Software & Systems Guide

Gerald Edelman – New Joiner Reference

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This document covers all key software and systems used at Gerald Edelman. Work through each section as part of your onboarding. Keep this guide handy as a reference during your first weeks.

Overview – Systems at a Glance

System	Category	Primary Use
Xero	Accounting	Cloud bookkeeping – most clients
QuickBooks	Accounting	Cloud bookkeeping – some clients
Dext	Document capture	Receipt and invoice scanning
CCH	Practice & compliance	Timesheets, accounts production, GE billing, VAT submission
CCH Audit Automation	Account preparations	Prepare accounts, manage working papers
Intapp	Document management	Document filing and email correspondence
Outlook	Email	Client and internal communication
Microsoft 365	Productivity	Word, Teams, SharePoint
Glide	Workflow	Workflow management
MentalDigital	HR	Holiday bookings and training
Uniflow	Print management	Secure printing and scanning
Kiosk	Facilities	Desk booking and office map

Systems Overview – How Everything Connects

Use this map as a quick reference to understand how the systems relate to each other

Xero

What it is: Cloud-based accounting software used for the majority of clients. Handles bookkeeping, bank reconciliation, invoicing, VAT returns and reporting.

Account set up: Create your own Xero account using your company email. Set up with Microsoft Authenticator or Xero Verify for login security. You will be added to each client organisation individually as needed.

Key tasks:

- Bank reconciliation – match transactions to invoices and receipts
- Post journal entries
- Run VAT returns and financial reports
- Invite clients to view their accounts

Training (required):

- L1: **Xero Associate Certification: Self-Paced** – learning.central.xero.com – you must obtain the certificate
- L2: **Xero Professional Certification: Self-Paced** – learning.central.xero.com – you must obtain the certificate

Note: Always check that you are in the correct client organisation before posting. The client name appears in the top-left corner of Xero.

QuickBooks

What it is: Used for clients who prefer QuickBooks Online over Xero. The workflow is similar – bank feeds, reconciliation, VAT, and reporting.

Account set up: Your account will be set up by the team. You are granted access per client as required.

Key tasks:

- Connect and manage bank feeds
- Reconcile transactions
- Prepare and file VAT returns
- Run profit and loss, balance sheet reports

Training:

- QuickBooks Online training – quickbooks.intuit.com/uk/accountants/training (free)
- Use the in-app help for specific questions

Dext

What it is: Automated document capture tool. Clients photograph or email receipts and invoices to Dext, which extracts the data and pushes it into Xero or QuickBooks.

Account set up: Create your own Dext account using your company email. You are assigned to client accounts as needed.

Your role:

- Review items in the client's Dext inbox
- Check extracted data is correct (supplier, amount, date, VAT)
- Publish approved items to the accounting software
- Chase clients for missing or unclear documents

Dext Prepare (formerly Receipt Bank): The main module you will use. Documents sit in a queue – review, correct if needed, and publish. Tip: If a document has been incorrectly extracted, correct it manually before publishing – do not publish incorrect data.

Training:

- Dext U – Learn and get certified with Dext U

CCH (Wolters Kluwer)

What it is: The firm's practice management and compliance suite. CCH is used for timesheets, accounts production, corporation tax, personal tax, GE billing, and OneClick VAT submission.

Account set up: Your CCH Central account will be created by IT.

Modules you will use:

Module	Used for
CCH Central	Timesheets, GE billing, and practice management
Accounts Production	Preparing statutory accounts for limited companies
OneClick	VAT submission directly from CCH

Intapp

What it is: Document management platform used for storing client documents and filing email correspondence. All client files and emails must be saved into Intapp.

Key uses:

- Store and organise client documents
- File email correspondence related to client matters
- Navigate to the client matter, then save directly into the correct folder

Microsoft Outlook

What it is: The firm's email platform. Used for all client and internal communication. Integrated with Intapp for email filing (see Intapp section above).

Email conventions:

- Use your Gerald Edelman email address for all client communication
- Always CC the relevant partner or manager on first contact with a new client
- Use clear subject lines that include the client name and topic

Useful features:

- **Focused Inbox:** Outlook separates important emails automatically – check the Other tab too
- **Rules:** Set up rules to move newsletters or notifications out of your main inbox
- **Calendar:** All meetings are booked via Outlook calendar – accept or decline invitations promptly
- **Teams integration:** You can join Teams meetings directly from an Outlook calendar invite

Email signature: Set up your signature using the firm template provided by the office manager. Include your name, job title, direct line, and the firm's registered details.

Microsoft 365

What it is: The full Microsoft Office suite – Word, Excel, Outlook, Teams, SharePoint, and OneDrive – provided through a Microsoft 365 subscription.

Microsoft Teams:

- Used for internal messaging and meetings

- Wednesday and Thursday are office days – Teams is used less on those days
- Thursday team meeting is held via Teams or in the office depending on attendance

SharePoint and OneDrive:
- Firm documents and templates are stored on SharePoint
- Your personal working documents go on OneDrive
- Do not save client work locally – always save to the shared drive or Intapp

glide Glide – Workflow Management

What it is: Glide is the firm's workflow management tool. It is used to track, assign, and manage tasks across teams.

Key uses:
- Track the progress of client jobs (in progress, review, filed)
- Manage billing schedules and deadlines
- Assign tasks and monitor team workload

CCH Audit Automation (formerly Pro-Audit)

What it is: CCH Audit Automation (formerly known as Pro-Audit) is used to prepare accounts and manage working papers within the CCH environment.

Key uses:
- Prepare accounts
- Manage working papers

uniFLOW online Uniflow – Secure Printing

What it is: Uniflow is the firm's print management system by NT-ware. All print jobs are held securely until you release them at the printer – nothing prints automatically.

How to print:

Step	Action
1	Print as normal from your computer – the job is sent to the Uniflow queue
2	Walk to any office printer
3	Tap your ID card on the card reader, or log in with your credentials
4	Select your print job from the list
5	Press **Print** to release

Why this system: Confidential client documents never sit unattended in the printer tray. Always collect your prints promptly.

Scanning: You can also scan documents at the printer and send them directly to your email or a shared folder via Uniflow.

If your print job does not appear at the printer, check that the document was sent to the correct printer queue and that you are logged in with the correct account.

resource xpress Kiosk – Desk Booking

What it is: A digital kiosk system used to book a desk before coming into the office. The office operates a hot-desking arrangement – desks are not assigned permanently.

When to use: Book your desk in advance on days you plan to be in the office. Bookings open 1 month in advance. Wednesday and Thursday are the required office days.

How to book:
- Use the Kiosk app or touchscreen in the office reception to find and reserve a desk
- The system shows a **map** of the office floor – available desks are shown in green
- Select your preferred desk and confirm the booking

Desk hopping: If you move to a different desk during the day, update your booking in the kiosk so colleagues can find you and the seating data stays accurate.

Book early on busy days – Wednesday and Thursday desks fill up quickly.

MentorAdvice NatWest

MentalDigital

What it is: MentalDigital is the firm's HR platform used for holiday bookings and some training modules.

Key uses:
- Book and manage annual leave and holidays
- Complete assigned training courses
- View your leave balance and team calendar

Quick Reference – Key Deadlines and Rules

Item	Rule
CCH timesheets	Submit by 10am every Monday
Office days	Wednesday and Thursday – must be in the office
Team meeting	Every Thursday
Client emails	File to Intapp on the same day received or sent
Client documents	Save to Intapp – never to desktop or local drive
Printing	Release at printer with ID card – never leave prints unattended
Desk booking	Book via Kiosk – opens 1 month in advance
Holidays	Book via MentalDigital – check team calendar first