

# Auditor User Guide



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## Step 1: Adding a new client

Once you've logged in, select 'Add New Client' from the Quick Links section.



**Company Name** – This is the legal entity / registered company name of your client.

**Signer Information** – This signer information must match the financial institution's information on file of your client.

**Signer Email** – This must be the email of the authorized signer. Authorization cannot be delegated to another party.

**Client Registration** – We suggest that you only provide access to the client if it's requested.

Step 1: Add a Client Profile [close](#)

### Company Information

Company Name \*  WebSite

### Authorized Signer Information

Signer Job Title \*

First Name \*  Last Name \*

Address 1 \*

Address 2

located inside the United States

City \*  State \*  Zip Code \*

Signer Email \*  Re-Type Signer Email \*

Phone \*  Ext.  Fax

Language

Mobile Country Code

Mobile Phone

### Client Signer Options

Send registration to client  
Clients can enter account information, issue a Client Authorization proactively, and check the status of their requests. Clients cannot view completed confirmations.

Multi Factor Client Authorization  
This additional security offering requires the client signer to authenticate with an SMS message during the signing process.

\* Denotes required field [Privacy Statement](#)

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## Step 2: Add accounts – choosing the request type

Once you've created your client's profile, select 'add' from the 'Accounts' section.

The screenshot displays a five-step process for adding accounts to a client profile. The 'ACCOUNTS' section (STEP 2) is highlighted with an orange border. It contains a table of account types and their counts, along with 'add' and 'view all' buttons. The 'CLIENT AUTHORIZATION' section (STEP 3) shows 'Received (0)' and 'Pending (0)' counts, with 'request' and 'view log' buttons. The 'INITIATE' section (STEP 4) contains a text box: [ Request a client authorization to initiate confirmations. ]. The 'CONFIRMATION STATUSES' section shows counts for Pending (0), Completed (0), Need More Info (0), Denied (0), and Future Dated (0). The 'DOWNLOAD' section (STEP 5) contains a text box: [ Once completed, confirmations can be downloaded ].

Account Type	Count
Financial	1
Accounts Receivable	0
Accounts Payable	0
Employee Benefits	0
Legal	0

Status	Count
Pending	0
Completed	0
Need More Info	0
Denied	0
Future Dated	0






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## Step 2: Add accounts – choosing the request type

To send bank confirmations, select the 'Financial' confirmation type.

- 1 Choose Type
- 2 Select Responder
- 3 Add Account
- 4 Review

Select the type of confirmation you would like to create:

-  **Financial**  
Choose this for bank confirmations or similar. Examples include Asset confirmations, liability confirmations, and other instruments held by financial institutions.
-  **Accounts Receivable**  
Choose this for Accounts Receivable confirmations.
-  **Accounts Payable**  
Choose this for Accounts Payable confirmations.
-  **Employee Benefits**  
Choose this for Employee Benefits confirmations. Examples include 401k, 403b, ESOP, Health and other benefit types.
-  **Legal**  
Choose this for Legal confirmations.

close

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## Step 2: Add accounts – choosing the request type

Then, search for your responding financial institution. Once found, select the name.

The screenshot displays a user interface for adding accounts. On the left, a vertical list of steps is shown: 1 Choose Type, 2 Select Responder, 3 Add Account, and 4 Review. Step 2 is currently active. The main content area is titled 'Search and select a Financial responder:' and contains a search input field with the placeholder text 'Search' and an orange 'search' button. At the bottom right of the main area, there are three icons with labels: a green checkmark for 'In-Network', an orange envelope for 'Out-Of-Network', and a document icon for 'Paper'. A blue 'back' button is located at the bottom center of the interface.

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## Step 2: Add accounts – choosing the request type

Once you've selected a financial responder, make sure you read the 'Responder Instructions' issued by the financial institution and take note of the 'Accepted Forms.' Responders accept different form types.

**1** Choose Type

**2** Select Responder

**3** Add Account

**4** Review

Search and select a Financial responder:

Search  
capital

27 results found.

Review the selected responder details below and select next to continue:

Capital Bank & Trust  
1400 2nd Ave. South,  
Nashville, TN 37203  
United States  
FDIC: 1234

Responder Instructions:

*This is where the bank can insert special instructions.*

Accepted Forms:

- Asset
- Liability
- Client Consolidated
- Derivative

In-Network Out-Of-Network Paper

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## Step 2: Add accounts – choosing the request type

### Individual forms

- An individual form confirms the details of a [single account](#).
- Common individual forms include:

Asset

Liability

Bond Issue

Contingent Liability

Derivatives

Escrow Account

Line of Credit

Money Market Fund

HUD Mortgage

Securities

Example Asset Form

The screenshot shows a web form titled "Example Asset Form". At the top, there is a section for "Authorized Signers" with a red asterisk and the text "(select up to 4)" and a "[ add new ]" link. Below this are two rows, each with a checkbox and a name: "Doe, Frank" and "Doe, Franklin".

Below the signers is a "Tax ID" field, which is an empty text box.

Next is the "Account ID" field, marked with a red asterisk and a "[ batch import ]" link. It is an empty text box.

Below that is the "Account Name" field, an empty text box.

Next is the "Currency" field, marked with a red asterisk. It is a dropdown menu currently showing "United States of America, Dollars - USD".

Below that is the "Balance" field, marked with a red asterisk. It is a text box with a "\$" symbol to its left.

Next is the "Interest" field, marked with a red asterisk. It is a text box with a "%" symbol to its right.

Finally, there is an "Account Description" field, which is a large empty text area.

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## Step 3: Requesting client authorization

Once you've added all your accounts, you must request client authorization from your client. Do this by clicking the 'request' button.

**CLIENT PROFILE** STEP ①

Company Name [modify]  
Med Health Advance

Lead Auditor [modify/share]  
Bartlett, Amber

Authorized Signers (1) [ show all ]  
Rogers, Chuck

add signer

**ACCOUNTS** STEP ②

Financial	1
Accounts Receivable	0
Accounts Payable	0
Employee Benefits	0
Legal	0

add view all

**CLIENT AUTHORIZATION** STEP ③

Received (0)  
[ no active client authorizations ]

Pending (0)  
[ no pending client authorizations ]

request view log

**INITIATE** STEP ④

[ Request a **client authorization** to **initiate** confirmations. ]

**CONFIRMATION STATUSES**

Pending	0
Completed	0
Need More Info	0
Denied	0
Future Dated	0

**DOWNLOAD** STEP ⑤

[ Once **completed**, confirmations can be **downloaded** ]



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## Step 3: Requesting client authorization

Your client will receive an email from Confirmation.com requesting their authorization for the financial institution to disclose information through Confirmation.com.

Your client will select the 'sign authorization' button to digitally sign the authorization.


The process takes less than 30 seconds to complete.

### Client Authorization

By providing the below Client Authorization, I am agreeing to Confirmation.com's User Agreement which allows my financial institutions, business partners, and auditors to process and receive confirmations through the Confirmation.com service.

#### Signature\*

Sign It Clear Client Authorization Process



cancel send

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## Step 4: Initiating your confirmations

Once you've received your client authorization, you can initiate your confirmations.

The screenshot displays a multi-step interface for initiating confirmations. The steps are:

- STEP 1: CLIENT PROFILE**
  - Company Name [modify]: Med Health Advance
  - Lead Auditor [modify/share]: Bartlett, Amber
  - Authorized Signers (1) [show all]: Rogers, Chuck
  - add signer
- STEP 2: ACCOUNTS**
  - Financial: 1
  - Accounts Receivable: 0
  - Accounts Payable: 0
  - Employee Benefits: 0
  - Legal: 0
  - add view all
- STEP 3: CLIENT AUTHORIZATION**
  - Received (1): Rogers, Chuck: 180 days remaining
  - Pending (0): [ no pending client authorizations ]
  - request view log
- STEP 4: INITIATE**
  - initiate confirmations
- CONFIRMATION STATUSES**
  - Pending: 0
  - Completed: 0
  - Need More Info: 0
  - Denied: 0
  - Future Dated: 0
- STEP 5: DOWNLOAD**
  - [ Once **completed**, confirmations can be **downloaded** ]

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## Step 4: Initiating your confirmations

Select your 'As of Date' – this is the balance sheet date of your audit.

You can also future date your confirmations up to 90 days out. Confirmation.com will hold them in a queue until the date indicated.

Choose As of Date and filter criteria then select search.




As of Date \*



<input type="checkbox"/> Responder ▲	Type	Account ID	Name	Form	Signers	Additions
[ Choose an As of Date to display available accounts. Note: Accounts previously initiated for the selected As of Date may not appear. ]						

General Questions for all Responders (optional)

\* Denotes required field


 In-Network  Out-Of-Network  Paper

[close](#) [next](#)

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## Step 4: Initiating your confirmations

Select which accounts/forms you wish to confirm.

<input checked="" type="checkbox"/> Responder▲	Type	Account ID	Name	Form	Signers	Additions
<input checked="" type="checkbox"/>  Capital Bank & Trust	Financial	05-03124	-	Asset	Bartlett, Amber	[ add ]

General Questions for all Responders (optional)

\* Denotes required field

 In-Network  Out-Of-Network  Paper


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## Step 4: Initiating your confirmations

Once you're ready to send your confirmations, your total fee is calculated. You will be asked to pay at this point via credit card (unless your office has a central credit card on account).

For more information on billing options, please contact Customer Support.

1 accounts selected.

Responders ▲	Type	Quantity	Price Per	Amount	
 Capital Bank & Trust	Financial	1	\$23.00 USD	\$23.00 USD	
<hr/>					
<b>Subtotal</b>		1		\$23.00 USD	
Sales Tax/VAT				\$0.00 USD	
<b>Total</b>		1		\$23.00 USD	

[Your Firm/Office has a default payment option on file.]

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## Step 5: Download your confirmations

When the financial institution completes your confirmations you'll receive a notification via email.

Log in, navigate to your client and click 'download confirmations' to download completed confirmations for your work papers.

The screenshot displays a multi-step process for downloading confirmations. The steps are:

- STEP 1: CLIENT PROFILE** - Shows 'Company Name [modify] Med Health Advance', 'Lead Auditor [modify/share] Bartlett, Amber', and 'Authorized Signers (1) [show all] Rogers, Chuck'. An 'add signer' button is at the bottom right.
- STEP 2: ACCOUNTS** - A table with columns for account type and count:

Financial	1
Accounts Receivable	0
Accounts Payable	0
Employee Benefits	0
Legal	0

'add' and 'view all' buttons are at the bottom.
- STEP 3: CLIENT AUTHORIZATION** - Shows 'Received (1) Rogers, Chuck: 180 days remaining' and 'Pending (0) [no pending client authorizations]'. 'request' and 'view log' buttons are at the bottom.
- STEP 4: INITIATE** - A single 'initiate confirmations' button.
- STEP 5: CONFIRMATION STATUSES** - A table with columns for status and count:

Pending	0
Completed	0
Need More Info	0
Denied	0
Future Dated	0
- STEP 6: DOWNLOAD** - A single 'download confirmations' button, which is highlighted with an orange border.

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Need more information?

## Recalling confirmations

Did you make a mistake? If you sent confirmations to financial institutions with an error, you can 'recall' them provided the financial institutions have not started work on their response.

[Watch how to recall a confirmation](#)

## Re-confirmations

Was the response not what you were expecting, or missing information? You can send a re-confirmation to the financial institution with a message attached explaining what information is incorrect or missing. The financial institution will prioritize responding to re-confirmations.

[Watch how to re-confirm](#)

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Need help?

## Contact Our Customer Support Team

<https://www.contact.confirmation.com/support>

+1 866-325-7201 (North America)

+1 615-844-6222 (Global)



**Thank you for using  
Confirmation.com**

