Help Guide For:

Quik! Forms Library
Version 5.1

For further support, please visit us on the web at:
www.quikforms.com

Using Quik! Help

Using Online Help

Quik! includes complete documentation and help in an accessible PDF-based system, using Adobe® Acrobat®. The help system includes information on all the features and components of Quik!. This help file is designed to provide easy navigation online, and can be printed out to provide a desktop reference for using Quik!. Additional help can be found on our website at http://www.etiforms.com/support.aspx and in our online KnowledgeBase at http://www.etiforms.com/support_search.aspx.

While this help guide will touch on some of the features of Adobe Acrobat Reader and other versions of Acrobat, should you require more in-depth help with an Acrobat feature, please use the help guide that Adobe provides. You can find Adobe Acrobat help by opening Acrobat and choosing Help > Acrobat Help from the file menu.

Getting and Using Help...

To open Quik! help, choose Help > Contents from the file menu. Help will launch Adobe Acrobat and open the help file. Once open, click on the item you wish to view from the index and the corresponding Help topic will appear. To Move Back use the Back button found on the Acrobat toolbar. If your Acrobat toolbar is not showing, you can show it by choosing Window > Toolbars > Show Toolbars.

To retrace your viewing path, use the Back button on the Adobe® Acrobat® toolbar.

For additional help, please visit our website (www.quikforms.com) or contact us: help@etiforms.com.

Quik! Help

What's New In This Version

Quik! Forms Library Version 5.1.0

This version of Quik! Forms Library introduces the following new features:

Software Updates

- Combine multiple forms into a single document
- Launch your forms from the web
- Support for remote installations of Quik!
- Enhanced form search capabilities
- Update Service upgraded
- Quik! now supports over 26 different databases!!

New Databases

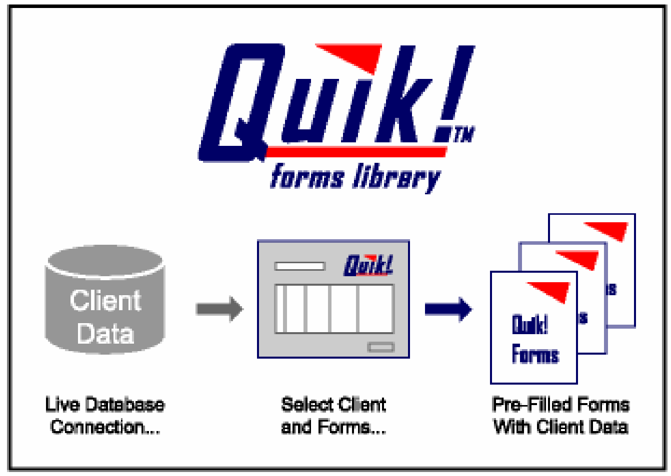
- GBS
- Inscomm
- Quik! Data Entry Template (MS-Excel)
- Upgrades to several databases
- Enhanced Text File support

Quik! Overview

Overview

Quik! Forms Library

Quik! is a desktop application that automates the process of filling out forms. Forms can be created blank with only the available rep information or when connected to a database, forms can be pre-populated with client information found in your database. Quik! is the perfect complement to your existing contact management system and way of doing business.



When creating forms for clients, Quik! dynamically reads your database to gather client information that can be placed on forms. Once the form is generated, you can make changes to the data on the form without affecting your database. In fact, Quik! does not write any data back to your database – your contact management system will not be modified or changed by Quik! in any way. The advantage to using Quik! is only having to manage your client information in one program!

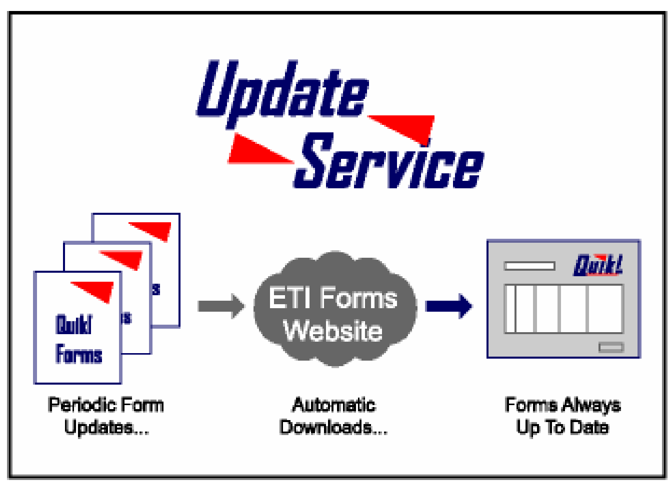
Quik! is comprised of:

- Your Contact Management Database
- Quik! Forms Library and Forms
- Adobe Reader or Acrobat

When setting up Quik!, you'll be asked to connect Quik! to your database, enter your rep information and download and/or install forms. The entire process should take five minutes or less to setup.

Quik! Update Service

The Quik! Update Service is an application that comes with the Quik! Forms Library. It is designed to interface with the Quik! website to keep your forms and software up-to-date.



When you launch the Update Service, it will automatically download your update file, which indicates which forms need to be updated. Then, each form that can be updated will be downloaded and installed. Overall, this method of finding, downloading and installing forms is highly efficient and requires very little effort on your part. The only thing you have to do is run the Update Service.

Installing Quik!

BEFORE INSTALLING

System Requirements

Quik! has the following minimum system requirements:

Operating System:	Microsoft Windows 98SE, 2000, NT 4.0 with Service Pack 5 or 6, XP (Mac OS is not supported)
Processor Speed:	Intel Pentium Processor
RAM:	128 MB (256 MB recommended)
Hard Disk Space:	150 MB
Browser:	Internet Explorer 5.0 or higher
Internet:	Ability to connect to the internet to download form updates.
Other Software:	Adobe Acrobat Reader 5.0 or higher (Acrobat 4.0 is not supported)

In order to save forms completed using Quik!, you must own the full version of Adobe Acrobat or Adobe Acrobat Approval. Both products are available for purchase on the Adobe website (www.acrobat.com).

READ THIS!

Quik! requires that Adobe Acrobat® Reader®, version 5.0 or higher is installed on each PC using Quik!. If you try to "Start" forms and the form will not launch in Adobe Acrobat, check your version of Acrobat and make sure that you **only** install version 5.0 or higher. Acrobat may not work properly if you have multiple versions installed.

Downloading Quik Software

As a Quik! subscriber, you can download the Quik! software any time you wish, and as many times as you want. The install file, quiksetup.exe, is a program that will install the Quik! software on your computer. **We recommend downloading the setup file and saving it to a shared drive on your network or in a folder on your hard-drive where you normally save downloaded software.**

To download the Quik! software, log in to www.quikforms.com and click the Download Software link on the home page. Or, click on the My Account button 

located in the left-hand column of the Quik! website. From the My Account page, click the link to the Download Center.

From the Download Center, click the Download button 

to download the software. You will be prompted to Open or Save the file. We recommend that you choose "Save" so you can install the software later on other PCs.

Installing On A Network – [CLICK HERE FOR AN ONLINE TUTORIAL]

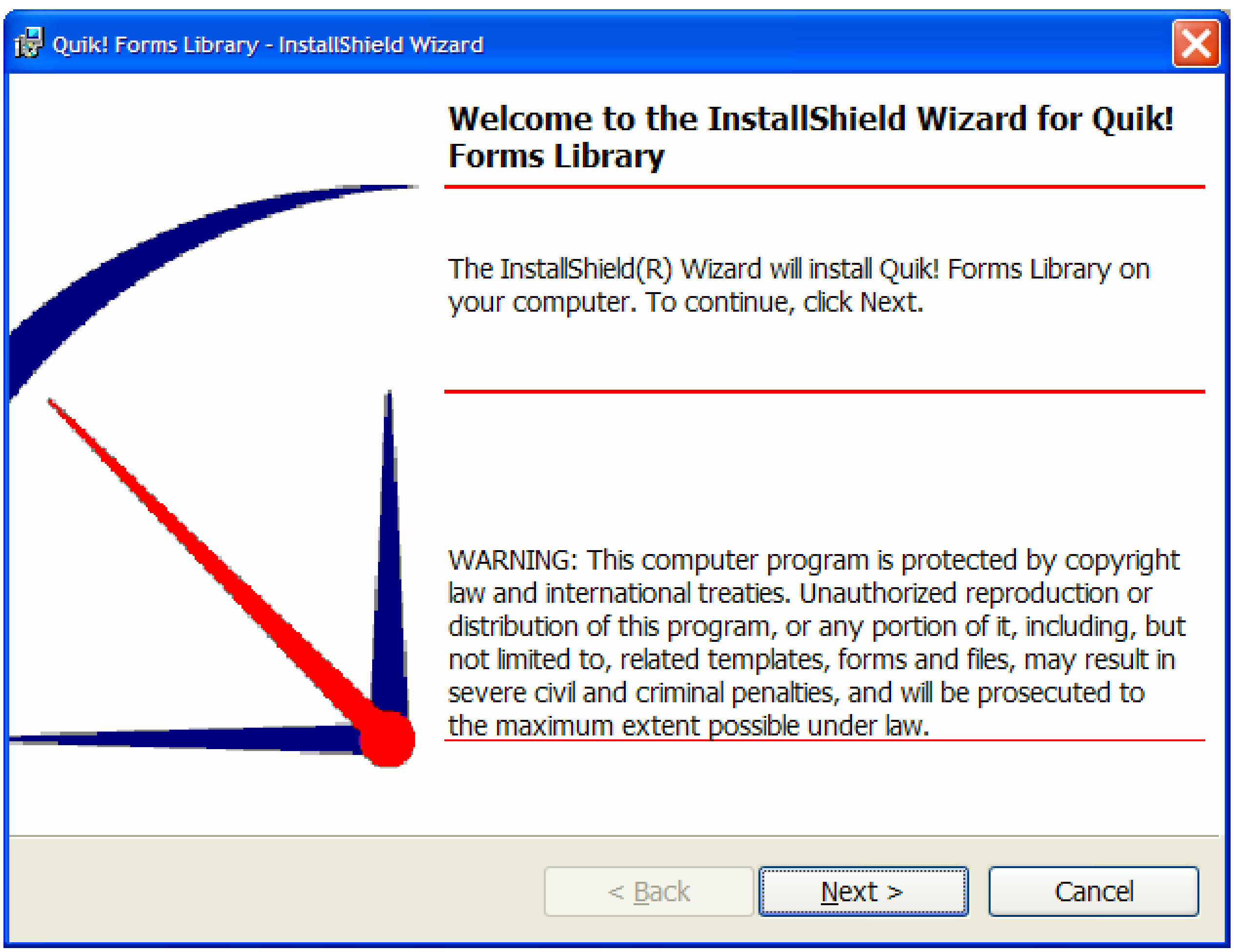
The power of Quik! Forms Library is enhanced when you share the single program amongst all of your staff in your office. Install Quik! on your network server to share the same forms, groups and rep information, plus you'll only have to get updates for one set of forms. The program will only take a few moments to install.

When installing Quik! onto a server, **you must install the program on the actual server machine** – do not attempt to install to the server from a PC over the network. Alternatively, Quik! can be installed on one PC for a single user *(see "Installing On A Stand-Alone PC)*.

To install Quik! on a network, do the following:

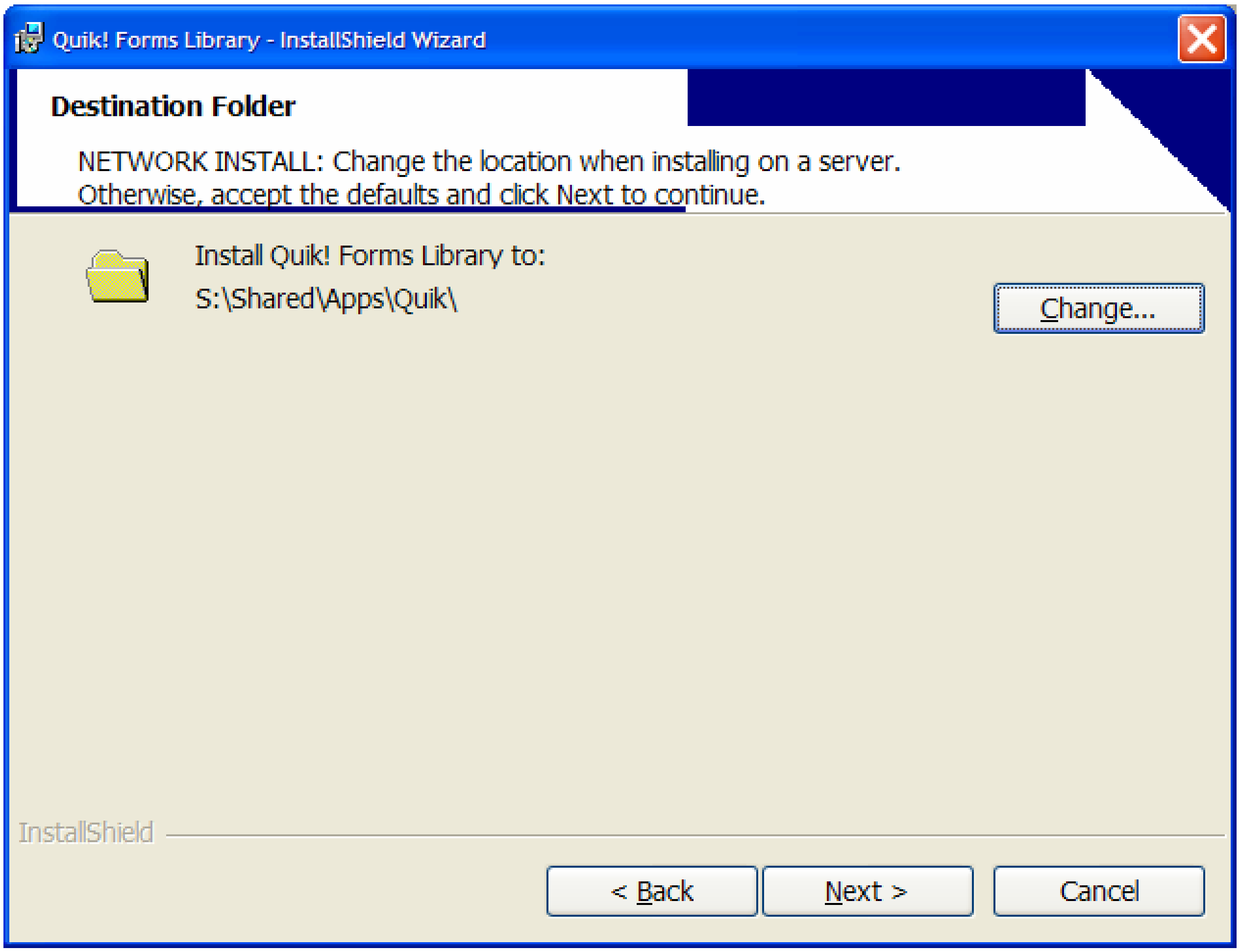
1. Go to the actual server machine – ask your administrator to help you
2. Login to the server with ADMINISTRATOR rights
3. Locate the quiksetup.exe file you downloaded
4. Double-click the quiksetup.exe file to begin the installation program.

The Quik! installation program will prompt you to continue with the screen below.



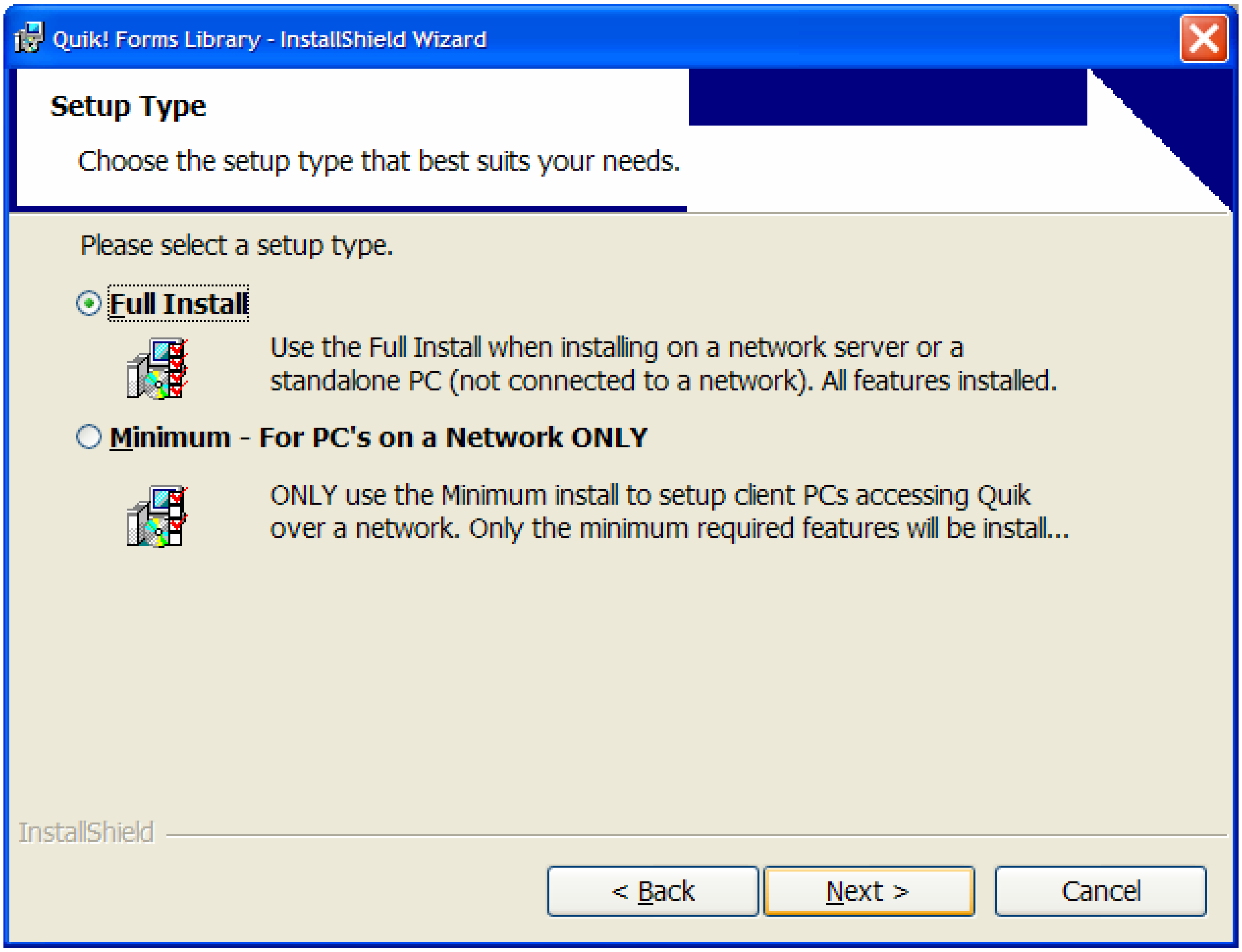
Click NEXT to continue through this screen. Continue clicking next until you get to the screen that asks for a Destination Folder (see image below).

VERY IMPORTANT! During the installation process, you'll be prompted to verify the DESTINATION FOLDER. When installing on a server you must change the destination location on your server to a shared folder where all of your users can access the program. (For example – D:\SHARED\APPS\QUIK FORMS LIBRARY\). If you accept the default location, you may not be able to access the software from other PCs on the network.

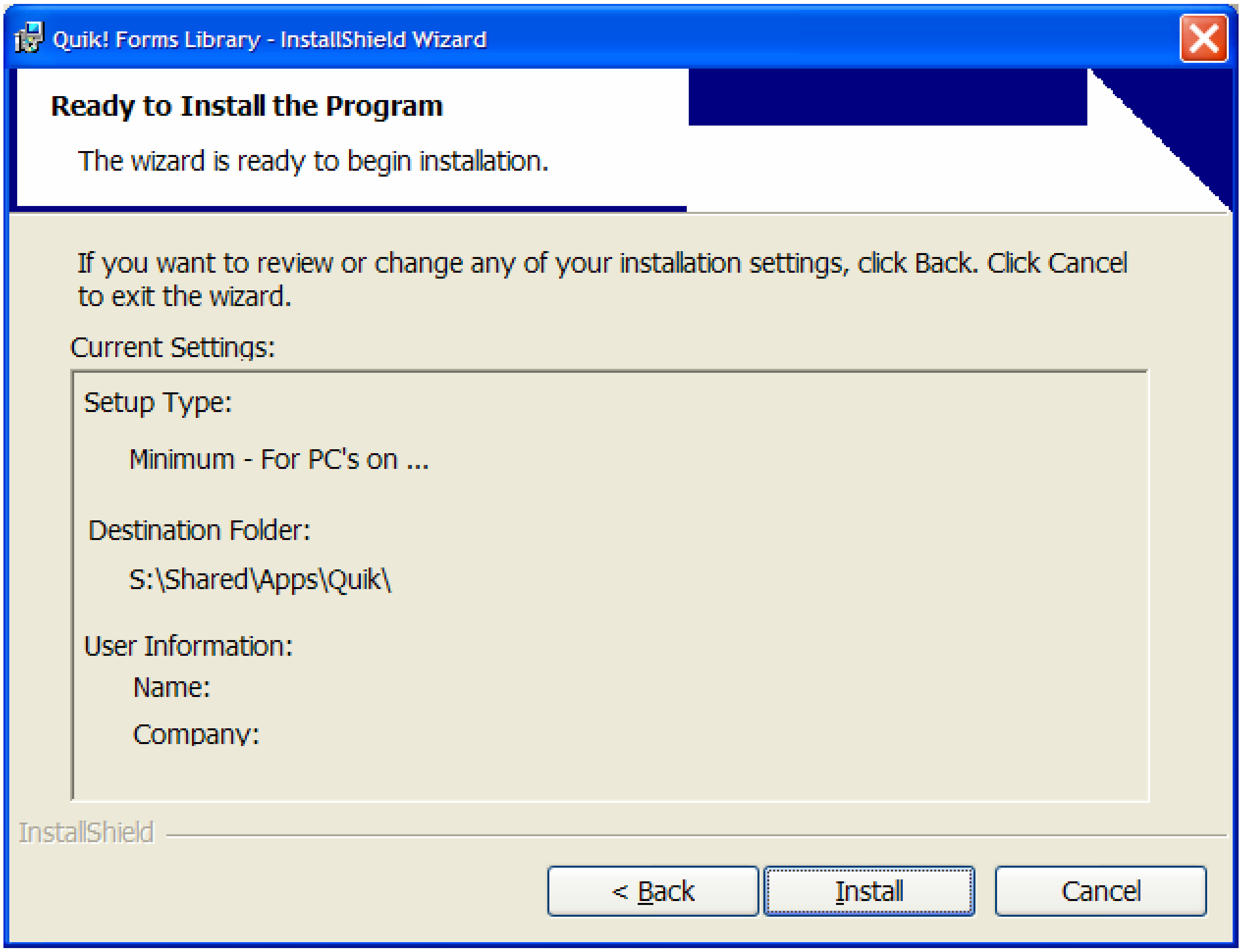


Click the Change button to choose a location on your server's hard-drives where network users can access the program. Most system administrators setup the server with one or more shared folders for applications and/or data – after locating a shared folder, create a folder in there for Quik (perhaps called "QuikForms").

The next step will ask you to choose either a "Full Install" or a "Minimum" install. **Choose the Full Install** to install the program. Only choose the Minimum install when setting up individual PCs on a network that will access the program over the network. Click Next to continue.



After you select the Setup Type (per the image above), continue following any additional prompts, clicking the Next button to continue until you reach the last screen that will prompt you to complete the Install – click the Install button.



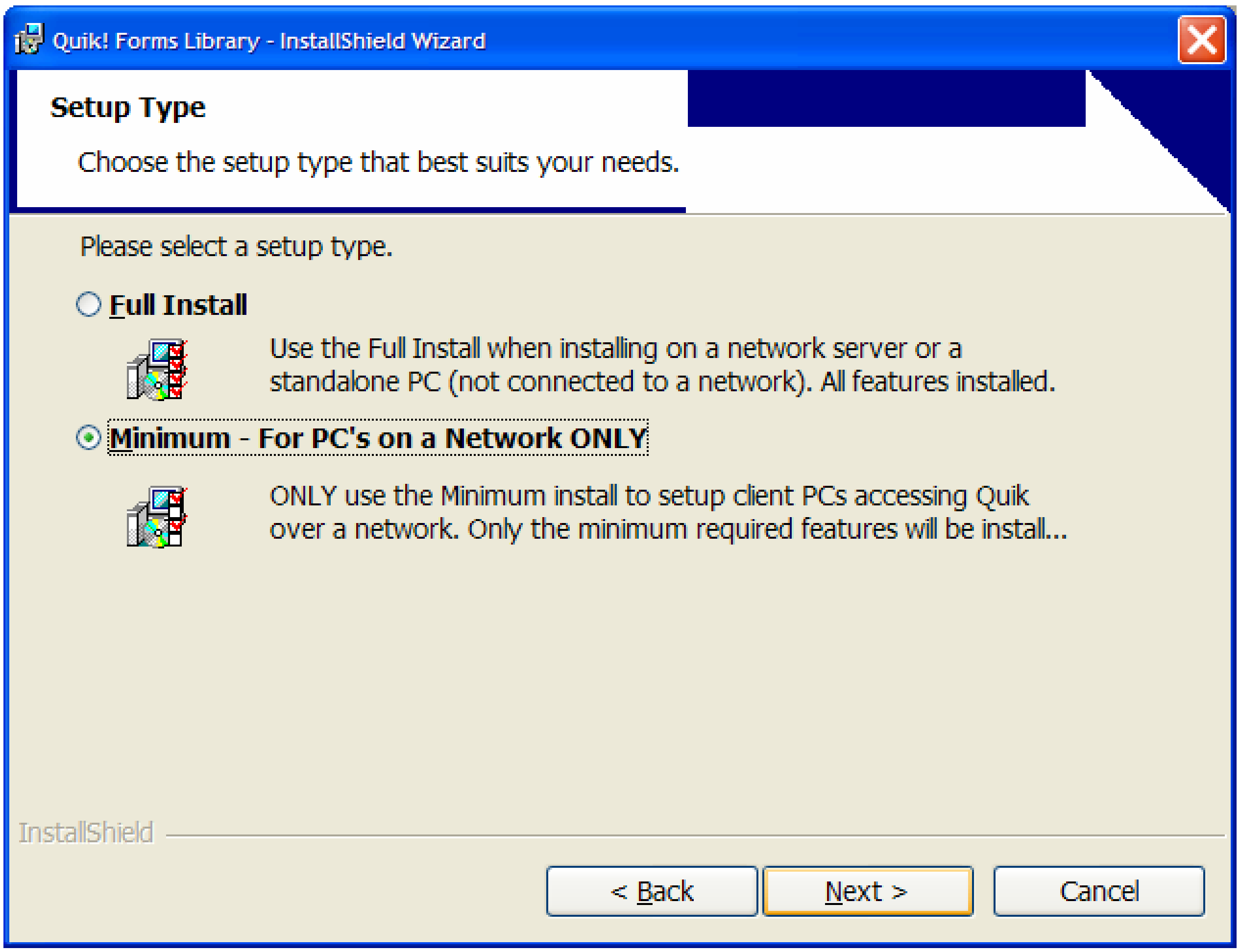
Once installed, the program will create a shortcut on both your desktop and in your START > PROGRAMS > QUIK menu.

After installing, run the Quik! Forms Library application (double click the Quik! shortcut on your desktop) and follow the setup wizard process to connect Quik! to your database *(see "Setting Up Quik! For The First Time")*.

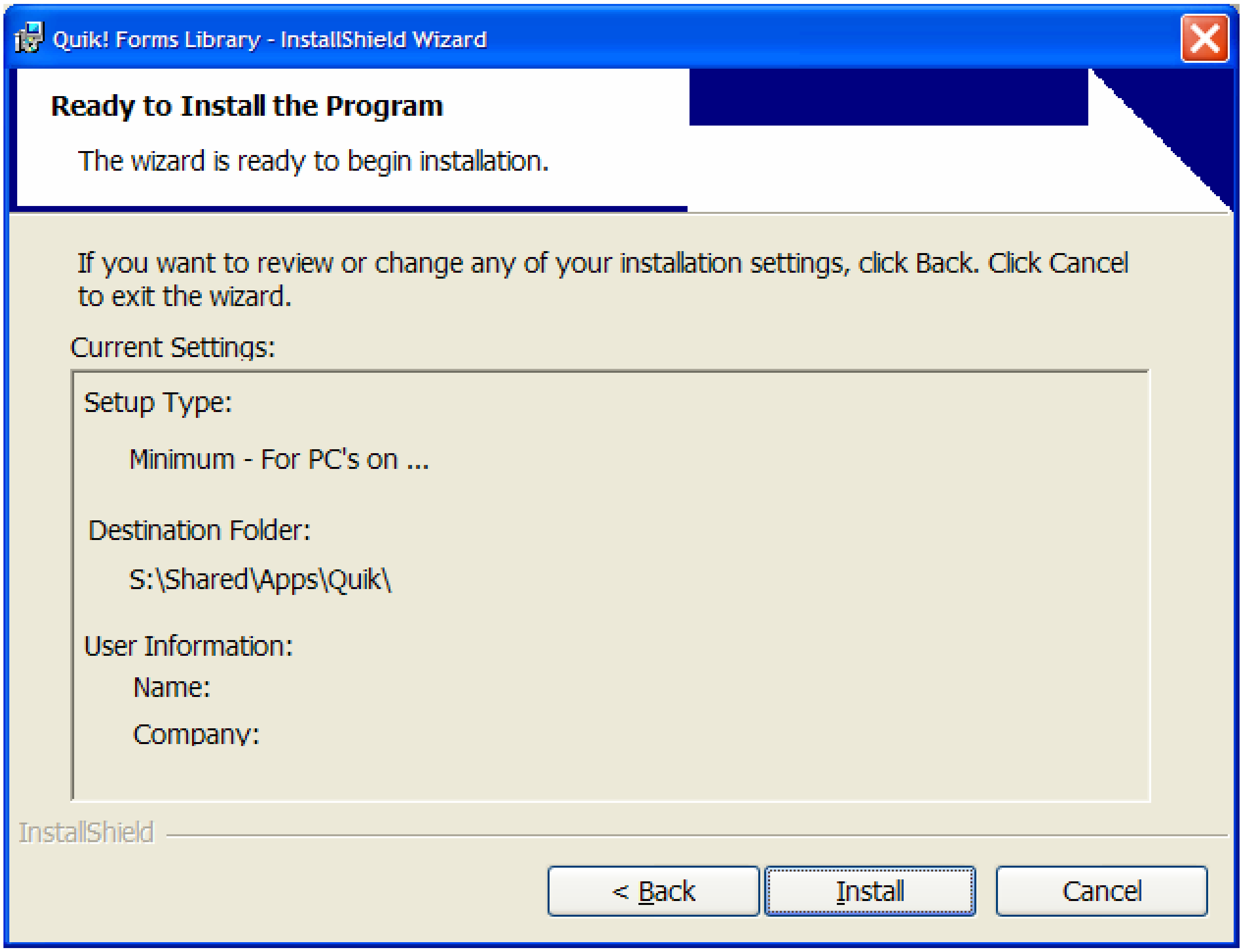
How To Setup Network PCs To Access Quik! On The Network

Please visit each PC you wish to run Quik! on and do the following:

1. Run the quiksetup.exe program you downloaded to the server.
2. During the installation wizard, accept all the default prompts until you reach the Setup Type screen (see below)
3. On the Setup Type screen, choose "Minimum".



4. Continue until you get to the Install screen and click the Install button (see below).



5. Setup a shortcut icon to the Quik! Forms Library program that you installed on the server

   A shortcut icon is a desktop icon that points to the Quik.exe (software) file on your network. If you installed Quik! on the server in a location that is shared with all users, you can set up the icon by doing the following:

   a. To setup a shortcut, right-click the mouse in an open area of the desktop. Choose “New” “Shortcut” and follow the prompts.
   b. Browse for the quik.exe file that was installed on your server.
   c. Once you find the file, click Next and follow the prompts to complete the shortcut.

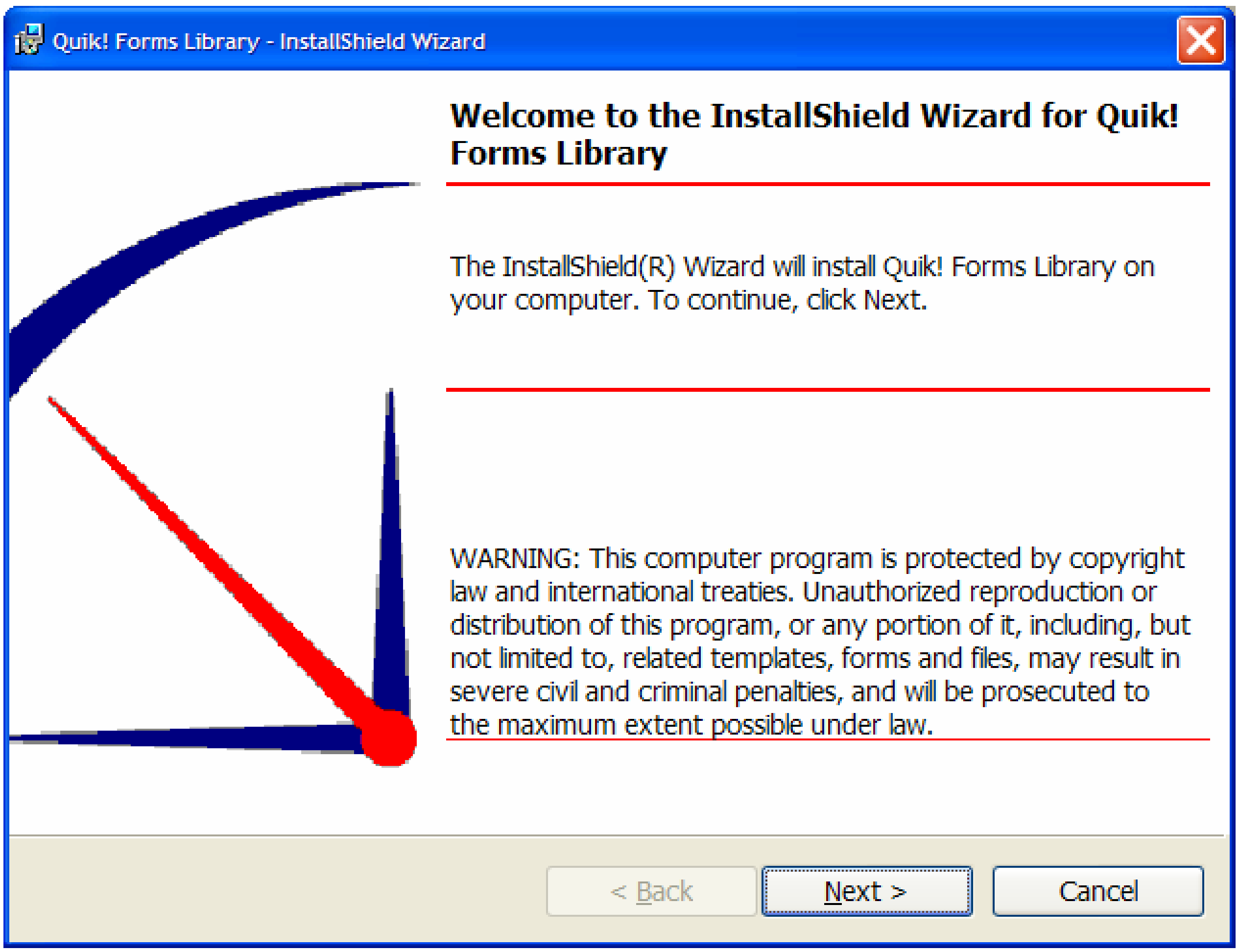
   NOTE: In order for Quik! to operate on the network, you must create a shortcut to the program on a **mapped network drive** – a mapped network drive has a letter (e.g. S:\ or H:\, etc.).

6. After completing the first PC install, run the Quik! Forms Library application on the PC you just installed it on. You will be prompted to follow the Quik! setup wizard once again to connect Quik! to your database – you will only have to do this the first time Quik! is run from a PC *(see ” Setting Up Quik! For The First Time”)*.

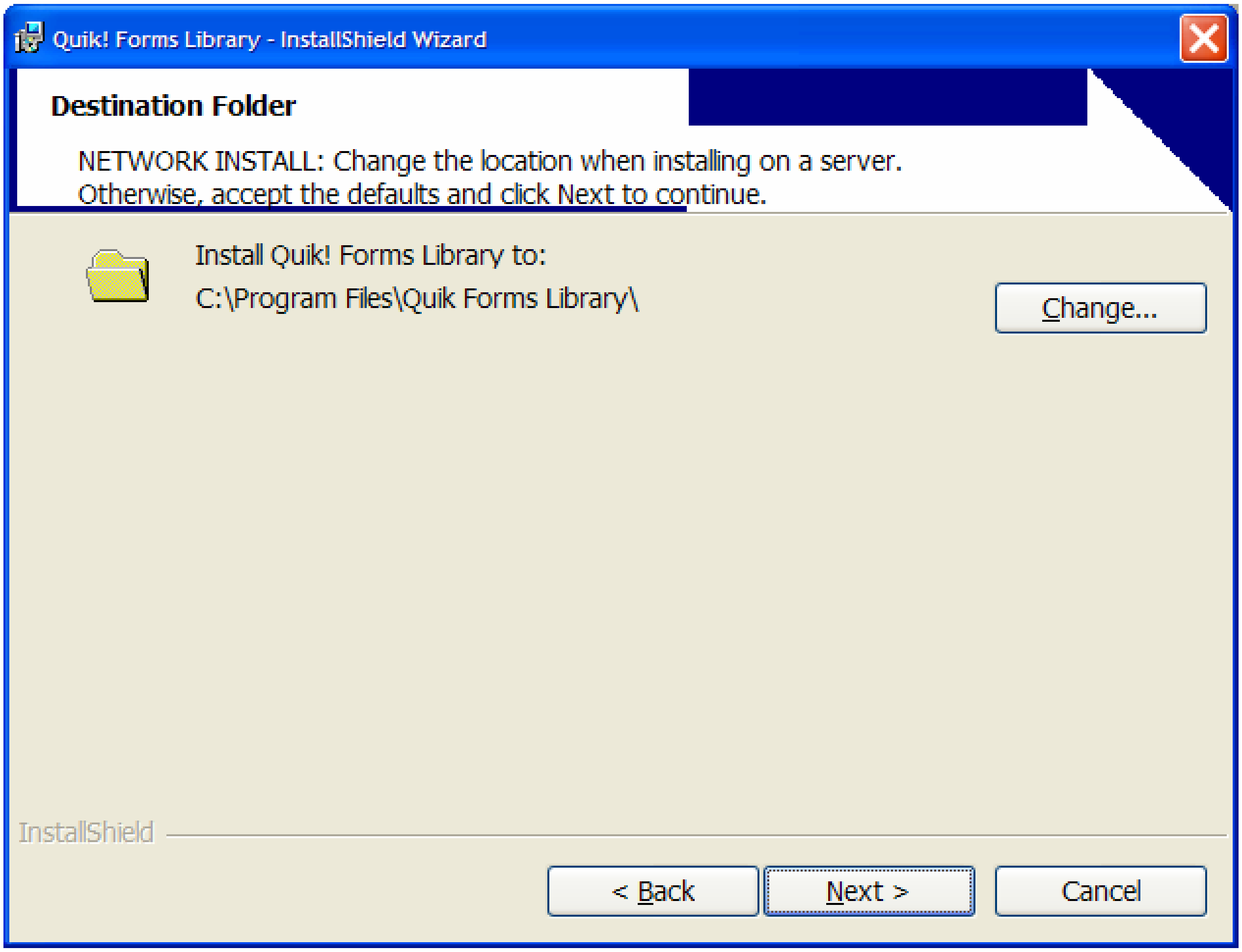
NOTE: If Quik! says that the license has expired on the PC you just installed on, simply run the Update Service from that PC. To run the Update Service, click the Get Updates button in the upper right corner, below the Quik! logo.

Installing On A Stand-Alone PC

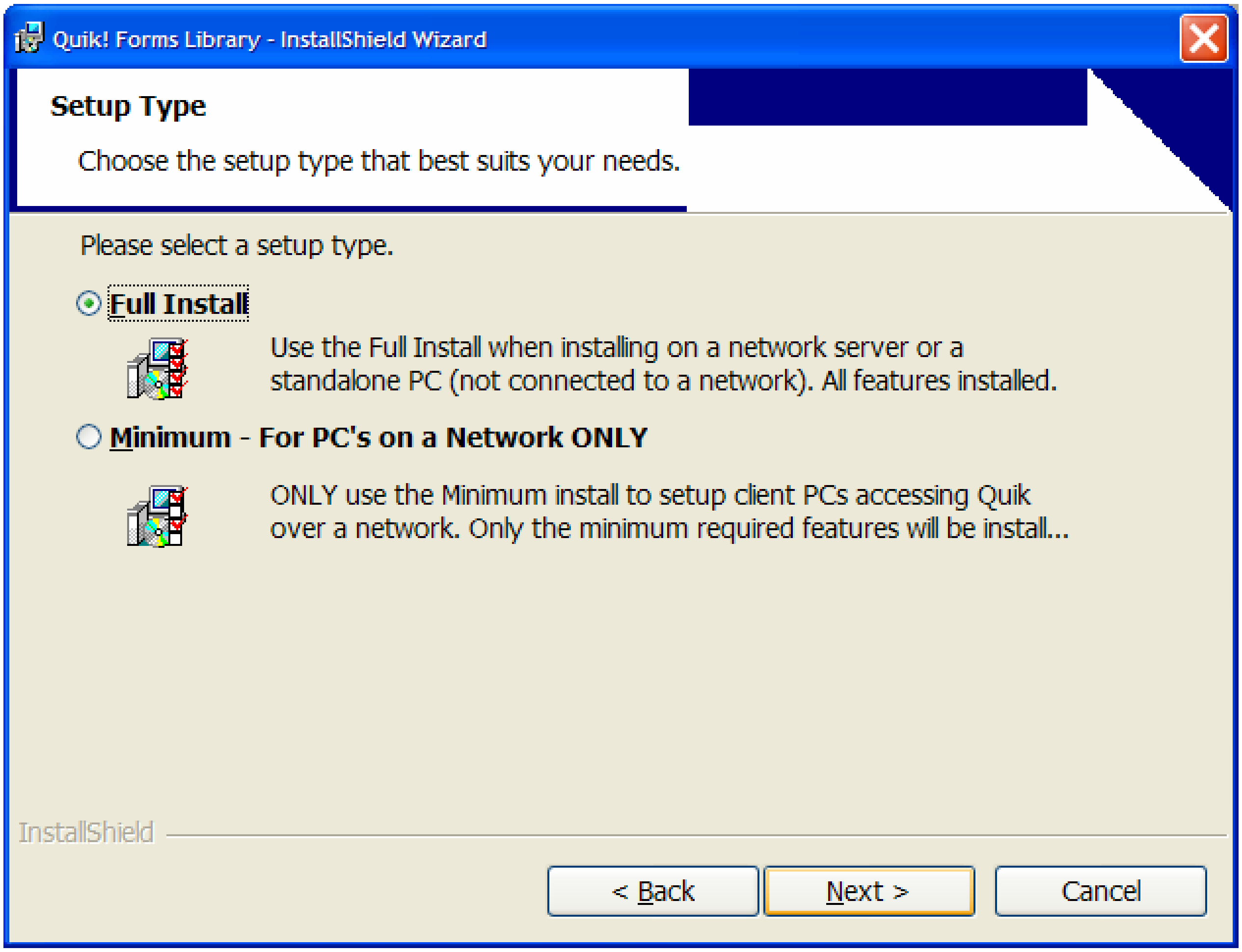
To install Quik!, double-click the installation file that you downloaded (quiksetup.exe). The program will only take a few moments to install.



Accept the default settings in the install wizard for the Destination Location



The next step will ask you to choose either a “Full Install” or a “Minimum” install. Choose the Full Install to install the program. Since you are not setting up Quik! to run over a network, you can ignore the Minimum install option.



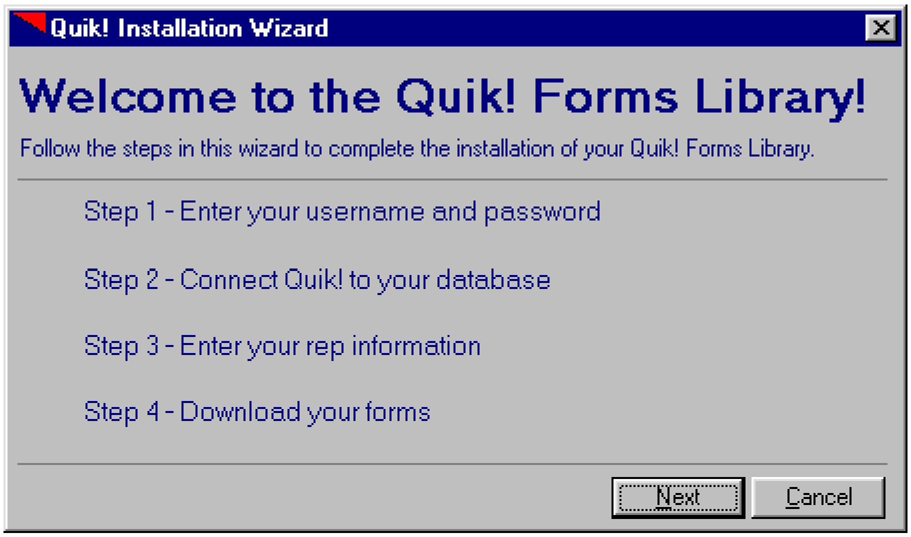
Once installed, the program will create a shortcut on both your desktop and in your START > PROGRAMS > QUIKFORMS menu.

Now that the program is installed, run Quik! for the first time to complete the setup and to connect Quik! to your database. See the next section for more information.

Setting Up Quik! For The First Time

After installing Quik!, run the Quik! Forms Library to complete the setup. The first time the application is run, you will be prompted to follow a setup wizard which will ask you for your web username and password, a database connection, your rep information and to confirm your internet settings.

Quik! Installation Wizard



Quik! Installation Wizard: Step 1 of 4

Enter the same username and password you use to login on the Quik! Forms website. This information is used to obtain your form updates.

Quik! Installation Wizard: Step 2 of 4

To connect Quik! to your database, Step 2 asks you to choose the type of contact management system you use, as well as the location of your database file. *Alternatively, if you do not have a database, you can use the Quik! Database by selecting Quik! Forms Library Database as your database (skip Step 2 if you choose the Quik! Database).*

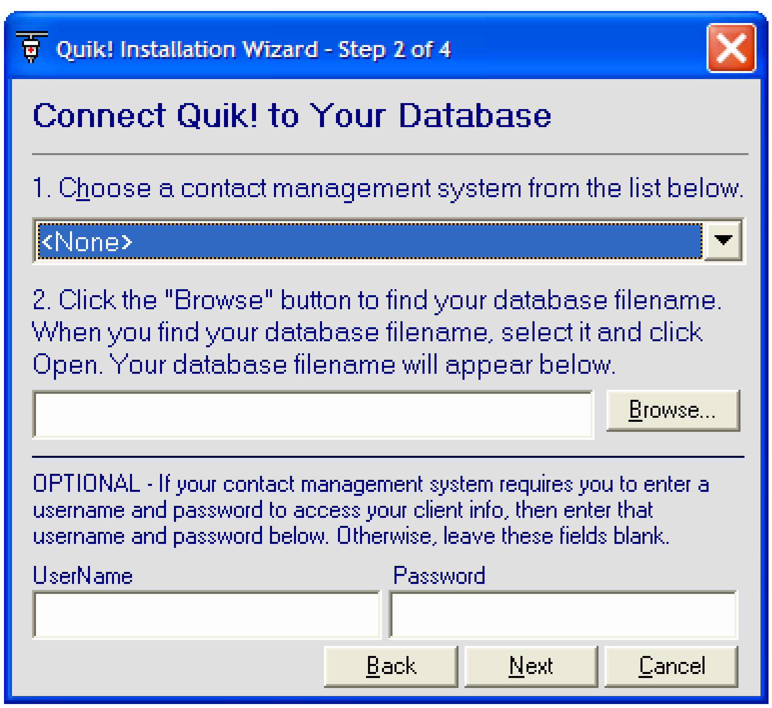
1. Select Your Database

Start by selecting the database in the list that best matches your contact management system. Quik! supports several database products, and often supports several versions of a given product. For database programs that have a version number similar to "Version 3.X", the "X" refers to any version number (e.g. 3.1, 3.2, 3.3, etc.). If you don't see the version number for your product and Quik! has a lower version number available, then choose the lower version number as Quik! will probably work fine with the higher version numbers.

2. Browse For Your Database File

In order for Quik! to properly read your database, you need to tell Quik! where your database is installed. Click the Browse… button to locate your database. NOTE: When browsing for your database file, make sure you choose the correct network folder or local folder. By default, clicking the Browse button will open a folder where you are most likely to find your database, but your database may or may not be in that folder.

Also, when browsing for your database, be sure to check to see if the database file you select is the most up-to-date file – if the last modified date of your database is not very recent, then you have probably selected the wrong database file.



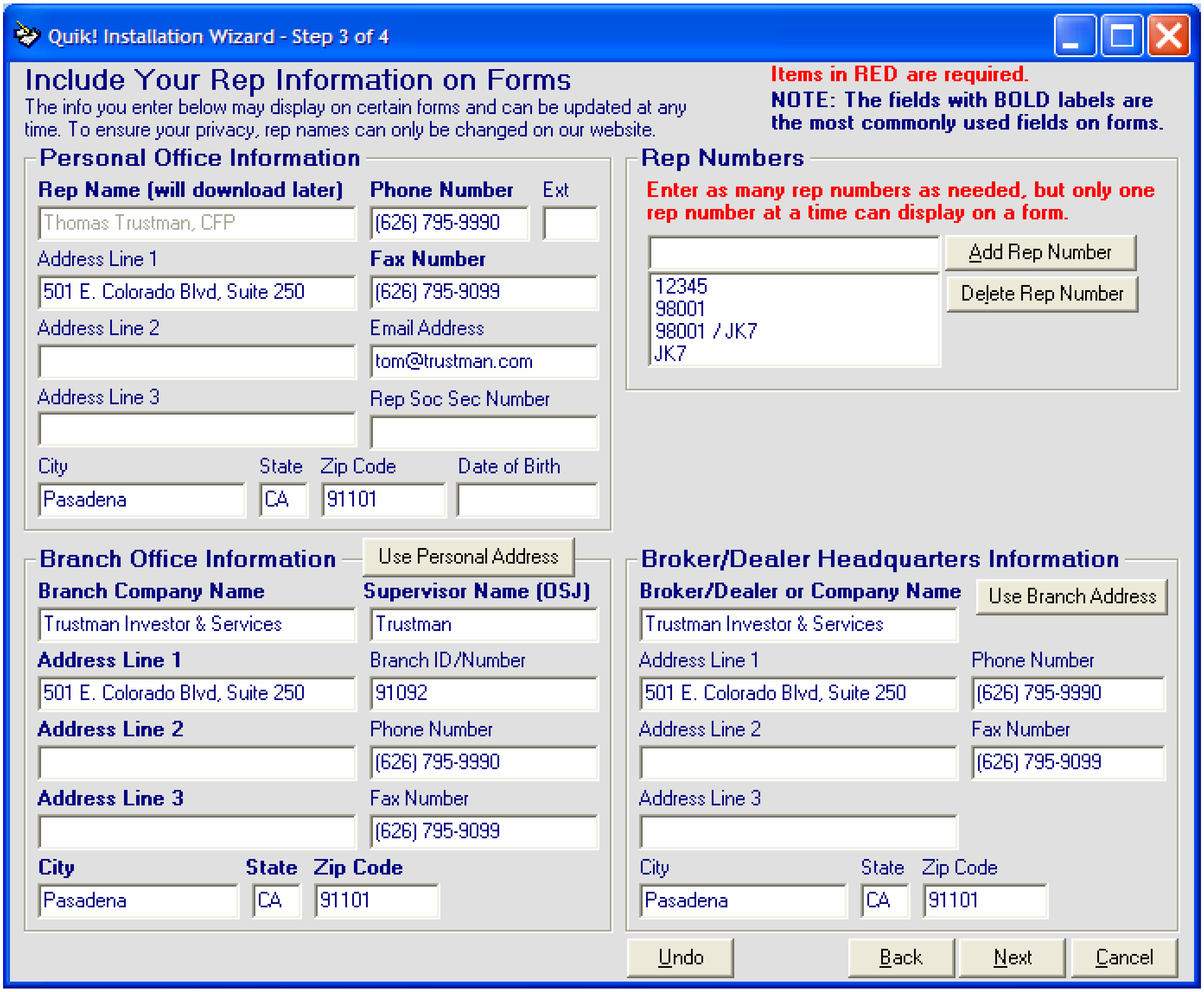
OPTIONAL: UserName and Password

In order for Quik! to access some databases, you may need to enter your database username and password. For example, ACT! databases require your exact username and/or password.

Quik! Installation Wizard: Step 3 of 4

Step 3 will allow you to setup all of your rep information, except for your rep name, which is maintained on our website. The items in BOLD letters are the most commonly used items on forms, though all pieces of information can potentially be used. There are four major pieces of information for each rep – enter the pieces you wish to be pre-populated onto forms (see the screen image below):

- **Personal Office Information** – enter the rep's phone number, address, personal info etc.
- **Rep Numbers** – enter as many rep numbers or variations of rep numbers as you'd like.
- **Branch Office Information** – This information relates to the registered branch office that you work through. If your personal and branch addresses are the same, click the Use Personal Address button to save time when entering data.
- **Broker/Dealer Headquarters Information** – Broker / Dealer information is mostly used on forms for other companies (e.g. mutual funds) where your firm has a selling agreement. If your branch and broker/dealer addresses are the same, click the Use Branch Address button to save time entering data.



Quik! Installation Wizard: Step 4 of 4

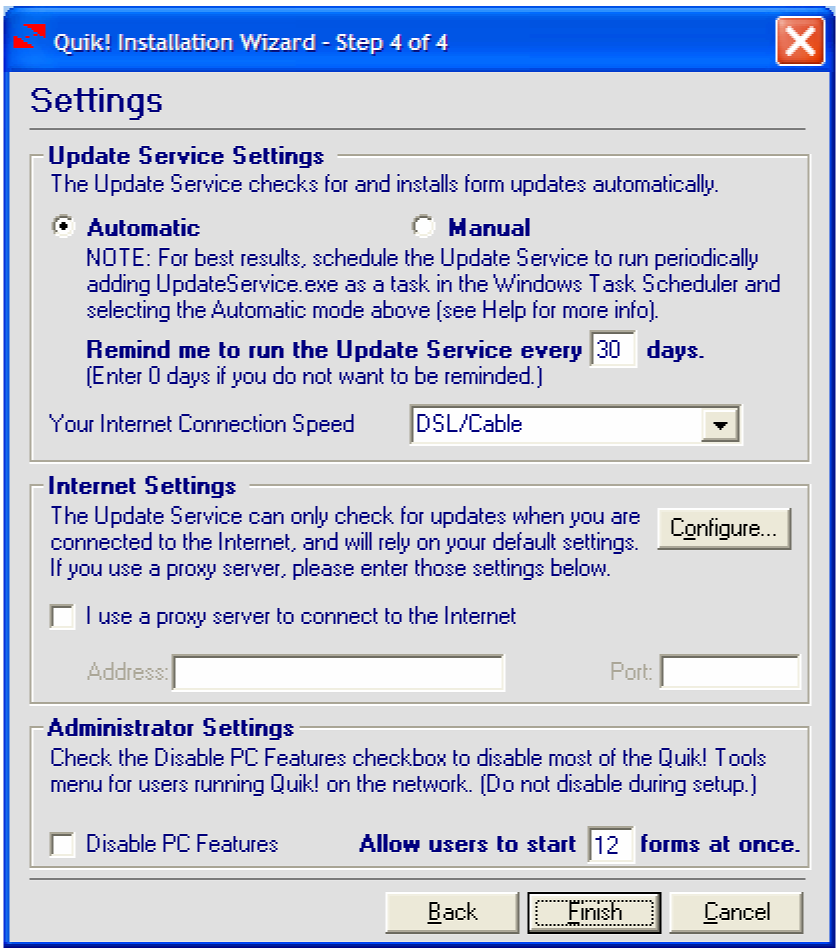
Quik! relies on your internet connection in order to download form updates and the latest information about your subscription. The last screen in the Quik! Installation Wizard asks you to configure your Update Service and Internet Settings.

Update Service Settings

For most users, accepting the default settings will be optimal. By default, the Update Service will run on Automatic mode. Automatic mode means that when you run the Update Service it will automatically check for updates, and download and install any updates without you having to do anything. If you prefer to have more control over the process and to choose which forms download, then change the settings to Manual mode. **NOTE: Automatic is best, especially if you schedule your Update Service to run over night** (*see the section on the "Scheduling The Update Service" for more details*).

Internet Settings

To allow Quik! to access the Internet, you may need to configure your Internet Settings. If your company uses a proxy server to access the Internet, check the check box for the proxy server and enter your proxy server settings. To check your proxy settings, click the Configure button, which will show you your computer’s Internet Settings – click the LAN button on that screen and see if you have a proxy server configured (the settings look similar to the Quik! screen below).



To schedule the Update Service to run, you will need to schedule a task in your Windows Task Scheduler (see the section on the “Scheduling The Update Service” for more details).

Administrator Settings

When you setup Quik! on a network, you can use the Administrator Settings in Quik! to restrict PC users from performing certain tasks in Quik!. By clicking the Disable PC Features checkbox, you will remove the following items from the Tools menu in Quik! when you use Quik! on a PC:

- Map Data Fields…
- Database Connection…
- Backup User Files…

- Restore User Files…
- Export All Records

Additionally, you can control the number of forms a user can start at once. This reason to control the number of forms is to help PC users manage their PC's memory and to avoid crashing the computer by trying to open too many files at once. By default, a user can only launch 12 Adobe Acrobat files at the same time – you can change this by entering a different number. We recommend 12 as a safe operating limit and at least 6 to ensure that the Form Group feature allows users to create sufficiently large form groups.

Installing Forms

Quik! does not come pre-loaded with any forms. To get forms, you must login to our website, search for forms and select the forms you want to add to your personal library *(see "Finding Forms" for more details)*. Once you have selected the forms you want, run your Update Service to check for updates and to download and install those forms *(see the next section "Running The Update Service")*.

Running The Update Service

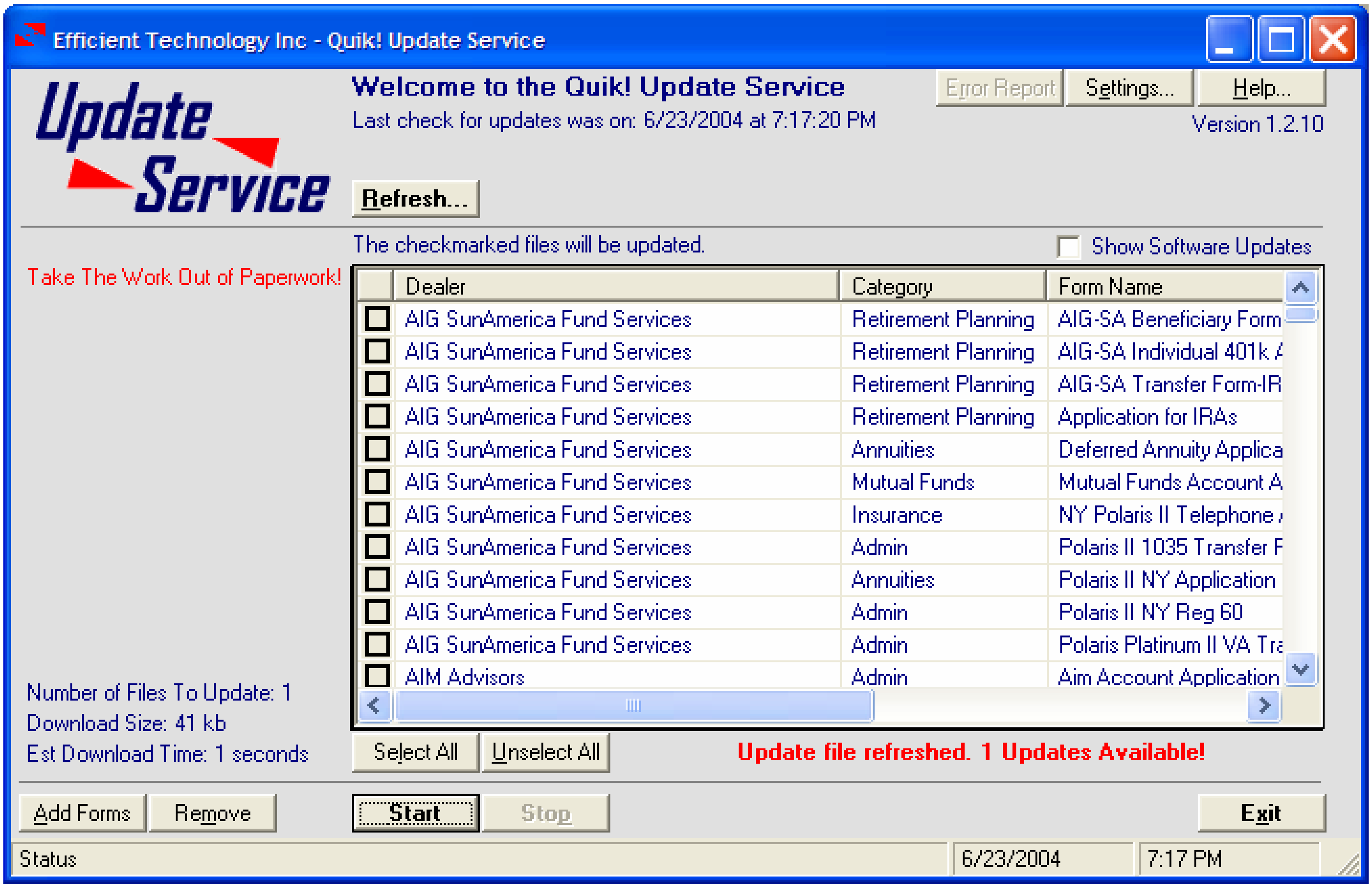
To launch the Update Service, open Quik! Forms Library and click the "Get Updates" button, located in the upper right corner, under the Quik! logo.

The service can be run in Automatic mode (recommended) or in Manual mode (you can change your mode by navigating to "Settings" and choosing "Update Service Settings…" in the menu bar).

Modes

The Update Service can operate in two different modes: Automatic or Manual.

In **Automatic mode**, the Update Service will check for updates, download any available updates (including new forms that you recently found and subscribed to on the website), and then close itself after the updates are completed.



Manual mode requires that you click the Start button in the Update Service to begin downloading any updates. Manual mode allows you to choose which forms you want to download, which is useful if you want to force a form to download even if it there are no updates available (for example, perhaps you accidentally saved the form with data in it and want a clean copy to use, you may want to force the form to download again).

Software Updates

The Update Service also handles automated software upgrades and updates. Periodically, Quik! software will need to be updated to roll out the latest version of the software. While this is handled automatically in Automatic Mode, if you wish to update your software manually, check the Show Software Updates box.

Install Adobe Acrobat Reader

For Quik! to display and pre-populate forms, you need to have Adobe Acrobat Reader version 5.0 or higher. If you do not have Acrobat, you can download the free Acrobat Reader from www.acrobat.com or by visiting our alliances web page and clicking on the link to the Adobe Reader there (http://www.etiforms.com/alliances.aspx). Be sure to uninstall any previous versions of Acrobat Reader before installing the new one, as previous versions may cause errors when using Quik!.

Uninstalling Quik!

To uninstall Quik!, please use your Windows Uninstall program. The uninstall program is found by opening the Control Panel, found under the Windows “Start” button and navigating to your “Settings”. Open the Control Panel and choose “Add/Remove Programs”. Find the “Quik Forms Library” application and choose the “Add/Remove” button. Follow the prompts to uninstall Quik! – this process should only take a few moments.

When uninstalling Quik!, not every file will be removed automatically. This is to make sure that you don’t lose sensitive data (e.g. the Quik! Database file – quik.eti) or your settings should you decide to reinstall Quik! again later. To fully remove the Quik! program after uninstalling, open your Windows Explorer (right click on the Start button and choose Explore) and navigate to the Quik! Forms Library folder (c:\program files\quik forms library\) and delete the folder and all of it’s contents.

Connecting To Your Database

Supported Databases

Quik! seamlessly integrates with over 20 databases. This means **you do not have to export data** from your old database or import the data into Quik!. In fact, Quik! does not import your data at all!

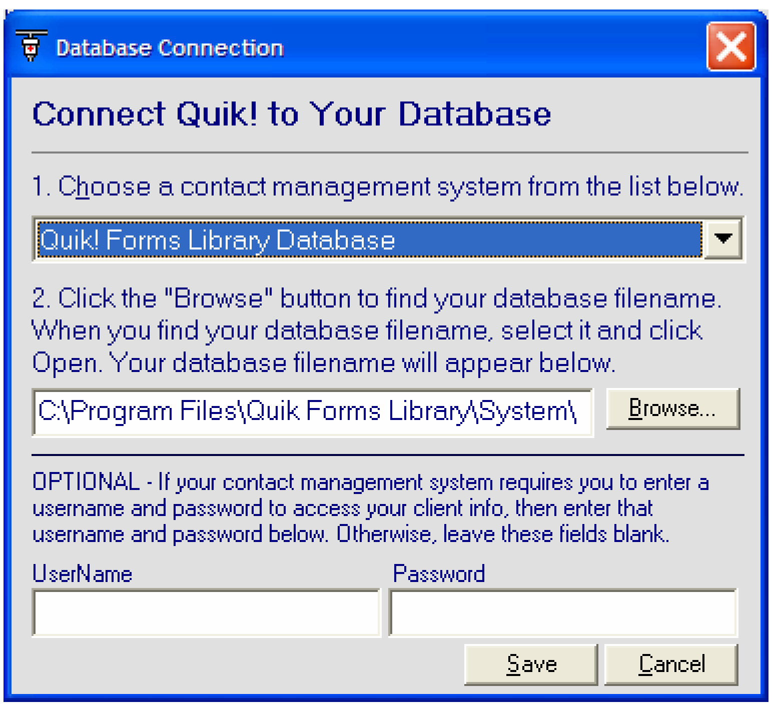
To connect Quik! to your database, choose the Tools menu and select Database Connection. The database connection screen will appear.

1. Choose a supported database from the drop down list.

2. Browse for your database file located either on your hard-drive or somewhere on your server. NOTE: When browsing for your database file, make sure you choose the correct network folder or local folder. By default, clicking the Browse button will open a folder where you are most likely to find your database, but your database may or may not be in that folder.

   Also, when browsing for your database, be sure to check to see if the database file you select is the most up-to-date file – if the last modified date of your database is not very recent, then you have probably selected the wrong database file.

3. Save your changes.



OPTIONAL: UserName and Password

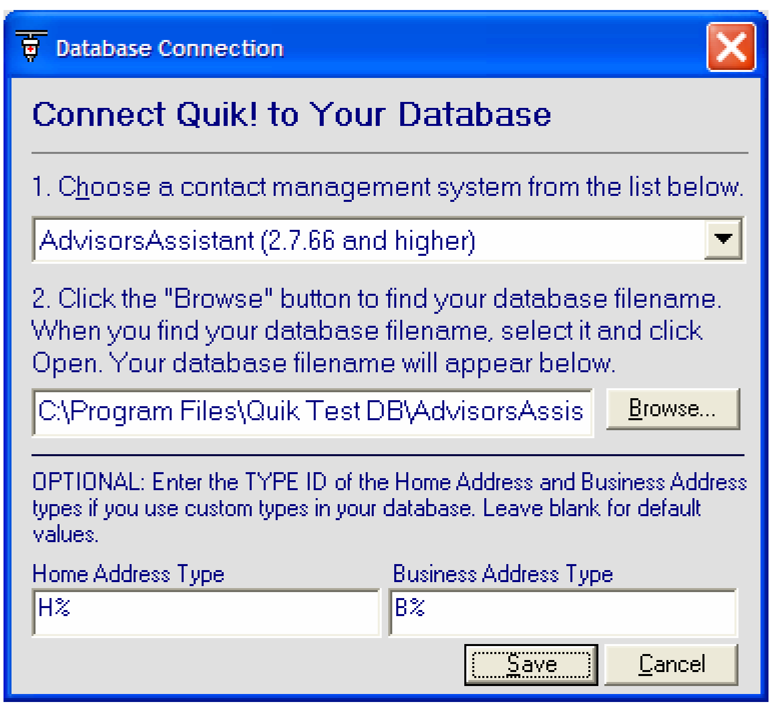
In order for Quik! to access some databases, you may need to enter your database username and password. For example, ACT! databases require your exact username and/or password.

NEW FEATURE !!! Advisors Assistant – Custom Address Setup

When connecting to an Advisors Assistant database, sometimes the default settings won't allow Quik! to read your home and business addresses. To fix this situation, you should first look at how you categorize your home and business address types within Advisors Assistant. By clicking on an address and going to edit mode, you'll see a drop-down list of address types – click on this drop-down to display the address types you have in your database. The default "Home Address" type is HOME and the default "Business Address" type is ADDRESS, however, you may have setup a custom type like "RESIDENCE" or "H" for Home Address.

If you determine that your database has a custom address type, then next determine if you have assigned any client records to that type. The easiest way to find out is to delete the address types you don't plan on using – if any client records have been assigned this address type, a message will prompt you with a list of clients who's records rely on this type, and you won't be able to delete the type. If you have multiple types for home address, then you need to make sure that your client's primary home address (for each database record) is assigned to just one address type.

Next, in the Database Connection window in Quik! (from Tools, choose the Database Connection… option), if you are using a custom address type, enter the type name for your home address (e.g. HOME for home address) into the Home Address Type and the business address type into the Business Address Type box. This will allow Quik! to refer to these type names when searching for your client's home and business address.



NOTE: If you have multiple address types for home or business, and all are being used, you may be able to have Quik! find all of the records by using a "%" in the Home Address Type. For example, if you have "H" and "HM" and "HOME" all relating to the primary Home Address type, then if you enter "H%" in the Home Address Type box in Quik!, Quik! will find the first occurrence of any address type *starting with the letter “H”. Be careful, because if you have any address type that starts with the letter “H”, that record may be used instead of the Home Address you intended.*

Connecting Quik! To Albridge (Formerly StatementOne)

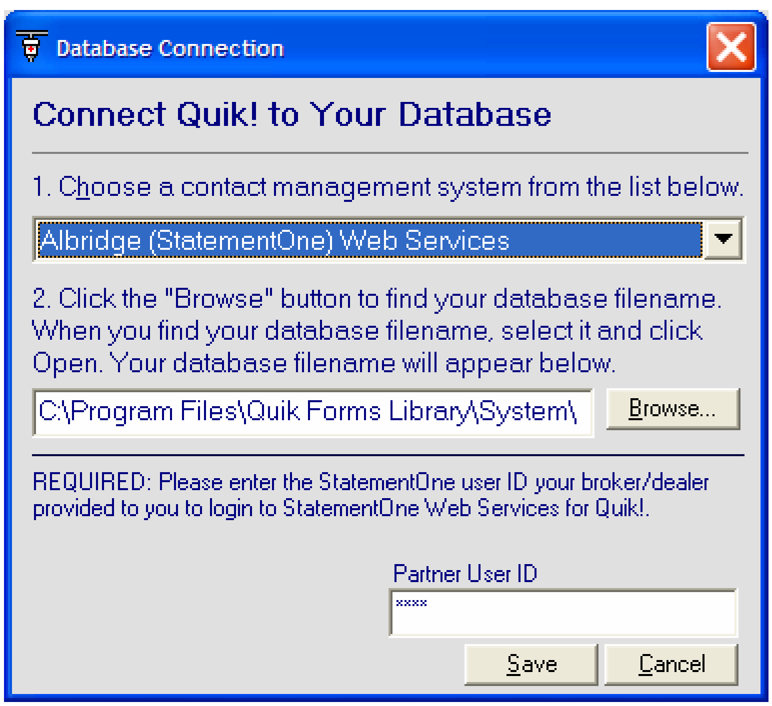
Quik! has formed a relationship with Albridge to allow Quik! to utilize Albridge data directly. Quik! supports Albridge in two ways – Albridge Web Services or Master Client Information export.

Albridge Web Services

Albridge’s Web Services offers the most dynamic and robust method for an advisor to access clean data for use on Quik! Forms. The combination of Albridge Web Services and the Quik! Forms Library Database gives you a system that is easy to update and maintain, plus the Web Services offers more client data than any other method (e.g. date of birth, social security number, etc.).

NOTE: To use Albridge Web Services, you must first speak with your broker/dealer and/or Albridge to be sure that you are setup to use Web Services. If your broker/dealer has not enabled Web Services, you will have to use the Master Client Information export.

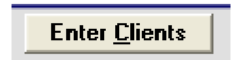
To setup Quik! with Albridge Web Services, choose Albridge Web Services as your database (see image below). You do not need to browse for your database, but be sure to enter your Partner User ID (typically your Quik! Username, but it can be anything and is issued by your broker/dealer).



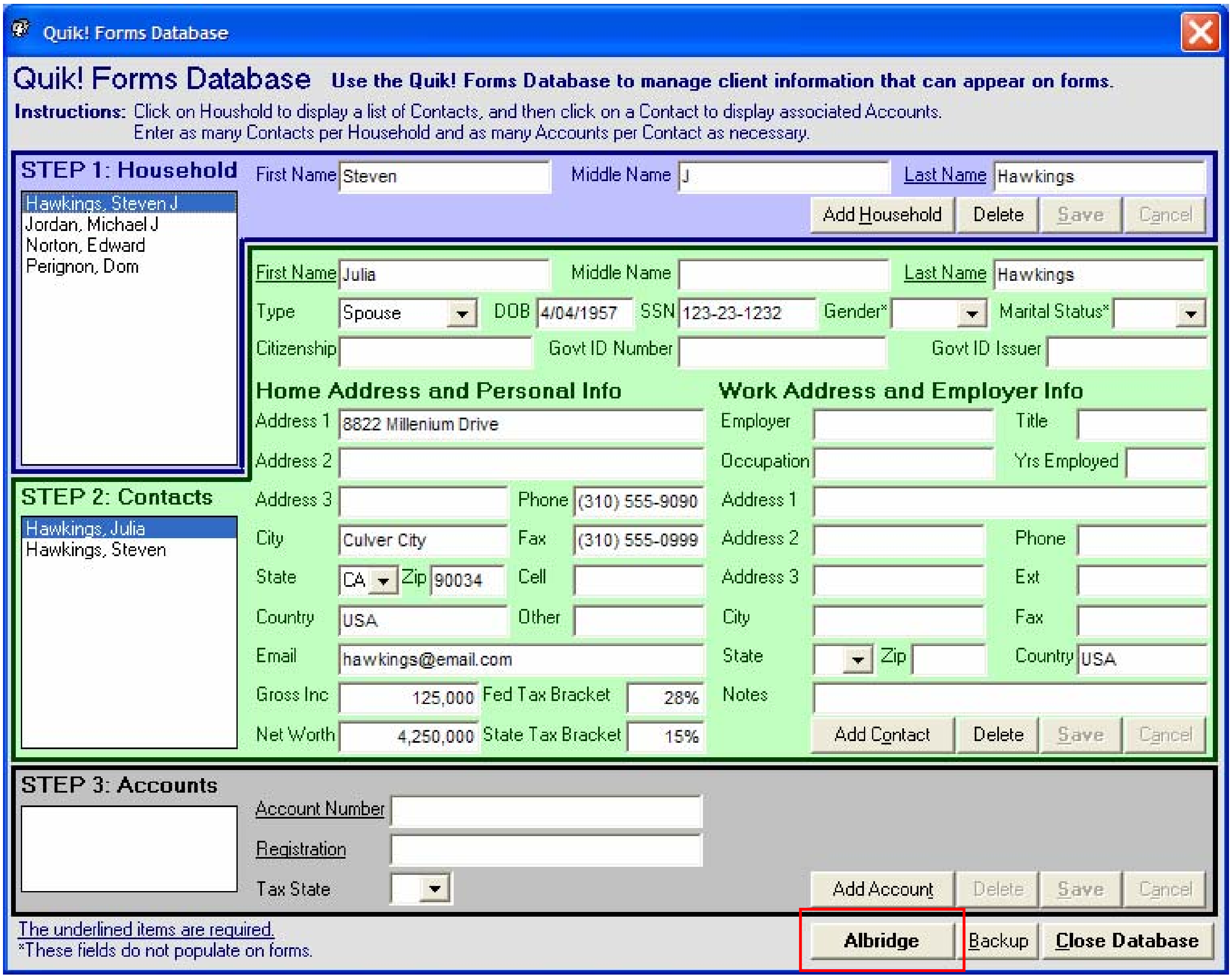
Click Save when you are done, and you are ready to begin using Quik! with Albridge Web Services.

To Import Data From Albridge Web Services

Once you have set up the Albridge Web Services database connection, the next step is to import your data. Start by clicking the Enter Clients button located at the top of Quik! Forms Library main screen. The Quik! Forms Database screen will appear.



Next, begin the Albridge import process by clicking the Albridge button located at the bottom of the Quik! Forms Database screen. The import process will begin communicating with the Albridge web services and automatically import your data – follow the prompts to complete the process.

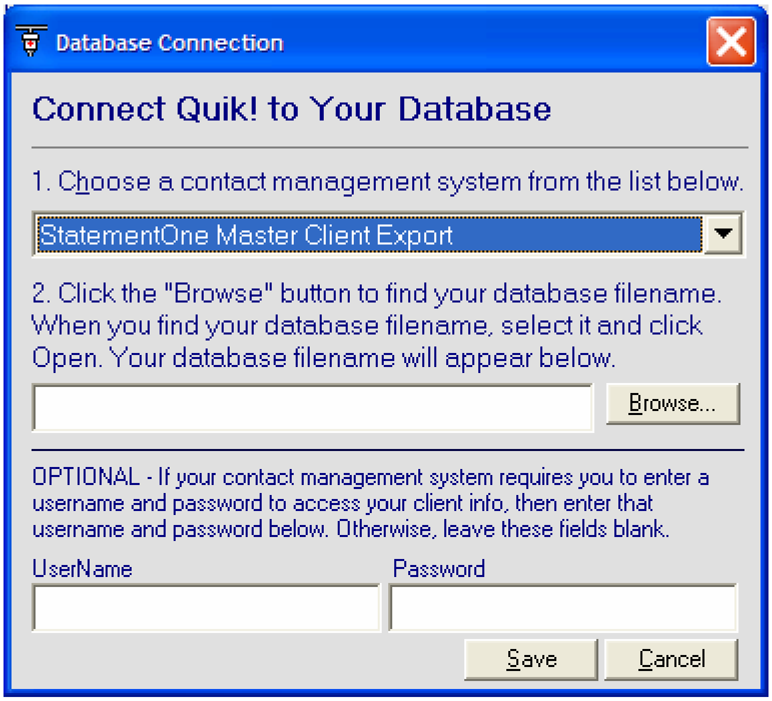


Master Client Information Export File

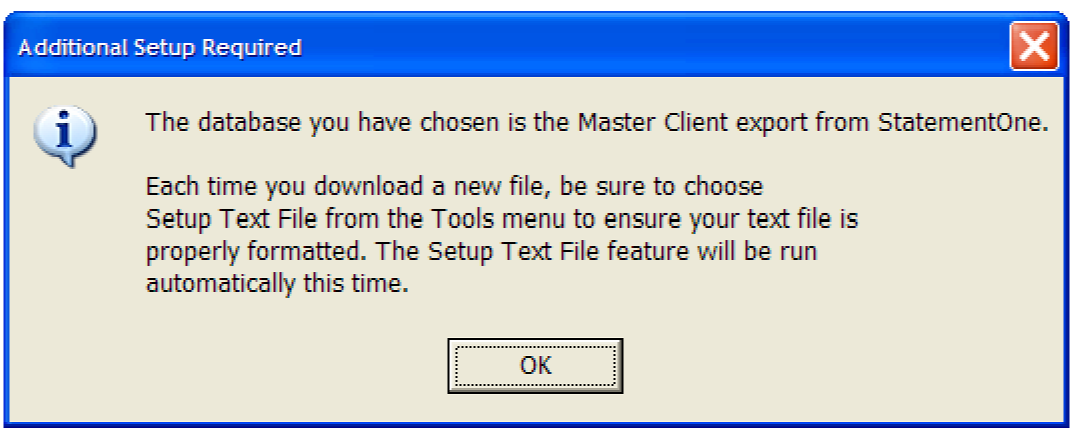
If you don't have access to Albridge's Web Services, you can still use Albridge data with Quik! by exporting the Master Client Information report from Albridge.

To obtain the Master Client Information report, log into Albridge and go to the Reports section. Choose the Master Client Information report and export the data to your hard drive. Be sure to save the data file to a location where you can find it easily.

To connect Quik! to your Master Client Information file, choose “Albridge Master Client Export” as your database. Then, click the Browse button to find your export file.



After you click Save, Quik! will modify your export file to make sure it is properly formatted for Quik! to use.



To refresh the Master Client export file from Albridge, download the new file and replace the existing one. Then, from within Quik!, go to the Tools menu and choose Setup Text File to ensure the file is properly formatted. NOTE: Only run this process once, otherwise your text file may become corrupted and require that you download it again.

Use A Text File As Your Database

Quik! can read a properly formatted text file, enabling you to use data from a non-supported database as a data source to pre-populate forms. When setup, Quik! will read the text file as necessary, but Quik! will NOT import the text file. This means that if you update your text file, Quik! will be updated automatically, allowing you to re-export your data as necessary to the same exact format and file name.

Since the connection between Quik! and your text file is dynamic, you can update Quik! by simply exporting your text file to the same location (either on your pc or network) and to the same file name any time you update your database. The only time you need to change anything in Quik! is when you add or remove fields in your export file.

Export Your Data

Use your database program to export your data into a comma-separated-value text file. The exported text file must conform to the following specifications:

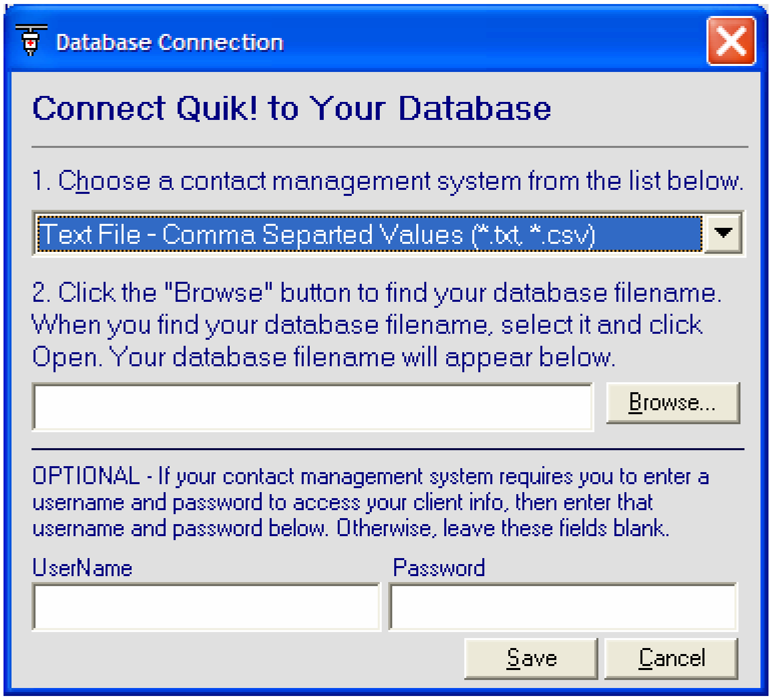
1) **Include field names as a header.** The first record exported should be the field names from your database.

2) The first three columns in your export file must be in the following order:
   a. **Field 1 = Unique ID** – unique record identifier for your database must be in the first field
   b. **Field 2 = Last Name** – either the client's last name or full name should be in the second field
   c. **Field 3 = First Name** – either the client's first name, last name or some other relevant field.
   d. The remaining fields can be exported in any order you wish.

3) The data must be exported in comma-separated-value text file (CSV).

4) When exporting your data, if asked for a text delimiter (a character that indicates the beginning and ending of a field's value), use the double quote mark (") as the text delimiter.

Once you have exported your data, use Quik! to choose the Text Files connector as your database (see below). The Database Connection screen is found by choosing Database Connection from the Tools menu.



Once you have chosen Text File as your database type, then click the Browse button and select your text file.

NEW FEATURE !!! OPTIONAL: Ensure Your Text File Setup

To ensure that your text file is properly formatted for Quik!, you may want to run the Setup Text File command from the Tools menu. This function was developed for databases like Maximizer where the export file does not contain a truly unique identifier in the first column – running this function will correct the problem.

Map Your Data

Finally, after you have chosen your text file, you will need to map to the data from your text file to the fields available on forms. The process of mapping data will only have to be done the first time you define your export file or if you change your export file. **Please see the Advanced section titled Manage Data Fields for instructions on mapping your data to Quik!.**

Non-Supported Databases

If your database is not listed in the drop-down list, please let us know which database you use by sending an email to: support@etiforms.com.

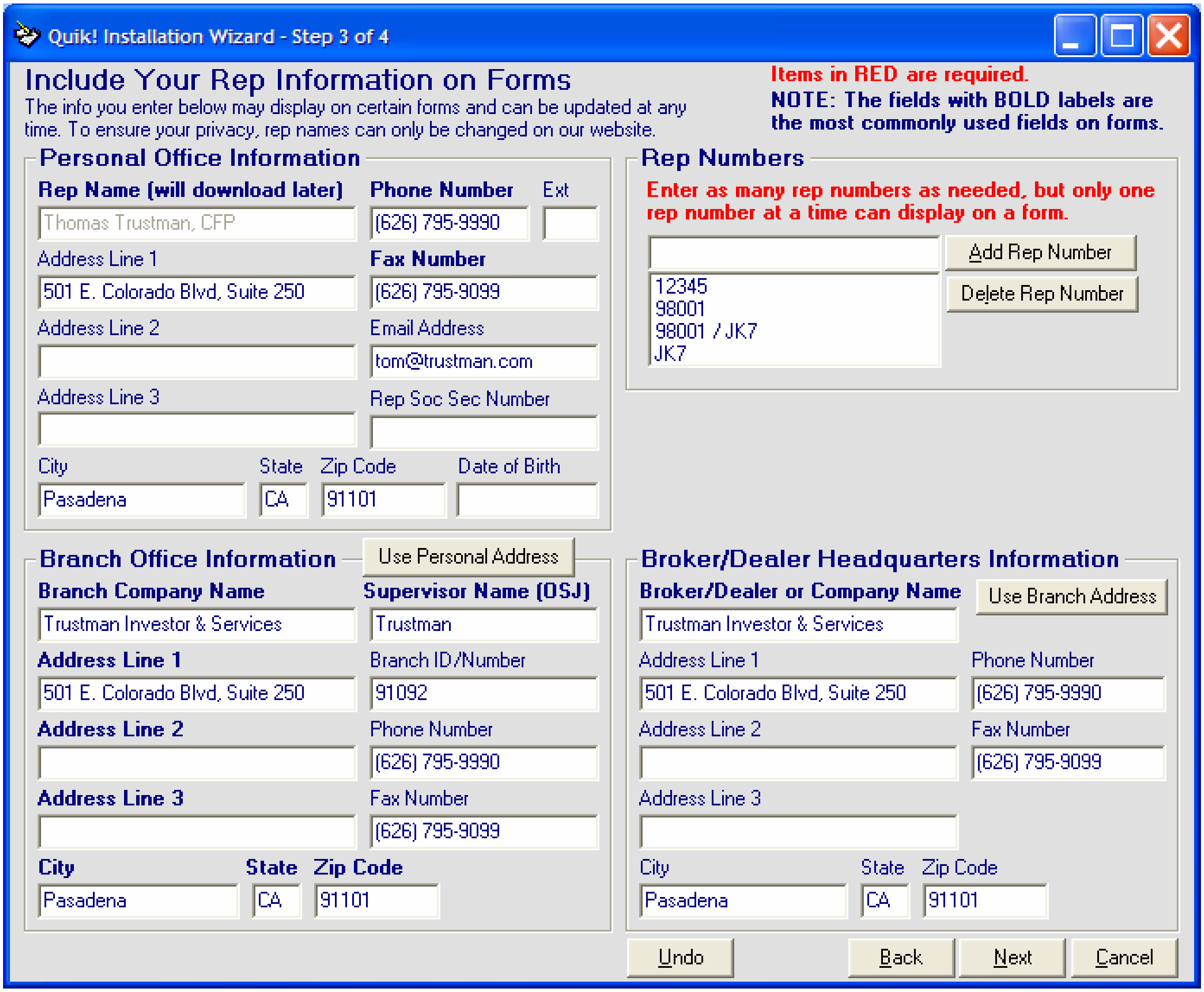
Rep Information

Update Rep Information

To update Rep Information, select “Settings” from the menu and then select “Rep Info”. Or click the Rep Info button on the Quik! Forms Library screen. When the Registration screen appears, type in any of the data you wish to update. The only field you cannot change from this screen is the Rep Name that appears on your forms. To update your Rep Name, click on the Rep Name field, which will log you into the website and allow you to update your rep name.

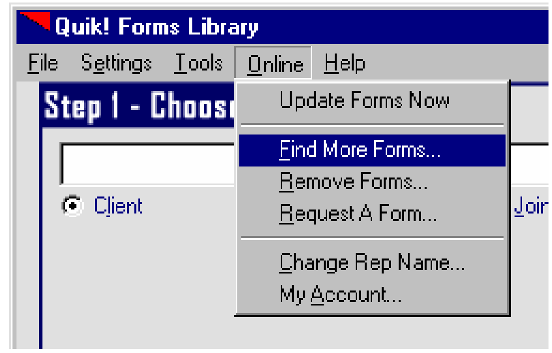
There are four major pieces of rep information that may appear on forms:

- **Personal Office Information** – enter the rep’s phone number, address, personal info etc.
- **Rep Numbers** – enter as many rep numbers or variations of rep numbers as you’d like.
- **Branch Office Information** – This information relates to the registered branch office that you work through. If your personal and branch addresses are the same, click the Use Personal Address button to save time.
- **Broker/Dealer Headquarters Information** – Broker / Dealer information is mostly used on forms for other companies (e.g. mutual funds) where your firm has a selling agreement. If your branch and broker/dealer addresses are the same, click the Use Branch Address button to save time.


Quik! Installation Wizard - Step 3 of 4
Include Your Rep Information on Forms
The info you enter below may display on certain forms and can be updated at any time. To ensure your privacy, rep names can only be changed on our website.
Items in RED are required.
NOTE: The fields with BOLD labels are the most commonly used fields on forms.
Personal Office Information
Rep Name (will download later)
Thomas Trustman, CFP
Phone Number
(626) 795-9990
Ext
Address Line 1
501 E. Colorado Blvd, Suite 250
Fax Number
(626) 795-9099
Address Line 2
Email Address
tom@trustman.com
Address Line 3
Rep Soc Sec Number
City
Pasadena
State
CA
Zip Code
91101
Date of Birth
Rep Numbers
Enter as many rep numbers as needed, but only one rep number at a time can display on a form.
Add Rep Number
Delete Rep Number
12345
98001
98001 / JK7
JK7
Branch Office Information
Use Personal Address
Branch Company Name
Trustman Investor & Services
Supervisor Name (OSJ)
Trustman
Address Line 1
501 E. Colorado Blvd, Suite 250
Branch ID/Number
91092
Address Line 2
Phone Number
(626) 795-9990
Address Line 3
Fax Number
(626) 795-9099
City
Pasadena
State
CA
Zip Code
91101
Broker/Dealer Headquarters Information
Broker/Dealer or Company Name
Use Branch Address
Trustman Investor & Services
Address Line 1
501 E. Colorado Blvd, Suite 250
Phone Number
(626) 795-9990
Address Line 2
Fax Number
(626) 795-9099
Address Line 3
City
Pasadena
State
CA
Zip Code
91101
Undo
Back
Next
Cancel

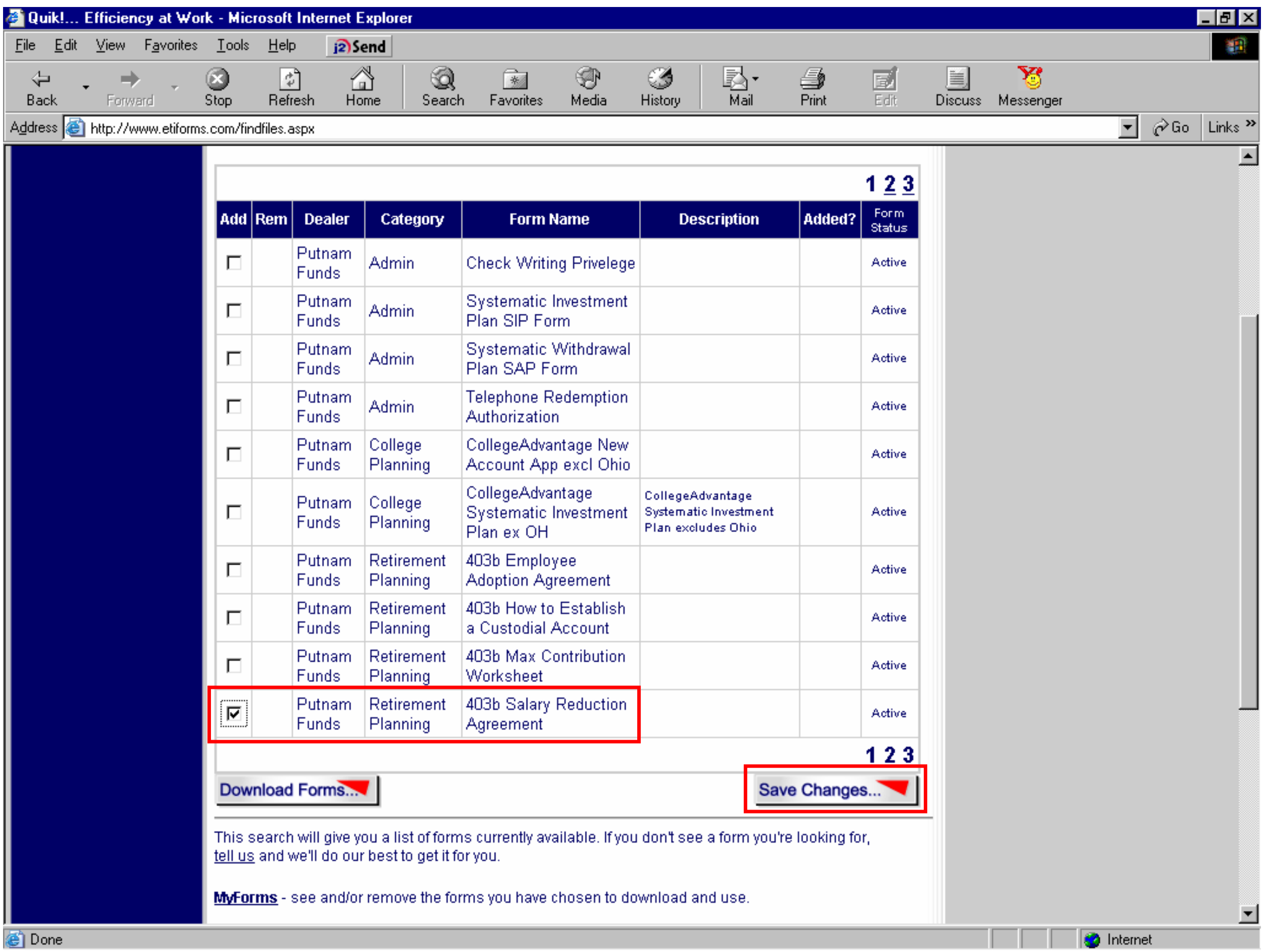
Managing Forms

Adding Forms (Subscribing To Forms)

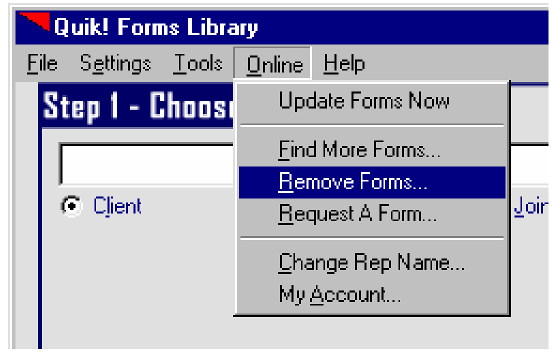


Adding forms is done online at our website. The easiest way to login to the website to add forms is from within the Quik! Forms Library. Simply choose “Online” on the menu bar and then choose “Find More Forms…”. Your web browser will be launched and you will be automatically logged into our website and taken to the Find Forms page.

From within the Find Forms web page, search for forms by dealer or keyword. Once you find the forms you want, checkmark the form in the ADD column, and click Save Changes at the bottom of the page.

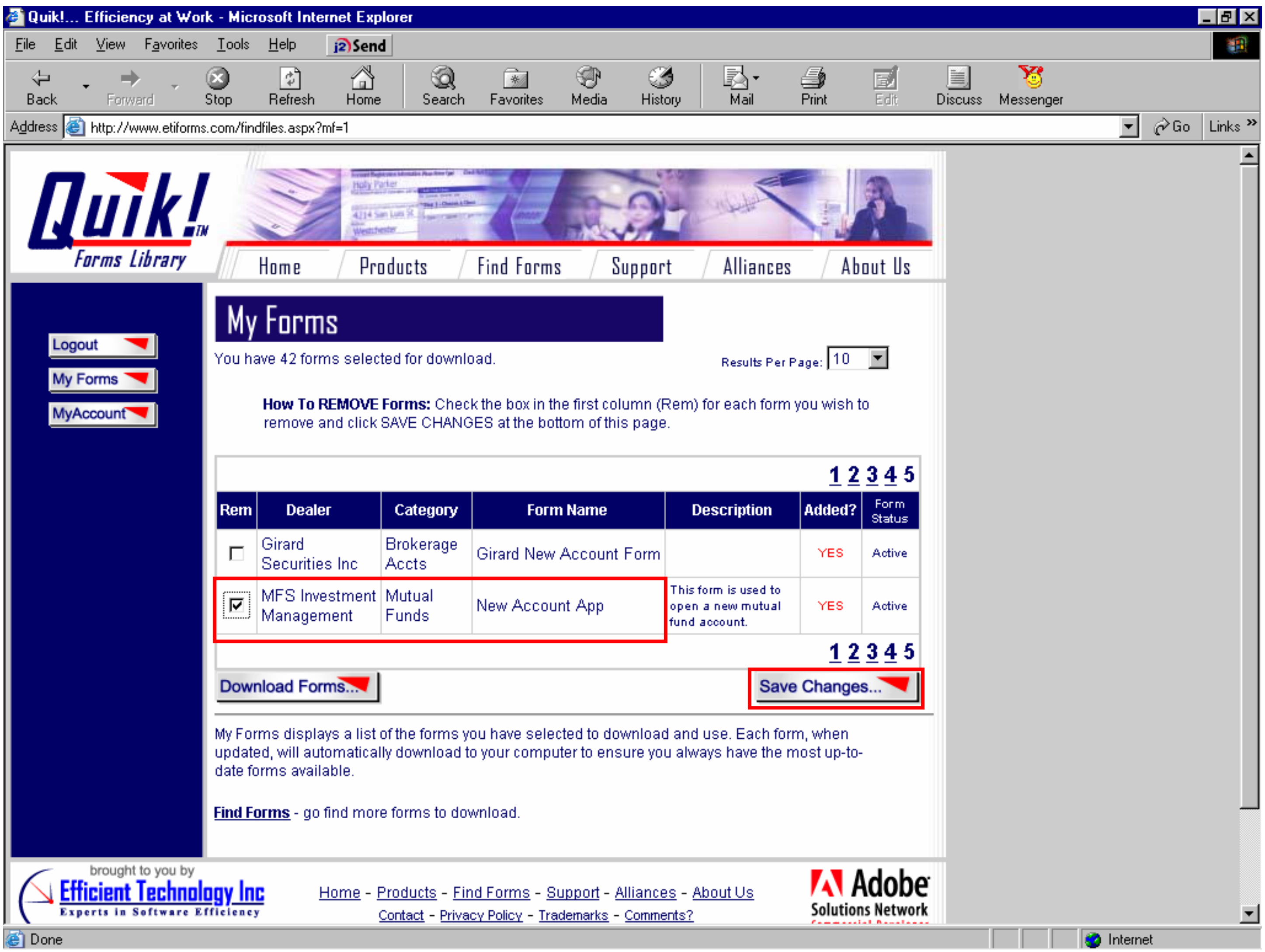


Removing Forms (Unsubscribing To Forms)



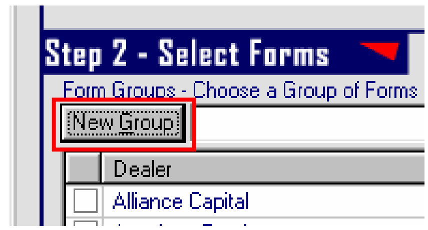
Removing forms is done online at our website. The easiest way to remove forms is login to the website from within the Quik! Forms Library. Simply choose “Online” on the menu bar and then choose “Remove Forms…”. Your web browser will be launched and you will be automatically logged into our website and taken to the My Forms page.

From within the My Forms web page, find the form you wish to remove and place a checkmark in the REM column, and click Save Changes at the bottom of the page.



Create A Group of Forms

One of the more powerful features of Quik! is the ability to define groups of forms. For example, you might create a group of the forms required to open a new account. Then, whenever you need to open a new account, choose the New Account group and all of the required forms will be pre-selected. Plus, you can always add or remove forms from the pre-selected group before clicking the START button.



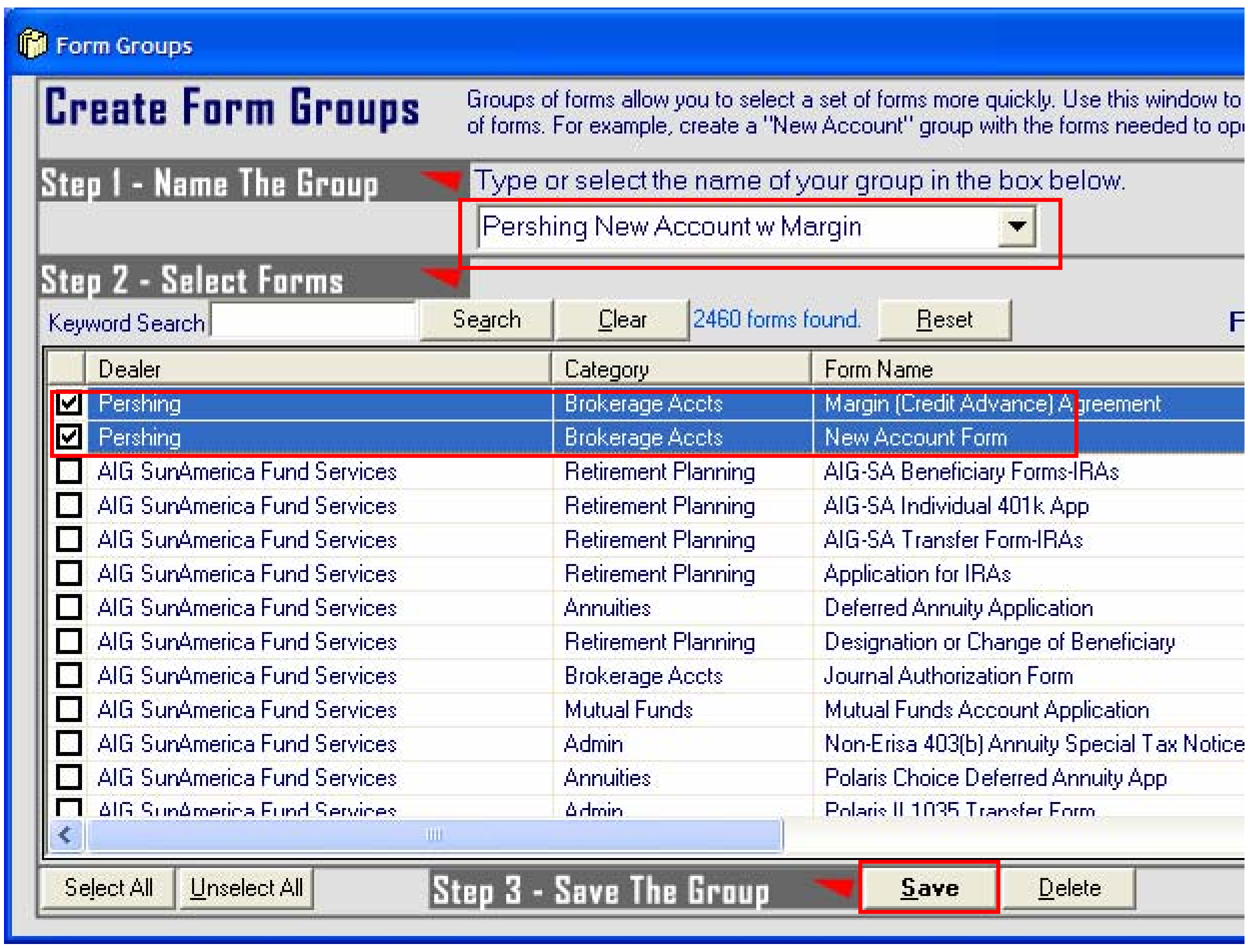
To create a group, click the “New Group” button on the main Quik! screen.

In the Form Groups window, start by typing the name of the group you wish to create.

Next, checkmark the forms you wish to add to the group.

Finally, click the Save button to save your group.

You can also delete a group by choosing the group name and clicking the Delete button.



NEW FEATURE!!! Search For Forms: Use the Keyword Search at the top of the Form Groups screen to find the forms you need. Enter one or more words and click the Search button or <ENTER> key on your keyboard. The search will only display the forms that match your search word(s). After you check the forms you want, you can search again and the forms you selected will remain at the top of the list. If you want to clear your search but keep your selected forms, click the Clear button. To reset your search and selected forms, click the Reset button.

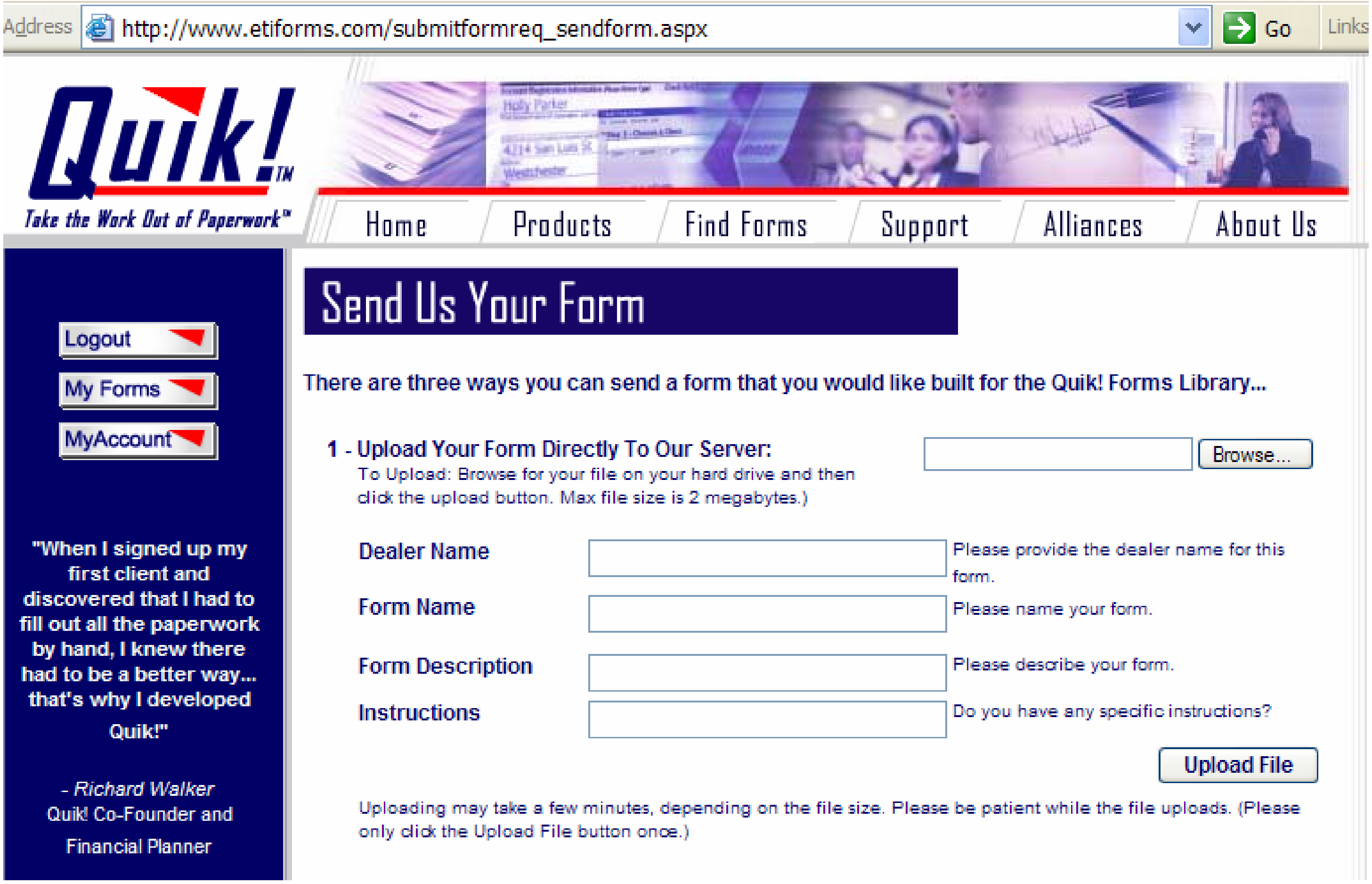
Request A Form

If you need a form built that we don't currently have in our system, please send the form to us. In most cases, we will build the form for free within 10 business days, if not much sooner.

To request a form, first download the form from your dealer's website and save it on your hard-drive.

Second, click on "Request A Form" from the Online menu within Quik! Forms Library. Then, your web browser should be launched and the Submit Form Or Dealer Request screen should appear (see below). Click on the **Send Form** link below.

Next, the Send Us Your Form page will appear, enabling you to upload your file directly to our server.



To upload your file, click the Browse button and select the file you wish to upload. Second, type in a dealer name (the company whose form you are sending), the form name (the name that describes the form, not the file name per se), a description of how the form should be used (e.g. “use this form to open a new account”) and any instructions you wish us to have about this form. To complete the upload process, click the Upload File button.

Please repeat this process for each form you wish to send to us – that way each request is logged into our system and we know exactly who sent the form to us.

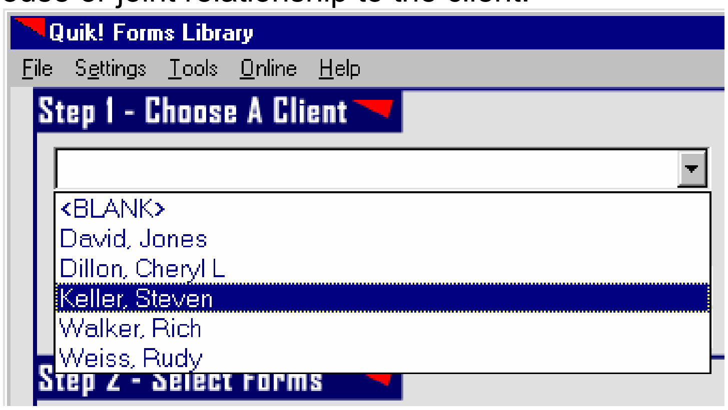
Using Quik!

How Quik! Forms Library Works

Creating forms with Quik! is a three-step process: choose a client, choose a set of forms and start forms.

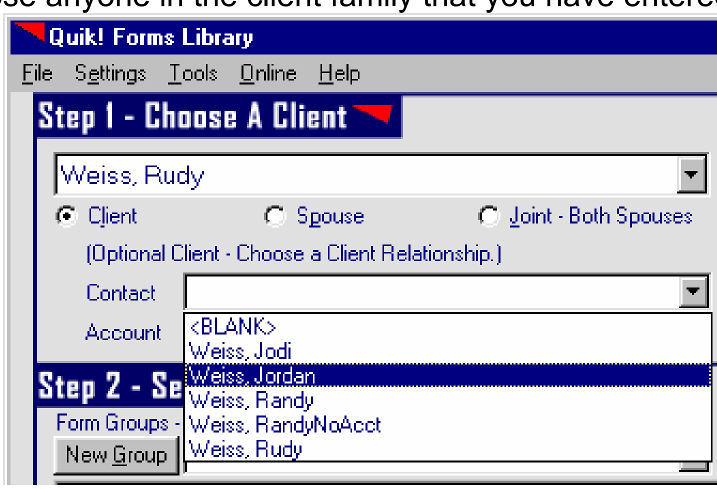
Step 1 - Choose a Client

Start by choosing a client, or leave the client drop-down blank to create a blank form. You also have the option to choose a spouse or joint relationship to the client.

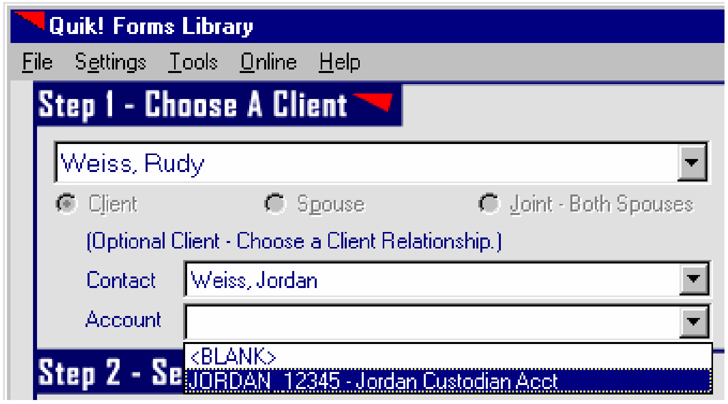


Client vs. Spouse vs. Joint: The Client, Spouse and Joint radio buttons under the Client drop-down box are intended for use with databases where client and spouse, and other relationships, are stored. Such databases include dbCAMS and some versions of ACT! and Goldmine. By choosing spouse, the form will be created for the spouse record. If you choose Joint, the form will be created for the client and spouse information will be entered for any joint information on forms.

Choose a Contact: If you are using dbCAMS+ or another database that supports additional levels of detail, you can also choose a related client name. For example, choosing a Contact allows you to choose anyone in the client family that you have entered into your database.



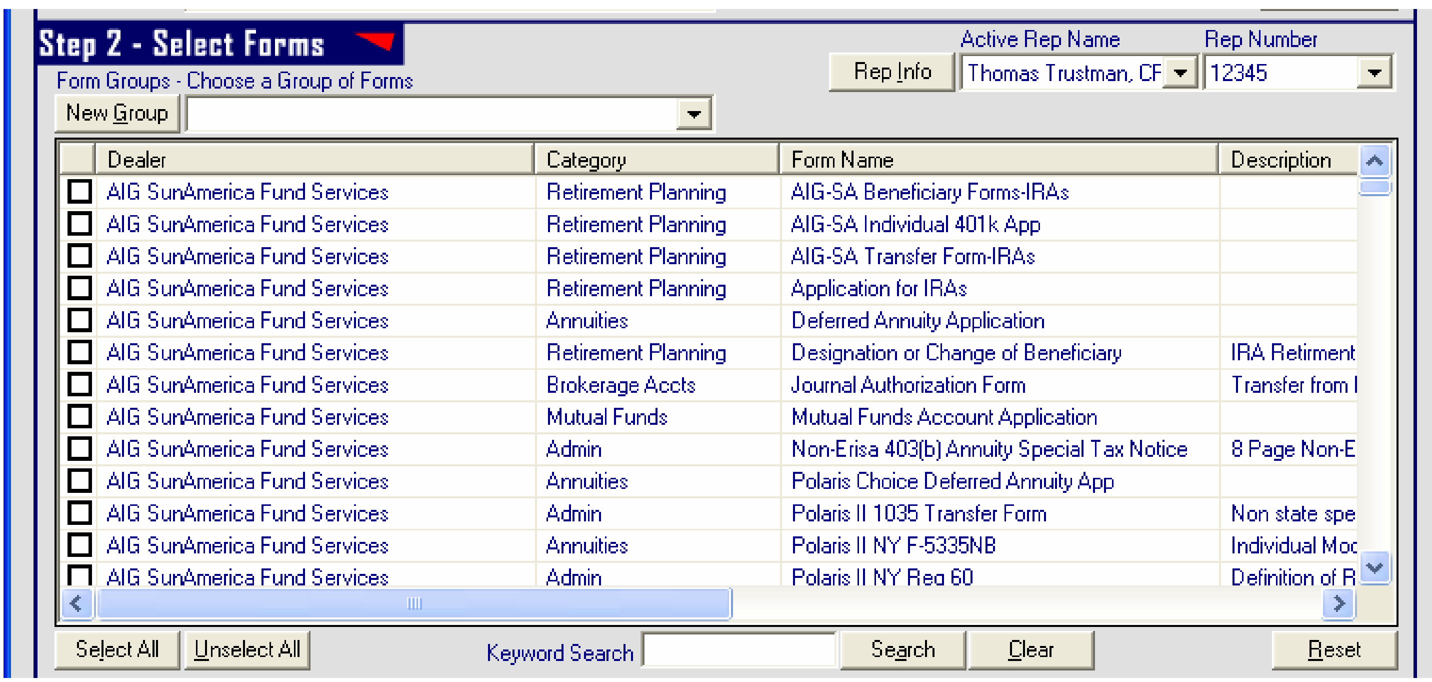
Choose a Client Account: If you are using dbCAMS+ or another database that supports additional levels of detail, you can also choose a related account for the owner you chose. For example, choosing an account will populate the form with the account registration and account number if applicable.



Step 2 – Select Forms

Forms can be selected one by one or as a group.

Individual Forms: Each form can be selected individually by scrolling down to the correct form name and placing a checkmark for each form. Be careful not to select more than 12 forms at a time.



Form Groups: One of the best ways to use Quik! is to setup groups of forms to make selecting forms easier. Choose from a list of groups that you established to automatically choose all of the forms required by that group. For example, you might have a group called New Account Forms that includes a new account form, an order ticket, a signature guarantee and prospectus receipt. Instead of selecting each form individually, setup a group so you only have to select the group name. You can also add or remove any forms to the group at any time.

NEW FEATURE!!! Search For Forms: Use the Keyword Search at the bottom of Quik! to find the forms you need. Enter one or more words and click the Search button or <ENTER> key on your keyboard. The search will only display the forms that match your search word(s). After you check the forms you want, you can search again and the forms you selected will remain at the top of the list. If you want to clear your search but keep your selected forms, click the Clear button. To reset your search and selected forms, click the Reset button.

Step 3 – Start Forms

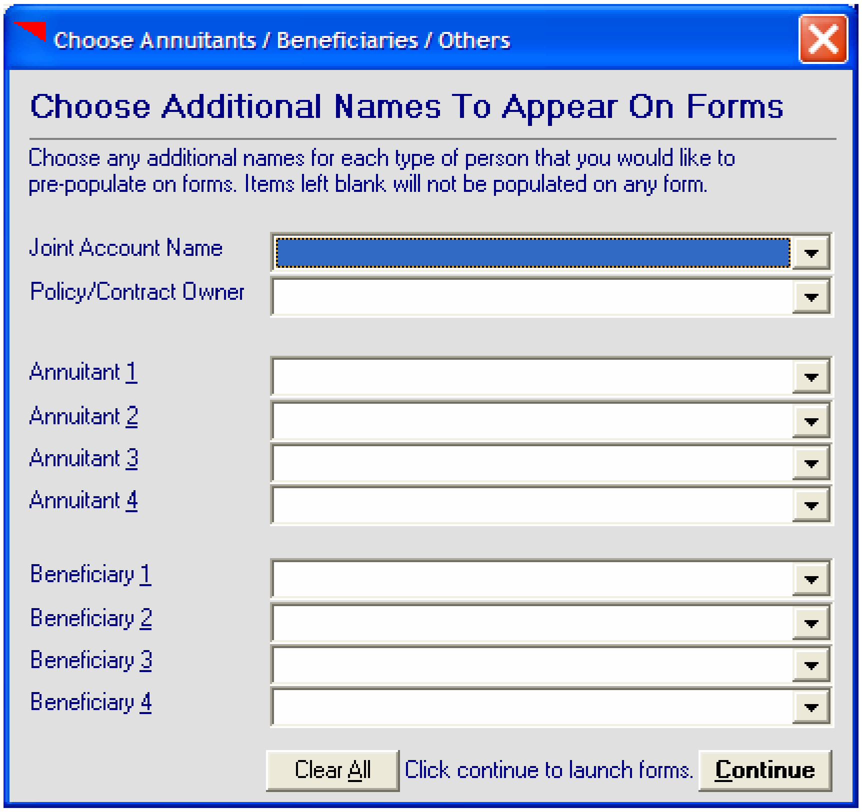
When you press the Start button, Adobe® Acrobat® will start and display up to 12 forms at a time. You can now edit the forms and complete them before printing.

Adding Additional Names

Quik! now supports additional names on forms including:

- Joint / Spouse
- Contract Owner
- Annuitant (up to 4)
- Beneficiary (up to 4)

When starting forms, if you check the "Add Annuitant/Beneficiary" check box, an Additional Names screen will appear allowing you to choose a joint, owner, annuitants and beneficiaries using client data stored in your database. In other words, anyone in your database can be used as an additional name on your forms.



After selecting your additional names, click the Continue button to start your forms.

NEW FEATURE !!! Combine Forms Together

If you check the "Combine Forms" checkbox located to the right of the START button, all the forms you selected will be combined together into a single Quik! Form. This allows you to put all the required forms together into a single document and only have to print one document. Also, when you change the data in a field that appears in multiple places on a form (like the client first name), the changes you make will flow through the entire document!

NOTE: The Combine Forms feature requires an active internet connection and will make a request of the Quik! server to combine the forms together and then download them to your browser. Then, once the forms are downloaded, your client data is populated onto the resulting form. Please be assured that NO client data is ever being sent to the Quik! server.

NEW FEATURE !!! Launch Forms From Web

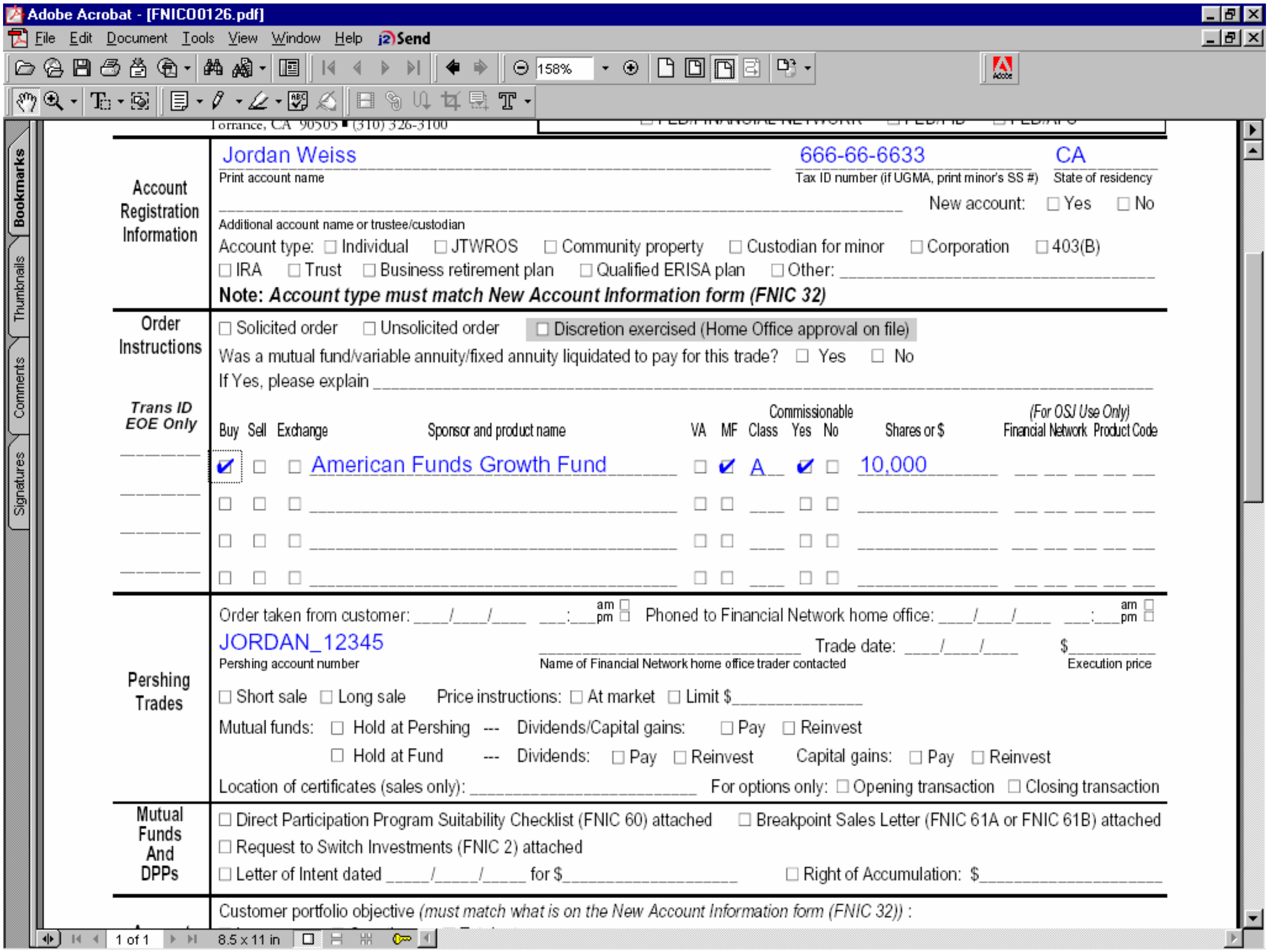
If you check the "Launch Forms From Web" checkbox located to the right of the START button, each form you select will be launched directly from the Quik! web server. This ensures that the forms you start are always the most up-to-date versions available from Quik!.

This feature was designed to assist users who want to install Quik! Forms Library in more than one location (e.g. on the network at the office and on a remote office or home office computer). Quik! is designed to be used on one PC or network at a time due to how the Quik! Forms are downloaded. If you were to install Quik! on a remote computer, then the second installation would not be able to download the forms reliably and it will become difficult to know which computer has the latest versions of the forms. By checking the "Launch Forms From Web" checkbox on the second installation of Quik!, your forms will always be launched directly from the web and your first install can continue to run the Update Service to download the latest forms.

NOTE: The Launch Forms feature requires an active internet connection and will make a request of the Quik! server to combine the forms together and then download them to your browser. Then, once the forms are downloaded, your client data is populated onto the resulting form. Please be assured that NO client data is ever being sent to the Quik! server.

Completing and Printing Forms

With the forms showing on the screen you will see that some data has already been pre-populated. From within Acrobat, you can now edit all of the fields, including the fields already filled from the database.



Adobe Acrobat - [FNIC00126.pdf]

File Edit Document Tools View Window Help Send

158%

Torrance, CA 90505 ▪ (310) 326-3100

Account Registration Information

Jordan Weiss — Print account name

666-66-6633 — Tax ID number (if UGMA, print minor's SS #)

CA — State of residency

Additional account name or trustee/custodian

New account: ☐ Yes ☐ No

Account type: ☐ Individual ☐ JTWROS ☐ Community property ☐ Custodian for minor ☐ Corporation ☐ 403(B)

☐ IRA ☐ Trust ☐ Business retirement plan ☐ Qualified ERISA plan ☐ Other: ____________

Note: *Account type must match New Account Information form (FNIC 32)*

Order Instructions

☐ Solicited order ☐ Unsolicited order ☐ Discretion exercised (Home Office approval on file)

Was a mutual fund/variable annuity/fixed annuity liquidated to pay for this trade? ☐ Yes ☐ No

If Yes, please explain ____________

Trans ID EOE Only	Buy	Sell	Exchange	Sponsor and product name	VA	MF	Class	Commissionable Yes	Commissionable No	Shares or $	*(For OSJ Use Only)* Financial Network Product Code
______	☑	☐	☐	American Funds Growth Fund	☐	☑	A	☑	☐	10,000	__ __ __ __ __
______	☐	☐	☐		☐	☐		☐	☐		__ __ __ __ __
______	☐	☐	☐		☐	☐		☐	☐		__ __ __ __ __
______	☐	☐	☐		☐	☐		☐	☐		__ __ __ __ __

Pershing Trades

Order taken from customer: ___/___/___ ___:___ am ☐ pm ☐ Phoned to Financial Network home office: ___/___/___ ___:___ am ☐ pm ☐

JORDAN_12345 — Pershing account number

____________ Name of Financial Network home office trader contacted

Trade date: ___/___/___ $______ Execution price

☐ Short sale ☐ Long sale Price instructions: ☐ At market ☐ Limit $________

Mutual funds: ☐ Hold at Pershing --- Dividends/Capital gains: ☐ Pay ☐ Reinvest

☐ Hold at Fund --- Dividends: ☐ Pay ☐ Reinvest Capital gains: ☐ Pay ☐ Reinvest

Location of certificates (sales only): ____________ For options only: ☐ Opening transaction ☐ Closing transaction

Mutual Funds And DPPs

☐ Direct Participation Program Suitability Checklist (FNIC 60) attached ☐ Breakpoint Sales Letter (FNIC 61A or FNIC 61B) attached

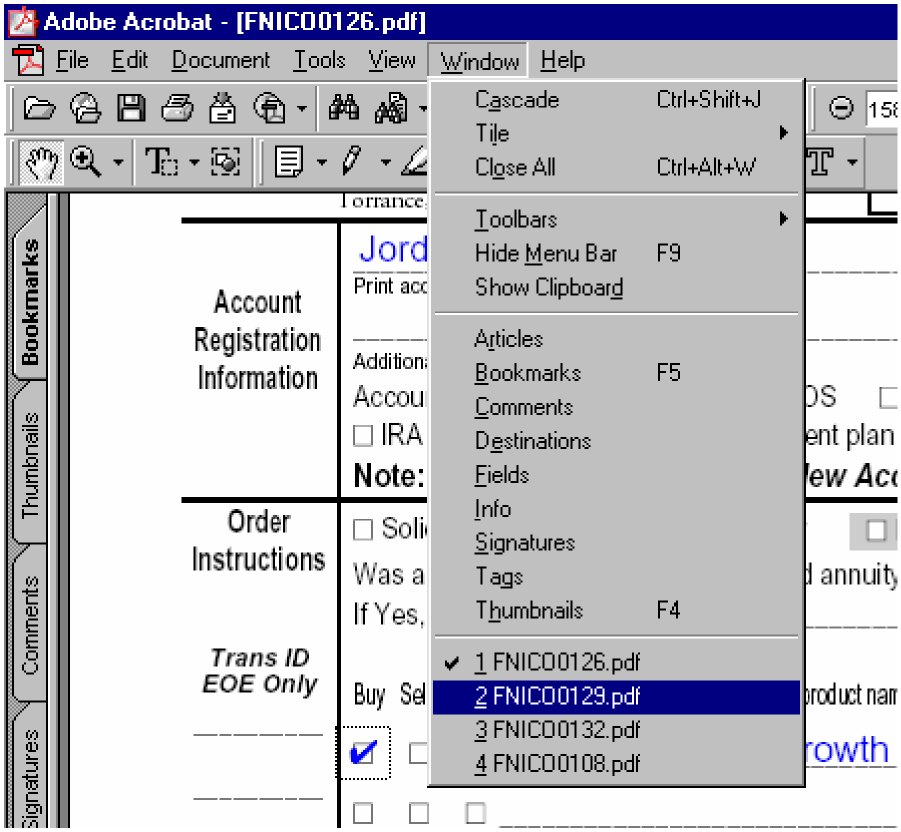
☐ Request to Switch Investments (FNIC 2) attached

☐ Letter of Intent dated ____/____/____ for $____________ ☐ Right of Accumulation: $____________

Customer portfolio objective *(must match what is on the New Account Information form (FNIC 32))* :

1 of 1 8.5 x 11 in

If you launched multiple forms, they should also be open, but you may not immediately see them. To find your other forms, choose Window from the Acrobat menu bar and look at the bottom for additional open files.



Once you have filled out all necessary fields, the form is ready to print. Some forms have pages you may not want to print. In those cases, by selecting File, Print from the menu, you can select which pages to print from in the print dialog box.

Saving Forms

In some cases, you may wish to save forms that you completed. For example, some users prefer to email the completed forms to clients for the client to print, sign and return. To do this, you must save the form as a new file in a new location.

NOTE: Saving forms is a feature only available in the full version of Adobe Acrobat or the Adobe Acrobat Approval product. Both products are available for purchase at Adobe's website (www.acrobat.com) and are not products provided by Efficient Technology Inc or bundled with Quik!.

From within Adobe Acrobat, choose File > Save As. Navigate to a new folder and rename the file. ***CAUTION: If you keep the file name and folder location the same, you may overwrite the actual form template, causing the same data to appear every time you try to create this form.***

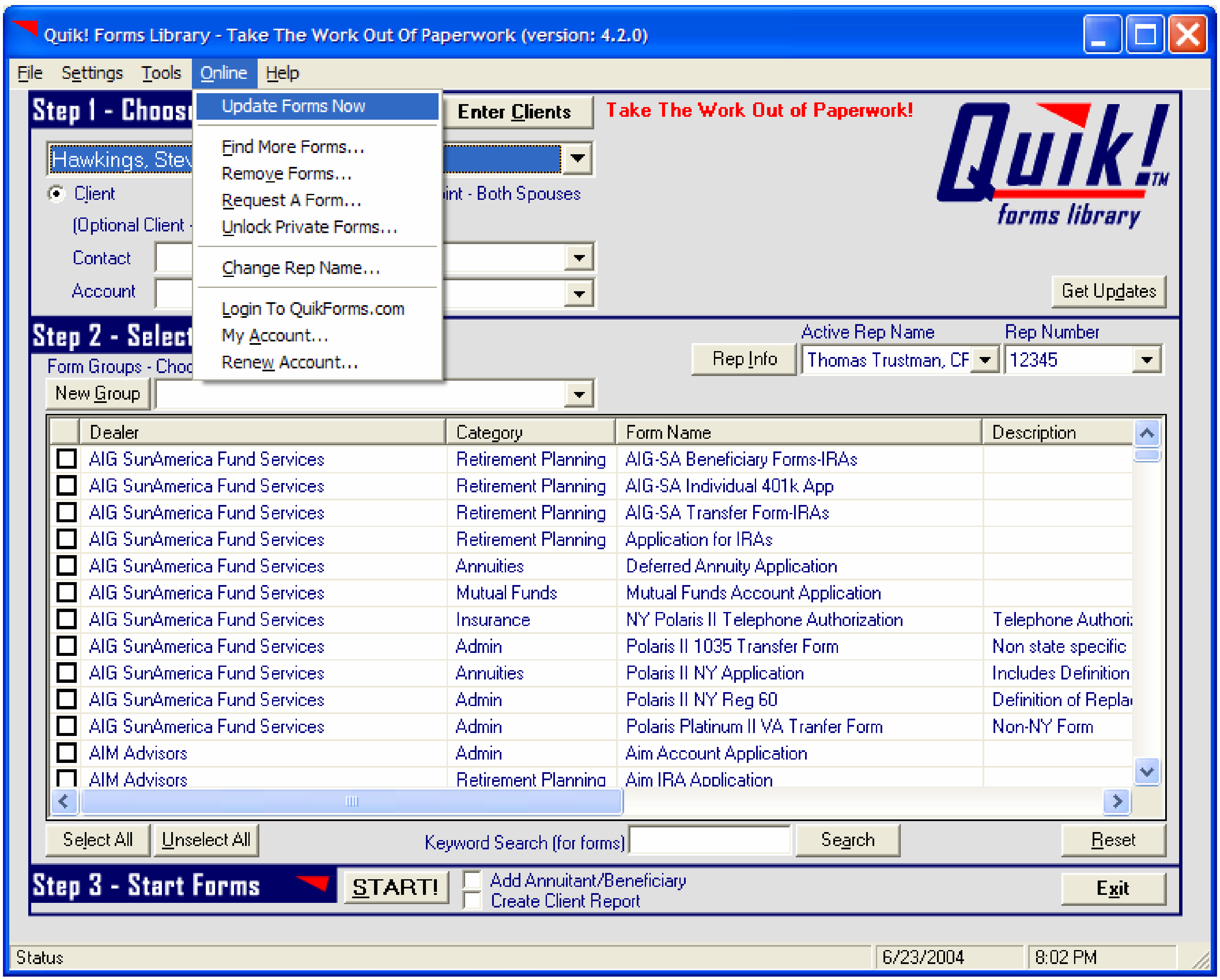
A saved form can be reopened later, but cannot be re-populated from Quik!. Saving a form is mostly useful for documentation purposes – it is recommended that a new form be generated from Quik! each time you need one to ensure the most up-to-date data and version of the form is used.

Online Menu Features

Quik!'s Integrated Online Menus

Quik! comes with an online menu that integrates the use of the Quik! Forms Library software with our website.

The Online menu gives you immediate and easy-to-use access to our site without requiring you to know your username, password or even the page you have to find. Simply choose an item from the menu and Quik! will automatically launch your web browser, log into www.quikforms.com and take you to the exact page you need to be on. See the graphic below for a list of menu items.



Update Forms Now

One of several ways to update your forms, clicking Update Forms Now will launch the Quik! Update Service which will check the quikforms.com website to determine if any of your forms need to be updated.

Find More Forms

If you need to add more forms to your library, click Find More Forms to be transported to the Find Forms page on our website. From the Find Forms page you can quickly find and add more forms to your library. When you're done adding forms, don't forget to click on Save Changes and then to run your Update Service to download and install the new forms. (See "Managing Forms" section for more detailed instructions on adding forms.)

Remove Forms

To remove a form from your library, click on Remove Forms. This item will take you to the My Forms screen where you can review and remove forms you no longer wish to use. (See "Managing Forms" section for more detailed instructions on adding forms.)

Request A Form

If you need a form built that we don't currently have in our system, please send the form to us. In most cases, we will build the form for free within 10 business days, if not much sooner. To request a form, first download the form from your dealer's website and save it on your hard-drive. Second, click on Request A Form from the Online menu. (See the "Managing Forms" section for more detailed instructions on sending a form to us).

Unlock Private Forms

Quik! provides forms that are both public and private. Private forms are for dealers who do not want every advisor to access without some form of authentication. Quik! works with several companies whose forms are private. Click Unlock Private Forms to login to our website and enter a code that will give you access to the forms you want. You may need to request the code from your dealer first.

Change Rep Name

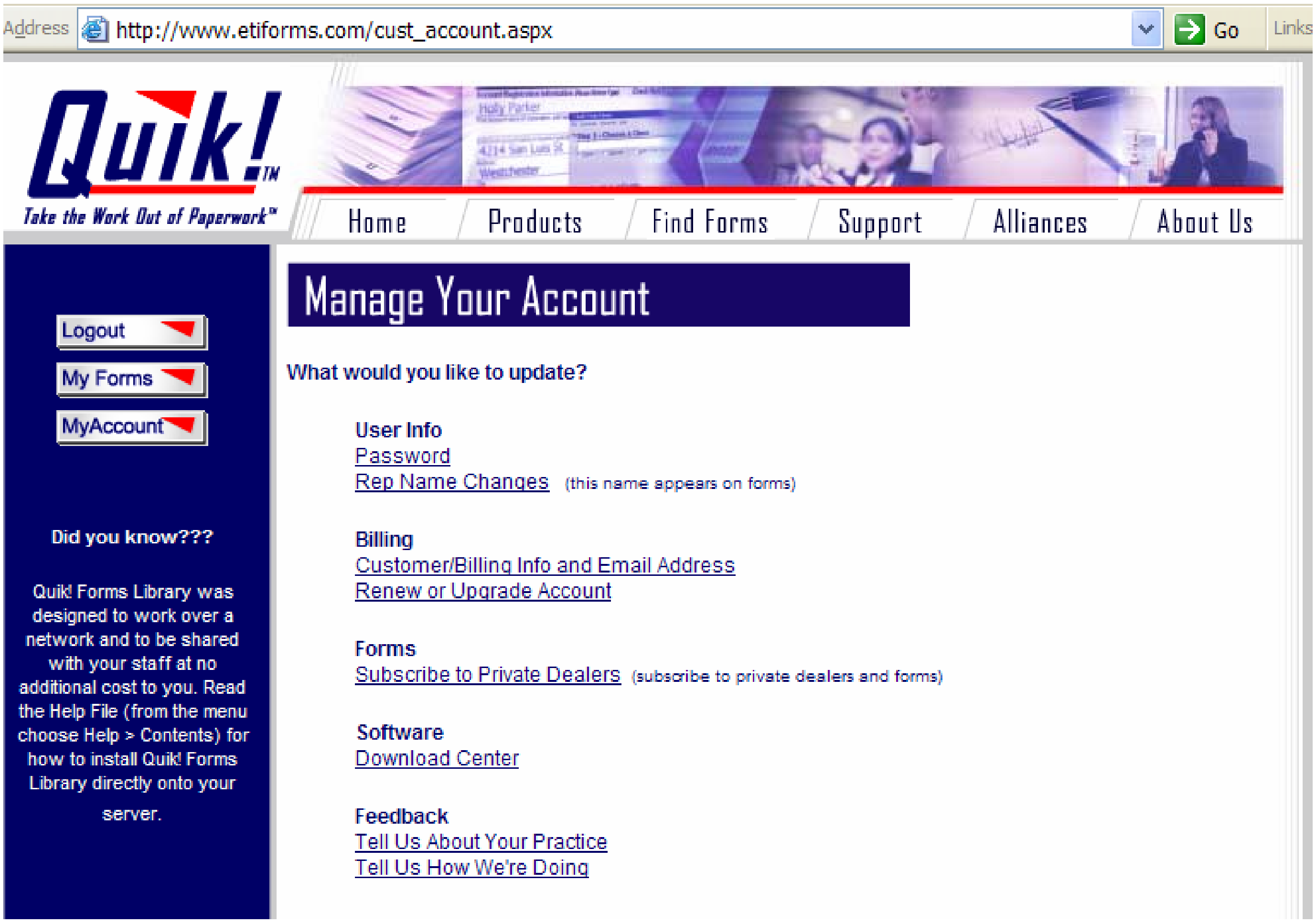
If you need to change the rep name for your copy of Quik!, simply choose the Change Rep Name item and you will be prompted to enter the new rep name on www.quikforms.com.

Login To QuikForms.com

If you would simply like to login to our website and do your own navigating/exploring, choose the Login option from the Online menu.

My Account

Use the My Account item to login and manage your account. The My Account section of our website allows you to manage your billing and customer information, renew your subscription, download software, change your website password and rep name, and subscribe to private forms. Simply click the link you wish to view.



Renew Account

When it becomes time to renew your Quik! subscription, click the Renew Account feature to automatically log into our website and renew.

Advanced Features

NEW FEATURE !!! Connect Quik! To Multiple Databases

If your office supports multiple advisors who use different databases, Quik! can be setup to support each rep and their own database program.

Quik! supports multiple advisors on a single installation of Quik! by purchasing a Multi-Rep license (contact us for more details). Multi-Rep licenses support up to one unique database connection per license or rep. So, if one Advisor is using ACT! and another is using dbCAMS+, both advisors can use the same copy of Quik! when installed on a network and use their own database to pre-populate forms.

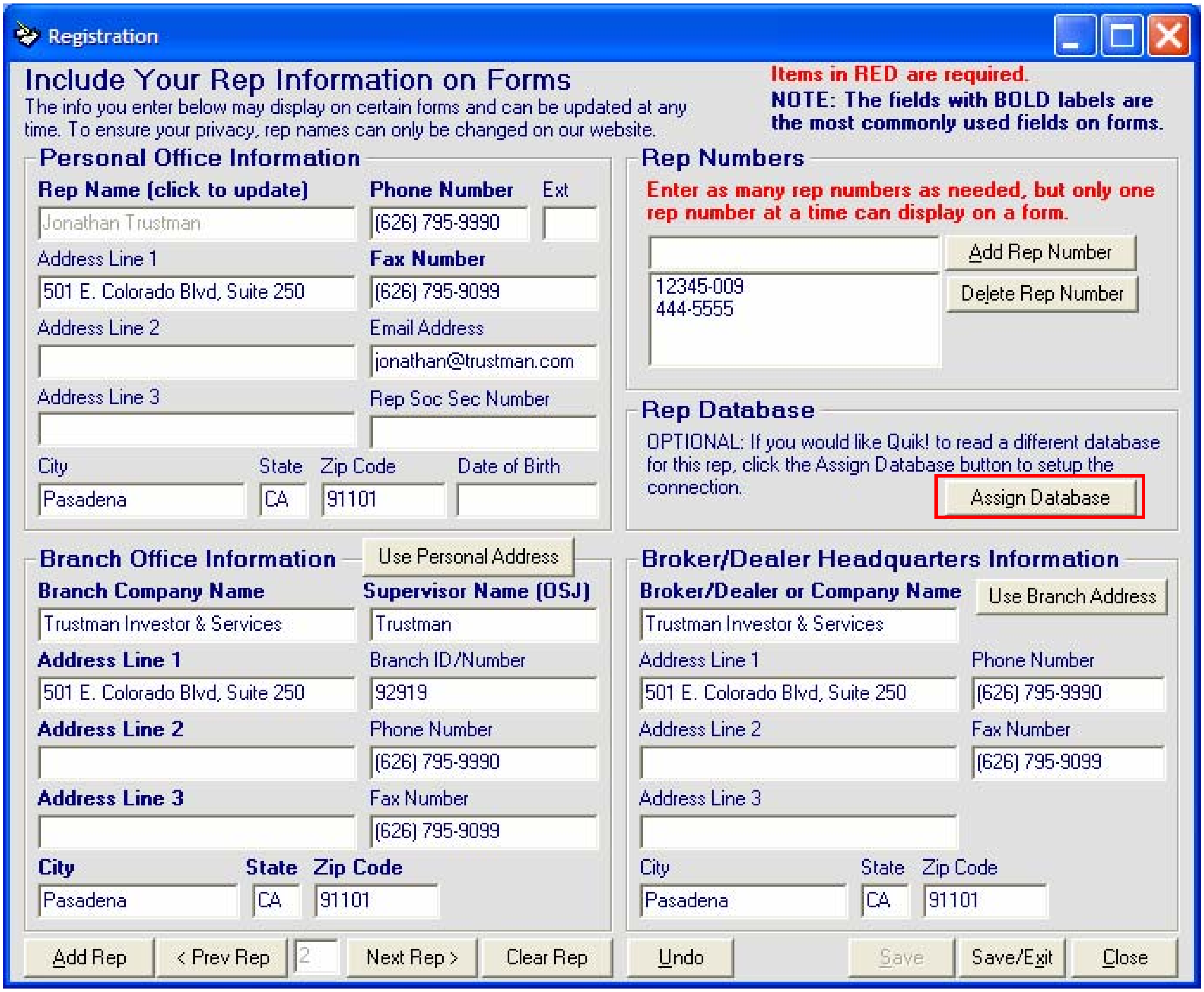
Setting up Multiple Database support is similar to setting up the first database. By default the primary database connection (the database you chose when you initially configured Quik!), belongs to the first advisor and any other advisors who have not connected Quik! to another database.

REQUIREMENTS

- Quik! must be installed on a network
- You must have a Multi-Rep license for at least 2 reps
- You can only have one rep using the Quik! Database or Albridge Web Services (which uses the Quik! Database)

To setup an additional database connection for an advisor, do the following:

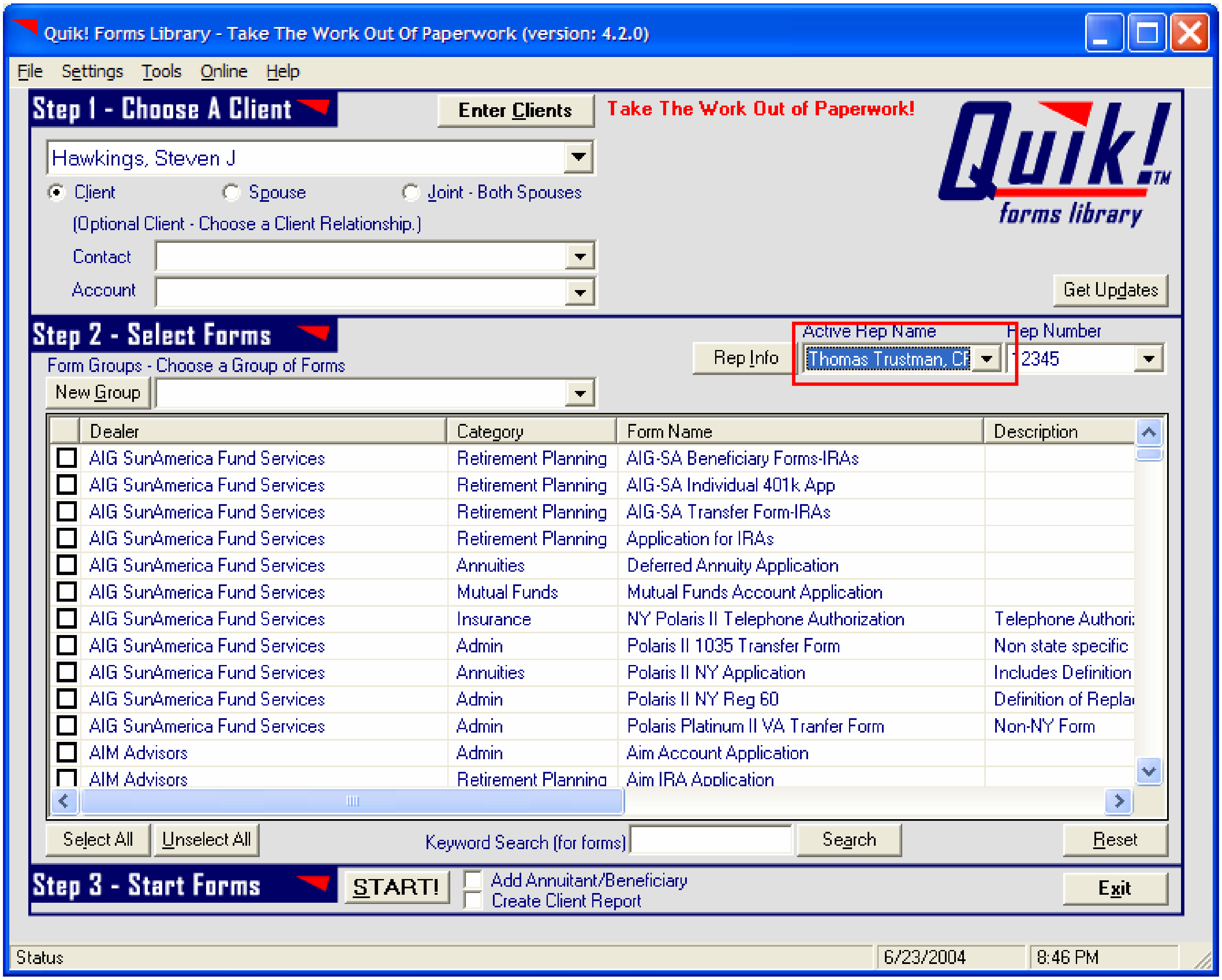
1. Click the Rep Info button in Quik! Forms Library.
2. Navigate to the rep that you want to setup the database for by clicking the Next button.
3. Click the Assign Database button.



4. In the Database Connection screen, choose the rep's database and browse for the database file, and click Save.

Populating Forms Using Multiple Databases

Choosing which database to use to pre-populate forms is as simple as choosing a rep name. When you are ready to start creating forms for an advisor, start by selecting the advisor from the Rep Name drop-down list located under the Quik! logo (see image below). Each time you select a rep, the database for that rep will be selected as well – the screen may take a moment to refresh.



By selecting a rep, which then switches databases, you can easily control which client data you are using on forms for a rep. For those reps who have not been assigned a database, the primary database will be used. For example, if rep 1 and 2 are sharing an ACT! database and rep 3 has a dbCAMS+ database, the choosing rep 1 or 2 will connect Quik! to the ACT! database, while choosing rep 3 will select the dbCAMS+ database automatically.

To Unassign A Rep Database

To remove a rep database assignment, open the Rep Info screen and click the Unassign Database button and the rep will revert back to using the primary database again.

Manage Data Fields

The “magic” of Quik! is the ability to seamlessly connect directly to your contact management database without you having to work through a tricky configuration. We accomplish this “magic” by mapping the data fields between your database and Quik! for you. However, in some cases, you may be using your database differently than the average user does or you may have defined custom fields that you would like Quik! to use. For example, not all databases have a field for social security numbers and you may have defined a custom field to capture that data. Since Quik! is not pre-configured to match your custom database configuration, you may want to modify the data map.

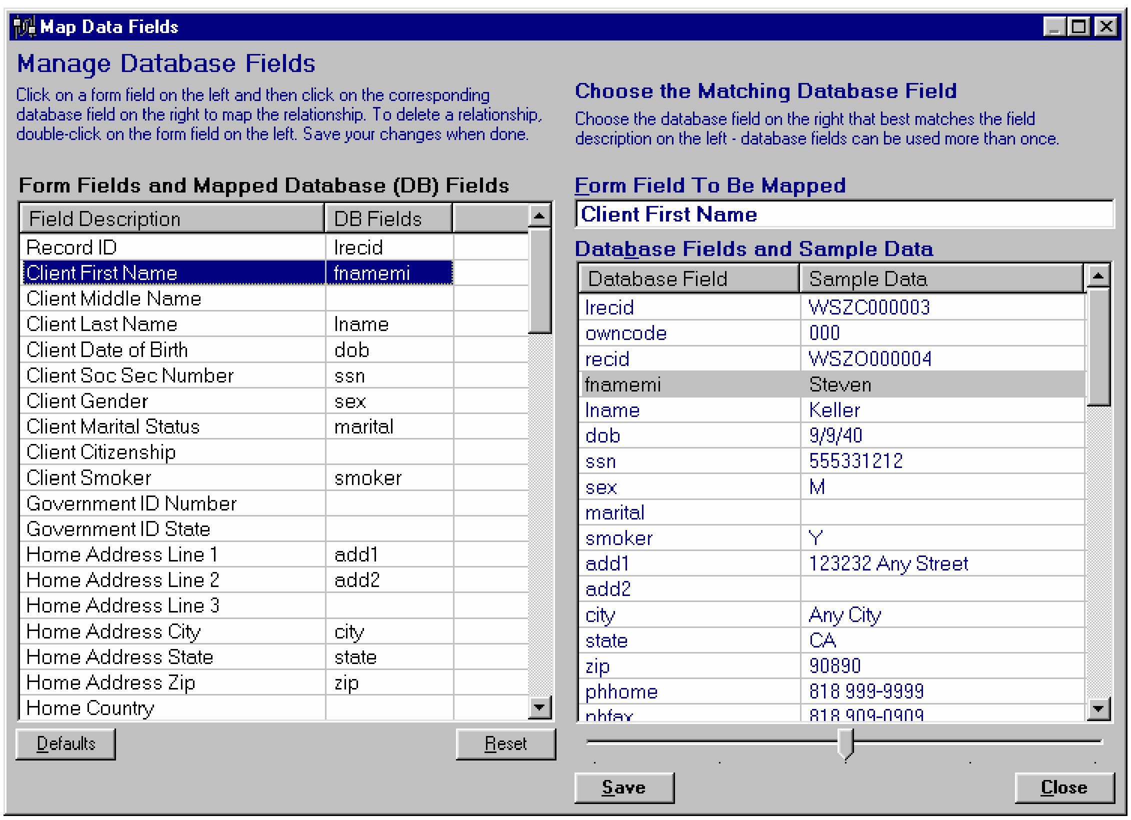
Quik! allows you to map the data fields to custom fields in your database. While this sounds complicated, it is actually a lot easier than you may anticipate. Simply follow these instructions to map your fields more precisely.

To Modify Your Data Map

1. Select “Tools” from the menu bar and then click “Map Data Fields”.

2. The Map Data Fields window will appear with two sets of data. In the box on the left is a list of fields available in Quik! (heading says “Field Description”) with an associated database field assigned to it (heading says “DB Fields”). In the right list box is a list of database fields from your database with sample data listed next to each field (if available).

3. To change a field mapping, click once on the field name you wish to modify in the left box. Notice that the name of the field on the left now shows up in blue ink on the right side under Field Description.



4. Next, select the field in the right list box that you want to map to the field from the left list box.

5. After selecting the field on the right, notice that the field on the left now has the name of the field on the right next to it.

To clear a data mapping, double-click the field you wish to clear in the left-hand box.

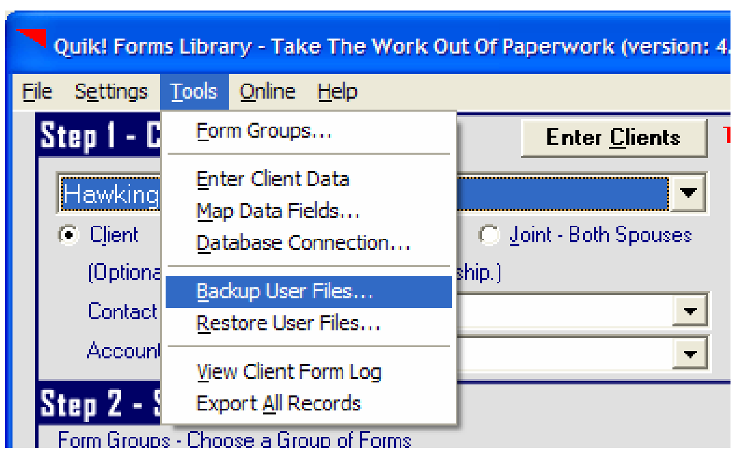
After mapping all of your fields, be sure to click the Save button. You can also reset your data map at any time by choosing the RESET button. Or, if you want to restore the originally installed map, choose the Restore Defaults button.

Backup / Restore User Files

Quik! has made it easy for you to backup and restore your user files, especially when you are reinstalling Quik! or moving Quik! to your network. Quik! relies on several files to contain information about your Quik! configuration, including:

- Rep Information and Rep Numbers
- Form Groups and Forms
- Quik! Database Mapping File
- Quik! Forms Library Database
- Quik! User Settings

If you wish to backup and/or restore these files, choose either Backup User Files or Restore User Files from the Tools menu and Quik! will automatically backup your files. Quik! saves up to three backup copies to ensure you don't lose valuable information.

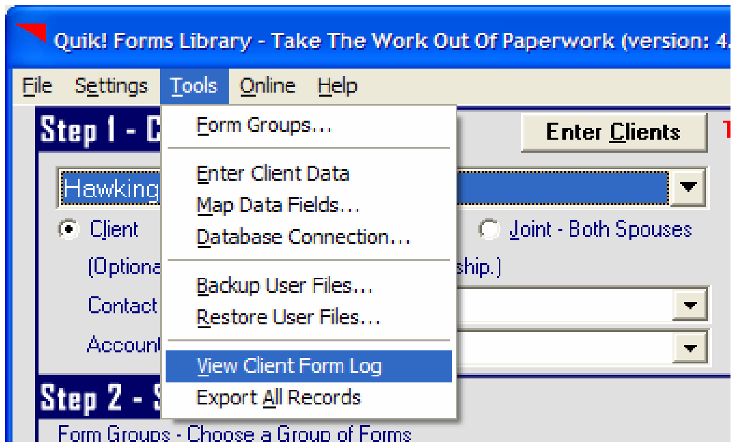


View Client Form Log

To better assist you in tracking which forms you started for which clients, Quik! now tracks which client(s) and form(s) you chose and the date in which you started the form. Each time you start a form, a record is added to the Client Form Log. The log file is automatically saved as "QuikFormsGeneratedLog.csv" in the folder where you installed Quik!.

To view this file, click View Client Form Log in the Tools menu. The file is a comma-separated file that is ideal to display in Microsoft Excel, but can also be shown in any text editor such as Notepad.

If you wish to clean out the Client Form Log, you can either delete the file from your hard-drive and a new one will be created by Quik!, or you can open the file, delete the data and save the file.



Scheduling The Update Service

If you would like to have the Update Service run on a schedule (which is ideal for those installing Quik! on a network server) then schedule the Update Service in the Windows Scheduled Tasks on the PC or server where Quik! is installed.

To schedule the Update Service, use the Microsoft Windows Scheduled Task Wizard, as described below.

1. On the Windows Start menu, click Programs > Accessories > System Tools > Scheduled Tasks.

   For Windows NT 4.0, you can access the Task Scheduler in My Computer; or on the Windows Start menu, click Programs>Administrative Tools>Scheduled Tasks). The Scheduler tasks are located in C:\WINNT\TASKS.

2. In the Scheduled Tasks folder, double-click the Add Scheduled Tasks icon.

3. Follow the instructions in the Scheduled Task Wizard.

4. When you are asked to click the program you want Windows to run, select "Quik! Update Service" from the Application list.

5. Continue following the instructions in the Scheduled Task Wizard to set the frequency and time at which you want the Update Service to start.

When you have successfully scheduled the Update Service, the Update Service icon and its schedule information are listed in the Scheduled Tasks folder.

Note: Your normal Internet access fees apply when you use Update Service. Automatic Update Service requires both Microsoft Internet Explorer 5.0 or later and Microsoft Task Scheduler installed on your computer. The Microsoft Task Scheduler requires the full (not minimum or custom) installation of Internet Explorer 5.0, including the Offline Browser Pack.

Support Resources

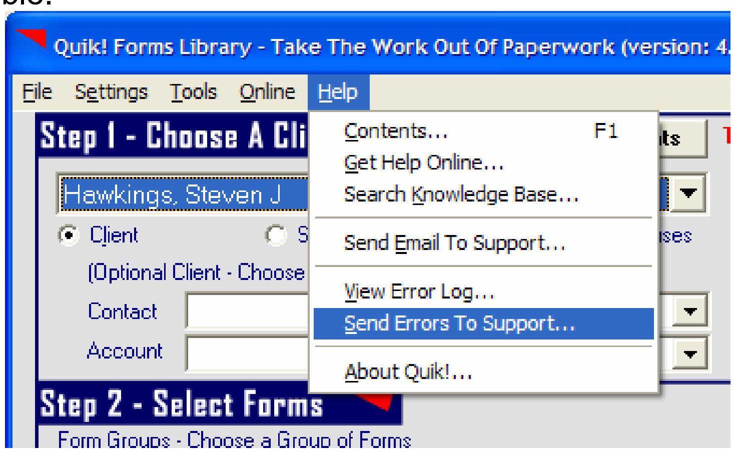
Quik! Help

Quik! has made it easy for you to contact customer service. From within the Quik! Forms Library, you can contact us immediately by either sending us an email and/or sending us your error log.

We recommend that you send us your error log anytime you have an error, that way we will be better able to understand the problem you are having. Plus, we'll get your message right away and respond to you immediately.

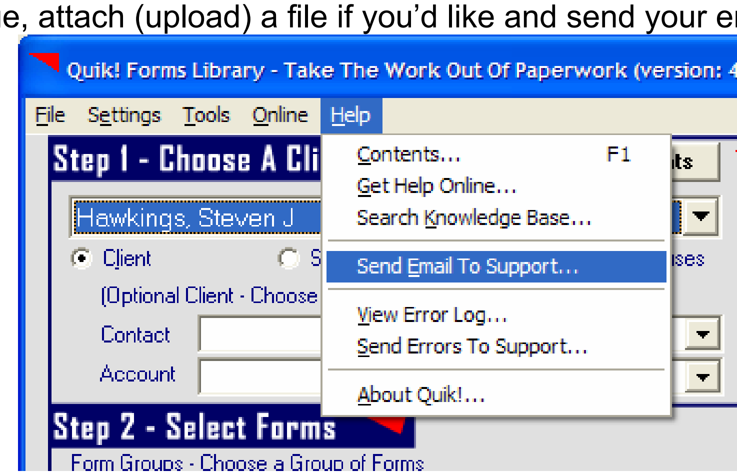
Send Errors To Support

From the Help menu, choose Send Errors To Support. Quik! will then submit your error report to our support team without you doing anything else. You'll receive a confirmation email and a response from us as soon as possible.



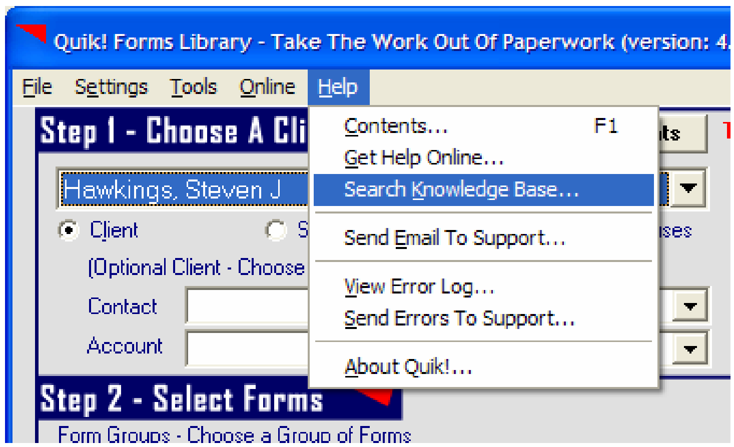
Send Us An Email

Quik! also offers you the ability to send us an email from our website. From the Help menu, choose Send Email To Support. Your browser will be launched and you will be logged in to our send email page. Type in a message, attach (upload) a file if you'd like and send your email to us.



NEW FEATURE !!! Search Knowledge Base

We offer an extensive Knowledge Base on our website. You can search our knowledge base for frequently asked questions, product support, installation issues, etc. Every time we learn something new based on a question from a customer, we enter it in our knowledge base so you can have immediate access to it. If you have a question, try our searching our knowledge base.



Other Help Features

We also offer an extensive online support section. Visit our online support by clicking Get Help Online from our Help menu. Or, you can email your questions to help@etiforms.com.

Live Help

We pride ourselves on our ability to service our customer's needs. If you need help and can't figure out the solution on your own, don't wait another second – give us a call.

We understand that your first job is to service your customers, not technology, so rely on us to be your technology expert when it comes to setting up and using Quik!. Feel free to contact us via email or phone, and we will do everything we can to solve your problem within 24 hours, if not within the same hour.

Contact Information

Phone: (909) 624-7988
Email: support@etiforms.com

Web: www.etiforms.com/support.aspx