



**workiva**

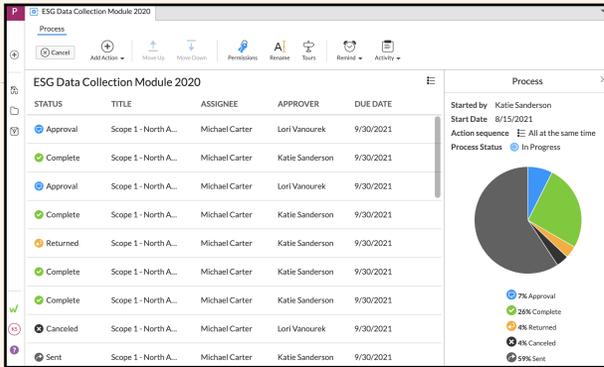
# **Intro to Certifications**

**We are in the process of rolling out the new, Processes-based certification solution in waves.**

**Please check back regularly. This document will be updated frequently to reflect additional features as they are added with each wave.**

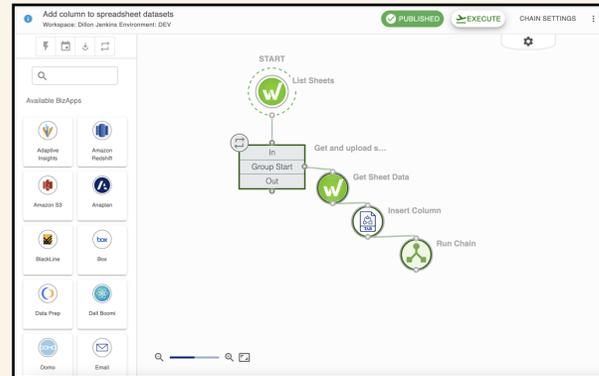
**Workiva Automations** are designed to **simplify**, **standardize** and **automate** business and data processes that are complex, cross-functional & often require human judgement.

# Automations are delivered through multiple fit for purpose experiences



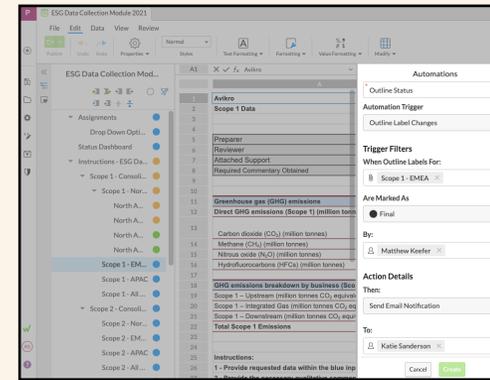
## Process Builder

- Automate simple checklists
- Track & manage data collections
- Send certifications



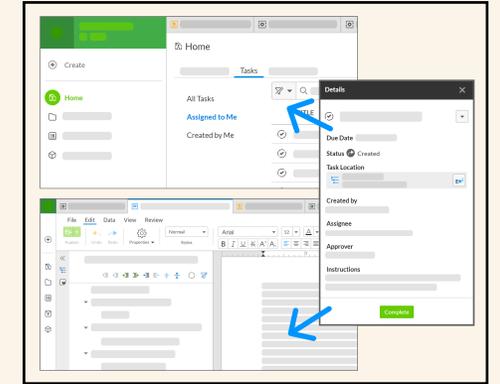
## Chain Builder

- Build advanced workflows that can integrate with external systems



## Integrated Automations

- Create quick in-app automations to accelerate work (e.g., receive an email when outline labels change)



## Tasks

- Send single, simple tasks that assign others work to do. Create from the right-hand panel, or from Home

# Certifications overview

Certifications are signed and approved letters. These letters are specific to their use case and often contain questions, answers, and statements that signers are 'certifying' as correct, to the best of their knowledge.

- Automated orchestration of signers and approvers routing
- Time stamped signatures with audit trail
- Consensus logic enforced
- Exception reporting
- Status Monitoring
- PDF ready

## Workiva | Home Closing Agreement

### Home Closing Agreement

This is an agreement between the home owner Lori Vanourek and the real estate Agent Rosie Streit for the closing processes that will be used for the sale of property 127 on Lot 9 in Jefferson County, Colorado.

The closing period will not be fewer than 45 days.

- True
- False

**Explanation:**  
updated to 'true'

Attachment: Map.png

**Signature**

Lori Vanourek

Lori Vanourek signed on 3/30/2023 at 3:41 PM UTC

# Common use cases for certifications

SEC filing sign-offs: CEO and CFO sign-off

Integrated Risk controls testing (SOX 404)

Director and Officer - Section 16 Filings (Form 3,4,5)

Comprehensive Capital Analysis and Review (CCAR)

Company policies (security, data compliance, custom cases etc.)



# **Key Product Capabilities and Concepts**

# Certifications are part of the Process Builder

*The Process Builder experience focuses on building processes that are human centric. A process is the collection of a series of tasks that need to be done in order for a body of work to be complete.*

- An action is what we call each step within a process.
- Each certification definition is an action which can be stand-alone or added along other types of actions to create a checklist or an end-to-end process.
- Actions can be executed all at once or they can have dependencies between them.
- A process is complete once all the actions within the process have been completed.

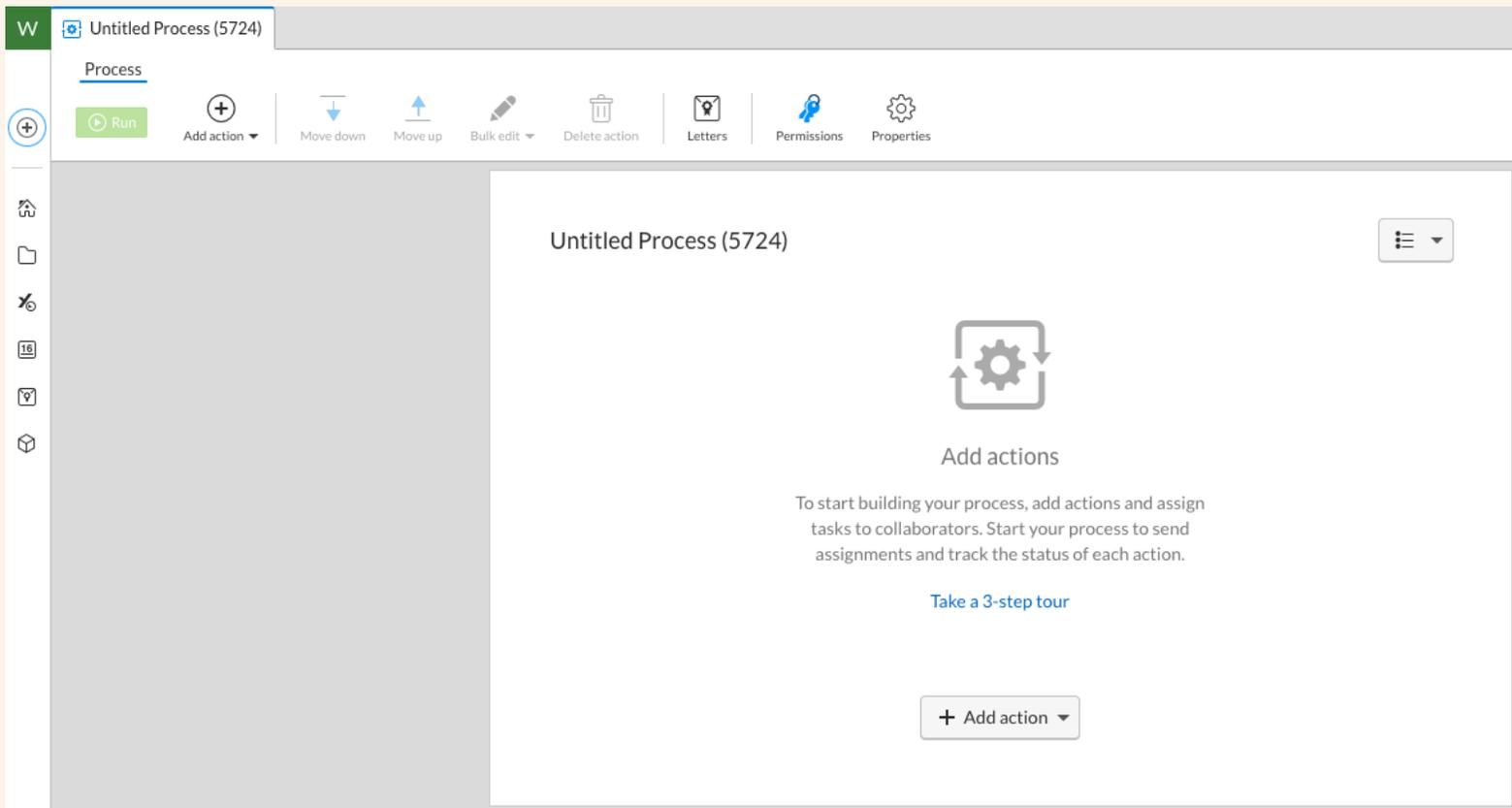
Open House Timeline		Actions run one after another.	
<input checked="" type="checkbox"/>	Homeowner declutters home	Lori Vanourek	
<input checked="" type="checkbox"/>	Schedule Staging service to stage home	Upamanyu Sinha	
<input checked="" type="checkbox"/>	Professional photographer captures images	Tim English	
<input checked="" type="checkbox"/>	Home for sale listed in database	Enobong Udoko	
<input checked="" type="checkbox"/>	For sale websites updated to include listing	Tim English	
<input checked="" type="checkbox"/>	Open house date scheduled	Enobong Udoko	
<input checked="" type="checkbox"/>	Signs advertising open house posted in neighborhood	Tim English	
<input checked="" type="checkbox"/>	Agent staffs open house	Enobong Udoko	
<input checked="" type="checkbox"/>	Open house closes	Enobong Udoko	
<input checked="" type="checkbox"/>	Post open house retro with home owner	Rosie Streit	
<input checked="" type="checkbox"/>	Celebrate	Rosie Streit	
<input checked="" type="checkbox"/>	Accept offer	Rosie Streit	
<input checked="" type="checkbox"/>	Certify Closing Agreement	Rosie Streit	

**Create process capabilities**

# Process

*A process is a combination of actions that need to be completed for a body of work to be complete. You create a process by adding multiple actions and indicating if they are to be done sequentially or in parallel.*

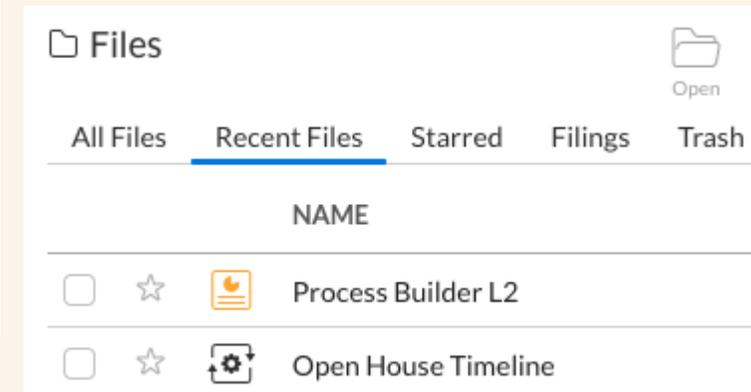
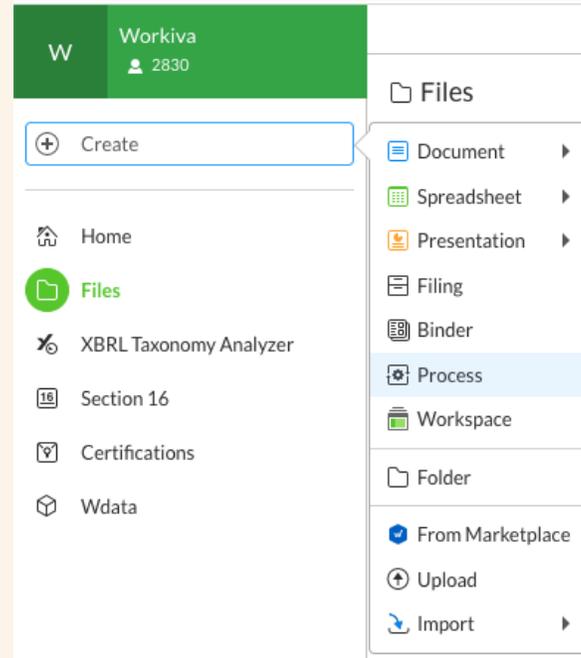
- Creating a process is similar to creating a new document. Click + Process
- Name the process
- Indicate it if is sequential or parallel
- Add actions
- Grant permissions
- Click 'run' to start



# Integrated with Workiva file system

*Processes are files within the Workiva System. This means the patterns used for creating a process, adding permissions, copying, placing in folders, trashing, etc. process files are the same patterns you use for slides, sheets, and documents.*

- Process files appear in your files list and can be starred.
- Process files can be grouped together with other document types in the same folder to follow your preferred document structure taxonomies.



# Process Permissions

*Permissions follow the same 'owner', 'editor' and 'viewer' model that sheets, documents, and slides files use.*

- Assignees and approvers have access to the tasks that they are assigned to. They do NOT have visibility into the process itself.
- Grant individuals 'viewer' rights if you want them to have visibility into the process and its status.
- Multiple owners and editors of a process are supported.
- There are no advanced permissions for processes.



Process Permissions - Open House Timeline

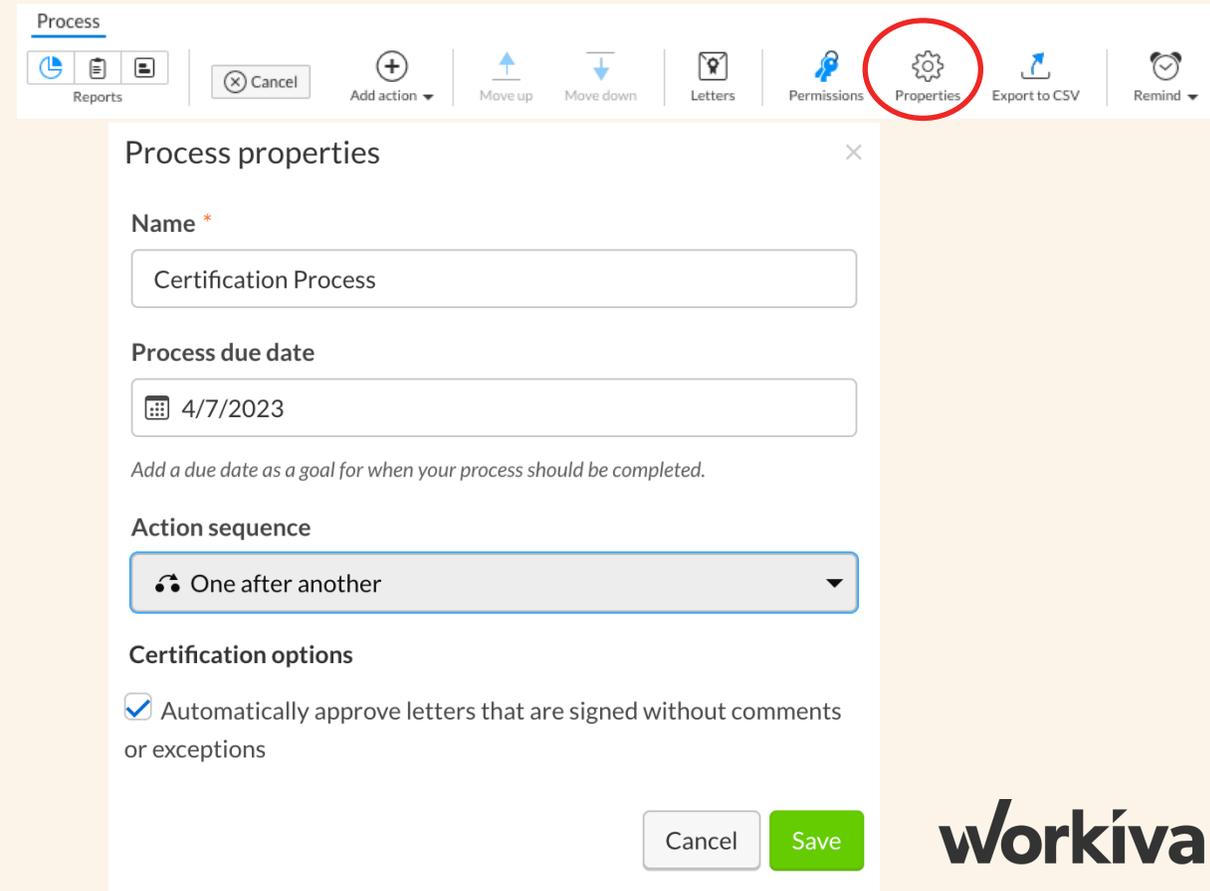
Find or add collaborators...

GROUPS 0	OWNER	EDITOR	VIEWER
COLLABORATORS 1			
Lori Vanourek	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

# Auto approve

*Automatically approving letters that have been signed without exceptions being raised reduces workload for approvers.*

- All letters signed without exceptions will be automatically approved.
- Approver will be requested to approve all letters signed where an exception response exists.
- This setting is at the process level which means all letters in the same process that are signed without any exceptions will be automatically approved if this option is selected.



Process

Reports | Cancel | Add action | Move up | Move down | Letters | Permissions | **Properties** | Export to CSV | Remind

Process properties

Name \*

Certification Process

Process due date

4/7/2023

Add a due date as a goal for when your process should be completed.

Action sequence

One after another

Certification options

Automatically approve letters that are signed without comments or exceptions

Cancel Save

# Letters and templates

*Letters are sent to individuals to read, respond, and sign (certify). Once signed, they are sent to approvers to approve and/or reject. A template helps bring standardization and consistency across multiple letters when used as a baseline for quickly creating new letters.*

- Letters can include any combination of text, questions and attachments.
- Letters live only within one process.
- Templates have the same features and design experience as letters however they can be re-used across processes.
- Currently, letters are only accessed from the process toolbar.
- Letters cannot be changed once it has been sent.

The image shows a screenshot of a software interface for an NDA Agreement. The main form is titled "NDA Agreement" and contains a "Question" section with the text "I agree to not disclose confidential information about clients." Below this text are two radio button options: "I agree" and "I do not agree". There is also a button labeled "+ Add explanation and files". At the bottom of the form, there is a "Signature" field with the name "Lori Vanourek" and a "Submit" button.

Overlaid on the bottom right is a "Manage letters" modal window. It has a close button (X) in the top right corner. Below the title, there is a warning message: "Once you run this process, you won't be able to edit any certification actions and letters that have been sent to assignees". The modal contains a table with two tabs: "Letters in this process" and "Templates". The "Templates" tab is active. The table has two columns: "TEMPLATE" and "AUTHOR".

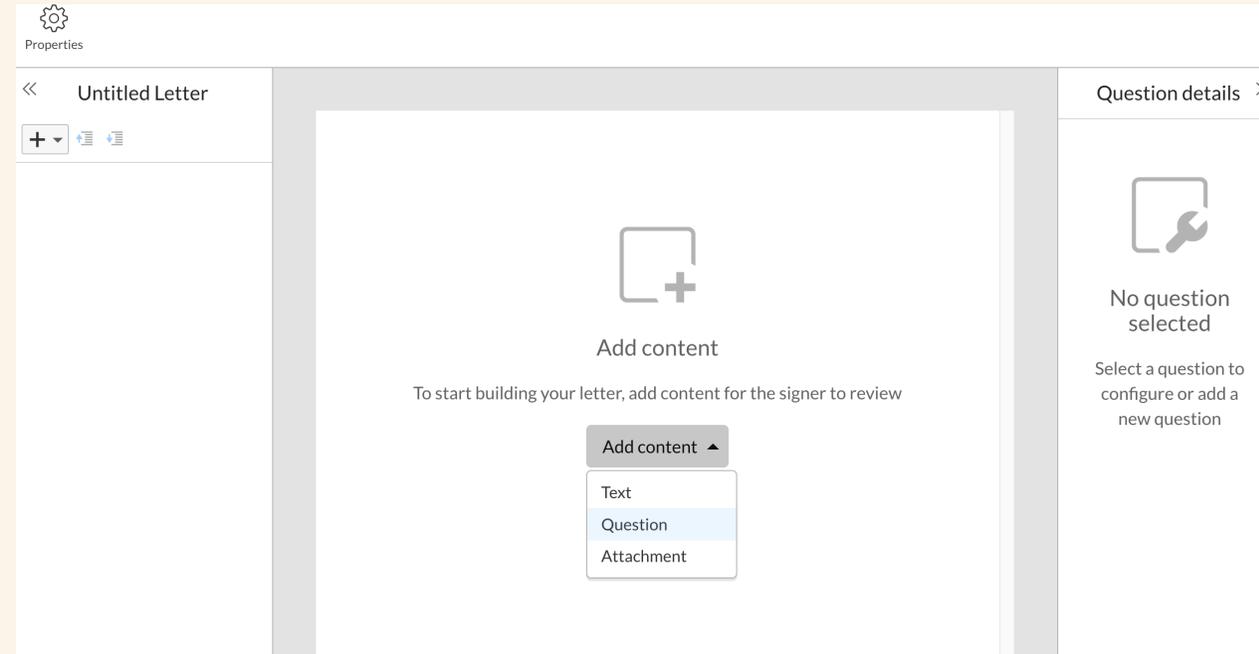
TEMPLATE	AUTHOR
<a href="#">Closing Contract Template</a>	Lori Vanourek
<a href="#">NDA Agreement</a>	Lori Vanourek

At the bottom right of the modal, there are two buttons: "New letter from template" and "Open".

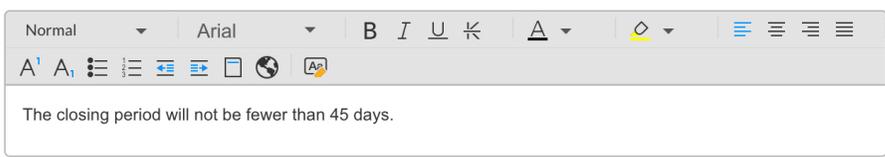
# Letter and template features

*Several features are available to customize letters to accommodate specific business needs.*

- Rich text formatting to create different visual impacts
- Hyperlinks direct signers to content outside the letter
- Attachments add additional documents to the letter itself
- A 'build' paradigm to create blocks of text, questions, and attachments that can be easily rearranged
- Letter settings to control if a signer must type or simply click to sign



The screenshot displays a software interface for creating a letter. At the top left, there is a 'Properties' tab and a title 'Untitled Letter'. The main canvas is empty, featuring a large plus sign icon and the text 'Add content'. Below this, a message reads: 'To start building your letter, add content for the signer to review'. A dropdown menu is open, showing options: 'Add content', 'Text', 'Question', and 'Attachment'. On the right side, a 'Question details' sidebar is visible, indicating 'No question selected' and providing instructions: 'Select a question to configure or add a new question'.



This section shows a rich text editor toolbar with various formatting options like bold, italic, underline, and link. Below the toolbar is a text input field containing the sentence: 'The closing period will not be fewer than 45 days.'

True

False **EXCEPTION**

**Certification options**

Signers can click to sign without typing their name

# Questions and exceptions

*Questions prompt the user to respond with specific answers that they will then sign and certify. An exception allows you to flag specific responses for careful review.*

- Questions have pre-defined response choices.
- One or more responses can be flagged as an exception.
- During the letter signing stage, if a user enters a response that is an exception, the system will require them to enter an explanation for their response.
- During the approval stage, it is possible to enable a process setting 'auto-approve if no exceptions'.

### Question details

---

#### Response options

Exception

---

Exception

# Letter and template permissions

*Permissions prevent unintentional changes to letters and templates.*

- Permissions on letters are inherited from the process.
- Permissions on templates are explicitly granted.
- Permissions are consistent with the Owner / Editor / Viewer approach used with other files (sheets, documents, slides) in the Workiva Platform.
- Letters and templates do not have advanced permissions.



Letter Template Permissions - Closing Contract Template

Find or add collaborators...

GROUPS 0	OWNER	EDITOR	VIEWER
COLLABORATORS 1			
Lori Vanourek	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
+ ADD COLLABORATORS 3016			
David Mesa	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tom Wacha	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Luke Leidal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Erin Wall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ashley Guttormson	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chuck Stewart	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taylor Conlon	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Close

# Actions

*A process is a combination of actions that need to be completed for a body of work to be complete. Action types allow business context specific characteristics to be added to the action to serve specific use cases.*

- We currently support 3 types of actions.
  - **Basic task** - simple action that requests an individual to complete a specific piece of work and mark it as complete. Optionally, a follow-on request is sent to another individual to approve that same piece of work.
  - **Content Request\*** - fit for purpose action used for data collection use cases. This type of action also manages file permissions.
  - **Certification / Bulk Certification\*** - fit for purpose action used for certification use cases. This type of action includes letter creation, consensus logic, response & exception reporting, and other features unique to a certification use case.
- Multiple action types can be added to the same process.

 Task	⌘+T
Assign a task to someone in your Workspace	
 Content request	⌘+R
A task that will also manage file permissions	
 Certification	⌘+C
A task that will send a letter to be signed	
 Bulk Certification	⌘+B
Create a separate Certification action for each assignee	

# Certification action

*The certification action defines who will sign (certify) and approve a specific letter.*

- Assignees are signers.
- Each unique combination of signer(s) and approver(s) for a letter will have a dedicated action within the process.
- Multiple certification actions can be added to a process.
- Use meaningful titles as the title of the action will appear in the notification email that the signers and approvers receive.

Note: Multiple signers and approvers will not be available until May 2023.

This deck will be updated once these capabilities are released.

Action details
<input checked="" type="checkbox"/> Certification
<b>Title *</b> Certify Closing Agreement
<b>Letter *</b> Home Closing Agreement ▼
<b>Assigned to *</b> Lori Vanourek ▼
<b>Due date</b> 📅 5/31/2023 <small>Reminders are sent three days before, the day of, and every day for 45 days after the due date</small>
<b>Approval by</b> Rosie Streit ▼ <small>If left blank, the default approver will be the person who starts the process</small>
<b>Approval due</b> 📅 6/2/2023 <small>Reminders are sent three days before, the day of, and every day for 45 days after the due date</small>

# Bulk create

*Bulk create saves time when the business need is for multiple individuals to receive their own version of the same letter to sign.*

- Select a workspace group and each individual in that group will receive their own copy of the letter to certify.
- The same approver is added to each certification letter. If you want to change this for some members, edit the action prior to starting the process.
- The group name and the 'add' button indicate how many members of the group exist.

### Bulk Certification

A separate Certification action will be added to the process for each person in the assigned group.

**Title**  
Annual NDA Agreements

**Letter**  
NDA Agreement

**Assigned to**  
Agents (4)

**Due date**  
4/8/2023  
Reminders are sent three days before, the day of, and every day for 45 days after the due date

**Approval by**  
Lori Vanourek  
If left blank, the default approver will be the person who starts the process

**Approval due**  
4/15/2023  
Reminders are sent three days before, the day of, and every day for 45 days after the due date

**Instructions**  
Please sign the annual NDA agreement.

**Email notifications**  
Assignees receive task notification emails when their action starts or their task is reviewed by an approver. Approvers receive task notification emails when the

Cancel Add 4 actions

+ Add action

- Task ~+T  
Assign a task to someone in your Workspace
- Content request ~+R  
A task that will also manage file permissions
- Certification ~+C  
A task that will send a letter to be signed
- Bulk Certification ~+B**  
Create a separate Certification action for each assignee

NDA Agreements		
<input checked="" type="checkbox"/>	Annual NDA Agreements	Enobong Udoko
<input checked="" type="checkbox"/>	Annual NDA Agreements	Lori Vanourek
<input checked="" type="checkbox"/>	Annual NDA Agreements	Matthew Keefer
<input checked="" type="checkbox"/>	Annual NDA Agreements	Rosie Streit

# Due dates

*Due dates help process participants understand avoid impacting dependent participants further in the process and helps process owners track process health and initiate action when risk surfaces.*

- The process itself has an overall due date.
- Assignees and approvers have separate due dates.
- Due dates are for the part of the process (assignee or approver, not per person)
- Bulk editing is available for both assignee and approver due dates.

### Action details

Task

Title \*

Schedule Staging service to stage home

Assigned to \*

Enobong Udoko

Due date

2/21/2023

*Reminders are sent three days before, the day of, and every day for three days after the due date*

Approval by

Lori Vanourek

Approval due

2/24/2023

*Reminders are sent three days before, the day of, and every day for three days after the due date*

### Process properties

Name \*

Open House

Process due date

3/11/2023

*Add a due date as a goal for when your process should be completed.*

### Bulk edit due date

To change the due date for one or more actions, select new dates below. Leaving the field blank will keep the existing date. Note: Reminders are sent three days before, the day of, and every day for three days after the due date

FROM	TO	
> 2/20/2023	Select a date	1
> 2/28/2023	Select a date	1
> No date	Select a date	10

# Actions generate tasks

*When an action that requires human action is executed, a task is generated in the system.*

- Tasks automatically send notifications to the assignee's and approver's emails notifying them that they have an action to complete along with a link to the file and section (if applicable).
- Tasks generated from processes also appear on the user's 'assigned to me' list in tasks home.

Home

My Dashboard Processes **Tasks** Comments Interfaces

All tasks  Refresh

	TITLE	DUE DATE ▼	ASSIGNEE	LOCATION	DATE CREATED
Assigned to me	Homeowner declutters home	4/13/2023	Lori Vanourek	<a href="#">Open House Staging Ideas</a>	3/29/2023
Created by me	PM Feedback Review	4/7/2023	Lori Vanourek	<a href="#">Q2 2023 Feedback Prioriti...</a>	3/7/2023

Please complete the task titled "Homeowner declutters home". Once complete, we'll send it to Matthew Keefer for review.

### Homeowner declutters home

#### Due

March 30

#### Instructions

Please prioritize this step.

#### Approval due

April 1

#### Location

Open House Staging Ideas | Wall Art

Go to Task

# **Signer experience capabilities**

# Signer experience - sign

*The signer experience presents the letter to the signer to easily read, respond and sign.*

- Accessed via email link or through 'tasks'.
- Respond to questions
- Add explanations or attachments to explain answers, if necessary
- Type or click to Sign (sender determines in the letter properties whether click to sign is available)
- Submit

Lori Vanourek,

You have a certification task to complete. Please review and certify the letter "Home Closing Agreement".

Contact me if you have any questions.

**Letter**

Home Closing Agreement

**Due**

May 31, 2023

## Home Closing Agreement

This is an agreement between the home owner Lori Vanourek and the real estate Agent Rosie Streit for the closing processes that will be used for the sale of property 127 on Lot 9 in Jefferson County, Colorado.

**Question**

The closing period will not be fewer than 45 days.

True

False

+ Add explanation and files

 Map.png

Signature

Lori Vanourek

Submit

# Signer experience - returned

*If the approver rejects the signatures, then the letter will be returned to the signer(s).*

- Email notification lets the signer know that the letter has been returned.
- Task status changes to 'returned'
- Signer can see why the letter was returned by reading the 'notes'.
- Letter includes a 'modify' button to enable changes to the response.
- Original signature has been removed.

Lori Vanourek,  
The certification task "Certify Closing Agreement" has been returned by Kristin Richards. Please review and certify the letter again.  
Contact me if you have any questions.

**Letter**  
Home Closing Agreement

**Due**  
March 31, 2023

**Approver comments**  
"45 days is the max."

Home Closing Agreement

Letter

Notes Export to PDF

Notes

Approver	Kristin Richards Mar 30, 3:36 PM UTC
Notes	45 days is the max.

Close

Letter details

Title  
Home Closing Agreement

Due date  
3/31/2023

Status  
Returned

Assigned to  
Lori Vanourek

Approval by  
Kristin Richards

Instructions  
Please sign this agreement.

This is an agreement between the home owner Lori Vanourek and the real estate agent KOSIE SIREN for the closing processes that will be used for the sale of property 127 on Lot 9 in Jefferson County, Colorado.

Question Response provided by Lori Vanourek on Mar 30 [View history](#)

Rejected by Kristin Richards on Mar 30

The closing period will not be fewer than 45 days.

True  
 False

Explanation  
I will try to keep it within 45 days. However, sometimes the client needs 60 days.

Modify

Map.png

Signature

# **Approver experience capabilities**

# Approver experience

*The approver is sent to a streamlined experience for accepting or rejecting exceptions and the certification as a whole.*

- Accessed via email link or through 'tasks'.
- Approve or reject each exception
- Approve the certification or return the certification.
- Add notes, if desired

Note: If the process properties are set to 'auto approve letters without exceptions or comments' then the certification will not send a request for the approver to approve.

You have a certification task to complete. The letter "Contract Closeout" has been certified and is ready for your review.

Contact me if you have any questions.

**Letter**  
Contract Closeout  
**Approval due**  
April 01, 2023

Contract Closeout

Letter

Contract Closeout

Approve Return Notes Export to PDF

Review any provided responses and approve or return this letter

Contract Closeout

Question Response provided by Enobong Udoko on Mar 30 [View history](#)

As of March 30, 2023, all requirements for the sale of property 127 on lot 9 in Jefferson County, CO have been successfully met. I authorize this contract to be closed.

Yes

No **EXCEPTION**

Explanation

The previous owners have not moved out yet.

Accept or reject this response

Accept ✓  Reject ✗

+ Add optional feedback

Return to signer

Returning this letter will require all signers to review and sign again

Add optional note

Type to enter optional note

Cancel Return letter

Enobong Udoko

Enobong Udoko signed on 3/30/2023 at 8:17 PM UTC

# Approver experience - notes and feedback

*Approvers can provide commentary on each exception approvals/rejection as well as on the overall certification. This helps signers understand what they need to do to correct any reasons for return.*

- A note captures comments for the approval or rejection of the certification.
- Feedback captures comments for the approval or rejection of a specific exception.
- Notes appear in the return notification email to the signer, and optionally at the end of the .pdf download.
- Feedback appears within the body of the .pdf and when viewing the letter.

**Workiva | Contract Closeout**

**Contract Closeout**

As of March 30, 2023, all requirements for the sale of property 127 on lot 9 in Jefferson County, CO have been successfully met. I authorize this contract to be closed.

Yes  
 No

**Explanation:**  
The previous owners have not moved out yet.

**Response History**

**Signer:** Enobong Udoko, 3/30/2023 at 8:17 PM UTC  
**Response:** No  
**Explanation:** The previous owners have not moved out yet.

---

**Approver:** Enobong Udoko, 3/30/2023 at 8:17 PM UTC  
**Status:** Accepted  
**Feedback:** A note will be filed with legal.

---

**Signature**  
Enobong Udoko  
Enobong Udoko signed on 3/30/2023 at 8:17 PM UTC

Notes ×

All signers and approvers can view these notes

Add note

Approved. We will enter an exception for legal follow-up.

Close Save

**Contract Closeout**

**Question** Response provided by Enobong Udoko on Mar 30 [View history](#)

Accepted by Lori Vanourek on Mar 30:  
A note will be filed with legal.

As of March 30, 2023, all requirements for the sale of property 127 on lot 9 in Jefferson County, CO have been successfully met. I authorize this contract to be closed.

Yes  
 No

**Explanation**

The previous owners have not moved out yet.

Enobong Udoko  
Enobong Udoko signed on 3/30/2023 at 8:17 PM UTC

# **Monitor & manage capabilities**

# Monitor and Manage

*The process home and the process monitor provide insights on your processes and a central point of activities once a process has been begun.*

- View the status of all your processes in Processes Home.
- View the status of each action within a specific process in the process monitor.
- Manage permissions
- Send on-demand reminders
- View and download activity
- Add or edit new steps in the process.

The screenshot displays the 'Processes Home' dashboard and the 'Process Monitor' for a specific process titled 'Open House Timeline'.

**Processes Home:**

PROCESS NAME	CREATED BY	STARTED	DUE	COMPLETE	STATUS
2022Q1 - Quarterly Check-In Products Tier PM	Gray Sandridge	Apr 5, 2022	Apr 22, 2022	65%	35%
Demo 02 07 2022	Lori Vanourek	Feb 7, 2022		67%	33%
LV 011322 test	Lori Vanourek	Jan 13, 2022		100%	
Untitled Process (485)	Lori Vanourek	Dec 10, 2021		100%	
Footnotes	Lori Vanourek	Sep 27, 2021		33%	33%

**Process Monitor (Open House Timeline):**

STATUS	ACTION TITLE	ASSIGNED TO	APPROVAL BY	DUE DATE
Sent	Homeowner declutters home	Lori Vanourek	Matthew Keefer	3/30/2023
Approval	Schedule Staging service to stage home	Upamanyu Sinha	Lori Vanourek	2/21/2023
Sent	Professional photographer captures images	Tim English		
Sent	Home for sale listed in database	Enobong Udoko		
Sent	For sale websites updated to include listing	Tim English		
Sent	Open house date scheduled	Enobong Udoko		
Sent	Signs advertising open house posted in neighborhood	Tim English		
Sent	Agent staffs open house	Enobong Udoko		
Sent	Open house closes	Enobong Udoko		

**Process Summary:**

- Started by: Lori Vanourek
- Start date: 3/30/2023
- Due date: 3/11/2023
- Action sequence: All at the same time
- Process status: In progress

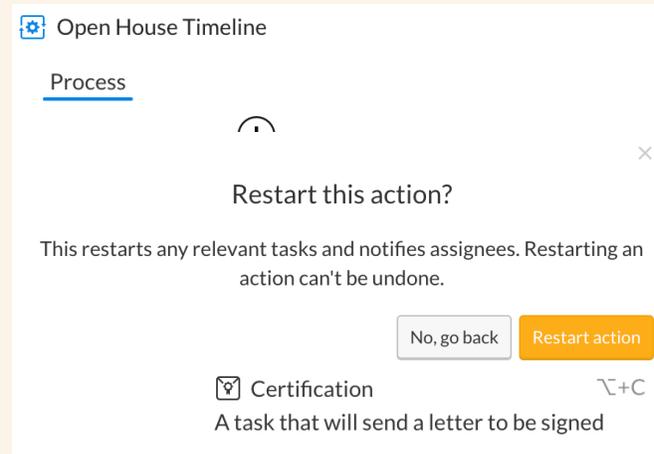
**Activity Legend:**

- 13% Approval
- 13% Complete
- 75% Sent

# Advanced edits

*Things change. Advanced edits allow you to add new actions and change existing actions after the process has started.*

- Add new actions without re-starting the entire process.
- Restart a specific action (via the action's drop-down) without restarting the entire process.
- Select a specific action and then 'edit action' from the drop-down to edit
  - Action title
  - Due dates for assignees and approvers
  - File and section locations
  - Instructions

An "Edit action" form with a close button (X) in the top right corner. The form contains several fields:

- Title \***: A text input field containing "Schedule Staging service to stage home".
- Assigned to \***: A dropdown menu showing "Upamanyu Sinha".
- Due date**: A date picker field showing "2/21/2023". Below it, a note reads: "Reminders are sent three days before, the day of, and every day for three days after the due date".
- Approval by**: A dropdown menu showing "Lori Vanourek".
- Approval due**: A date picker field showing "4/8/2023". Below it, a note reads: "Reminders are sent three days before, the day of, and every day for three days after the due date".
- File**: A dropdown menu showing "Search by file name".
- Section**: A dropdown menu showing "Search by section name".
- Instructions**: A large text area with the placeholder text "Add a note or instructions".
- Email notifications**: A section with no visible text.

At the bottom right, there are two buttons: "Cancel" and "Save".

# Response reporting

*Response reporting allows you to see the responses received from questions in letters.*

- Access through the Process Monitor
- Questions and responses are displayed in a list format.
- All letters in the process are included.
- Link to view history is available.



Open House Timeline

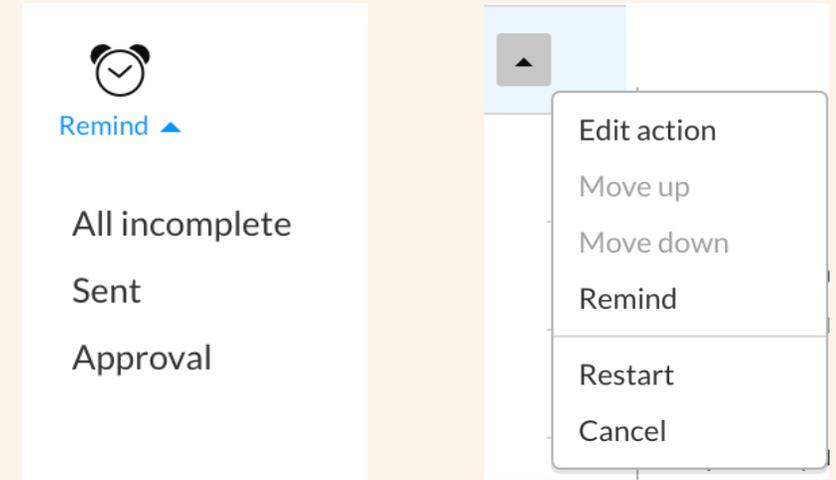
[Letter responses](#)

LETTER	SIGNER	QUESTION	RESPONSE	EXPLANATION
Contract Closeout	Lori Vanourek	As of March 30, 2023, all requirements for t...	Yes	It was a pleasure doing business with you. <a href="#">View History</a>
Home Closing Agreement	Lori Vanourek	The closing period will not be fewer than 45 ...	False	I will disclose to auditors. <a href="#">View History</a>

# Reminders

*Reminders help keep assignees and approvers on track.*

- The system will automatically send certification reminder notifications 3 days before due, the day due, and for 45 days after the due date.
- On-demand notifications can be sent from within the process monitor.
  - Remind in bulk (filter to all incomplete, sent only, or approval only actions)
  - Remind specifically (drop-down on the menu for a specific action and choose 'remind')



The following task is overdue:

**Schedule Staging service to stage home**

**Due**

Feb 21, 2023

[Go to task](#)

# Download to .pdf

*Both signed and unsigned letters are available to download.*

- Choose whether to include notes, links, attachments and response history.
- Useful for auditors and for archiving.
- Letter, comments, hyperlinks, notes and signatures are in a .pdf
- Attachments are downloaded in a .zip format

Export options ×

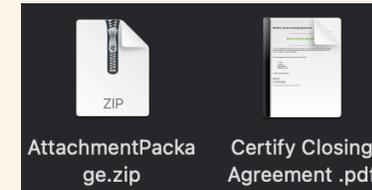
Select what you want to include in the exported letter:

Response history

Notes

Hyperlinks

Download attachments to my computer

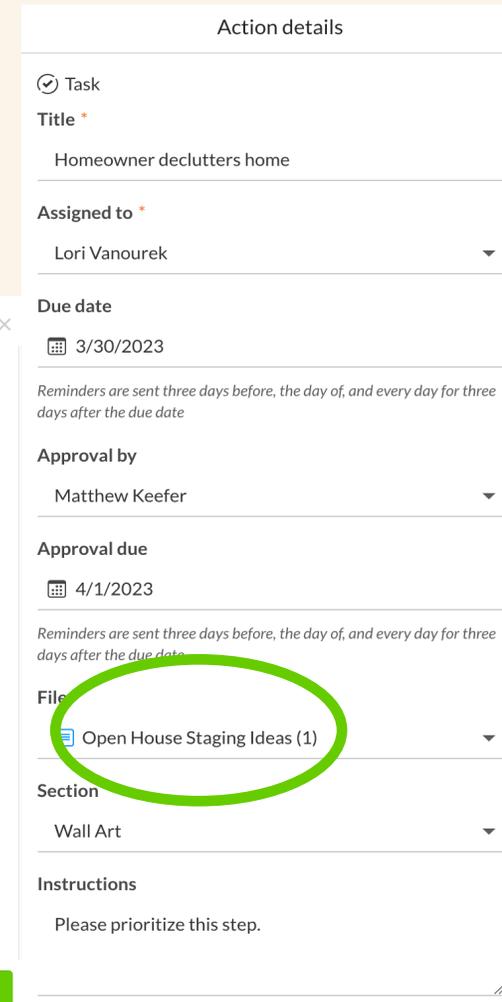
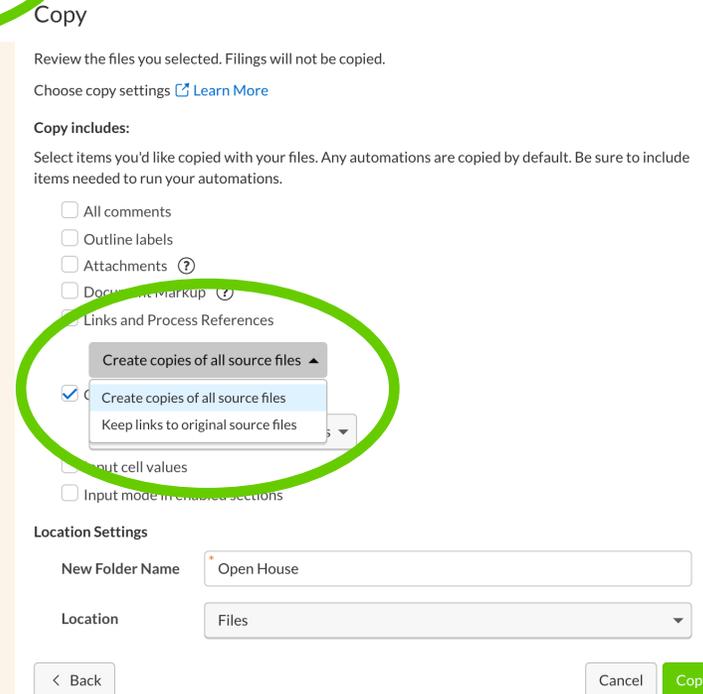
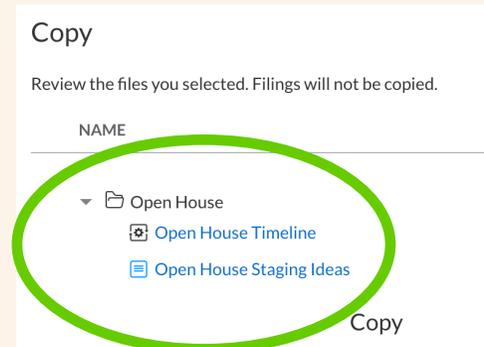


<p><b>Workiva   Home Closing Agreement</b></p> <hr/> <p><b>Home Closing Agreement</b></p> <hr/> <p>This is an agreement between the home owner Lori Vanourek and the real estate Agent Rosie Streit for the closing processes that will be used for the sale of property 127 on Lot 9 in Jefferson County, Colorado.</p> <p>The closing period will not be fewer than 45 days.</p> <p><input checked="" type="radio"/> True <input type="radio"/> False</p> <p><b>Explanation:</b> updated to 'true'</p> <p>📎 Attachment: Map.png</p> <p><b>Signature</b> <u>Lori Vanourek</u></p> <p><small>Lori Vanourek signed on 3/30/2023 at 3:41 PM UTC</small></p>	<p><b>Notes</b></p> <hr/> <p><b>Approver:</b> Kristin Richards, 3/30/2023 at 3:36 PM UTC</p> <hr/> <p><b>Note:</b> 45 days is the max.</p> <hr/>
---	--

# Copy and roll-forward

*Processes can be copied to run again. When placed in the same folder with documents used in a process, they can be rolled forward together.*

- Place process file together with documents in same folder.
- When copying select 'Links and Process References'
- Choose whether to create new copies of the files (processes will update links to point to the newly created files) or to keep the links to the existing files.
- Use bulk edit to update due dates for assignees and approvers



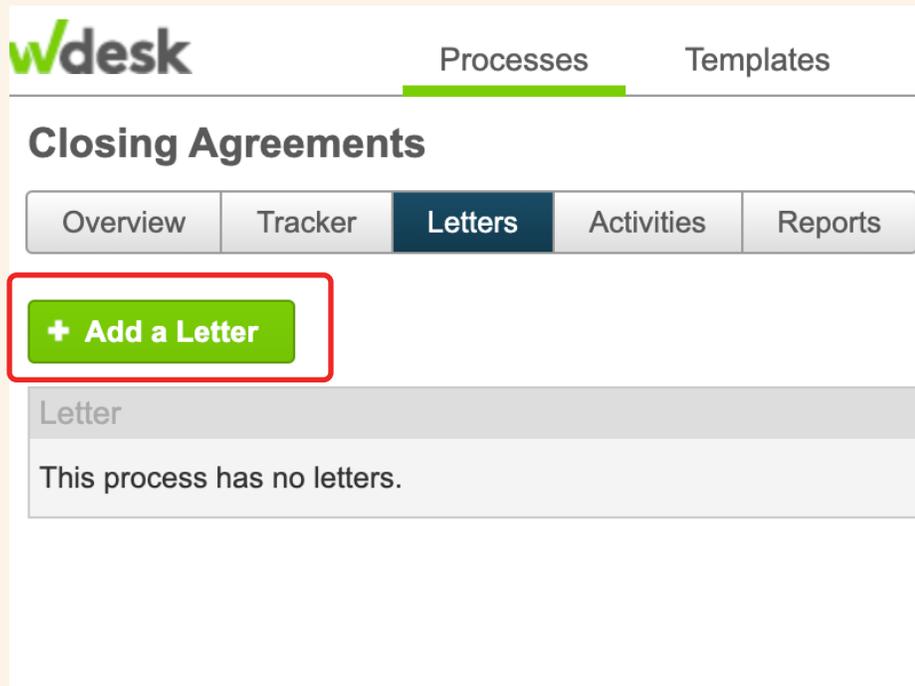


# **Information for users of 'classic' certifications**

# Create and manage letters

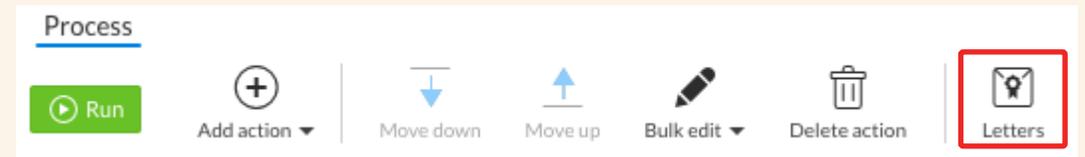
## In 'classic'

Letters were only accessed from the toolbar in a certification process



## In processes

Letters are only accessed from the process toolbar



# Letter recipients

## In 'classic'

Open a process then choose Letters tab and 'add recipients'

**Edit Letter**

Overview Tracker **Letters** Activities Reports **Letter Recipients**

**+ Create Certification**

- Individual Signer
- Ordered Signers
- With Approver
- From Group

**Add Recipients**

Signers

If a signer disagrees with a prior response, the letter will be returned to previous signers to review and re-sign.

Send to

**+ Add Signer Step** **+ Add Approvers**

Tags

Give context for certifications by providing a category and tag separated by a colon (ex. Department:Accounting).

[Browse Tags](#)

**Set Reminders** **Create Certification**

## In processes

Recipients are added within the process in the action details panel.

**Action details**

Certification

**Title \***

Certify Closing Agreement

**Letter \***

Home Closing Agreement

**Assigned to \***

Lori Vanourek

**Due date**

5/31/2023

Reminders are sent three days before, the day of, and every day for 45 days after the due date

**Approval by**

Rosie Streit

If left blank, the default approver will be the person who starts the process

## Currently

*Only one signer and one approver is supported. Multiple signers and approvers will be available in May 2023*

# Bulk create

## In 'classic'

In the process, navigate to the letter, then click 'letter recipients' - 'create certification' - from group

Note: in Classic **certification groups** are used.

The screenshot shows the 'Edit Letter' interface. At the top, there are tabs for 'Overview', 'Tracker', 'Letters', 'Activities', and 'Reports'. The 'Letter Recipients' tab is highlighted in green. Below the tabs, a dropdown menu is open, showing options for creating certifications: '+ Create Certification', 'Individual Signer', 'Ordered Signers', 'With Approver', and 'From Group'. The 'From Group' option is highlighted in light blue.

## In processes

In the process, add a bulk certification action.

Note: in the new solution, we leverage **workspace groups**. Existing certification groups can be migrated to workspace groups if selected in the self-service migration tool.

The screenshot shows the 'Add action' dropdown menu. The menu is open, showing several options: 'Task', 'Content request', 'Certification', and 'Bulk Certification'. The 'Bulk Certification' option is highlighted with a red border. The description for 'Bulk Certification' is 'Create a separate Certification action for each assignee'.

# Automatically approve letters signed without comments or exceptions

## In 'classic'

Account setting that applied to all certifications in the workspace

wdesk Processes Templates Attachments Tags Members Settings Signings

### Account Settings

#### Process Settings

- Automatically approve letters that are signed without comments or exceptions
- Require signers to type their name when signing a letter
- Allow signers to access their letters via custom email link without entering a username and password
- Allow multiple people to be added to each signer or approver step

Additional text for the signer's introduction screen:

Thank you for participating in this test. Please follow the directions in the letter.

#### Additional Reminder Text

You may add additional text to automated reminder emails by entering it in the boxes below. The text will appear in the e-mails as a note from the process administrator.

3 or more days before the due date:

Up to two days before the due date:

After the due date:

Save Changes

## In processes

Process property allowing process by process control for auto-approvals

\*All certifications within the process behave according to this setting

Process

Run Add action Move down Move up Bulk edit Delete action Letters Permissions Properties

### Process properties

Name \* Certification Process

Process due date 4/7/2023

Add a due date as a goal for when your process should be completed.

Action sequence One after another

Certification options

- Automatically approve letters that are signed without comments or exceptions

Cancel Save

# Dashboard - all processes status overview

## In 'classic'

This did not exist in Classic.

## In processes

The Home - Processes view provides a quick view on the health of ALL processes in the workspace.

Home

My Dashboard Processes Tasks Comments Interfaces

Search processes

PROCESS NAME	CREATED BY	STARTED ▼	DUE	COMPLETE	STATUS
<a href="#">Q1 Closings</a>	Lori Vanourek	Mar 30	Mar 30		<div><div style="width: 50%;">50%</div></div>
<a href="#">Open House Timeline</a>	Lori Vanourek	Mar 30	Mar 11		<div><div style="width: 75%;">75%</div><div style="width: 13%; background-color: #28a745;">13%</div></div>
<a href="#">Allen County Properties</a>	Lori Vanourek	Mar 29	Mar 11		<div><div style="width: 100%;">100%</div></div>

# Dashboard - individual process status

## In processes

The process status monitor is accessed by double-clicking on the process from the 'Home - Processes' view or by opening the process file in 'Files'.

PROCESS NAME	CREATED BY	STARTED	DUE	COMPLETE	STATUS
Q1 Closings	Lori Vanourek	Mar 30	Mar 30	50%	50%
Open House Timeline	Lori Vanourek	Mar 30	Mar 11	70%	10% 15%
Allen County Properties	Lori Vanourek	Mar 29	Mar 11	100%	100%

NAME
<input type="checkbox"/> Certifications in Processes 101
<input type="checkbox"/> Allen County Properties
<input type="checkbox"/> Jefferson County Properties

## In 'classic'

STATUS	ACTION TITLE	ASSIGNED TO	APPROVAL BY	DUE DATE
Sent	Homeowner declutters home	Lori Vanourek	Matthew Keefer	3/30/2023
Approval	Schedule Staging service to stage home	Upamanyu Sinha	Lori Vanourek	2/21/2023
Sent	Professional photographer captures images	Tim English		
Sent	Home for sale listed in database	Enobong Udoko		
Sent	For sale websites updated to include listing	Tim English		
Sent	Open house date scheduled	Enobong Udoko		
Sent	Signs advertising open house posted in neighborhood	Tim English		
Sent	Agent staffs open house	Enobong Udoko		
Sent	Open house closes	Enobong Udoko		

**Process**

Started by Lori Vanourek

Start date 3/30/2023

Due date 3/11/2023

Action sequence All at the same time

Process status In progress

13% Approval    13% Complete    75% Sent

# Dashboard - activities

## In 'classic'

Select Activities from the Dashboard

## In processes

Select the Activity icon from within the process status monitor.

**Raffle Certifications**

Process Details: Title: Raffle Certifications, Period End Date: 02/07/2022, Due Date: 02/06/2022, Contact: Lori Vanourek (lori.vanourek@workiva.com)

Countdown: Raffle Certifications is overdue **418** Days since Sunday, February 6

Process Health: 1 Unsigned 16%, 1 Pending 16%, 4 Approved 66%

Unsent: You have **1** unsent letter

Upcoming: 02/06/22 This process due

Activities (View Activities highlighted):

Time	Activity	Member
09/20/22 01:25 PM	Lori Vanourek approved a certification for Annual Conference Raffle Certification 5.	Lori Vanourek
09/20/22 01:24 PM	Tim Dille signed Annual Conference Raffle Certification 5.	Tim Dille
09/20/22 01:23 PM	Tim Dille was sent letter "Annual Conference Raffle Certification 5" by Lori Vanourek.	Lori Vanourek

### Activity for Open House Timeline

DETAILS	ACTION TITLE	USER	DATE
Action started	Close Contract Auth...	Lori Vanourek	Mar 30, 4:07 PM
Action added.	Close Contract Auth...	Lori Vanourek	Mar 30, 4:07 PM
Action completed	Close Contract Auth...	Lori Vanourek	Mar 30, 3:24 PM
Task sent for app...	Close Contract Auth...	Enobong Udoko	Mar 30, 3:17 PM
Action started	Close Contract Auth...	Lori Vanourek	Mar 30, 3:15 PM
Action added.	Close Contract Auth...	Lori Vanourek	Mar 30, 3:15 PM
Action completed	Certify Closing Agre...	Kristin Richards	Mar 30, 10:43 AM
Task sent for app...	Certify Closing Agre...	Lori Vanourek	Mar 30, 10:41 AM
Task returned	Certify Closing Agre...	Kristin Richards	Mar 30, 10:36 AM
Task sent for app...	Certify Closing Agre...	Lori Vanourek	Mar 30, 10:32 AM
Action started	Certify Closing Agre...	Lori Vanourek	Mar 30, 10:30 AM

Export to CSV

# Require signers to type name when signing

## In 'classic'

Account setting that applied to all certifications in the workspace

wdesk Processes Templates Attachments Tags Members Settings Signings

### Account Settings

#### Process Settings

- Automatically approve letters that are signed without comments or exceptions
- Require signers to type their name when signing a letter
- Allow signers to access their letters via custom email link without entering a username and password
- Allow multiple people to be added to each signer or approver step

Additional text for the signer's introduction screen:

Thank you for participating in this test. Please follow the directions in the letter.

#### Additional Reminder Text

You may add additional text to automated reminder emails by entering it in the boxes below. The text will appear in the e-mails as a note from the process administrator.

3 or more days before the due date:

Up to two days before the due date:

After the due date:

Save Changes

## In processes

Letter property allowing some certifications to require typed signatures and others click to sign

\*Each action within a process can have different behaviors



### Letter properties

Letter name: Closing Agreement

Created by: Lori Vanourek (lori.vanourek@workiva.com)

Created on: 3/30/2023

#### Certification options

- Signers can click to sign without typing their name

Cancel Apply

# Process due date

## In 'classic'

Process due date was entered when defining a new process.

Start a New Process - Provide Process Details (Step 1 of 2) ✕

**Process Title:\***

**Period End Date:\***

**Process Due Date:\***

**Contact:\***  ↓

\*required

## In processes

Process due date is a property of the process.

Process Run Add action Move down Move up Bulk edit Delete action Letters Permissions Properties

Process properties ✕

**Name \***

**Process due date**

Add a due date as a goal for when your process should be completed.

**Action sequence**

**Certification options**  
 Automatically approve letters that are signed without comments or exceptions

# Reporting - responses

## In 'classic'

Navigate to the process then to the reports tab.

## In processes

From the process monitor, select the letter responses icon.

**Raffle Certifications**

Overview Tracker Letters Activities **Reports** Export All Letters

**Responses Report** Letters Report Responses Report

**Reports**

Include responses by status:

- All Non-Exceptions
- All Exceptions
- All Alerts

Approval Status

- Approved
- Unapproved

People:

Signer:

Approver:

Letter	Signer	Question	Response	Exception	Status	Approver Comment	Tags
Annual Conference Raffle Certification	Lori Vanourek (lori.vanourek@workiva.com)	Would you like to enter the raffle?	No	Not allowed to enter.	Approved on 02/19/22 by Lori Vanourek (lori.vanourek@workiva.com)		
Annual Conference Raffle Certification	Lori Vanourek (lori.vanourek@workiva.com)	Do you work for a government agency?	Yes	Government agency	Approved on 02/19/22 by Lori Vanourek (lori.vanourek@workiva.com)		

**Process**

Reports Cancel Add action Move up Move down Letters Permissions Properties Export to CSV Remind

**Open House Timeline**

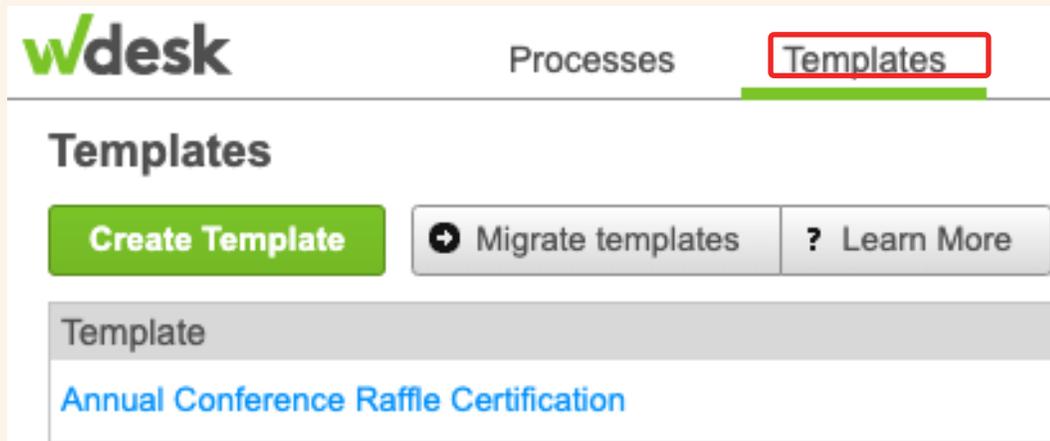
[Letter responses](#)

LETTER	SIGNER	QUESTION	RESPONSE	EXPLANATION	STATUS	APPROVER FEEDBACK
Home Closing Agreement	Lori Vanourek	The closing period will not be few... <span>⚠</span>	False	I will disclose to auditors. <a href="#">View History</a>	Rejected	

# Templates

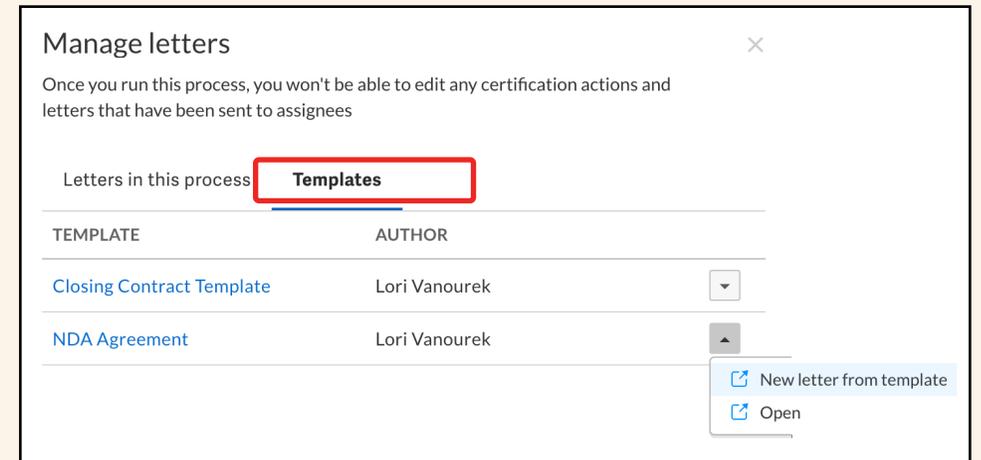
## In 'classic'

In Certifications navigate to the Template tab.



## In processes

Currently, templates are accessed within the letter management space in the process.



# Email validation

## In 'classic'

Account setting that applied to all certifications in the workspace

wdesk Processes Templates Attachments Tags Members Settings Signings

### Account Settings

#### Process Settings

- Automatically approve letters that are signed without comments or exceptions
- Require signers to type their name when signing a letter
- Allow signers to access their letters via custom email link without entering a username and password
- Allow multiple people to be added to each signer or approver step

Additional text for the signer's introduction screen:

Thank you for participating in this test. Please follow the directions in the letter.

#### Additional Reminder Text

You may add additional text to automated reminder emails by entering it in the boxes below. The text will appear in the e-mails as a note from the process administrator.

3 or more days before the due date:

Up to two days before the due date:

After the due date:

Save Changes

## In processes

Workspace setting applied to all certifications in the workspace

Coming in wave 2

# Custom text for reminder notifications

## In 'classic'

Account setting that applied to all certifications in the workspace

The screenshot shows the 'wdesk' interface with a navigation bar containing 'Processes', 'Templates', 'Attachments', 'Tags', 'Members', 'Settings', and 'Signings'. The 'Settings' tab is active. Under 'Account Settings', the 'Process Settings' section is expanded. It includes several checkboxes: 'Automatically approve letters that are signed without comments or exceptions' (unchecked), 'Require signers to type their name when signing a letter' (checked), 'Allow signers to access their letters via custom email link without entering a username and password' (checked), and 'Allow multiple people to be added to each signer or approver step' (checked). Below these is a text box for 'Additional text for the signer's introduction screen:' containing the text 'Thank you for participating in this test. Please follow the directions in the letter.' The 'Additional Reminder Text' section is highlighted with a red border and contains three text boxes for '3 or more days before the due date:', 'Up to two days before the due date:', and 'After the due date:'. A 'Save Changes' button is located at the bottom right of this section.

## In processes

Coming in wave 4

# Custom scheduled reminders

## In 'classic'

Custom reminder dates could be scheduled and were set in a variety of locations.

Start a New Process - Set Reminders (Step 2 of 2)

Select days for automated reminder emails.

### REMINDERS:

March 2023							April 2023							May 2023						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4							1		1	2	3	4	5	6
5	6	7	8	9	10	11	2	3	4	5	6	7	8	7	8	9	10	11	12	13
12	13	14	15	16	17	18	9	10	11	12	13	14	15	14	15	16	17	18	19	20
19	20	21	22	23	24	25	16	17	18	19	20	21	22	21	22	23	24	25	26	27
26	27	28	29	30	31		23	24	25	26	27	28	29	28	29	30	31			
							30													

\* 42 days before due date (04/19/2023)

x

\*required

Finish

Cancel

## In processes

Custom scheduled reminders will come **after** **June 30, 2023**

### Currently

All certifications will receive reminders 3 days before, the day due, and every day after the due date for 45 days, or until complete.

# Text for introduction screen

## In 'classic'

Account setting that applied to all certifications in the workspace

wdesk Processes Templates Attachments Tags Members Settings Signings

### Account Settings

#### Process Settings

- Automatically approve letters that are signed without comments or exceptions
- Require signers to type their name when signing a letter
- Allow signers to access their letters via custom email link without entering a username and password
- Allow multiple people to be added to each signer or approver step

**Additional text for the signer's introduction screen:**

Thank you for participating in this test. Please follow the directions in the letter.

#### Additional Reminder Text

You may add additional text to automated reminder emails by entering it in the boxes below. The text will appear in the e-mails as a note from the process administrator.

3 or more days before the due date:

Up to two days before the due date:

After the due date:

Save Changes

## In processes

Not Applicable

This setting was not actively used in Classic and has been deprecated.

**Suggested workaround**  
Add introduction text to the instructions which appear in the signers experience.

Letter details

Title  
Home Sale Agreement

Due date  
3/31/2023

Status  
Sent

Assigned to  
Lori Vanourek

Approval by  
Lori Vanourek

**Instructions**  
Introduction text could be added here.

# Contact name

## In 'classic'

Contact was entered when defining a new process.

Start a New Process - Provide Process Details (Step 1 of 2) ✕

**Process Title:\***

**Period End Date:\***

**Process Due Date:\***

**Contact:\***  ↓

\*required

Next Cancel

## In processes

Contact does not exist in the new solution.

Action details »

Certification

**Title \***  
Untitled Action

**Letter \***  
Select letter ▼

**Assigned to \***  
Search by name ▼

**Due date**

Reminders are sent three days before, the day of, and every day for 45 days after the due date

**Approval by**  
Search by name ▼

If left blank, the default approver will be the person who starts the process

**Approval due**

Reminders are sent three days before, the day of, and every day for 45 days after the due date

**Instructions**  
Add a note or instructions

**Suggested workaround**  
The action instructions are displayed in the signing experience and can be used to indicate a point of contact.

Letter details

**Title**  
Home Sale Agreement

**Due date**  
No due date

**Status**  
 Sent

**Assigned to**  
Lori Vanourek

**Approval by**  
 Lori Vanourek

**Instructions**  
Point of Contact: Enobong Udoku

# Report delegates

## In 'classic'

Report delegates were used to allow one to see the status, signatures, and responses without being an admin or part of the process.

## In processes

**Report delegates are not applicable in the new solution. Simply grant the user 'viewer' permissions for the process.**

Raffle Certifications

Overview Tracker **Letters** Activities Reports

+ Add a Letter

Filter by letter name ↓ Go

Letter	Approver	Recipients	Actions	...
h	Lori Vanourek	0	More ▾ Delete	
<a href="#">Annual Conference Raffle Certification</a>	Lori Vanourek	4	More ▾	
<a href="#">Dom Test Letter</a>	Lori Vanourek	1	Recipients	
<a href="#">Annual Conference Raffle Certification 5</a>	Lori Vanourek	1	Edit Reminders	
			<b>Report Delegates</b>	
			Preview	
			Export Certifications	
			Save as a Template	

# Allow multiple signers setting

## In 'classic'

Account setting that applied to all certifications in the workspace

wdesk Processes Templates Attachments Tags Members Settings Signings

### Account Settings

#### Process Settings

- Automatically approve letters that are signed without comments or exceptions
- Require signers to type their name when signing a letter
- Allow signers to access their letters via custom email link without entering a username and password
- Allow multiple people to be added to each signer or approver step

Additional text for the signer's introduction screen:

Thank you for participating in this test. Please follow the directions in the letter.

#### Additional Reminder Text

You may add additional text to automated reminder emails by entering it in the boxes below. The text will appear in the e-mails as a note from the process administrator.

3 or more days before the due date:

Up to two days before the due date:

After the due date:

Save Changes

## In processes

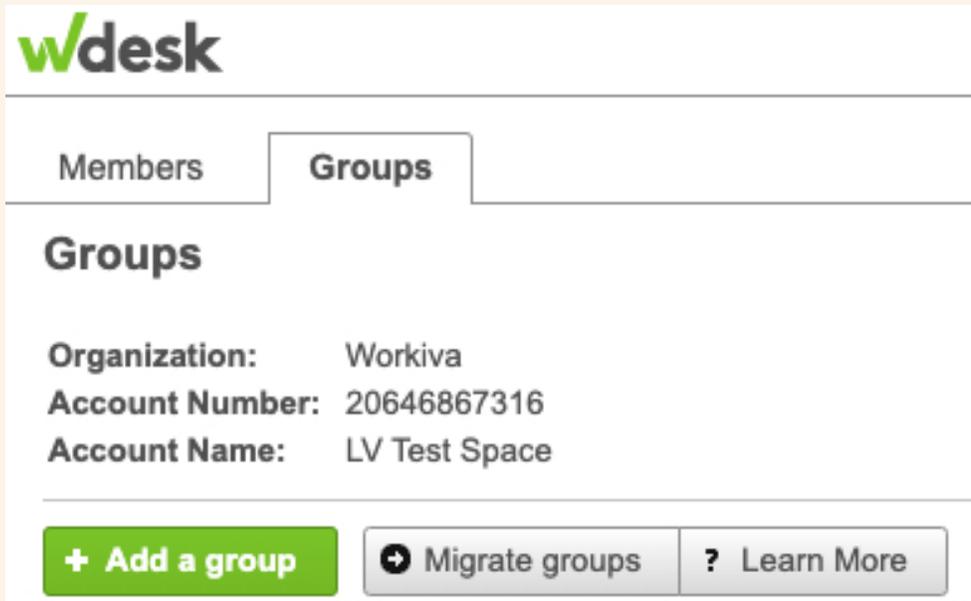
Not Applicable

This is a setting is irrelevant in the new solution.

# Admin - members and groups

## In 'classic'

The certification admin would use members and groups to create certification specific groups.



## In processes

**Not Applicable**

**This is a setting is irrelevant in the new solution as it uses workspace groups**

# Period end date

## In 'classic'

Period end date was entered when defining a new process.

Start a New Process - Provide Process Details (Step 1 of 2) ✕

Process Title:*	<input type="text" value="Closing Agreements"/>
Period End Date:*	<input type="text" value="04/30/2023"/>
Process Due Date:*	<input type="text" value="05/31/2023"/>
Contact:*	<input type="text" value="lori.vanourek@workiva.com"/> ↓

\*required

## In processes

**This field does not exist in the new solution.**

### ***Suggested workaround***

*Add end date to the Process Name*

**Please check out the learning hub, community posts, and help documentation for additional information about Workiva Platform Automations and Connectivity.**



**Thank You**