User Reference

███-072007-UR-E

Contents

Chapter 3: Accessing the System and Setting Up Users

Chapter 4: Basic System Functions—Setup and Maintenance

Preface

This preface provides information on the following topics:

- Documentation

- Available Services

- Feedback Forum

Documentation

The documentation for this product includes a help system and PDF documentation.

This topic includes the following information:

- Using the Help System

- PDF Documentation—User Reference and Release Notes

Help System

The help system consists of descriptions and steps for using this product. You can access the information you need quickly and easily while working at your computer.

You can locate information in the help system using:

- **Contents**: Browse categories of information organized by topic

- **Index**: Look up a word in an alphabetical list of key words linked to the help system

- **Search**: Search for any word in the help system

- **Steps**: Follow these step-by-step procedures for completing tasks

- **Dialog Box Descriptions**: Review a snapshot and a list of field descriptions for any dialog box in the application.

- **Glossary**: Look up a definition for a term in an alphabetical list

Help system topics in the Contents menu appear in the same order as the menu items in the application. However, the content of each topic is presented in the way you are most likely to use the application.

This topic includes information on:

- Adding the Help System to Your Favorites

- Accessing the Help System

- Finding Information

- Tips for Using the Help System

Adding the Help System to Your Favorites

You can add useful pages of the help system to Favorites in your web browser. This allows you to access these pages directly, even from outside the application.

STEPS

To add a page of the help system to Favorites:

1. Click **Help** to access the help system through the application.
2. Find an appropriate page to bookmark.
3. Right-click anywhere in the right pane and select **Add to Favorites.**
4. Accept the default contact name or type a new one.
5. Follow the instructions provided by Internet Explorer to add this bookmark to your list of Favorites.

Accessing the Help System

Select the easiest access method for you.

STEPS

To access the help system:

1. Select a Company and click **Go**.
2. To access context-sensitive help, select the **Help** button from the header on any web page
   –or–
   Select the **F1** key (after making a selection on the page).

Note:	For optimal viewing and printing of sample reports, use the User Reference PDF.

Finding Information

There are three different ways to locate information in the help system.

STEPS

To locate information in the help system, use the Index, Search or Contents tabs:

- **Index:**
  Select the desired term or phase from the alphabetical listing.

- **Search:**
  Type the word you want to find, and then click **Go!**

- **Contents:**
  Select a topic to view from the list in the left pane. In most cases, your selection takes you directly to a procedure (STEPS) in the help system.

Tips:

- To find step-by-step instructions on a help page, look for the word STEPS.
- To find information on a help page about a field control, look for the words PAGE DESCRIPTION.

Tips for Using the Help System

Here are some tips for the best use of your help system:

- Browsing the Help System

- Printing a Help System Topic

- Copying and Pasting Information

Browsing the Help System

STEPS

To browse the help system:

Click the **Back** button on the browser toolbar to display the last topic viewed. Then click the up arrow button on the help system toolbar to step back sequentially through the topics
–or–
click the down arrow button on the help system toolbar to display the next topic in a series.

Note:	When you reach either end of the series, only one button is active.

Printing a Help System Topic

STEPS

To print a help topic, display the topic and then:

Select the printer icon on the web browser toolbar
–or–
select **File > Print**
–or–
press **Ctrl+P**
–or–
right-click and select **Print** from the drop down list.

Note:	You can print only one help system topic at a time. However, you can print as many topics as you want from the User Reference PDF. For detailed information, see Viewing PDF Documents.

Copying and Pasting Information

STEPS

To copy and paste information from one document to another:

1. Select the text you want to copy and then select **Edit > Copy** or **Ctrl+C** (or **Ctrl**+**Insert**).
2. Place the cursor in your document and select **Edit > Paste** or **Ctrl+V** (or **Shift**+**Insert**).

PDF Documentation—User Reference and Release Notes

This topic includes information and instructions for PDF documentation:

-   About PDF Documentation

-   User Reference

-   Release Notes

About PDF Documentation

This topic includes information and instructions for PDF documentation:

-   Installing Adobe Acrobat Reader

-   Accessing PDF Documents

-   Viewing PDF Documents

-   Tips for Using PDFs

-   Document Structure

-   Documentation Conventions

Installing Adobe Acrobat Reader

You must install Adobe Acrobat Reader (AKA Reader)before you can view or print PDF documentation. For best results, we recommend version 7 or higher. You can download the software from the Adobe web site at: http://www.adobe.com

Accessing PDF Documents

You can download the most up-to-date copy of the system's User Reference, Release Notes, and other PDF documents from the █████████████████ ████████████████████████████

STEPS

To access the PDF documentation from our website:

1. Log in to Solutions Central and click the **Documentation** tab.
2. Click on **Documentation Library** to view the list of available PDF documents for download.

Viewing PDF Documents

This topic provides basic information for viewing PDF documents. For detailed information on using the features and functions of Reader, see the Reader's help system.

STEPS

To view a PDF document:

1. Save the PDF document to your PC.
2. In Windows Explorer, double-click on the document. This displays the document using Reader.
3. Use the Table of Contents (bookmark list) to navigate through the document or use the What's New bookmarks to view new and important information.
4. To review the information, print the document or scroll through the pages using the scroll bar on the right side of the page.

Tips for Using PDFs

This topic provides basic tips for using PDF documents. For detailed information on using Reader features and functions, see the Reader help system.

- To select all text (and no graphics) on the current page, choose Edit > Select All.

- Click on an embedded link shown in blue text within the document to access information on specific tasks.

- To quickly navigate throughout the document, expand and collapse the Bookmark list. This is especially helpful when viewing What's New topics:

  - To expand a topic (show subtopics), click on its plus symbol (+).

  - To collapse a topic (hide subtopics), click on its minus symbol (–).

- If the Reader toolbar does not appear, press the F8 key to display it.

- To search for a word or phrase in a PDF: From the Reader toolbar, click on the binoculars icon to begin a search.

You can view PDF documents in three different layouts; this affects how some Reader functions work, and also affects links in the PDF document.

STEPS

To change the layout, choose **View** (or **View** > **Page Layout**) and one of the following selections:

- **Single Page**: Displays one page at a time. Select a link to access the referenced page.

- **Continuous**: Displays the pages in a continuous vertical column. Select a link to access the referenced topic at the top of the page.

- **Continuous-Facing**: Displays facing pages side by side, with odd pages on the right. Select a link to access the referenced topic at the top of the page.

Document Structure

The information in this document is presented in the way you are most likely to use the application.

Our printable document saves you time whether you are using the software for the first time or are an experienced user.

If you know the type of information you are looking for, you can scan the document quickly to find what you need:

- **Overview:** Read this information for a topic introduction.

- **Steps:** Read this information to perform a specific task. The Steps section serves as a procedural outline. Experienced users may not need to refer to the Introduction or Page Description sections.

- **Page Description:** Read this information when you need specific details in order to complete the Steps section. Links and cross references are used to avoid duplication of information. Experienced users may not need to read this entire section.

Note:	Some PDFs are presented in double-sided format. Blank, numbered pages occasionally appear in these documents to preserve the double-sided layout.

Documentation Conventions

The following typographical conventions are used throughout the documentation to help you identify different types of information.

Table 1: Documentation Conventions

Convention	Description
Bold	In procedural steps, the required selection (e.g., click **OK**).
Note: / Notes:	Significant information.
Tip: / Tips:	A hint that will help to make a step easier or more efficient.

Table 1: Documentation Conventions

Convention	Description
Important!	Important information.
<u>STEPS</u>	Step-by-step procedures.
<u>PAGE DESCRIPTION</u>	A list of field descriptions for a web page.
Ctrl+O (keystroke combination)	Hold down the first key in the sequence while pressing the second key in the sequence.
Company > Agents	Function and Subfunction selections, i.e., process link or navigation trail.
(required)	A field that must contain data in order for the application to save the record. A field is considered optional if the term is not marked as (required) or (read-only).
(read-only)	A display-only field for which the information is generated by the application. You cannot edit a read-only field.
(information only)	A field that functions like a comment for a record. Typically, information only fields display on reports. *Example:* Street address and Email address information (the system does not use this information to process a record).

User Reference

The User Reference PDF contains conceptual information, detailed overviews, examples, definitions of terms, and workflow-related information. It is designed for quick online reference via links to various topics and can also be printed.

> **Notes:**
> - For information on downloading this information, see Accessing PDF Documents.
> - You must install Reader before you can view or print PDF documentation. For more information, see Installing Adobe Acrobat Reader.
> - "What's New" bookmarks are used to identify new features or important changes in the software described in the PDF. Select the bookmark to jump to the newly added or modified information in the PDF and to view summary details in a popup box. You must use Reader version 7 or higher to properly display these note boxes.

Release Notes

The Release Notes PDF contains descriptions of new features, fixes, known issues, and other considerations that may affect your use of certain functionality in this release.

Please review all of the information in the Release Notes before you begin using any of the products in this release.

> **Notes:**
> - For detailed information on downloading Release Notes, see Accessing the ██████████████ Documents.
> - You must install Reader version 7 or higher before you can view or print PDF documentation. For detailed information, see Installing Adobe Acrobat Reader.

Available Services

To further assist you with this product, ▮▮▮▮▮▮▮▮ offers a number of services. For details, see:

- Consulting Services

- Technical Services

- Educational Services

- Support Services

For more information, visit our web site at:

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Consulting Services

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selection of operational and technical expertise.

Our experienced consultants can help you with:

- System and application audits

- Application and reporting changes

- Creation of new plans and grants

- Upgrade assistance

- Ad hoc report writing

- IPO assistance

Technical Services

███████████ Technical Services group can help you solve any technical challenges you may encounter with our software.

Our technical services include:

- Data management

- Technical consulting

- Custom programming

Educational Services

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industry. Depending on your needs, you can choose from seminars over the Internet, classroom style learning, on-site training at your facility or customized classes designed exclusively for your company.

Offerings include:

- Hands-on product courses

- Industry seminars

- Webinars

- On-site training

- Custom documentation

Support Services

██████████████████ ervices team can help you with general product or technical questions. You can access Support ████████████████ and our Find Answers system. Support responds to questions 9 a.m. to 8 p.m. ET, Monday through Friday (except U.S. holidays).

Services (all available via the ████████ website) include:

- **Find Answers:** Use ███████████████ of Frequently Asked Questions and issue responses to find an answer.

- **Guide to Support Services:** Read the Support Services Plan located on the Support tab of the Solutions Central web site.

- **Support Request:** Search the Solutions Central web site's Find Answers knowledge base for answers to your questions, or use the site's Find Answers function to "Ask a Question."

- **Product Updates:** Obtain maintenance information by subscribing to a product update list. To subscribe, select the My Company tab on the Solutions Central website.

- **New Releases:** View what's new in the latest release on the Support tab on Solutions Central.

- **Client Profile Form:** Submit an online form to notify ██████████ of any changes or additions to your company profile (use the Company tab).

- **Documentation:** Review, search or download documentation from the Documentation tab on Solutions Central.

Solutions Central

██████████████ the client-only section of the ████████████████, offering you access to valuable resources, information, and support. You can network with other users, get answers to frequently-asked questions (FAQs), and keep informed of current product issues. You need a Client ID in order to access Solutions Central.

STEPS

To obtain a Client ID:

1. Access the Solutions Central log in screen at:

    ████████████████████████████

2. Select the **Help Form** hypertext link.
3. Select the **New ID** radio button.
4. Complete the following fields: **Name**, **Company**, **Title / Department**, **Email**, and **Phone**.
5. Click **Submit Form** to send your request. Access information is then emailed to you.

Note:	For information on accessing documentation from Solutions Central, see Accessing PDF Documents on page 21.

Feedback Forum

The ▮▮▮▮▮▮▮ Information Development team prides itself on quality, accuracy, and timeliness in providing complete information for a variety of products. In an effort to provide continuous improvement, we welcome your comments and suggestions at any time. Your input serves as another source of quality in our documentation production process.

Please use the following questions to evaluate our documentation and provide feedback, if necessary:

- Do you need more information for a particular subject area? If so, which one?

- Did the examples provided offer you enough information? If not, do you need more examples or should the given example be revised?

- With regard to procedures or instructional steps, were you able to execute functions with ease? If not, how would you improve the procedure?

- Did you find any errors in the documentation? If so, where?

- Was the information presented to you in a clear and concise manner?

- Were you able to find the information you needed?

To report an error or offer a suggestion on improving our documentation in any way, please send us an email or letter via fax. Indicate the title of the document and send your suggestion using one of the following methods:

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If you a▮▮▮▮▮▮▮▮▮▮▮▮▮▮cal issues or problems with the software, please contact ▮▮▮▮▮▮▮▮▮▮

Chapter 1

Before You Begin

Before you begin using the ▮▮▮ application, you should review this information to familiarize yourself with how the software works.

- About the ▮▮▮ Solution

- Screen Terminology

- Navigating the System

- Keyboard Tips

- Errors

Also, before moving on to the topics that require data entry, you should review the company plan documents and/or grant agreements. These documents contain the information needed to set up parameters used by the system.

About the ███ Solution

███ automates the administrative process of managing a stock option program within a global business environment by leveraging Internet architecture.

The following diagram illustrates the various groups that use █P.

Figure 1: ███*P Overview*

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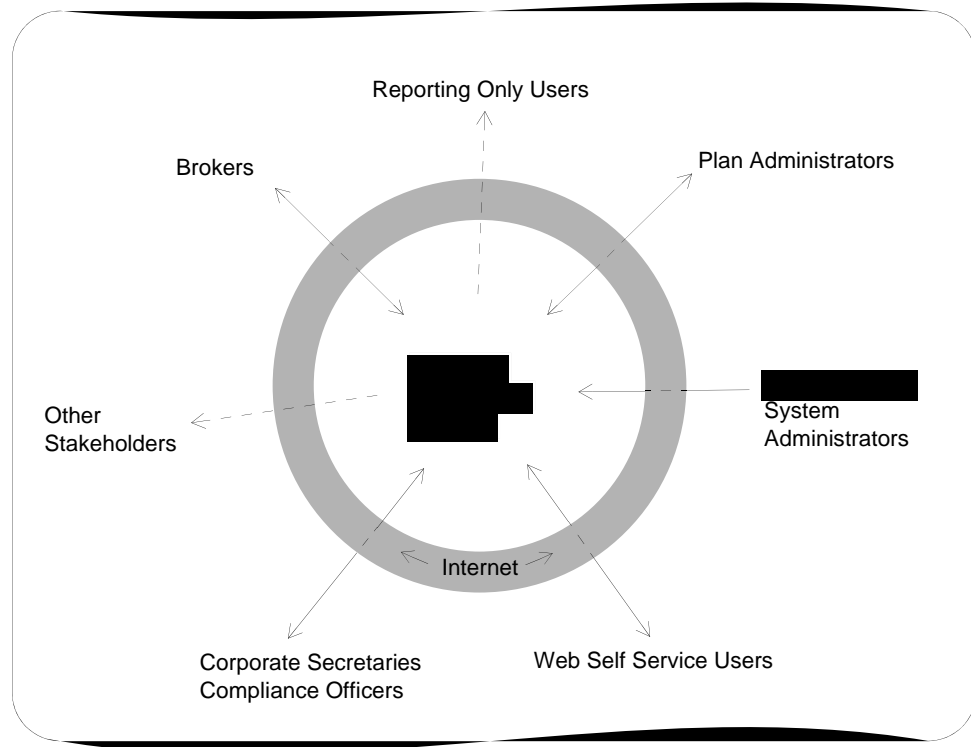
plan administration for this type of environment by supporting these features:

- Ability to track location of international participants

- User-definable grant types, tax events, and codes

- Unlimited tax buckets

- Internationalized fields

- Multiple currencies and stock classes

- Currency support for tax withholding

- Exchange rates

- Processing of multiple corporations

- Global grant / participant modifications

- Audit history of user record modifications

- Use of multiple currencies

The ▮ solution consists of the following:

- ▮ Application

- ▮ Application

- Self Service Application

This chapter provides an introduction to the software applications and instructions on "getting around" in them.

> **Important!**   All new ▮ users should review Screen Terminology.

TWP Application

> **Important!**   T▮ uses roles and rights to restrict access to functions / subfunctions in the software. You will see only the subfunctions in the application that have been assigned to you by the Computershare System Administrator.

The ▮P application includes all the functions and subfunctions you need to effectively manage stock options in a global environment.

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The ████████ e-Forms™ application is a Web-based system used to complete the U.S. Security and Exchange Commission's (SEC) Section 16 and Federal Deposit Insurance Corporation (FDIC) insiders' filings. Transcentive e-Forms exchanges data easily with other applications, including Computershare's Express Options, via import files.

Other benefits include:

- Generates files in proper formats for EDGAR$^{®}$ electronic filing and Web site ready posting.

- Saves IT cost and resources with hosted delivery and ensures data security.

- Provides a Print Preview mode to view SEC Forms 3, 4, and 5 and FDIC Forms F-7, F-8, and F-8A, for accuracy.

- Provides built-in Web-based reporting.

- Supports the SEC's email notification feature, up to ten addresses.

Self Service Application

Self Service is a feature of ████. You use it to view your awards, shares, and exercises, while your plan administrator uses the system to maintain your company's equity compensation plans. You can interact with your plan administrator through Self Service, and any changes entered in the system that affect you are automatically displayed in Self Service for you to view at your convenience.

Benefits of using Self Service include:

- Self-service access for participants to personal portfolios, including grants, exercises, dispositions, and vesting schedules

- Advanced communication, including online grant agreements, exercise forms, and direct email to stock plan administrators

- Ability to model "what if" scenarios to see potential gain, costs, and taxes for various transactions

- Ability to analyze participants' portfolio values at different share prices

- Participants can print statements and transaction reports (including grant history), plus view their portfolios visually using charts and graphs

- Ability to access documents tailored to the company's stock plans

Screen Terminology

This topic describes and illustrates the main elements of the application.

Figure 2: ▮ *Screen Elements*

Table 1: Screen Element Descriptions

| Term	Description
close button	Ends your application work session. Always click Submit to save changes before ending your session.
title bar	Identifies the name of the product and browser.
menu bar	In addition to the company name, date and time, the menu bar contains the following command buttons: Help, Close Company, Submit, Cancel, and Refresh. For more information on these command buttons, see the Standard Windows Command Buttons section.
scroll bar	A colored, movable bar located to the right or bottom of the window, page, or dialog box when the page size exceeds the window size. Use the scroll bar to change the view of the page.
left pane	Displays a list of data based on your navigation, previous selections, or Advanced Search in the workspace. From the list, you can select or exclude items as required by a process. *Example:* Select Participants > Participant Maintenance and then select all participants in the left pane you want to delete. When the list of items exceeds one page, the Search—Quick and Advanced—function is activated in the left pane.
workspace	Main area of the page on a PC display screen that presents information or requests input.

Standard Page Terminology

Figure 3: ▮ *P—menu bar area*

Table 2: █████ *Menu Bar Terminology*

Term	Description
Select Function	Dropdown list of main menu options that you can select to perform different tasks in the system.
Select Subfunction	Dropdown list of sub-menu options based on the selected function.
View System Messages	Displays a description of errors you may encounter (e.g., database write errors, invalid date errors). *Example*: When you have successfully saved data to the database, the following system message appears: Save Successful. A pop-up error message box appears when there is a critical error.
command button	Use to implement specific commands for a page or series of pages.
HELP	Click this link to access the product help system.
CLOSE COMPANY	Click this link to return to the Choose a Company page. From the Choose a Company page, you can select a new company or click the Close button ( ) to exit the application.
New Message	Click this link to view one or more messages from the Computershare System Administrator. This link appears only when there is a new message. These messages are typically used to notify users of a scheduled server reboot or shut-down. Messages are created and implemented by Computershare's System Administrators.
Version No.	Displays the TWP software version number. Select to display a Version History dialog box.

Figure 4: T █████ *orkspace area*

Table 3: TWP Workspace Terminology

Term	Description
required field	A field for which information is needed before you can proceed with a process. In TWP, required fields (or fields where user entry may or may not be required for every transaction or scenario) are marked with a pink dot (•). Required fields, whether marked with a pink dot or not, acquire a pink background when left blank upon clicking Submit. You may also receive a system message. Some required fields provide a default value or selection when that information has been entered in another part of the application, e.g., State and Country.

Table 3: ███ *Workspace Terminology*

Term	Description
field (a.k.a. text box)	The area of a workspace in which you type to record data.
list box (a.k.a. dropdown list)	A field that provides a list of possible choices indicated by a down arrow (i.e., dropdown list) or a list of data in columns for selection.
collapse / expand arrow	A button on a section heading that you select to hide (collapse) and display (expand) workspace sections. Section Headings are gray when collapsed and blue when expanded.
navigation trail	Hypertext links back to previous pages where you made a selection in the left pane. The navigation trail is located in the workspace area. As you perform a process in TWP, each page completed becomes part of this hyperlink so that you can backtrack through a process.
read-only field	A display-only field for which the information is generated by the application. You cannot edit a read-only field.

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