



# Client Data System® Security Management

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# Table of Contents

- Introduction..... 1
- Security Management Overview..... 1
  - Basic Security ..... 1
  - Security with Proxy Assignments ..... 1
- The Three Levels of Security..... 2
- Steps Required to Implement a Security Environment ..... 2
  - Creating a Simple Security Environment without Agents ..... 2
  - Creating a Security Environment with Agents Using the Proxy Feature..... 2
- Setting Up a Security Environment with Agents and Proxies ..... 2
  - Creating Users..... 2
- Setting up Security Preferences ..... 3
  - Assigning the Highest Security Level (Owner, Administrative Assistant, etc.) ..... 3
  - Assigning the Group and Lowest Security Levels ..... 4
- System Preferences ..... 5
- Customization Preferences..... 5
- Data Security Options ..... 6
- Data Access Preferences ..... 7
- Agents and Proxies ..... 7
  - Creating Agent Records ..... 7
  - Linking an Agent as a CDS User ..... 8
  - Agent Proxies ..... 8
  - To Make a User a Proxy for an Agent ..... 9
  - Assigning Contacts to Agents ..... 9
    - To Assign Contacts to Agents..... 9
- User Management Utilities ..... 10
  - Viewing all of the User Proxies Assigned in CDS ..... 10
  - Viewing the Assignment List..... 10
  - Synchronizing the Database Users and User Profile..... 10
    - Sample Flow Chart 1 ..... 11
    - Sample Flow Chart 2 ..... 12



# Introduction

Client Data System® (CDS) provides a powerful, flexible security system that enables the user to control access within the application in a variety of ways.

The CDS security features are used to grant access to Agency information based on an employee's job duties and responsibilities. This feature is useful in a network environment with multiple CDS users sharing a single database. Generally, there are two categories of users: Agent/Producer users who will access Agency information for only the contact records that are assigned to them, and non-Agent/Producer users who may have access to groups of contacts or the entire database to perform administrative duties.

Sample flow charts have been included to assist with setting up the security system in CDS. The examples used in the Security Management Overview section and in the flow charts reference the Demo database that is provided with the program.

## Security Management Overview

Before setting up the security preferences, you must understand the environment in which CDS resides in relation to your office. If, for example, you have an environment of three users, and want to delegate three levels of security, the task of assigning the different security levels is simple. If the task involves assigning contacts to several users, then the security scheme becomes more complex. Consider the following examples:

### Basic Security

- Dave is assigned the Highest security level with full access to all contact records and program fields.
- Ed is assigned the Group level of security to access all contact records, but not all program fields, such as the Security Information tab.
- Norma is assigned the Lowest security level, with restricted rights to contact records and program fields.
- See *Sample Flow Chart 1* on page 11.

### Security with Proxy Assignments

- Dave is assigned the Highest security level with full access to all contact records and program fields.
- Ed is assigned the Group level of security to act as a proxy to the Agent Mark.
- Mark is an Agent who is linked as a CDS user with the Lowest security level.
- See *Sample Flow Chart 2* on page 12.

In previous versions of CDS, security was implemented by assigning contacts to a group of users. It is now possible to assign contact records to multiple Agents. It is important to keep in mind that contact records can only be assigned to Agents/Producers who have been linked as a CDS user.

In this version of the program, Agents/Producers have assigned proxies who have access rights to the Agent's contact records.

A proxy is a person who is authorized to act for another. In CDS, a proxy is a user who has access to an Agent's contact records. Proxies do not need to be an Agent/Producer.

## The Three Levels of Security

In addition to security being implemented through the assignment of contact records to Agent/Producers, there are other types of rights that the administrator can enable for users. To implement the CDS security features correctly, you must understand the different levels of security.

**Highest:** Agency owners or office managers are usually assigned the **Highest** security level. Users with this level of security have all available rights in CDS.

**Group:** Sales Managers, Administrative Assistants and others, who must have access to several Agents' information, are usually assigned to this level of security. **Group** level users only have rights to the Group they belong to. There can be several groups in the system and each group can have multiple users. Users who are proxies for Agents are usually assigned this security level.

**Lowest:** Agents who are linked as CDS users are usually assigned to this security level. A user with the **Lowest** security level cannot view the data of any other users.

## Steps Required to Implement a Security Environment

### Creating a Simple Security Environment without Agents

1. Create the users.
2. Assign the security levels and preferences.

### Creating a Security Environment with Agents Using the Proxy Feature

1. Create the users.
2. Assign the security levels and preferences.
3. Create the Agent(s).
4. Link each Agent as a CDS user.
5. Assign the security levels and preferences. (For the most effective security scheme, Agents who are linked as CDS users should be given the **Lowest** security level).
6. Assign users as proxies for the Agent(s).
7. Assign the Contact(s) to the Agent(s).

## Setting Up a Security Environment with Agents and Proxies

The following pages outline the steps required to create a Security Environment with Agents using the Proxy Feature. You must have the **Access to User Management** and **Access Security Info Tab** options selected and be set to the **Highest** security level in the User Profile before performing the following steps.

### Creating Users

By default, CDS will assign the **Highest** security level to the first user created in a new database.

1. From the CDS desktop, select **User Management** from the expanded **Database** menu to display the Database Users list.
2. Click the **Add Record** button to open the User Profile Personal Information tab.
3. In the User Information section, select the appropriate Database (if you have more than one) and then enter the Login Name.
4. To change the default options, click the appropriate tab (e.g., **Contact Options** or **Security Information** tab).
5. Click the **OK** button to save the additions.

6. Click the **OK** button in the information dialog box to return to the User Profile list.
7. Log out and restart the program for the changes to the User Profile to take effect.

## Setting up Security Preferences

### Assigning the Highest Security Level (Owner, Administrative Assistant, etc.)

Security information can be set up for new and existing users at anytime. If an existing user, to designate your security level as **Highest**, perform the following:

1. From the CDS desktop, select **Modify Current User's Profile** from the expanded **Database** menu, and then select the **Security Information** tab.
2. Select **Highest** from the Security Level drop-down list.
3. Select all of the items in the System, Customizations, Data Security Options, and Data Access sections. (The **SQL Command in Dynamic Reports** option should only be enabled if the user has a working knowledge of SQL.)

The screenshot shows the 'User Profile' dialog box with the 'Security Information' tab selected. The 'Security Level' is set to 'Highest'. All options in the 'System', 'Customizations', 'Data Security Options', and 'Data Access' sections are checked.

Section	Option	Status
System	Security Level	Highest
	Create New Database	Checked
	Delete Database	Checked
	Access to User Management	Checked
Customizations	Field Choices	Checked
	Button	Checked
	Field Help	Checked
	Field Attributes	Checked
Data Security Options	SQL Command in Dynamic Reports	Checked
	Import/Export Functions	Checked
	Dump/Load Functions	Checked
	Mass Modify	Checked
	CTM Admin	Checked
	Mass Delete	Checked
	Access Global List	Checked
	Read Things Done	Checked
	CDS Administrator	Checked
	Secure Fields	Unchecked
Mass Merge for Duplicates	Unchecked	
Data Access	Contact	Delete: Checked, ReadOnly: Checked, Add: Checked, Modify: Checked, Run Report: Checked
	Agent	Delete: Checked, ReadOnly: Checked, Add: Checked, Modify: Checked, Run Report: Checked
	Business	Delete: Checked, ReadOnly: Checked, Add: Checked, Modify: Checked, Run Report: Checked
	Policy	Delete: Checked, ReadOnly: Checked, Add: Checked, Modify: Checked, Run Report: Checked
	Pending Case Mgt.	Delete: Checked, ReadOnly: Checked, Add: Checked, Modify: Checked, Run Report: Checked
	Investment	Delete: Checked, ReadOnly: Checked, Add: Checked, Modify: Checked, Run Report: Checked
	SmartPad	Delete: Checked, ReadOnly: Checked, Add: Checked, Modify: Checked, Run Report: Checked
	Dynamic Report	Delete: Checked, ReadOnly: Checked, Add: Checked, Modify: Checked, Run Report: Checked

## Assigning the Group and Lowest Security Levels

1. From the CDS desktop, select **User Management** from the expanded **Database** menu to display the Database Users list.
2. Select the user for modification and then click the **Modify** button to display the User Profile Personal Information tab.
3. Select the **Security Information** tab.
4. Select either **Group** or **Lowest** from the Security Level drop-down list.
5. Assign the System, Customizations, Data Security Options, and Data Access preferences for the user in the corresponding sections. See the example below for setting up the **Lowest** security level. The preferences that are selected define which fields the user will be able to access in CDS. The user will not be able to access the fields that are not selected.

**User Profile**

Proxy List | Things Done | Misc. Information

Personal Information | **Security Information** | Contact Options | Activity Options | Policy/Investment

**System**

Security Level: **Lowest**

Create New Database

Delete Database

Access to User Management

Access Security Info Tab

**Data Security Options**

SQL Command in Dynamic Reports

Import/Export Functions

Dump/Load Functions

Mass Modify

CTM Admin

Mass Delete

Access Global List

Read Things Done

Secure Fields

Mass Merge for Duplicates

CDS Administrator

Mobile Merge - Sets Only

PDA Options: **E-Z Mobile - Palm**

**Customizations**

Field Choices

Button

Field Help

Field Attributes

Spreadsheet (Global)

Spreadsheet (User Specific)

Window Position (Global)

Window Position (User Specific)

Header Footer Selection

**Data Access**

	Delete	ReadOnly	Add	Modify	Run Report
Contact	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Agent	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Business	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Policy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pending Case Mgt.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Investment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SmartPad	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dynamic Report	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

OK Cancel Help

6. Clear the **Access to User Management** option to restrict users from accessing the Proxy List information.
7. Clear the **Access Security Info Tab** option to restrict users from accessing the Security Information tab.



## System Preferences

- **Security Level:** The security level can be selected as Highest, Group, or Lowest from the drop-down menu for the user.
- **Create Database:** Selecting this option will enable the user to create a new database. The new database can be created by selecting **Create New Database** from the expanded **Database** menu from the CDS desktop.
- **Delete Database:** Selecting this option will enable the user to delete an existing database. The database can be deleted by selecting **Delete Database** from the expanded **Database** menu from the CDS desktop.
- **Access to User Management:** Selecting this option will enable the user to access User Management features. The User Management features can be accessed by selecting **User Management** from the expanded **Database** menu from the CDS desktop.
- **Access Security Info Tab:** Selecting this option will enable the user to access user security settings. The security settings can be accessed by selecting the **Security Information** tab from the **User Profile**. Enable this option **ONLY** if the selected user should be able to change the security settings for themselves and other users.

## Customization Preferences

- **Field Choices:** Selecting this option will enable the user to add choices, and modify or delete the choices that are available for the active field. The Choice Options dialog box can be accessed from the **Tools** menu. A drop-down list displays in the fields where choices are available.
- **Button:** Selecting this option will enable the Toolbar menu for the user to add, modify, delete, and record macros for buttons. Buttons can only be added, modified, or deleted on the right side of the toolbar.
- **Field Help:** Selecting this option will enable the user to modify the help messages that are displayed at the bottom of the window for each field. Select the **Field Help** option from the expanded **Tools** menu to change the message.
- **Field Attributes:** Selecting this option will enable the user to change the attributes for data fields. Field Attributes include the Field Prompt, DB Column Name (read-only), and the Unique Field ID. The **Field Attribute** option can be selected from the expanded **Tools** menu to open the Field Attributes dialog box.
- **Spreadsheet (Global):** Selecting this option will enable the user to customize the layout of spreadsheets with the option of saving the changes so that they apply to the specific user only or to all users. The Customize Layout button on the spreadsheet can be used to change the layout. The Spreadsheet (User Specific) option is disabled when this option is selected.
- **Spreadsheet (User Specific):** Selecting this option will enable the user to customize the layout of spreadsheets, but the changes that are saved will only apply to the specific user. The Customize Layout button on the spreadsheet can be used to change the layout. This option is disabled when the Spreadsheet (Global) option is selected.
- **Window Position (Global):** Selecting this option will enable the user to save the changes to the window's position and size and apply the changes so that the specific user or all users are affected. After a window has been moved or resized, the **Save Window Position/Size** command on the Window menu can be used to save the changes. The Window Position (User Specific) option is disabled when this option is selected.

- **Window Position (User Specific):** Selecting this option will enable the user to save changes to the window's position and size, but the changes will only apply to the specific user. After a window has been moved or resized, the **Save Window Position/Size** command from the expanded **Window** menu can be used to save the changes. This option is disabled when the Window Position (Global) option is selected.
- **Header Footer Selection:** Selecting this option will enable the header/footer selection for the user. The header and footer can be added, modified, and deleted by selecting **Header Footer Maintenance** from the expanded **Tools** menu from the CDS desktop.

## Data Security Options

- **SQL Command in Dynamic Reports:** Selecting this option will enable the user to access the SQL Command button while creating Dynamic Reports. The **SQL Command** button is found on the Report Package Description dialog box. Using SQL Commands in Dynamic Reports requires advanced knowledge of SQL.
- **Import/Export Functions:** Selecting this option will enable the Import/Export function for the user. The Import/Export structure can be added, modified, and deleted from the Import/Export Definitions dialog box that can be accessed by selecting **Utilities** from the expanded **Database** menu and then selecting **Import/Export** from the expanded list.
- **Dump/Load Functions:** Selecting this option will enable the Dump/Load function for the user.
- **Mass Modify/Delete:** Selecting this option will enable the user to modify all or selected data in a column, or remove all or selected records from the database. The data in a column of a spreadsheet can be mass modified using the **Mass Modify** button. Multiple records can be deleted from the spreadsheet by tagging them and then clicking the **Delete** button. Because these functions have the capability of affecting every Contact record, these options should be selected only for the primary user.
- **Access Global List:** Selecting this option will enable access to the Global List for the selected user. From the CDS desktop, select **Utilities** from the expanded **Database** menu and then select **Global List** from the expanded list.
- **Read Things Done:** Selecting this option will enable the user to read the Things Done information. From the CDS desktop, this information can be accessed by selecting the **Things Done Report** option from the expanded **Reports** menu.
- **CTM Admin:** Selecting this option will designate the user as the CTM Admin. If this option is enabled, the user will be able to access the Commission Tracking module. The Commissions tab is displayed for the Product, Policy, and Agent modules.
- **Secure Fields:** Selecting this option will enable the secure fields. The fields that will be secured are Contact SS#, Drivers Lic.#, Maiden Name, and Business TaxID.
- **Mass Merge for Duplicates:** Selecting this option enables the user to find the duplicate Contact records in the database and merge them. From the CDS desktop, the duplicate contact records can be found and merged by selecting **Potential Duplicate Reports** from the expanded **Reports** menu.
- **CDS Administrator:** Selecting this option will designate the user as a CDS Administrator. If this option is enabled, the user will be able to access and modify the settings for the database with the CDS Administrator utility. The user will be able to reset the user's password, modify the module preferences, and reload deleted contact records.

- **Mobile Merge – Sets Only:** Selecting this option will enable the user to copy the database to the mobile computer using Sets. This is useful because it permits the copying of selected data instead of an entire database.
- **WFM at Logon:** Selecting this option enables access to WFM at logon.
- **PDA Options:** Select the appropriate PDA Option (E-Z Mobile – Palm, or E-Z Mobile - Pocket PC) from the corresponding drop-down list.

## Data Access Preferences

The Data Access section controls the amount of data manipulation that the user can perform in critical areas of the program. The Delete function implies that the user will have full control over the related category of data. When the check mark in the Delete column for a category is cleared, the remaining functions can be controlled individually.

For example, if the Delete option is selected for Contact, the user will have full control on the contact records and he/she will be able to add, modify, or delete contacts and run reports for the contact.

The user can be given limited rights by clearing the check mark in the Delete column and selecting the appropriate options.

## Agents and Proxies

The relationship between Agent and Proxy is especially useful when the Agent wants to delegate the management of their contact records to someone else in their absence. This relationship is also useful in a security structure where users are assigned groups of contact records. The Agent can be assigned a group of contact records, and in turn, users can be assigned as proxies to an Agent. To give a CDS user access to an Agent's contact records, make that user a proxy for the Agent. Only users with the Group or Highest security levels can be proxies for agents. Proxy designations override security levels.

## Creating Agent Records

1. From the CDS desktop, select **Agents/Producers** from the expanded **File** menu; or, click the **Agents/Producers** button to open the Find Agent/Broker/Producer Information dialog box.
2. Click the **OK** button to open the Agent/Broker/Producer Information Summary.
3. Click the **Add Record** button; or, select **Add** from the expanded **Record** menu to display the Agent/Broker/Producer Information tab.
4. Enter the Agent/Broker/Producer information.
5. Click the **Save** button to add the record to the list of Agents/Brokers/Producers.

## Linking an Agent as a CDS User

Agents can log into CDS only if they have been linked as a CDS user. Once linked, the Agents can be assigned a proxy and use all of the CDS functions available, including the SmartPad, Form Letters, Faxes, etc.

1. From the CDS desktop, select **User Management** from the expanded **Database** menu to display the Database Users list.
2. To modify an existing user, select the record, click the **Modify** button, and then proceed to Step 5.
3. To add a new Database User, click the **Add Record** button.
4. From the Personal Information tab, enter the **Login Name** (usually the first name) of the employee.

User Information		Assistants/Associates	
Database	DEMO	Assistant-1	<input type="text"/>
Login Name	DEMO	Assistant-2	<input type="text"/>
Linked Contact		Assistant-3	<input type="text"/>
Linked Agent/Producer	Odell, Daniel	Assistant-4	<input type="text"/>
Status	Active	Assistant-5	<input type="text"/>
Last Logged In	12/12/2007		

5. Click the **Linked Agent/Producer** field button to open the Find Agent/Broker/Producer Information dialog box.
6. Click the **OK** button to display the complete list of Agents.
7. Select the Agent and then click the **OK, Select** button to link the record.
8. Click the **OK** button to link the Agent as a CDS user.

## Agent Proxies

If an Agent wants to delegate the management of their records to someone else in their absence, a user can be assigned as a proxy to the Agent. Remember, only users with the Group or Highest security levels can be proxies for Agents. The User Profile for the Agent must display the Linked Agent/Producer name.

User Information	
Database	DEMO
Login Name	DEMO
Linked Contact	
Linked Agent/Producer	Odell, Daniel
Status	Active
Last Logged In	12/12/2007

## To Make a User a Proxy for an Agent

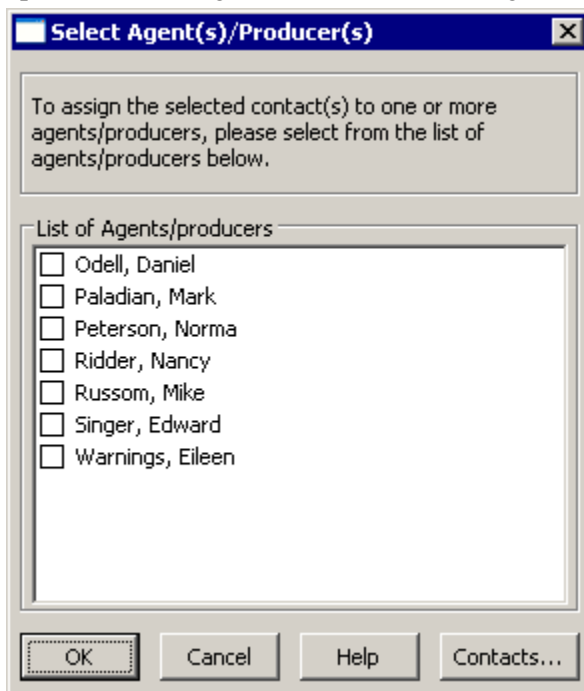
1. From the CDS desktop, select **User Management Utilities** from the expanded **Database** menu, and then select **Create Proxy for a User** from the expanded list.
2. From the List of Users dialog box, select the user who will be the proxy and then click the **OK** button. If a user with the Lowest security level is selected, the list will close, but the user will not be assigned as a proxy.
3. In the Select Agent(s)/Producer(s) dialog box, select the agent(s) for whom the user will be the proxy and then click the **OK** button. The user will be added to the Proxy List.

## Assigning Contacts to Agents

In a work environment that includes hundreds of contacts, the task of keeping track of individual contact records can be very time consuming. By assigning contacts to Agents, you can distribute the workload of tracking contact information, and at the same time, maintain the security and integrity of your data. CDS enables the flexibility of assigning contacts to Agents. One or more contacts can be assigned to an Agent or a group of Agents. Contact records that are not assigned to an Agent can be viewed by all users.

### To Assign Contacts to Agents

1. From the CDS desktop, click the **Contact** button; or, select **Contact** from the expanded **File** menu to open the Find Contact Information dialog box.
2. Click the **OK** button to display the complete list of Contacts.
3. Select a record and then click the **Personal** tab.
4. Select the **Assign Contact to a User Agent/Producer** option from the expanded **Record** menu to open the Select Agent(s)/Producer(s) dialog box.



5. Select the Agent or Agents to assign the contact to. To assign more than one contact, click the **Contacts** button and then search for the contacts by Set, Filter, or individually.

## User Management Utilities

User Management Utilities are accessed from the CDS desktop **Database** menu.

### Viewing all of the User Proxies Assigned in CDS

The User Proxy Table contains an entry for each user who can access records assigned to an Agent.

1. From the CDS desktop, select **User Management Utilities** from the expanded **Database** menu, and then select the **Show Proxy List** option.
2. Click the **OK** button in the Find User Proxy Table dialog box to display the complete User Proxy Table list.

### Viewing the Assignment List

Use this list to view which contact is assigned to a particular Agent.

1. From the CDS desktop, select **User Management Utilities** from the expanded **Database** menu and then select the **Show Assignment List** option.
2. Click the **OK** button in the Find Contact Assignment Table dialog box to display the complete Contact Assignment Table list.

### Synchronizing the Database Users and User Profile

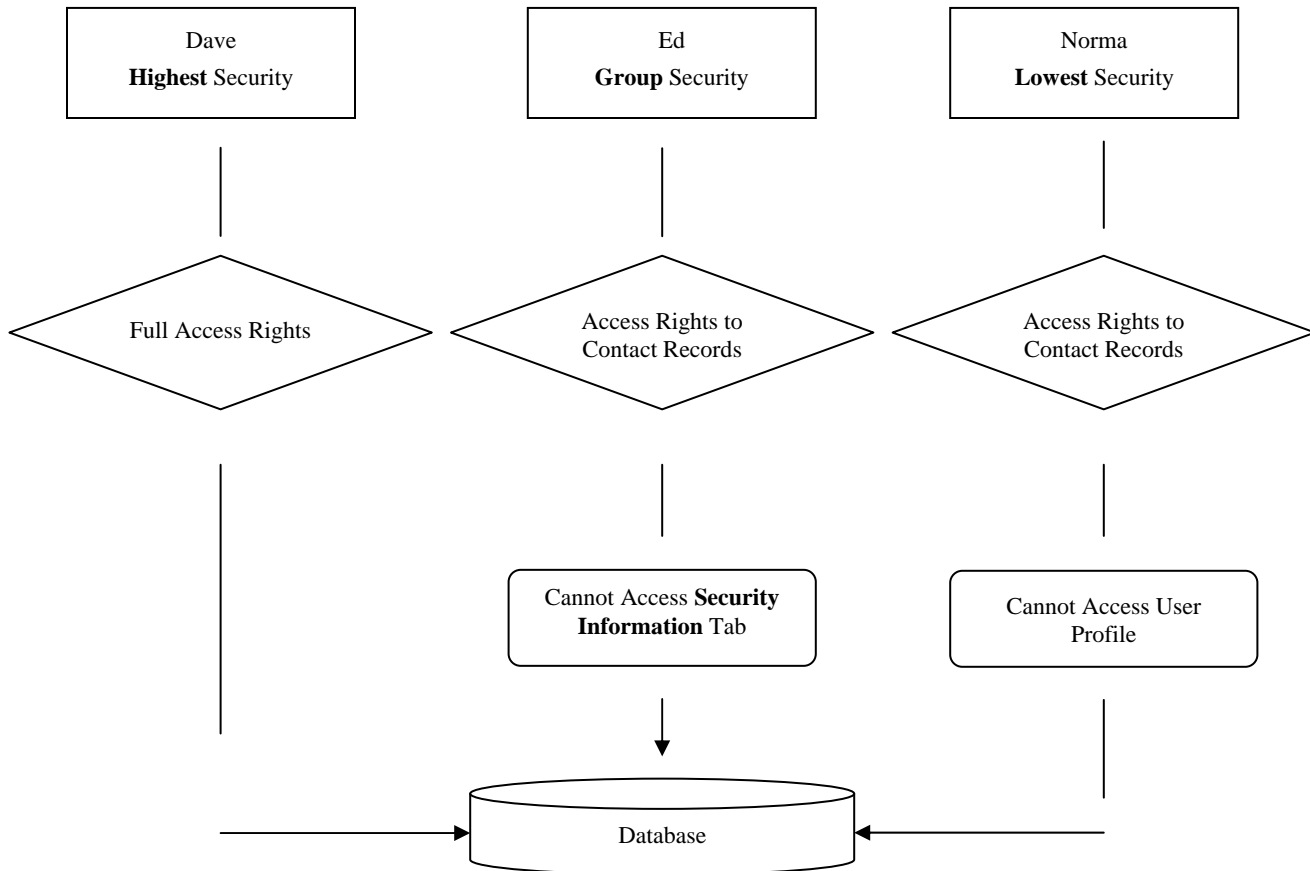
CDS can automate the process of assigning users to Agents/Producers. This tool is useful in a multi-user environment, where there are several users assigned to several Agents/Producers.

1. From the CDS desktop, select **User Management Utilities** from the expanded **Database** menu, and then select the **Synchronize Database Users and User Profile** option from the expanded list. CDS begins the synchronization process, enabling the selection of Agent/Producer records to be accessed by the indicated user. Users with the Highest security level are able to access all of the Agents/Producers data.
2. Once the process is complete, a dialog box will indicate that the User Profile and Database Users are synchronized. Click the **OK** button to return to the CDS desktop.

# Sample Flow Chart 1

## Demo Database

### Security Structure (Simple View)



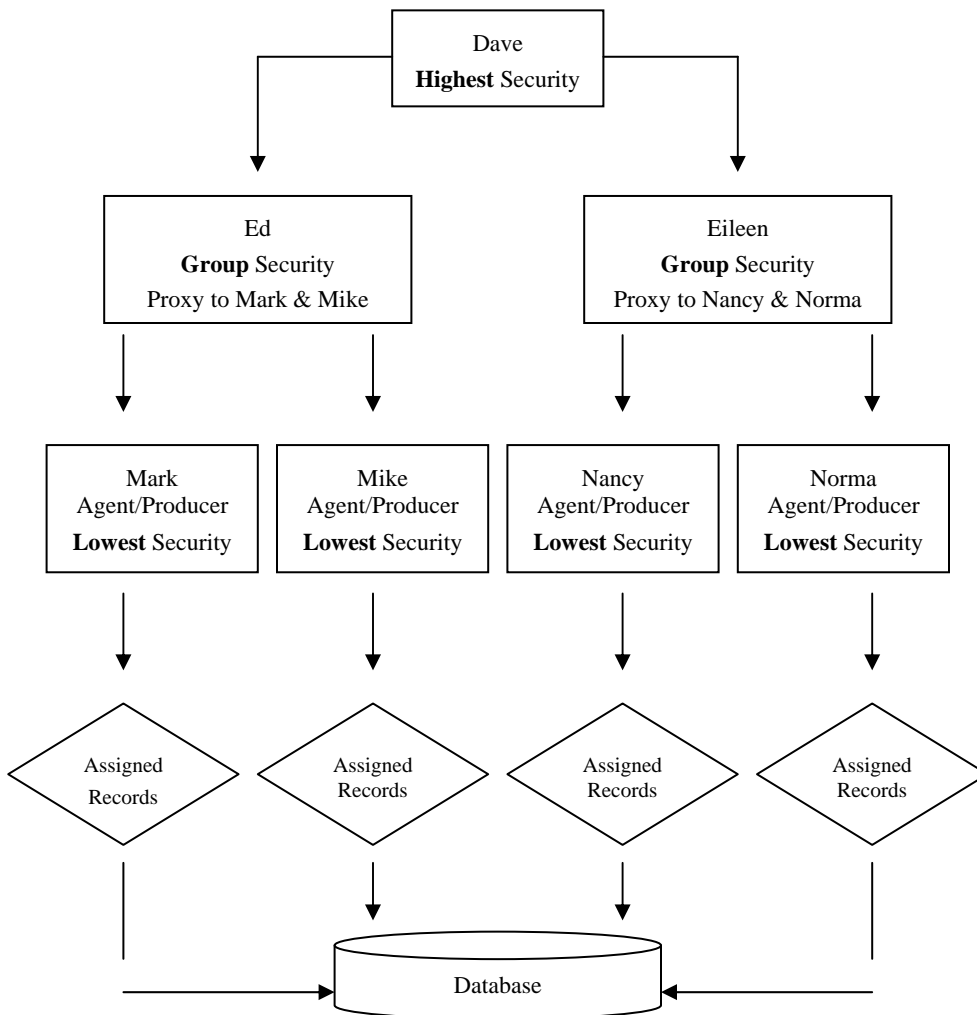
In the example above, the security feature is set up in its most simplistic form. The **Highest** security level has full access rights to the database. The **Group** security level can access all contact information, but not modify certain fields within the program. The **Lowest** security level can access all contact information, but not the User Profile.

Ed and Norma's limitations to the Security Information tab and User Profile are controlled by security settings in the User Profile.

## Sample Flow Chart 2

### Demo Database

### Security Structure (Proxy View)



This is an example of a security structure that uses proxies. Dave can view all of the contact records and system fields, because he has the **Highest** security level. Ed and Eileen have **Group** level securities. Ed is a proxy to Mark and Mike. Eileen is a proxy to Nancy and Norma. Mark, Mike, Nancy, and Norma are Agents/Producers that are assigned the **Lowest** security level. Mark, Mike, Nancy, and Norma have certain contact records assigned to each of them and cannot view contacts that are not assigned to them, unless the contacts are not assigned to Agents. Ed cannot view the contact records that are assigned to Eileen, and vice versa. All users, regardless of their level of security can view all contacts not assigned to agents.