

R11 Upgrade Enhancements

University of California – October 5, 2015 TeamMate AM R11 Enhancements Melissa Ewing, Senior TeamMate Consultant



Agenda

Introduction

- R10.4.5 to R11.1 Upgrade Status Update
- Instructor Introductions
- Session Objectives

End User Education

- Suite Wide R11 Feature Enhancements
- TeamStore Leveraging Content in Audit Projects
- TeamMate Analytics Access & Quick Start Resources

Summary & Wrap-up

- Questions
- Evaluations





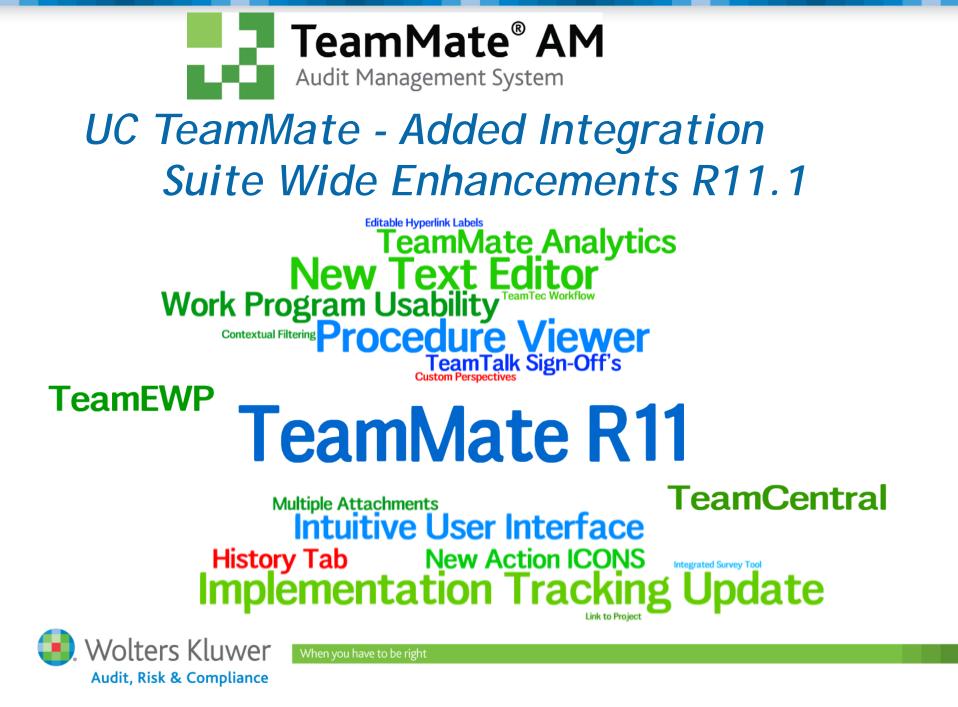
UC TeamMate

Suite Wide Accomplishments R10.4

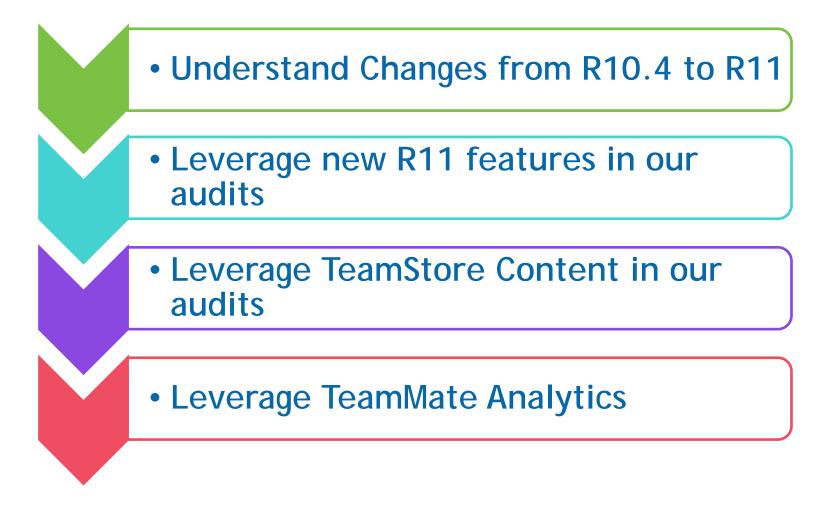
Windows Authentication *Leand 10* Web Application Shortcuts Application Toolbar Suite Wide Ribbons Expanded Compatibility

August 2014





Session Objectives





Auditor Changes & Feature Enhancements

TeamEWP

- Text Editor Platform Upgrade
- Procedure Viewer Work Program Usability Improvements
- Editable Hyperlink Labels

TeamTalk

- View & Add Notes Buttons
- Preparer & Reviewer Sign-off

TeamTEC

Copy Timesheet | Multiple Approval Roles

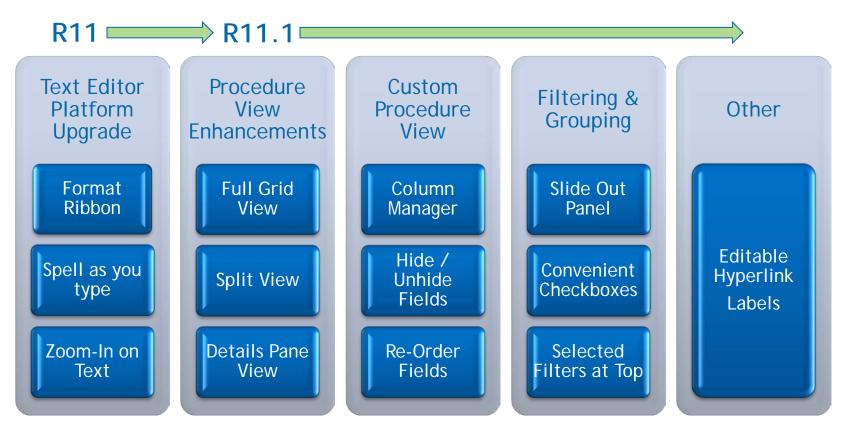
TeamCentral

- Implementation Tracking Changes
- Survey Enhancements



Auditor Changes & Feature Enhancements TeamEWP Enhancements

- Usability Enhancements
 - More control of information displayed on screen





Text Editor - Platform Upgrade

Format ribbon

Audit, Risk & Compliance

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		cycle.		
		other factors, such as regu	llatory changes.	in internal operations, competitive demands, or
		 Whatever the justification, prevent fraudulent or inad 		ges must be strictly controlled and documented to
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_	styl	les of fonts and re supported	nd Controls 🛛 🔠 Procedure Viewer 🗍	🜌 Signoff Status 📔 🔝 Notes 📔 Conflict Resolver

Text Editor - Platform Upgrade

Spell Check as you type with Suggestions

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Text Editor - Platform Upgrade

Zoom-In/Out to increase/ decrease visible text size

Work Program 🛃 🎺 🔇 🔇 Procedure 🍪 🔿 💆	Title: Company Vehicles	Zoom In on Text to make it easier to read on small screens
Work F	 Audit Step Properties Arial 10 B C U + OF U + O	 Title: Company Vehicles Assign: Typ Audit Step Properties Audit Procedure Carry out a physical check based on the Fixed Asset Listing. Check the details i.e. chassis number etc with the listing. Identify the function of the vehicle and the reasonableness. Identify the person responsible to the
. V	Volters Kluwer When you have to be right	

Audit, Risk & Compliance

• OLD - Procedure Layout & Perspectives

ewp	TeamEWP - [A1.PRG: 15-COMP-01 : 1/30/2015 - Planning]										
Close Add	Planning Review View Go To Admin TeamMat Get Add Work Programs Paper New Edit	Paste Procedures	te Notes Hyperlink Hype	te Paste as 2-Way	ate Bookmark	edure Summary edure Status edure Checklist erspective	ALLENS, FIGHTING				
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▷ ARC	Title	State	Prepared	Reviewed	Edited	Assign	Туре				
*	Understanding the Environment		PXM 2/11/2015	MXS 3/2/2015	PXM 2/13/2015	⊷PXM	Administrative				
	Audit Risk Assessment		PXM 2/6/2015	MXS 3/2/2015	PXM 2/13/2015	⊷PXM	Administrative				
*	Scope and Objectives		PXM 2/11/2015	MXS 3/2/2015	PXM 2/13/2015	∞PXM	Administrative				
*	Audit Program		PXM 2/13/2015	MXS 3/2/2015	PXM 2/13/2015	∞PXM	Administrative				
*	Data Analytics		PXM 2/13/2015	MXS 3/2/2015	PXM 2/13/2015	₽XM	Administrative				
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NEW Procedure Layout - SPLIT VIEW

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► A.1.PRG(17) Planning	P					1/2015					
► A.2.PRG(12) Wrap-up			uracy and complet	eness of personnel	records						
 B.1.PRG(3) Payroll 		Assign: 🔵 RC	*			Туре	e: Fieldwork *				
Compare time cards to actual time sub		• Audit Step 🔳	Properties								
Confirm unit management review of pa	2	Select a sample of	of new employee	s from Personnel	records. Check that the follo	wing details have been pro	operly authorized and set-up on the Payroll system:				
Corporate ethics policies evidenced & 2											
B.2.PRG(3) Payroll Function											
Verify accuracy and completeness of pe											
Test possibility to set up ghost employe		-									
Review payroll documentation for com	_ ■	Response		•							
B.3.PRG(2) Authority for Pay Entitlement		Record of Work I	Done 🖪 Scored	card References(1)						
🎄 Review Bank Statements for payroll tran	•	Per a review of p	ersonnel records	over the last six	months (July to December 20	11), it was noted that five	new employees were hired at the Tampa location during this time. Below is the list of new				
🎄 Sample of Timesheets for proper autho	•	employees and the	he test results an	e documented in	the table as to the correct info	rmation being on file.					
B.4.PRG(2) Validation of Employees		E		Conflict of	F	A					
🎄 Review Payroll Records		Employee	W-4 Form on File	Interest	Employment Authorization on File	Accurately Setup in Payroll System					
🎄 Trace Employees to Payroll	•			Agreement							
▲ <u>B.5.PRG(2)</u> Salary Additions and Time Sheets	•	Bob Greene	Yes	Yes	Yes	Yes					
🌣 Review Non-standard Payments	•	Dennis Umbra	Yes	Yes	No 🔵 👍 Missing authorization	Yes					
Timesheet Completion and Authorization		Valerie Brown	Yes	Yes	Yes	Yes					



NEW Procedure Layout – FULL GRID VIEW

TeamEWP - [APV : 13- Home Planning	-CORP-17 : 5/7/2013 - Procedure Viewer] Review View Go To Admin TeamM	late								_	APV: Procedure Viewer 🔹 🥑 💷 🕫
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▶ <u>A.1.PRG</u> (17)	Planning	1			🥑 МК	1/16/2012	M 1/17/2012	JME 8/17/2015			
A.2.PRG (12)	Wrap-up				0			IME 12/22/2011			
<u>B.1.PRG</u> (3)	Payroll				🔮 RC	1/17/2012	JME 4/18/2012	IME 8/18/2015			
	Compare time cards to actual time sub			▲ 🔍	🕑 RC	1/17/2012	JME 4/18/2012	IME 8/18/2015	🔵 RC	Fieldwork	
	🔅 Confirm unit management review of pa	2			🕑 RC	1/17/2012	JME 8/18/2015	2	🔵 RC	Fieldwork	
	Corporate ethics policies evidenced &	2			🕑 RC	1/17/2012	JME 8/18/2015	1	🔵 RC	Fieldwork	
B.2.PRG(3)	Payroll Function	<u> </u>			🕑 RC	1/23/2012		JME 8/21/2015			
	Verify accuracy and completeness of pe				🥑 RC	1/23/2012	MK 1/28/2012	2	🔵 RC	Fieldwork	
	Test possibility to set up ghost employe	<u> </u>			🕑 RC	1/23/2012		JME 8/21/2015	🔵 RC	Fieldwork	
	Review payroll documentation for com	•			🕑 RC	1/23/2012		2	🔵 RC	Fieldwork	
B.3.PRG(2)	Authority for Pay Entitlement	<u> </u>			0			Z RC 1/24/2012			
	Review Bank Statements for payroll tran				🔮 RC	1/24/2012		2	🔵 RC	Fieldwork	
	Sample of Timesheets for proper autho			4	🥑 RC	1/24/2012		2	🔵 RC	Fieldwork	
<u>B.4.PRG (2)</u>	Validation of Employees	<u> </u>			🥑 RC	1/24/2012		MK 1/31/2012			
	💠 Review Payroll Records				🥑 RC	1/24/2012	MK 1/31/2012	2	🔵 RC	Fieldwork	
	🂠 Trace Employees to Payroll				🔮 RC	1/24/2012		2	🔵 RC	Fieldwork	
B.5.PRG(2)	Salary Additions and Time Sheets	•			🕑 RC	1/25/2012		2			
	🔅 Review Non-standard Payments	•			🕑 RC	1/25/2012		2	🔵 RC	Fieldwork	
	Timesheet Completion and Authorization				🕑 RC	1/25/2012		2	RC	Fieldwork	



NEW Procedure Layout - DETAILS PANE VIEW

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Assi		uracy and complete	eness of personne	el records		Туре:	e: Fieldwork	U	
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Res	Select a sample of new employees from Personnel records. Check that the following details have been properly authorized and set-up on the Payroll system:								
		ersonnel records on being on file.	over the last six	x months (July to December 20	11), it was noted that five	e new employees were hired at the Tar	Tampa location during this time. Below is the list of new employees and the test results are documented in the table as to the		
	Employee Name	W-4 Form on File	Conflict of Interest Agreement	Employment Authorization on File	Accurately Setup in Payroll System]			
В	b <u>Greene</u>	Yes	Yes	Yes	Yes				
Þ	ennis Umbra	Yes	Yes	No 🔍 🔔 Missing authorization	Yes	1			
M	lerie Brown	Yes	Yes	Yes	Yes	1			
В	aire Yawn	Yes	Yes	Yes	Yes	1			



NEW Procedure Layout – EXPAND PANE OPTION

Information being on file. Employee Name W-4 Form on File Conflict Inferes Agreeme Sob Greene Dennis Umbra Valerie Brown Yes Yes Valerie Brown Yes Yes Stater Yawn Yes Yes	terest common Authorization on File Yes No @ A Missing authorization	Accurately Setup in Payroll System Yes	Gose Close Edit Close		🖌 🔁 🛛 Create B	ookmark 🔰	Procedure Summary Procedure Checklist Custom View		
Dennis Umbra Yes Yes /alerie Brown Yes Yes	No. 💚 🔔 Missing authorization						Perspective		
/alerie Brown Yes Yes			Group By: (none) 🔻 🔬 11 🎲 60 🍸						
llaire Yawn Yes Yes		Yes	ARC Title	State		🐼 RC 1/23/	/2012 ME	8/21/2015 IME	8/21/20
	Yes	Yes	A1.PRG Planning				eness of personnel r		
<u>annfar</u> Gusen Yes Yes	Yes	Yes	A_2PRG(12) Wrappy: B_1PRG(3) Payroll Compare time cards to actual Confirm unit management review o Corporate ethics policies evidenced B_2PRG(3) Payroll Function Verify accuracy and completeness o Test possibility to set up ghost emp Review payroll documentation for o B_3PRG(2) Authority for Pay Entitlement Review Bank Statements for payroll Sample of Timesheets for proper au B_4PRG(2) Validation of Employees Review Payroll Records Trace Employees to Payroll	1 8 2 pf pe 1 sloye 4 rom 4 itran 1	Response Record of Work [Per a review of p employees and th Employee Name Bob Greene	on Corec ersonnel records ne test results are W-4 Form on File Yes	card References(1) s over the last six r e documented in t Conflict of Interest Agreement Yes	records. Check that the months (July to Decemb- the table as to the correc Employment Authoriza on File Yes No	r 2011), i informat ion Au



NEW Procedure Layout – CUSTOM VIEW

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A.2.PRG(12) Wrap-up	<u> </u>			v			IME 12/22/2011								
B.1.PRG(3) Payroll				v	RC 1/17/2012	JME 4/18/2012	3 JME 8/18/2015								
🎄 Compare time cards to actual t	me sub		4		RC 1/17/2012	JME 4/18/2012	IME 8/18/2015	🔵 RC	Fieldwork	North America Ma	anual Monthly	Moderat	e Mixed Testin	g Existence/Occurrence	
🏠 Confirm unit management revi	w of pa 2			、	RC 1/17/2012	JME 8/18/2015	2	🔵 RC	Fieldwork	North America Ma	anual Weekly	High	Detective	Udirect Assertion	
🔅 Corporate ethics policies evide	ced &			v	RC 1/17/2012	JME 8/18/2015	1	🔵 RC	Fieldwork	North America Au	tomated Daily	Moderat	e Detective	Validation/Allocation	
B.2.PRG(3) Payroll Function	- 🔺			v	RC 1/23/2012		IME 8/21/2015								
Verify accuracy and completen	ess of pe		4	0	RC 1/23/2012	JME 8/21/2015	JME 8/21/2015	🔵 RC	Fieldwork	North America Ma					
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🔅 Review Non-standard Payment	. 🥥			0	RC 1/25/2012		2	🔵 RC	Fieldwork	North America Au	☑ Type			Hide	
Timesheet Completion and Aut	horization 🥥			0	RC 1/25/2012		2	🔵 RC	Fieldwork	North America Ma	 Location Type 				
B.6.PRG(3) Payroll Deductions	<u> </u>			0			MK 1/31/2012				Frequent	y		Reset To Defa	ult
🎂 Review Weekly Absence Repor	s 🔺				RC 1/27/2012		MK 1/31/2012	🔵 RC	Fieldwork	North America Ma	Level Category				



NEW Procedure Layout – PROCEDURE FILTERING

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Procedure Title	▲ <u>B.2.PRG(2)</u>	Payroll Function				🔮 RC	1/23/2012		📝 JME	8/21/2015								
Program State	\$	Test possibility to set up ghost employe				🕑 RC	1/23/2012		📝 JME	8/21/2015	🔵 RC	Fieldwork	North America	Manual	Weekly	High	Detective	Val
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Procedure State ■	▲ <u>B.6.PRG(1)</u>	Payroll Deductions	<u> </u>			v			📝 МК	1/31/2012								
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Not Started (0)	▲ <u>C.1.PRG(1)</u>	Supply Expenditure Payments	<u> </u>			v			📝 JME	8/21/2015								
Prepared (1) Reviewed (2)	\$	Proper approval of invoice	<u> </u>		4	v			📝 JME	8/18/2015	SM	Fieldwork	North America	Manual	Weekly	Moderate	Detective	Exis
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NEW CUSTOM HYPERLINKS

Response 🗸									
Record of Work Done Scorecard References(2)									
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Reviewed the payroll journals for the last 6 months (July to December 2011). Traced each employee to their employee personnel file and ensured that only authorized employees were paid. During the review, it was noted that one time sheet did not have an employee file. This individual was only paid one time in the 6 month period. Per conversation with the payroll clerk, Susan Munin, the employee was a temp employee that was paid directly instead of paying the temp agency. Contacted the temp agency and they stated their policy was to be paid directly and then pay their employees - no direct payment should occur to the employee. Further conversation noted that the individual paid directly did not work for the temp agency.									
Per conversation with the payroll manager, Doug <u>Vlasak</u> , the temp agency is paid directly for the temp employees on site. The payment to the temp efficitious.	mployee was unauthorized and deemed to be								
Attached is the time card recovered from the system that show the amount of hours charged and paid to the figticious employee . It is a structure of the system that show the amount of hours charged and paid to the figticious employee . Navigate Hyperlink									
Delete Hyperlink									
Edit Hyperlink Label	Edit Hyperlink Label								
	Label: Timesheet Report								
	Timesneet report								
	Reset OK Cancel								

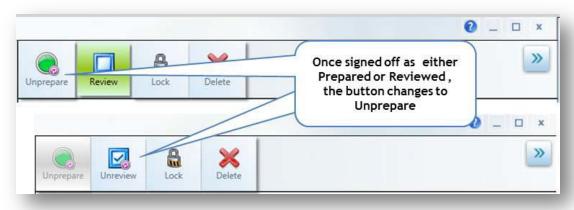


TeamTalk Enhancements

• NEW Preparer and Reviewer Signoff Buttons

File Help		
All Notes Globa Add new participant as	Prepare Review Lock Delete	
2015 Accounts Payable Aud	Ref: Verify accuracy and completeness of personnel records From: Bryan Salone	
Payroll Create Issue - Note to Se	Bryan Salone; Melissa Ewing; Sarah Ward;	Action Required
Bank Reconciliation	Subject: Please Fix the Table	Confidential: Make a Note
Team - Onsite Help Payroll Function	9/17/2014 3:06:30 PM Created by Bry	confidential van Salone

Support for Undo Signoffs



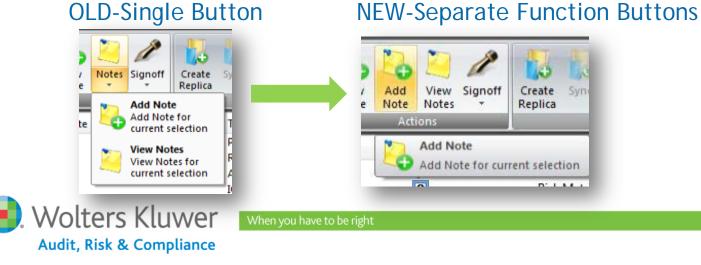


TeamTalk Enhancements

NEW Workflow ICONS

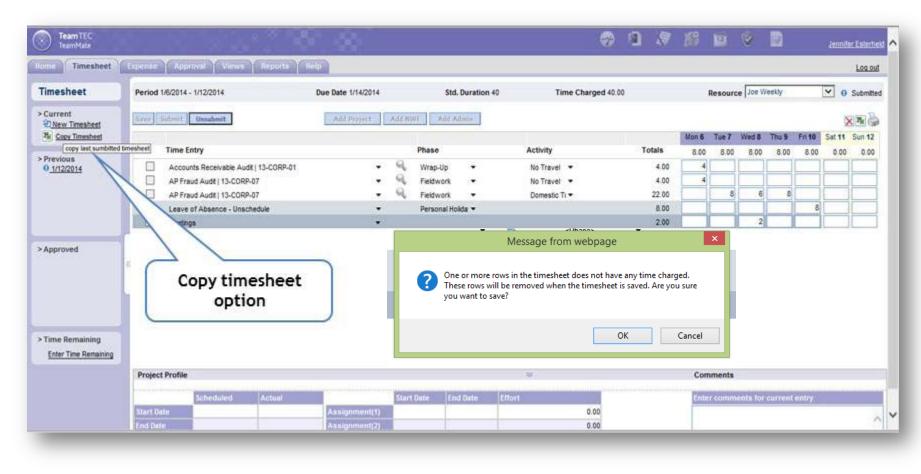
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	0			11	-CORP-19 : Atlantic Incorporated Review	Author:
Locked states	Status	State	Signoff	Due Date	Subject	Recipient:
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or closed notes		8			Scope	
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Icons match		500			Issue	Signoff Status
workflow for	-	al'			Support?	Prepared Reviewed
procedures and issues						Read Status

Distinct Add & View Notes Buttons



TeamTEC Enhancements

Copy Timesheet / Project time entry prompt



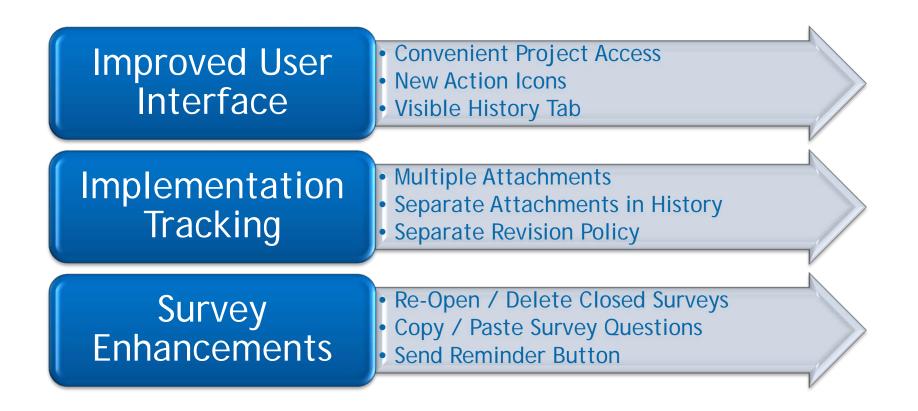


TeamTEC Enhancements

NEW – Support for Multiple Approvers

vers Resources	New tab to view Approvers for an	[Q Approvers and Ownership		
+ ×	individual	Group by	Display the approvers that are assign right. Users can be grouped by group		ew displays the resources on the left and their approvers on
provers List:	Assigned Resources:		Approvers Resources		
Mike Evans Yellow cubes show 1	Team Not Defined North America		Resources List:		Group by Team Approvens:
or more approvers and green circles indicate available for approvers to be assigned	First Name Marilynn Randy Sarah Karen Melissa	Last Name Kesslar Cowell Myers Peary Ewing	Team Not Defined First Name Carla Reyna Team North America First Name Mati <u>y</u> con Randy Sarah Karen Melissa Team Europe First Name	Last Name perez pinto Goytia Last Name Kessikar Convell Myess Peary Evving Last Name	Approvers listed for an Individual
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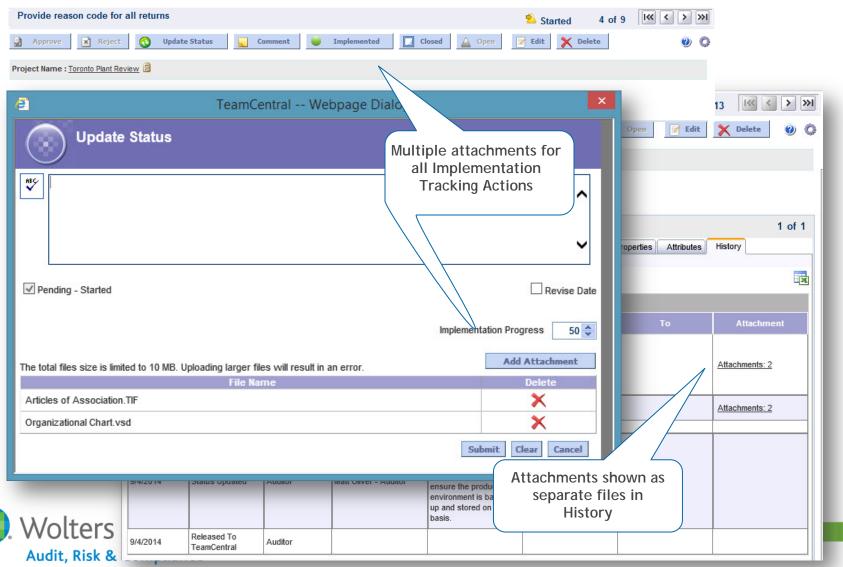
Intuitive User Interface

. Wolters Kluwer

Audit, Risk & Compliance

Purchase requisitions need to be	obtained for each purchase						
Approve 🗙 Reject 🔇	Update Status 📃 Comment	🥥 Implement	ced Closed Open	📝 Edit 🗙 Delete			
Project Name : <u>Atlantic Incorporated Review</u>							
Issue Image: Second s		Attributes History	New Implem Tracking Icons match workfl	Action follow-up ow			
New link to Project gives easy access to Profile information	Stephanie Hendry Tony Maiello			General First Name			
First Name	Last Name	Required	New History Tab provides easy view of	Last Name			
Colleen	Knuff		or recommendation history	Title			
Stephanie	Hendry		Owner	E-Mail			
Tony	Maiello		Final Approver	Phone Login Name			
				Roles 🔮			

Multiple Workpaper Attachments for all TeamCentral Actions



Issue Tracking - Date Revision Policy

TeamCentral TeamMate Home Implementatio	n Audit Plan / Project Reports Help	
Administration	Policies	
Policies Import File Reports Dashboards	Configure the policies as desired and click 'Save' to save your changes.	Save
		Permit implementation dates to be revised By Auditors By Contacts Require comments for all revised dates
	Additional Workflow Rules Permit implementation dates to be revised Image: By Auditors Image: By Contacts Image: By Contacts Image: By Require comments for all revised dates Image: Require comments for all implemented actions Image: Box and the total date to the total date to the total date.	



New - Online Survey workflow features

tle: PC Survey 01 - nd Date: 2/4/2015			Project:			
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🔤 🕜 Title Sing	le Choice 8		Comments:			
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(TeamCentral CCH [®] TeamMate		. * * * 8	1.68								Jennifer Esterheld
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	Location: Asia											
	– Priority: High											
	 Priority: High 07-CORP-08 	CACT - Web Service Audit	Corporate	Risk Assessment	Closed	Information Technology	Limited	Co-Source		ior Data Exchange is not Secure		Weakness
	 <i>Priority: High</i> 07-CORP-08 07-CORP-13 	JEFP - Network Application Review	Corporate	Risk Assessment	Closed	Information Technology	Limited Full Limited	Co-Source Co-Source Internal Audit	5/6/2008 Access Report	s not Reviewed on a Regular Basis	Materia	Weakness Weakness Weakness
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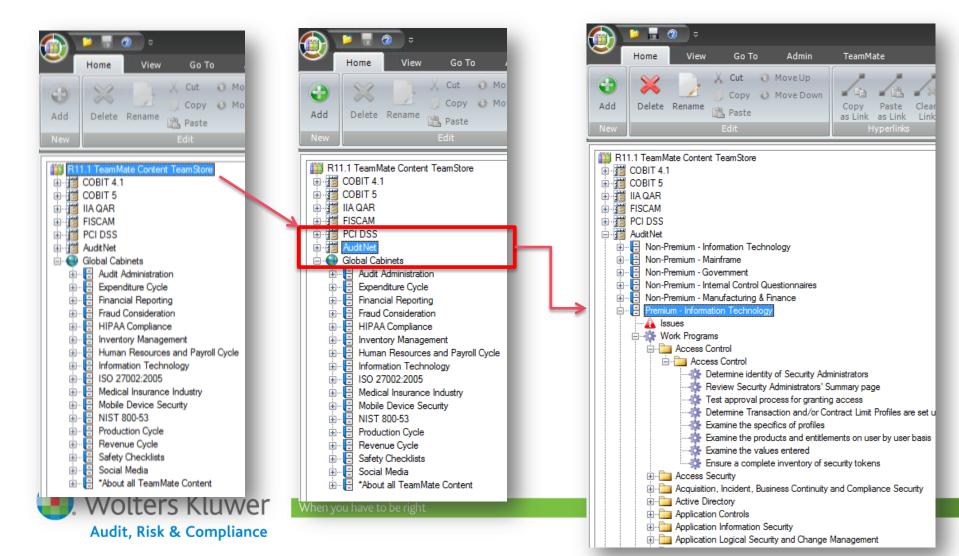
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Continued TeamStore Initiatives

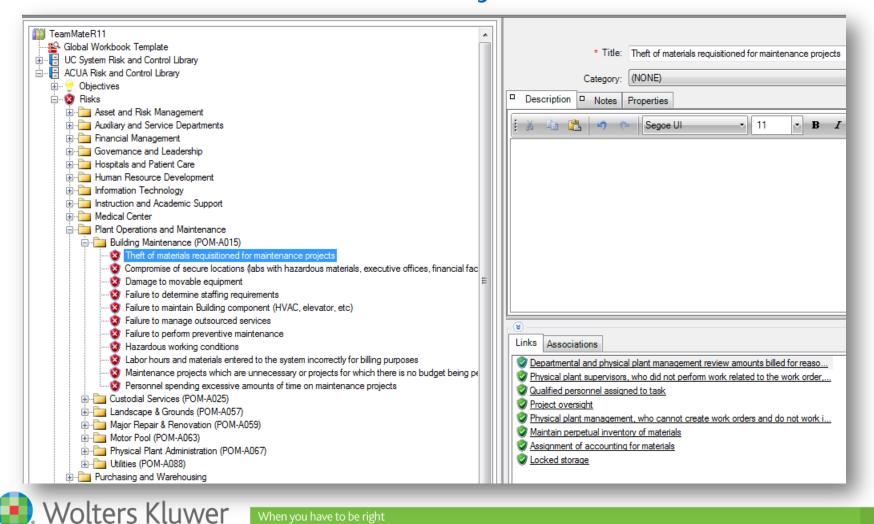
Audit Net	 Access to AuditNet TeamStore in Projects Procedures, Workpapers, Risks and Controls Access to AuditNet website via Connect
ACUA	 Access to ACUA TeamStore in Projects Risks and Controls library Get Risks brings linked controls automatically
TeamStore	 Provides efficiency in audit work Search content by cabinet and/or object Send data from project to TeamStore



TeamStore and Risk & Controls TeamMate TeamStore Content-R11.1 UPDATE



TeamStore and Risk & Controls ACUA Risk & Control Library Content



Audit, Risk & Compliance

TeamStore and Risk & Controls

TeamStore Search and Document Review

• Quick launch and review

	TeamStore Maintenance		TeamSto	re Maintenance	_ = >
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Data Show	Search For				
Base Template (with PA) UCS Standard Library-Audits v2 UCD Standard Lib FY2010-11 UCSD Standard Audit V2 84-11 UCSD Standard Huestination V2 84-11	 Work Programs Issues Work Papers 		Information		support\cflexo.test 10
UC Standard Template-Audits vUCLA-3 OT 2012 IAP Ot AR Project UCSF FY12 Advisory Template UC Standard Template-Audits v2 for Office 2010	Search Criteria Seach for text:	Systemwide Construction	Туре:	Audit Program - Construction Program - Systemwide Construction Audit Program 10-2-15 Word Cflexo.test	Open Replace
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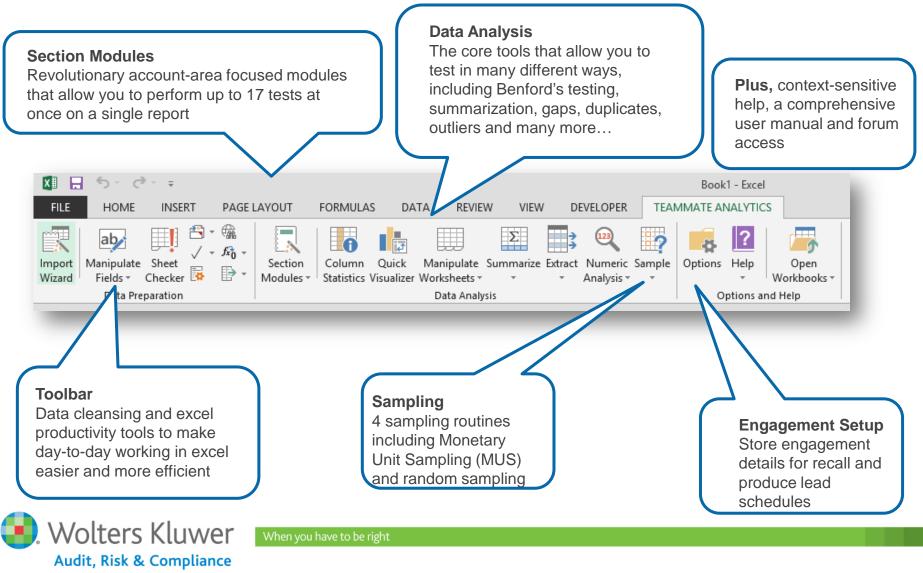
TeamMate Analytics





TeamMate Analytics

Tools and Features



TeamMate Analytics Quick Start Resources

TeamMate Analytics Resources on TeamMate Connect <u>https://university-of-</u> california-system-teammategroup.teammateconnect.com/main

🦉 What's New

TeamMate R11 Upgrade

- TeamMate IT Overview 11.1
- What's New in TeamMate 11.1?
- What's New in TeamMate 11.0?

TeamMate Analytics

- TeamMate 3.3 IT Overview
- TeamMate 3.3 Release Notes
- TeamMate Analytics Overview
- TeamMate Analytics Quick Start Guide
 MS Excel Sample Files
- TeamMate Analytics Demo
- · TeamMate Analytics: When and How to Use It

Audit, Risk & Compliance

TeamMate Analytics Quick Start

TeamMate Analytics includes more than 130 audit tools and runs on top of Excel, allowing auditors to easily perform powerful data analysis and deliver significant value without the need for extensive training. The following quick start tools and resources are a great way to started on deploying data analytics on every audit.

Accessing TeamMate Analytics

The TeamMate Analytics tab located in MS Excel documents that are contained in TeamMate EWP projects.

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TeamMate Analytics Examples Overview and Sample Excel files

Use the PDF overview and associated Excel sample files to help you execute some of the TeamMate Analytics functions on your own. For more details about the functions, consult the TeamMate Analytics Training Videos link or TeamMate Analytics help.

*Note: always make a copy of the Workbook you are working in just in case you make a mistake and need to start over.

TeamMate Analytics Sample Files -



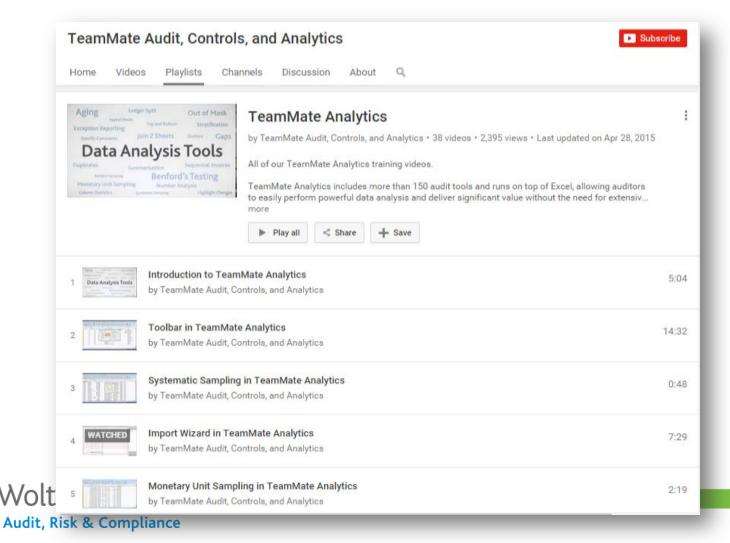
Excel Sample Files.zip

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TeamMate Analytics Quick Start Resources

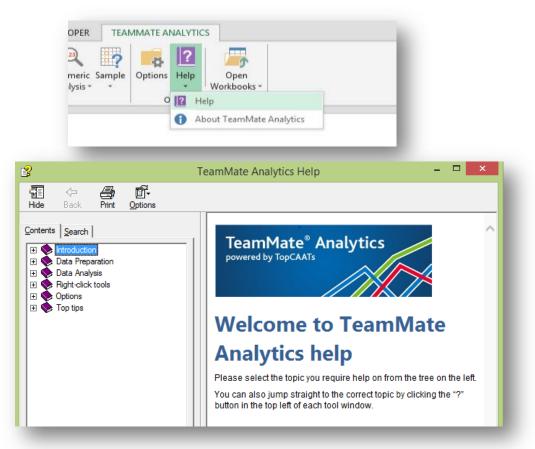
TeamMate Analytics Online Training Videos:

https://www.youtube.com/playlist?list=PLCiuK-IyTcc1aV37193pWHmkV6q1ASO4P

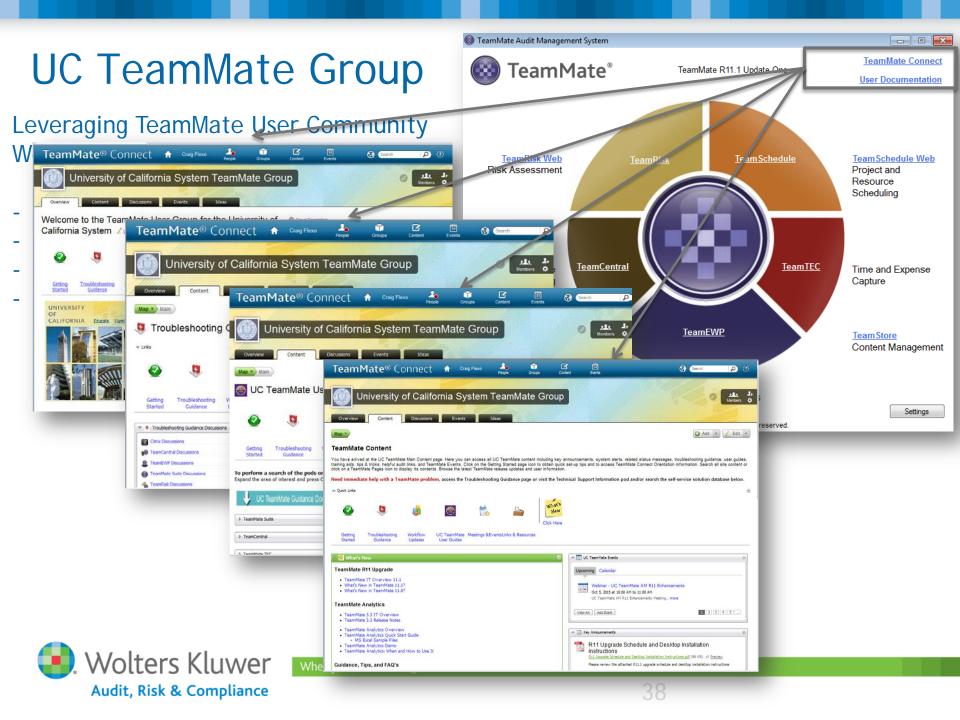


TeamMate Analytics Quick Start Resources

TeamMate Analytics Embedded Help Guide - Click Help from within the TeamMate Analytics TAB







E-Mail Invitation

This email is your invitation to join the "University of California System TeamMate Group" at TeamMate Connect.

Use the link below as it has a unique invitation key created just for you.

The UC System TeamMate User Group site on TeamMate Connect provides a central resource for content sharing, document management, enterprise search, regarding Internal Audit and our use of the TeamMate Suite. Joining the UC Systems TeamMate User Group also provides access to over 6,700 TeamMate us site to stay on top of all the latest TeamMate developments.

Once registered, the "Read Me First! Getting Started with UC TeamMate Group" makes initial registration and setup quick and easy. Also, review the Tour Gu document to start leveraging UC TeamMate content on your first login.

Please contact Craig Flexo (cflexo@iad.ucla.edu<mailto:cflexo@iad.ucla.edu>) or Deb Collins (deb@ucsc.edu<mailto:deb@ucsc.edu>) with any questions.

Join now:

https://university-of-california-system-teammategroup.teammateconnect.com/member/new?invite_key=5B047D77E1746E24C7E58C8AD41F61299C81ECE3

Connect with people and browse content at TeamMate Connect Learn more at <u>https://teammateconnect.com</u>

If you believe this message is SPAM, please forward the message to: clientrelations@wolterskluwer.com



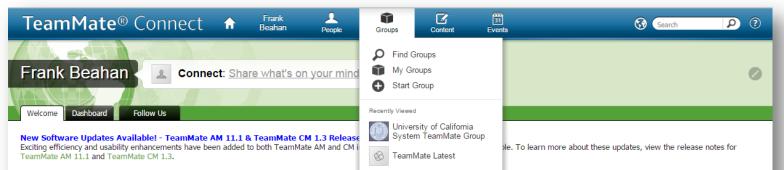
TeamMate Connect Registration

Logii	n to TeamMate Connect	
▼ Lo	gin	_
	must have a valid account (" TeamMate Connect or Self-Se u have one, click "Login" below. If you don't have one, click "R Register	
	<u>Blog</u> <u>About</u> <u>Help</u> <u>Terms of Service</u> <u>Privacy Policy</u> <u>Contact U</u> Connect Copyright © 2015 Ramius Corporation All rights reserved	

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Join								



Access UC TeamMate Group



Start a free 30-day trial of TeamMate Analytics today!

Have you taken a look at TeamMate Analytics yet? TeamMate Analytics is a comprehensive data analysis tool set that will allow you to easily and efficiently incorporate data mining and analysis into all of your TeamMate audits by empowering not just a few super-users, but any auditor on your team. It's that simple to learn and apply. See further details of this new product offering on the TeamMate Communications page or go directly to the TeamMate Solutions web site to learn more and sign up for a free 30-day trial.

TeamMate University - Regional Training Center Classes Still Available for 2015

This year we're taking TeamMate University to you! Are you looking for an opportunity to train new staff on TeamMate usage? Enhance the knowledge and skills of your TeamMate champion(s)? Or bring your IT staff up to speed on how to best support your TeamMate installation? All these and more will be offered in the regional training sessions we are holding in 2015. In addition to our regular training center classes in Tampa, Toronto and London, we still have classes available in Chicago and Houston this year. Click here to view the schedule of classes.

It's not too late to Register for TeamMate User Forum 2015 - San Antonio, Texas

The US 2015 TeamMate User Forum will be held September 27-30, 2015 at the JW Marriott San Antonio Hill Country Resort in San Antonio, Texas. Plan now to attend and gain valuable insight into how you can enhance your investment in TeamMate by attending training sessions, networking with your peers, and interacting with the TeamMate development and support staff. For more information and to register, visit www.teammateuserforum.com.

Version Support Policy (updated August 18, 2015)

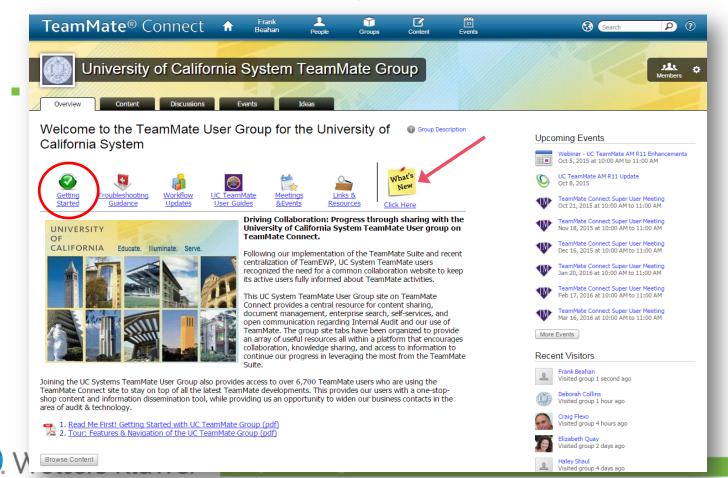
In order to focus our efforts on providing optimal product support to you and to prioritize future development, we have a standard version support policy that can be applied to all versions currently in circulation. For the latest information on which versions are currently supported and for how long, please view the Releases page of the Software Releases Group.

Please Note as of September 2015 - The EMEA SUPPORT DESK - NEW PHONE:+44 (0) 203 197 6555

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- Getting Started Guides
 - I. Read Me First! Getting Started with UC TeamMate Group
 - 2. Tour: Features & Navigation



Audit, Risk & Compliance

Innovation & Enhancement Ideas Group

TeamMate® Connect 🏦 Sarah Ward 💄	Groups	Content	Events		Search 🔎 🧿 ^
Innovation and Enhancement Ideas	 Find G My Gr Start G 	oups			¢
Submit Your Ideas and Requests	Recently Viewed	ation and			
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Rules applied to Ideas Posted: (effective Feb. 1, 2015) Any posted idea can be Liked or Disliked – all voting mentioned below assumes Likes not total v Ideas that have < 10 votes within 6 months of posting will be declined		▼			
Ideas that have < 25 votes within 12 months of posting will be declined Ideas with between 25 and 75 votes will remain on this list indefinitely Ideas with > 75 votes will be reviewed by Product Management for refinement Ideas with 100+ votes will be implemented in either the TeamMate AM Classic or NG product					
All Categories				S Monitor via RSS	Monitor via Email 🔎 Search Ideas

Submit your TeamMate enhancement requests on TeamMate Connect or search for existing requests and LIKE to make your vote count!



Questions?

