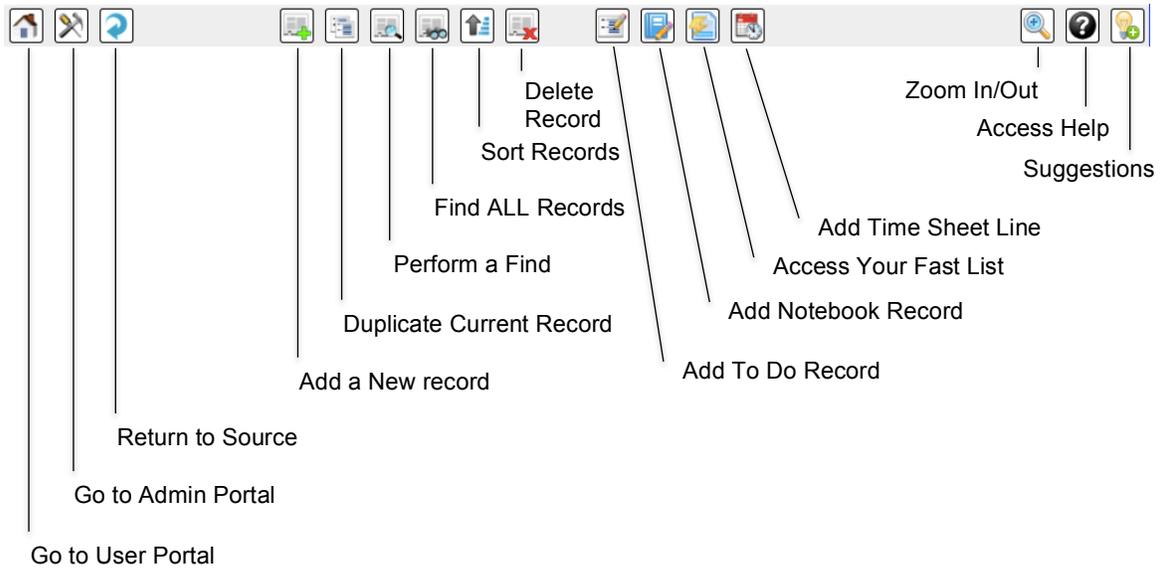
Main Body

There is an Information Panel and the Main Body for each function. The information panel shows some key data for the **currently selected** record. It always starts with the current record number.

The Main Body has a series of tabs across the top. Clicking on a tab will take you to that screen for further input or action. Tabs with the ◊ symbol will show screens that branch to other functions within the system.
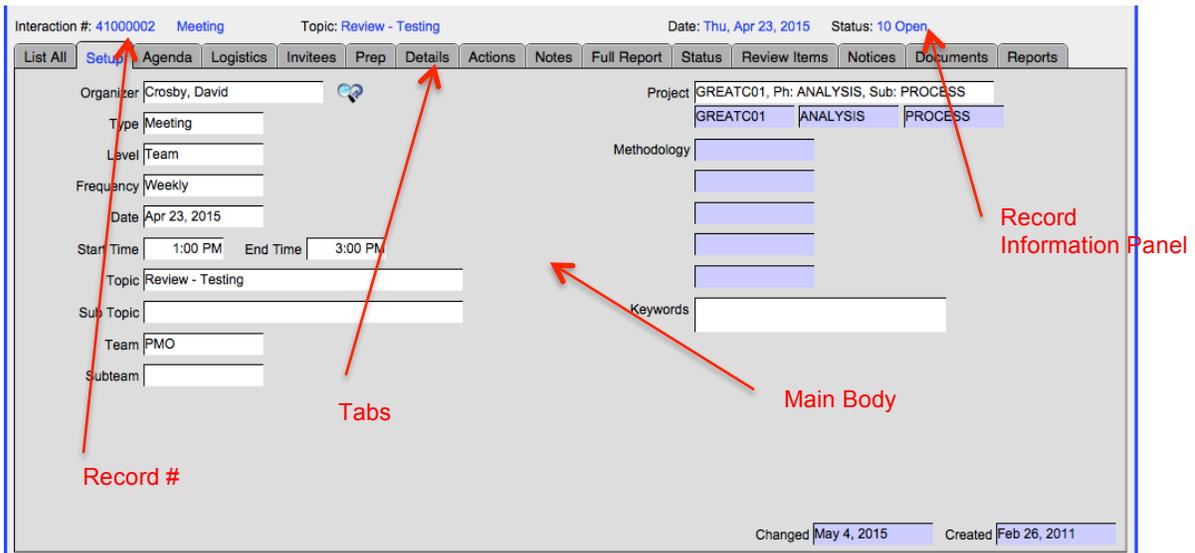
Footer Bar

The footer shows some key navigation information.

Review Items   User: JOHNNYC

| |
Current User
Current Function

Pop Up Windows

The other type of screen is a Pop Up Window. These are smaller screens that pop up and overlay on a Standard screen presenting options, enhanced information or panels for further action. They can only be closed with the **Close** or **Cancel** button or by using one of the action buttons presented on the screen.

To Run A Report
(1) Add a report title, sub title and any footer.
(2) Select a logo and where the logo should print on the report.
(3) Select the output method.

Project Title
Title
Sub Title
Footer

Project Logo
Left Logo None   Right Logo None

Selected List: Lines (Sorted by Project, Timekeeper, Type, Date)

Printer   Preview
Cancel

Other Icons & Features

Other Icons

Fields shaded in blue cannot be edited as they have pre-determined or calculated data
.

There are a number of other icons used in the system. Some of these icons offer information about the status of a record; others are buttons that cause some action. Special icons follow:

Record is Locked

Record is Closed

Record Access Is Restricted

Load This Line of Data or Data is Correct

Show More Details

Not Registered

Trial Version

Registered

Helpful Information

Exit or Data Error

Clicking on **About Maestro Program Office** at the top right will bring up a screen of information about the program and Maestro Development Inc.

List All (tab)

Most functions have a List All tab. This displays all the records in that Function along with some key information. All the records are shown sorted in a pre-determined order. The lines cannot be edited. Usually the first field is *Rec #* and looks like a link (underlined blue font). Clicking on the link will access the relevant record and present the next tab of information. The information panel will show details on the currently selected record.
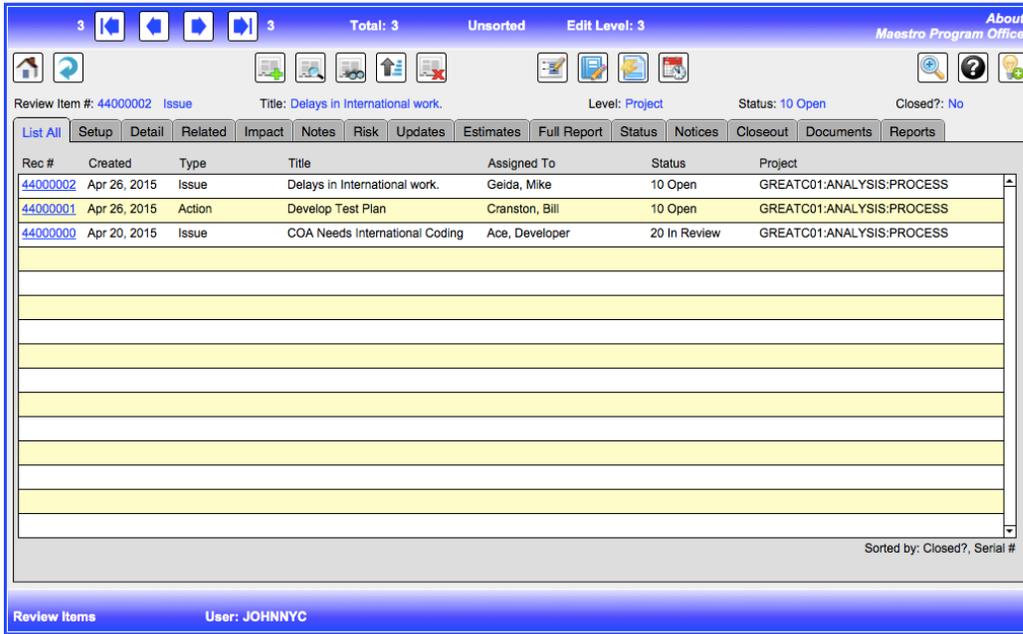
Documents (tab)

Most functions have a Documents tab when you can attach an **unlimited** number of documents *per record*. Please Chapter 17: Documents of this manual to learn more about the Documents function.
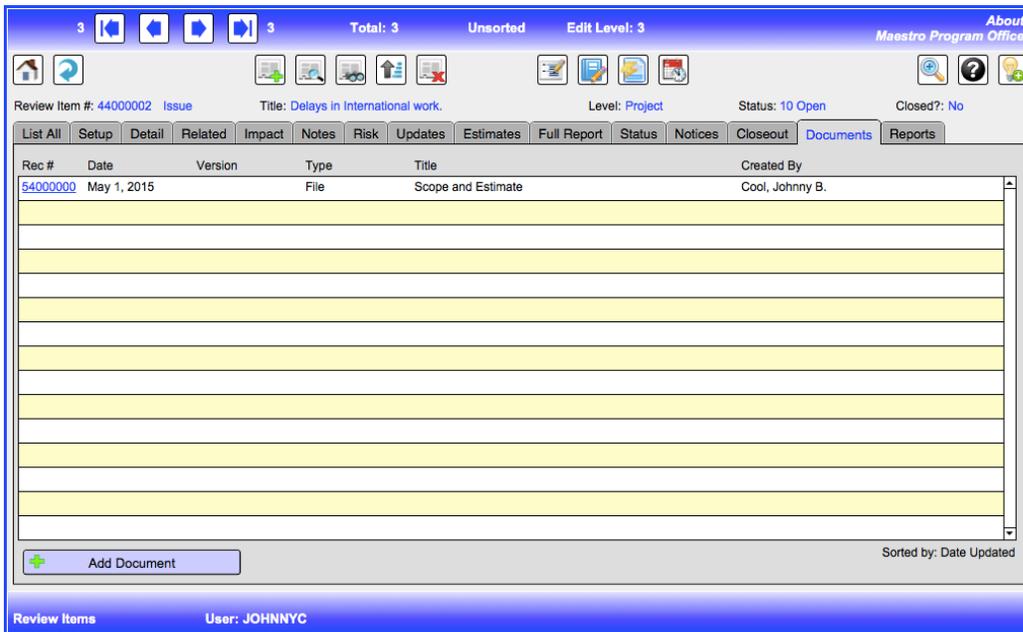
Reports (tab)

Most functions have a Reports tab. To run a report, just select which report to run and click on the report icon. This will present a report criteria window where you can select report titles, logos, a footer and the output method. Selecting the output method then

runs the requested report. Most reports can be displayed as a print preview, or sent to a printer or a PDF file.
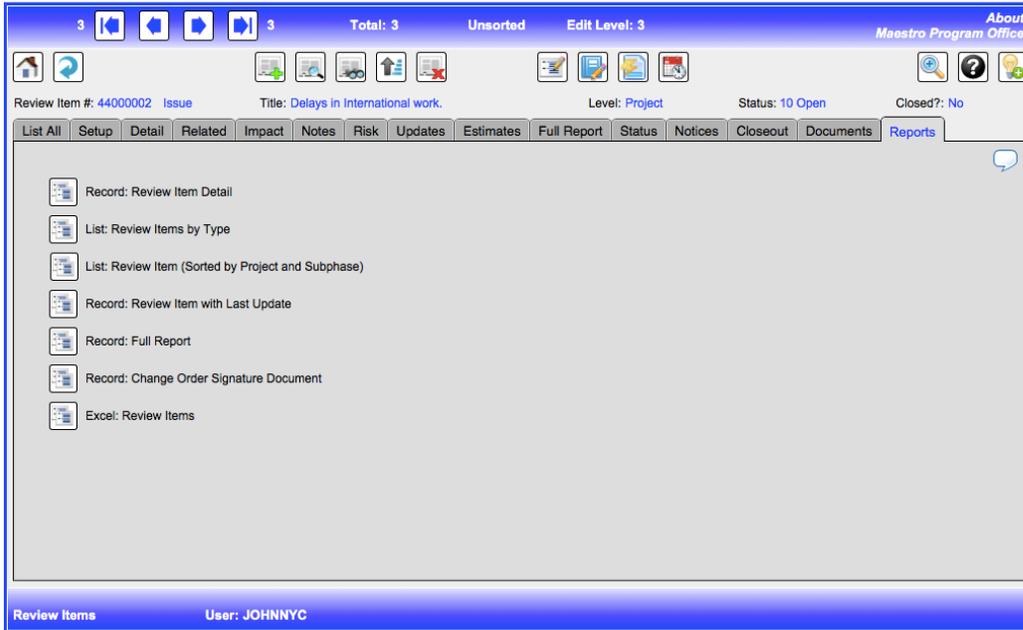
There are several report types:

List – these are columnar lists of information. The number of fields shown is limited by the width of the printer output, which is pre-set for each report.

Record – these are standard information reports that output record details, reports, etc.

Excel – these reports export pre-selected record information to an Excel file.

For more details on reporting, please see Appendix A: Working With Maestro Program Office™ and FileMaker™.

Special Commands

There are some special commands available at any time across all functions. These are available from the Special Menu or by using quick keys. (For Windows the quick key is the Control key plus a number and for Macintosh it is the Mac Command key plus a number.)

Previous Record – ctrl/cmd 1 – go the previous record.

Next Record – ctrl/cmd 2 – go to the next record.

Select & Copy – ctrl/cmd 3 – click in a field and this command will select and copy the contents of the field to the clipboard.

Paste – ctrl/cmd 4 – click in a field and this command will paste the contents of the clipboard to the field.

Paste Date – ctrl/cmd 5 - click in a field and this command will paste the current date to the field.

Spell Check – ctrl/cmd 6 – this command will spellcheck the selected field.

Print Screen – ctrl/cmd 7 - this command will print an image of the current screen for an 8½" x 11" landscape format.

Portals

Overview

Portals control access to all functions. Currently there are five portals:

- Login Portal
- User Portal
- Admin Portal
- Financial Portal
- Security Portal

Login Portal

Launching Maestro Program Office™ takes the user to the **Registration Panel**. This will show the registration information for this copy of the software.
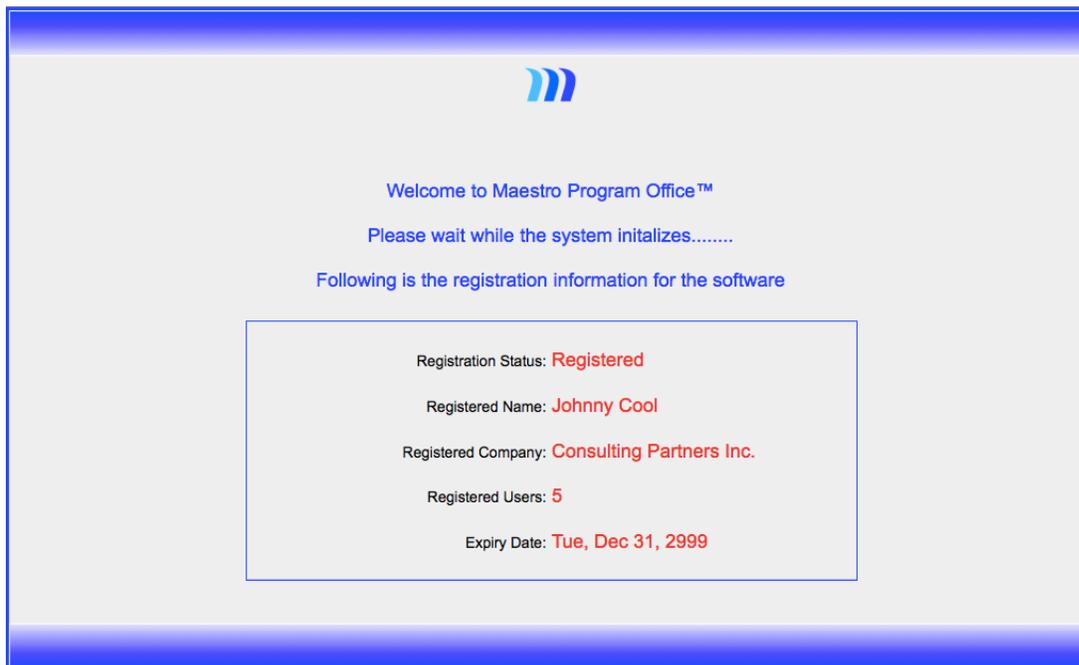
After a few seconds, the user transfers to the **Login Portal**. All users must login with a valid *User ID* and *Password*.
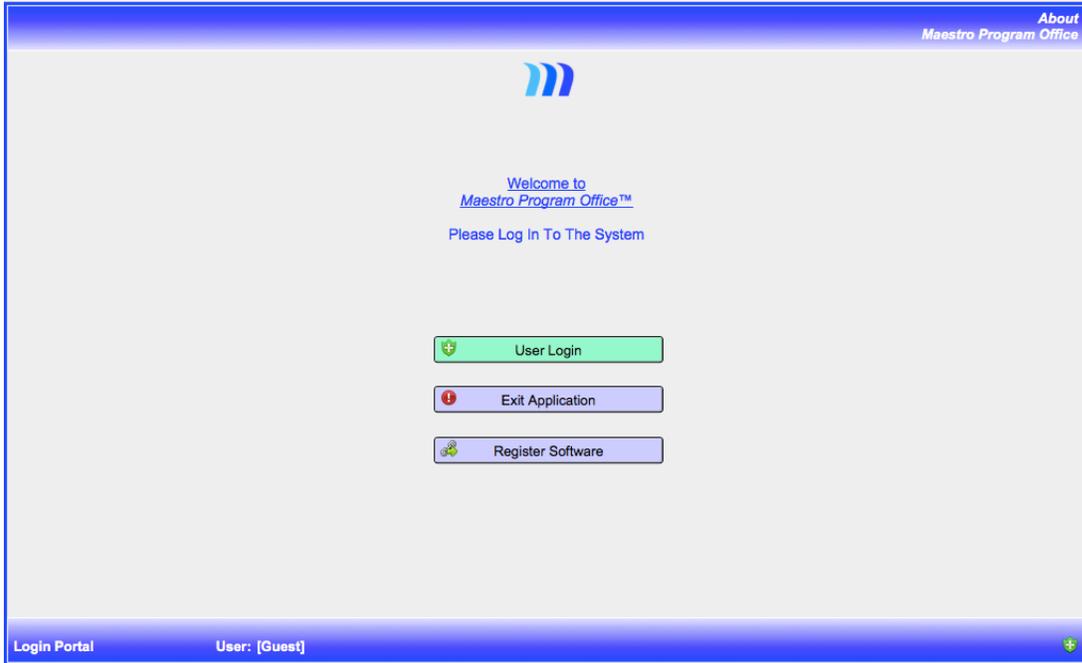
User Portal

A successful login transfers the user to the **User Portal**. Inside this portal are a number of functions available to the user. Most activities that a user needs to perform are accessible through this portal.

On the left hand side are the **"my…" buttons** – those accessing personal records or functions.

Note: these records are only accessible by the current user and a user can only access their own records.

On the right hand side are buttons to access the major operating functions of the system.

In the center near the bottom are functions to Exit the application, Login as a different user or Change a user's password.

The top left button allows access to the **Admin Portal**.

Admin Portal

A button on the **User Portal** transfers the user to the **Admin Portal** providing that the user has sufficient privileges to access the **Admin Portal**.

These functions are usually restricted from the majority of users as they involve key setup files and financial data. In addition, this portal has buttons to access both the **Financial Portal** and the **Security Portal**.
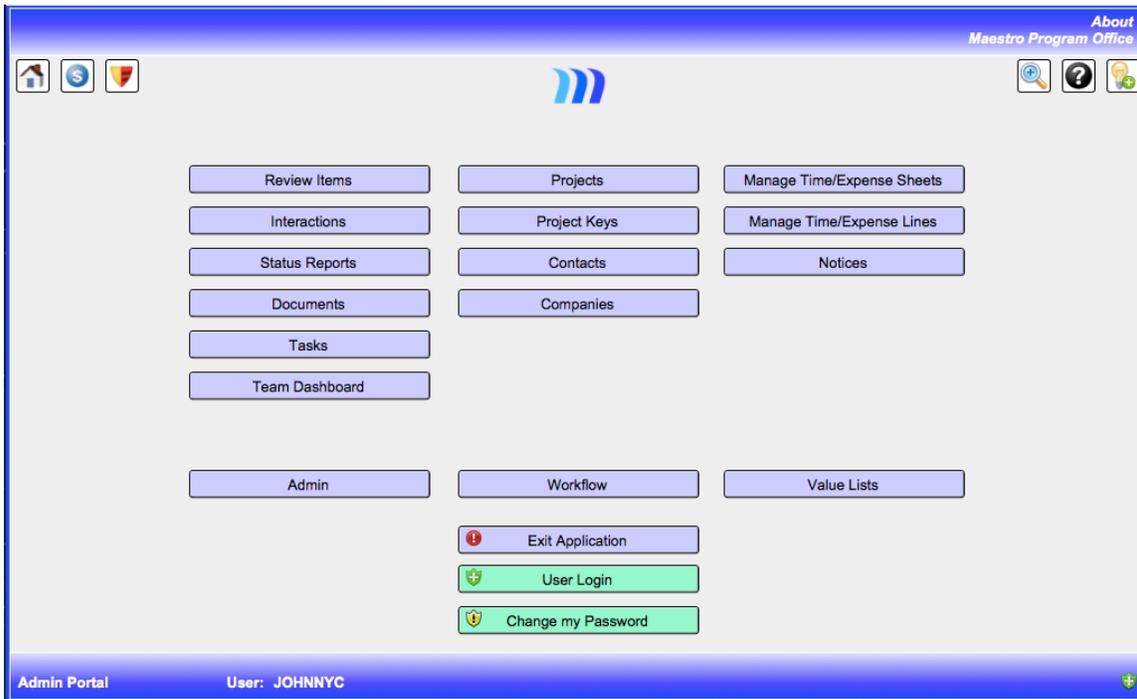
Financial Portal

From the **Admin Portal**, clicking on the button takes you to the **Financial Portal** that has functions to manage financial controls and view key financial data.

Security Portal

From the **Admin Portal**, clicking on the button will take you to the **Security Portal** that contains the functions to manage security.
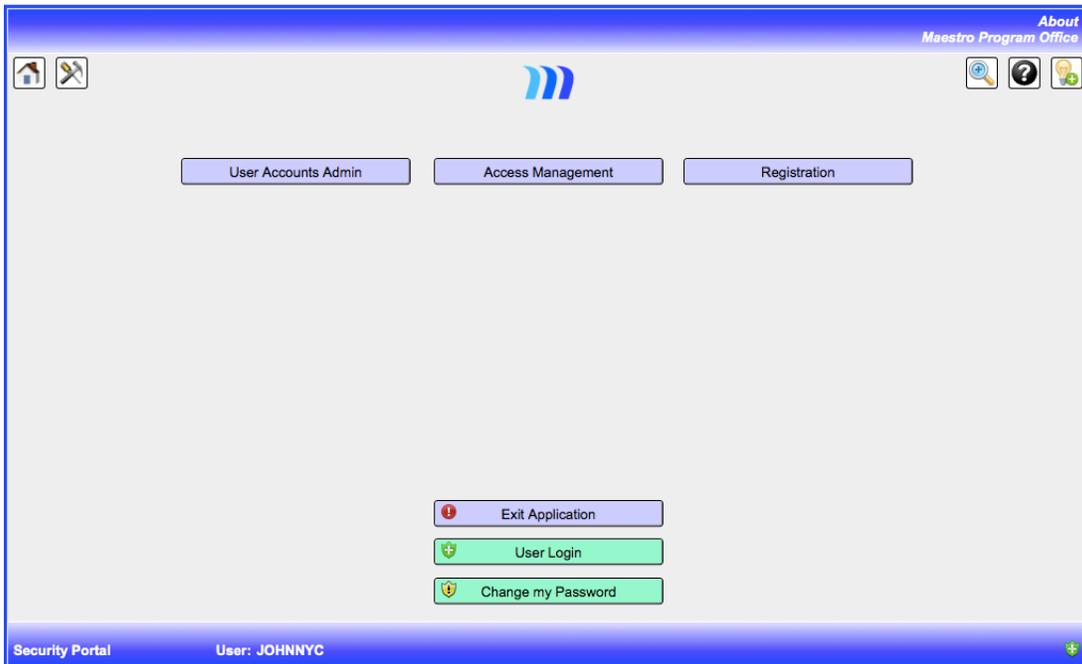
Records

Record Numbers

Every record in the system has a record number. Record numbers usually show at the top of each record. As the system automatically assigns records numbers, they cannot be changed. Please see Appendix C: Record Numbers for a list of the current record numbers.

Chapter 3: Initialization and Quick Start

Overview

You do not need to configure any setup information in order to get the system operational – we have done that for you. Please see Appendix B: Demo Data.

Initialization

Overview

When you launch the system for the first time, it will initialize a number of processes and variables. Initialization starts automatically and while it can be stopped, the system will not work until the process is complete.

Initialization Process

The first time that you launch **Maestro Program Office**, you will see the following message:
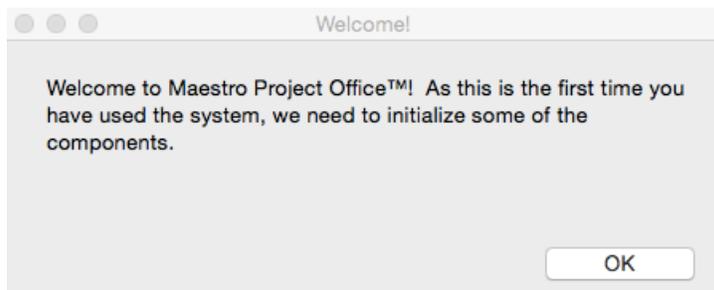
Click "**OK**" and the system will start initialization. When finished you will see the following screen:
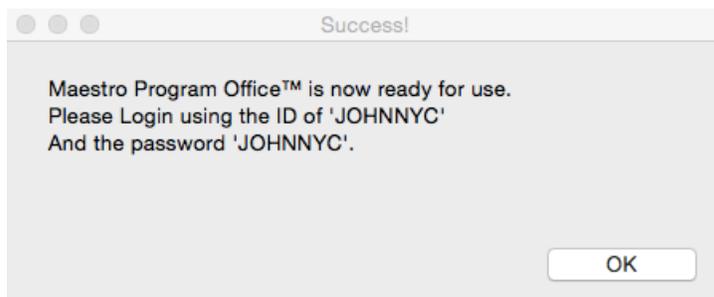
After you click "**OK**", you will return to the **User Portal**. Please login with the *JOHHNYC* as the User ID and password.

Trial Status

The system will now be in "Trial" status. It will work unrestricted for 30 days. As you get close to the 30 day mark, the system will warn you that the Trial period is about to end.

Warning: if you exceed the 30 day trial period, the system will be locked from further use. Any data that you have entered will not be lost – it is preserved and will be fully accessible when you purchase a license and register the product.

The shield icon on the bottom right of the main screen will indicate the registration status:

- 🛡️ - Trial period.
- 🛡️ - Registered.
- 🛡️ - Not Registered.

Registration

See Chapter 34: Registration for the details on how to complete the registration process.

Quick Start

Login

Once you have successfully initialized the software, launch **Maestro Program Office**.

Click the button **User Login** and enter the following data:

- User ID: *JOHNNYC*.
- Password: *JOHNNYC*. (If the system asks you to change your password, do so and then Login again.)

The system will then transfer you to the **User Portal**.

You are now in "Demo Mode" where the data in the system is for learning and demo purposes only.

You can now go throughout the system accessing, editing and adding new records, run reports, etc. You can enter time sheets, process expense accounts, run meetings, manage project issues, create reports, prepare works orders, etc. – there are no restrictions. But remember you are in Demo Mode and when you end this, all data entered will be removed. Please see Appendix B: Demo Data for the details.

Warning: be careful when working in demo mode that you do not enter a lot of real business and project data, since ending the demo removes ALL data in the system and resets record serial numbers.

Single User Operation

The current version of Maestro Program Office™ is single user. This means that only one user at a time can run the software. (Maestro Development Inc. is working on the development of a complete multi-user version allowing multiple users to use the same software simultaneously.)

Reminder: single user means that only one user at a time can launch and run the software.

There are several ways to work with the single user version.

The easiest approach is to have just a single user for the system. That person would have a high access level (level 09) and would be able to work with all functions across all parts of the system. This user could store the system on their device or on a central server and process records, time sheets, etc. for several people. This approach minimizes complexity and requires only one *User ID*. This method makes it easy to manage records and time sheets for 1-5 people on a project.

The second approach is to have another person (say an assistant) manage and run the system. The assistant would have a *User ID* and you would have one for yourself. (Yours would be at a higher security level so you could control overall access.) Then store the application on a server –this allows you to access and control the system while the assistant manages the data. This approach keeps users to a minimum (two) and reduces potential issues of too many users, locked files, etc. This works well for 4-6 people on a project; but remember that only one user at a time can launch and run the software. (You and the assistant can use the system but only ONE person can it open at any point in time.)

The third approach requires a higher level of control. More than one user can use the software as long as each user exits the application when they are finished, thereby allowing the next user to launch the system. Each user would have their own *User ID* and each one can have different access privileges. Thus multiple users could be set up to enter their own time sheets, process updates to issues, manage meetings, etc. To do this, set up multiple *User ID's*, store the application on a central server and then develop processes defining how and when users can access the system. With good controls, one can use this approach to manage the work for 4-8 people on a project; but remember that only one user at a time can launch and run the software.

Admin Portal

Chapter 4: Admin Functions

Menu Path

Login Portal > User Portal > Admin Portal > Admin.

Overview

There are a few parameters that should be set in the **Admin** function.   These parameters work across all functions or control the data in some specific areas.

Record Details

Admin (tab)

Default Project – this will be the default project listed when entering new records. (The project needs to exist in the **Projects** function.)

Current Period – this will be the current posting period for time and expense records.

Fax Type – this tells the **Contacts Made** function which type is a fax (see Chapter 20: My Contacts & Contacts Made).

Risk Type – this signals the **Review Items** function which type selected is a risk (see Chapter 14: Review Items).

Notice Purpose – this defines the purpose of a **Notice** based on the values created in the Value List for Notices (see Chapter 12: Notices).

Main Logo – this would be the main logo of the company or project. It can be used (optionally) on report headers.

Contacts (tab)

This panel defines the person(s) on the project who will manage certain actions for *Review Items*.

T&E Periods (tab)

In this panel, you set the *Current Period End* for Time and Expense sheets. The period, which is 7 days, can end on any date defined. Once the date is defined, this sets the previous 6 days for the period as shown in the *Current Period Days* field.

For Time sheets, a user can only enter time lines for dates within the 7 day period range. In this way all time entries within a single time sheet are in the 7 day range ending on the *Current Period End* date for the Time sheet. This restriction does not apply to Expense and Other sheets.

Setting the *Current Period End* date also sets the open or available periods that a user can select when entering a time sheet or expense account. This allows up to 8 open

Past Periods and 8 open *Future Periods*. These can be edited and deleted. The final list, which is available for users, is shown in the *Periods Available For Users* field.

Note: changing the *Current Period End* date will change all the dates in this screen.

Financial (tab)

Most fields are self-explanatory.

TE Review Required? – the approval process for time sheets and expense accounts can be two steps: a review step and an approval step. If you want to eliminate the review step, market this field as *No*.

Timekeeper Label – as Other type sheets are not related to a specific person, this label is used to represent the *Timekeeper* for Other expense sheets. (See Chapter 10: Time/Expense Sheets.)

Other Reviewer – this is the person who would review Other sheets.

Other Approver – this is the person who would approve Other sheets.

Utilities (tab)

This tab includes a number of system utilities.
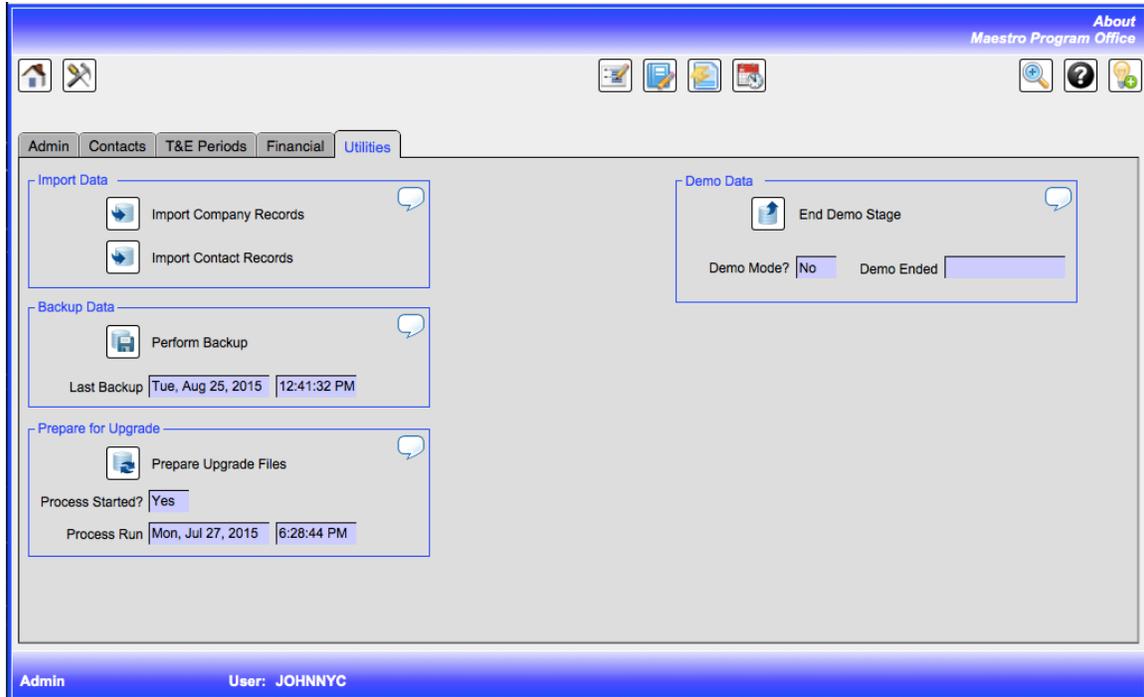
Import Data

This function allows importing Company and Contacts information. Clicking on one of the import buttons will import records for the requested function. The sources files for imports are Excel files.

Within the Maestro root folder, there is a folder labeled **Import**. Within that folder there are three Excel files:

- MPO_Import_Company.xlsx
- MPO_Import_Contacts.xlsx

Enter the data to import – each line is a separate record.

Warning: do not change the columns of the Excel import files - do not rearrange their order; do not add or delete columns; do not delete the first header line. Doing so will cause *corrupted* imports and could corrupt other records in that function.

To run an import, click on one of the import buttons. After confirming that you want to proceed, the system will branch to the function (**Companies**, **Contacts**) and ask for the import file. Once selected, the records in the file will be imported. The records will be in a new *Found Set*. Check the records carefully. Do not branch anywhere else at this stage.

When ready, select the **Continue** button.

If you are not happy with the import, you then have the option to delete the imported records.
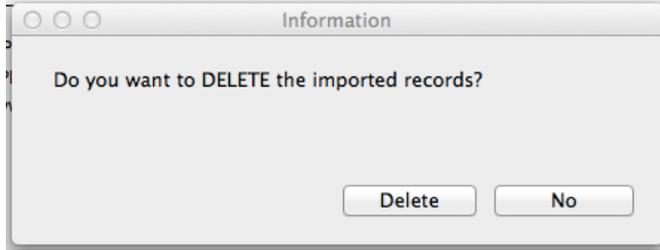
To delete the records, select **Delete** and this will delete the imported records (the *Found Set*). To keep the imported records, select *No* and the records will be added to the function.

We recommend that following the import of **Contacts**, go to each record and confirm the Company information. The imported company information can be edited or reloaded from an existing company in the **Company** function. (See Chapter 6: Contacts.)

Backup Data

This process creates an identical but compacted version of your current database - it will contain all the records that you have in the system. We recommend that you run this process frequently.

Prepare For Upgrade

This process creates a file that can be used at the time of a software upgrade.

Demo Data

This process removes all the data from the system and resets record serial numbers. It can only be run once. See Appendix B: Demo Data for details.

Warning: this will remove ALL data in the system only preserving Value Lists and some Admin and Security settings.

Chapter 5: Value Lists

Menu Path

Login Portal > User Portal > Admin Portal > Value Lists.

Overview

Value Lists control the drop downs for field lookups. Some are controlled by the system but the majority of the Value Lists can be user defined in this function.

In most cases, a value from the drop down list must be selected during data entry. Only in very few cases can the user override the values from the drop down lists. **Note**: if the values in a Value List are changed, records with an old value will not be changed. E.g. if a *Company Type* included **Non Profit** and this was later deleted, any **Company** records with a *Type* of **Non Profit** would still include that value.

Maestro Program Office™ starts with pre-populated Value Lists using sample data - make changes as you see fit. Do not worry about ordering them alphabetically - the system will do that whenever it presents a drop down list.

Record Details

Multiple Tabs

There are multiple tabs to enter your own Value Lists.
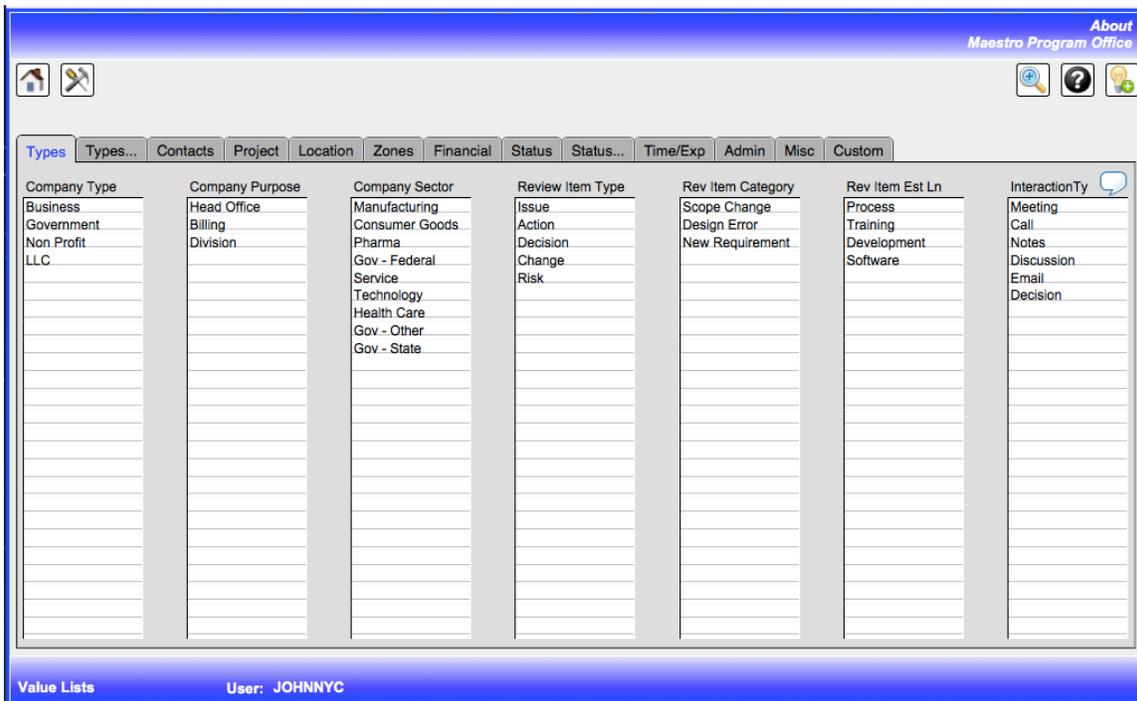
Custom (tab)

On this tab you can create custom value lists. These are available in Project records to add further dimensions to a project. Enter a subject area in the top field and the selectable fields in the list below.

Chapter 6: Contacts

Menu Path

Login Portal > User Portal > Admin Portal > Contacts.

Overview

Contacts are people. Contacts can be system users or not. All system users – those able to sign on to Maestro Program Office™ - must be set up in **Contacts** before they can access the system. Most functions require a Contact – e.g. **Time Sheets** require a Contact record.

Record Details

Overview

Contact information is critical to effective use of the system. For system users, the information should be as complete as possible.

Some fields are filled in a pale yellow color [   ]. These fields are *ALSO* accessible from the **my Contacts** function. The user for this record may be maintaining this data separately.

Personal (tab)

Most of the data are self-explanatory.

System User – this flag must be **Yes** in order to allow this contact to use the system – User ID's can only be created for Systems Users. In addition, only *System Users* can enter Time or Expense sheets.

Generic User - a generic user is a position or a title of a role, such "Consultant" or "Jr. Engineer" or "Jr. Lawyer".   **Work Orders** make use of this type.   Generic Users CANNOT have User ID's thereby preventing them from entering time sheets, adding project records, completing Review Items, etc.

Other (tab)

Default Lookups - should be completed, as the system will use these values for emails, Notices, etc. Select the default *Project* from the drop down. In *Default Address*, select the specific address from which the data is to be taken. There are four types of address for each Contact:

- Business – this is the person's business address.
- Alternate – this is any alternate address.
- Home – this is the person's home address.
- Project - this is a project address for the person.

Once a type has been selected, then load the data with the **Load Default Lookups** button. Alternatively, enter the data manually.

Warning: **every time that the Load Default Lookups button is selected, it will replace all the information in the fields.**

Business (tab)

This is the business address for the person. Select the company in the *Co Key* field. Alternatively create a new company with the **Add Company** button. Alternatively, enter the data manually. Note that a user **cannot** maintain most of this information in **my Contacts**.

Warning: **every time a company is selected from the *Co Key* field, ALL the data will be replaced overriding any manually entered data.**

Alternate (tab)

This is another address for the person.

Home (tab)

Enter the person's home contact information here. Note that a user **can** maintain most of this information in **my Contacts**.

Project (tab)

This can be used to store a person's project location information. Note that a user **can** maintain this information in **my Contacts**.

Work (tab)

Current Project

Enter the current project information for the person.

Time Sheet Parameters

User Type – make these all **Online**. (The remaining parameters are there for future enhancements coming.)

Reviewer – select the person who will ***review*** the time or expenses records before it is sent on for approval.

Approver – select the person who will ***approve and finalize*** the time or expenses record. (See Chapter 16: Manage Time/Expense Sheets.)

Review Others? – if this contact is allowed to review time and expense records for other contacts enter **Yes**.

Approve Others? – if this contact is allowed to approve time and expense records for other contacts enter **Yes**.

Current project positions are also shown.

Control (tab)

You can lock the record here to prevent it from appearing in any of the drop downs when looking up a field.

Chapter 7: Companies

Menu Path

Login Portal > User Portal > Admin Portal > Companies.

Overview

Companies are organizations. Some Project parameters use data from the **Company** file. Contacts can be related to a Company. If a Contact is related to a Company (see Chapter 6: Contacts), then the list of people associated with that company will show up on the tab **Related Contacts**.

Record Details

Company (tab)

Most of the data is self-explanatory. No data are mandatory but every company should have a name in the *Company* field.

Related To - is used to relate this company to another one in Maestro Program Office™. For example a company could be a division of another organization. To relate another company to this one, select their name in the *Related To* field.

Related Contacts (tabs)

If a Contact is related to a Company (see Chapter 6: Contacts), then the list of people associated with that company will show up on this tab.

Control (tab)

You can lock the record here to prevent it from appearing in any of the drop downs when looking up a field.

Chapter 8: Projects, Phases, Subphases & Positions

Menu Path

Login Portal > User Portal > Admin Portal > Projects.

Overview

Structure

Projects are essential records in the system. It is possible to relate almost every record the system to a project. All time and expense information post to a project. Consider a Project as an envelope of related information.

Projects are highly structured and allow an infinite number of sections to offer flexibility for time keeping, expense accounting, issues management, etc.

Hierarchy

In Maestro Program Office™ there can be a three level hierarchy for any project, assignment, matter, etc.   A Project consists of Phases and Phases consist of Subphases. A Project can have any number of Phases – it can have none or billions. Similarly, a Phase can have any number of Subphases – it can have none or billions. Since the Project structure is hierarchical, any Phase within a Project rolls up to that (single) Project. Similarly a Subphase must have a (single) Phase as its parent. The only way to access a Phase or Subphase is to drill down from the Project to the Phase and then from the Phase to the Subphase.

Format

All Project, Phase and Subphase ID's must have a maximum of 8 characters (numbers and letters). We suggest that the letters always be capitals. We also suggest that the ID be somewhat meaningful for users.

E.g. if a Project is named Maestro Savings Project, you could make the *Project ID* **MAESTRO**.   Then the Phases could reflect true project phases such as **1PREP**, **2DESIGN**, **3BUILD**, etc. Then the Subphases would provide breakdowns of the work for each Phase – such as teams doing the work, sections of the work to done, components being built or matters being worked on, etc. The important thing is to design a logical structure that can be used for time sheet reporting, issue management, invoicing, financial reporting, etc. The Project is the top of a hierarchy and all results flow up to the project level.

Note: once a Project, Phase or Subphase ID has been created, the ID can never be changed.

Note: a record within a hierarchy cannot be moved from its place in the hierarchy – e.g. a Subphase set up under a Phase cannot be moved to another Phase.

Record Details - Projects

Project (tab)

All data is optional.

Most of the Project data is self-explanatory.

Project Logo – a logo stored here can be selected when running a report.

Project Sites – use companies from the Company function to define projects locations.

Contacts (tab)

All data is optional.

Key Contacts and Stakeholders - are looked up from the **Contacts** function.

Others – can be free format, as they are not looked up from **Contacts**.

Control (tab)

All data is optional.

Accounting Codes – which are setup in the **Financial Portal**, carry through to the time and expense lines.

Custom Fields – the values for these lookups are set up in the Value Lists function.

Contract (tab)

All data is optional.

Project-specific contract information is stored on this screen. Most fields are looked up from the **Value Lists**.

Related Contacts (tab)

If a Contact has this project as their default project, then their name will show up in this listing.

Positions (tab)

All data is optional.

Positions are roles in a Project and are used to manage resources on a project. Positions can be assigned at the Project, Phase and Subphase level. A single contact can be assigned to a position.

To add a new Position to the Project click on the button **Add Position**. (See the section **Record Details – Positions** below.)

To access an existing Position record, click on a *Doc* # field (blue underline).

Phases (tab)

All Phases associated with this Project will be listed here.

Click on the button **Add Phase** to add a new Phase to the Project**.**

Click on a *Doc* # field (blue underline) to access an existing Phase record.

Record Details - Phases

Data for the Phase are very similar to the Project Data. All Phase financial data roll up the associated Project.

Click on the button **Add Subphase** to add a new Subphase to the Phase**.** To access an existing Subphase record click on a *Doc* # field (blue underline).

Record Details - Subphases

Data for the Subphase are very similar to the Project Data. All Subphase financial data roll up the associated Phase.

Record Details - Positions

Overview

Positions are proposed or possible staffing for a project or matter. Positions do NOT affect any financial results. ONLY **Work Order** data affect the project budget (see Chapter 27: Work Orders & Budget Lines).

Position (tab)

The panel includes the key data for the position. Position control helps manage staffing levels on a project.

Staffing (tab)

Once a position is filled, enter the specific data here. This will allow you to maintain a project staffing list.

Importantly, completing the data for the person filling the position (the *Incumbent*) will make this position data available for a Work Order Budget Line (see Chapter 27: Work Orders & Budget Lines).

Chapter 9: Project Keys

Menu Path

Login Portal > User Portal > Admin Portal > Project Keys.

Overview

Project Keys are created every time a new Project or Phase or Subphase is created. These records provide the information needed when a project dropdown is selected. The system controls and manages all Project Keys.

Record Details

These are provided for information purposes only; no user input is allowed.

Chapter 10: Manage Time/Expense Sheets

Menu Path

Login Portal > User Portal > Admin Portal > Manage Time/Expense Sheets.

Overview

Time, Expense and Other Sheets record financial information for project records. Records not yet posted to a project are marked as "WIP" – work in progress. Once posted, the project actuals are updated. Time/Expense sheets consist of a header and one or more lines.

Status management controls the update process for the sheet and related lines:

01_In Preparation – this sheet is still in the preparation stage by the timekeeper. The timekeeper can edit the sheet and the lines.

02_Ready For Review – as the sheet is waiting to be reviewed, the sheet and its lines cannot be edited.

03_Ready For Approval – as the sheet is waiting to be approved, the sheet and its lines cannot be edited.

04_Approved – as the sheet is approved, the sheet and its lines cannot be changed in any way.

Note: From a process perspective, when a sheet is in the *01_In Preparation*, it is assumed that the timekeeper will continue to edit the sheet and when ready, set the status to *02_Ready For Review*. However there may be cases when someone other than the timekeeper may need to edit, cancel or change the status of the sheet. As this function allows this, it should be carefully controlled by security as a user with access can change another person's time sheet.

Record Details – Time

List All (tab)

All sheets, regardless of type, are shown on this tab. Clicking on a line's *Doc #* will branch to the selected sheet. From there, the sheet details and related lines can be reviewed.

Time (tab)

All Time sheets, regardless of status, are shown on this tab. Clicking on a line's *Doc #* will branch to the selected sheet.

The **Add Time Sheet** button adds a new Time sheet for ANOTHER person. You cannot enter your own Time sheet here – to do so, go to **my Time** on the **User Portal**.

The screen is similar to that in **my Time**. However, here you can edit the *Accounting Codes*, (these come from the Project records).

From there, the sheet details and related lines can be reviewed by clicking on the **Time Lines** tab. The screen presents the time lines in a calendar view. As part of the screen there are indicators that show whether there are Rates and Costs on the time sheet.

The indicators reflect a green check ✅ if:

- Rate – if the time line is billable a rate is mandatory.
- Cost – all time lines must have a cost.

Otherwise the indicator will be a red warning mark 🔴 and reflect the problems on the time line.

Note: For Time Sheets – there MUST be a rate if the line is Billable and all time lines must have a cost.

On the Financial tab, the *Accounting Codes* and the *Rate* and *Cost* fields can be edited.

Expense (tab)

All Expense sheets, regardless of status, are shown on this tab. Clicking on a line's *Doc* # will branch to the selected sheet. From there, the sheet details and related lines can be reviewed.

The **Add Expense Sheet** button allows adding a new Expense sheet for ANOTHER person. You cannot enter your own Expense sheet here – to do so, go to **my Expense** on the **User Portal**.

The screen is similar to that in **my Expenses**. However, you can edit the *Accounting Codes*, (these come from the Project records).

In the Financial tab the *Accounting Codes* and the *Markup* fields can be edited.

Other (tab)

Other charges are not related to a specific person. They are for other project charges such as equipment, supplies, communications, etc. These are not related to a specific person and are related to the name/label *Timekeeper Label* under *Other Sheet Parameters* on the **Admin** function. (See Chapter 4: Admin Functions.)

All Other sheets, regardless of status, are shown on this tab. Clicking on a line's *Doc #* will branch to the selected sheet. From there, the sheet details and related lines can be reviewed.

The **Add Other Sheet** button allows adding a new Other charge sheet. Other charges are similar to Expenses lines except that they do not relate to a person.

In the Financial tab the *Accounting Codes* and the *Markup* fields can be edited.
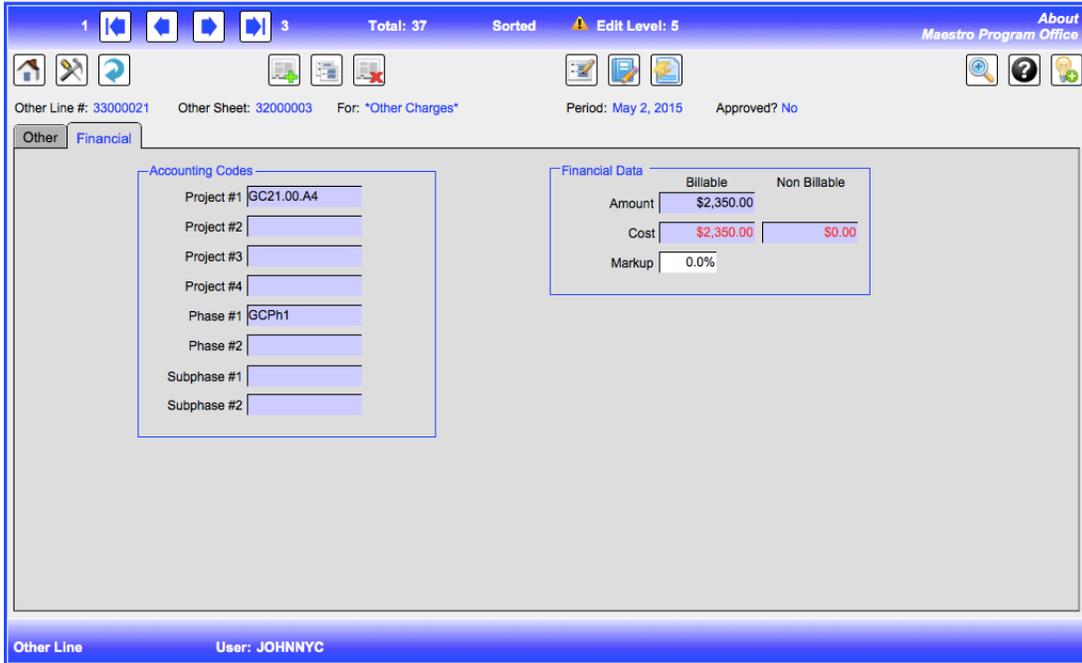
Unapproved Time (tab)

Only Time sheets that have not been approved are shown in this view.

Unapproved Expense (tab)

Only Expense sheets that have not been approved are shown in this view.

Unapproved Other (tab)

Only Other charge sheets that have not been approved are shown in this view.

Chapter 11: Manage Time/Expense Lines

Menu Path

Login Portal > User Portal > Admin Portal > Manage Time/Expense Lines.

Overview

Every Time or Expense sheet consists of one or more lines. Only the person entering the sheet can make changes to unposted lines. Once a sheet is approved, the lines are posted and no changes can be made. This function allows the viewing of all sheet lines – posted or unposted. It also includes functionality to reverse a posted line.

Record Details

List All (tab)

This list shows all the lines (Time, Expense, Other) in the system. Clicking on the *Doc #* on a line will access the details for the selected record. The record cannot be changed.

If the record is posted and not already reversed, it can be reversed with the **Reverse Line** button. A reversal creates an identical but negative record to eliminate the effect of the original record. This is the method to use to correct errors, as records once posted cannot be changed or deleted. Click on the **Reverse Line** button. A Pop Up window then allows entry of a *Reason* and *Notes* regarding the reversal. The *Reason* can be used later in Invoicing. The screen then shows the reversal details are once the Pop Up window closes.

Time (tab)

This shows all the Time lines. Clicking on the *Doc #* line will access the record details. The record cannot be changed. The status of each line is shown. If the record is posted and not already reversed, it can be reversed with the **Reverse Line** button.

Expense (tab)

This shows all the Expense lines. Clicking on the *Doc #* line will access the record details. The record cannot be changed. If the record is posted and not already reversed, it can be reversed with the **Reverse Line** button.

Other (tab)

This shows all the Other expense lines. Clicking on the *Doc #* line will access the record details. The record cannot be changed. If the record is posted and not already reversed, it can be reversed with the **Reverse Line** button.

Unapproved (tab)

This shows all the Unapproved (Time, Expense, Other) lines. Clicking on the *Doc #* line will access the record details. The record cannot be changed. If the record is posted and not already reversed, it can be reversed with the **Reverse Line** button.

Uninvoiced (tab)

This shows all the Uninvoiced (Time, Expense, Other) lines. Clicking on the *Doc #* line will access the record details. The record cannot be changed. If the record is posted and not already reversed, it can be reversed with the **Reverse Line** button.

Reversals (tab)

This shows all the reversal lines (Time, Expense, Other). It does not show the details on the actual line reversed. Clicking on the *Doc #* line will access the record details. The record cannot be changed. If the record is posted and not already reversed, it can be reversed with the **Reverse Line** button.

By Timekeeper (tab)

This shows all the lines (Time, Expense, Other) by timekeeper. Clicking on the *Doc #* line will access the record details. The record cannot be changed. If the record is posted and not already reversed, it can be reversed with the **Reverse Line** button.

Billable (tab)

This shows all the Billable lines (Time, Expense, Other). Clicking on the *Doc #* line will access the record details. The record cannot be changed. If the record is posted and not already reversed, it can be reversed with the **Reverse Line** button.

Chapter 12: Notices

Menu Path

Login Portal > User Portal > Admin Portal > Notices.

Overview

Notices are records that are sent to Contacts to remind them to take action, follow up on a tasks, etc. They can be created directly in the **Notices** functions or in a number of other functions (e.g. **Review Items**). No data can be changed once a Notice has been created. Notices appear in a user's **my Notices** section.

Hint: a single user need not use Notices.

Record Details

Notice (tab)

Up to 8 different people can receive a Notice.

Message – a free format area to add a message.

Recipient – select a Contact.

Purpose – select the Purpose of the notice.

Email – only needed if a consolidated email is to be sent.

Send email? – if **Yes**, the system also sends an email to the user's email address.

Level – select the appropriate level of the notice.

Project – select the appropriate project from the drop down options.

Chapter 13: Work Flow

Menu Path

Login Portal > User Portal > Admin Portal > Work Flow.

Overview

When a Review Item status is changed (see Chapter 14: Review Items), Work Flow defines who receives updated Notices (See Chapter 12: Notices).

Hint: a single user need not configure Work Flow.

Record Details

Work Flow works with **Review Items** status management. A status change in the **Review Items** may kick off a Work Flow.

If The Review Item Has the Following Profile – this sets the rule that has to be met to kick off the Work Flow. Any combination of *Type*, *Level* and *Status* can have its own Work Flow.

Then the Following Contacts Will Be Notified When The Status Is Changed – once the rule has been set, then this section defines which role will receive a Notice. If the role is marked **Yes**, the person in that role on the **Review Item** will receive a Notice.

And Send A Consolidated Email To All? – if this is marked **Yes**, then all the recipients of the Notice will also receive an email based on their default email setup in **Contacts**.

Chapter 14: Review Items

Menu Path

Login Portal > User Portal > Review Items.

Login Portal > User Portal > Admin Portal > Review Items.

Reviews Items can be accessed from both the **User** and the **Admin Portals** - the functionality is identical.

Overview

Review Items are issues or actions requiring review and follow up. They can be issues, actions, risks, decisions to be made, change requests, follow ups, etc. They can be decision records to provide a repository of all key decisions for a project, matter, etc. Review Items are more structured than a personal **To Do** since there are controls on status changes along with a formal closeout process. Status is controlled as there may be a Work Flow assigned to the status (See Chapter 13: Work Flow.)

The **Find** button allows easy selection of Review Items by type, team, project, etc.

Record Details – Review Items

Setup (tab)

To create a Review Item, click on the **Add Record** button. This will bring up a Pop Up Window to enter data to create the review Item. Once ready the **Add Review** Item will create the new Review Item.

Level – is an important parameter. The *Level* controls the Review Item closing process. There are three levels available: Team, Project or Program. If the level is *Team* then the only person that needs to review and close the record is a Team Lead (or above). If the level is *Project*, the Team Lead, the Project Lead and the PMO Lead need to approve the closeout. If the level is *Program* then the Team Lead, the Project Lead, the PMO Lead and the Program Lead need to run the approval process.

Hint: a single user should make the level "Team" to simplify the closeout process.

Detail (tab)

A detailed description of the item.

Related (tab)

List other Review Items that are related to this one here.

Impact (tab)

The impact of the Review Item can be added here.

Notes (tab)

This section allows for free-format notes.

Risk (tab)

If the item is a risk, risk severity and mitigation information can be added here.

Updates (tab)

A Review Item might be quickly resolved or it may take a longer period of time. If the progress on resolving issues is managed, then **Updates** provide a framework for recording the progress in resolving the Review Item. To add a new Update, click on the button **Add Update.**

Estimates (tab)

Add **Estimate** lines for estimating the impact of the Review Item. E.g. a Review Item could be a project change and the Estimate can be used to build up the expected cost of the change. Multiple estimate lines for a Review Item roll up to a single estimated cost. To add a new Estimate, click on the button **Add Estimate**.

Full Report (tab)

This generates a full report of the Review Item. Select the sections that are needed in the report and click on **Build Report** button. Once you create the report you can edit and make further changes. When the report is complete, it can be printed or saved as a **PDF** file.

Warning: every time the Build Report command is run, it will replace the entire content of the *Full Report* field.

Status (tab)

To change the status of a record, run the Change Status process. This process will change the record and may also run a Work Flow if a Work Flow is configured for the type of change being made. (See Chapter 13: Work Flow.)

The screen shows the Current Status as well as the status from the most recent Update records. In the *Change Status* area, update the fields for the new status. When ready, click on the button **Change Status**. This will move the data from the Change Status fields to the Current Status fields. It may kick off a Work Flow to create one or more Notices.

Notices (tab)

Notices can be created directly from a Review Item. (See Chapter 12: Notices.)

Closeout (tab)

This closes the Review Item. The closeout process takes two steps:

- Approve the closure and
- Close the record.

Approve Closure

Up to 8 people can approve a closeout. Most are optional but some are mandatory. The *Level* of the Review Item determines the required approvers:

- If the *Level* of the Review Item is ***Team***, then the only person who needs to review and close the record is a Team Lead.
- If the *Level* is ***Project***, the Team Lead, the Project Lead and the PMO Lead need to approve the closeout.
- If the *Level* is ***Program*** then the Team Lead, the Project Lead, the PMO Lead and the Program Lead need to run the approval process.

Hint: for single user, make the *Level* as 'Team'.
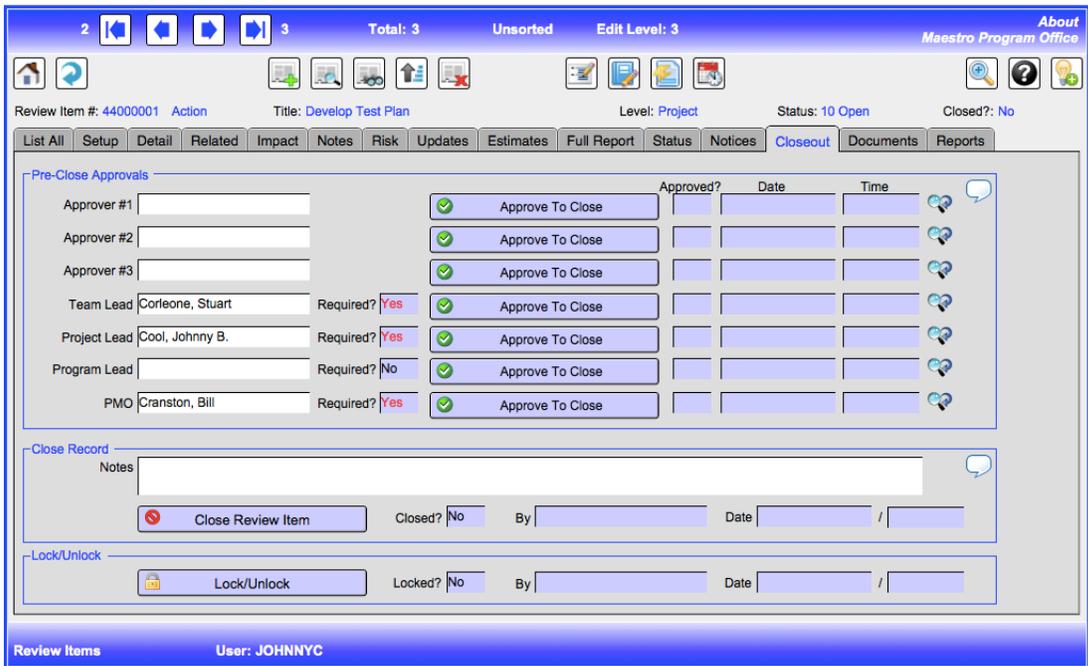
To do so, the approver for the line clicks on their **Approve To Close** button. This will produce a Pop Up Window where comments and notes can be added and the **Approve To Close** button completes this person's approval.
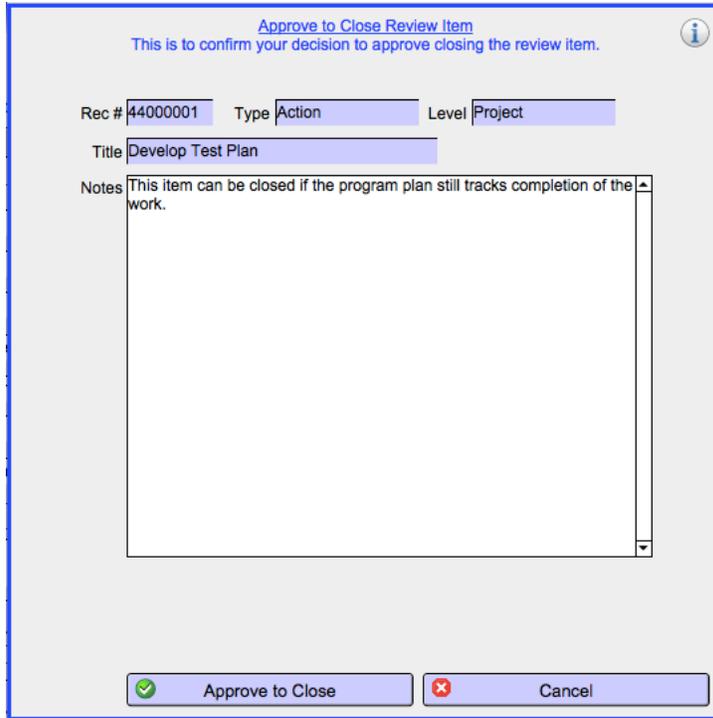
Close Record

When all the approvals are complete, the **Close Review Item** button will actually close the Review Item.

Warning: once closed, a Review Item cannot be edited or changed.

Record Details – Review Item Updates

Updates (tab)

Use this screen to add details on the progress of resolving the Review Item here. The Project ID is inherited from the Review Item record.

Status (tab)

Status change recommendations can be added here. This will show up on the Status tab of the Review Item.

Constraints (tab)

Anything constraining the resolution of this item should be added here.

Risk (tab)

Risk related issues can be updated here.

Record Details – Review Item Estimates

Details (tab)

Multiple estimate lines are possible. E.g. each team on a project can add an estimate line if a large change is planned. The Project ID is inherited from the Review Item record.

Analysis (tab)

Complete the analysis to support the estimate.

Time (tab)

The cost of people time (by person) can be added here. A Generic person (see Chapter 6: Contacts.) can be used on this estimate section.

Expense (tab)

If there are Expenses, they can be added here.

Other (tab)

If there are Other Expenses, they can be added here.

Chapter 15: Interactions

Menu Path

Login Portal > User Portal > Interactions.

Login Portal > User Portal > Admin Portal > Interactions.

Interactions can be accessed from both the **User** and the **Admin Portals** - the functionality is identical.

Overview

Interactions are discussions or meetings between two or more people. They can be meetings, conference calls, web meetings, etc. Use this function to record the discussions, set actions and follow ups, create reports, etc.

Record Details

Setup (tab)

All the data is optional, but it is recommended that the data be as complete as possible.

Agenda (tab)

List the agenda items here.

Review Items – if the Interaction (e.g. meeting) is to discuss specific review items, they can be selected here.

Logistics (tab)

The meeting logistics are created here.

Invitees (tab)

Invitees/Attendees - are selected from the drop down lists sourced from **Contacts**.

Others – these can be other names that are NOT sourced from **Contacts**.

Prep (tab)

This section covers pre-Interaction preparation notes.

Details (tab)

Record the detailed description of the Interaction (e.g. meeting notes) here.

Notes (tab)

This section covers any other notes on the Interaction.

Full Report (tab)

This generates a full report of the Interaction details. Select the sections that are needed in the report and click on the **Build Report** button. Once you create the report you can edit it and make further changes. When the report is complete, it can be printed or saved as a **PDF** file.

Warning: every time the Build Report command is run, it will replace the entire content of the *Full Report* field.

Status (tab)

Status can be updated here. To close the record and prevent any further changes, use the **Close Record** button. Once closed, the record cannot be edited again.

Notices (tab)

Notices can be created directly from an Interaction. (See Chapter 12: Notices.)

Review Items (tab)

Reviews Items can be created from an Interaction. Click on the button **Add Review Item**. The system will take you to **Review Items**, where you can add a new one. When complete, the return button will return you back to this Interaction record. E.g. you could be in a meeting and want to record a Review Item as an Issue – simply add a new Review Item, complete the details and then use the **Return** button to return back to the meeting.

There are panels to view both the Review Items created and associated with this Interaction as well as all the other Review Items in the system.

Chapter 16: Status Reports

Menu Path

Login Portal > User Portal > Status Reports.

Login Portal > User Portal > Admin Portal > Status Reports.

Status Reports can be accessed from both the **User** and the **Admin Portals** - the functionality is identical.

Overview

Status Reports are formal project status reports or documents. For example, a team might have to create a monthly steering committee report – that could be done here. Status Reports can have sections.

Record Details – Status Report Header

Setup (tab)

All the data is optional, but it is recommended that the data be as complete as possible.

Sections (tab)

Sections provide the details for the report. For example, a report could have a summary section, a status section and a proposed action section.

To add sections to the report, click on Add Section.

Full Report (tab)

This generates a full report of the **Status Report** and the related **Status Report Sections**. Click on the **Build Report** button. Once you create the report, you can edit it and make further changes. When the report is complete, it can be printed or saved as a **PDF** file.

Warning: every time the Build Report command is run, it will replace the entire content of the *Full Report* field.

Status (tab)

Once closed, the report cannot be edited again.

Review Items (tab)

This is   a list of the Review Items recorded for the selected Project.

Record Details – Status Report Sections

Details (tab)

The fields are self-explanatory.

Section # - report content is sorted by the section #, so you should sequence section numbers appropriately.

Chapter 17: Documents

Menu Path

Login Portal > User Portal > Documents.

Login Portal > User Portal > Admin Portal > Documents.

Documents can be accessed from both the **User** and the **Admin Portals** - the functionality is identical.

Overview

This version provides a new and more robust approach to managing project documents. It can store an unlimited number of documents both within the system itself and with references to documents across other systems and servers. It can encrypt documents as needed.

Record Details - Documents

Setup (tab)

Owner – while anyone can create a document, only the Owner can delete the record. If the record is locked, only the Owner can unlock it to allow changes. So anyone can change an unlocked record and therefore the ownership can be changed. But once locked, only the owner can unlock it.

Attachment (tab)

Add File

Attach the document file here. Use the **Add File** button to add a file to the current record. Note you can only attach only one file to each record. The files are stored in one of 3 ways:

- **Reference** – this type of attachment resides outside the system. The system just maintains a pointer (ie. a shortcut) to the file. As in any shortcut, if the location changes, then the system will not be able to find the file.
- **Local** – the system puts a copy of the attachment in a folder marked "Local" inside the **MPO_Files** folder. The files in the folder are visible to anyone who has access to the folder. (This option is available to Windows and Mac users only.)
- **Secure** - the system puts a copy of the attachment in a folder marked "Secure" inside the **MPO_Files** folder. These files are encrypted and accessible only from the Documents function. (This option is available to Windows and Mac users only.)

Note: for Secure files, the *Owner* should lock the record after adding it so that no one else can open it.
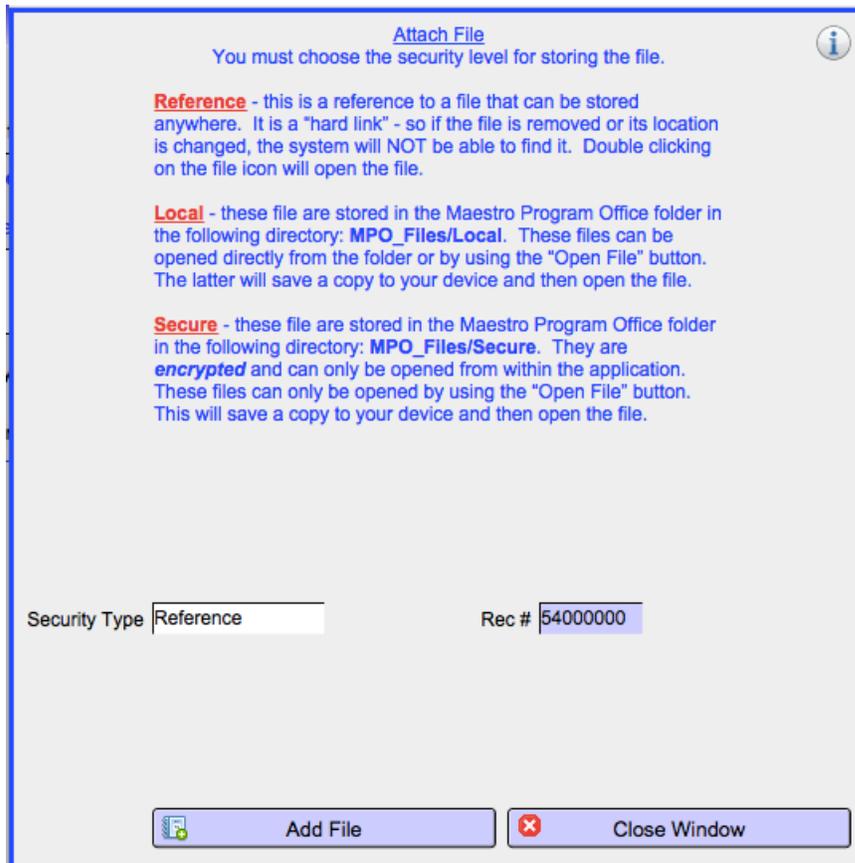
Once you select the storage method, you will use standard file selection processes to select the file.

Note that the security options are not available on the iPad. The only method used is the *Reference* one. The files selection method is to tap in the file box and the iPad will allow you to select a file on your iPad.

Open File

When opening a file, the system will open the actual file if it is a *Reference* file. It will open a copy of the file if it is *Local* or *Secure*.

Delete File

Deleting the file is permanent for either *Local* or *Secure* files. (For *Reference* files, only the link is removed.)

Status (tab)

This allows the record to be locked. Note, in this case, if the record is locked, only the *Owner* or someone with a higher security access can unlock the record.

Links (tab)

Links allow a document to be linked to one or more records from one or more functions. That is, a document can be linked to a record in Review Items, a record in Interactions,

in Status Reports, etc. Similarly a single function record can have multiple document links. The document cannot be deleted until all the links have been deleted.

To create a link, you need to know the function (e.g. Review Item) and the record number (e.g. 44000001) that you want to link the document to. The system will verify that the record exists and, if so, will link the document. You can delete an existing link from here as well.

Record Details – Most Functions can create Documents

It is easy to create documents from many other functions (e.g. Review Items, Interactions, Projects, etc.). When doing so, the system will automatically create the link to the document. Any documents linked to a record will show up in the function in the Documents tab.

Chapter 18: Tasks

Menu Path

Login Portal > User Portal > Tasks.

Login Portal > User Portal > Admin Portal > Tasks.

Access Tasks from either of the **User** or the **Admin Portals** - the functionality is identical.

Overview

Tasks store information about work that needs to be completed. They can be as diverse as preparing a deliverable, getting sign-off on working papers, completing a legal brief, finishing a site plan, etc. Tasks can be selected on Time and Expenses records thereby aligning time and expense information to a specific Task.

Optionally, Tasks can include Subtasks. Subtasks represent work activities to be done to complete a task. Complex tasks will usually have more than one Subtasks\.

Optionally, Subtasks can be made up by a series of Steps. Steps would be the steps involved in carrying out a Subtask. Steps are ordered through a user assigned sequence number.

Record Details - Tasks

Task (tab)

All data is optional. If the *Assigned To* is completed, the Task will show in that person's my Actions > Tasks tab. In addition, if the team is completed, the Task will show up in that team's **Dashboard**. The *Reference ID* allows you to tie the specific Task back to a standard ID that you may use or that from a specific project methodology.

Use the security access functions to control who can delete a Task.

Details (tab)

The field stores more details about the Task, what it comprises, when it needs to be done, role in the overall project, etc.

Deliverables (tab)

This field stores project deliverables related to the Task.

Notes (tab)

Use this field for optional notes. These Notes do not print on any reports.

Status (tab)

This tab tracks the status of completing the Task to facilitate progress reporting on Tasks. The *Days Past End* is the difference between the *End Date* and the *Expected Completion* date if both are filled out.

Progress (tab)

This provides a summarized view of the progress of all Tasks.

Control (tab)

If the Task is part of project schedule, the specific WBS information can be entered here.

Subtasks (tab)

You can create Subtasks from this tab. Once created, all the Subtasks that are part of this Task will show up in this tab.

Record Details - Subtasks

Subtask (tab)

All data is optional. The *Reference ID* allows you to tie the specific Task back to a standard ID that you may use or that from a specific project methodology.

Subtasks are automatically linked to a Task when they are added. The *Currently Linked Task* section shows the Task information linked to this Subtask.

In the *Changed Linked Task* section, you can realign the Subtask to a different Task by entering another Task record number and selecting the **Change Task Link** button. Note that the record number in the *Change To Task Rec* # field must not be blank and must be different from the current Task link for this to work. This process is useful for changing the alignment of a Subtask. When done, both the Subtask and any Steps aligned to the Subtask are moved to the new Task.

Use security access functions to control who can delete a Subtask.

Details (tab)

The field stores more details about the Subtask, what it comprises, when it needs to be done, role in the overall project, etc.

Deliverables (tab)

This field stores project deliverables related to the Subtask.

Notes (tab)

Use this field for optional notes. These Notes do not print on any reports.

Status (tab)

This tab tracks the status of completing the Subtask so that progress reporting can be done on Subtasks. The *Days Past End* is the difference between the *End Date* and the *Expected Completion* date if both are filled out.

Control (tab)

If the Subtask is part of project schedule, the specific WBS information can be entered here.

Steps (tab)

You can create Steps for this Subtask from this tab. Once created all the Steps that are part of this Subtask will show up in this tab.

Record Details - Steps

Step (tab)

All data is optional. Steps detail the various steps taken to complete the Subtask. Use the *Sequence* field to create the order of the steps. (This field is alphanumeric and so it can include data such as 01A, 01B, 01B1, 01B2, 02, etc.) The data for a Step is very similar to that of the Subtask. Steps are automatically linked to a Subtask when they are added. The *Currently Linked Subtask* section shows the Subtask information linked to this Step. It is not possible to realign Steps to other Subtasks.

The security controls for a Task apply to the Steps in related Subtasks.

Details (tab)

The field stores more details about the Step, what it comprises, when it needs to be done, role in the overall project, etc.

Deliverables (tab)

This field stores project deliverables related to the Step.

Notes (tab)

Use this field for optional notes. These Notes do not print on any reports.

Status (tab)

This tab tracks the status of completing the Step so that progress reporting can be done on Steps. The *Days Past End* is the difference between the *End Date* and the *Expected Completion* date if both are filled out.

Control (tab)

If the Step is part of project schedule, the specific WBS information can be entered here.

Chapter 19: Team Dashboard

Menu Path

Login Portal > User Portal > Team Dashboard.

Login Portal > User Portal > Admin Portal > Team Dashboard.

Access the Team Dashboard from either of the **User** or the **Admin Portals** - the functionality is identical.

Overview

Most functions allow the selection of a *Team* (and *Subteam*). Teams represent any collective working group. The **Team Dashboard** allows a team to quickly access the key records assigned to the team.

Record Details

On clicking the **Team Dashboard** button you will enter the team on the following screen:
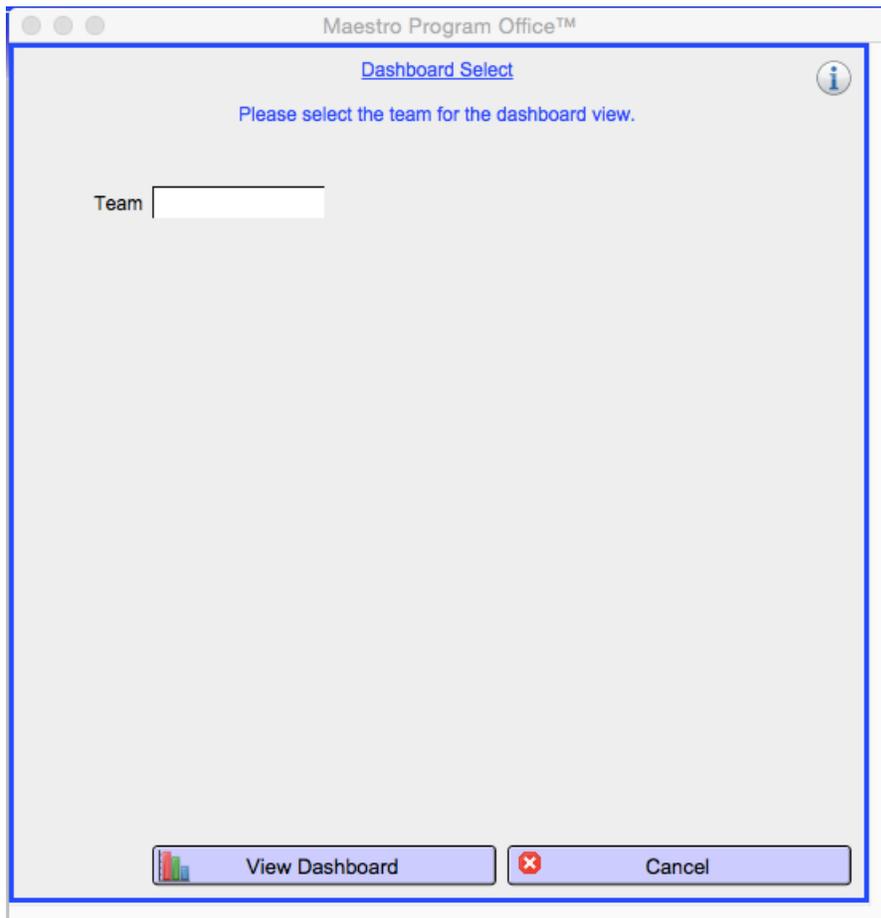
Once you select a team, click on the **View Dashboard** button to go to the dashboard view for the selected team. Each tab shows the records where the team entered is the same as the team in the dashboard. You can open the specific record from each tab.

User Portal

Chapter 20: my Contacts & Contacts Made

Menu Path

Login Portal > User Portal > my Contacts.

Overview

The information in my Contacts and Contacts Made are personal information where a user can set their own person parameters, notes, memos, etc. A user manages their own personal information here. In addition, in **Contacts Made**, a user can create memos, letters, etc.

Record Details – my Contacts

Personal (tab)

This tab has information from the **Contacts** function that the user would usually maintain. All of it is available on the **Contacts** function as well.

Other (tab)

Note: this information can only be accessed by the person that created it.

my Categories – these categories are used on personal **To Do's** and **Notebook** records.

Default Lookups – these are important and should be completed, as the system will use these as default lookup values.

Default Lookups – these should be completed, as the system will use these values for emails, Notices, etc. Select the default *Project* from the drop down. In *Default Address*, select the specific address from which the data is to be taken. There are four types of address for each Contact:

- Business – this is the person's company address.
- Alternate – this is any alternate address.
- Home – this is the person's home address.
- Project - this is a project address for the person.

Once a type has been selected, then load the data with the **Load Default Lookups** button. Alternatively, enter the data manually.

Fast List (tab)

Note: this information can only be accessed by the person that created it.

my Fast List – there are three Fast Lists that can be used to make notes, provide quick to do's or action notes, etc. An individual's personal Fast List is accessible from almost anywhere in the system by that individual.

Notes

Note: this information can only be accessed by the person that created it.

This just a personal notes field.

Business

This is the business address, most of which is maintained in **Contacts**.

Alternate

Note: this information can only be accessed by the person that created it.

This is another address you can (optionally) maintain. It is not available on the main **Contacts** function.

Project

This can be used to store project location information. Note that a user **can** maintain this information in **Contacts**.

Contacts Made (tab)

Note: my Contacts Made records can only be accessed by the person that created them.

Contacts Made are personal records of interactions, contacts, memos, etc. made to people on the system. This function is great for creating faxes, memos, letters, etc. To access a Contact Made, click on the *Doc #* in the list. To add a new one, click on the **Add Contact Made** button.

Positions (tab)

This shows any project positions assigned to this person. The information cannot be changed here.

Contacts (tab)

This is a list of all the people in **Contacts**. From this section in **my Contacts**, the information can be viewed but not changed. To change it, go to **Contacts** in the **Admin Portal**.

Record Details – Contacts Made

Overview

Note: my Contacts Made records can only be accessed by the person that created them.

Details (tab)

This tab covers the principal header details for the Contact Made. Most of the data is optional. Note that the *Type* for a Fax should match that type as set up in Admin.

Message (tab)

Greeting – add a greeting.

Ending – these can be selected from a set list (managed as a **Value List**) or changed as needed.

Message – enter and format the message content.

Recipient (tab)

This tab stores the information about the person contacted. A Contact can be selected from **Contacts**. If so, all the information is updated. Alternatively, just fill the information in manually.

To replace the information with the person's *Business Address* click on the **Use Business Address** button.

To replace the information with the person's *Alternate Address* click on the **Use Alternate Address** button.

To replace the information with the person's *Home Address* click on the **Use Home Address** button.

To replace the information with the person's *Project Address* click on the **Use Project Address** button.

To clear the address information, click on the button **Clear All**.

To clean up the address and deal with blanks, etc., click on the **Load Full Address** button. Once loaded the information can be further edited. This is the address that will show on report, memos, etc.

Sender (tab)

When the Contact Made is created, your *Main Address* information will be loaded as the Sender. All this can be edited.

To replace the information with your *Business Address* click on the **Use Business Address** button.

To replace the information with your *Alternate Address* click on the **Use Alternate Address** button.

To replace the information with your *Home Address* click on the **Use Home Address** button.

To replace the information with your *Project Address* click on the **Use Project Address** button.

To clear the address information, click on the button **Clear All**.

To clean up the address and deal with blanks, etc., click on the **Load Full Address** button. Once loaded the information can be further edited. This is the address that will show on report, memos, etc.

Notes (tab)

The *Notes* are to add more information but they do not print on any reports.

Chapter 21: my To Do's

Menu Path

Login Portal > User Portal > my To Do's.

Overview

Note: my To Do records can only be accessed by the person that created them.

To Do's are notes and reminders of things that need to get done. They are specific to the person that created them. They can be personal notes or project related.

There are three tabs presenting different views of a person's To Do's. Click on the *Doc #* field to access a particular record.

To add a new To Do record, click on the Add button.

Record Details – my To Do's

Setup (tab)

Most data is optional.

Category – these are from the personal categories setup in **my Contacts**.

Details – the To Do details are split into two groups only to simplify printing.

Status – a closed To Do can be re-opened.

Other (tab)

This is just another field to add more details.

Chapter 22: my Notebook

Menu Path

Login Portal > User Portal > my Notebook.

Overview

Note: my Notebook records can only be accessed by the person that created them.

A Notebook is a user's personal record book. They can make notes about meetings, calls, brilliant ideas, etc. Notes can be related to projects or just be personal notes.

There are four tabs presenting different views of personal Notebook records. Click on the *Doc #* field to access a particular record.

To add a new Notebook record, click on the Add button.

Record Details – my Notebook

Setup (tab)

Most data is optional.

Category – these are from the personal categories setup in **my Contacts**.

Follow Up? – this signifies if the record is still open; status is not managed for Notebook records.

Preparation (tab)

This is for your own preparation notes prior to a meeting, call, work session, etc..

Attendees (tab)

Attendees – this looks up entries from **Contacts**. An entry can be overridden here and free format names entered.

Notes (tab)

Notes – this is the field that records the main Notebook entry.

Actions – can be recorded here or embedded in the *Notes* field.

Follow Up (tab)

This tab is used to record follow up actions.

In addition a time line to an EXISTING time sheet can be added. Enter the data in the **Create Time Line** section.

Full Report (tab)

This generates a full report of the Notebook entry. Select the sections that are needed in the report and click on the **Build Report** button. Once you create the report you can edit it and make further changes. When the report is complete, you can print it or save as a **PDF** file.

Warning: every time the Build Report command is run, it will replace the entire contents of the *Full Report* field.

Chapter 23: my Time

Menu Path

Login Portal > User Portal > my Time.

Overview

Time sheets are an integral part of Maestro Program Office™. Posting time and expense records creates the detailed financial information for a project.

Time sheets have a header and one or more time lines. Every time line posted from a time sheet will post to a project. Posted lines are the Actuals, while unposted time sheet lines are the WIP for the project. Time lines post both a revenue (rate) and cost amount to the project. Lines can be billable or not, thereby changing project revenue, profitability, etc. Every time line is associated with a person set up in **Contacts**.

Note: only Contacts with the field *System User? = Yes*, can enter Time sheets.

Note: once a line is posted and the time sheet closed, the line cannot be changed. However there is a process in the Admin Portal to reverse a time line and thus have the amount removed from a project's actuals.

To add a new Time Sheet, click on the following button.

Record Details – my Time

Time Sheets (tab)

This tab shows all the time sheets for the user.

Status

The ability to modify a sheet is controlled through a sheet's status. There are four statuses that a sheet can have:

01_In Preparation – a new sheet automatically has this status. The user can make any changes to the sheet and related lines. When the sheet is ready for review and approval, the user moves the status to the next stage.

02_Ready For Review – a sheet in this status is waiting for review. It cannot be edited or changed at this stage until the review is complete or the reviewer rejects the sheet.

The sheet will show the following symbol to indicate the restricted status.

03_Ready For Approval - a sheet in this status has been reviewed and is waiting for approval. It cannot be edited or changed at this stage until the approval is complete or

the approver rejects the sheet. The sheet will show the following symbol to indicate the restricted status. ⚠️

04_Approved – once the sheet is approved, the sheet will be locked from any further

changes and will show the following symbol. 🚫

The lines on a sheet inherit the status of the sheet – so if a sheet is closed, then all the lines on the sheet are closed as well.

Time Lines (tab)

This shows all the time lines of the various time sheets submitted by the user (posted or unposted). Clicking on *Doc #* will take you to a view of the actual record - the data cannot be changed. (Accessing the time sheet itself from the **Time Sheets** tab can change unposted data.)

Budget Lines (tab)

This shows all the budget lines from **Work Orders** assigned to this person. The detailed data is not accessible from these screens.

Default Lines (tab)

This shows all the default lines from **Contact Default** records assigned to this person. The detailed data is not accessible from these screens.

Record Details - Time Sheet Header

Overview

Adding a new Time Sheet takes you to the Time Sheet Header tab.

To add a new Time Sheet, click on the following button. 🖥️

Header (tab)

Period End – a new time sheet defaults to the **Current Period End** as set up in **Admin**. The user can select other *Period Ends* (also defined in **Admin**).

Note: all time sheet lines will have their dates restricted to the 7 day range of dates ending in the selected *Period End*.

Note: once a time sheet line is posted to the sheet, the *Period End* date cannot be changed.

Description – optional description.

Time (tab)

This shows all the detailed time lines entered for this sheet. To access a line, click on the *Doc #* field (blue underline).

To enter a new line of information, click on the **Add Time Line** button.

Notes

The notes are optional but they will print on time sheets reports.

Approvals (tab)

This is the review and approval screen. The functions are controlled and only authorized reviewers or approvers can run the functions.

Record Details - Time Line

Overview

Time Lines include the details for the time sheet. The sum of the hours entered roll up to the total for the time sheet.

Time (tab)

Record all the details on the time line.

Line Date – dates are restricted to the 7 day range of dates ending in the selected *Period End*.

Project – this is mandatory.

Contact Default – if there is a **Contact Default** record for this combination of project and timekeeper, it can be selected from the drop down menu. Doing so will complete all the *Project Details* fields along with the *Billable?* field. It will also fill in the *Rate* and the *Cost* for the person based on the Contact Default record. (See Chapter 26: Contact Defaults.)

Budget Line – if there is a **Budget Line** for this person for the selected project, it can be selected from the drop down list.

Hours – mandatory time in hours.

Billable – if **No**, then the line will be posted to the unbillable section of the project's financials. Unbillable lines cannot be invoiced.

Object – if there is no budget line and you need an accounting code, enter it in the free format field.

While all the other data is optional, the more that is provided the richer the project time line information.

| 2 |◀| |◀| |▶| |▶| 6 | Total: 37 | Sorted | Edit Level: 3 | About Maestro Program Office |

Time Line #: 33000032   Time Sheet: 32000005   For: Corleone, Stuart   Period: May 2, 2015   Status: 01 In Preparation

Time

Line Date Tue, Apr 28, 2015   Week # 18   Period Sat, May 2, 2015

Project Coding

Project GREATC01, Ph: ANALYSIS, Sub: TECH

GREATC01   ANALYSIS   TECH

Contact Default   Start   End   Budget Line

Financial Data

	Hours
Billable	9.00
Non Billable	0.00

Project Details

Team Technical   Subteam   WBS

Role Consultant   Level   Object

Time Details

Hours 9.00   Billable? Yes   ETC (Hours)

Type   Location

Description Meetings regarding security and firewalls

Details

Source Online   Timekeeper 10000006   Sheet 32000005   Line 33000032   Changed May 14, 2015   Created May 14, 2015

my Time Line   User: STUARTC

Chapter 24: my Expenses

Menu Path

Login Portal > User Portal > my Expenses.

Overview

Expense sheets are very similar to Time sheets. Posting expense records creates the detailed financial information for a project.

Expense sheets have a header and one or more expense lines. Every expense line posted from an expense sheet will post to a project. Posted lines are the Actuals, while unposted sheet lines are the WIP for the project. Expense lines post both a revenue (rate) and cost amount to the project. Lines can be billable or not, thereby changing project revenue, profitability, etc. Every expense line is associated with a person set up in **Contacts**.

Note: only Contacts with the field *System User?* = Yes, can enter Expense sheets.

To add a new Expense Sheet record, click on the following button.

Record Details – my Expenses

Expense Sheets (tab)

The processes and controls to add an expense sheet and lines are identical to those of Time Sheets. Please see Chapter 23: my Time for further details. The only differences are on the expense line screen where different information is entered.

Expense Lines (tab)

This shows all the expense lines of the various expense sheets submitted by the user (posted or unposted). Clicking on *Doc* # will take you to a view of the actual record - the data cannot be changed. (Accessing the expense sheet itself from the **Expense Sheets** tab can change unposted data.)

Budget Lines (tab)

This shows all the budget lines from **Work Orders** assigned to this person. The detailed data is not accessible from these screens.

Record Details - Expense Sheet Header

Overview

Adding a new Expense Sheet takes you to the Expense Sheet Header tab.

To add a new Expense Sheet, click on the following button.

Header (tab)

Period End – this is the defaulted period end (set up in Admin) but it can be changed to post a sheet to a future or previous period.

Description – optional description.

Expense (tab)

This shows all the detailed expense lines entered for this sheet. To access a line, click on the *Doc #* field (blue underline).

To enter a new line of information, click on the **Add Expense Line** button.

Approvals (tab)

This is the review and approval screen. The functions are controlled and only authorized reviewers or approvers can run the functions.

Record Details - Expense Line

Overview

Expense Lines include the details for the expense sheet. The sum of the costs entered roll up to the totals for the expense sheet.

Expense (tab)

On this screen, record all the details on the expense line.

Project – this is mandatory.

Budget Line – if there is a budget line for this person for the selected project, it can be selected from the drop down list.

Object – if there is no budget line and you need an accounting code, enter it in the free format field.

Quantity – enter the number of units (usually 1).

Cost – this is the unit cost of each item.

Currency – the default is the one setup in **Admin**.

Exchange rate – this defaults to 1.

Total Cost – this is calculated as *Quantity* x *Cost* x *Exchange Rate*.

Billable – if **No**, then the line will be posted to the unbillable section of the project's financials. Unbillable lines cannot be invoiced.

While all the other data is optional, the more that is provided the richer the project expense line information.

| 2 |⏮|◀|▶|⏭| 6 | Total: 37 | Sorted | Edit Level: 3 | About Maestro Program Office |

Expense Line #: 33000026   Expense Sheet: 32000004   For: Cool, Johnny B.   # 10000009   Period: May 2, 2015   Status: 01 In Preparation

Expense

Line Date Thu, Apr 30, 2015   Week # 18   Approved? No   Period Sat, May 2, 2015

Project Coding

Project GREATC01, Ph: ANALYSIS, Sub: PMO   WBS
       GREATC01   ANALYSIS   PMO

Budget Line   Object

Team PMO   Subteam

Financial Data

Cost
Billable $429.00
Non Billable $0.00

Expense Details

Type Hotels   Billable? Yes

Quantity 3.00   Unit Cost 143.00   Currency USD   Exchange Rate 1.00

Hotel Hilton

Miles   Type Miles   Rate $0.54   Total $0.00

Description Hilton hotel for M, T, W nights

Details   Location

Source Online   Timekeeper 10000009   Sheet 32000004   Line 33000026   Changed May 14, 2015   Created May 11, 2015

my Expense Line   User: JOHNNYC

Chapter 25: my Actions

Menu Path

Login Portal > User Portal > my Actions.

Overview

This function shows actions for the user. It shows Time and Expense approvals needed, Review Items assigned and Notices sent to the user.

Record Details – my Actions

Approvals (tab)

This lists all the Time and Expense sheets requiring either Review or Approval. While in the Review or Approval process, a Time (and Expense) sheet and the related lines cannot be edited.

Review Process

The review process may be optional based on a parameter set up in **Admin** (See Chapter 4: Admin Functions.) If a review is required, then the sheet must be reviewed before it can be approved. Clicking on a *Doc* # will take you to a time sheet for review. Clicking on the **Review Time Sheet** button will show a Pop Up window to allow the review.

Review Notes can be entered at this stage. Then the sheet can be reviewed by clicking on the button **Complete Review**. Once clicked the sheet will be moved to the approval process stage and no further reviews can be done.

Alternatively, the sheet can be rejected with the **Reject** button. This stops the review process and sends the sheet back into the **01_In Preparation** status so that the timekeeper can make further changes to the sheet. It also removes the sheet from the Reviewer's work list.

The review process can be cancelled and performed later by using the **Cancel** button

Approval Process

Approving a Time (or Expense) sheet posts the information to the Project's financial records transferring the data to project Actuals and removing it from WIP (Work In Process). Once approved, a Time (or Expense) sheet cannot be changed nor can any of the lines be edited.

The approval process is similar to the review process. Clicking on a *Doc* # will take you to a time sheet for approval. Clicking on the **Approve Time Sheet** button will show a Pop Up window to allow the review.

Approval Notes can be entered at this stage. Then clicking on the **Approve** button approves the sheet. Once clicked, the sheet will be locked and no further changes can be made.

Alternatively, the sheet can be rejected with the **Reject** button. This stops the approval process and sends the sheet back into the **01_In Preparation** status so that the timekeeper can make further changes to the sheet. It also removes the sheet from the Approver's work list.

The approval process can be cancelled and performed later by using the **Cancel** button

Review Items (tab)

This lists all the **Review Items** either assigned to or escalated to this user. This is based on the data in the *Assigned To* and the *Escalate To* fields respectively in the Review Item. Clicking on a line's *Doc #* (blue underline) takes you to the specific record where you can work with the Review Item. A **Return** from the Review Item will return you to **my Actions**.

Tasks (tab)

This lists all the **Tasks** either assigned to this user. This is based on the data in the Task's *Assigned To* field.

Notices (tab)

This tab lists all the **Notices** sent to this user. Clicking on a line's *Rec #* (blue underline) takes you to the specific record. While the Notice cannot be changed, personal notes and status can be added. These personal notes are only available to the user that created them. A **Return** from the Notice will return you to **my Actions**.

Financial Portal

Chapter 26: Contact Default

Menu Path

Login Portal > User Portal > Admin Portal > Financial Portal > Contact Default.

Overview

Contact Default records set up the default coding information for Time sheets. When entering a Time line, the user can select a default record and it will then supply most of the other coding information for that person.

Record Details

Detail (tab)

Contact default records need both a Contact person and Project coding details. Once these have been entered, then enter the details that relate to this combination of Contact and Project, such as team, rate, role, etc. During Time entry, the user can then select a Contact Default record. This will then populate the Project Details on the Time line entry screen. See Chapter 10: Manage Time/Expense Sheets.

Note: Time Sheet lines can get their rate and cost information from Contact Default records. It is the best way to set a rate and cost on time lines. (If not set

up here, the *Default Rate* and the *Default Cost* on the Contacts record will be used.)

Contact Default records can be created from Budget Lines. See Chapter 27: Work Orders & Budget Lines. Once they have been created from the **Budget Lines** function, they can be edited in the **Contact Defaults** function.

Chapter 27: Work Orders & Budget Lines

Menu Path

Login Portal > User Portal > Admin Portal > Financial Portal > Work Orders.

Overview

Work orders provide budget amounts to Project, Phase and Subphase records. They are not mandatory but are required in order to compare project actuals to a budgeted amount.

Record Details – Work Orders

Work Order (tab)

All data on the tab is optional. The totals are the sums for the Budget Lines created for this Work Order.

Project (tab)

While all data is optional, entering a Project will associate the budget data to a specific project. Without a project, none of the work order data will show against the project. Once selected, most of the project and contract information come from the associated project record.

Financials (tab)

This tab shows a summary of the total for all the budget lines in this Work Order.

Budget Lines (tab)

Budget lines are the detailed lines that make up the totals for the Work Order. Since the project is created at the Work Order level, all Budget Lines for a specific Work Order will have the same project data.   To add a new Budget Line, click on the **Add Budget Line** button.

Status (tab)

On this tab, you can lock or close a work order.

Record Details – Budget Lines

Overview

All Budget Lines roll up to the Work Order they are associated with. Budget Lines can be set up for a person or for a generic role (see **Time (tab)** below). To associate the budget data with a person, enter the person's name. If left blank, the data will be associated with the project but not to any specific person. To properly manage the budget data by person, we recommend setting up a separate Budget Line per person per project. A Budget Line can have both time and expenses information for the person.

Budget (tab)

Describe the specifics for the Budget Line. The totals for the CURRENT Budget Line show on the panel. A Budget Line can have time and expense information.

Project (tab)

The project data sources from the Work Order.

The **Create Contact Default** button will create a new **Contact Default** record for the time sheet detail on a Budget Line. It ONLY applies to time sheet data. This process can be run only once for each budget line. Once this process creates the new Contact Default record, you can edit it in the **Contact Default** function – see Chapter 26: Contact Defaults.

Time (tab)

Contact – select a person from the drop down list (data sourced from **Contacts**) if this budget line is for a person. You can leave it blank in which case the budget data will not be associated with any single person.

Note: a Generic Contact can be used on Work Order Budget Lines. (See Chapter 6: Contacts**.) This provides budget to the project but such budget is not related to any one person. Generic Contacts cannot create time and expense sheets.**

Matched Project Position Record – If a Project Position exists for this person for this project, those lines will show in this section. You can then select one of those Position records to load the details in the section Final Time Budget Parameters. To do so click on the following button.

If there are no Position records, enter the data manually in the section Final Time Budget Parameters section.

Final Time Budget Parameters – this is the time data for the current Budget Line. Complete as much as possible.

Expense (tab)

Enter the required expense budget on this screen. If the record is for a person, then enter that person's budget expense here.

Other (tab)

"Other" refers to non-standard project charges, such as computer hardware, software license fees, costs to set up a project office, payments to 3rd parties, etc.

Chapter 28: Financials

Menu Path

Login Portal > User Portal > Admin Portal > Financial Portal > Financials.

Overview

Posting of Time, Expense and Other charges to a Project result in financial records. Since all the data results from postings, no user input on the data is allowed.

Record Details - Project

All data rolls up to the Project level. Thus all the values from the Subphases and Phases related to a Project roll up to the Project Financials records. E.g. if a Phase has two Subphases, each with a $100 in time posted, each Subphase will show $100 in posted time, the Phase will show $200 and the Project will show $200.

Project (tab)

This presents a summary of the Project record.

Financials (tab)

This tab presents a summary view of the financial results for the Project.

Budget - is the total of any Work Orders assigned to the Project.

Actuals – shows the total of all the posted Time, Expense and Other charges.

WIP – shows the total of all UNPOSTED Time, Expense and Other charges.

Margin – is profit Revenue less Cost divided by Actuals.

Markup – is profit Revenue less Cost divided by Cost.

Budget (tab)

This shows all the budget records (see Chapter 27: Work Orders & Budget Lines) that apply to this Project.

Time - Actuals (tab)

This shows all the Time sheet data POSTED to the Project.

Time - WIP (tab)

This shows all the Time sheet data NOT YET posted to the Project.

Expense - Actuals (tab)

This shows all the Expense data POSTED to the Project.

Expense - WIP (tab)

This shows all the Expense data NOT YET posted to the Project.

Other (tab)

This shows all the Other expense data POSTED to the Project.

Other - WIP (tab)

This shows all the Other expense data NOT YET posted to the Project.

Phase (tab)

This allows access to the Phase financial information.

Record Details - Phase

The financial data in the Phase Financials has Phase data similar to the project financial data.

Record Details - Subphase

The financial data in the Subphase Financials has Subphase data similar to the project financial data.

Chapter 29: Contacts

Menu Path

Login Portal > User Portal > Admin Portal > Financial Portal > Contacts.

Overview

The financial data is all that is maintained in this function.

Record Details

Default Rate – this would be the default **billing** rate for a time sheet line for the person. This can be overridden later. For non-billable work, the system will automatically set this to $0.00.

Default Cost - this would be the default **cost** rate for a time sheet line for the person. This can be overridden later. For non-billable work, the system does NOT make any changes.

Note: it is important to set up the following values for ALL time sheet users. If not, no financial data will be posted to the project records for the person.

Chapter 30: Positions

Menu Path

Login Portal > User Portal > Admin Portal > Financial Portal > Positions.

Overview

The only data maintained in this function are financial.

Record Details

Approved? – mark "Yes" if the position is approved.

Hours – this is an estimate for the number of hours for the position. It does not affect time sheet processing.

Rate – this would be the **billing** rate for the position. It does not affect time sheet processing.

Cost - this would be the **cost** rate for the position. It does not affect time sheet processing.

Security Portal

Chapter 31: About Security

Overview

Maestro Program Office™ offers flexible ways to manage and control user access. The system uses role-based security. Users are assigned roles. Each role has a specific level of security to access functions and records. A user will only be able to access functions or records when their access level meets or exceeds the defined level for the function or the record. Functions are grouped on Portals and access to a portal is controlled. Navigation and user access is controlled through three related processes:

- **Portals** – portals contain related processes and functions. Access to a portal is controlled based on a user's access level.
- **Roles** – each user is assigned a role when their User ID is created. Roles determine access level.
- **Functions** – each function, such as creating an Issue, adding a Project ID, viewing project financials, is controlled based on a user's access level.

Portals

Overview

All functions in the system are accessible through the various portals. Security can be attached to each portal thereby controlling user access to a portal. Portals are discussed in Chapter 2: Navigation. The **Security Portal** contains the functions to manage security.

User Roles

Overview

Roles control user access to portals and functions in the system. Every system user is assigned a role and the role defines the level of access for the user.

Types of Roles

Maestro Program Office™ has nine roles:

- 01_Observer
- 02_Reviewer
- 03_Assistant
- 04_Team Member
- 05_Team Lead
- 06_Group Lead
- 07_Project Lead
- 08_Program Lead
- 09_System Admin

Each role has a specific level of access – levels 1 through 9 correspond to the number assigned in the level description. I.e. an 04_Team Member has access level 4, an 08_Program Lead has level 8 access, etc.

Hint: for single user – set yourself up with the 09_System Admin access level. Then set all other functions in the system to 03_Assistant access level.

Role Access Levels

01_Observer – cannot change, edit or delete any records. They also cannot run any reports.

02_Reviewer – cannot change, edit or delete any records. They can run reports.

All the rest of the roles can access, change or delete records and run reports. They are there to provide different levels of user access across the functions.

Example 1: a person at level 4 could not access the **Admin Portal** if the access level for the **Admin Portal** was 6.

Example 2: if the access level for the **Admin Portal** is 6 and for the **Company** function is 7, a user with access level 6 could access the **Admin Portal** but once there, would not have access to the **Company** functions.

User ID's

All users of the system must have a *User ID*. User ID's are setup in the **Security Portal** using the **User Accounts Admin** function. Creating a new ID assigns a user a specific role, which defines their access level. Thus each user of the system will be able to access only those functions where their security access level meets or exceeds the level set for that function.

Functions

Overview

Functions are the areas where a user can add or change records. There are multiple functions on each portal. Access to each function can be controlled with security. Once in a function, a user can add, change or delete records based on their security level. In addition, some actions within a function may require a different level of security to compete them, i.e. to close a record.

Emergency Reset

In the unlikely event that the password for the only user with a ***09_System Admin*** is lost or corrupted, there is an emergency reset procedure. This procedure will take you to the **Security Portal** to the **User Account Admin** function so that you can reset the password (see Chapter 32: User Account Admin). This will **only** work under the following conditions:

- Your copy of the software is fully "Registered". It will not work in "Trial" or "Not Registered" mode.

- You have both the *Registration* and the *Special Code* that came with the original email sent to the original purchaser of the system.

If you meet the above criteria, then go to the **Login Portal**. At the bottom right you will see the green shield icon that shows that the software is Registered. Click on the icon. (Note that this ONLY works at the **Login Portal**.)

A confirmation dialog will appear:
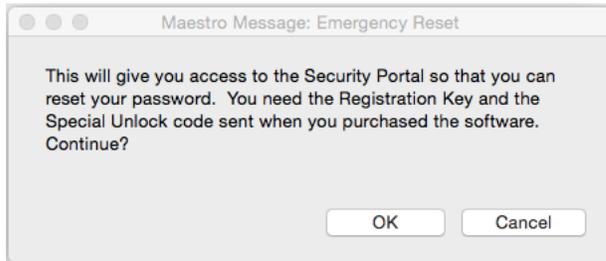
Select **OK** to get to the next screen:
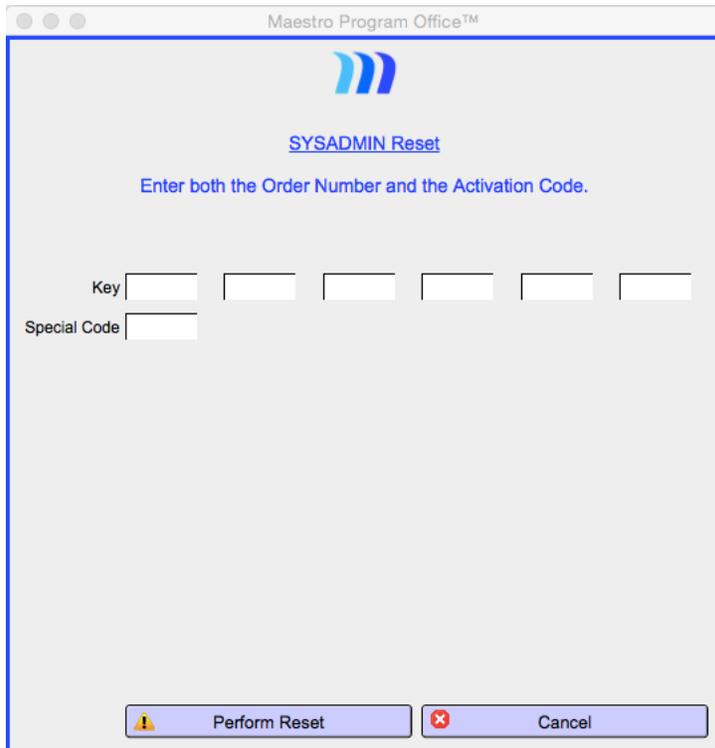
Enter the *Key* and the *Special Code* and click on **Perform Reset**.

If the reset fails, you can try again. Failure is a result of entering an incorrect *Key* or an incorrect *Special Code*. If the reset is successful then you will be transferred to the **Security Portal** to **User Account Admin** function.

Select the *Rec #* of the user to be changed and on the Accounts tab select the **Reset Password** button.

Chapter 32: User Account Admin

Menu Path

Login Portal > User Portal > Admin Portal > Security Portal > User Account Admin.

Overview

This function manages User ID's. An unlimited number of User ID's can be created.

Hint: a single user need only have one User Account for their use.

Record Details

List All (tab)

Only **Contacts** that are marked as *System User* = **Yes** can have a User ID. These will be shown on the **List All** **tab**. Selecting a user account record will take you to the Accounts tab for further controls.

Accounts & Users

 # Of Accounts - is the total number of users where *System User* = **Yes**.

 # Active Users - shows the number of users with active *User ID*'s.

 # Licensed Users – shows the number of users licensed for the current system. The *# Active Users* cannot exceed the *# Licensed Users*.

Default Password – this is the default password that new users will use to first log into the system. They will be asked to change it at logon.

Accounts (tab)

Create Account – to create a new user, enter a *User ID* and required access level from the drop down list and click the button. This will create a new user ID with the default password.

Update Account – use this button to change the access level of an existing user. The user password is reset with this command and so the user will have to log in again with the default password the next time that they use the system.

Change Activation – to de-activate an existing ID, select the ID, then click this button to de-activate this user. Clicking it on an inactive User ID will re-activate it.

Reset Password – this allows you to change the password of an existing user. The user will have to log in again with the default password the next time that they use the system.

Delete Account – this will delete the existing User ID and password.

Chapter 33: Access Management

Menu Path

Login Portal > User Portal > Admin Portal > Security Portal > Access Management.

Overview

This function sets the levels to control access to portals and functions. It also sets the access level for records in a number of functions based on their status level.

Hint: a single user should set all the access levels to 03_Assistant.

Record Details

Functions (tab)

Set the access level for each function – each one can have a different access level. Portal access is also controlled in this tab. See Chapter 2: Navigation.

Status (tab)

This section allows the changing of access control on a record depending on the status of the record. In this way increasing levels of security can be put on a record as it moves though its status changes. If this is used, make sure that there is at least one user that has access to highest level assigned here or the record will not be changeable.

Levels (tab)

This controls the update process for certain types of records. Again, take care that at least one user can meet the access criteria or the record will not be changeable.

Chapter 34: Registration

Menu Path

Login Portal > User Portal > Admin Portal > Security Portal > Registration.

Overview

Maestro Program Office™ can be used for 30 days without any restrictions. You can create records, run reports, perform updates, etc. After 30 days, the trial period will expire and the system will be locked from further use until it is properly licensed.

> **Licensing is for a single device. Only ONE device at a time can use a valid registration key.**

Once you pay for a license, you will receive an email from Maestro Development Inc. with the *Registration Key* and a *Special Code* for emergency unlocks (See Chapter 30: About Security).

Warning: keep this email in a secure place as it will be the only way to unlock your database should an emergency need arises.

Record Details

Registration (tab)

Registration Status

This tab shows the details on the registration of the software for this device. If the software is not registered the fields will be empty.

Support Details

You can purchase a support contract from Maestro Development Inc. to support your users, create custom reports, conduct training, etc. If you have purchased one, enter the information here.

De-Register Software

If the software is already registered and you want to de-register it from the current device in order to move the key to another device, click on the **De-Register Software** button. This will de-register the current device clearing its use for another device. It will also send an e-mail to Maestro Development Inc. to clear the registration for the device.

Warning: DE-registration will immediately prevent further use of the software on the current device.

Registration Process

Login Portal

The actual registration process starts at the **Login Portal** with the button **Register Software**. If the software is already registered, the button will prevent any further attempts to register the software.

If the software in in *Trial* or *Not Registered* status, click on the **Register Software** button. This will take you to the following screen:

Enter the information **EXACTLY** as in the email sent to you. If you have a problem check the data and re-enter as needed. Otherwise you will be transferred back to the **Login Portal** and the shield icon on the bottom right of the main screen will indicate the registration status:

- - Trial period.
- - Registered.
- - Not Registered.

Appendices

Appendix A: Working With Maestro Program Office and FileMaker

Overview

Maestro Program Office™ uses the FileMaker™ database engine. FileMaker is a powerful, stable and flexible relational database that has been available for over 20 years. PC's and Macintosh™ computers, as well as iOS devices (iPhone, iPad), can use FileMaker databases. Since Maestro Program Office™ provides controls for all needed processes, some of FileMaker's functions are not directly accessible.

This section covers details on how to sort, find and output records and reports.

Finding Records

Overview

Finding records with Maestro Program Office™ is flexible and very powerful. Almost any combination of search criteria can be used.

Find

A Find can produce any combination of records that meet the Find criteria. Since multiple criteria can be entered, almost any combination of records within a function can be found.

Once a Find is completed, the resulting records are known as the "Found Set". This is shown in the Header bar where the number of records FOUND is less than the TOTAL records for the function.

Performing a Find is easy. Select the **Find** icon.   When this is done, all the fields available for finding records appear with a little magnifying glass in them.   Set the criteria for the Find action by entering data in the field, selecting from the drop downs, etc. When ready, hit the **Enter** key and the records will be found in the system.

Example: to find all the Review Items that are Issues for Project ABC, go to Review Items > Setup; select the **Find** button; in the *Project* field enter **ABC**; under *Type* select **Issue** and hit **Enter**.

Example: to find all the Issues for ABC with the next Review Date of 1/1/2014, click on the **Find** button; in the *Project* field enter **ABC**; under *Type* select **Issue**; in *Review Date* enter **1/1/2014** and hit **Enter**.

A Find can span tabs – during the Find process, just select another tab, enter criteria in a field and when ready, hit **Enter**.

If no records meet the selection criteria none will be shown and an error message will be displayed. At this stage, the Find can be cancelled or the criteria reset.

Some functions do not allow Finds as the results could be inconsistent.

Wild Cards

The following can be used to find special characters, phrases, numbers, etc.

If you need to Find…	enter the following in the Find field…
Words that start with specific characters.	The characters.
A phrase or sequence of characters that match when they are the first characters in a word.	The characters, including spaces and punctuation, between *double* quotation marks (")
Words with one or more unknown or variable character.	One wildcard character (@) for each unknown character.
Invalid characters in a text field.	?
Digits in a text field.	A # character for each digit.
Words with zero or more unknown or variable text characters in a row (zero or more characters).	* for all unknown characters.
Accented characters, operators or other non-alphanumeric characters, such as punctuation or spaces.	The literal text (characters), including spaces and punctuation, between double quotation marks (").
A character with special meaning, such as the find operators @, *, #, ?, !, =, <, >, " (escape next character).	\ followed by the special character.
Partial phrases, a sequence of words or characters (match phrase from anywhere).	Characters, punctuation, and spaces between double quotation marks ("); use * to find this text in the middle of a longer text string.
Exact matches of the text you specify (match entire field).	== (two equal signs) for a field content match.
Exact matches of whole words you specify (match whole word).	=

Find All

To clear the Found Set and find all the records within the file, use the **Find All** button
if it is available. (**Find All** is not always available as it could unpredictable results.)

Sorting Records

Overview

Maestro Program Office™ incudes a sort process for most functions. While many of the **List All** screens show a pre-sorted view of the records, this is only a view of the data. The actual records can be sorted on different criteria. Sorting is useful for reports.

Sorting Records

To change the sort order for a set of records, click on the **Sort** button.

This will bring up a sort screen.
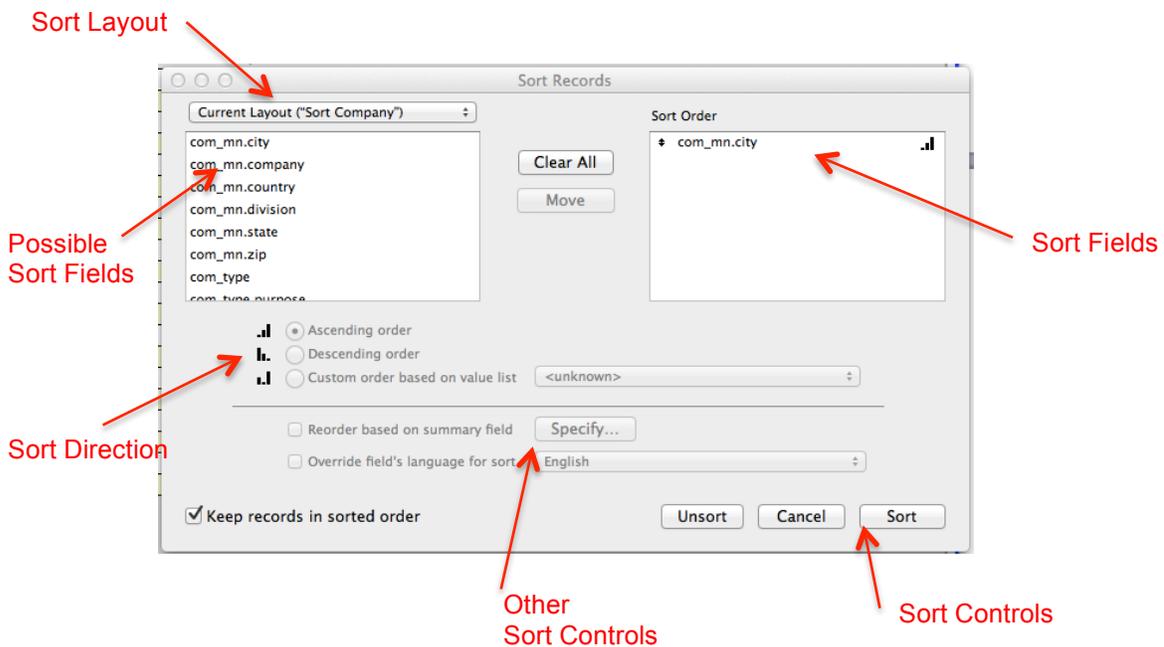
Please pay attention to the following steps:

1. Click on **Clear All** button to clear the *Sort Order* area.
2. Double click on a field in the *Possible Sort Fields* area to move it to the *Sort Order* area. Note not all possible fields are there – there is a selection of the most common fields used for sorting.
3. Move a field up or down in the *Sort Order* area to change the sort order.

4. Click on a field in the *Sort Order* area and change the direction of the Sort by clicking on an available **Sort Direction** button. **Do NOT use** the "**Custom order based** on value list" option or unpredictable results could happen.
5. **Do NOT change** the layout in *Sort Layout* area or unpredictable results could happen.
6. **Do NOT use** any of the *Other Sort Controls* or unpredictable results could happen.
7. When ready click on the **Sort** button in the *Sort Controls* area.

Field Conventions

All fields start with a 3-character table reference followed by an underscore character (e.g. **com_** for Company, **wbs_** for WBS fields.) The field name follows. Most field names are self-explanatory. Note that dates usually have a **dt.** in the name and the record serial number is always **_z.rec.serial**.

Outputting Records

Overview

There are three types of reports: **List**, **Report** or **Excel**.

- **List** – this type of report is a list of several records with columns across the top and one of more sections of data followed by rows of data. The rows are the records.
- **Record** - this is a report of a record and usually contains many fields of data.
- **Excel** – this report sends numerous fields of the *Found Set* to an Excel file.

List: To Do - Not Closed (Sorted by Category)

List: To Do - Not Closed, with Detail (Sorted by Category)

List: To Do - Not Closed

List: To Do - Not Closed, with Detail

List: To Do - All Records (Sorted)

List: To Do - All Records with Detail (Sorted)

List: To Do - Not Closed, with Fast List (Sorted)

List: To Do - Not Closed; with Detail; with Fast List (Sorted)

Record: To Do Record

Record: To Do Record with Fast List

All reports run on the *Found Set* of the data. Note that some reports are already sorted and their sort order cannot be changed for the report. The List and Record type reports allow multiple output options including Printer, PDF file, or screen preview.

Printer

The **Printer** button sends the report to a printer. It also is used to run a **PDF** of the report. The output format can be partially modified from the pre-set criteria.

Printer – the printer can be changed.

Pages – the page range is pre-set but it can be changed at this stage.

Print: Records Being Browsed – this indicates that the report will print all the records in the current Found Set.

Print: Current Record – this will select only the current record to be printed.

Print Blank Record – this will print an image of the record with no data included.

Note: Any report can be saved as a PDF file. To do so, click on the PDF button at the bottom left of the dialog box and make the appropriate selection. One of the options includes sending the report as an email.
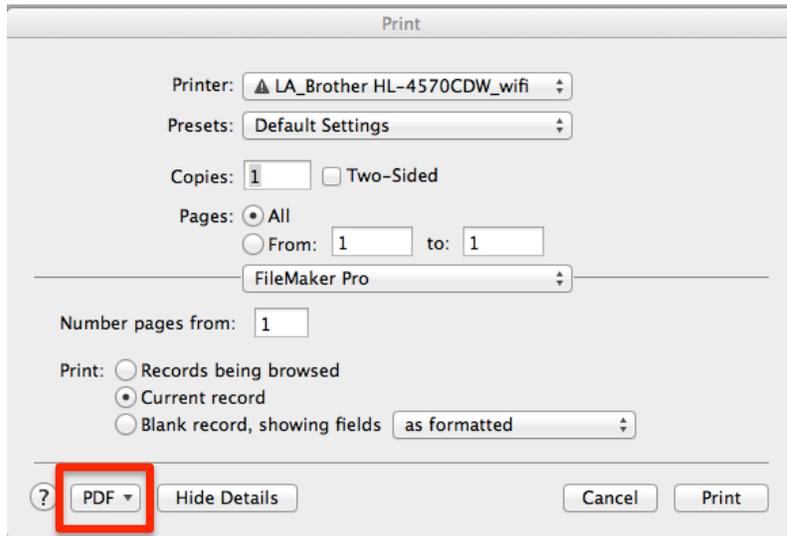

Preview

The **Preview** button will show a print image of a report. The image cannot be edited or changed but the records can be viewed to see how they would print when sent to a printer. Print Preview includes any sorts, page breaks, etc. included in the report design.

Excel™ File

Only Excel type reports can create an Excel™ file. When these are run, the standard save dialog box will open allowing the user to select the location to store the Excel file. The *Found Set* of records will be exported. The file can be edited with Excel.

Appendix B: Demo Data

Overview

We have now included a full set of demo data in the system. This is useful for testing and trying the system before you start entering real business and project data. All the demo data can easily be removed with a single process.

The system is in demo mode when the red flag at the top of the screen shows as follows:

Warning: you should be careful when working in demo mode to not enter a lot of real business and project data, since ending the demo removes ALL data in the system and resets record serial numbers.

Working With Demo Data

Demo data exists for all functions in the system. There are no restrictions on adding, changing or deleting data while in demo mode.

We have created several Users with ID's. Access restrictions may impact those without a *09_ System Admin* access level. We recommend that you start with the *JOHNNYC* as the *User ID*. The preset ID's are:

User ID	Password	Security Level
• JOHNNYC	JOHNNYC	09_System Admin
• BILLC	BILLC1	04_Team Member
• STUARTC	STUARTC	05_Team Lead
• JOSEPHG	JOSEPHG	04_Team Member
• MIKEG	MIKEG1	06_Group Lead
•		

Note: if a password has expired, try Newuser1 as the password.

We suggest that you start just by looking at the functions in the **Admin Portal**. Then make changes and additions as you like. By using JOHNNYC you can avoid running into any security control issues.

Hint: by using *JOHNNYC* you can avoid running into any security control issues.

Removing Demo Data

It is easy to remove all the demo data with a function in **Admin**. The process to do this is in:

Login Portal > User Portal > Admin Portal > Admin > Utilities.
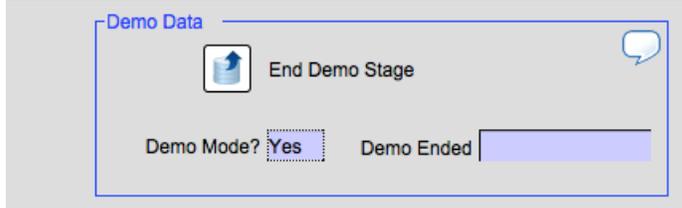
Clicking on the button to *End Demo Stage* will start to run the process. (You will be able to cancel before it runs.) You also have the option just to remove the "DEMO Mode" flag and leave all the demo data there. After this option is selected, the data can only be removed manually. If you decide to remove the data, the system will remove all the demo data and reset all serial numbers.

Warning: this process removes ALL data in the system and resets record serial numbers.

If run, the process not only removes all the data in the system, it also resets record serial numbers back to a zero state. It does preserve Value Lists, most Admin settings and most Security Settings. Since the process removes all Contacts, you will be asked to enter a new user name and ID for you. The system will create this **Contact** with record # *10000002* and will give the ID a system access of *09_System Admin*.

Once run, the top of the screen will no longer have the red flag.

Appendix C: Record Numbers

Overview

The system assigns record numbers for every record. Each record has a unique record number which cannot be changed. After a record is deleted, the record number is never re-used.

Record Numbers

All records numbers are 8 digits long. The first 2 digits represent the **Function** in which the record resides. They are currently as follows:

Function	Record #	Notes
• Contacts	**10**000000	
• Companies	**11**000000	
• Contact Default	**12**000000	
• Address	**13**000000	Extended part of a Contact record
• Details	**14**000000	Extended part of a Contact record
• Projects	**20**000000	
• Phases	**21**000000	
• Subphases	**22**000000	
• Positions	**23**000000	
• Tasks	**24**000000	
• Project Keys	**25**000000	
• Subtasks	**27**000000	
• Steps (Task)	**28**000000	
• Work Orders	**30**000000	
• WO Budget Lines	**31**000000	
• Time/Expense Header	**32**000000	
• Time/Expense Line	**33**000000	
• Contacts Made	**40**000000	
• Interactions	**41**000000	
• Review Item Estimate	**43**000000	
• Review Items	**44**000000	
• Review Updates	**45**000000	
• To Do's	**46**000000	
• Notebook	**47**000000	
• Reports	**48**000000	
• Report Sections	**49**000000	
• Notices	**50**000000	
• Workflow	**52**000000	
• Documents	**54**000000	
• Document Files	**55**000000	
• Document Links	**56**000000	

Appendix D: License Agreement

Overview

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