ASSIST
USER GUIDE

TENANT ADMIN

Accrets International
2021-09-17

Introduction

What is ASSIST?

ASSIST is a bookkeeping software that is meant for people like you and me.

Currently, many SMEs receive their documents in either digitized format or in hard copies. These include invoices that need to be paid on time or receipts that formed a big portion of expenses.

For business owners who want to do bookkeeping with less financial and staff costs, ASSIST is a document management AI system that allows replacing manual work with AI during data entry from financial documents.

Never lose your document again!

What is in the User Guide?

This User Guide has been written for the end user. This guide covers the ASSIST User Journey from end-to-end. We will explore all areas from the basics of logging into the system to sending your documents to your accounting software.

This User Guide is split into various chapters. These chapters are ordered as you progress through your journey with us.

Let us begin to get to know your personal digital assistant.

Contents

Getting Started

To get started with ASSIST contact us at Accrets International for your account.

Prerequisite:

You will need to provide the following to us:

- Company name
- Company email for receiving documents
- And at least one tenant admin:
    - Name
    - Email
    - Telephone Number

Signing up for the first time

1. You will receive an email notifying you of your account creation.

Subject: Welcome to ASSIST

Hello,

Welcome to ASSIST! Your Personal Document Assistant is ready to serve you. Please click on the link to activate your account and get access to the portal: Verify account

Your temporary credentials:
for.assist.demo@gmail.com
c896ee1e9f5203d04b05

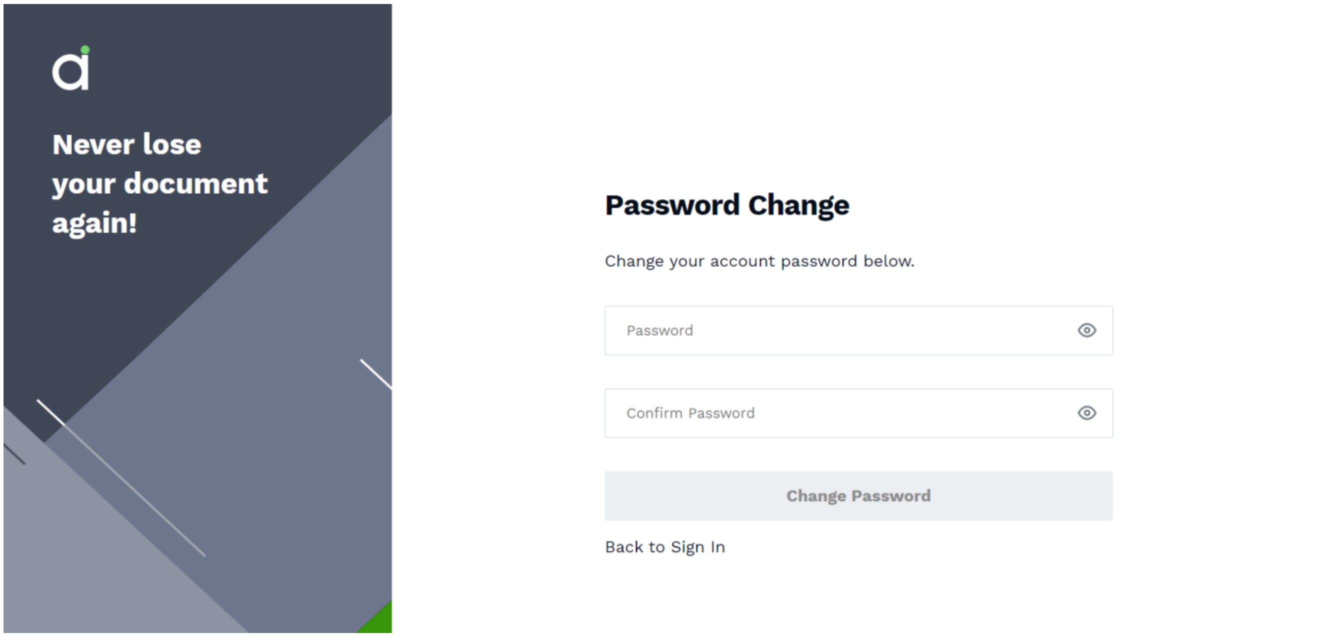
If you have already accepted your invitation, please click on this link to sign in:
https://app.assist.biz

Unique email for receiving the documents: assistguide@mail.assist.biz

Kind regards,
The ASSIST Team

2. Click on “Verify account” and you will be brought to a sign in page.
3. Enter your temporary credentials

4. You will be prompted for a password change.



Note that the password must meet the following criteria:

- At least 8 characters
- At least one UPPERCASE letter (A-Z)
- At least one lowercase letter (a-z)
- At least one number (0-9)
- At least one special character (! ” # $ % & ' () * + , - . / : ; < = > ? @ [\ ] ^ _ ` { | } ~)

5. After you change your password, sign in again and you will be brought to your company page.

Congratulations, you have completed the first step of knowing your personal digital assistant.

Signing up as an existing user

If you are an existing user of other services under Accrets, you will receive a welcome email slightly different from the previous section.

Subject: Welcome to ASSIST

Hello,

Welcome to ASSIST! Your Personal Document Assistant is ready to serve you. You were invited to company AssistGuide Please click on the link to accept your invitation and get access to the portal: Accept invitation

Your credentials:
For.assist.demo@gmail.com
As for password, you should use your global ACCRETS password

If you have already accepted your invitation, please click on this link to sign in:
https://app.assist.biz/signin

Unique email for receiving the documents: assistguide@mail.assist.biz

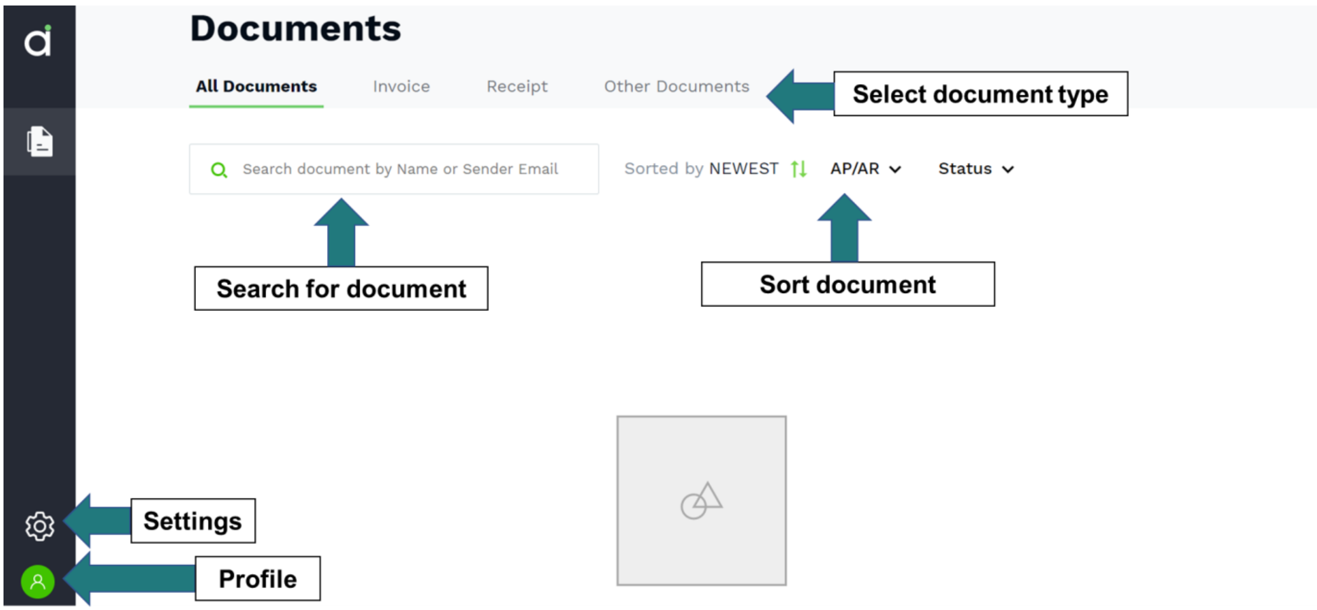
Kind regards,
The ASSIST Team

Notice that you should sign in with your global Accrets password.

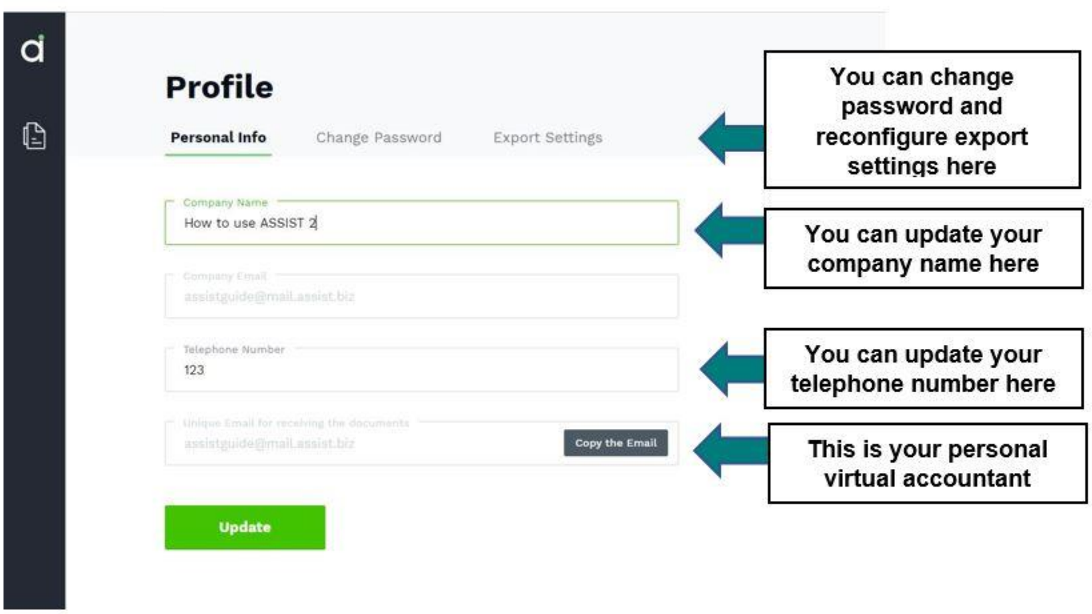
Navigating ASSIST

Document List

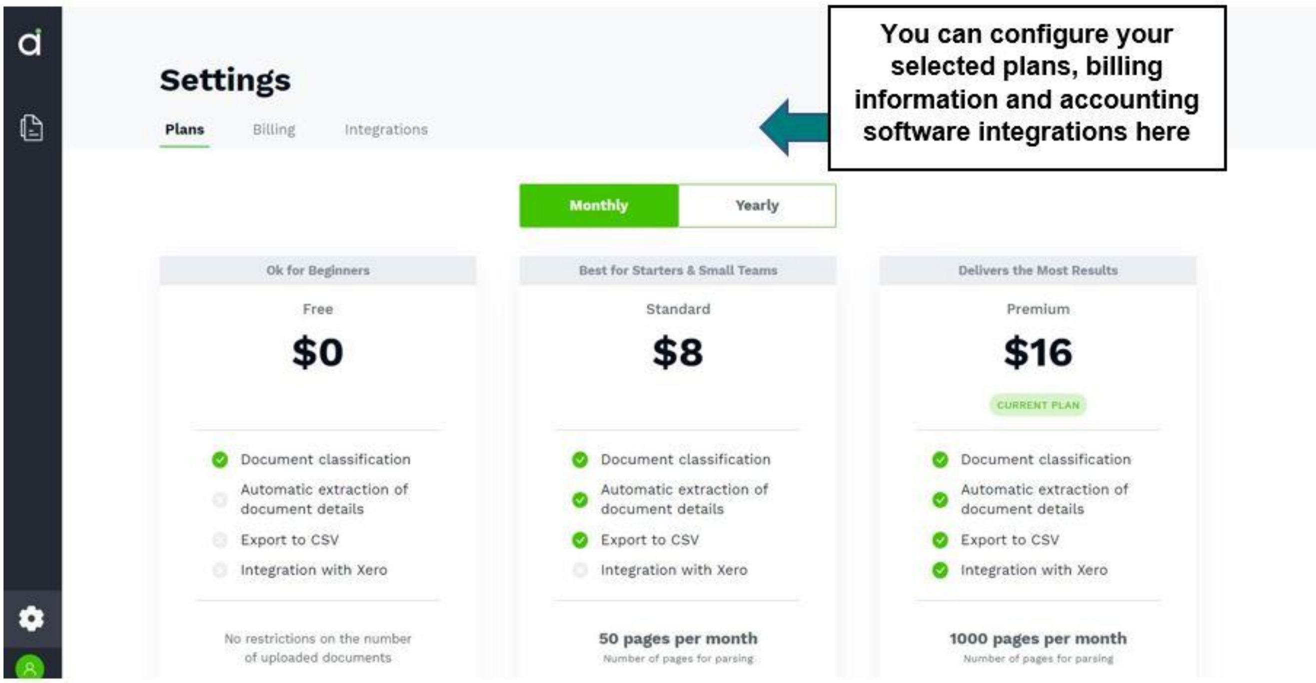
Upon your first sign in, the document list is empty as it is not yet populated.



Profile



Settings



You can configure your selected plans, billing information and accounting software integrations here
Settings
Plans
Billing
Integrations
Monthly
Yearly
Ok for Beginners
Free
$0
Document classification
Automatic extraction of document details
Export to CSV
Integration with Xero
No restrictions on the number of uploaded documents
Best for Starters & Small Teams
Standard
$8
Document classification
Automatic extraction of document details
Export to CSV
Integration with Xero
50 pages per month
Number of pages for parsing
Delivers the Most Results
Premium
$16
CURRENT PLAN
Document classification
Automatic extraction of document details
Export to CSV
Integration with Xero
1000 pages per month
Number of pages for parsing

Managing your documents

Sending to your personal assistant

1. Go to your profile to retrieve your unique email for receiving documents
2. From your desktop or your mobile phone, send images or files to your personal assistant.
3. Give it a moment and refresh your tenant admin portal.

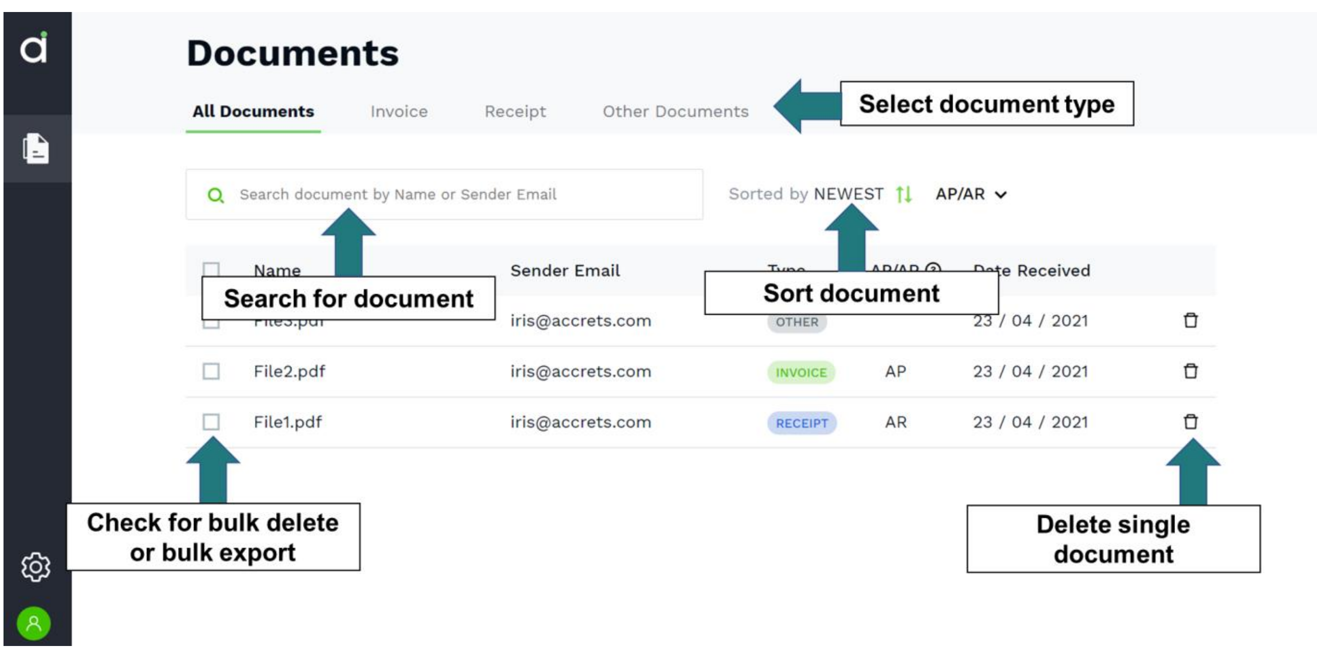
File Limitation

Size limit: < 1500 KB

Format: jpg, jpeg, png, pdf

Note: You can send multiple files at once.
Warning: Despite sending your files to your personal digital assistant, it is always good to keep a backup of your files. Your personal digital assistant skips files which are recognized as images, hence it is always good to have the backup.

Understanding your Document List



Terms
AR/AP : Accounts Receivable/ Accounts Payable

List by type

To filter the documents based only on type, you can select the from the header. There are currently four options: ‘All documents’, ‘Invoice’, ‘Receipt’, ‘Other Documents’.

Search for document

You can search for a document by typing a portion of the document name or the sender email.

Sort documents

You can sort the documents list based on the date sent (newest/ oldest) and AR/AP.

Delete

There are two ways to delete documents:

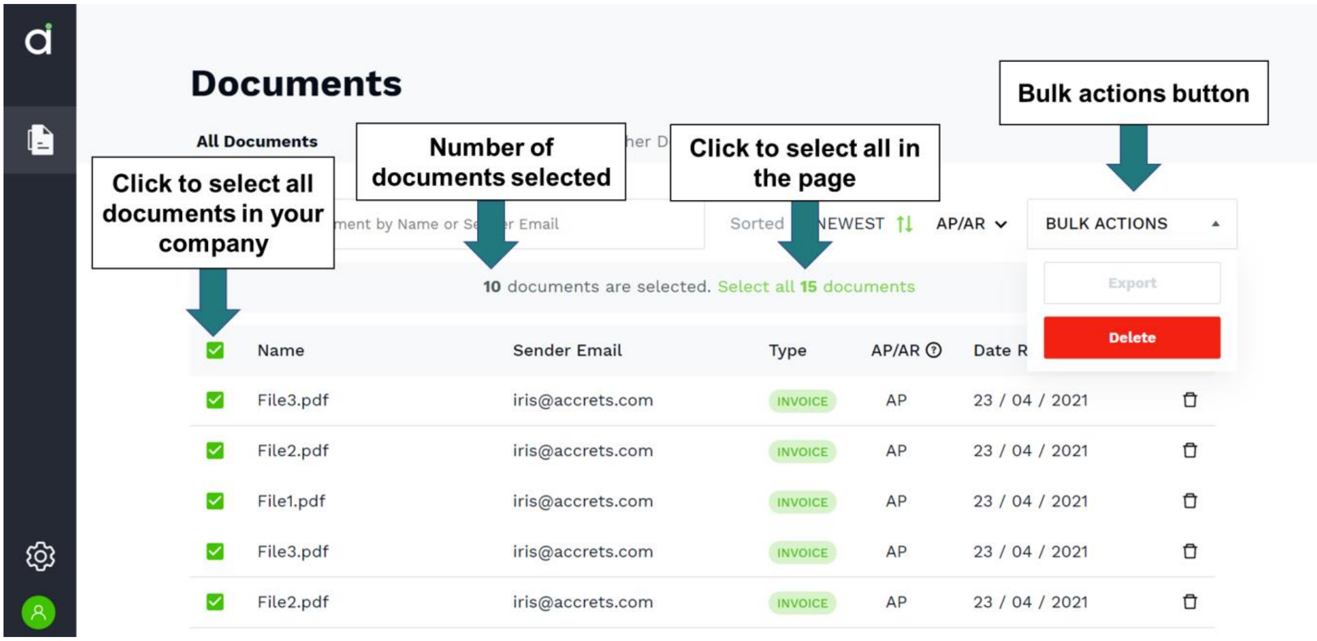
1. Single file delete
2. Batch delete

Single file delete

On the right of the document name, click on the trash icon to delete. A confirmation window will appear for you to confirm your intent. Confirming it will result in a permanent delete of your document.

Batch files delete

To select the document, check the checkbox at the left.
A new button ‘BULK ACTIONS’ will appear.
Bulk actions are the actions you can perform for a selection of documents.

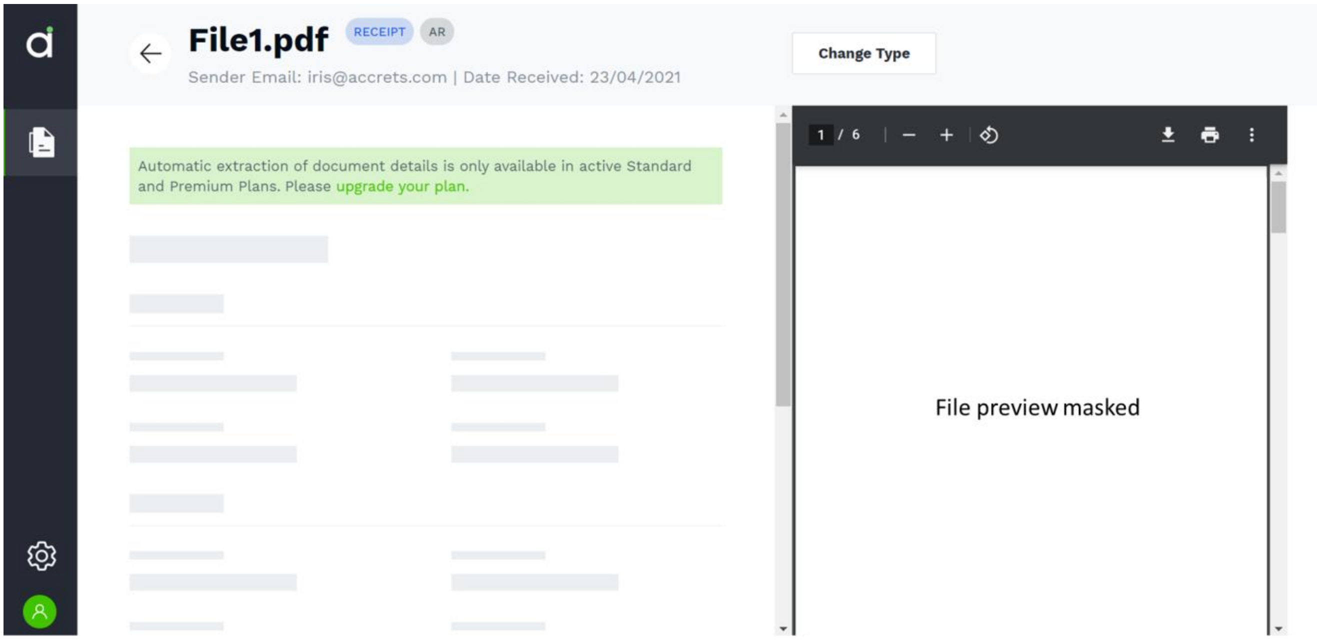


In the free plan, you are not able to export your document to CSV.

Viewing your document

To view the document details, click on the document name and you will be navigated into the document details page.

Documents categorized under ‘Other’ will not have automatic extraction of details. Documents with ‘Receipt’ and ‘Invoice’ will have automatic extraction of details, however this feature is not available in the free plan. You will be navigated into the Document Detail page where you see the masked page.

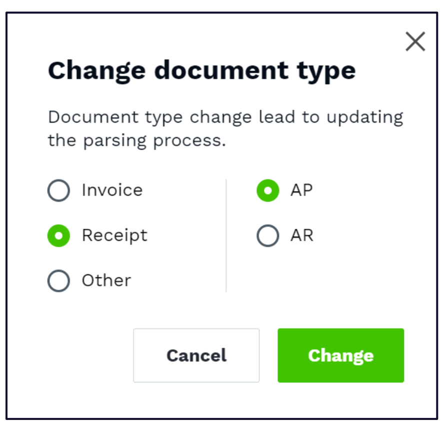


To view document details, please upgrade your plan.

Changing type of document

If the document type is predicted inaccurately, you can change document type.

Click on ‘Change Type’ above the file preview.



Your changes will be reflected immediately when you navigate back to document list.

Note: You may also send us an email to notify us of an inaccurate prediction.

Selecting a plan

Upgraded plans can meet most of your organization's needs.
Free plan is effective in categorizing document; however, it lacks in important functions like exporting to CSV.

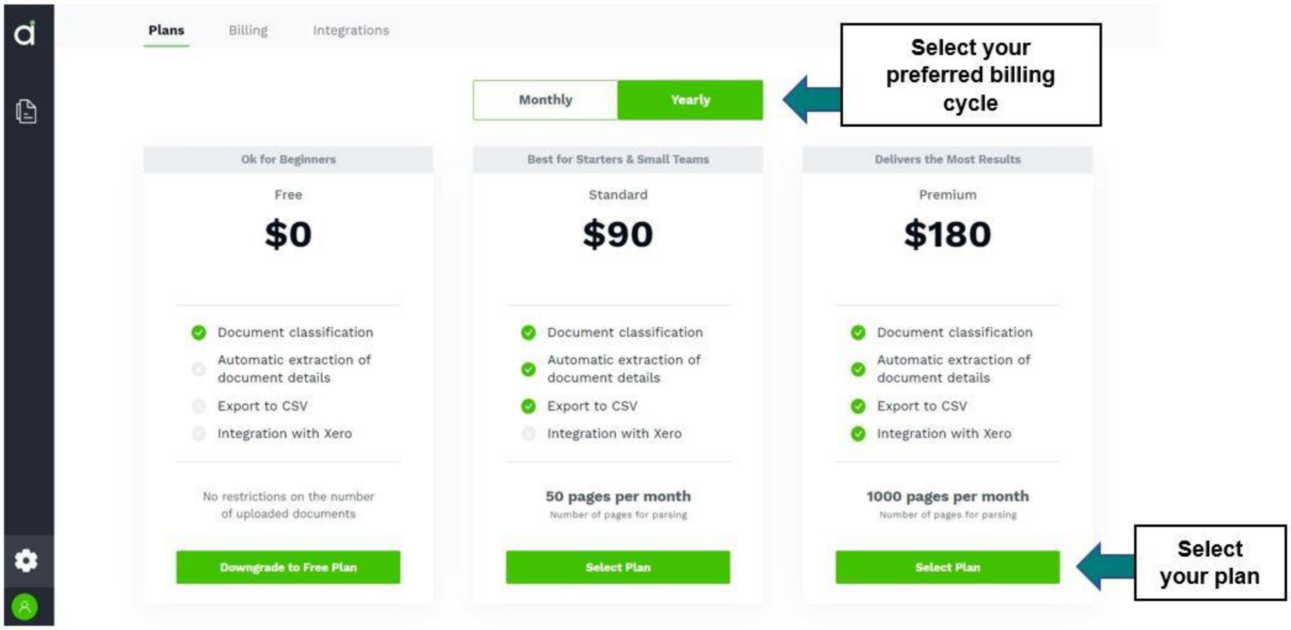
These are the plans available.

	Free	**Standard**	**Premium**
Document classification	✓	✓	✓
Automatic extraction of document details	✗	✓	✓
Export to CSV	✗	✓	✓
Integration with Xero	✗	✗	✓

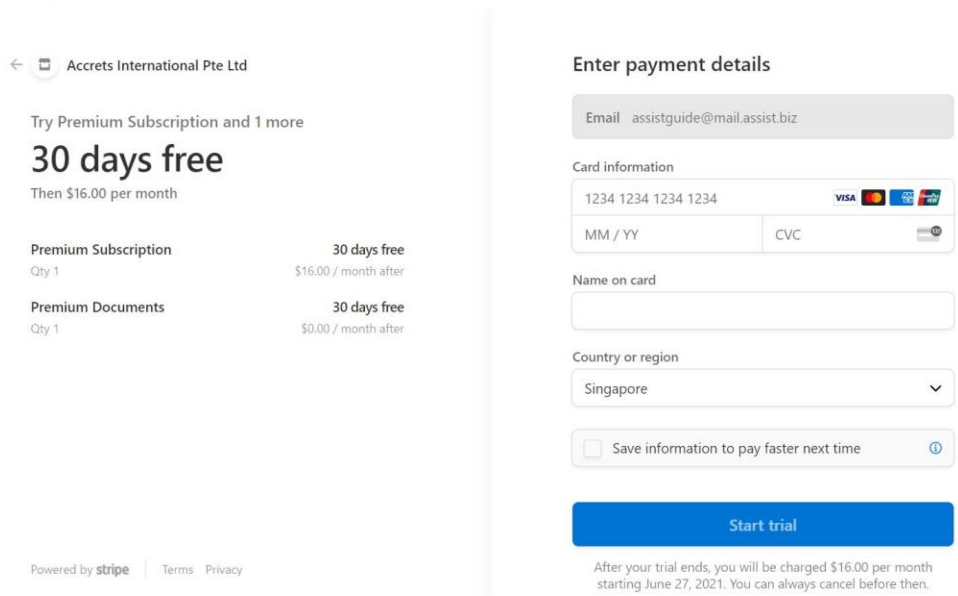
The plans have two billing cycle: monthly, yearly.

Upgrading your plan for the first time

Each plan comes with a given set of pages. Upgrading a plan adds on to the initial number of pages and the change takes place immediately.



After selecting your desired plan, you will be prompted to a checkout page.



At the first subscription, you are entitled to 30 days free trial.

Enter your card details and click on ‘Start trial’.
Give it some time for your subscription to be processed.

Upgrade from an existing plan

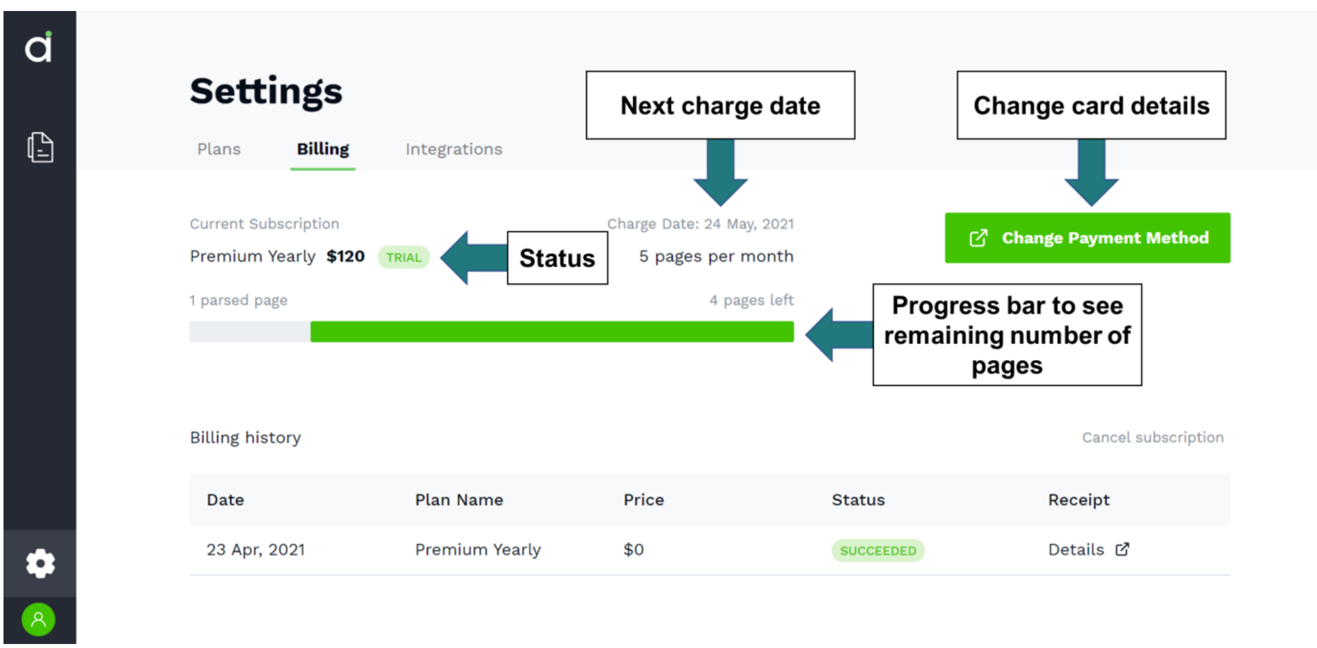
Upgrades take place instantly. When you upgrade from an existing plan, the number of pages will be added on.

Example:
Standard Monthly offers me 3 pages per month.
Premium Monthly offers me 5 pages per month.

1. Amy selects a standard monthly plan on 1 Jan 2021.
2. She is offered 3 pages per month with standard plan features.
3. She decided to upgrade her plan on 15 Jan 2021 to premium monthly plan.
4. Her remaining pages are brought forward. She has 2 remaining pages from her standard plan. Hence, she will have a total of 7 pages from 15 Jan 2021 to 14 Feb 2021.

Billing page

After your subscription is processed, you will be navigated to a new tab in your settings.



Warning:
Please ensure that you have sufficient funds in your account before the charge date, else you will be downgraded to free plan until you are charged.

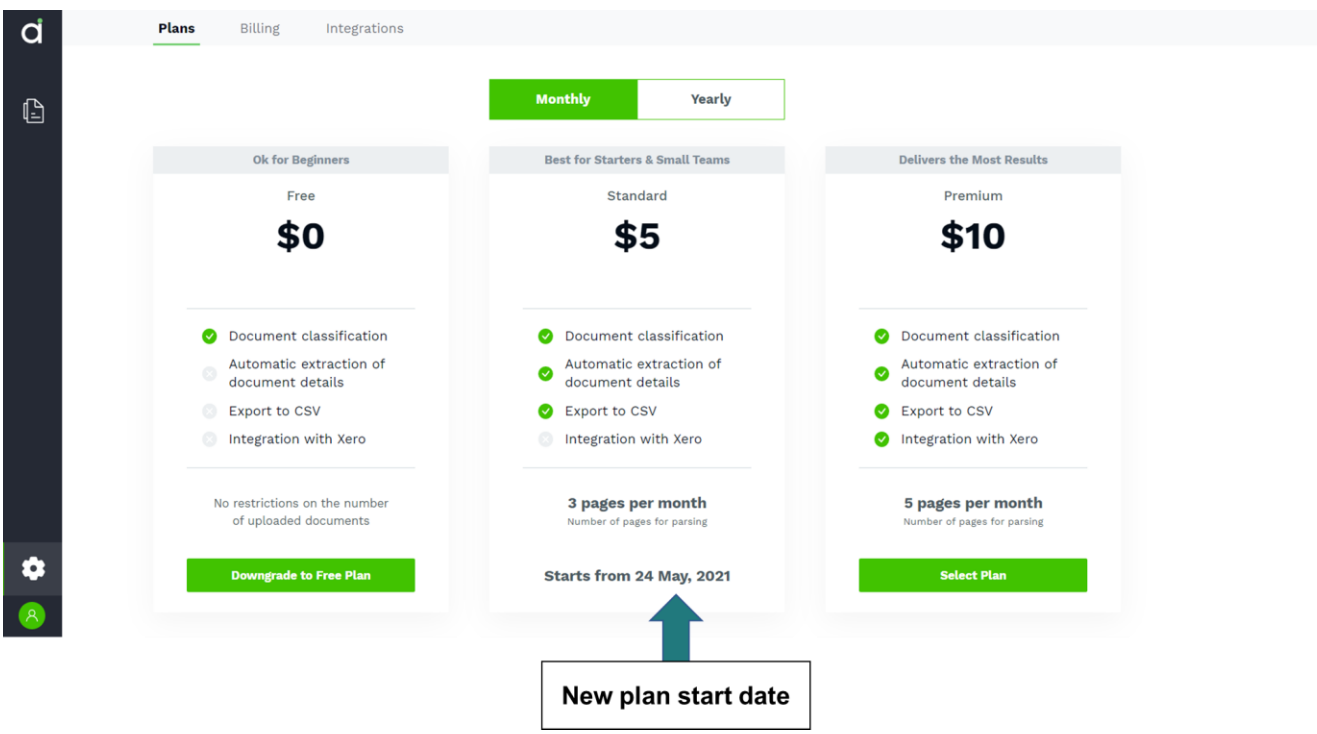
Downgrading your plan

The new downgraded plan will take place after the billing cycle of your upgraded plan.

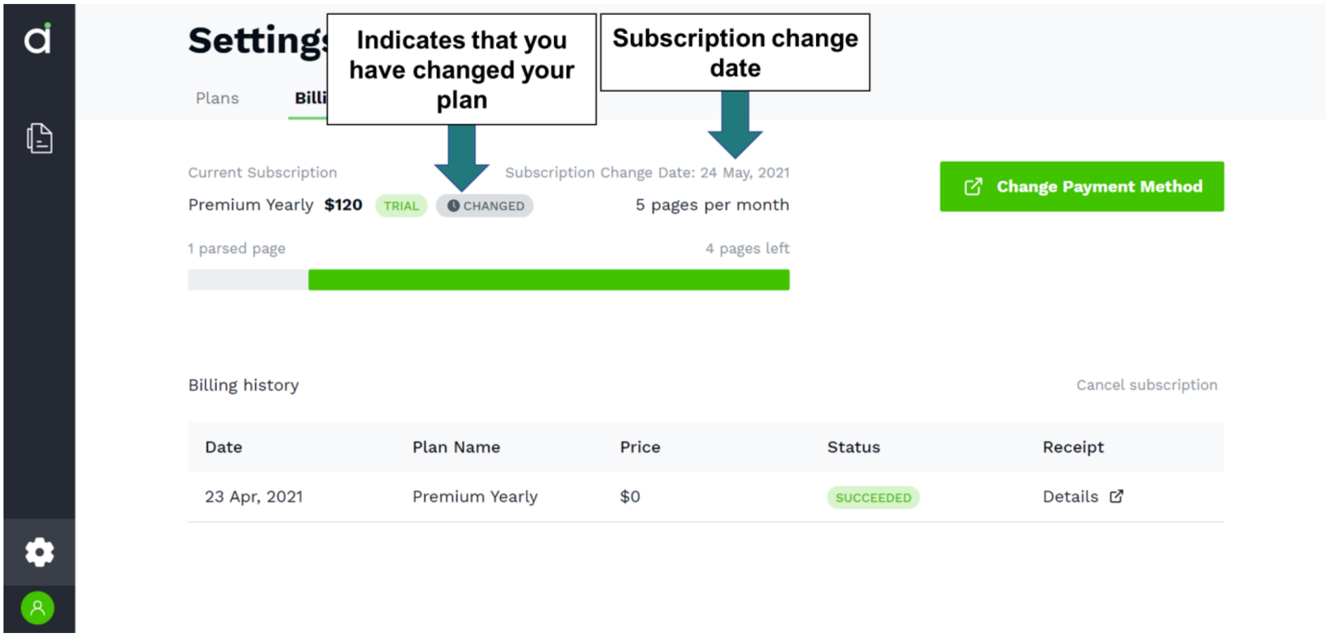
Criteria for downgrade of plan:

- Yearly billing to Monthly billing
- Premium subscription to Standard subscription
- Standard subscription to Free subscription

At the Plans page , you will be able to see when your new plan will start from.



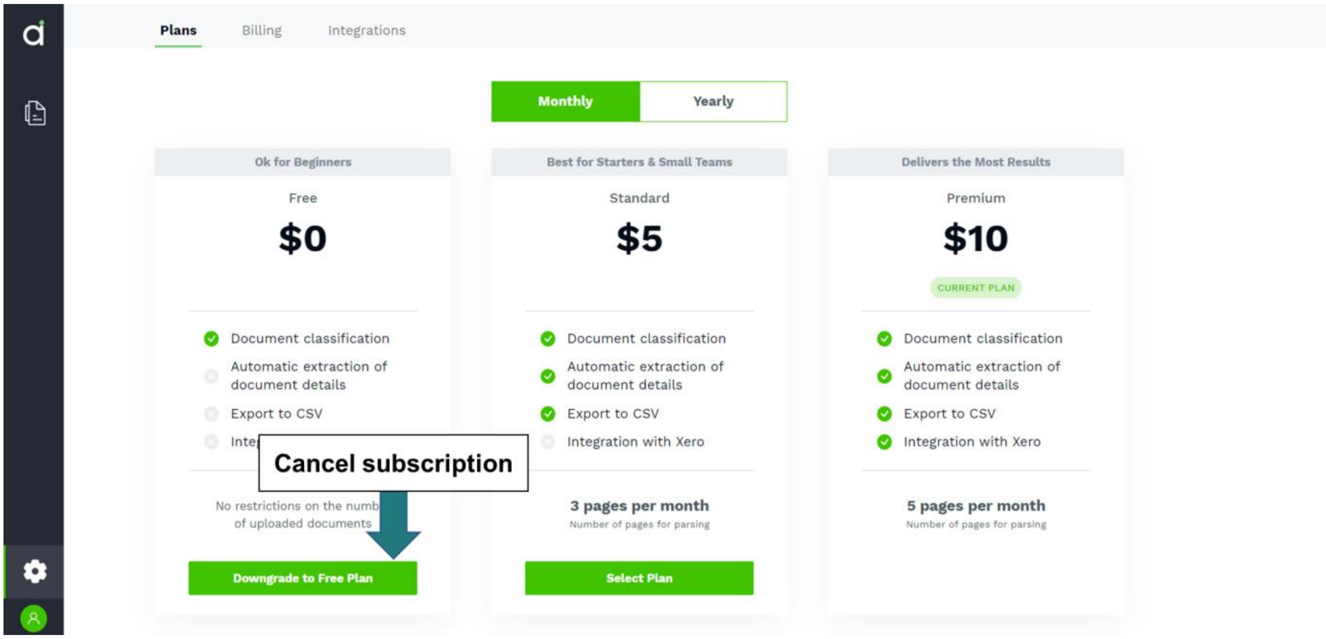
In the billings page, you will see a status that indicates that your plan is pending changes. The new plan will take places after your billing cycle ends.



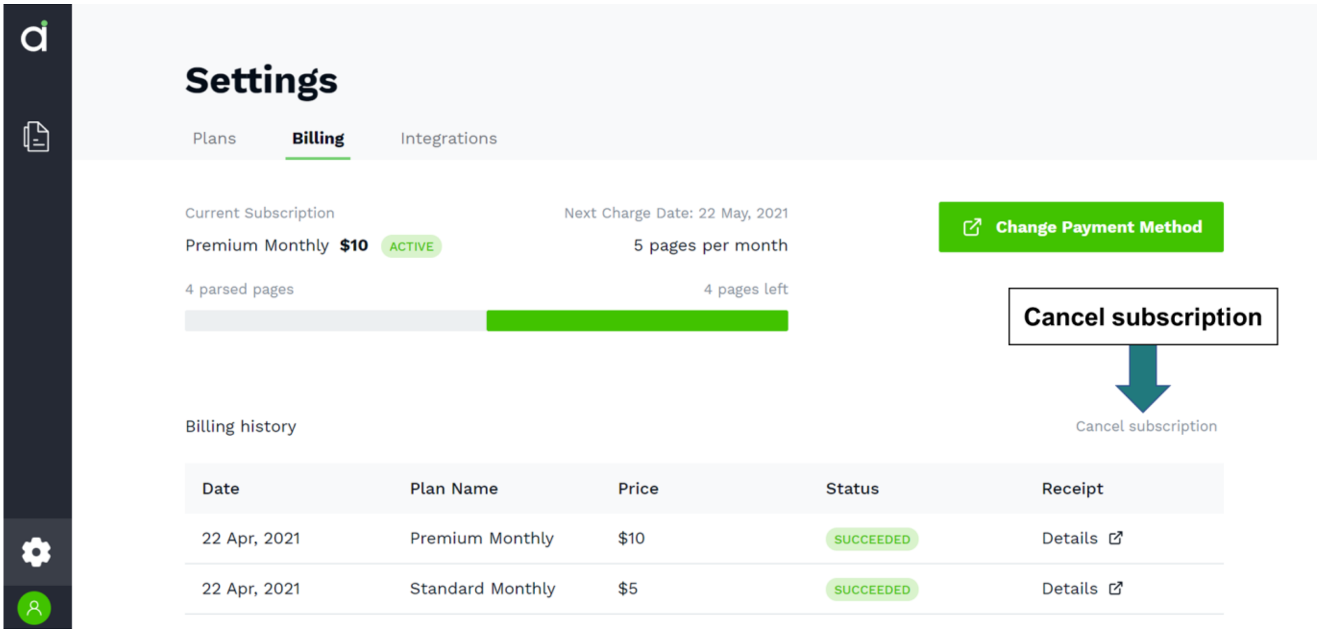
Cancel your subscription

There are two ways to cancel your subscription.

1. On plans page, you can select on ‘Downgrade to free plan’.



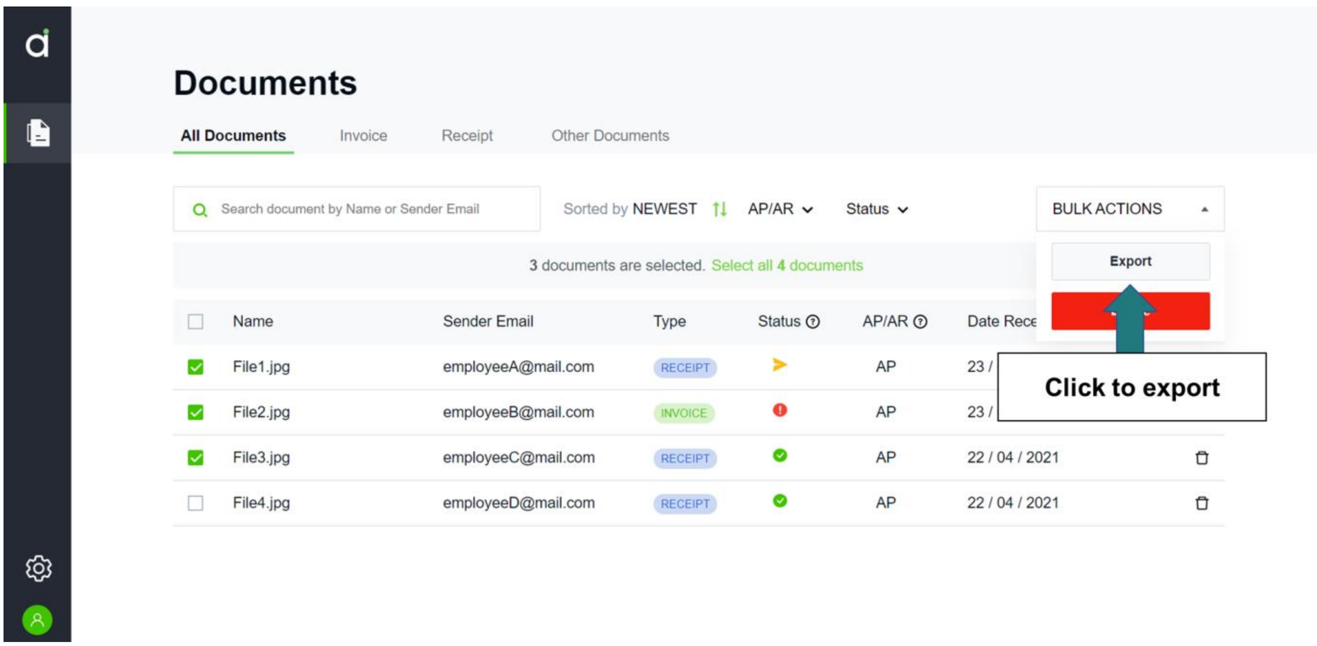
2. On billing page, you can click on ‘cancel subscription’.



Export to CSV

From the standard plan onwards, you can export your document details to CSV.

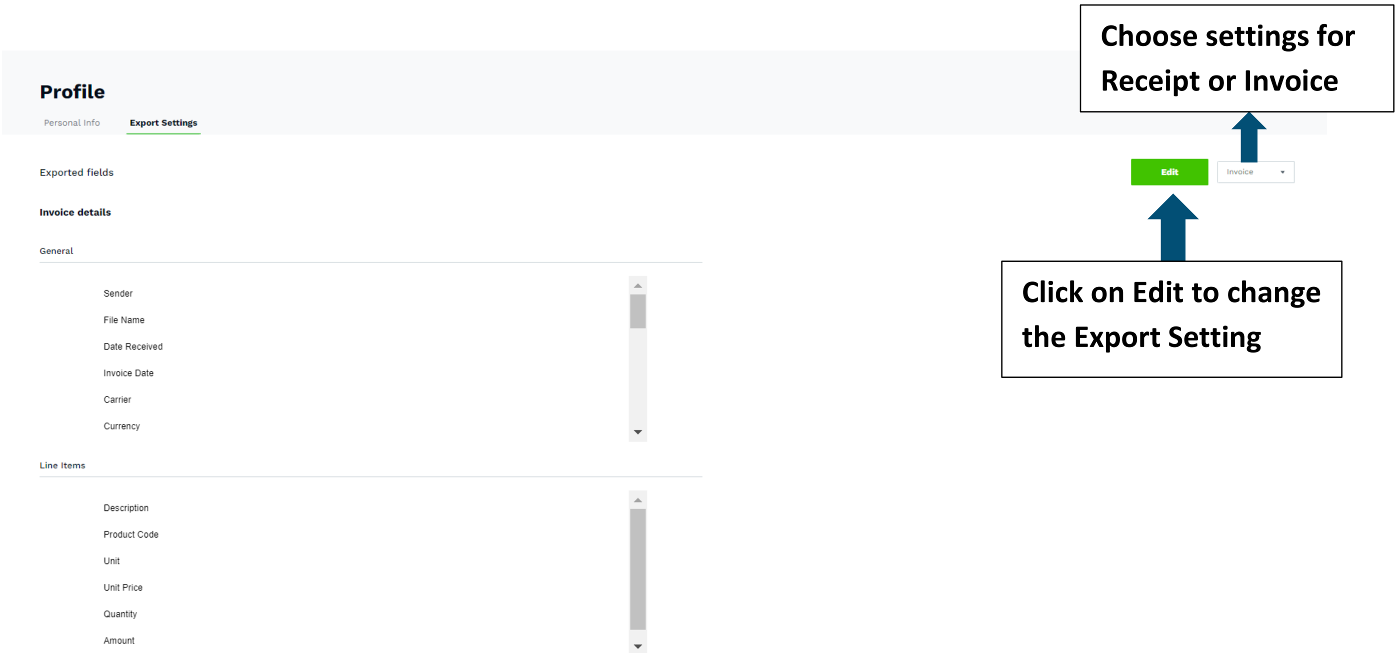
Go to the document list and select the documents that you want to export to CSV. A bulk actions button will appear. Click on the dropdown and select export to CSV.



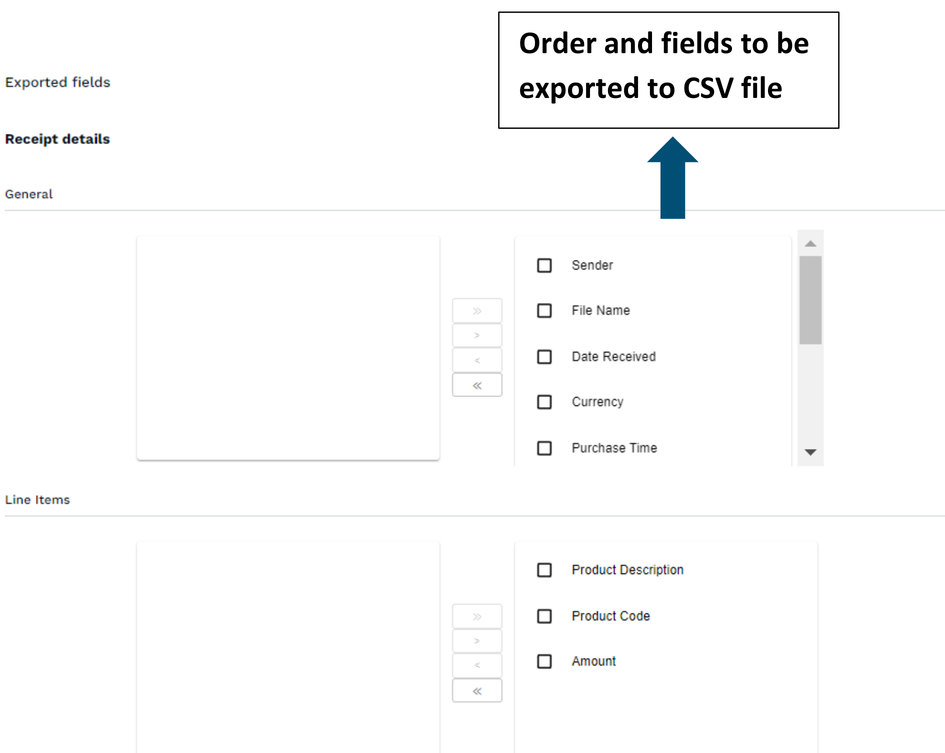
Invoice AP/AR and Receipts AP/AR will be downloaded in separate CSV files.

You can also customize your export settings in the export tab of your settings page. The settings are customized for each tenant Admin. (User)

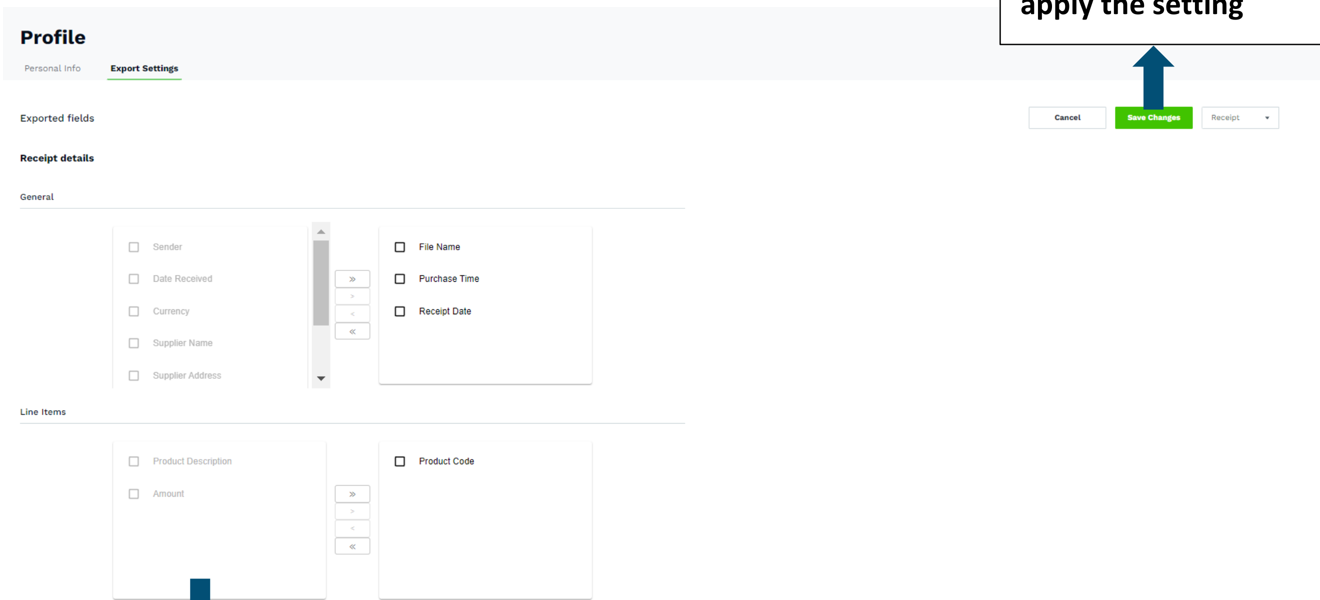
Once you set up the settings, these settings will be applied to all the invoices and receipts. You do not have to edit the settings every time when you export to csv.



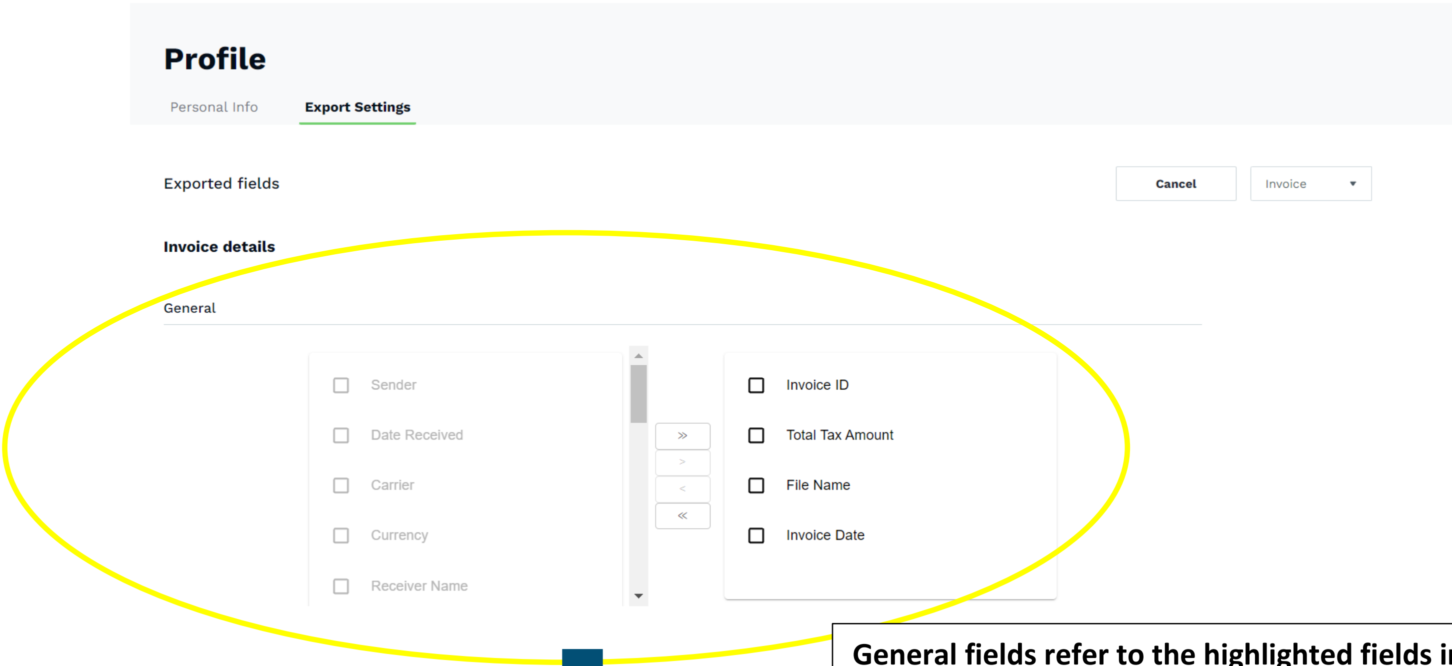
1. Click on Profile (Bottom left corner)
2. Export Settings



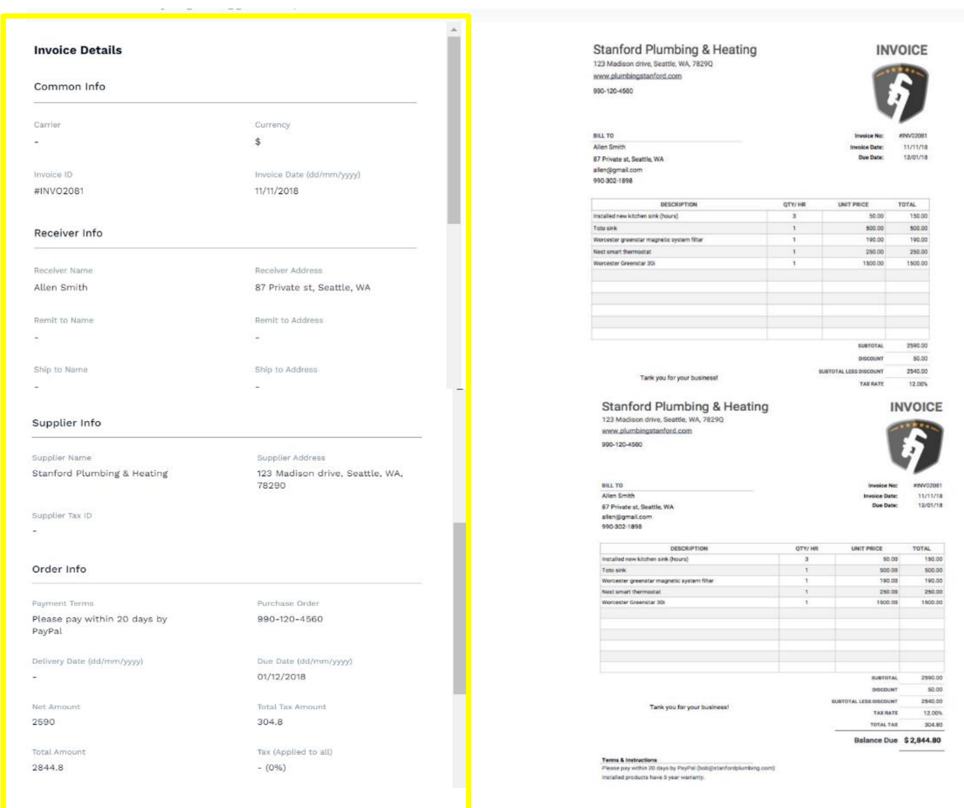
Save the changes to apply the setting

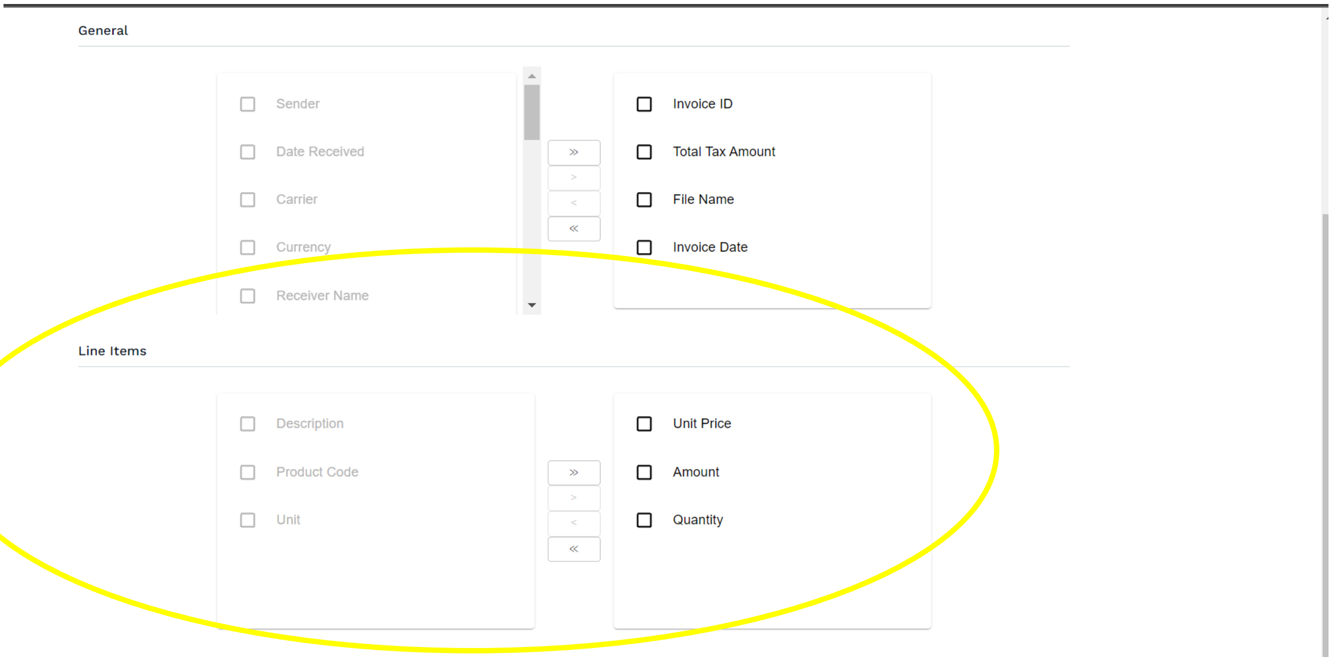


Fields that are at the right side will not be exported

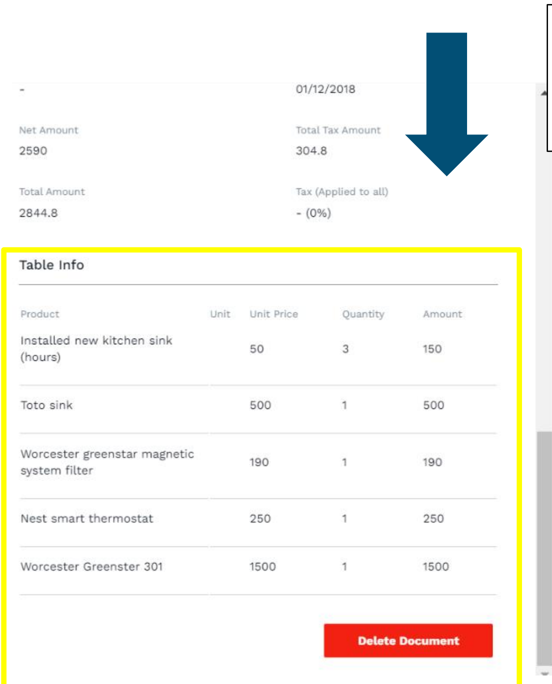


General fields refer to the highlighted fields in document details page





Line items field refers to Table Info fields

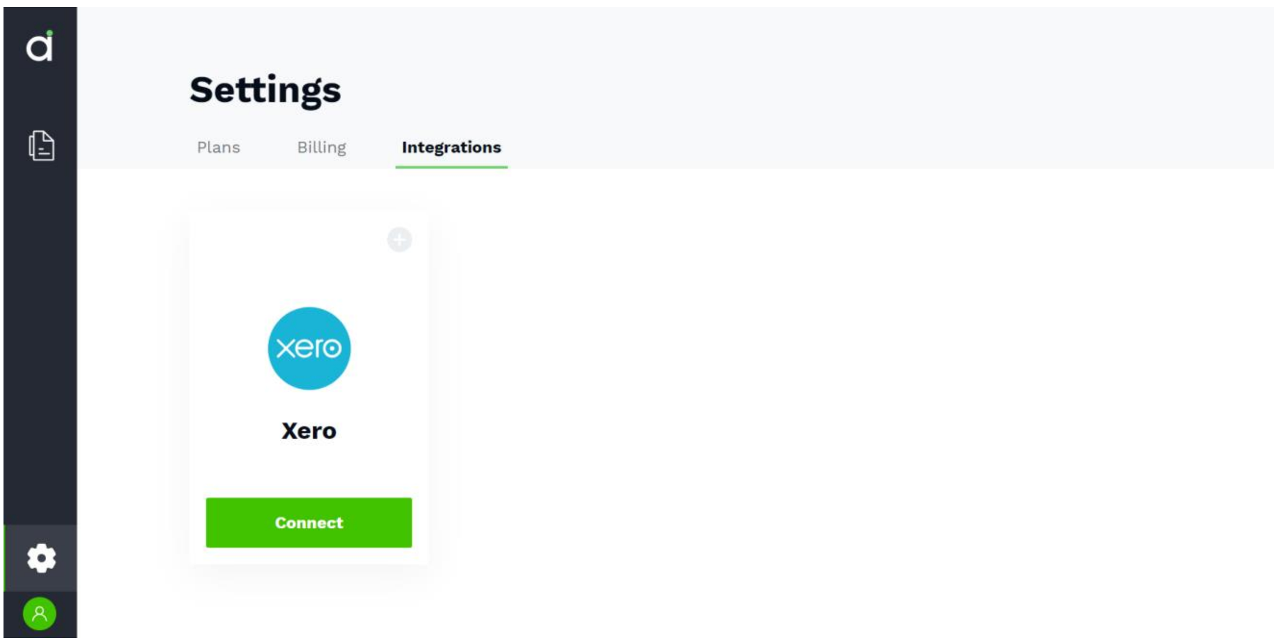


Integrating with your accounting software

Xero

Connecting to Xero

To connect to your Xero account, go to your integrations page and click on Connect.

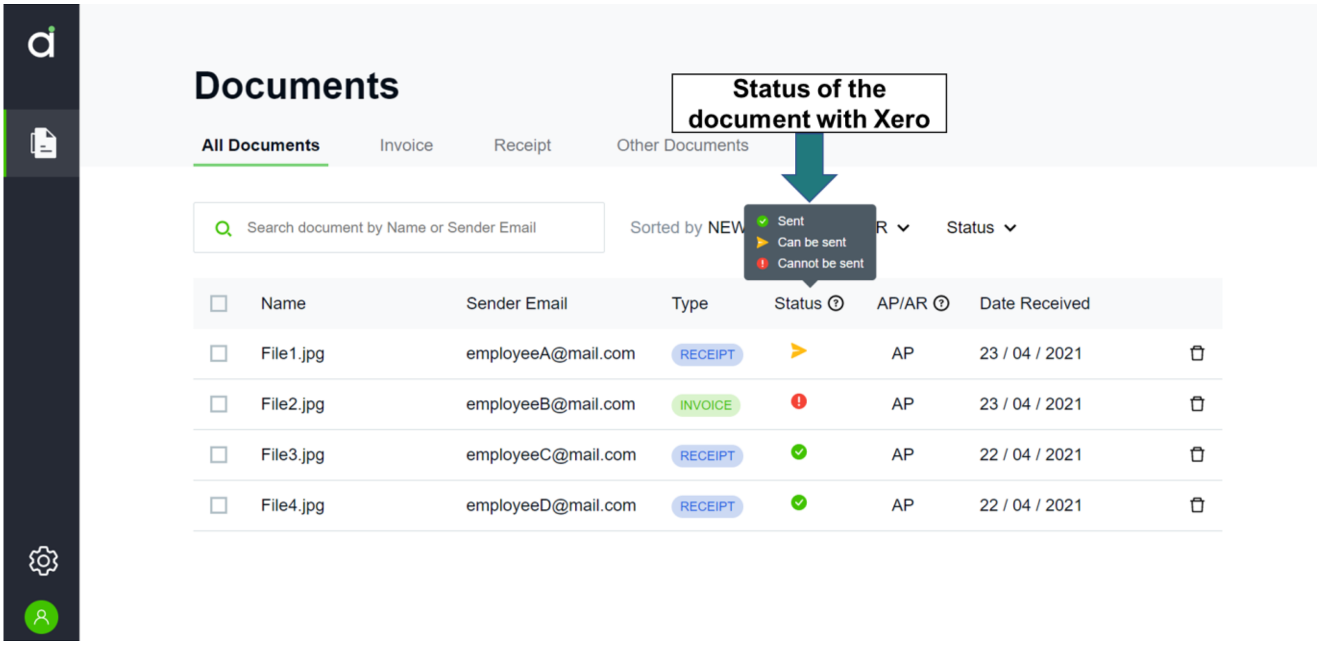


Note: This feature is only available in premium plan.

Please ensure that your organization is not connected to two uncertified app.

Sending to Xero

Back in your document list, you see one new column.



This column indicates the status of the document with Xero. Hover your mouse above the '?' icon for more details.

Status of Xero documents

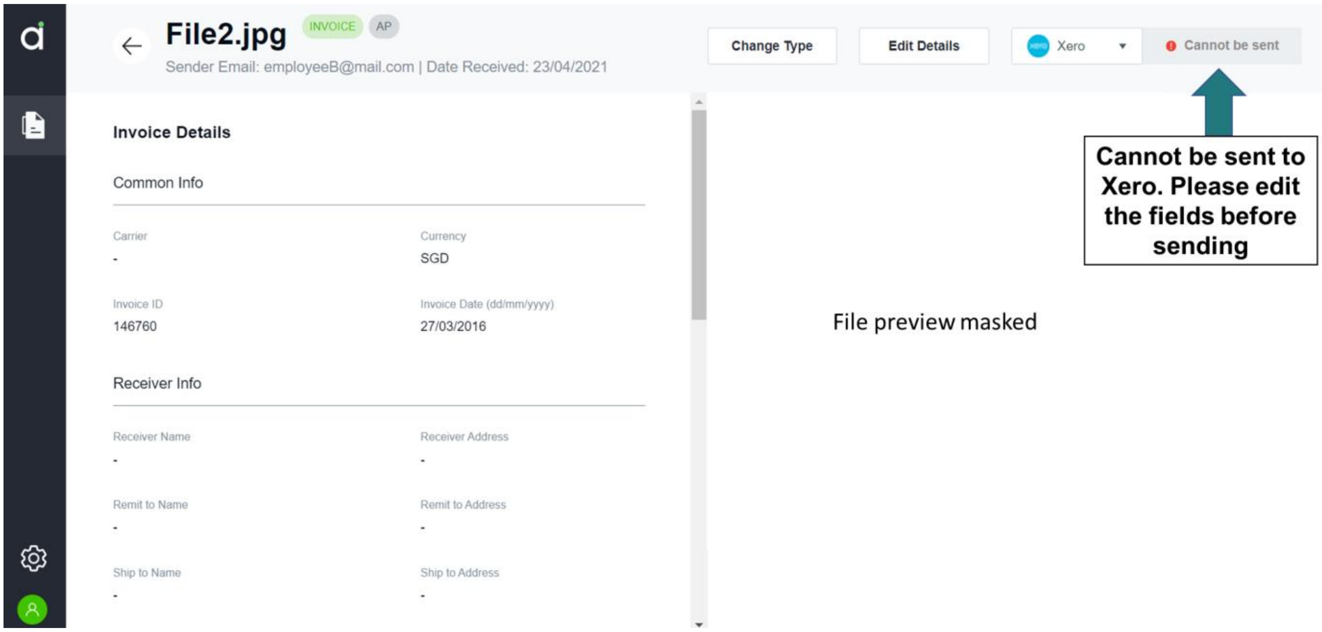
- Sent

  This document is already sent to Xero previously and cannot be sent again.
- Can be sent

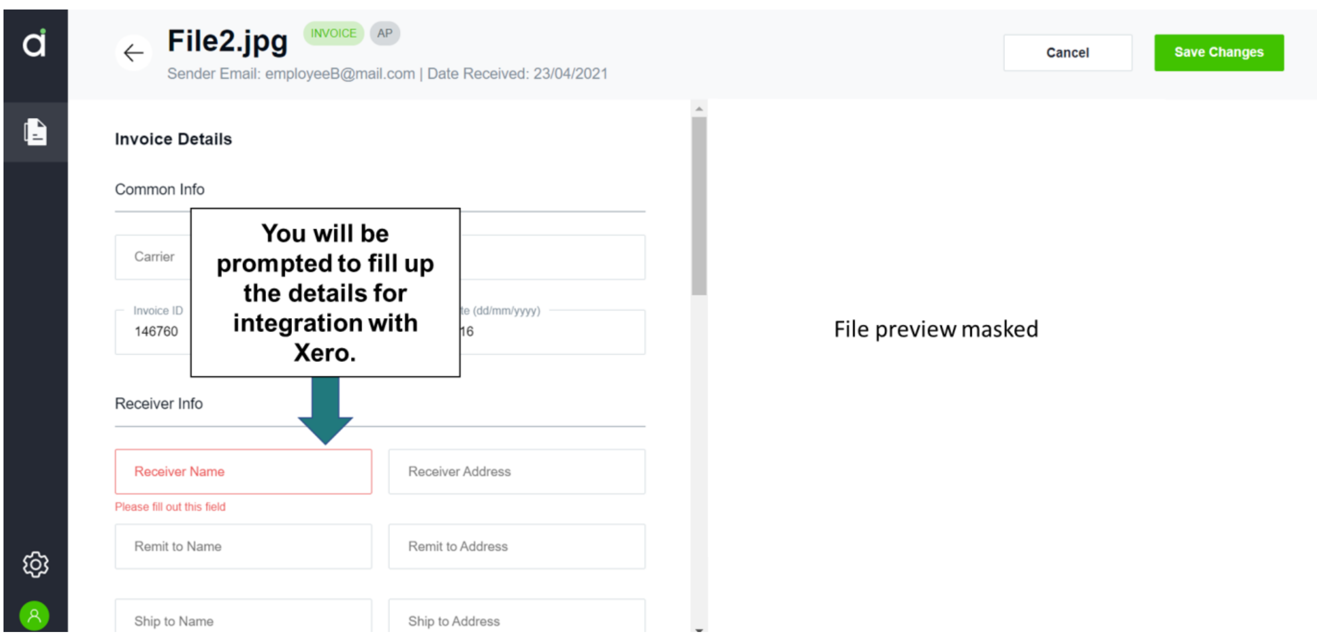
  The fields of this document are validated and are ready to be sent to Xero.
- Cannot be sent

  The fields of this document are checked and are not ready to be sent to Xero. Please edit the fields.

You can also see the status of the document when you click into document details.

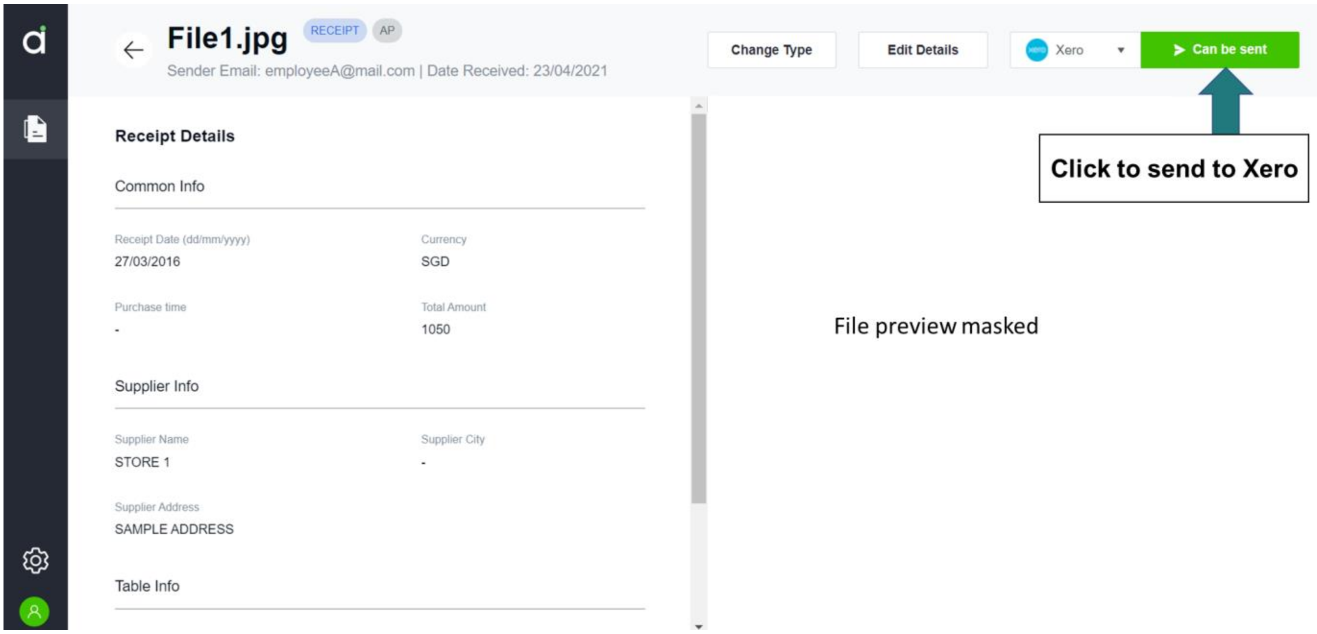


You may edit details to enable the document to be sent.



You will be prompted which details to fill for integration with Xero.

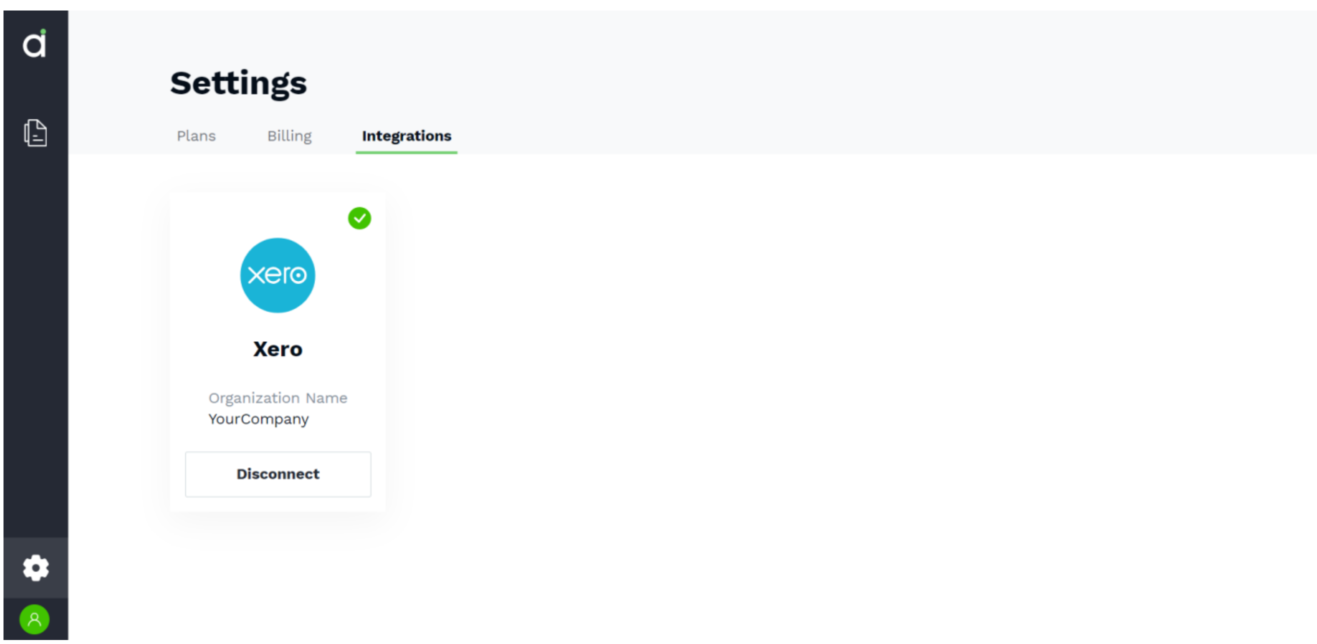
After you save your changes, click on ‘Can be sent’ to send to Xero.



Note: Once you send to Xero, you cannot undo the action. You cannot edit the document or send it a second time too.

Disconnect from Xero

To disconnect from Xero, go to your integration tab in the settings page and click on 'Disconnect'.



Frequently Asked Questions

1. **Can I create my company without a tenant admin?**

   No. All companies must have at least one contactable tenant admin.

2. **What happens if I do not receive a welcome email at sign up?**

   Please check your junk/ spam folder.
   You can contact the support team and we will send to you a welcome email again.

3. **What happens if I am already an existing user?**

   Please sign in with your global Accrets password. If you do not remember your password, please click on ‘forget password’ to reset.

4. **My files are not sending.**

   Please ensure that your files fit the size and format requirements. Do note that files recognized as images are automatically skipped.

5. **How do I export my documents?**

   Select the documents that you want to export with the checkbox on the left. A ‘Bulk Actions’ button will appear. You should see ‘Export to CSV’ dropdown when you click on ‘Bulk Actions’.
   Note that this feature is only available on standard plan and above.

6. **How can I change my email in the checkout page?**

   You are not able to change your email at checkout page. Do not worry about the email. The email at checkout page is only an identifier for us.
   Your subscription details will be sent to the email that you are signed in with.

7. **My payment failed, what should I do?**

   Please update to a working credit card with sufficient funds. We will try to charge for up to three days.

8. **Why am I in trial period?**

   All users are automatically enrolled to a trial period at first sign up. You are entitled to a free one-month trial period.