HQ Exchange

Frequently Asked Questions

Contents

Accessing HQ Exchange

Logging in to Client HQ to access HQ Exchange

1. **Why did HQ Exchange (formerly AIE) move to Client HQ?**
   HQ Exchange moved to Client HQ to improve client experience at CLA. By using Client HQ as the home for HQ Exchange, you have access to exclusive digital applications, tools, and resources in one central location.

2. **How do I access Client HQ for HQ Exchange?**
   To access HQ Exchange for the first time, please click here for guidance to the Client HQ login page.

3. **Has anything else changed with HQ Exchange?**
   A new client view has been released; please see the client guide for user interface (UI) changes.

4. **What is Client HQ?**
   Client HQ is your go-to platform for a streamlined and enhanced experience with CLA. Designed for your convenience, it acts as a centralized hub where you can easily access a wide range of CLA's services and resources. Client HQ is dedicated to making your interactions with CLA simple and efficient, putting everything you need right at your fingertips.

   Benefits of Client HQ:

   - **Convenient** — Access any CLA client applications online, anytime and anywhere.
   - **Secure** — Enjoy peace of mind with encrypted data transfers and proactive incident reporting.
   - **Direct communication** — Easily reach out to your CLA team for any questions or discussions.
   - **Resource access** — Discover and use various tools and resources provided by CLA to support your needs.

5. **Are all clients required to use the new login method?**
   This login method is now the sole way to access Client HQ. Thank you for your patience as we aim to offer a safe and efficient experience for everyone.

6. **What is Microsoft Entra ID and how is it related to Client HQ?**
   Microsoft Entra ID is a cloud-based identity and access management service enabling secure, customized sign-in experiences for clients accessing our applications and services.

   As part of our commitment to providing seamless and innovative technology, many of our applications will now be part of Client HQ and will use Microsoft Entra ID for access. By adopting Microsoft Entra ID within Client HQ, we aim to provide a more secure, efficient, and user-friendly experience for our clients.

   Here is what Microsoft Entra ID offers:

   - **Secure sign-in and identity protection —** Entra ID enables you to seamlessly log in to Client HQ and your applications by using the multi-factor authentication (MFA) credentials from your company system to identify you as a trusted user.
   - **Access management and integration —** Manages access to applications, data, and resources efficiently and allows seamless integration with numerous CLA applications.
   - **User experience improvements —** Enhances user experience through single sign-on, MFA, and

self-service password resets for improved security and convenience, and assists CLA in monitoring access and troubleshooting issues.

7. **Why do I have to use MFA when I log in to Client HQ for HQ Exchange?**
   Our number one priority is protecting our clients' data; therefore, CLA requires MFA to be used for access.

8. **How can I reset my password?**
   Password management, including resets, is handled through Microsoft authentication as part of the Microsoft Entra ID service. If you are logging in from another business, your password is likely your Microsoft password for your organization.

   To reset your password, you can use the Microsoft authentication self-service password reset feature by following the prompts on the Microsoft Entra ID portal. If you need further assistance with password management, please contact our support team through the chat function on the Client HQ homepage.

Working in HQ Exchange

Working with the client interface

1. **I accidentally uploaded the incorrect file to a request item. How can I delete the file?**
   When viewing the attachments, you may click on the "delete" icon next to the attachment that should be deleted. You will not have the ability to delete attachments uploaded by the CLA engagement team.

2. **We have a new team member who should have access to HQ Exchange. How do we set that individual up with a user account?**
   Staff designated as the client lead on one or more request items can create new user accounts for others in your organization.

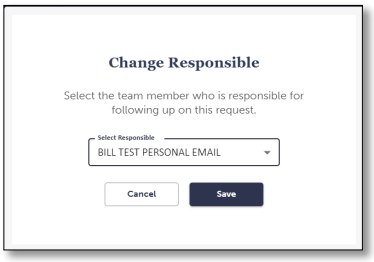
   - Click on the menu button and select "add user"
   - Complete the add user pop-up window
   - Click submit

3. **We have a team member who is no longer our employee. How do we remove this individual's access from HQ Exchange?**
   As soon as possible, contact a member of your CLA engagement team and request the individual's user account be disabled. If this individual is designated as responsible for any requests, please also identify which individual those requests should be reassigned to.

4. **There are requests I am not designated as responsible for. Can I still view these items and attach files or comments to them?**

Yes, all of your users will by default see all the request items on the list whether they are assigned as responsible or not. Any request items you can view, you can also attach files or add comments.

5. **There are several request items where the wrong individual is assigned as being responsible. Can I reassign those request items?**
From the list view, click on the name of the responsible individual, or from the detail view click on the change link next to the name of the responsible individual. In the pop-up, select the name of the individual who should be responsible and click save.



   - If the client lead has restricted access to a request item, you cannot reassign the request item to an individual who does not have access to the request.

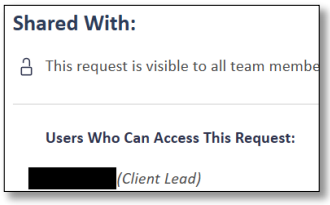
6. **How do I filter to see just the request items I am responsible for?**
Click on the filter button on the upper left side of the screen. Then select your name from the responsible name filter.

7. **Some of the request items are asking us to provide files with confidential information that should not be seen by others in our organization. Can we restrict access so only the appropriate individuals in our organization can see them?**
Yes, each request item should have a designated client lead. The client lead can identify which client staff will have access to the request item by selecting their names in the shared with section on the detail view of the individual request items.

   For additional instructions on this process, please see the Client User Guide, which can be found by clicking on the HQ Exchange help resources button when you log in to your CLA online account.

Note: Please restrict access to the request item before the confidential information is attached.

8. **How can I identify the client lead designation for a request item, and can I reassign that role?**
The client lead will be identified in the detail view of the request. Current functionality does not allow you to reassign this role. You should contact a member of your CLA engagement team to request that this role be reassigned as necessary on individual request items.



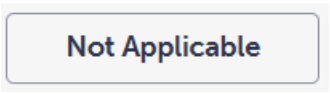
Note: In many cases, the client lead role will be designated as the same individual across all request items for your engagement but can be designated differently for each request item.

9. **I would like to export or print the request list; is this possible?**
Yes, the list may be printed to a PDF file by clicking on the print button in the upper right corner of the list view. Alternatively, you could contact a member of your CLA engagement team to request they export the list to an Excel file for you.

Note: As activity by your CLA engagement team and staff from your organization occurs, an exported copy of the list could quickly become outdated. For the most current status of the request items, you should always refer to the list within HQ Exchange.

10. **After I have submitted a request item to CLA, can I still see that item on my list so I can better keep track of the information I have already provided?**
    Yes, to see submitted items, click on the filter button on the upper left side of the screen. Then select "submitted and accepted" from the status filter.

11. **CLA has requested an item not applicable to us for the current year's engagement. What is the best way for us to respond to that request item?**
    The easiest response is to go into the detail view and select **reject request** in the upper right-hand corner. This will submit the request to CLA, as well as automatically add a comment that the request item was not applicable and CLA should consider whether to include this request item for next year's engagement.



12. **We have some information we want to provide to CLA that was not included in the list of request items. How do we provide that information?**
    You should see a request item with a summary description of "Other information not previously requested by CLA." You may use this request item to attach files or add comments unrelated to any of the other request items on the list. If you do not see this request item on your list, please contact a member of your CLA engagement team to request it.

Note: If the information you are providing could have continued significance in future engagements, you should discuss with a member of your CLA engagement team, as they would likely want to add a new request item specific to the information you are providing.

13. **Is there a size limit for the files we attach to a request item?**
    Yes, files attached to a request item cannot exceed 250MB. If you have files you need to provide to CLA exceeding this limit, you should contact a member of your CLA engagement team to discuss alternate methods of providing that information.

14. **How long will the request items and any files attached to those requests be retained?**
    The request items, along with attached files and comments added are purged from HQ Exchange 18 months after the request was first created.

Note: After the engagement is complete, your CLA engagement team will transition the request items to the closed status. Requests in the closed status will not be visible in the client view, even if it is before the requests have been purged from HQ Exchange.

15. **Will I be automatically signed out after a period of inactivity?**
    After 30 minutes of inactivity, the HQ Exchange interface will become non-responsive due to automatic sign-out. You will need to close the browser window and log back in to Client HQ.

Additionally, we recommend refreshing the page manually if you have been in HQ Exchange without refreshing for some time, so as not to miss new requests.

16. **We will not be able to provide some of the requested information by the due date; can the due date be extended?**
    You may request an extension of the due date on individual request items. Within the detail view of a request item, you can click on request extension and enter the desired date and reason for the request. This will transition the request item to extension pending status until a member of your CLA engagement team processes your request. CLA may approve, reject, or provide an alternate due date when processing the request.

    For additional instructions on this process, please see the Client User Guide, which can be found by clicking on the HQ Exchange help resources button on your CLA online account home page.

Note: Request items cannot be submitted to CLA while they are in the extension pending status.

17. **Is it possible to see the information I provided within HQ Exchange to CLA for last year's engagement?**
    Yes, for recurring request items, you may click on the prior year link on the detail view of a request item to view the details for the prior year request. If the request item does not have an associated request from the prior year, the link will not be available.

Email notifications

18. **How often are email notifications sent and who receives them?**
    There are two types of email notifications sent to the individuals designated as the client lead and the client assignee (responsible on the client view).
    - The first type of notice is a daily activity summary listing all request items in the client status updated within the past 12 hours. Depending on the timing of updates, these notices may be sent up to twice daily. If there were no updates in the last 12 hours, no activity notice will be sent.
    - The second type of notice occurs once a week starting two weeks before request items are due and will continue to be sent each week until those request items have been submitted to CLA.

19. **What if I do not want to receive these notification emails? Can I turn them off?**
    The email notifications cannot be turned off for individual user accounts. However, you may be able to set up an email rule to manage these notices automatically when they are received.

20. **Does my CLA engagement team receive notifications when I make updates to request items?**
    The members of your CLA engagement team who have been assigned to the individual request items will receive the daily activity summary and weekly due date notices like the notices identified above.

Field definitions

List view

- **Reference** — The reference is an auto-generated request ID number. When communicating with the CLA engagement team, the reference may be useful to identify a specific request.

- **Request summary** — The summary column will briefly describe the information CLA is requesting. If applicable, a more detailed description can be viewed by hovering your pointer over the summary for a given request item.
- **Engagement name** — In some instances, CLA request information from a client related to multiple separate engagements. The engagement name field can be used to distinguish which request items are needed for a specific engagement.
- **Status** — The status column will identify the overall status of a particular request item:
    - Client — This signifies an open request item client staff are currently responsible for fulfilling.
    - Extension pending — This signifies a due date extension request has been submitted. Once CLA staff have approved or denied the request, the due date will be adjusted, if necessary, and the request item will be sent back into the client status.
    - Submitted — Client staff have submitted the request item to CLA. CLA staff are currently responsible for verifying whether the information submitted fulfills the request.
    - Preparing — This signifies an open request that is a work in progress by CLA staff.
    - Accepted — CLA staff have verified the information submitted by client staff adequately fulfills the request.
- **Stage** — Stage refers to the general stage of the engagement (i.e., interim testing, final fieldwork, etc.) the request will be used for. Note: stages have been primarily used by the Assurance service line
- **Responsible** — The client staff person who has been assigned to provide the requested information (a.k.a. client assignee) will be listed in the responsible column.
- **Entity ID** — In some instances, CLA will request information from a client related to multiple separate entities, locations, or divisions. If applicable, the entity ID field can be used to distinguish which request items are needed for a specific entity. ***Note: field is not visible if data is blank***
- **Due date** — The due date is the deadline for providing the requested information to CLA. The displayed date fonts will be color coded.
    - **Red** dates (**01/17/26**) represent request items past the due date
    - **Black** dates (**01/17/26**) represent request items due beyond two weeks from the current date
- **Area** — The area classifies the request item into a logical area (cash, inventory, etc.) of the engagement that will be performed by CLA. ***Note: field is not visible if data is blank.***
- **# Cmt's** — The number of comments added to a request item is displayed in this field. To view the actual comments, hover over the number with your pointer.
- **Attm's** — The number of attachments added to a request item is displayed in this field. To view and download the actual attachments, go into the detail view of the request.

- **Actions**:
  - Click the vertical ellipses icon and **comment** to add comments to a request item.
  - Click the paper clip icon  to add attachments to a request item. Browse to the file(s) that should be attached and click on the open button. ***Note: Multiple files can be selected by holding down the ctrl key.***
  - Click the vertical ellipses icon and "**submit"** after comments and/or attachments have been added to a request item to submit the fulfilled information request to CLA. This will change the status of the request to "submitted."
  - Click the vertical ellipses icon and "**not applicable"** if a request item is not applicable. When prompted, enter the reason the request item is not applicable.

Detail view

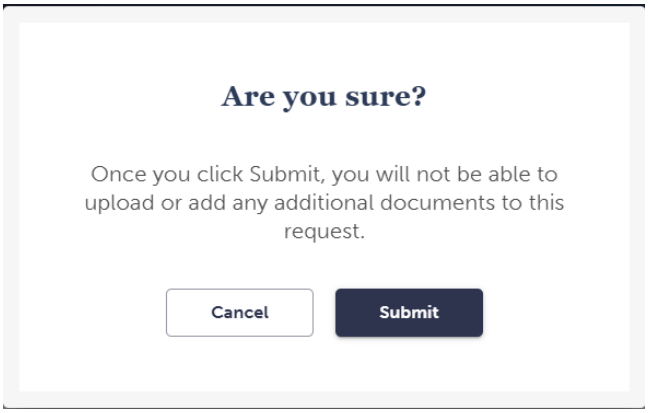
Many of the fields displayed in the list view are also displayed in the detail view of individual request items. Fields are only displayed if they have data populated. The fields found only on the detail view include:

- **Start date** — The beginning date for information requests encompassing a certain time period (e.g., all fixed asset additions from 1/1/YY through 12/31/YY).
- **End date** — The ending date for information requests that encompass a certain time period (e.g., all fixed asset additions from 1/1/YY through 12/31/YY). This field may also be used to designate the "as of" date for request items needed as of a point in time.
- **Preferred format** — Identification on what format the requested information should be provided to CLA (Excel, PDF, etc.).
- **Engagement in-charge** — The CLA staff person with overall responsibility for an engagement associated with individual request items.
- **Report/file name** — Identification of the report or file name associated with the information that should be provided to CLA.
- **Client lead** — The main client contact associated with a request item. This individual may restrict access to the request item to only specific client staff.
- **Shared with** — The client staff who have access to view and work with the request item. Access may be restricted by the individual designated as the client lead for the request item.
- **Links** — For recurring request items, links will be available to toggle between the details of the request for the prior period's engagement and the current period's engagement.

Migrated users: From AIE to HQ Exchange

Certain features available in AIE are not supported in HQ Exchange. These changes were implemented to mitigate potential risk factors and align with the architectural structure of the new environment.

- To maintain visibility and prevent documents from being overlooked, additional documents cannot be uploaded to PBC List Items once they have been submitted.



- Filters are designed for adaptability and do not lock when used. To return to a prior view, just reset the filters for a smooth experience.
    - Additionally, data is no longer frontloaded to “select” from a dropdown list.
- All client PBC projects are now conveniently accessible through the Client Dashboard. There is no longer a requirement to link related entities, simplifying the process compared to previous AIE standards.