Version 12.0

GUIDE FOR USER RIGHTS

User Type Based Rights

Navigation Permissions

Rights of Matter Responsibles

User Group Based Rights

Extending Rights of Restricted Users

December 2023

CSI HELSINKI OY

For more instructions, please contact
help@csihelsinki.fi

CONTENT

1 CONTENT OF THE GUIDE

This document covers instructions for defining user rights to the CSI Lawyer software by utilizing user types, employee roles, navigation permissions, user groups, and a variety of parameters at different levels.

If – based on this document - you cannot find a way to set up the desired user rights, please contact the CSI support help@csihelsinki.fi or 010 322 7880 to check if we can provide a solution.

2 THE ROLE OF CSI POWER USERS

The most important customer contact towards CSI is the power user who knows the company's policies and processes and has a good understanding about the functionality of CSI Lawyer. There must be at least one power user in the company, but there can also be several ones. The power user supports other users in the use of the system and clarifies problematic situations in collaboration with CSI's customer support.

CSI sends to the known power users information about e.g., new software versions, based on which the power user can evaluate with CSI which of the new functionalities the company should activate. **NOTE!** CSI does not get the information about the company's power users automatically. Thus, the company needs to ensure that CSI has an updated list of the company's power users who should receive CSI's e-mails concerning e.g. new version updates.

The power user has full access rights to CSI Lawyer, and a significant part of the power user's role is to manage the CSI Lawyer settings. The Settings button is enabled and displayed for power users only.

3 USER RIGHTS

Managing user rights in CSI Lawyer

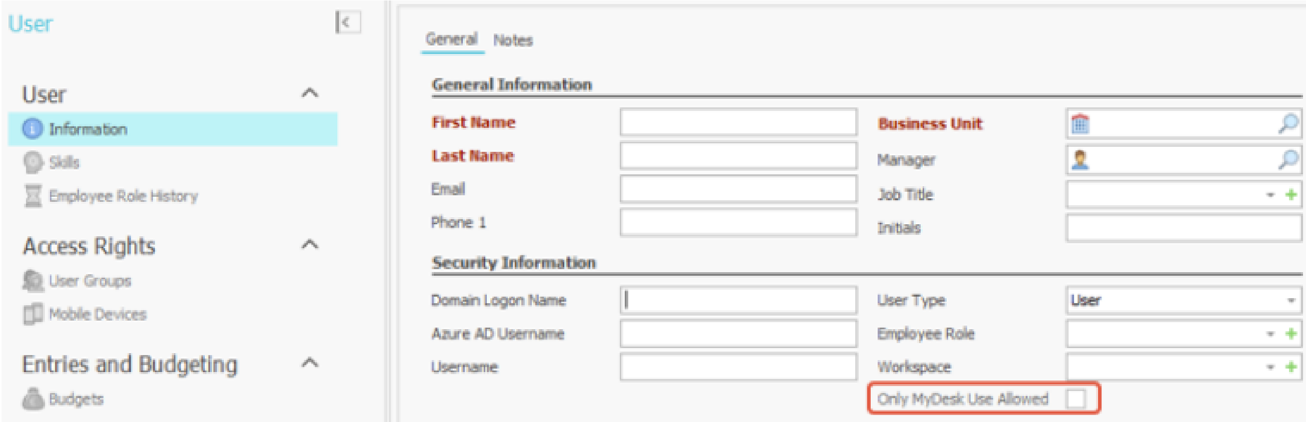
The rights of the users to navigate in the system and to add, edit, or view different information are defined based on the rights tied to the user type, employee role and user groups of the user.

1. User type (user, restricted user, power user) defines the basic scope of the user rights and functionality available for users.
2. Workspaces enable defining more precise navigation rights of users, which means that task areas, folders, and subfolders can be hidden from a specific workspace. For that, normal users can be grouped, for example, into partners, lawyers and assisting lawyers. Then you can, for example, hide the entire financial management area from lawyers and both the financial management and customer areas from assisting lawyers.
3. A user can be added to one or more user groups and be given additional or restricted rights based on the user group.
4. The power user manages user rights for the user type, employee role, and user groups in the settings.

Restricting users' access to CSI MyDesk only

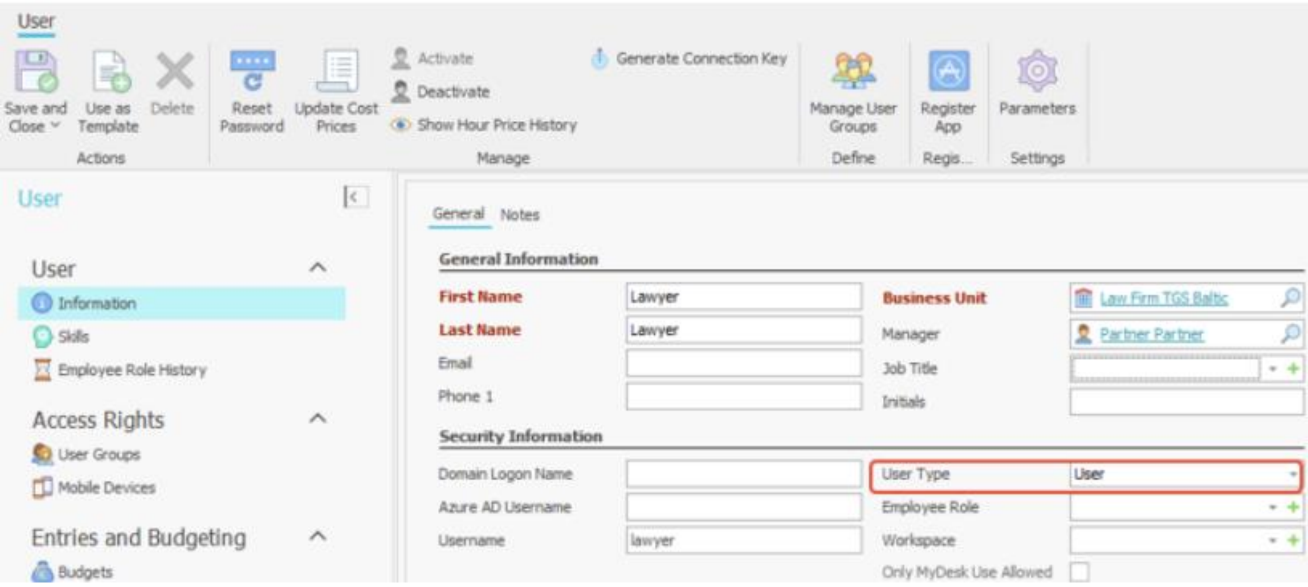
To prevent potential problems regarding confidential information, a user's access to add transactions can be restricted to CSI MyDesk only.

This requires the office to have a Mobile Service installed and CSI MyDesk activated. When the "Only MyDesk use allowed" is selected in a user's information, the user can no longer open CSI Lawyer but only CSI MyDesk is opened. If the CSI MyDesk application hasn't been installed for the user, the installation is done automatically once the user tries to open CSI Lawyer.



4 BASIC USER RIGHTS OF DIFFERENT USER TYPES

The user type defined for the user acts as a base for the rights the user has in the software.
When creating new users in the Settings (> Organization > Users) the power user defines them a user type. Based on this type, the user gets either full, normal, or restricted user rights to the software functionality.



When a new user is created in the system, the type is by default "User" with normal user rights. If the user is e.g., an intern, the user type is often "Restricted User", having more narrow user rights and navigation permissions than a normal user. Since the power user has full rights to the system, the amount of power users should be limited to minimize risks.

User

A user has by default access to all other task areas of the system except the Settings. However, a user's rights to add, edit and view the information of the system are more limited than those of a power user.

A user has rights to e.g.:

- see all matters – except insider matters where the user doesn't belong to the insider group

- add transactions, expenses, working hours, and activities
- create new matter requests or matters
- approve preliminary invoices or create invoices of matters, where the user has some role with responsibility
- see the reports in the system
- see the Dashboard charts regarding their own work if such Dashboards are in use
- edit their own user-based settings by e.g. defining default views

Matters, unnecessary folders, and reports can be hidden from a normal user with navigation permissions and user groups.

Restricted user

A restricted user has very limited user rights that are suitable for e.g., part-time employees. By default, only the Workplace area and the Transactions, Activities and Reminders folders there are displayed to a restricted user. If a restricted user has access to matters and customers the subfolders As Contact Person, Customer Identifications, Customer Plans, Mailing List Memberships, Merged Customers and Opportunities are hidden by default since the folders do not show any content for restricted users.

- Restricted users can add transactions to matters where they have been added as a team member or have a role with a responsibility.
- The Activities folder of restricted users displays activities which are assigned to them. They can update the information of an activity, mark it as completed or convert activities to billable transactions.
- If the visibility of matters is enabled to a restricted user through a user group, they also get limited rights to update the matter information and view the information of customers attached to the matters.

Power user

At least one user, but preferably a few of them are defined as power users to manage the use of the system. Besides the software's usage, the power users are responsible for maintaining user information and user rights.

A power user:

- sees all the information saved in the system
- maintains all necessary information of the business unit, the user register and user rights
- manages different classifications and templates
- defines the use of the system with parameters
- defines the reports and dashboards to be displayed for users
- updates new versions of CSI Lawyer and activates separate system modules.

5 NAVIGATION PERMISSIONS FOR FOLDER AND ENTRY VISIBILITY

Navigation Permissions enable defining the folder structure to be displayed to different user types. Navigation permissions are defined in the settings (> Settings > User settings > Navigation permissions). To simplify the use of the system, you can even hide an entire task area or unnecessary folders and/or subfolders.

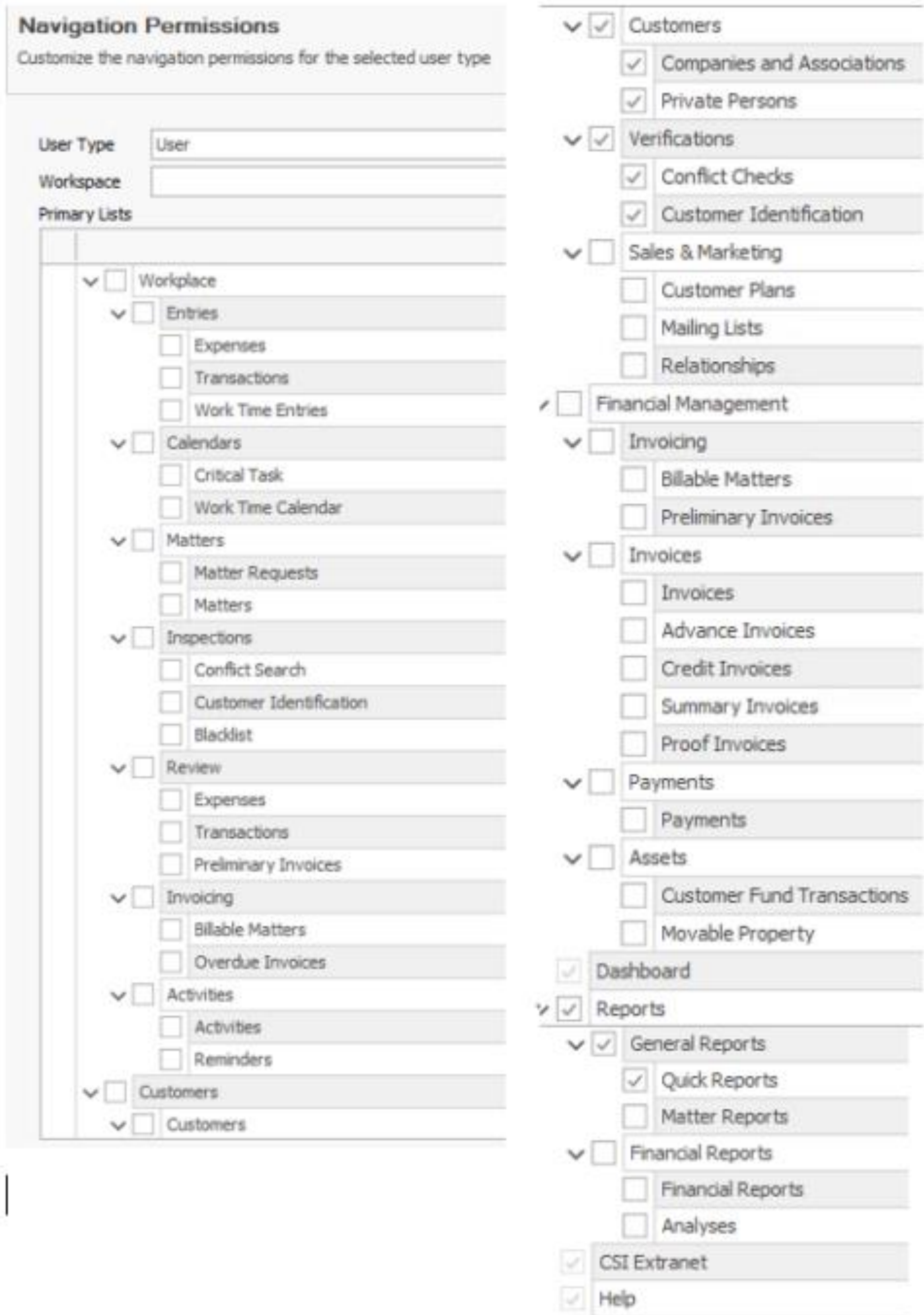
Navigation permissions of user types

Different user types (power user, user, restricted user) have certain default navigation permissions set in the system:

- a restricted user only sees the Workplace area and its Transactions, Activities and Reminders folders
- a normal user sees all task areas and folders except the Settings
- a power user sees every folder in the system, including the Settings.

However, it is also possible to define a group of power users from whom the settings are hidden. Other areas and folders can be hidden from any user type.

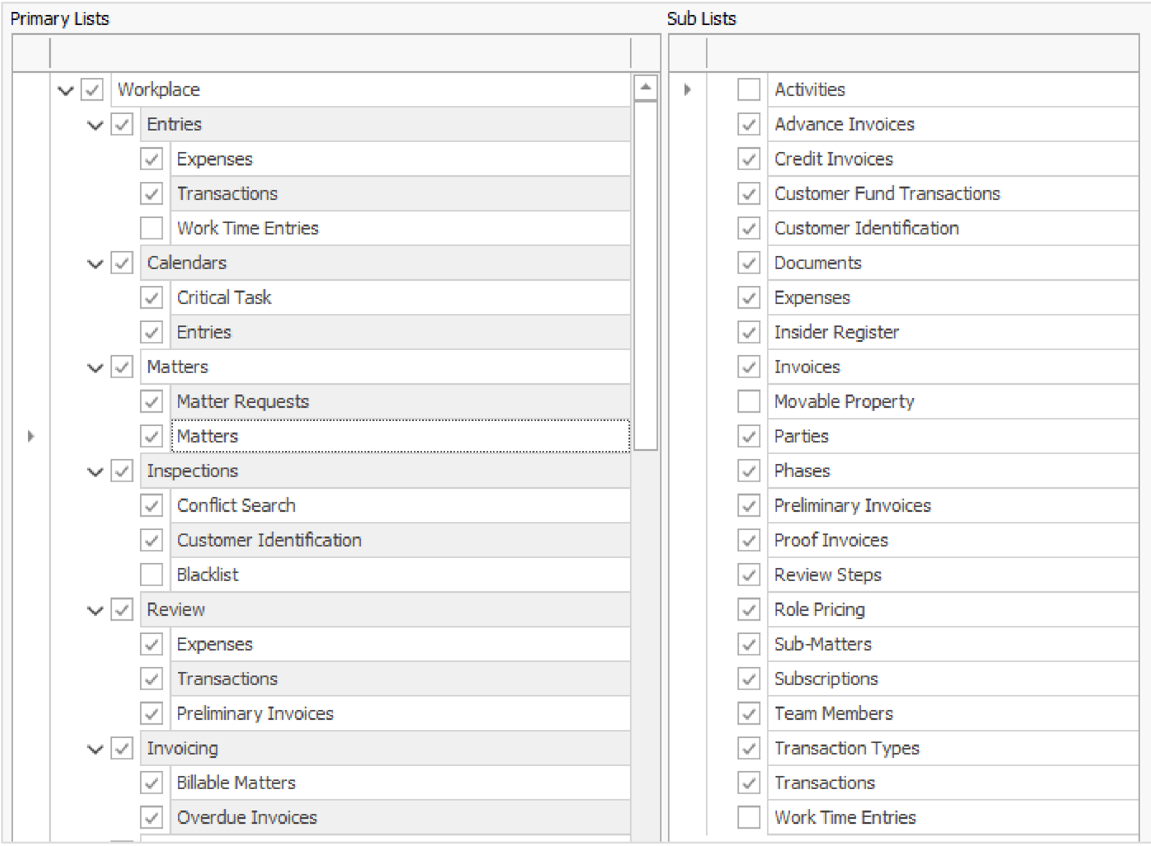
If you wish, you can change the navigation permissions of any user type e.g. by hiding the financial management area from normal users. To define a new set of navigation permission, choose the New button. If there already are navigation permissions defined, you can edit them by double-clicking on the row. Areas, folders, and subfolders are thus listed, and you can select to display or hide them by clicking the box.



When you select a task area (e.g., Workplace) all its folders and subfolders will also be checked. Individual folders/subfolders can then be unchecked manually.

The choices made will affect how the tree structure in CSI Lawyer's main window is displayed for users having that specific user type.

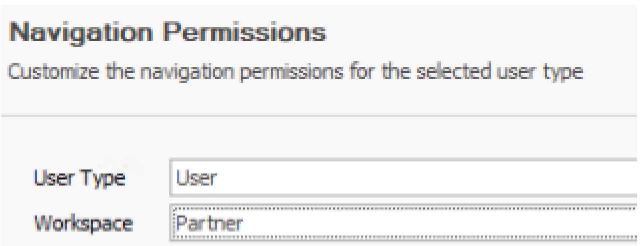
Subfolders displayed in different windows can be hidden by selecting the name of the window in the Primary list of navigation permissions. For example, if you select "Matters" you will see a list of all subfolders of the Matter window displayed in the Sub lists column from where you can hide unnecessary folders by unchecking the check boxes.



Refining navigation permissions according to workspaces

If workspaces have been created (Settings > User Settings > Workspaces), users can be divided into groups based on what they should see in the software. Since the workspaces are only used to define navigation permissions, workspaces can be user specific for example in the case when a specific partner should see more information than other partners.

To set navigation permissions, select the New button and then define a combination of the user type and the workspace to have specific permissions.



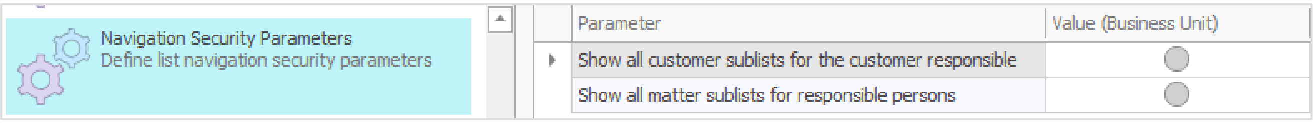
NOTE! When defining navigation permissions, remember that they only hide specific folders from users with a specific user type and workspace, but they do not necessarily prevent the user from seeing the information which may be visible through some other folder, or through the links in the system.

Also note that once the navigation permissions have been saved, the combination with the user type and workspace cannot be changed for those specific navigation permissions.

Parameters for expanding navigation permissions by responsibility role

In the system and business unit parameters (Settings > Application Parameters > System Parameters / My Business Unit Parameters) there are two parameters that affect the navigation permissions, aka the folders that are visible for users. If a user belongs to a group for which some folders have been hidden in the matter or customer window, these parameters exceed the navigation permissions as follows:

- **Show all customer sublists for the customer responsible:** All folders in the customer windows will be visible for the customer responsible.
- **Show all matter sublists for responsible persons:** All folders in the matter window will be visible for the matters owner, responsible, invoicing contact, and assistant as well as for the principals' customer responsible.



Parameters for limiting visibility of entries

In the business unit parameters (Settings > Application Parameters > My Business Unit Parameters) there are three parameters that define if users can see other users' entries in the system. By activating the first two parameters, the users can only see their own entries in the main window and/or subfolders.

When these parameters are active, users will only be able to view their own entries and the "My" filter in the transaction and expense folders will be locked.

The "Show all entries in the main window and subfolders for user group" parameter allows to define a user group whose members will always see entries of other users both in the main window and in the subfolders.

NOTE! The security parameters are ignored in the subfolders if the user belongs to the extended rights group or is in a responsible role (matter owner, responsible, invoicing contact, assistant), a team member, or a preliminary invoice reviewer. Power users can always view all entries in the software.

6 RIGHTS OF MATTER RESPONSIBLES

By default, every user has the right to edit only their own entries in the system. Users that have a responsibility role in a matter also have the right to edit the matter information and entries.

- The Owner of the matter is typically a partner, who is responsible for the overall success of the matter. Owners can also have an operational role in the matter.
- The Responsible is a lawyer who practically is responsible for carrying out tasks associated with the matter.
- The Assistant is a user, for example an assisting lawyer, to whom you also want to give rights to edit the matter information. By default, the assistant does not have right to edit user rights related to the matter (add/remove team members, specify a user group getting permission to the matter, close an

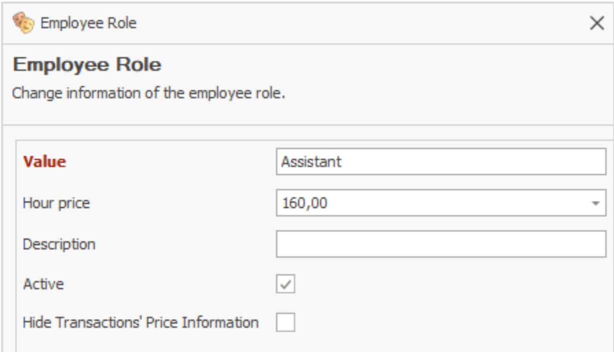
insider matter or edit insider matters or matter requests). If you want the matter assistants to have the right to manage user rights of the matter, you can activate the **"The assistant can make changes in the matter's user rights"** parameter in the business unit parameters.

- The Invoicing Contact is the user that the customer can contact if having any questions regarding the invoicing. The invoicing contact's name is displayed on invoices.

Thus, to each matter you can define four normal users that have rights to edit all entries registered on the matter as well as the matter information.

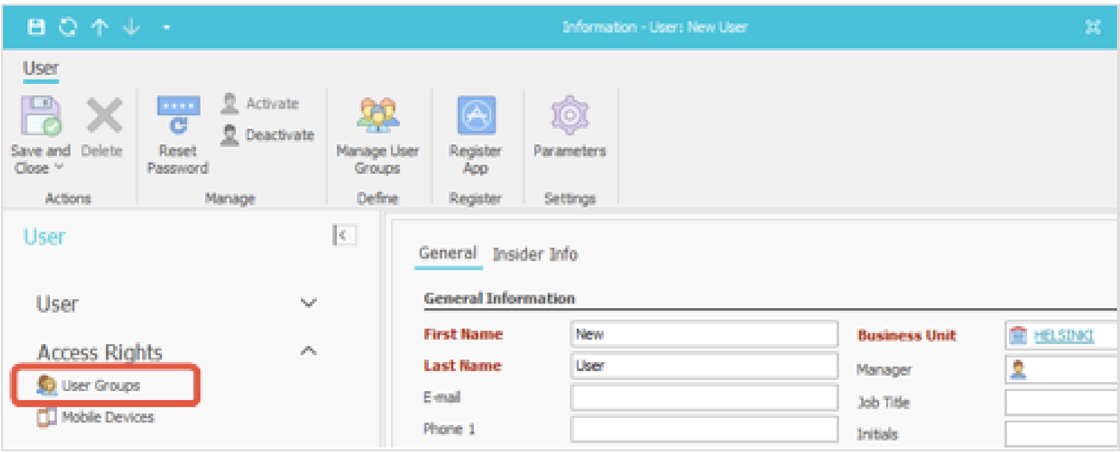
7 HIDING PRICING INFORMATION FROM EMPLOYEE ROLES

Price information of transactions can be hidden from specific employee roles in the Settings (> User Settings > Employee Roles) by checking the "Hide Transaction's Price Information" checkbox and selecting OK. Once done, users with that employee role won't be able to see transaction price information in the Transaction or Matter window.



8 SETTING USER GROUP BASED RIGHTS

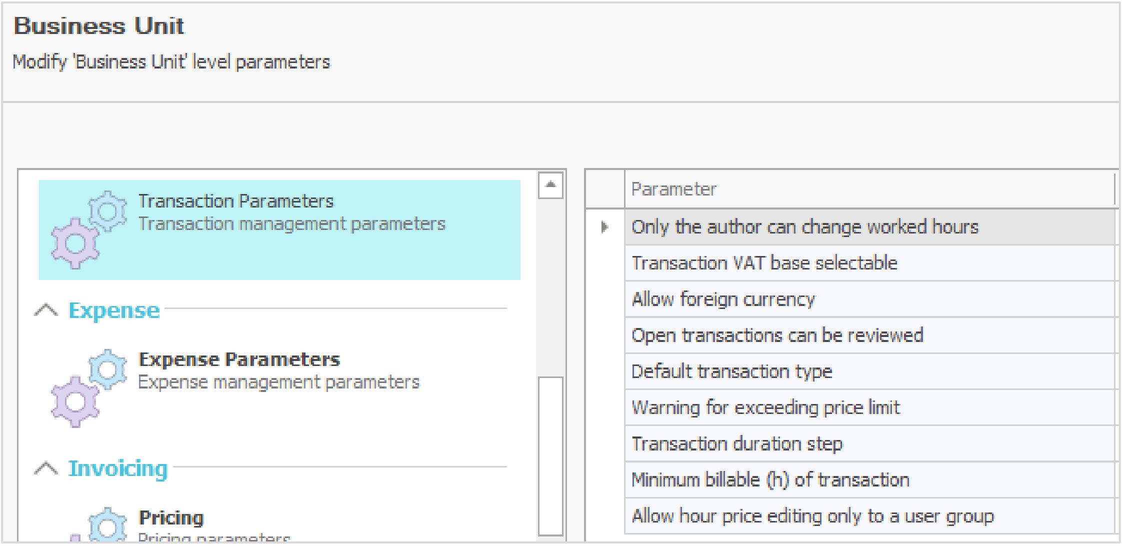
User groups can be defined e.g. based on different roles within the company. In the user information (Settings > Users) which you find the User Group folder, you can define to which user groups a user belongs. A user can belong to multiple user groups or even all of them.



Business unit level parameters

In the business unit parameters, the following user group based parameters are available to manage user rights.

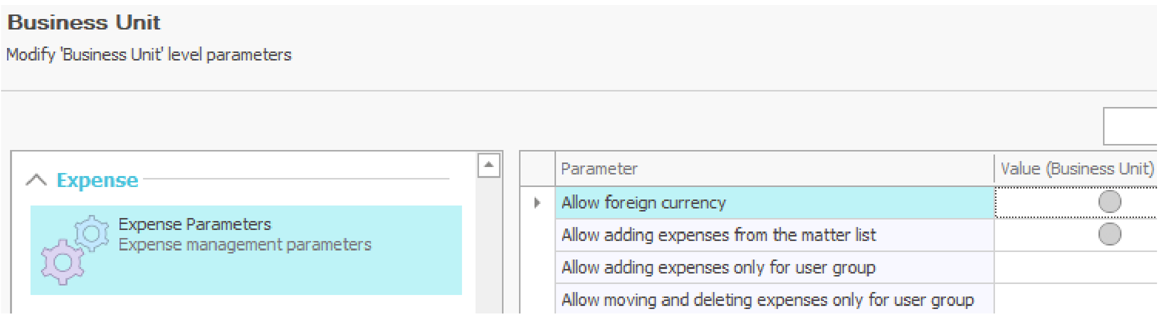
Transaction parameters



Only the author can change worked hours: Activate this parameter to ensure that only the author of the transaction (and power users) is allowed to change the worked hours.

Allow hour price editing only to a user group: Only users that belong to this user group are allowed to edit the transaction price in the Hour Price field. However, the four responsible persons for the matter as well as power users are always allowed to edit the hour price. This parameter is also available at the system level.

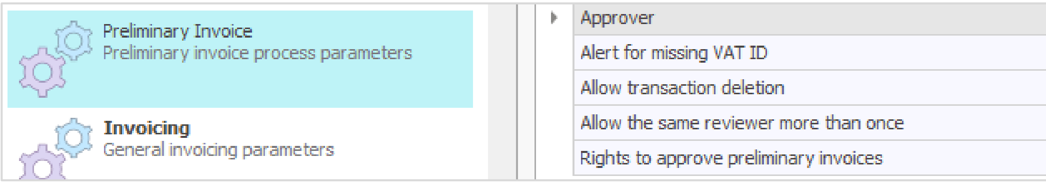
Expense parameters



Allow adding expenses only for user group: Only power users and users that belong to the user group are allowed to add, edit, and delete expenses from the software.

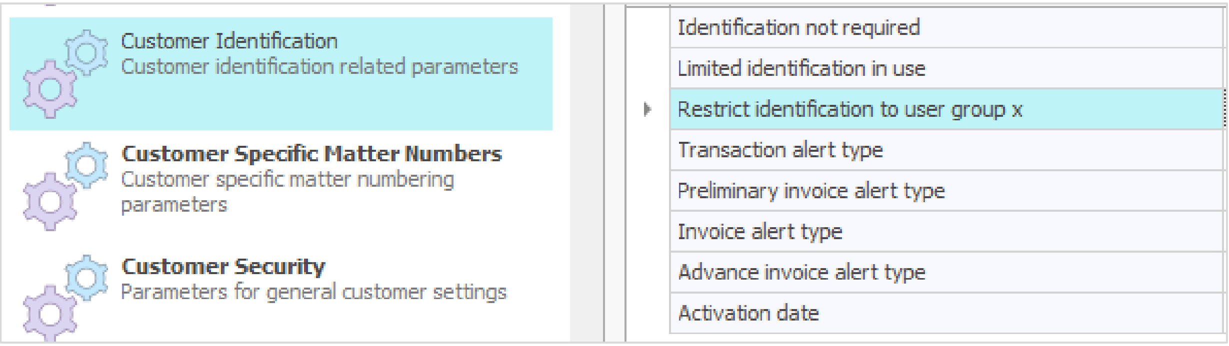
Allow moving and deleting expenses only for user group: Only power users and users that belong to the user group defined in the parameter can move and delete expenses.

Preliminary invoice



Rights to approve preliminary invoices: Only power users and members of the user group are allowed to approve preliminary invoices.

Customer identification

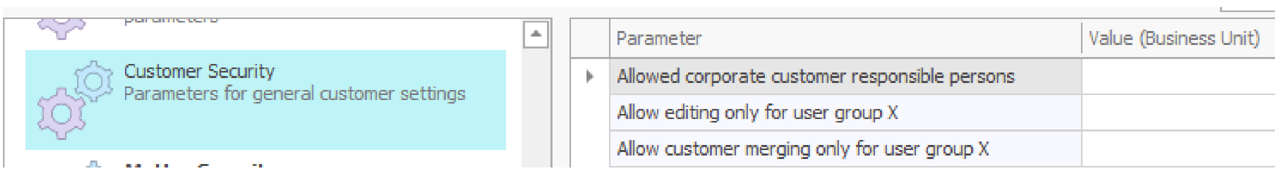


Restrict identification to user group x: The rights for customer identification are controlled in different ways based on the situation and the function. No rights are controlled when a new customer identification is created automatically in the process of opening a matter / adding a party that needs to be identified.

User groups having rights to different identification functions are listed below:

- **Right to start an identification manually through the Check identification function:** Power users, matter responsible users and users belonging to the defined user group.
- **Right to add/edit information in an existing identification:** Power users, the identification responsible and the user belonging to the defined user group. The customer responsible is automatically the responsible person for the identification.
- **Right to use the 'Attach to Existing Identification" function:** Power users, the identification responsible person and the user belonging to the defined user group. The customer responsible is automatically the responsible person for the identification.
- **Right to use the 'Mark as Reviewed' function:** Power users, the matters responsible users and members of the defined user group.

Customer security

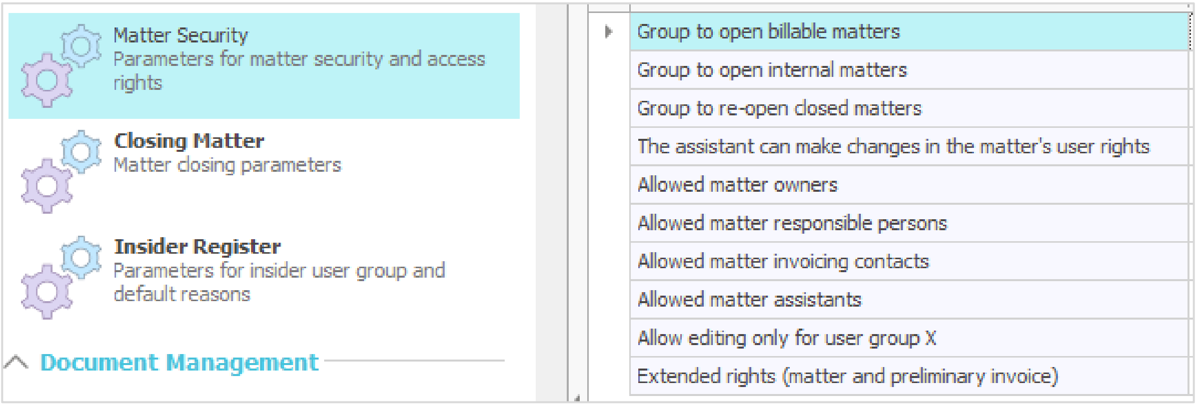


Allowed corporate customer responsible persons: Only users belonging to the defined user group can be set as customer responsible for corporate customers. The parameter doesn't affect private persons.

Allow editing only for user group X: Only power users and users belonging to the defined user group can edit customer information. It doesn't matter which business unit the customer belongs to since the user group members are checked from the user information.

Allow customer merging only for user group X: Only power users and users belonging to the defined user group can merge customers.

Matter security



Group to open billable matters: Only power users and users belonging to the defined user group can open new billable matters. If the parameter 'Allow editing only for user group x' is in use, the same user group needs to be defined here.

Group to open internal matters: Only power users and users belonging to the defined user group can open new internal matters.

Group to re-open closed matters: Only power users and users belonging to the defined user group can re-open closed matters.

Allowed matter owners/responsible persons/invoicing contacts/assistants: Only users belonging to the defined user group can be selected to the chosen responsibility role on the matter.

Allow editing only for user group x: Only power users, matter responsible users and users belonging to the defined user group are allowed to edit matter information. It doesn't matter which business unit the matter belongs to, since the user group member information is defined on the user level. If the parameter 'Group to open billable matters' is in use, the user needs to be a member of both user groups. If the parameter is undefined, all users can open new billable matters.

The right to edit matters applies also to internal matters. Users with the right to edit matters can edit most of the matter information. However, only power users and matter responsibles can change the responsibility persons (owner, responsible, invoicing contact, and assistant) for the matter.

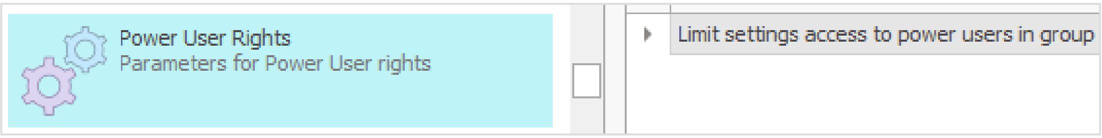
Extended rights (matter and preliminary invoice): Users belonging to the defined user group get the right to edit matters and preliminary invoices even when they are not in a responsibility role on the matter nor power users. Usually, financial management assistants are members of this user group. To find out more about the rights that the parameter provides, see the table that explains the extended rights later on in this document.

System level parameters

User interface options

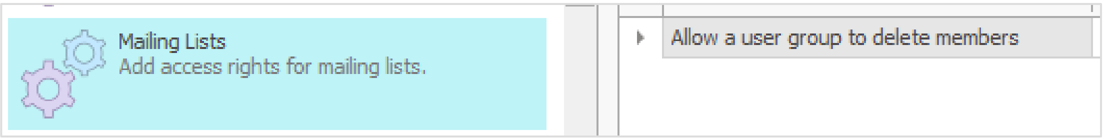
Excel export allowed only for user group: To restrict all users of being able to export for example customer information to excel, you can define a user group to this parameter after which only the members of the group, and power users, are allowed to export views to excel.

Power user rights



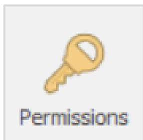
Limit settings access to power users in group: If you need to give power user rights to a group of users but do not want them to be able to access the settings, you can create a new user group for those users and define the user group here.

Mailing lists



Allow a user group to delete members: Here you can define a user group that are allowed to delete members from mailing lists regardless of what user has added the members to the list. Power users are allowed to delete members from mailing lists.

Permissions button



The Permissions button, available on the ribbon of matters, mailing lists and in the settings for reports, views, dashboards, and charts, enables setting user rights by user groups.

Matters

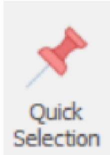
By selecting a matter and clicking on the Permission button, you can define which user groups should have access to the matter. In addition to the members of the user group, the power users, users with the responsibility role in the matter (owner, responsible, invoicing contact, assistant) and team members of the matter have access to the matter.

NOTE! For insider matters, there's a separate function to restrict their visibility.

Reports, views, dashboards, and charts

The Permissions button enables you to define which user groups should get access to views, reports, dashboards, and their charts. Power users always have access to all of them.

With the Quick Selection -button, that can be found in the Views and Reports folder in the Settings area, you can set reports and views as quick selections for a user group. Once done, the selected reports and views will be available for the user group members by clicking the buttons in the top bar.



NOTE! The user needs to have access to the Reporting area to be able to open it through quick selection. However, if the user only has access to the Quick Reports-folder in the reporting area and a financial report has been set as a quick selection report, the user can access the financial report through the quick selection even if the user hasn't access to the Financial Reports-folder. This function can therefore be used if a user group should not be able to see all financial reports but should have access to one of the reports.

In case a user has no access rights to the report or view in question, the user gets a notification when trying to open it. If a report or view is unpublished or deleted, the software will inform the user and ask if the view/report should be removed from the quick selections as well.

Mailing lists

The Permissions button can also be used to restrict access to different mailing lists, located in the Customers task area. By default, mailing lists appear to all users, but when a user group to have access to an individual mailing list is defined, the mailing list only appears to power users and members of the selected user group.

9 EXTENDING USERS RIGHTS

Extending rights of normal users

The Extended rights (matter and preliminary invoice) parameter, found in the business unit parameters, allows to extend rights of normal users without changing their user type to power user or giving the user a responsibility role on a matter.

Usually the users belonging to the financial team are added as members of the user group that has extended rights, since they need to be able to manage registrations of all users as well as to create preliminary invoices from all matters.

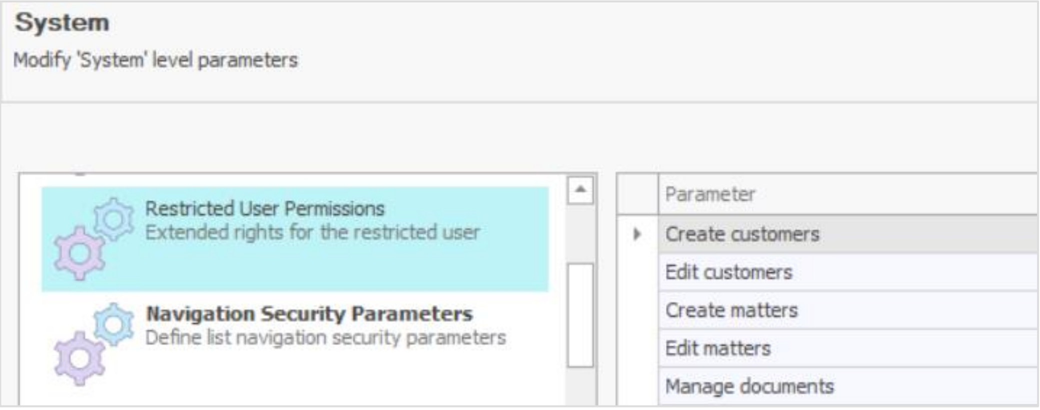
NOTE! Even though a user belongs to a user group with extended rights, the rights will not apply if a user group is set in the Matter Security parameters and the user doesn't belong to the user group. For example, a user with extended rights cannot open new billable matters if this function has been restricted to a certain user group that the user with the extended rights does not belong to.

The extended rights are described in the table below.

<table>
<tr><th>NORMAL USER</th><th>USER WITH EXTENDED RIGHTS</th></tr>
<tr><td colspan="2">Can see all matters.</td></tr>
<tr><td>Can edit all matter information when in a responsibility role. Can edit matter information, except for the responsibility roles, if not in a responsibility role.</td><td>Can edit all matter information, ever the responsibility roles, for all matters visible for the user.</td></tr>
<tr><td colspan="2">Can open a new matter and define him/herself or other users to the matter responsibility roles.</td></tr>
<tr><td colspan="2">Can open an internal matter.</td></tr>
<tr><td>Cannot mark a matter as insider.
Sees the insider matter that he/she is a team member in but cannot add user to the insider register.</td><td>Can mark a matter as insider, even when not being in a responsible role and can remove a matter from insider.
Sees the insider matters where he/she is a team member in. Can add users to the insider register but not delete them.</td></tr>
<tr><td>Can set permissions for matters where in a responsible role.</td><td>Can set permissions for matters, even for matter where not in a responsible role.</td></tr>
<tr><td colspan="2">Can add and delete notes from matters.</td></tr>
<tr><td colspan="2">Can add transactions to matters.</td></tr>
<tr><td>Can copy or move only own transactions.</td><td>Can copy or move all users’ transactions from matters.</td></tr>
<tr><td>Can only mark own transactions as non-billable/billable.</td><td>Can mark all users’ transactions as non-billable/billable.</td></tr>
<tr><td>Cannot edit multiple transactions.</td><td>Can edit multiple transactions, also transactions that are created by another user.</td></tr>
<tr><td>Can add expenses. Can mark own expenses as non-billable/billable and copy or move them.</td><td>Can add expenses, copy, and move them from one matter to another and mark them as non-billable/billable, even if the expenses are created by other users.</td></tr>
<tr><td>Can set and edit the phase for own transactions and expenses.</td><td>Can set and edit a phase for transactions and expenses also for other users’ entries.</td></tr>
<tr><td>Can create a preliminary invoice for matters where the user is either owner or responsible. And preview the preliminary invoice.</td><td>Can create preliminary invoices from all matters, even though the user isn’t in a responsible role.</td></tr>
<tr><td>Cannot skip other users review turn on preliminary invoices.</td><td>Can skip other users review turn on preliminary invoices.</td></tr>
<tr><td>Can approve preliminary invoices only when last to review the preliminary invoice.</td><td>Can approve all preliminary invoices.</td></tr>
<tr><td>Can reject preliminary invoices for matters where in a responsible role.</td><td>Can reject all preliminary invoices.</td></tr>
<tr><td colspan="2">Can preview preliminary invoices, even for matters that the user has no responsibility role in.</td></tr>
<tr><td>Can mark matters as non-billable/billable if in a responsibility role on the matter.</td><td>Can mark matters as non-billable/billable even if the user hasn’t a responsibility role in the matter.</td></tr>
<tr><td colspan="2">Can, in the workplace area, mark transactions or expenses as reviewed and restore them as unreviewed.</td></tr>
<tr><td>Can’t delete transactions/expenses from matters where not in a responsibility role.</td><td>Can delete transactions/expenses from matters even if the user isn’t in a responsibility role.</td></tr>
<tr><td colspan="2">Can delete a work time entry even though the user isn’t in any responsibility role on the matter.</td></tr>
<tr><td>Can’t edit the review steps for a preliminary invoice.</td><td>Can add and edit a preliminary invoice review steps if the matter is under the business unit that the user has extended rights for.</td></tr>
</table>

Extending rights of restricted users

Although the user rights of restricted users are very limited by default, a power user can broaden them in the system or business unit parameters. The restricted user can be granted the right to create and edit customers and matters as well as to manage documents.



If all the available parameters are activated and the restricted user has access to all folders in the Workplace area, the user can:

- Create new customers and edit information of existing customers
- Edit matters where the user has a responsibility role
- Register transactions and expenses for these matters and edit all the entry data except pricing
- Create new matters but only set their responsibility roles to themselves (not to other users)
- Register for themselves activities linked to the matter

NOTE! Even though a restricted user has been given wider rights with these parameters, all parameters defining user group specific rights will exceed them. For example, if a restricted user has been given the right to create matters but in the 'Group to open billable matters' parameter there is a user group defined, the restricted user cannot create new matters without being a member of that user group.