# User's Manual

Optima™
COBRA

The Perfect Tool for Administering Group
Health Plan Coverage Continuation

Version 1.0

# Optima COBRA Program and User Manual

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# Chapter 1
# Welcome!

Thank you for choosing Optima to track your company's employee information. Our software application includes many features based on the suggestions of our customers, and we certainly welcome any further comments or improvements you may have.

Optima COBRA was created to help employers administer continuation coverage in compliance with the Consolidated Omnibus Budget Reconciliation Act (COBRA) and the Department of Labor's final regulations (issued May 26, 2004) affecting COBRA notice requirements. The final regulations apply to COBRA notice obligations that arise on or after the first day of the first plan year beginning on or after November 26, 2004. Thus, calendar year plans must comply beginning January 1, 2005.

COBRA continuation coverage provisions generally require group health plans to provide participants and beneficiaries who under certain circumstances would lose coverage the opportunity to temporarily extend benefits under previous group health coverage. The final regulations set minimum standards for the timing and content of the notices required under the continuation coverage provisions and establish standards for administering the notice process.

When combined (Optima Attendance, Records, Time Clock and COBRA), these powerful tools help you keep critical employee information without entering data twice.

## Software Features

- **Open-ended licensing** – Unlike many human resource software applications, Optima does not require annual licensing. However, we do encourage you to purchase upgrades so that you have the latest enhancements and newest features to make your job easier.
- **Easy, standalone PC installation** – We designed Optima to be simple to install and get up and running.*
- **Password security** – Anyone who uses the program must have a login ID and password, and you can set different access levels for each user.
- **Data import** – If you already have information from a spreadsheet or other program, you can save time setting up Optima by importing it.
- **Reminders** – Set pop-up reminders for important dates, such as employee anniversaries, birthdays, I-9 renewals and reviews.

- **Reports** – You can choose from several standard reports and change options to get the information you need. Export information to other file formats such as Excel or text, too.
- **FREE Technical Support** – When you've thoroughly searched the help and troubleshooting information provided in this User's Guide, you can contact Technical Support for free assistance. (See page 66 for contact information.)
- **Automatic reminders** – Instantly create recurring reminders for events for all employees! See page 54 for details.
- **Add file attachments to notes/comments** – Store all documentation in one place! Attach Word, Excel, PDF and image files to any notes or comments field. For instance, you can attach a MyBiz Forms FMLA Request Form to the comments field of the Benefit Detail screen for that employee. There's also a full text editor available now. See page 129, Appendix E.
- **Quick print reports** – In each program feature, you'll find a print icon that lets you quickly create related reports. Combined with the new, faster Employee Select Column, this makes printing reports a breeze.

## Unlocking the Demo

If you have already installed the demo of Optima, you can unlock it by following the steps listed here.

1. Open Optima.
2. Select Alter Current Product License from the Help menu.
3. Select EDIT for the program you want to unlock and enter the Product Key you received with your purchase. This will be located inside the front cover of this User's Guide in the lower right hand corner or sent to your e-mail address.
4. Click OK. If the confirmation message does not appear, verify that you entered the correct key. The Product Key is not case-sensitive.

**Note:** There is a different product key for each G.Neil software product.

## System Requirements

**Required**

- Windows 98 (SE) or later
- Pentium 266Mhz or faster processor
- 64 MB available RAM (Random Access Memory)
- 50 MB available hard disk space
- Access to a CD-ROM drive
- SVGA monitor with 800 x 600, 16-bit color depth or higher

**Recommended**

- Pentium III or higher processor
- 128 MB available RAM (Random Access Memory)
- 50 MB available hard disk space
- CD-ROM drive
- SVGA monitor with 1024 x 768, High Color or higher
- Windows-compatible graphics quality printer

## Network Requirements

- **Windows-based Server or PC** – <u>The included Interbase database must be installed on a Windows-based operating system.</u> You may run the database on a Windows-based server or PC connected to a non-Windows based network, such as Novell.
- **A static (persistent) IP address** so that the database will be always connected to the client application
- **Proper user license** – The database will only allow the purchased number of users to be connected at any one time to the database. Wide-Area Networks (WAN) require a WAN license based on the number of geographic locations. The Product Key is affixed to the inside cover of the CD sleeve.
- **CD-ROM drive** or Internet access to our software product download area on www.gneiltechsupport.com.

# Chapter 2
# Installation

Optima applications can be installed on a single standalone workstation or a network for database sharing among several users, depending on your needs.

Regardless of which license you purchased, you may install the database to a network directory for the purpose of backup. Please consult your network administrator before installing to a network directory.

## License Options

The license options currently available:

- **Single User** – Only one user can run the program at a time.
- **Five Users** – Up to five users can run the program at the same time when connected to a single, common database.
- **Ten Users** – Up to ten users can run the program at the same time when connected to a single, common database.
- **Unlimited User License** – Any number of users can run the program at the same time when connected to a single, common database.
- **Wide-Area Network (WAN) License** – This is an unlimited multi-site license based on the number of geographic locations where application clients are connecting to a single, common database.

## CD Menu Instructions

**To begin installing Optima, follow these steps:**

1. Close ALL running programs.
2. Insert the Optima CD-ROM into the appropriate drive of your computer.
3. The menu will appear. Select which product you want to install. (If the installation menu does not appear, click **Start**, **Run**. In the dialog box type **D:\setup. exe** where D: is the letter of your CD-ROM drive. Click OK or press **Enter**. )
4. Once the installation procedure begins, follow the on-screen instructions to install the software. See **Setup Types** below for more information. It is recommended that you accept the default setting for each step of the install process. If you are installing the software in a network environment (Client-Server Installation), you should consult your network administrator prior to installation. You must have proper network rights in Windows 2000, NT and XP in order to install Optima software.
5. When installation is complete, the G.Neil program group will be added to your Start menu and an Optima icon will be on your desktop.

## Setup Types

- **STANDALONE**: Use this option if you are installing to a standalone computer. This will install both the program files and database files to your local drive.
- **SERVER**: This is the first of two steps in the Client-Server Installation, either for true client-server configurations or peer-to-peer network that may be using a workstation PC for the database. Choose this option to install the database and application files on the Server and before installing the Client application to PC workstations.
- **CLIENT**: This is the second step in the Client-Server installation.

**After clicking on a Setup Type, you will have the following options:**

- **EXPRESS**: We recommended that you select this option if you are installing or upgrading Optima for the first time. This will take you through the installation process with minimum user intervention.
- **CUSTOM**: This option is for Advanced Users who have specific installation needs.

**Note – A Client-Server Installation is recommended**. The database is more secure than if you install it on a Standalone computer, especially when installing Optima Time Clock. When running Optima Time Clock on a Standalone computer, you run the risk of someone changing the clock settings and creating false time card entries. On a Client-Server Installation, the database and time are pulled from the server, not from the client workstation.

## Network Installation

**To install to a network requires these items:**

- **Windows-based Server or PC** – <u>The included Interbase database must be installed on a Windows-based operating system.</u> You may run the database on a Windows-based server or PC connected to a Non-Windows based network, such as Novell.
- **A static (persistent) IP address** so that the database will be always connected to the client application
- **Proper user license** – The database will only allow the purchased number of users to be connected at any one time to the database. Wide-Area Networks (WAN) require a WAN license based on the number of geographic locations. The Product Key is affixed to the inside cover of the CD sleeve.
- **CD-ROM drive** or access to our software product download area on www.gneiltechsupport.com.

**Note:** G.Neil cannot provide technical assistance with setting up or maintaining your computer network. Please consult your computer manufacturer or network administrator before contacting G.Neil Tech Support.

# Client-Server Installation

Installing a Client-Server setup is a two-step process. You will need to install to the Server first and then to the Workstation(s).

## Server Installation Instructions

Install to the Server first by following these instructions:

1. Insert the Optima CD on the Server. (Follow the CD Menu Instructions above.)
2. At the **Setup Type,** select **Server**. Click Next.
3. Select Express. Click Next.
4. **IMPORTANT STEP!**: Write down the Server Name and Database Path EXACTLY as they appear on the screen.
5. Click "I have written this information down." Click Close.
6. Click Next at the Current Settings screen. This will install the program files to the Server.
7. Click Finish. This will start the installation of the database files.
8. Click **Next**, then the **I Agree** button if you agree to the license.
9. After the installation, click **Finish**.
10. Follow the installation instructions for the Client Workstation.

**Note: You only have to run the Server installation once**. Then you may install multiple clients for the Optima version purchased, or to run as a demo.

## Client Workstation Installation Instructions

Install to the Client Workstation by following these instructions.

1. Insert the Optima CD on the Client Workstation. (Follow the CD Menu Instructions above.)
2. Select **Client** as the Setup type.
3. Select **Express**, then click **Next**.
4. Enter the Server Name and Database Path exactly as you wrote down from Step 4 of the Server Installation. Then Click **Next**.
5. Click **Next** at the Current Settings screen. This will install the program files to the Server.
6. Click Finish. This will start the installation of the needed files to run the database.
7. Click **Next**, then the **I Agree** button if you agree to the license.
8. After the installation, click **Finish**.
9. Install the Client for any other Optima versions. (You do not have to install to the Server again.) You may also install to other Workstations, if needed.
10. Double-click on the desktop application shortcut; the default Login and Password are **ADMIN**.

## Standalone Computer Installation Instructions

Installing to a Standalone Computer is quick and easy. Follow these steps:

1. Insert the Optima CD on Standalone Computer. (Follow the CD Menu Instructions above.)
2. Select **Standalone** as the **Setup Type**.
3. Click on **Express**, then click **Next**.
4. Click **Next** at the Current Settings screen. This will install the program files.
5. Click **Finish**. This will start the installation of the database files.
6. Click **Next**, then the **I Agree** button if you agree to the license.
7. After the installation, click **Finish**.
8. Double-click on the desktop application shortcut; the default Login and Password are **ADMIN**.

### Quick Note About Peer-to-Peer Installations

A peer-to-peer connection allows you to share information between two computers without the need of a formal client-server connection. **The peer-to-peer connection must be in place before following these instructions**. See your Network Administrator for more details on setting up this type of connection.

On the host computer (the one on which you wish the database to reside), follow the instructions above for a Server installation. Write down the Server Name and Database Path when prompted. **Note:** The Server installation will install both the software client application and database files to the host computer. Then install the application Client on the other computer that will be sharing the information, entering the Server Name and Database Path when prompted.

# Chapter 3
# Company Setup

## What You Should Know About COBRA

The landmark COBRA health benefit provisions became law in 1986. The law amends the Employee Retirement Income Security Act (ERISA), the Internal Revenue Code and the Public Health Service Act to provide continuation of employer-sponsored group health coverage that otherwise might be terminated.

COBRA contains provisions giving certain former employees, retirees, spouses, former spouses, and dependent children the right to temporary continuation of health coverage at group rates. This coverage, however, is only available when coverage is lost due to certain specific events. Group health coverage for COBRA participants is usually more expensive than health coverage for active employees, since usually the employer pays a part of the premium for active employees while COBRA participants generally pay the entire premium themselves. It is ordinarily less expensive, though, than individual health coverage.

**COBRA Coverage**

Group health plans for employers with 20 or more employees are subject to COBRA. Both full and part-time employees are counted to determine whether a plan is subject to COBRA. Each part-time employee counts as a fraction of an employee, with the fraction equal to the number of hours that the part-time employee worked divided by the hours an employee must work to be considered full time.

Under COBRA, a group health plan ordinarily is defined as a plan that provides health care benefits for the employer's employees and their dependents through insurance or another mechanism such as a trust, health maintenance organization, self-funded pay-as-you-go basis, reimbursement or combination of these.

**What Benefits Are Covered Under COBRA?**

Qualified beneficiaries must be offered coverage identical to that available to similarly situated beneficiaries who are not receiving COBRA coverage under the plan (generally, the same coverage that the qualified beneficiary had immediately before qualifying for continuation coverage). A change in the benefits under the plan for the active employees will also apply to qualified beneficiaries. Qualified beneficiaries must be allowed to make the same choices given to non-COBRA beneficiaries under the plan, such as during periods of open enrollment by the plan.

**Who Is Entitled to COBRA Benefits?**

An individual must be a "qualified beneficiary" to become eligible for COBRA continuation coverage. A "qualified beneficiary" is an individual covered by a group health plan on the day before a qualifying event (defined below) who is either an employee, an employee's spouse, or an employee's dependent child. In certain cases, a retired employee, the retired employee's spouse, and the retired employee's dependent children may be qualified beneficiaries. In addition, any child born to or placed for adoption with a covered employee during the period of COBRA coverage is considered a qualified beneficiary. Agents, independent contractors, and directors who participate in the group health plan may also be qualified beneficiaries.

**What Is a "Qualifying Event?"**

Qualifying events are certain events that would cause an individual to lose health coverage. The type of qualifying event will determine who the qualified beneficiaries are and the amount of time that a plan must offer the health coverage to them under COBRA. A plan, at its discretion, may provide longer periods of continuation coverage.

**Qualifying Events for Employees:**

- Voluntary or involuntary termination of employment for reasons other than gross misconduct
- Reduction in the number of hours of employment

**Qualifying Events for Spouses:**

- Voluntary or involuntary termination of the covered employee's employment for any reason other than gross misconduct
- Reduction in the hours worked by the covered employee
- Covered employee's becoming entitled to Medicare
- Divorce or legal separation of the covered employee
- Death of the covered employee

**Qualifying Events for Dependent Children:**

- Loss of dependent child status under the plan rules
- Voluntary or involuntary termination of the covered employee's employment for any reason other than gross misconduct
- Reduction in the hours worked by the covered employee
- Covered employee's becoming entitled to Medicare
- Divorce or legal separation of the covered employee
- Death of the covered employee

**Effect of Second Qualifying Event**

Dependent beneficiaries who elect COBRA continuing coverage following the employee's termination of employment or reduction in work hours are eligible to extend COBRA coverage if a second qualifying event occurs causing loss of coverage. Coverage may be extended for a total of up to 36 months from the original COBRA start date.

**How Long Does COBRA Coverage Last?**
COBRA establishes required periods of coverage for continuation health benefits. A plan, however, may provide longer periods of coverage beyond those required by COBRA.

COBRA beneficiaries generally are eligible for group coverage during a maximum of 18 months for qualifying events due to employment termination or reduction of hours of work. Certain qualifying events, or a second qualifying event during the initial period of coverage, may permit a beneficiary to receive a maximum of 36 months of coverage.

Coverage begins on the date that coverage would otherwise have been lost by reason of a qualifying event and will end at the end of the maximum period (unless terminated earlier for reasons discussed under Early COBRA Termination, on pg 18).

**Maximum Coverage Periods Based on Beneficiary and Qualifying Events**

| Qualified Beneficiary | Qualifying Event | Period of Coverage |
|---|---|---|
| Employee<br>Spouse<br>Dependent child | Termination<br>Reduced hours | 18 months * |
| Spouse<br>Dependent child | Entitled to Medicare<br>Divorce or legal separation<br>Death of covered employee | 36 months |
| Dependent child | Loss of dependent child status | 36 months |

* This 18-month period may be extended for all beneficiaries if certain conditions are met and the qualified beneficiary is determined to be legally disabled for purposes of COBRA.

**Extending Maximum Coverage Period due to Legal Disability**
COBRA requires group health plans to provide certain qualified beneficiaries an 11-month disability extension of an 18-month period of COBRA coverage (resulting in a total of 29 months of COBRA coverage), provided the qualified beneficiary (or any other qualified beneficiary who is a member of his or her family) is both: (a) determined by Social Security Administration to be disabled during the first 60 days of COBRA coverage, and (b) provides notice to the plan of SSA's disability determination within 60 days after the date of the determination. The notice must be provided before the end of the first 18 months of continuation coverage.

**Early COBRA Termination**
COBRA continuation coverage may end prior to the expiration of the maximum coverage period if:

- Premiums are not paid on a timely basis
- The employer ceases to maintain any group health plan
- After the COBRA election, coverage is obtained with another employer group health plan that does not contain any exclusion or limitation with respect to any pre-existing condition of such beneficiary. However, if other group health coverage is obtained prior to the COBRA election, COBRA coverage may not be discontinued, even if the other coverage continues after the COBRA election.
- After the COBRA election, a beneficiary becomes entitled to Medicare benefits. However, if Medicare is obtained prior to COBRA election, COBRA coverage may not be discontinued, even if the other coverage continues after the COBRA election.

When COBRA terminates before the expiration of the maximum coverage period, the plan administrator is required to notify affected individuals pursuant to COBRA notification requirements (see below).

**Notifications and Timeframes**

***(1) Initial Notification of COBRA Continuation Rights.*** The plan administrator must provide written notice to each "newly enrolled" covered employee and spouse of the covered employee (if any) of the right to continuation coverage provided under each plan. The notice must be furnished to each employee and each employee's spouse within 90 days of the date on which such individual's coverage under the plan commences (or, if later, 90 days after the plan first becomes subject to COBRA continuation coverage requirements).

The COBRA regulations set forth the required minimum content of the general notice. These content requirements cover basic information regarding COBRA and the rights and responsibilities of qualified beneficiaries that a participant or beneficiary would need to know before the occurrence of a qualifying event in order to be able to protect his or her COBRA rights.

New regulations clarify that a plan administrator may deliver a single notice addressed to a covered employee and the covered employee's spouse at their joint residence, provided the plan's latest information indicates that both reside at that address. A single notice would not be permitted, however, if a spouse's coverage under the plan begins at a different time from the covered employee's coverage, unless the spouse's coverage begins before the date on which the notice must be provided to the covered employee, and a single notice is then timely sent to their joint address.

Optima COBRA provides an *Initial Notification of COBRA Continuation Rights*, and reminds you to send the Notification within 90 days of adding a "newly enrolled" individual to a plan.

(2) ***Notice of Qualifying Event.*** The covered employee or a family member has the responsibility to inform the plan administrator of the following qualifying events: divorce, legal separation, disability, or a child losing dependent status under the plan. Notice must be provided within 60 days after the qualifying event. Notice may be provided to the plan administrator by any individual who is either the covered employee, a qualified beneficiary with respect to the qualifying event, or any representative acting on behalf of the covered employee or qualified beneficiary, and the provision of notice by one individual shall satisfy any responsibility to provide notice on behalf of all related qualified beneficiaries with respect to the qualifying event.

*Employers* have a responsibility to notify the plan administrator of the following qualifying events: employee's death, termination of employment or reduction in hours, or Medicare entitlement. Notice must be provided by the employer to the plan administrator (if different than employer) within 30 days after the qualifying event. However, for any plan under which continuation coverage begins with the date of loss of coverage, the 30-day period for providing the notice of qualifying event must also begin with the date of loss of coverage, rather than the date of the qualifying event.

(3) ***Notice of COBRA Qualification and Election Rights.*** The plan administrator must furnish an election notice to qualified beneficiaries within 14 days after the receipt of notice of a qualifying event. Where the employer is also the administrator of the plan, an election notice must be furnished not later than 44 days after the date of the qualifying event, or, if the plan provides that COBRA coverage starts on the date of loss of coverage, the date the qualified beneficiary loses coverage under the plan. This applies in cases where the *employer* has the obligation to notify the plan administrator of the qualifying event (i.e., for employee's termination, reduction in hours, death, or entitlement to Medicare).

MyBiz COBRA generates a qualification/election notice, and reminds you to send the notice to each qualified beneficiary affected by the qualifying event entered. To help you comply with the strict time limitations for providing the notice, MyBiz COBRA will indicate that your qualification/election notice is due to be sent as soon as you enter a qualifying event, even though you may have additional time under the guidelines explained above.

**(4)** ***Notice of COBRA Unavailability.*** Alternatively, if the plan administrator determines that an individual is not eligible for COBRA continuation coverage, the plan administrator must send a notice to each qualified beneficiary explaining why COBRA coverage is unavailable. This notice must be delivered within the same 14-day window applicable to the Qualification/Election Notice.

The unavailability notice must be furnished when the plan administrator denies coverage after receiving a notice of qualifying event, regardless of the basis of the denial and regardless of whether the notice involves a first qualifying event, a second qualifying event, or a request for a disability extension. For example, the unavailability notice would be required to be provided when a plan administrator denies continuation coverage because it has been determined that no qualifying event had occurred or because the qualified beneficiary did not furnish the notice of qualifying event notice in a timely manner or did not provide complete information.

Optima COBRA provides a notice to help you comply with this requirement.

**(5)** ***COBRA Election.*** COBRA allows each qualified beneficiary at least 60 days from the date the qualification/election notice is provided or the day health care coverage ends (whichever is later) to elect continuation coverage.

Each qualified beneficiary may independently elect COBRA coverage. A covered employee or the covered employee's spouse may elect COBRA coverage on behalf of all other qualified beneficiaries. A parent or legal guardian may elect on behalf of a minor child.

Remember, plans may allow for longer notification periods, but may not shorten them. To the extent that a plan provides a covered employee or qualified beneficiary a period of time longer than 60 days to provide notice of COBRA election to the administrator, the terms of the plan shall govern.

**(6)** ***Notice of Conversion Rights.*** Some plans allow participants and beneficiaries to convert group health coverage to an individual policy. If this option is generally available from the plan, a qualified beneficiary who pays for COBRA coverage must be given the option of converting to an individual policy at the end of the COBRA continuation coverage period. The option must be provided within 180 days before COBRA coverage ends. The premium for a conversion policy may be more expensive than the premium of a group plan, and the conversion policy may provide a lower level of coverage. The conversion option, however, is not available if the beneficiary ends COBRA coverage before reaching the end of the maximum period of COBRA coverage.

Optima COBRA generates a conversion notice and reminds you to send it within 180 days of COBRA coverage ending. (Note: If conversion is not available under your plan, you are urged to seek legal advice regarding compliance with this notice requirement.)

(7) ***Early COBRA Termination Notice.*** Continuation coverage may be terminated earlier than the end of the maximum period for many different reasons, as discussed above. If COBRA coverage is being terminated before the maximum coverage period, the plan administrator is required to send each affected individual a notice indicating that coverage is ending. The notice is not required to be furnished before COBRA coverage can be terminated or within a specified time frame. However, it must be provided as soon as reasonably practicable following the administrator's determination that continuation coverage shall terminate. The purpose of providing a notice of early termination is to allow qualified beneficiaries the opportunity to take appropriate next steps to protect their access to health coverage, either on a group or individual basis.

New regulations establish that the notice must include: (a) the reason that continuation coverage has terminated earlier than the maximum coverage period; (b) the date of termination of continuation coverage; and (c) any rights the qualified beneficiary may have under the plan or under applicable law to elect an alternative group or individual coverage, such as a conversion right.

Optima COBRA provides a notification for COBRA termination designed to comply with this requirement.

(8) ***HIPAA Certificate of Group Health Plan Coverage.*** Pursuant to the Health Insurance Portability and Accountability Act of 1996 (HIPAA), plan administrators are required to provide a Certificate of Group Health Plan Coverage to individuals after coverage ends under a group plan.

Optima COBRA generates this Certificate and reminds you to send it upon termination of benefits.

**Effective Dates of Required Notices**

*By Plan Administrator:* A required notice is considered “furnished” by a plan administrator as of the date of mailing (if mailed by first class mail, certified mail, or Express Mail), or as of the date of electronic transmission, if transmitted electronically. When hand delivery is the chosen method of delivery, however, a notice would not be considered furnished until actually received by the individual to whom the notice is directed.

*By Participant/Beneficiary:* In the absence of written plan procedures to the contrary that are communicated to participants and beneficiaries, the same standards apply to notices provided by covered employees, qualified beneficiaries, and other persons acting on their behalf to plan administrators.

**Premium Payments**
Qualified individuals may be required to pay the entire premium for coverage up to 102% (employers may charge up to 2% as an administration fee) of the cost to the plan. For qualified beneficiaries receiving the 11-month disability extension of coverage, the premium for those additional months may be increased to 150 % (up to 50% administration fee) of the plan's total cost of coverage.

COBRA beneficiaries remain subject to the rules of the plan and therefore must satisfy all costs related to co-payments and deductibles, and are subject to catastrophic and other benefit limits.

The plan must allow participants to pay premiums on a monthly basis if requested, but may allow payments at other intervals (weekly or quarterly). The plan is not required to send monthly premium notices to trigger payment obligation. Failure to make timely payments may result in loss of coverage.

The initial premium payment must be made within 45 days after the date of the COBRA election by the qualified beneficiary. Payment generally must cover the period of coverage from the date of COBRA election retroactive to the date of the loss of coverage due to the qualifying event. Premiums for successive periods of coverage are due on the date stated in the plan with a minimum 30-day grace period for payments. Payment is considered to be made on the date it is sent to the plan (date of post-mark or hand-delivery).

If premiums are not paid by the first day of the period of coverage, the plan has the option to cancel coverage until payment is received and then reinstate coverage retroactively to the beginning of the period of coverage.

If the amount of the payment made to the plan is made in error but is not significantly less than the amount due (less than $50 or 10%), the plan is required to notify the individual of the deficiency and grant a reasonable period (for this purpose, 30 days is considered reasonable) to pay the difference.

**State Laws Related to COBRA**
Many states have enacted legislation providing more favorable continuation and conversion options to employees than available under COBRA. Federal COBRA provisions apply to all group health plans, but plans that pay benefits out of an insurance policy may be subject to COBRA-related state laws. Plans operating in states with COBRA-related statutes should review their state laws to ensure compliance with conflicting provisions.

# Before you begin using Optima

Have available:

- Location and Department names
- User Information (Managers and other users that will have access to the data)
- Employee Data Employee name, Hire Date, Work Status (full or part time), Active Status (Active, Inactive, or Terminated), Location and Department, Work Hours, Week Hours, Benefit and COBRA information

# Logging In for the First Time

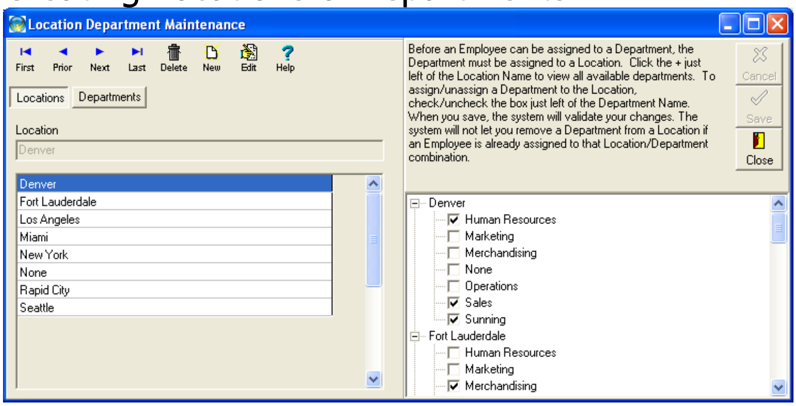
After installation, run the application by double-clicking the desktop application. The default Login and Password is **ADMIN**.

# Checklist for Setting Up

Optima COBRA first needs some information set up to correctly track your employee absences; to get started, please follow the checklist below:

- Change the Admin password by going to **Settings**, **User Security**. If needed, set up access for others who will need to continue setting up the program. If you need to give access to specific locations and departments, or individual employees, set these up first and then come back to User Security and complete security access. (See Chapter 3, pg 33.)
- Set up Global Preferences. (See Chapter 3, pg 25.)
- Create Locations and Departments. (See Chapter 3, pg 24.)
- Set up Benefit Plans. (See Chapter 3, pg 29.)
- Enter employee information (See Chapter 5, pg 42) and Personal Contact Info. (See Chapter 5, pg 50.)
- Assign Benefits to Participants. (See Chapter 5, pg 45).
- Add Additional Users, if needed. (See Chapter 4, pg 33).

# Creating Locations & Departments




Locations and Departments are required and must be assigned to each of your Employees (See Chapter 4 – Adding a New Employee to assign Location/Department to employees.)

**Note:** When setting up Locations and Departments for the first time, a Location must be set up FIRST, and then you may assign a Department to that Location.

# Setting Up Locations and Departments

Departments are assigned to Locations.

To set up your Locations and Departments, follow these steps:

1. Click on Locations and Departments from Settings menu.
2. Click Locations, then click New.
3. Enter the Location name.
4. Click Save.
5. Click New again to create other Locations.
6. Click the Departments Tab, then click New.
7. Enter the Department name.
8. Click Save.
9. Click New again to create other Departments that will be assigned to the Location.
10. After all departments are created, click the + sign next to Location in the right pane.
11. Select the assigned departments by clicking in the box next to the department.

**Note:** As you add more locations and departments, you'll see that each location has ALL of the departments that you've created. However, only those departments that you assign to a location will show up when assigning them on other screens. You may not remove a Department from a Location if an Employee is still assigned to that Location/Department combination.

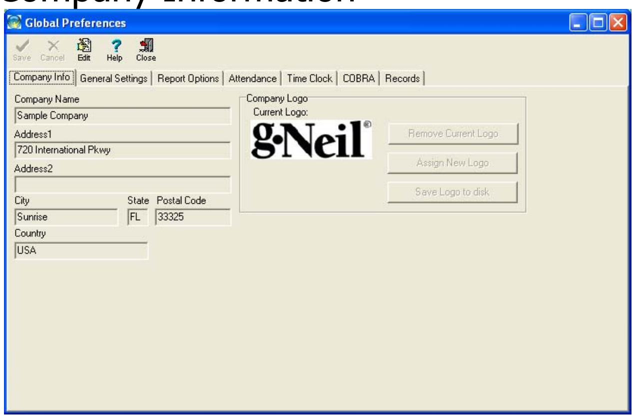
# Global Preferences

To access Global Preferences, go to Settings, Global Preferences.

This Global Preferences screen allows you to control your default program settings, such as Company Info, Report Options, and specific program options. If you are setting up for the first time, please follow the Checklist order.

**NOTE:** Before editing any of the Global Settings, you must first click the **EDIT** button.

# Company Information




The Company Information screen allows you to enter your company name, address and logo. The company name is required as this will print out on Reports. Having a company logo is recommended, but not required. If you have one, this will also print out on Reports.

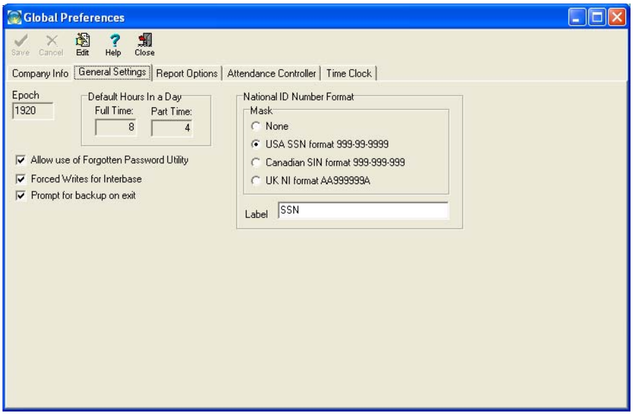
- Company Name (required for report headings)
- Address, City, State, Zip and Country Code (optional)
- Bitmap filename for your Company Logo (optional) If you have your company logo available in a bitmap (.bmp) file format, you can have this logo appear on reports. Records supports .bmp file formats not to exceed 200x200 in size. Enter the directory where the bitmap file is stored or use the Browse to locate it.

# Editing Company

1. Click Edit.
2. Enter Information as needed.
3. To add a company logo, click Assign New Logo. Navigate to where the directory path is and click on the bitmap logo, then click Open.
4. Click Save.

# General Settings

The General Settings Tab allows you to set the program defaults such as the Epoch setting, default hours in a day, and SSN format, among others.



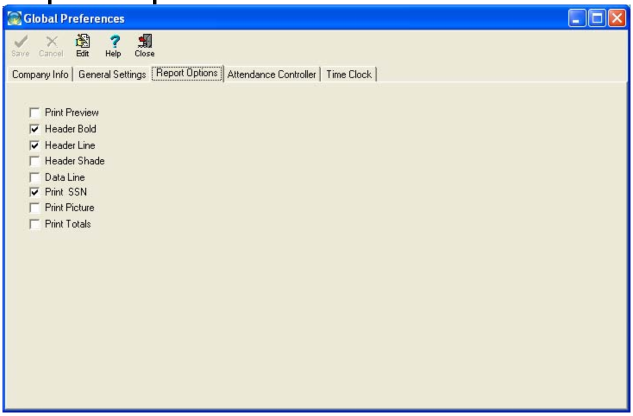

- **Epoch Setting** – We strongly recommend keeping the default settings. This setting will allow the program to appropriately interpret any two-digit year entered that is between 1920 and 2019. For example, with the default Epoch setting of 1920:
  - If you enter a date (such as in the Hire Date field) of 03/05/78, the program will interpret this as 03/05/1978.
  - If you enter a date of 03/05/01 within the program, it will be interpreted as 03/05/2001.

**Note:** If you need to enter a year prior to 1920 or after 2019 in a date field within the program, you may enter the year as a four-digit number.

- **Default Hours in a Day** – These are the default hours that will be assigned when creating a new employee. The Day Hours on the Employee Detail screen will be filled in automatically with these default hours when a new employee is created.
- **National ID Number Format /Label** – Selecting one of these options will allow you to set the mask for the National ID Number Format. The default mask is set to the USA SSN format. With this selected, whenever you enter a new employee, the dashes will automatically come up in the xxx-xx-xxxx format. The label is the title that will appear on the Employee Detail screen (SSN by default).
- **Allow Use of Forgotten Password Utility** – This option allows access to a utility that can be used, only with assistance from G.Neil Tech Support, to gain access into the Optima program. In order to use this feature, we require that a statement on a company letterhead and signed by a supervisor, be sent by fax or mail stating that the user is allowed full access into the program. We keep statements on file. Call G.Neil Tech Support if you have forgotten or lost your Optima password.

- **Forced Writes for Interbase** – If running the Optima database on a Standalone computer, this option will help to keep the database more stable. A Workstation is more prone to lock up or crash than a Server. If the Optima database is installed on a Workstation and the program is open at the time the computer locks up or crashes, the database is prone to becoming corrupt and possibly unrepairable. A computer lockup or crash can be attributed to several things, including having too many programs open at the same time than what your computer memory can handle.
- **Note:** If the database is installed on a Workstation or Standalone computer, we recommend keeping this option checked. The performance may lag a little, but unless you have more than 800 employees, you may not even notice it. We also recommend having a current backup, created within Optima or DB Monitor, available. If the database is installed on a Server, normally a backup of the whole Server is created on a daily or regular basis. We still recommend setting up Scheduled backups within DB Monitor, but having this option checked is not as important on a Server.
- **Prompt for Backup on Exit –** This option allows you to turn on or off the message prompting for backup when you close out of the program. Backups are very important. We recommend that you turn this feature off only if you have scheduled backups within the DB Monitor.

# Report Options Tab



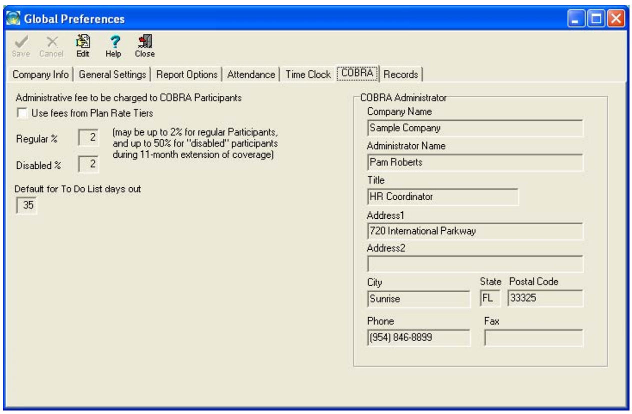

These settings affect how reports will appear by default.

- **Print Preview** – Toggles (turns on and off) showing preview first before printing
- **Header Bold** – Toggles bolding for Header Title
- **Header Line** – Toggles putting a line under the Header Title
- **Header Shade** – Toggles shading for Location or Department title row
- **Data Lines** – Toggles lines to separate data information
- **Print SSN** – Toggles ability to show Social Security Numbers

- **Print Picture** – Toggles ability to print Picture on printout
- **Print Totals** – Toggles whether or not Totals show up on reports

## COBRA Tab

It is important that you enter all requested information in the area titled "COBRA Administrator" under Global Preferences > COBRA Tab before getting started. Failure to do so may prevent your COBRA Notifications from generating, and may interfere with other important COBRA administration features.




The COBRA tab has the following options:

**Administrative fee to be charged to COBRA Participants**
Use fees from Plan Rate Tiers – If checked this option will use the Admin fee rates from a specific Plan's Rate Tier, otherwise, if unchecked, rates will be used from here.

Regular % – Regular admin fees can be up to 2%.
Disabled % – This admin fee can be up to 50%.

**Default for To Do List days out**
Displays the To Do List this many days out according to the number entered here.

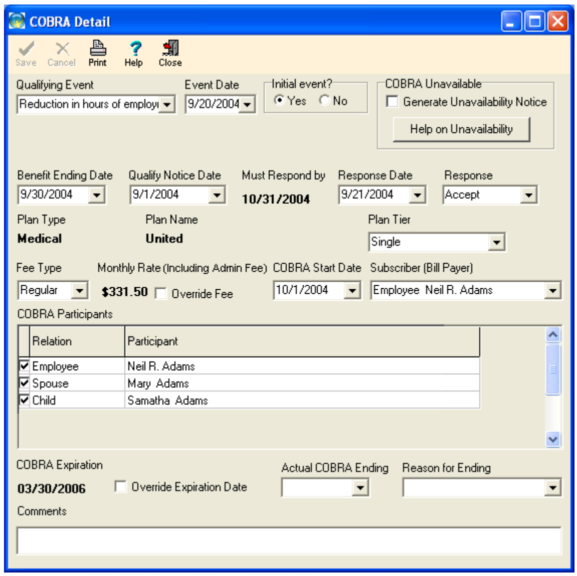
**COBRA Administrator**
Enter the info as needed for the COBRA Administrator.

## Other Optima Tabs

Additional Optima programs must be installed for these options to display. See the appropriate manual for setting up these options.

# Setting up Benefit Plans

Benefit Plan Maintenance is where you will create and set up benefit plans. You do not assign the plans to employees from here. Benefit Plans are assigned to employees from the Benefits feature.




To set up Benefit Plans, follow these steps:

1. From Settings, Benefit Plan Maintenance, click New.
2. Fill in information as needed.
3. Click Save.

Benefit Plan Maintenance has the following options:

- Type – Types include general category types such as 401k, COBRA, Medical, Dental, etc. and are set up from Settings, General Codes, Benefit Plan Types.
- Plan Name – Plan names should be more specific, such as "Medical – Self" or "Dental – Dependent".
- Insurance Company Name – Name of the insurance company for the selected type.
- Telephone Number (Customer Service) – Number that can be reached in case you have questions.
- Street Address 1 and 2 – Mailing address of insurance company.
- City, State, Zip – Mailing info of insurance company.
- Open Enrollment Effective Month – Month when plan permits open enrollment (typically January of each calendar year).

- Termination Cycle – Options are End of Month or Immediate. If the plan terminates coverage on the actual date of a qualifying event, such as an employee's termination date, enter "Immediate." If the plan allows coverage to run until the end of the calendar month during which the qualifying event occurs, enter "End of Month." It is extremely important that you enter this information accurately.
- Minimum Week Hours – Number of hours needed to qualify for coverage under the plan.
- Dependent Age Cap – Upper age limit allowed for dependents to receive plan coverage. Enter the plan's age cap for Students and Non-Students.
- Require Beneficiaries – Select this option if plan type requires beneficiaries. This option will display the Beneficiaries button when assigning this plan to participants (employees, dependents, etc.).
- Employee Only Benefit – Select this option if plan type is only for the employee and not for dependents or other.
- Enable COBRA for this plan - Select this option if you want COBRA options to be associated with this plan. The COBRA icon will be available on the Employee Benefits feature. It is important for you to accurately designate whether a plan is COBRA-eligible. By law, most plans are deemed COBRA eligible. However, short-term and long-term disability plans, workers' compensation coverage, and wellness plans generally are not COBRA-eligible. Life insurance plans are only COBRA-eligible if required by state law.

  The following plan types generally are required to offer COBRA continuing coverage:

  - Preferred Provider Organizations (PPOs)
  - Health Maintenance Organizations (HMOs)
  - Exclusive Provider Organizations (EPOs)
  - Medical Indemnity Insurance Plans
  - Dental Indemnity Plans
  - Prepaid Dental Plans
  - Prescription Drug Plans
  - Substance/Alcohol Treatment Plans
  - Free-standing Psychiatric Plans
  - Vision and Hearing Plans
  - Long-term Care Plans; and
  - Section 125 Medical Reimbursement Accounts

- Plan Terminated – If selected, this plan will not show up on drop-down options where you need to select benefit plans.
- COBRA Billing Options gives you a choice between Billing Monthly or Using Coupons. If you select Bill Monthly, bills will be generated on a monthly basis. If you

select Use Coupons, bills will be generated through the end of the benefit year. The benefit year is based on twelve months beginning from the Open Enrollment Effective Month (Benefit Plan Maintenance). For example, if your Open Enrollment Effective Month is January, billing records through December will be created. Note: billing records for the next benefit year will be created approximately 25 days before the end of the current benefit year.

- Rating Tiers – some plans may have different rate options for the same plan, such as Single, Single +1, Family, etc. Clicking New will allow you to add different tier levels.
- Rate Effective Date - This is the date the Rating Tiers are effective from.
- Tier # – The program automatically numbers the tiers as they are created.
- Tier Name – Name should be specific to the plan tier such as: Med – Self I, Med – Self II, Med – Self III.
- Rate – This is the dollar amount that is paid to the insurance company.
- Apply Contribution as % - This toggles whether the Employer Rate and Employee Rate will be entered as a dollar amount ($) or percentage (%).
- Employer Rate – The rate the employer pays. Can be a dollar amount or percentage depending on option for Apply Contribution as %.
- Employee Rate – The rate the employee pays. Can be a dollar amount or percentage depending on option for Apply Contribution as %.
- Regular Admin Fee – This must be entered as a percentage (%), even if contribution rates are set up in dollars ($).
- Disabled Admin Fee - This must be entered as a percentage (%), even if contribution rates are set up in dollars ($).
- Comments – Add any relevant notes in the comments field.

## Setting up COBRA Notifications

Optima COBRA provides several types of customizable notifications. The notifications are grouped under the following categories:

| | | |
|---|---|---|
| Newly Enrolled | Billing | COBRA Termination |
| Qualification/Election | Rate Change | HIPAA |
| Conversion | Insufficient Payment | COBRA Unavailability |

(For more information about the purpose, content, or timing of these notifications, see Chapter 3 – Notifications and Timeframes under What You Need to Know About COBRA.) You can print the notifications from the Reports Menu.

Optima COBRA notifications are attorney-developed and designed to comply with current COBRA Regulations. If you wish to make content modifications, you are urged to have them reviewed by counsel to ensure compliance.

When making changes be aware that items in brackets, such as [NOTICEDATE] are field names and should not be changed. These items are fields that are pulled from the database. If items in brackets are modified, the application will not be able to filter information automatically from the database to the notification.

To customize a notification, follow these steps:

1. From Settings, Cobra Notification, select a notification then click Edit.
2. Make changes as needed.
3. Click Save.

Once you change a notification under Settings, the new version will automatically be generated each time you use the notification. To make a one-time modification that isn't saved as a template, you may modify an individual notification at the employee level when viewing/printing notifications instead of using Settings (see Chapter 3 – Viewing/Printing COBRA Notices).

# Chapter 4
# Security Options

Due to the confidential nature of information stored in Optima, security is always turned on. This will help prevent unauthorized persons from accessing critical employee data. The use of security is required, and setting up access to Optima and any other G.Neil applications you have should be completed right after you set up Locations and Departments.

## Frequently Asked Questions

**What is a user?**
Simply put, this is the person using the program. They may be entering or viewing data. The Administrator may set specific access to only those features a user will need access to.

**How many different users can be set up?**
The security file can contain a list of as many users as you desire. For example, each user would have their own login name and password with access rights to specific features.

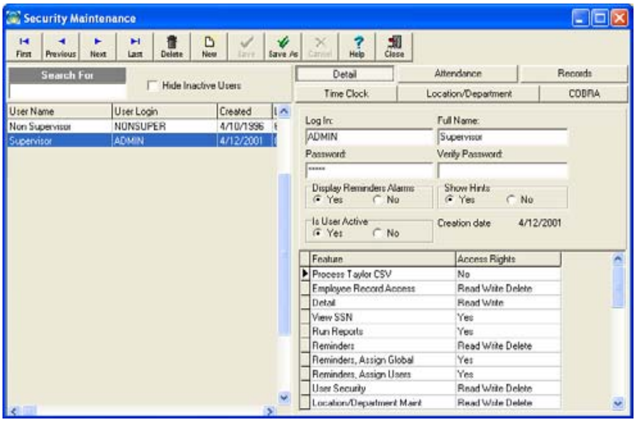
**Can I set up each user to view only his or her own employee information?**
Yes. (See this chapter – Setting Up Access to Locations, Departments and Individual Employees.)

**If I use other Optima programs, will users need to be entered again?**
Optima Attendance, Records, Time Clock and COBRA share the same security file so if you are using these programs, there is no need to enter basic information twice.

**I have a Single User License, but want three other users to access the program; how many computers may I put the program on with a Single User License?**
The Optima applications are single user licenses and can only be installed on one computer. If you need more flexibility and need to install to a network environment we recommend checking out our Optima applications which allow networking.

### Common Features

Features under the User Security Features Tab are shared among Optima Attendance, Records, Time Clock and COBRA. For instance, Locations and Departments are common to all three programs, as are Global Settings. Even if you only have one of the listed programs, you will need to follow these instructions to set up user access rights.




**Note**: You will not see the program tabs for programs that are not installed.

## Detail Tab (Common Features)

- Search For – This allows you to search by User Name.
- Save As – This allows you to create additional users based on the access rights of another user.
- Employee Record Access – This allows access to view, add or delete employee records.
- Employee Detail – This grants access to the Employee Detail screen.
- View SSN – This allows access to view Social Security Numbers.
- Run Reports – This allows access to run reports.
- Reminders – This allows access to add and delete reminders.
- Reminders, Assign Global – This allows access to assign reminders as Global.
- Reminders, Assign Users – This allows access to assign reminders to other users.
- User Security – This allows access to add, edit, and delete users and user access.
- Location/Department Maint – This allows access to assign location/department access for users.
- Global Preferences – This allows access to edit global preferences.
- Database Monitor – This allows access to the DB Monitor.
- Database Backup – This allows access to Backup from the DB Monitor.
- Database Restore – This allows access to Restore from the DB Monitor.
- Alter Product License – This allows access to change one or more Product License.
- Conversion – This allows access to run the Conversion Utility.
- Custom Reports – This allows access to create/modify Custom Reports.
- Import Data – This allows access to import employee data into the database.
- Export Data – This allows access to export employee data.

## Setting up access to common features (Detail Tab)

1. Click New from the User Security, Detail screen.
2. Enter a Log In and Password (letters and numbers only) and the user's Full Name.
3. Select options for Displaying Reminder Alarms and Hints for this login.
4. Select Yes to allow the user to begin logging in after giving access. Setting this option to NO is a good security measure when users are out of the office for a number of days.
5. Select what type of Feature Access users will have by clicking in the Feature Access Rights block.
6. Clicking on the arrow will allow you to select from the following:
    - **NO ACCESS** – no access to selected feature
    - **READ ONLY** – allows user to view only; cannot make any changes
    - **READ WRITE** – allows user to view, add, and edit; no deleting allowed
    - **READ WRITE DELETE** – allows user full editing rights to feature
    - **YES** – allows access to feature
    - **NO** – no access to feature
7. Click Save.

## Setting up access to specific program features

Once the above steps are completed, follow these steps to set up access to specific program features:

1. From Settings, then User Security, click on the Records Tab.
2. Select what type of Feature Access users will have by clicking in the Feature Access Rights block until a drop-down arrow shows up. Clicking on the arrow will allow you to select from the following:
    a. NO ACCESS – No access to selected feature
    b. READ ONLY – This allows user to view only; cannot make any changes
    c. READ WRITE – This allows user to view, add, and edit; no deleting allowed
    d. READ WRITE DELETE – This allows user full editing rights to feature
3. Click Save.

## Program Features (COBRA)

- Show COBRA Tab – Selecting "YES" for this option will display and allow access to the COBRA program.
- COBRA Billing – Allows READ, WRITE and/or DELETE access to this feature. COBRA Billing is accessed from the main features.
- COBRA Tasks – Selecting "YES" allows access to this feature. COBRA Tasks are accessed from the View Menu.
- COBRA – Allows READ, WRITE and/or DELETE access to this feature. COBRA is accessed from the Benefits feature.

- Benefits – Allows READ, WRITE and/or DELETE access to this feature. Benefits is accessed from the main features.
- COBRA Notices - Allows READ, WRITE and/or DELETE access to this feature. COBRA Notices are accessed from the main features.

### Setting Up Access to Locations, Departments and Individual Employees

You should have already set up your Location and Department names (see Locations and Departments). Now you will want to set up users' access to the Locations and Departments by following these steps:

1. Click on Location/Department Tab from **Settings**, **User Security, Detail**.
2. Click on the "+" (plus sign) next to Locations/Departments and next to the location and department name to expand the list.
3. Click in the box next to the location and department name to select access to these areas or individual employees within these departments. This will put a checkmark in the box. Click in the box again to unselect.
4. If you have already entered your employees in the program and assigned location and departments to them, when you expand a department, you will see all the employees assigned to that location/department combination. You may then select access to individual employees at this point by clicking in the box next to the employee. **Note:** If you haven't entered your employees (through the Employee Detail feature or Import Data under the File Menu) into the program, you will still be able to assign access to a location/department combination, just not down to the employee level. You may later assign access down to the employee level after you enter your employees and assign a location/department to them.
5. Click Save.

For instructions on setting up user access to any other G.Neil program (e.g., Attendance, Records or Time Clock), please see Security Options in the appropriate user manual.

## Forgotten Password Feature

The program has a Forgotten Password feature that can be used in case of forgotten or lost passwords. Please follow these instructions in this case:

1. Fax a statement on your company letterhead, to our Technical Support Department. The statement should be signed by a manager or supervisor, authorizing you to have a password that allows full access to the security feature within the program. (See Chapter 8 – Contacting Technical Support for our Support Fax number.) **Example Statement:** (authorized name and title) is authorized to have full access to the (name of program). Signed by (supervisor name, title and contact information).
2. Once the Fax is sent, contact our Technical Support Department at the phone number in Chapter 8. Please have the program opened to the Login/Password screen. The representative you get in contact with will walk you through the next few steps to get you back into the program.

# Chapter 5
# Managing Employee Records

This chapter will help you become acquainted with the program layout and how to enter employee information. Throughout this chapter there are examples of different program screens. You may wish to view the sample database to get a better picture of how employee records look once entered. (See Chapter 8 – Sample Database for more details.)

Make sure you have gathered the following information for each employee before attempting to enter employee records:

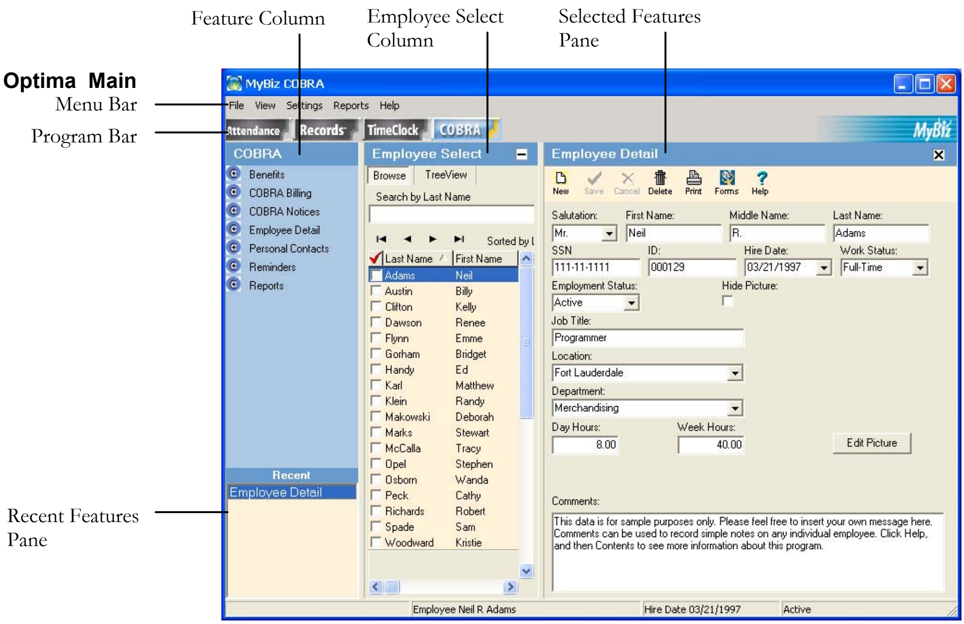
- Social Security Number
- Name (First, Middle, Last)*
- Employee Identification Number
- Date of Hire*
- Job Title
- How many hours in a day the employee works*
- Location*
- Department*
- Full or Part-time*
- Active, Inactive or Terminated Status*

* - Required data

## Using Optima

Optima is now easier to navigate than ever before. Even better, if you have other Optima software installed, such as Optima Attendance and Time Clock, you have access to all programs and features from one convenient interface.

The main parts of the Optima user interface are the Menu Bar, Program Bar, Feature Column, Employee Select Column, Selected Feature Pane and the Recent Features Pane.




# The Menu Bar

## File Menu

**Maintenance**

> **Backup Database** – This lets you perform a database backup while running the program.

**Import Data** – Imports basic employee data into the Optima database.

**Export Data** – Exports basic employee data from the Optima database. (See Chapter 10 Import and Export.)

**Delete Employee** – Deletes an employee from the Browse or Employee Detail screens. **Note**: This cannot be undone and deletes all data for the selected employee!

**Exit**

**MRU list** – (Most Recently Used list) Allows you to quickly select an employee by clicking on his or her name

## View Menu

**Filter Page** – Gives other options for sorting and filtering, such as hiding terminated or inactive employees.

**Open Reminders** – Brings up all open reminders (those not checked as resolved).

**Checklist** – Displays Checklist screen that helps you set up the program. You may select "I am finished with the Checklist" to not display the Checklist on start up. You may access this screen again by going to View, Checklist.
**Welcome** – Displays initial Welcome screen that pops up when you first run Optima. You may select "Don't Show this Message Again" to not display the Welcome screen the next time on start up. You may access this screen again by going to View, Welcome.

### Settings Menu

**User Security** – Allows you to set user access to features, locations/departments and employees
**Global Preferences** – Allows you to set program preferences such as Company Info, Report Options and other program options
**Locations/Departments** – Allows you to add/edit locations and departments and assign departments to a location
**Benefit Plan Maintenance** – This is where you set up your Benefit Plans before they are assigned to employees. (See pg 29, Setting Up Benefit Plans, and pg 45, Assigning Benefit Plans to Employees.)
**COBRA Notifications** – After setting up your Benefit Plans, you can review and edit the COBRA Notices as needed.

### Reports Menu

Previews and prints up several reports; you can also access this list and select a report by clicking Reports on the left Feature Column.

### Help Menu

**Contents** – Brings up the Help File
**System Information** – Displays database information and current users
**About** – Displays program version number and current license
**Alter Current Product License** – Allows you to enter/edit product key code

## The Program Bar

The Program Bar allows you to select the Optima program you wish to use and displays its features in the Feature Column. The programs are color-coded as follows: Optima Attendance – Green; Optima COBRA – Red; Optima Time Clock – Purple; Optima COBRA – Light Blue.

## The Feature Column

The Feature Column allows you to select which feature will be displayed in the Feature Pane on the right side. To make it easier, we also color-coded the features of each program. For example, if you select Optima COBRA, and select Employee Detail from the feature column, you will see a light blue title bar.

## The Employee Select Column

The Employee Select Column allows you to select or find employees quickly and easily, as well as select multiple employees for printing reports.

**Browse mode** allows you to perform an incremental search for an employee, move columns and sort quickly.
An incremental search allows you to enter the first couple of letters of the employees' last name and will go to the first employee which matches those letters; and as you enter more letters, the search will become more defined. For example, if you enter the letter "A" in the Search field, the employee list will select the first employee name which starts with the letter "A." If you enter the letter "d," so that now you have "Ad" it will bring up the first employee name which starts with Ad, such as Adams.

You may move columns according to your preferences. To move a column, click and drag the title to the left or right. Double arrows pointing inward will show you where you will drop the title if you release the mouse button.

Sorting fields is just as easy. Just click on the title of the column you want to sort. For example, if you wanted to sort by first name, you would click on the First Name title. You can also set multiple sorts by holding the CTRL key and clicking on fields; the sort priority will be displayed above the field names.

**TreeView mode** allows you to find or select employees by location and department. For example, if you were looking for employees who are under the Ft. Lauderdale location / Merchandising department, TreeView mode could show you at a glance.

**Tip**: In TreeView, by default all locations and departments are unchecked. A quick way to select just one department is to click on the name of the department. This will select all employees under that department. Likewise, in Browse mode, you can select or deselect all employees by clicking on the red checkmark at the top left.

## Selected Feature Pane

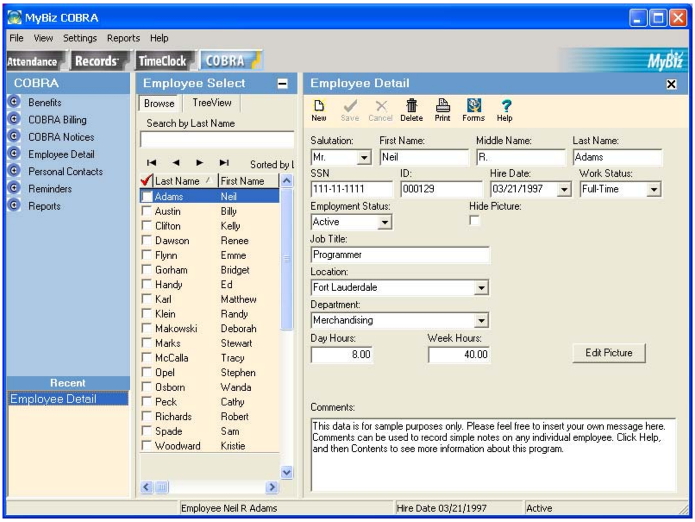
The Feature Pane is where the selected feature of the program will be displayed. **Note**: Columns can be resized. To resize a column, move your cursor to the left or right edge of the column until your cursor turns into a double arrow pointing left and right; click and drag your left mouse button to the desired width and release. The Employee Select Column can also be hidden and unhidden by clicking on the minus or plus sign in the top right corner.

## Recent Features Pane

This is a list of the most recently used features. Clicking on a feature from this list will bring it up in the Feature Screen. It's a quick way to get back to a previous screen.

## Employee Detail Feature

The Employee Detail Feature is the main data entry and viewing screen for employee information. It is shared between the Optima versions of Records, Attendance and Time Clock. If only one program has been installed, the features for the others will not be seen. The screen is divided into two sections, the search and browse view on the left, and the main data entry screen on the right. **Note:** Pictures are assigned to an employee through the Edit Picture button under the Personal Contacts or Employee Detail Feature.




- **Salutation**: Select Mr., Mrs., Ms., as appropriate; this field is not required.
- **First**: Enter employee's First Name.
- **MI**: Enter the first letter of the employee Middle Name (Middle Initial).
- **Last**: Enter the employee's Last Name.
- **SSN**: Employee's Social Security Number (or other National ID as selected under Global Preferences, General Settings)
- **ID**: Enter a unique ID for the Employee.
- **Hire Date**: Enter the date the employee was hired. If the employee has been hired more than once, you should enter the last (most recent) hire date (required for accuracy of HIPAA Certificate).
- **Work Status**: Select Full-time or Part-time as appropriate.

- **Employment Status**: Select Active, Inactive, or Terminated to show the employee's status.
- **Job Title**: Enter the employee's current Job Title.
- **Location**: Select the location at which the employee is primarily employed.
- **Department**: Select the Department that the employee is currently assigned to.
- **Day Hours**: Enter the number of hours the employee will work in a typical workday.
- **Week Hours**: Enter the number of hours the employee will work in a typical workweek.
- **Hide Picture**: Click in this box to hide the assigned picture. To assign a picture, see the Edit Picture button under the Personal Contacts Feature.

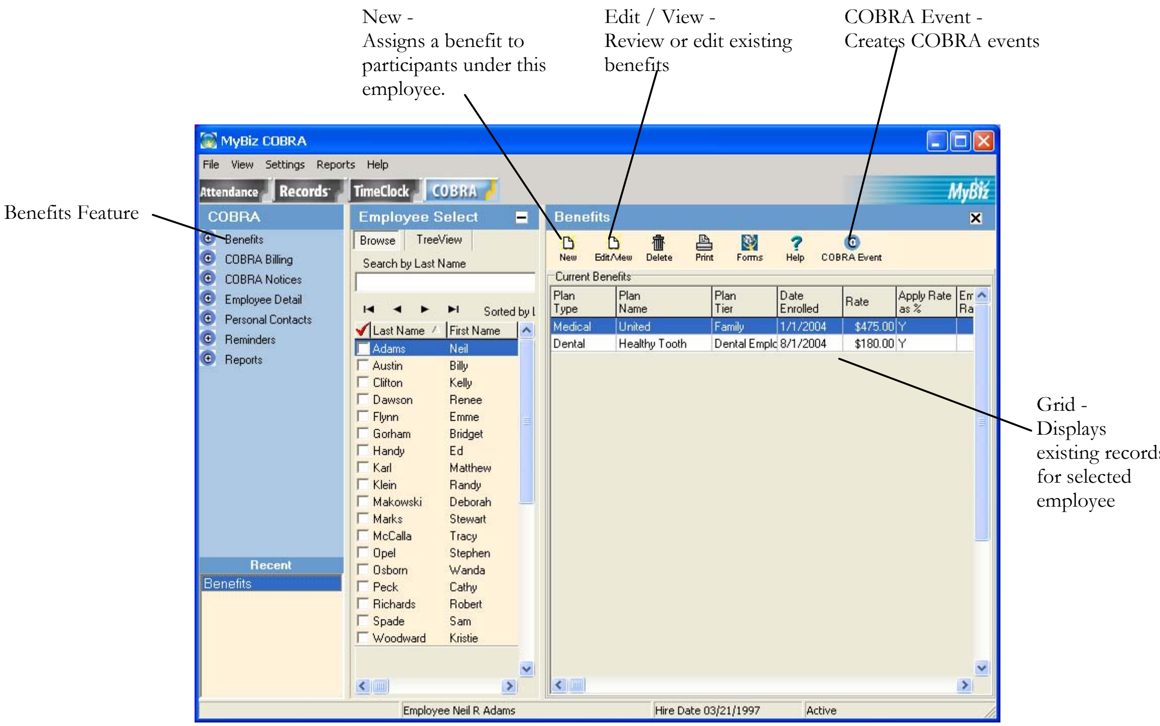
### Adding a New Employee

1. Click the **New** icon or select **Edit** and **New Employee** from the main menu. Click **Next** button after entering data for each screen.
2. Enter the **Required Fields**. (You can use the TAB key to move from field to field or hold down the SHIFT key and press TAB to move back a field.)
3. Required Fields -
   a. First and Last Name
   b. Hire Date
   c. Work Status
   d. Employment Status
   e. Location
   f. Department
   g. Hours (Day and Week) - This is the amount of hours an employee works for a typical workday and workweek. These numbers are used as defaults when generating report totals.

## Benefits Feature

> **NOTE:** You'll need to have your **Benefit Plans** set up from the **Settings Menu > Benefit Plan Maintenance** option before you can assign Benefits to employees. (See **Chapter 3 – Setting up Benefit Plans** for more info on setting up.)

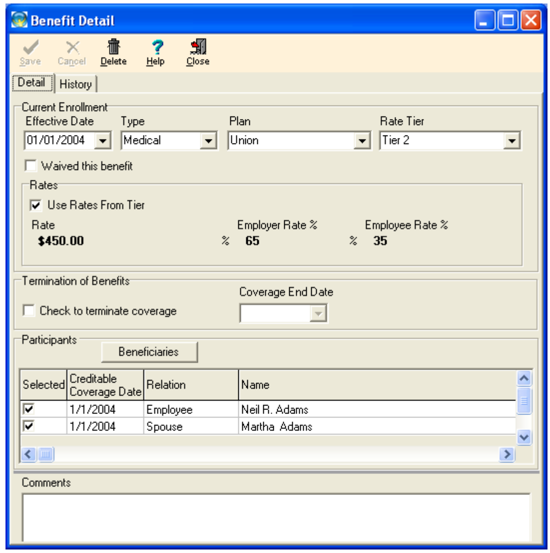
The Benefits feature allows you to assign and track benefits, such as 401(k), COBRA, FMLA, dental, medical, life insurance, disability and others for employees.




The main Benefits screen has the following options:

**Buttons**

New – Allows you to assign benefits to participants under the selected employee
Edit/View – Allows you to edit and/or review existing benefit options
Delete – Deletes the selected benefit and any COBRA records associated with it. NOTE: Deletions are permanent.
Print –
Help – Brings up the help file associated with this screen.
COBRA Event – Allows you to create a COBRA event associated with the selected benefit.




**Benefit Detail**

- Effective Date – This is the date when the employee first becomes covered under the plan.
- Type – Lists the type of plans available (i.e., Medical, Vision, Dental, 401k, etc.)
- Plan – Lists the type of plans listed according to the Type selected. (For example, if you selected Medical as the Type, then you would only see Plans that were under Medical Type.
- Rate Tier – Lists the rate tiers associated with the selected Plan.
- Waived this benefit – If selected, this marks the benefit as being waived by the employee. NOTE: If a participant, other than the employee is taken off the plan, you should unselect them from the Participants table.
- Use Rates from Tier – If checked, the program will use the Rate Tier from the selected Benefit Plan, otherwise, you may manually enter this information.
- Coverage End Date – Date when the individual's coverage actually ends. Do not fill in a date unless you are actually terminating the individual's coverage under the plan.
- Participants – The Participants Grid will display Personal Contacts marked as Spouse or Partner and all dependents. A checkmark in the Selected column designates participants on this plan. The Creditable Coverage Date is filled in manually and is the date the specified employee started coverage.
- Creditable coverage date - Date when individual first had coverage for HIPAA purposes.
- Comments – Enter relevant comments.

**History Tab**
The Benefits Detail History tab displays a record of Benefit changes.
Clicking EDIT will open the details for the selected benefit, and NEW will allow you to create a new benefit.

## Assigning a Benefit Plan to an Employee

Benefits need to be tracked whether an employee elects to participate in a benefit plan or even if they waive the benefit. Optima COBRA allows you to track both of these events.

To assign a benefit event to an employee, follow these steps:

1. From the Benefits Feature screen, click New.
2. Enter the Effective Date of this Plan.
3. Select the Benefit Type, Plan, and Rate Tier.
4. Select whether to use the Plan Rate Tiers or enter rates manually.
5. Select the participants who will be taking part in this benefit plan.
6. Enter the Creditable Coverage Date. This is the date of initial coverage (for HIPAA purposes) - which may be earlier than the plan's "effective date" if the individual was covered under a previous plan.
7. Save your changes.

## Waiving a Benefit Plan

If an employee elects to waive a benefit, it is marked by following these steps:

1. From the Benefits Feature screen, click New.
2. Select the Benefit Type, Plan, and Rate Tier.
3. If participants are waiving this benefit, select the Waive checkbox.
4. Enter the Date Effective.
5. Save your changes.


## Creating a COBRA Event

The COBRA feature allows you to track COBRA-related information , beginning with the "qualifying event" resulting in loss of coverage. Qualifying events typically associated with COBRA are: Employee Termination, Reduction in Hours, Employee Death, Divorce or Separation, Medicare Entitlement, Loss of Dependent Status, and Legal Disability. (See Chapter 3 – What You Should Know About COBRA).

**NOTE:** You'll need to have your **Benefit Plans** set up from the **Settings Menu > Benefit Plan Maintenance** option before you can assign COBRA benefits to employees. (See **Chapter 3 – Setting up Benefit Plans** for more info.)

To create a COBRA Event, follow these steps:

1. From the Benefits Feature screen, click the COBRA Event button, then New.

2. Select the type of Qualifying Event from the drop-down box.
3. As you enter more information more fields will become available to fill in.
4. The Must Respond By date, Plan type and Plan Name will be filled in automatically, as will the Monthly Rate, Participants and COBRA Expiration date.
5. Click Save when completed.

The main screen for COBRA has a grid format with the following information: COBRA Event, Plan type, Plan Name, and Event Date.

Clicking Edit will open the details for the selected event, while New will allow you to create a new event.

The COBRA Feature has the following options:

- Qualifying Event – This refers to the event or circumstance causing coverage to end and triggering COBRA continuation coverage. Qualifying events typically associated with COBRA are: Employee Termination, Reduction in Hours, Employee Death, Divorce or Separation, Medicare Entitlement, Loss of Dependent Status, and Legal Disability. (See Chapter 3 – What Is a "Qualifying Event?" under What You Need to Know About COBRA.)
- Event Date – Date of event, such as termination date, date of reduced hours, etc.
- Initial Event? – Do not select if this is a second qualifying event (See Chapter 3 – Effect of Second Qualifying Event under What You Should Know bout COBRA.)
- Benefit Ending Date – Expiration date of benefit.
- Qualification/Election Sent – Date when plan administrator sends qualification/election notice.
- Must Respond by date – This date will automatically fill in according to the program.
- Response Date – Date that a response was received.
- Response – Type of response received. (Accepted, Waived, etc.)
- COBRA Unavailable – This option should be used when you determine that an individual is not eligible for COBRA continuation coverage. COBRA regulations require you to notify individuals if COBRA coverage is not available to them. (See Chapter 3 – Notifications and Timeframes). If you determine that COBRA coverage is unavailable, insert a check next to "Generate Unavailability Notice" to create the required notification. For more information on the use of this notice, click "Help on Unavailability Notice."
- Plan Type – This will automatically fill in according to the type of plan assigned.
- Plan Name – This will automatically fill in according to the type of plan assigned.
- Plan Tier – Tier(s) that is available to the participants according to the benefit plan.
- Fee Type – Allows you to choose between Regular or Disabled for the Fee Type.
- Monthly Rate (Including Admin Fee) – Field will be filled in automatically according to the benefit plan. Clicking the checkbox for Override Fee will allow you to manually change this amount.
- COBRA Start Date – Beginning date of COBRA coverage.

- Subscriber (Bill Payer) – Lists the available names to choose from. These are the names that are entered in Personal Contacts.
- COBRA Participants – Eligible participants will automatically populate this area. Participants are taken from the assigned Benefit Plans in the Benefits Feature. Note: To add Participants, or to create separate or individual elections, return to the Benefits Detail screen.
- COBRA Expiration – Will be filled in automatically according to the benefit plan.
- Override Expiration Date – Allows you to change the COBRA Expiration date manually.
- Actual COBRA Ending – This date may differ from COBRA Expiration date if COBRA is terminated before maximum coverage period (See Chapter 3 – Early COBRA Termination under What You Should Know About COBRA.)
- Reason for Ending – Important for early COBRA termination.
- Comments – Add relevant notes for this event.

## Viewing/Printing COBRA Notices

The COBRA Notices Feature shows, at the employee level, the status of notices whether they're becoming due soon (green or yellow), overdue (red) or have been printed.

The categories of notices that can be printed are:

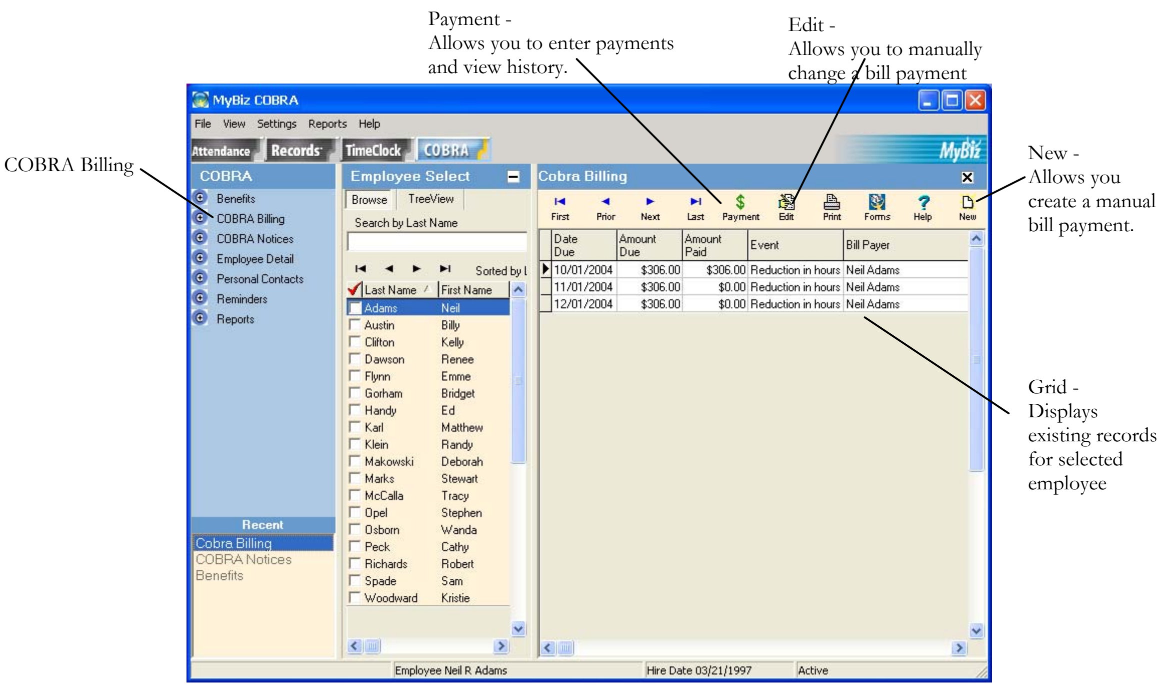
- Newly Enrolled
- Qualification/Election
- COBRA Unavailability
- Conversion
- Billing
- Rate Change
- Insufficient Payment
- COBRA Termination
- HIPAA

(For more information about the purpose, content, or timing of these notifications, See Chapter 3 – Notifications and Timeframes under What You Need to Know About COBRA.)

Once you print a notification, the notification is automatically saved with the date and time of printing. This becomes a record of when you sent the document and what it included. You may not save the document without first printing it.

# COBRA Billing Feature

COBRA Billing records are automatically created when a COBRA event is recorded. You can create new bills or edit existing amounts by clicking on the New or Edit button respectively, however, we recommend having the program automatically create the records from the COBRA event.

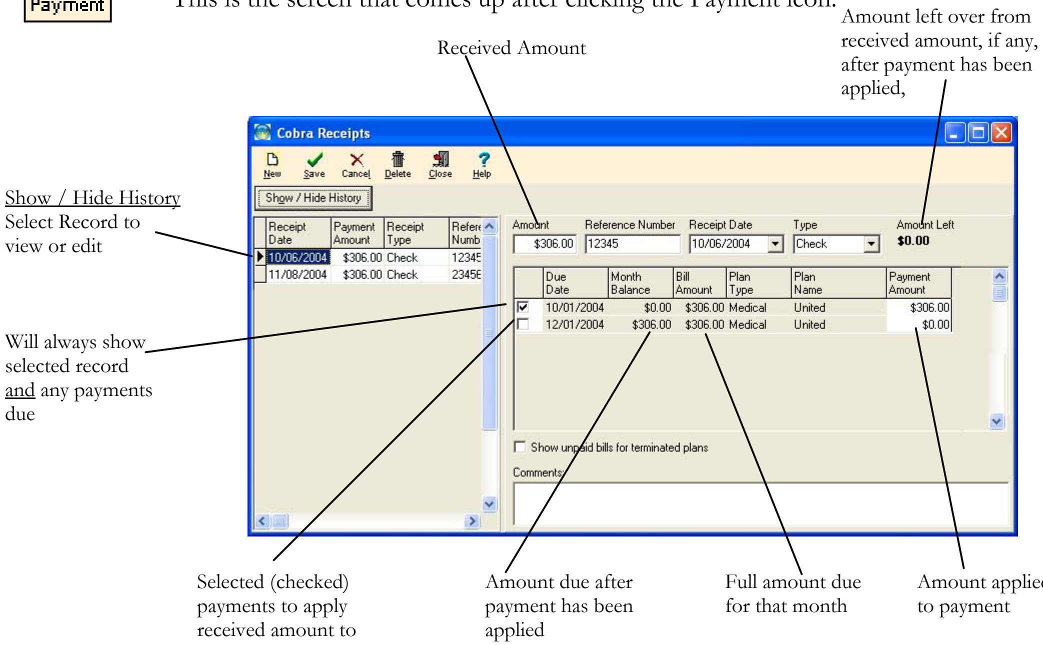



The main COBRA Billing Feature is in a grid format and has the following options:

- Payment – Allows you to apply received payments against bills.
- New – Allows you to create a manual bill payment. We recommend having the program create the bills automatically, which is done after a COBRA event is created, however, the ability to create a manual bill is there if needed.
- Edit – Allows you to edit an existing record. Again, we recommend having the program create the bills automatically, however, this ability is there if needed.
- Print – Prints the COBRA Billing Report on the amount due and how much was paid.
- Help – Brings up the help file associated with this screen.


## Receiving a Payment

This is the screen that comes up after clicking the Payment icon.




To receive a payment follow these steps:

1. Select the appropriate employee, then select COBRA Billing.
2. Click Payment. When you enter the Payment screen, it will be in Edit mode (you can start entering your data). If you click on the Show/Hide History button, you'll need to press the Cancel button to get out of Edit mode, otherwise, you'll get a message stating, "An amount is required. Please enter an amount or cancel your changes."
3. In the Amount field, enter the amount of the received payment.

**NOTE:** If the amount received is equal to or less than the first record's Bill Amount, the amount received will be applied to the first record. If the amount received is more than the first record, with multiple records displaying, then the amount received will be applied to the first record and then to the second record until the full amount received is used. You may manually set which records to apply the amount received to by clicking on the checkbox and entering the amount manually in the Payment Amount field.

4. Enter a Reference Number, if needed.
5. Enter the Receipt Date.
6. Enter the payment Type. (See Payment Types below for more info.)
7. Apply the amount received to a record(s), if needed.
8. Click Save.

**Payment Types:**
Payment types are just to record the type of transaction. They do not adjust balances.
Cash
Check
Money Order
Credit
Adjustment

## Reviewing/Editing a Payment from History

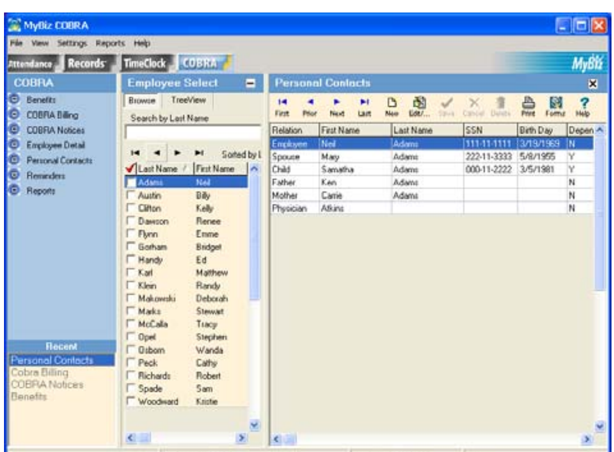
The Payment History feature allows you to review receipts and edit payment amounts as necessary.

To edit a payment from history, follow these steps:

1. From **COBRA Billing Feature**, click **Payment** and then **Show/Hide History**.
2. Click **Cancel** to take the program out of EDIT mode. When you first come into the Payment screen, it always starts in EDIT mode. To edit a record other than the first one, you'll need to take it out of EDIT mode by clicking Cancel.
3. From the grid (left side) select the record you want to change.
4. Enter the new amount in the Amount field on the right side.
5. Make any other changes as necessary.
6. Click Save.

# Personal Contacts Feature

The Personal Contacts Feature allows you to add and edit dependent contact information. The main screen is in a grid format and allows you to quickly locate contact information for an employee.



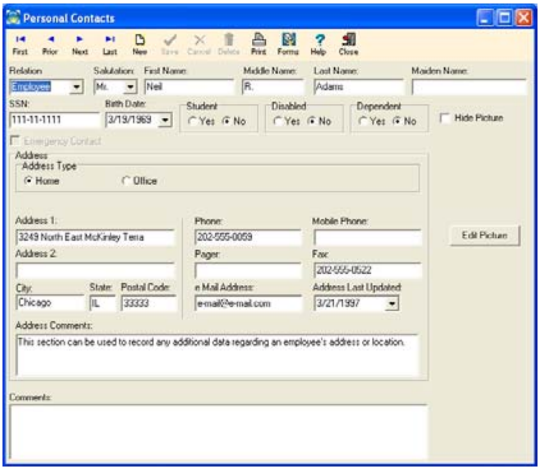
The first Relation listed will always be the selected employee. This helps identify which employee you are assigning contact information for.

The Personal Contacts main screen has the following options:

- New – Allows you to enter a new contact.
- Edit/View – Allows you to change an existing contact.
- Print – Prints the Employee Detail Report.
- Help – Brings up the help file associated with this screen.

## Personal Contacts – Details

Clicking on New or Edit allows you to enter dependent and contact information. All dependents need to be entered through this screen before assigning them to a benefit plan.




The first Relation on the Contact Detail Feature is the Employee you want to add dependents or contact information to. The title Employee under the Relation drop-down box for this person cannot be changed.

To add a dependent or other contact, follow these steps:

1. Select an employee from the employee list.
2. Click New.
3. Enter First Name, Last Name and Relation information (required fields). Enter other fields as needed (Salutation, Maiden Name, Birth Date, SSN, Student, Disabled and Dependent info).
4. Click Save.
5. Click the Edit Picture to assign a photo to this contact person.
6. Click Address to add an address to this contact person.

# Adding an Employee Picture

A photo gives you a visual image of an employee, their dependent(s) or emergency contact person(s). Photos are not required. We recommend you use a digital camera to take your photos and save the images in the industry standard JPEG (.JPG) picture format or Bitmap (.BMP) format. An image size of 200x200 pixels works best. If your picture is larger than this, the program will squeeze your larger picture into the displayed picture frame. If your digital camera has TWAIN support, you can import the picture right into Optima using the Twain Import feature.

To add an employee picture follow these steps:

1. From either the Personal Contacts or Employee Detail Feature select the employee you want to add a picture to.
2. Click Edit Picture.
3. Click Assign New Photo.
4. Navigate to where the employee picture is. Select it and click Open. If your photo is larger than the recommended size (200x200 pixels), you may get a message that asks if you still want to assign the file. If you click Yes, the program will try to squeeze your larger picture into the frame, however, the larger size of the file will be maintained and may make the database larger.
5. Click Ok.

## Using Twain Import

The Twain Import button allows you to import pictures directly from your Twain-compliant digital camera. You'll need to install the software that came with your digital camera. To import a photo from your digital camera, follow these steps:

1. First, you'll need to make sure that your digital camera is Twain-compliant and that the software that came with your camera is installed on the same computer where you will run Optima.
2. Connect your digital camera to your computer.
3. Open Optima and navigate to the employee you want to add a picture to.
4. Click on the Personal Contacts Tab.
5. Select the Edit Picture button and click on the Twain Import button.
6. Click the Select Source button and then on your camera name. You may have one or two options available.
    a. **[Camera Name]** – This option allows you to take the picture and import it to Optima. Go to Taking a Picture and Importing to Optima below to continue instructions.
    b. **Photos in [Camera Name]** - This option will allow you to download and view the pictures on your camera's disk if you've already taken pictures. Go to Downloading Pictures from Camera Disk below to continue instructions.

## Taking a Picture and Importing It into Optima

Continue following these steps from Step 6a above:

1. After selecting your camera as the source, click OK
2. Click the Acquire Picture button and click Take Picture. The picture should show up on the Twain Import screen.
3. Click OK to select the picture.

**Note:** The instructions for selecting or downloading a picture may be different depending on your camera.

## Downloading Pictures from Camera Disk

Continue following these steps from Step 6b above:

1. After selecting this option, click OK.
2. Click the Download button to download the pictures to your computer.
3. Select the picture you want to import, then click Transfer.
4. Click Ok to select this picture.

**Note:** The instructions for selecting or downloading a picture may be different depending on your camera.

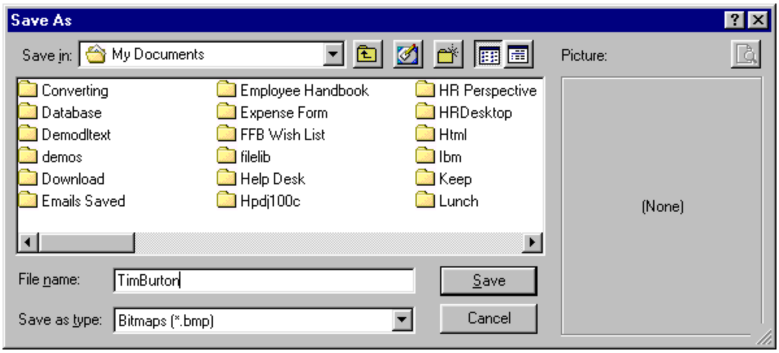
## Saving a Photo to Disk

All the pictures in Optima are stored in the Optima database (hrware.gdb). This option will allow you to save the picture to a different directory, if needed.

To save an assigned photo to your computer, follow these steps:

**Note**: The picture must be assigned to an employee before you can save it to a different directory.

1. Click Personal Contacts, then the Edit Picture button.
2. Click Save Photo to Disk.
3. Navigate to where you want to save the photo.
4. Name the photo.
5. Click OK. The picture can only be saved as a .bmp file.



# Reminders

The Reminders Feature will show you all open (unresolved) reminders and allow you to create, delete and resolve reminders. If you have created a reminder it will show up when you first open the program, starting on the reminder date. Reminders will continue to display until you click Resolve.

## Reminders Tool Bar and Pane Layout

<u>**Tool Bar**</u>
**First-Prior-Next-Last arrows** – navigates through selected reminders
**New** – Creates a new reminder
**Edit** – Allows you to make changes to a reminder
**Save** – Saves reminder
**Cancel** – Cancels current changes
**Delete** – Deletes selected reminder
**Print** – Lets you print the Reminders report for selected employees
**Help** – Brings up help for this screen

<u>**Pane Layout**</u>
**Reminder Date** – Date reminder should first display
**Title** – Heading of reminder
**Resolved** – Checkbox displays checked for resolved or unchecked for open (unresolved)
**Employee Name** – Displays name of employee that reminder is associated with
**User** – Displays name of user that reminder will display for
**Description** – The purpose of the reminder shows here

<u>**Filters**</u>
**User** – Allows you to view reminders associated with specific users (must have access to Reminders, Assign Users under User Security)
**Show Resolved** – Displays Resolved reminders only
**Show Unresolved** – Displays Unresolved (open) reminders only

## Creating a New Reminder

There are two types of reminders in Optima:
**One Time Reminders** – These are reminders that are only meant to remind you of a one-time event, such as filing an EEO Report.

**Recurring Reminders** – These remind you of repeating events:
Anniversaries
Birthdays
Performance Reviews
I-9 Renewals

## Setting a Reminder

**One Time Reminder**

1. Click on Reminders from the Features Column.
2. Click New.
3. Select (check) One Time Reminder.
4. Enter a Title and Reminder Date
5. If you want the reminder to be associated with specific employees, select the checkbox "Assign to all selected (checked) employees." This is optional and will create a separate reminder that is associated with each employee.
6. If you selected the checkbox in Step 5, you will need to select (check) any employees that this reminder is about in the Employee Select Column. Otherwise, skip to the next step.
7. By default, the User's name will default to the login that was used to enter the program. Change this if you want the reminder to come up for another user, or you may select Global which allows the reminder to come up for all users logging in. **Note**: You must have access to Reminders, Assign Users and Reminders, Assign Global under User Security to be able to change this option.
8. Enter a description of the reminder, if needed.
9. Click Save.

**Recurring Reminder**

1. To create a recurring reminder, follow these steps:
2. Select Reminders from the feature list.
3. Click New.
4. Select (check) Recurring Reminder.
5. Select the type of reminder: Anniversary, Birthday, Performance Review, or I-9 Renewal.
6. Select a Through Date (when do you want to stop the reminder from occurring).
7. Select how many days you want to be reminded before the event.
8. By default, the User's name will default to the login that was used to enter the program. Change this if you want the reminder to come up for another user, or you may select Global, which allows the reminder to come up for all users logging in. **Note**: You must have access to Reminders, Assign Users and Reminders, Assign Global under User Security to be able to change this option.
9. Enter a description of the reminder, if needed.
10. Click Save.

## Deleting Reminders

Reminders are deleted from the Main Reminders screen by clicking on the Delete icon.

## Editing Reminders

There are two ways to edit reminders:

**Main Reminders screen**
From the main Reminders screen you can edit the following columns just by clicking in the field: Reminder Date, Title, Resolved and Description.

**Edit Reminders screen**
Clicking on Edit from the main Reminders screen will bring up the Edit Reminder screen. You may also double-click on the title of a reminder. The Edit Reminders screen allows you to change the Title, Reminder Date, User and Description.

**Note**: If you need to change the Employee Name that this reminder is about, you'll need to delete the reminder and then re-add it.

## Open Reminders

Open reminders will appear for the user they are assigned unless the Global option is checked. If a reminder is marked with Global, then it will show for all users. You may view open reminders by opening the program or selecting Reminders from the feature list.

**Note**: If you have security access to "Reminders, Assign Users" (See Security Options p. 27), you may view reminders set up by other users. You may also resolve reminders from the Open Reminders screen.

# Chapter 6
# Reports

Optima creates several reports that relate to employee recordkeeping. For additional reporting capability, please try Optima Attendance, Reports and Time Clock which offers you the power to track absenteeism and time-off benefit balances.

## Creating and Printing Reports

There are two ways to preview and print a report.

1. You may preview and print from the individual feature by clicking on the Printer icon associated with that feature or:
2. You may go to the Reports drop-down menu or feature list for more sorting/filtering options.

### Printing from the Reports Feature or Menu Bar

1. From the Employee Select column, select which employees you want to report on; you may use either the Browse mode or TreeView mode to select employees.
2. From the feature list, click Reports and then choose a report.
3. Select sorting/filtering options in the Feature Pane, if needed, and click Preview.
4. Click the printer icon to print.

Each report has basic and additional options for that specific report.

### Print Preview

The Print Preview screen gives you the following options:
**Zoom Buttons** – These allow you to zoom each page: Zoom to fit – fits the page to the screen; 100% - zooms the page to 100%; Zoom to Width – zooms the width of the page to fit the screen.
**Print Setup/Print** – These allow you to enter print setup or print the report.

**Save to File/Open File** – From here you can save the report as a Quick Reports file. You can also open an existing Quick Reports file. Normally, you would not need to save as a Quick Reports file.
**Close** – This button closes the preview.

## Basic Report Options

Each report has the same Menu, Grouping and Export options:

### Report Menu Options

**Preview** – Displays the report with options to print and setup printer.
**Print** – Sends the report to the selected printer.
**Printer Setup** – Allows you to change the printer and printer settings.
**Help** – Displays help pertaining to this screen.

### Grouping Options

Location – Groups data by Location.
Department – Groups data by Department. With Location also selected, the report will group by location, then department.
Show Group Totals – Shows total number of employees after Location and/or Departments with a grand total at the end of the report. Location and/or Department must be selected for this option to be enabled. With both Location and Department unselected, the report will group by Last Name in alphabetically order.

### Export Options

**Disable Headers on Export** – When saving a report from the preview screen, you are given the option to save in different formats, such as .txt, .csv and .xls. With this option checked, this saves the file without headers so that the data can be manipulated more easily without the headers throwing the rows and columns out of place.

### Display Options

**Show Social Security Number on Report** – This allows you the option of displaying the SSN on reports that include this data field.

## Report Options

The following details options found on each report:

### Employee Detail Report

The Employee Detail Report shows pertinent employee information including accrual plan assignments, balances, initial balances and notes from the Employee Detail Feature.

**Additional options for this report:**
**Print Picture** – allows you to toggle on or off the assigned employee picture on this report.
**Show Social Security Number on Report** – allows you to toggle on or off the SSN on this report.

### Employee Summary Report

The Employee Summary Report shows an employee's date of hire, title, status and work status. Use this report when you want an employee listing.

## Employee Anniversary Report

The Anniversary Report produces a list of employees whose hire dates fall within a specified date range.

**Additional options for this report:**
**From Date/To Date** – Runs the anniversary report according to this date range
**Sort By** - sorts by specified order

## Benefits Report

The Benefits Report produces a listing of each employee's benefit status.

**Additional options for this report:**
You can show all plans or select one plan to report on.
**Show All Plans -** If selected, will report on all plans.
**Plan Name -** If Show All Plans is not selected, then you can report on a specific plan.

## COBRA Billing Report

The COBRA Billing Report produces a report on billing records.

**Additional options for this report:**
**Date Range for Billing Report** - If selected, this will report billing records for the selected date ranges, otherwise, all billing records will be reported on.

## COBRA Status Report

The COBRA Status Report produces a listing of important COBRA dates (Start, Expiration and End Date) for all employees and their dependents, if applicable.

**Additional options for this report:**
**Date Range for Status Report -** Allows you to specify a date range for the report.
**Show Participants -** If selected, will display all participants on the report, otherwise, participant names will not be shown.

## COBRA Delinquent Payments Report

**Additional options for this report:**
**Date Range for Delinquent Payment Report** - Allows you to specify a date range to report on.

## Dependent Ineligibility Report

The Dependent Ineligibility Report displays all ineligible dependents up to the date specified.

**Additional options for this report:**
**Ineligibility Date** - Allows you to enter a specific date to run the report up to.

## Dependents Report

The Employee Dependents Report produces a report of employee dependents.

**Additional options for this report:**
**Show Social Security Number on Report** – toggles on or off the SSN on the report.

## New Hires Report

The New Hire Report produces a list of selected employees hire date and title.

## Notifications Report

The Notifications Report produces a listing of the notices by creation date or printed date.

**Additional options for this report:**
**Notice Created Date** - Date when selected notice(s) was initially printed.
**Printed Date** - Date when notice was last printed.

Options to report on each of the following notices: Newly Enrolled, Qualification/Election, COBRA Unavailability, Billing, HIPAA, Conversion, Insufficient Payment, COBRA Termination and Rate Change.

## Reminders Report

The Reminders Report produces a listing of all open reminders sorted by reminder date.

**Additional options for this report:**
**Sort Options** – Sorts by Date, Name, Topic or User Name
**Reminder Date –** Selects the date range of reminders to display
**Additional Filters**
**User** – Shows reminders assigned to selected user
**Display All Users** – Shows reminders for all users
**Show Resolved** – Shows resolved reminders
**Show Unresolved** – Shows unresolved reminders
**Show Global Only** – Shows reminders assigned as Global

# Chapter 7
# Backup and Restore

A **Backup** is essentially a "copy" of your employee records. Backing up ensures that you can recover from a computer failure or emergency. You may also install Optima applications on another computer (even as a demo) and restore from your backup. For example, this is how you would transfer information from an old computer to a new computer.

**Backup after you make changes to your employee records.**
It is recommended that you backup your database after making any significant changes to the records. For example, any time you enter several employees, or input many changes to absence information would be a good indication of when to backup. You may also set up the DB Monitor to backup at assigned times.

**Rotate backups and store backup copies offsite.**
A good backup routine is to have at least three sets of backups covering different days of the week. This practice is called **rotation** and reduces your risk of data loss. It is also a good practice to always keep one copy offsite in case of a fire or flood. Consult your system administrator for your company policy regarding data storage.

A **Restore** is when you recover from a backup. There are three different uses for the restore feature.

1. To overwrite the current data with archived data
2. To recover from a hardware crash
3. To move information onto a new computer

Please keep in mind that when you restore data, your information will only be as current as the backup you are restoring from.

**A Restore may only be done through the DB Monitor**.

**IMPORTANT NOTE**

The backup file may only be saved to the Server or Standalone Computer where the database resides. The backup creates a zipped up file with an extension of .gbk.

## Scheduling Automatic Backups

To create a scheduled backup, follow these steps:

1. Open the DB Monitor program by going to **Start**, **Programs**, **G.Neil Optima**, and clicking on **DB Monitor**.
2. Enter your login and password. If you do not have access to the DB Monitor Backup feature, you will need to see your Administrator.
3. Click the Backup tab.
4. Click **New Backup**.
5. Enter the **Backup Type** by selecting Daily, Weekly or Monthly.
6. Enter the military time in which you would like the backup to take place.
7. It is recommended to keep the other default settings of Performing Sweep and the path of the backup. A different backup will be created for each scheduled backup. **Note:** The name of the backup will be: [Type]_Backup_[mm-dd-yyyy]_[time] to distinguish it from other backups. For example, Weekly_Backup_08-02-2001_2300, or Monthly_Backup_09_01_2001_1700.
8. Click **Save**. The backup will be performed within a minute of the scheduled time. **Note:** The Server or Standalone Computer where the database is located must be turned on for the backup to complete. If the computer is not on at the scheduled time, the DB monitor will try to create the backup the next time it is opened.

## Creating a manual backup

To create a manual backup, follow these steps:

1. Open the DB Monitor program by going to **Start**, **Programs, G.Neil Optima**, and clicking on **DB Monitor**.
2. Enter your login and password. If you do not have access to the DB Monitor Backup feature, you will need to see your Administrator.
3. Click the **Backup** tab.
4. Click **Yes** to the message, **"Do you want to perform a sweep after the backup completes**?" **Note:** A Sweep is a maintenance feature that keeps the database working at peak performance.
5. Click **OK** at the Select Directory screen. It is highly recommended that you keep the default location. **Note:** You may only backup to the Server or Standalone Computer where the database resides.
6. Click **Close** when the backup is complete.

## Restoring from a Backup

Remember, restoring a backup will overwrite all data in the current database. **Restore may only be run from the DB Monitor on the Server or Standalone computer**. To restore, follow these steps:

1. Go to the Server where the database files are located. (Restore cannot be done from a Workstation)
2. Open the DB Monitor program by going to **Start**, **Programs, G.Neil**, and clicking on **DB Monitor**.
3. Enter your login and password. If you do not have access to the DB Monitor Restore feature, you will need to see your Administrator.
4. Click the **Restore** tab.
5. Click the database to restore.
6. Click Browse and double-click the backup you wish to restore.
7. Click Start Restore.
8. After Restore is complete, click Hide to minimize the DB Monitor.

You may open the program to see your restored data.

# Chapter 8
# Help

## Sample Company - Tutorial Data

A sample company (called tutorial database) is provided so that you may view the different screens with sample data already filled in. It is recommended that you use the program with the sample database in order to get a feel for the program without having to worry about altering live data. When you are in the Tutorial Data, no changes are made to your live database. To open the tutorial database select **Start**, **Programs**, **G.Neil**, **Sample Database**.

## The Help Menu

Select **Help** and **Contents** from the main menu. A listing of help topics is displayed. Select the Book that interests you (using a double-click) and then double-click the topic you wish to display.

## The F1 Key

Pressing the F1 key is another way to obtain online help. From most areas of the program**,** pressing **F1** will display the topic associated for that screen.

## Searching for Help

You can search for Help in two different ways using the Help File.
*Method 1* - Select **Help** and **Search for Help on** from the main menu. The Help Topics **Index** will appear. Select the **Topic** that interests you.

*Method 2* - Select **Help** and **Contents** from the main menu. Click the **Find** tab. If you have not used this feature before, the Find Setup Wizard will walk you through setting up the search index. Once the search index has been created, type in the **Keywords** you would like to search for and the results will be displayed.

## Typical Issues

A list of typical errors or messages that were known at the time of publication are listed in **Appendix B - Troubleshooting**.
For more complete information, please refer to one of the following:

- **Readme.txt** file located in the Program Files\G.Neil Software\COBRA program directory.

- **Help File** located within the program by pressing the F1 key or going to Help > Contents.
- **Internet site:** www.gneiltechsupport.com

## Contacting Technical Support

Technical Support for Records is available as follows:

- **Internet:** www.gneiltechsupport.com
- **E Mail Requests** techsupport@gneil.com
- **Phone Requests** (888) 925-7740 (8:30 a.m. to 6:00 p.m., EST, Monday - Friday)
- **Fax Requests** (954) 851-1214

Please be sure to consult the user manual and troubleshooting options before submitting a help request.

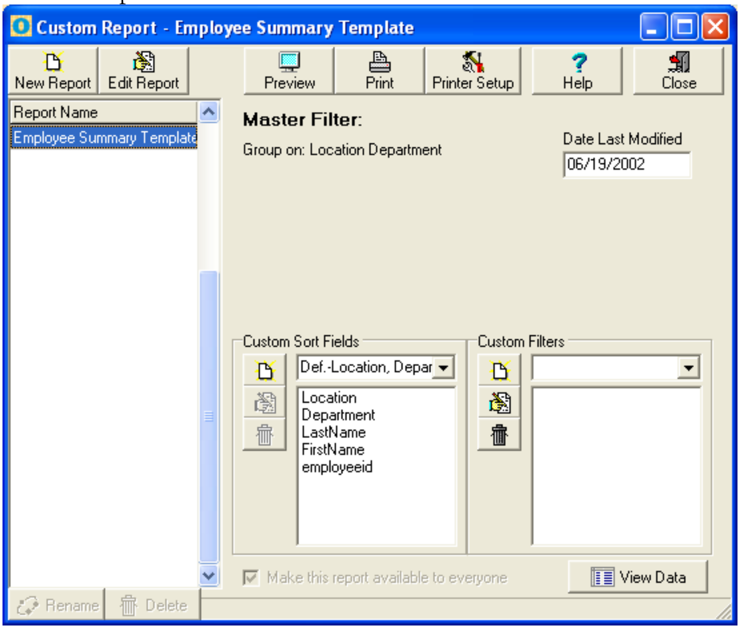
# Chapter 9
# Custom Reports

Optima applications include an enhanced custom-reporting tool. This tool allows you to customize all the reports that are currently included with Optima applications and lets you create your own reports from scratch. **Note**: See Appendix C for a tutorial that will walk you through editing and creating reports.

You may access Custom Reports by following these steps:

1. Click the report you would like to customize. For example, from the **Reports** menu, select **Employee Summary**.
2. From the report interface window select **Custom Reports**. This will bring up the custom report interface.

Custom Report Interface



Above is the custom report interface in Report Runner. Each portion of this screen is described below.

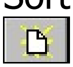
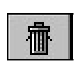
**<u>Report Name</u>**
Shows the name of the template. The type of report that is currently in effect is "Employee Summary". All custom reports created and/or modified will have access to data specifically designed for the selected report.

**<u>Master Filter</u>**
This shows the filter settings carried over from the main report screen. All filters EXCEPT the **Show Social Security Number on Report** and **Disable Headers on Export** will come over.

**<u>Action Buttons</u>**
The following action buttons are available:
**New** – This creates a new report, the "create new report" wizard will start.
**Edit** – The selected report will be loaded into the report designer screen.
**Preview** – This allows you to view the report before printing.
**Print** – This allows you to print the selected report.
**Printer Setup** – This allows you to change your printer settings.
**Help** – This displays the help for this screen.
**Close** – This exits Custom Reports and returns to Attendance Controller.

**<u>Other Buttons</u>**
**Delete** – This deletes custom reports that have been created. You may not delete the template.
**Rename** – This allows you to rename custom reports that have been created. You may not rename the template.
**Make this report available to everyone** – If this box is checked this will allow the report to be available to other users logging into the program. Otherwise, only the person creating the report will see it.
**View Data –** This will show the data that you have selected according to the filter and sort settings.

## Sort and Filters

 - New  - Edit  - Delete

**<u>Custom Sort Fields</u>**
This feature allows you to sort by one or more fields. The sort drop-down box allows you to select saved sort settings.
**New** – This allows you to save a specific sort order.

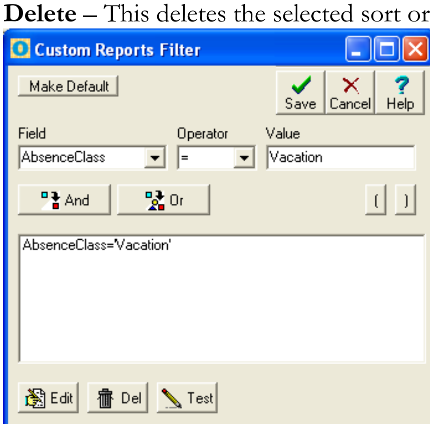
**Edit** – This allows you to edit the selected sort order.
**Delete** – This deletes the selected sort order

To create a new custom sort, follow these steps:
1. Select a report from the Reports menu.
2. Click Custom Reports.
3. Select the appropriate report or click New to create your own.
4. Click the NEW button next to Custom Sort.
5. Enter a name that will designate what type of sort this will be, such as Last Name or SSN. Click OK.
6. Select which field(s) you want to sort on by either double clicking on the field or clicking once on it and clicking the right arrow button. The sort order will be designated by which field is at the top. For example, if you have selected to sort on the Last Name and EESSN fields, with the Last Name field at the top, it will sort first by Last Name and then by SSN on the report. You may change the order of the fields by clicking on the UP and DOWN buttons.
7. Click MAKE DEFAULT. This keeps the sort settings assigned to the selected report.
8. Click OK.
9. See below for setting up custom filters.
10. Click EDIT or PREVIEW.

See Appendix C for a tutorial that will walk you through editing and creating reports.

## Custom Filters

This feature allows you to filter on one or more fields. The filter drop-down box allows you to select saved filter settings.
**New** – This allows you to save a specific filter setting.
**Edit** – This allows you to edit the selected sort order.
**Delete** – This deletes the selected sort order.



**Field** – This allows you to select the field to filter on. Note: These are the only fields allowed.

**Operator** –

a. = - equal to

b. > - greater than

c. >= - greater than or equal to

d. < - less than

e. <= - less than or equal to

f. <> - not equal to

**Value** – This allows you to enter a value to filter on.

**AND** – This enters the statement. Click 'AND' after each statement you create.

**OR** – This allows you to set an OR statement (this OR that).

**( )** – This allows statements that need to be done first such as in Math calculations (a+b)-c.

**Edit** – This allows you to edit a line.

**Del** – This allows you to delete a line.

**Test** – This will check for correct syntax.

**Make Default** – This makes this filter the default filter for the selected report.

To create a new custom filter, follow these steps:

1. Select a report from the main menu.
2. Click Custom Reports.
3. Select the appropriate report or click New to create your own.
4. Click the NEW button next to Custom Filter.
5. Enter a name that will designate what type of filter this will be, such as SSN. Click OK.
6. Click the drop down arrow for Field and select a field to filter on.
7. Click the drop down arrow for Operator and select the type of filter.
8. Click the drop down arrow for Value and enter a value.
   For Example, Select LastName for the Field, select "=" for the Operator, and enter "A*" for the Value. After clicking Make Default and OK, when the report is previewed it should show all names that start with the letter "A".
9. Click "AND" to set the query. This will bring it into the window.
10. Set any other queries as needed.
11. Click Make Default.
12. Click OK.
13. Click Preview to show your settings.

**TIP:** If you several lines in a query and you delete the first one, make sure the top one doesn't begin with AND.

**<u>Master Filter</u>**
This shows the filter settings carried over from the main report screen. All filters EXCEPT the **Show Social Security Number on Report** and **Disable Headers on Export** will come over.

**<u>Action Buttons</u>**
The following action buttons are available:
**New** – This creates a new report, the "create new report" wizard will start.
**Edit** – The selected report will be loaded into the report designer screen.
**Preview** – This allows you to view the report before printing.
***Print*** – This allows you to print the selected report.
**Printer Setup** – This allows you to change your printer settings.
**Help** – This displays the help for this screen.
**Close** – This exits Custom Reports and returns to Attendance Controller.

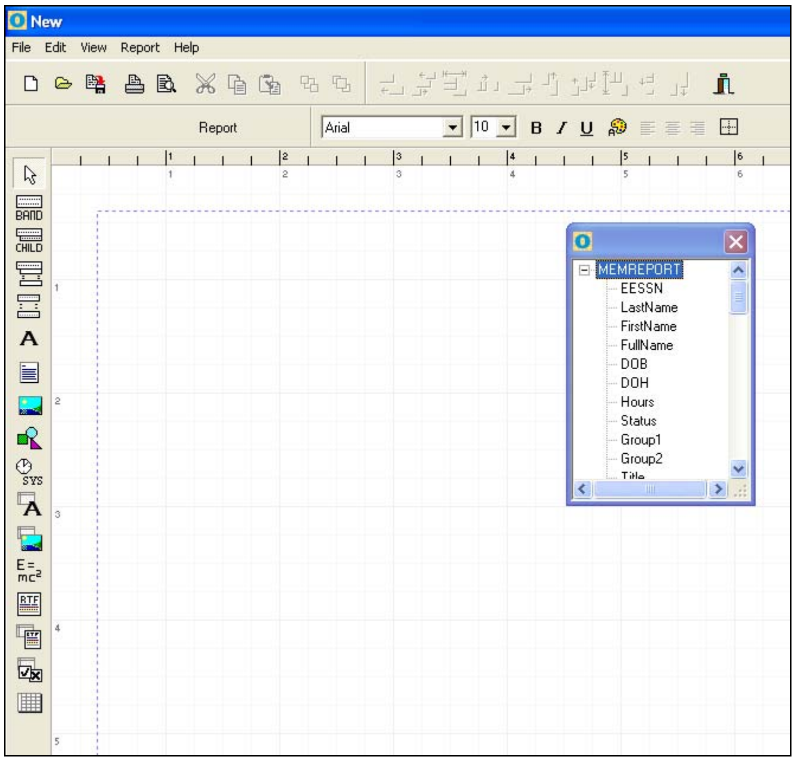
**<u>Other Buttons</u>**
**Delete** – This deletes custom reports that have been created. You may not delete the template.
**Rename** – This allows you to rename custom reports that have been created. You may not rename the template.
**Make this report available to everyone** – If this box is checked this will allow the report to be available to other users logging into the program. Otherwise, only the person creating the report will see it.
**View Data** – This will show the data that you have selected according to the filter and sort settings.

**<u>Additional Information</u>**
A report template is provided for each of the standard reports in Optima applications. If you view these templates by clicking on the **Preview** button from the Custom Reports Main Screen you will notice that the templates look the same as the standard report. These templates are provided to make it easier for you to make modifications to the standard report. For example, if you want to remove fields from a standard report simply delete the field from the template, save it, and you have your own custom report. Please note that the program does not allow you to modify a template and requires you to give your customized report a new name. For a detailed walk through of how to customize a template, see the included step-by-step guide in Appendix C. (Custom Report Tutorial # 1).

## Creating a New Report

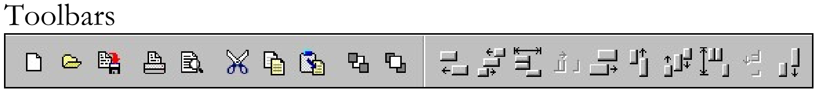
You can create your own customized report from the data provided for each report type by clicking on the **New** button from the Custom Reports main window. When the design screen appears, you are presented with the Report Wizard. The report wizard walks you through the process of creating a basic report. If you wish to learn how to create your own report, a step-by-step guide to creating a report from scratch is provided in Appendix C (Custom Report Tutorial # 2).

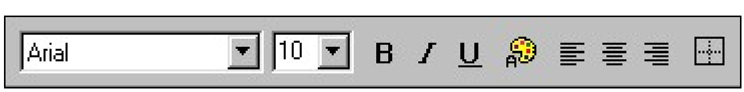
## Edit/Design Screen



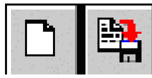

The above picture shows Custom Report's main design screen. This is the screen where you will be modifying or creating custom reports. The toolbars are described in detail below:

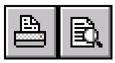
### Toolbars

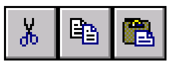


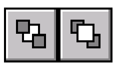


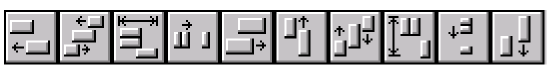
You can change many report element properties directly with the toolbar instead of using the element's property dialog. Additionally, you can use it to modify multiple elements at once.

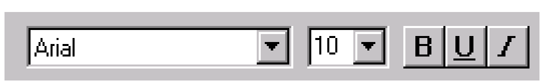
 These buttons are for creating a new report and saving a report.

 Use these buttons to print the report or to view a preview of the printout.

 With these buttons, report elements can be cut to, copied to or pasted from the report designer's clipboard.

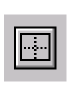
 These buttons are used to set a report element to the background or bring it in front of all other report elements, in case of overlapping elements.

 Report elements can be arranged with these buttons. Some of the buttons are only enabled when multiple elements are selected (for example to align the left edges).



Here you can set font and font styles of the selected report elements (font name, font size, bold, underline, italic).

 These buttons are for aligning text within a report element. Text can be aligned left, right or centered. Of course this only makes sense if the report element's size is bigger than its text, and if "autosize" is deactivated.

 With this button, you can open a dialog to set the frame options for the selected element.

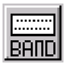
These button run down the left side of the design screen.


**Report Elements**
Each button is used for adding report elements to the report. To add an element to the report, you must click its button and then click on the report where you want the element to be inserted. Of course you can still move a report element to another position later.

**Standard Report Bands**
All standard report bands are added with the same button (see above). The band type is selected with the band's property dialog.

The following band types are available:

- **Title:** The title band will be printed on the first page of the report as a report title.
- **Page header:** The page header is printed at the top of each report page.
- **Column header:** The column header is used with reports that have multiple columns (can be set with "Report|Options").
- **Detail:** The detail band is the most important report band. It is printed once for each data record from the main report table.
- **Group footer:** The group footer is printed at the end of a group, before a new group starts. You can find more information on groups at the chapter describing the **group band**.
- **Summary:** The summary band is printed at the end of the report, after all data records have been printed.
- **Page footer:** The page footer is printed at the bottom of each report page.




**Report Band**
The band properties for these bands are all set with the same property dialog. The following options are available:

**Type:** Band type (see above)

**Color:**
This defines the background color of the report band.

**Print:**

- **not on first page:** prints the band only on the second page and following
- **not on last page:** suppresses printing of the band on the last report page
- **even page numbers only:** only prints the band on even page numbers
- **odd page numbers only:** only prints the band on odd page numbers
- **at bottom of page:** moves the band to the bottom of the page before printing it

- **force new page:** starts a new page before printing the band
- **force new column**: starts a new column before printing when using reports with multiple columns

**Only print band if expression is true:**
An expression can be used to determine whether the band should be printed or not. The expression must have a logical result of "true" or "false". Press the button on the right side of the expression edit line to use the expression expert.

**Frame:**
A frame or single frame lines can be drawn around the report band. You can select which lines should be drawn, in which color, style and width.

**Child Band**


A child band is a band which is attached to another report band and which will always be printed below its parent band. This way you can print an additional band after each detail band for example. The advantage of using child bands instead of just resizing the parent band to make room for more report elements is that there can be a page break between a band and its child, if needed, and the child band can be printed independently from its parent band, even if the parent band is not printed.

You must use child bands if you have report elements with "Autostretch" set to true and you want to print element below such auto-resizing fields. In this case place all the elements which should be moved down automatically because of autostretching elements before them on a child band.

The following options are available:
**Parent Band:** The band to which the child band is attached.

**Color:**
This defines the background color of the report band.

**Print:**

- **not on first page:** prints the band only on the second page and following
- **even page numbers only:** only prints the band on even page numbers
- **odd page numbers only:** only prints the band on odd page numbers
- **at bottom of page:** moves the band to the bottom of the page before printing it
- **force new page:** starts a new page before printing the band
- **force new column**: starts a new column before printing when using reports with multiple columns

**Only print band if expression is true:**
An expression can be used to determine whether the band should be printed or not. The expression must have a result of "true" or "false". Press the button on the right side of the expression edit line to use the expression expert.

**Subdetail Band**

A subdetail band is a sort of detail band, but it is subordinate to the real detail band. For example, if you want to print a list of audio CDs, and for each CD a title list should be printed, you would use a detail band for printing the CD names and connect a subdetail band to the titles dataset, so separate lists of titles are printed below each CD name.

The following options are available for the subdetail band:

**Table:**
This is the dataset that is used by the subdetail band.

**Color:**
This defines the background color of the report band.

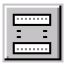
**Master:**
The master is the table superior to the subdetail table. For each record in the master table a subdetail list is printed.

**Only print if expression is true:** see **Standard bands**.

**Print**
- **before master-detailband:** prints the subdetail records before printing their master record from the detail band
- **at bottom of page:** moves the band to the bottom of the page before printing it
- **print header/footer even if dataset is empty:** header and footer bands of the subdetail band will be printed even if there are no subdetail data records to print
- **force new page:** starts a new page before printing the band
- **force new column**: starts a new column before printing the band (when using reports with multiple columns)

**Headerband:**
This band is printed as a header before the subdetail data records are printed.
**Footerband:**
This band is printed as a footer after the subdetail data records have been printed.

**Frame:** see Standard bands.



### Group Band

A group band is used to structure data into groups of data records. For example, if you want to print a list of addresses, you can add some space before each new first letter starts and insert some caption, or you can group addresses by city or state.

*Example*

Internally, groups are handled the following way: Before printing a data record, the report engine checks if the expression result of the group band is different from the last data record's expression result. If this is the case, the group band will be printed, or else it won't. This way data can be grouped with great flexibility, because you can use the expression for nearly any kind of calculation.

The following options are available:

**Master:**
Defines which is the master band for the group. This can be either the detail band or a subdetail band. The group is checked each time the master band is printed.

**Color:**
This defines the background color of the report band.

**Expression:**
This **expression** determines whether a group band is printed or not. The band will be printed each time the result of the expression changes.

**Print**

- **at bottom of page:** moves the band to the bottom of the page before printing it
- **force new page:** starts a new page before printing the band
- **force new column**: starts a new column before printing when using reports with multiple columns

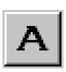
**Footerband:**
This band is printed at the end of each group, before the next group band is printed.

**Frame:** see **Standard bands**.

The following picture shows a report with a group band (the bold printed single character is located on the group band) and a report without a group band on the right side.

| LastName | FirstName |
| --- | --- |
| **B** | |
| Baldwin | Janet |
| Bender | Oliver H. |
| Bennet | Ann |
| Bishop | Dana |
| Brown | Kelly |
| Burbank | Jennifer M. |
| **C** | |
| Cook | Kevin |
| **D** | |
| De Souza | Roger |
| **F** | |
| Ferrari | Roberto |
| Fisher | Pete |
| Forest | Phil |

| LastName | FirstName |
| --- | --- |
| Baldwin | Janet |
| Bender | Oliver H. |
| Bennet | Ann |
| Bishop | Dana |
| Brown | Kelly |
| Burbank | Jennifer M. |
| Cook | Kevin |
| De Souza | Roger |
| Ferrari | Roberto |
| Fisher | Pete |
| Forest | Phil |
| Glon | Jacques |
| Green | T.J. |
| Guckenheimer | Mark |
| Hall | Stewart |
| Ichida | Yuki |



**Label**
A label is for printing static text, i.e., text that is printed exactly like it is displayed during report design.

The following options are available:

**Text:**
This is the text that should be printed. You can only type in one line of text. <u>**Memos**</u> can be used for multi-line text.
**Rotation:**
Use this to rotate your text. Rotation can be set to anything between 0 and 360 degrees. 90 degree means displaying the text vertically, for example.
**Font:**
Selects the font for the report element.

**Color:**
Defines the background color for the report element (the font color can be set with the "Font" button).

**Alignment:**
The report element's text can be aligned left, right or centered.

**Automatic word-wrap:**
Set this option if you want the text to wrap to the next line if it does not fit into the given width (similar to a word processor software).

**Transparent:**
The report element's background will not be printed if this option is activated. This way you can place text on top of an image, for example, without hiding the image under a white box with text.

**Autosize width:**
This option resizes the report element to make room for its complete text. If "Autosize" is not set and the text is larger than the element size, text will be clipped off.

**Autostretch height:**
This option is for report elements with multiple lines, e.g., memo fields. The height of the elements will be stretched to make room for all lines. If needed, the report band will be stretched too.

**Memo**

A memo is used to print text that has more than one line. Just like a label a memo displays text in one color and font. If you want to use formatted text, you can use a Richtext field.

The following options are available:

**Text:**
This is the text that will be printed.

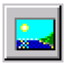
**Font:**
Selects the font for the report element.
**Color:**
Defines the background color for the report element (the font color can be set with the "Font" button).

**Alignment:**
The report element's text can be aligned left, right or centered.

**Automatic word-wrap:**
Set this option if you want the text to wrap to the next line if it does not fit into the given width (similar to a word processor software).
**Autosize width:**
This option resizes the report element to make room for its complete text. If "Autosize" is not set and the text is larger than the element size, text will be clipped off.

**Autostretch height:**
This option is for report elements with multiple lines, e.g., memo fields. The height of the elements will be stretched to make room for all lines. If needed, the report band will be stretched too.

**Image**



An image element is a bitmap from a BMP file that is inserted into the report.

While a datafield is for displaying text from a database record, you can use this report element to display images that are stored in a database.

The following options are available:

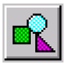
**Datafield:**
The field that contains the image (if there is no bitmap in this field, nothing will be printed). If the datafield property is set to a database field which is not of type "bitmap", the report engine will try to find a bitmap file whose name equals that of the data field's content and load it.

**Stretch picture automatically:**
Activate this option to stretch the picture so it fits exactly into the report element's size, or else the picture will be cut off if there is not enough room, or space will be left empty if there is too much.

**Center picture:**
If the report element is bigger than the picture and the “Stretch” option is not activated, the picture will be centered in the report element instead of being placed in the top left corner.

**Alignment:**
Aligns the image on the report band.

**Shape**



This report element can be used to draw (horizontal or vertical) lines, circles and rectangles.

The following options are available:

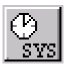
**Type:**
Selects the shape, which can be a circle, rectangle, horizontal line, vertical line or top/bottom and left/right lines.

**Brush:**
- **Style:** different styles to fill a circle or rectangle

- **Color:** the color that is used to fill the shape

**Pen:**
- **Width:** line width of the shape
- **Mode:** various line drawing modes
- **Style:** solid, dotted or dashed lines

**System Field**




This report element is used to display various system data like current time or date, page number, etc.

Available options:

**Text:**
This text will be displayed before the actual system data. For example you can use the text "Report printed on:" when printing the current date.

**Type:**
The type of system data to print. The following types are available:
- **Date:** the current date when printing the report
- **Time:** the current time when printing the report
- **Date/Time:** the current date and time
- **Detail count:** total number of data records
- **Detail number:** number of the current data record
- **Page number:** current page number of the printout
- **Report title:** the report title which can be set via "Report|Options"

**Autosize width:**
This option resizes the report element to make room for its complete text. If "Autosize" is not set and the text is larger than the element size, it will be clipped off.

**Transparent:**
The report element's background will not be printed if this option is activated. This way you can place text on top of an image for example, without hiding the image under a white box with text.

**Font:**
Selects the font for the report element

**Color:**
Defines the background color for the report element (the font color can be set with the "Font" button).

**Data Field**
A datafield displays data from the report table. This can be numerical data, characters or multiple lines of text.

The following options are available:

**Data field:**
Select the data field you want to print.

**Alignment:**
The report element's text can be aligned left, right or centered.

**Format:**
Numerical data fields can be formatted by setting a **format definition**.

**Font:**
Selects the font for the report element

**Color:**
Defines the background color for the report element (the font color can be set with the "Font" button).
**Automatic word-wrap:**
Set this option if you want the text to wrap to the next line if it does not fit into the given width (similar to a word processor software).

**Transparent:**
The report element's background will not be printed if this option is activated. This way you can place text on top of an image for example, without hiding the image under a white box with text.

**Autosize width:**
This option resizes the report element to make room for its complete text. If "Autosize" is not set and the text is larger than the element size then text will be clipped off.

**Autostretch height:**
This option is for report elements with multiple lines, e.g., memo fields. The height of the elements will be stretched to make room for all lines. If needed, the report band will be stretched too.

**Suppress printing of repeated values**
Activate this option if you do not want to print data fields with the same values repeatedly. The report engine will only print the data field for the first data record, and leave all following prints of this data field empty if the field's content hasn't changed.

**Suppress printing if value of datafield is 0**
This option suppresses printing of numerical fields if their value equals zero.

**Reprint on new page**
If you have activated "Suppress printing of repeated values", you can use this option to reprint a field if a new page starts, even if it would be suppressed normally because of equal values.

**Reprint on new group**
Same as "Reprint on new page" but for groups.

**Image from Data Field**

While a datafield is for displaying text from a database record, you can use this report element to display images that are stored in a database.

The following options are available:

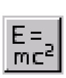
**Datafield:**
The field that contains the image (if there is no bitmap in this field, nothing will be printed). If the datafield property is set to a database field which is not of type "bitmap", the report engine will try to find a bitmap file whose name equals that of the data field's content and load it.

**Stretch picture automatically:**
Activate this option to stretch the picture so it fits exactly into the report element's size, else the picture will be cut off if there is not enough room, or space will be left empty if there is too much.

**Center picture:**
If the report element is bigger than the picture and the "Stretch" option is not activated, the picture will be centered in the report element instead of being placed in the top left corner.

**Alignment:**
Aligns the image on the report band.

**Expression Field**




A calculated field (expression field) is used for displaying text or data that is calculated by an expression or formula. You can do numerical calculations, string manipulations, concatenate data fields and much more.

**Expression:**
This expression is evaluated each time the calculated field is going to be printed (see the chapter on **expression syntax**).

**Format:**
Numerical fields can be formatted by setting a **format definition**.

**Font:**
Selects the font for the report element.

**Color:**
Defines the background color for the report element (the font color can be set with the "Font" button).

**Master:**
If your expression uses any **aggregated functions**, you must link the "Master" property to the dataset that will be used to update the expression. Each time a new data record from this dataset is selected, the expression will be recalculated.

**Alignment:**
The report element's text can be aligned left, right or centered.

**Rotation:**
Use this to rotate your text. Rotation can be set to anything between 0 and 360 degrees. 90 degree means displaying the text vertically, for example.

**Autosize width:**
This option resizes the report element to make room for its complete text. If "Autosize" is not set and the text is larger than the element size, text will be clipped off.

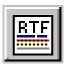
**Autostretch height:**
This option is for report elements with multiple lines, e.g., memo fields. The height of the elements will be stretched to make room for all lines. If needed, the report band will be stretched too.

**Reset after print:**
If you are using calculations like sums or counting of data record etc., you can use this option to reset the value of the calculation to zero after the report element has been printed.

**Automatic word-wrap:**
Set this option if you want the text to wrap to the next line if it does not fit into the given width (similar to a word processor software).

**Transparent:**
The report element's background will not be printed if this option is activated. This way you can place text on top of an image for example, without hiding the image under a white box with text.

**Richtext Field**



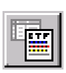
The richtext element is a report element that can display multi-line text with different fonts, colors and formatting. In the richtext property dialog, press the "Edit" button to show a text editor with richtext editing capabilities.

**Alignment:**
sets the text alignment if no alignment has been set with the editor.

**Font:**
sets the font if no font has been specified with the editor.
**Color:**
sets the text color if no color has been set with the editor.

**Autostretch height:**
This option is for report elements with multiple lines, e.g., memo fields. The height of the elements will be stretched to make room for all lines. If needed, the report band will be stretched too.

**Richtext from Data Field**



This report element displays richtext from a data field. The following options are available:

**Data field:**
Select the data field to use by the report element.

**Alignment:**
sets the text alignment if no alignment has been set with the editor.

**Font:**
sets the font if no font has been specified with the editor.

**Color:**
sets the text color if no color has been set with the editor.

**Autostretch height:**
This option is for report elements with multiple lines, e.g., memo fields. The height of the elements will be stretched to make room for all lines. If needed, the report band will be stretched too.

**Keyboard and Mouse Shortcuts**
The report designer can be used with the mouse most of the time. Some functions can also be accessed with the keyboard:

**Enter:**
Show the element's property form.

**Cursor keys:**
Move a report element.

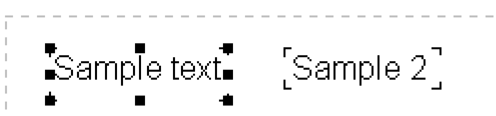
**Shift + Cursor keys:**
Resize a report element.

**Del:**
Delete a report element.

**Tab and Shift + Tab:**
Select next or previous report element.

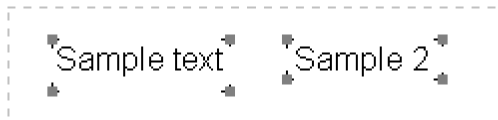
## Using the mouse

**Select a report element**
Report elements are selected by clicking them with the left mouse button. A selection is shown with eight small black boxes around the element:




**Change the size of an element**
You can use the small boxes of a selected element to change its size. If the mouse cursor is positioned over such a box, the cursor will change to show in which direction the mouse can be moved while the left mouse button is pressed down. The element will be resized accordingly. Please note that for report bands only the height can be changed, but the width is set to the report width automatically.

**Select multiple elements (a)**
You can select multiple elements by holding down the [Shift] key while selecting them with the left mouse button. This way the previous selection will remain when a new element is selected.




Select multiple elements (b)
You can also select multiple elements by using a so-called "rubber band". Hold down [Ctrl] together with the left mouse button and drag a frame around the elements that you want to select. After releasing the mouse button, all elements within the frame are selected.

**Move elements:**
You can move report elements with the left mouse button. Hold down the button, drag the element to the desired location and release the mouse button. Report bands cannot be moved because they are positioned automatically according to their band type.

Move and resize elements regardless of the current grid setting:
If you want to manipulate a report element regardless of the current grid (menu item “View|Options”) and move or resize by one pixel, then hold down the [Shift] key while moving the mouse.

**Edit element properties**
If you double-click a report element with the left mouse button, or if you select “Edit” from the element’s popup menu (which can be accessed with the right button), a dialog will be shown where all element properties can be edited.

## Script Language Guide

Custom Reports comes with an integrated script language for creating “BeforePrint” and “AfterPrint” event handlers at runtime. You can use it to design reports with various special features and advanced calculations.
As a simple example, let’s say that you have a report printing a list of numbers, some of which may be positive and some may be negative. Suppose you would like the positive numbers to appear in Black and the negative numbers to appear in Red. For this you can write a script for the detail band’s “BeforePrint” event from within the report editor (right-click on the band after you have selected it and choose “Scripts” from the popup menu):
You would enter the following in the “BeforePrint” window:

```
if (Amount>=0)
  SetFontColor(‘AmountDBText’,Black)
Else
```

```
  SetFontColor('AmountDBText',Red)
Endif
```

The above script will be executed before each line is printed. 'AmountDBText' is the name of the text component which is linked to the Amount field in the dataset. It is important to note that each component on the report must be given a name if you wish to access it through a script. To give a component a name, right-click on the component after you have selected it and choose "options". The first field displayed is Name. This is where you would enter a name for the component. The name that is entered here is what you must use to access the component in script code.

## Using Variable in Script Language

Variables are declared, set and get with functions. Variables are global, i.e., you can set a variable in one event handler script and use it in another. You can even set a variable in one report and use it in a second report executed afterwards. Variables are not initialized to some value when a report is generated.

**SETVAR**

To set a variable, use the SETVAR function with variable name and variable value as parameter. SETVAR automatically creates a new variable if it doesn't exist, or else it will overwrite the value of the given variable.

```
SETVAR('Temp','This is a test string')

SETVAR('Num',1000)

SETVAR('Flag1',TRUE)
```

**GETVAR**

To get a variable value, use the GETVAR function with the variable name as parameter. The result type of GETVAR depends on what kind of variable (string, number, boolean) has been created/set with SETVAR.

```
GETVAR('Temp')

IF (GETVAR('NUM')>0)
  RETURN(FALSE)
  EXIT
ENDIF

SETVAR('Num',GETVAR('Num')+1)

SetStringProp('QRLabel1',GETVAR('Temp')+' !!!')
```

**VAREXISTS**
To check if a variable exists (i.e. has been created with a first call of SETVAR), use the VAREXIST function with the variable name as parameter.

```
IF (VAREXISTS('Flag1'))
:
:
ENDIF
```

DELETEVAR

To delete a variable from memory, use the DELETEVAR function with the variable name as parameter. VAREXISTS will return FALSE for this variable afterwards.

```
DELETEVAR('Temp1')
```

## Script Language Syntax Guide

**IF...ELSE...ENDIF:**

```
IF (Condition)
:
ENDIF
```

```
IF (Condition)
:
ELSE
:
ENDIF
```

Note that between the "IF" and "(Condition)" there MUST be a blank. Do not place commands on the same line as the IF statement, but only on new lines.

"Condition" can be any script code expression returning TRUE or FALSE, e.g., "IF (Weight>10)"

The lines below the IF statement until ENDIF or ELSE are the commands to be executed if "Condition" evaluates to TRUE.

Examples:

```
IF (Amount*1.16>800)
  OKBox('Warning: Amount including VAT is larger than 800')
```

```
ENDIF

IF (YesNoBox('Print report now?'))
  RETURN(TRUE)
ELSE
  RETURN(FALSE)
ENDIF
```

**LOOP...ENDLOOP**

```
LOOP
:
ENDLOOP
```

You can place expression commands between LOOP and ENDLOOP, and when reaching the ENDLOOP statement the script will start again at the line below LOOP. You can exit the loop only by using the BREAK or BREAKLOOP commands (see below).

Example:

```
SetVar('Temp',1);
LOOP
  SetVar('Temp',GetVar('Temp')+1);
  IF (GetVar('Temp')>10)
    BREAKLOOP
  ENDIF
ENDLOOP
```

**BREAK**
BREAK has no parameters, it just exits from the current IF or LOOP block instantly, continuing with the commands following the ENDIF or ENDLOOP statement. Note that in the above example, break would only exit from the IF statement, not from the loop.

**BREAKLOOP**
This is the same as BREAK, only that it exits from the current loop no matter if BREAKLOOP is used from within one or more IF blocks.

**EXIT**
EXIT has no parameters. It just completely exits the script execution instantly.

**RETURN**
RETURN(Expression)

RETURN sets the current scripts result (a result is needed for the BeforePrint event: TRUE to confirm printing of the current band, FALSE to skip printing the band). "Expression" must evaluate to TRUE or FALSE.

Example:

RETURN(FALSE)
RETURN(Weight>10)

The second example would only print the band if the WEIGHT datafield value is greater than 10.

**ElementExists(Name: String): Boolean**
Checks if a report element with the given name exists.
Example: ElementExists('Label1')

**SetBoolProp(ComponentName, PropertyName, PropertyValue)**
Sets a boolean property for a component.

Example: SetBoolProp('Childband1','Enabled',False)
SetBoolProp('MyShape','Enabled',True)

**SetIntProp(ComponentName, PropertyName, PropertyValue)**
Sets a numeric property for a component.
Example: SetIntProp('Band1',Height,200)
**SetFloatProp(ComponentName, PropertyName, PropertyValue)**
Sets a floating point property for a component.

**SetStrProp(ComponentName, PropertyName, PropertyValue)**
Sets a string property for a component.
Example: SetStrProp('Label1','Caption','This is a test')

**GetBoolProp(ComponentName, PropertyName, PropertyValue): Boolean**
Reads a boolean property from a component.
Example:
IF (GetBoolProp('DBText1','Enabled'))
 SetColor('DBText1',Black)
ENDIF

**GetIntProp(ComponentName, PropertyName): Integer**
Reads a numerical property from a component.

Example: SETVAR('LastBandHeight',GetIntProp('DetailBand','Height'))

**GetFloatProp(ComponentName, PropertyName): Float**
Reads floating point property from a component

**GetStrProp(ComponentName, PropertyName,): String**
Reads a string property from a component

Example: GetStrProp('Expr1','Caption')

**OkBox(Text: String)**
Shows a message dialog with the given text and an OK button.

Example: OkBox('Fasten your seat belts')

**OkCancelBox(Text: String): Boolean**
Shows a message dialog with the given text and both an OK button and a CANCEL button. Returns TRUE if the OK button has been pressed, FALSE otherwise.

**Example:**

```
IF (OkCancelBox('Print now?'))
  Return(True)
ELSE
  Return(False)
ENDIF
```

**YesNoBox(Text: String): Boolean**
Same as "OkCancelBox" but with "Yes" and "No" buttons.
**InputBox(Title, Text, VariableName): Boolean**
Shows an input dialog. The user must type in a value that is stored in the given variable.

Example: InputBox('Input start date','Start date:','VDate')

**SetColor(Name, Color)**
Sets the (background) color of the given report element. The color parameter is a numerical value, but the following constants are available: Black, Maroon, Green, Olive, Navy, Purple, Teal, Gray, Silver, Red, Lime, Blue, Fuchsia, Aqua, White. You can also use the RGBCOLOR function (see below).

Example:

```
SetColor('Childband2',Yellow)
SetColor('Childband2',87123)
SetColor('Childband2', RGBColor(255,0,128))
```

**RGBColor(Red, Green, Blue): Integer**
This function creates a color value for use with SETCOLOR and SETFONTCOLOR from red, green and blue parts.

Example: RGBColor(64,0,0)     (gives a dark red)

**SetFont(ComponentName, FontName)**
Sets the font for a given component.

Example: SetFont('Label1','Arial')

**SetFontColor(ComponentName, Color)**
Sets the font color for a given component. Please see the description of SETCOLOR above.

**SetFontSize(ComponentName, Fontsize)**
Sets the font size for a given component

Example: SetFontSize('TitleLabel',24)

**SetFontStyle(ComponentName, IsBold, IsItalic, IsUnderline, IsStrikeout)**
Sets the font style (bold, italic, underline and strikeout) for a given component. Each style is a boolean (true/false) parameter that must be set to TRUE for activating it.

Example: SetFontStyle(DBText1,true,false,false,false)

# Script Code Examples

**Displaying column totals**

Probably the most common use for the script code is to total a column. To accomplish this is quite easy. Follow these steps to total a column. This example assumes you have at least the following bands on your report: title or column header band, detail band, summary or group footer band.

Add the following code to the "BeforePrint" event of the title or column header band:
**SETVAR('COLUMNTOTAL', 0)**

The above line simply creates a variable named COLUMNTOTAL and sets it to 0.
Add the following code to the "BeforePrint" event of the detail band:
**SETVAR('COLUMNTOTAL', GETVAR('COLUMNTOTAL') + Table1.COST)**

The above line does the following: Sets the variable COLUMNTOTAL equal to itself plus the COST field of Table1 (Table1 is the generic name of all Custom Reports datasets). The above line of script code will execute once for every line of data in the dataset. Because of this it keeps adding the cost to the running total of the COLUMNTOTAL variable.

The next step is simply to display the COLUMNTOTAL variable in the summary or group footer band. Add an Expression field component to either the summary or group footer band. Add the following code to the Expression field:

**GETVAR('COLUMNTOTAL')**

The above line simply returns the value stored in COLUMNTOTAL and it is displayed in the summary or group footer band.

**Displaying Row Totals**

Displaying totals across rows is somewhat easier than column totals and requires script code to be added to only one event: the detail band. Begin by adding the following line of code to the "BeforePrint" event of the detail band:
**SETVAR('ROWTOTAL', Table1.VALUE1 + Table1.VALUE2 + Table1.VALUE3)**

Substitute VALUE1, VALUE2, VALUE3 with the names of the fields you wish to add. If you want to add more or less than 3 fields, simply continue the same pattern as shown above.

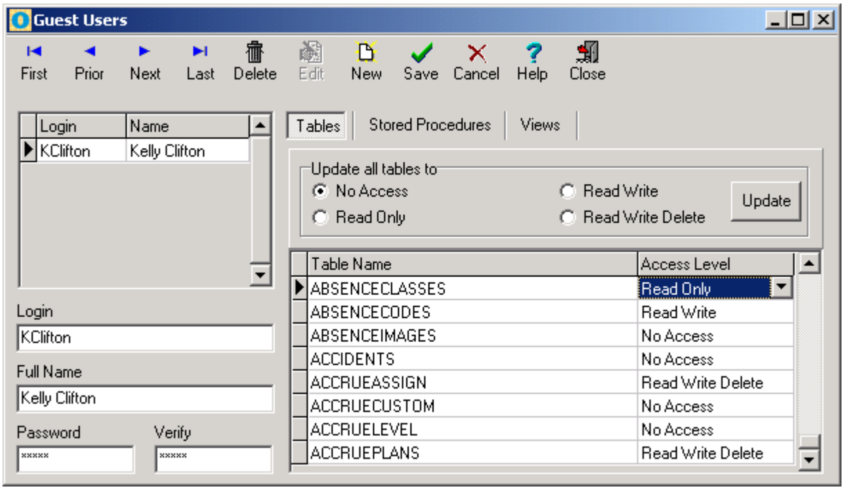
The above line declares a variable named ROWTOTAL and sets it equal to the sum of VALUE1 + VALUE2 + VALUE3. The variable now contains the proper total that needs to be displayed. Remember that any code added to the detail band will fire once for every record in the dataset. The above line of code will add the three fields for each record. Add an Expression field component to the detail band. Add the following code to the Expression field:

**GETVAR('ROWTOTAL')**
The above line simply returns the value stored in ROWTOTAL and it is displayed in the detail band.

**See Appendix C for tutorials on editing a template, and creating a report from scratch.**

## Creating Reports Through Other Software

You may create reports through other report writer software, such as Crystal Reports (sold separately.) In order to do so, you will need to set up a guest user account. A guest user account will allow access to specific tables within the database.




## Setting up a Guest User

To set up a Guest User account, follow these steps:
From within the program, click **Settings**, **Guest Users**.

1. Click **New**.
2. Enter a **Login Name**.
3. Enter the users **Full Name**.
4. Enter a **Password**. Then enter it again to verify the password.
5. Select the Table Name for the user to have access to and click in the Access block where it has "No Access". For example, to give Read, Write, Delete access to

AbsenceClasses, click on "No Access", then click on the down arrow and select Read, Write Delete.

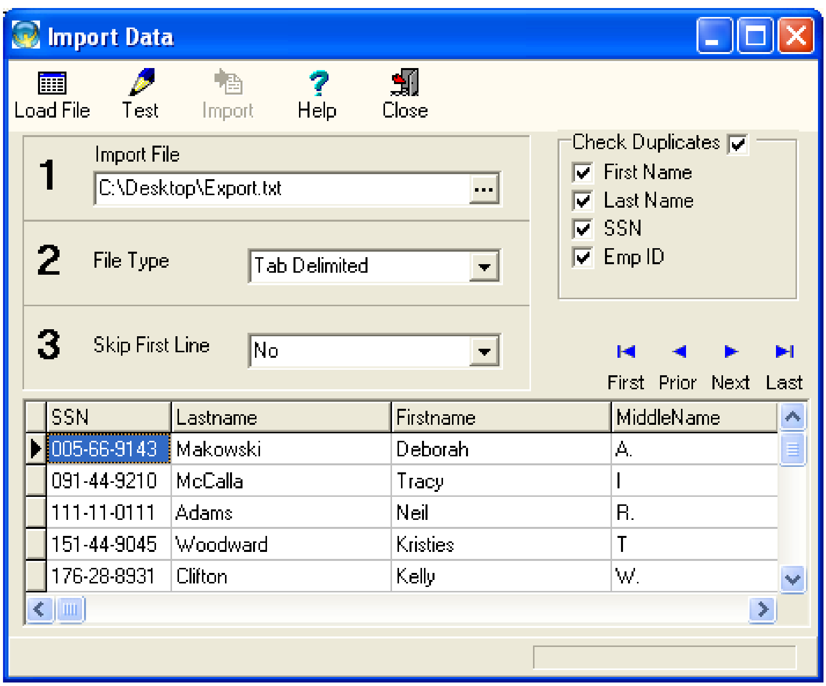
6. Follow step 5 to set up access to each table with the appropriate access.
7. Click **Save**.
8. Clicking **Edit** will allow you to make changes to the record.

Once guest user access is set up, the user may connect to the Optima database through other report writer programs. The report writer must have an ODBC driver that is compatible with Interbase 6 Dialect 3. (We recommend EasySoft's ODBC-Interbase 6 Driver, available at www.easysoft.com.)

# Chapter 10
# Import and Export

The **import** feature allows you to add new data from a text file into the Optima program. Conversely the **export** feature allows you to export data from the Optima program.

The software that you export your data from must be able to export the required information to a tab delimited or fixed length text file. See Appendix D for the required import fields. Please note that we cannot provide support for other software program(s). Please contact the software vendor or manufacturer for more information on how to export data from your other software.



## Features

**Load File** – Loads the selected file into the data window.
**Test** – This tab will not highlight until a file is loaded. This checks for blank records and ensures that the department and location names that are being imported are already in the database.
**Import –** This tab imports the file into the database.
**Help –** This brings up the Help file pertaining to Importing.
**Close –** This closes the Import screen and takes you back to the main screen.
**Import File Type –** This allows you to select the file type.

- Tab Delimited – We recommend exporting or importing as this type of file.
- Fixed Length – Optima may export or import fields with a fixed length. See Appendix D on the field lengths.

**Skip First Line (Headers) –** This will take out the first line, in case you have headers.
**Import File –** This allows you to enter the path or navigate to the file you will be importing.
**Check Duplicates –** This allows you to check for duplicates against the import file and the files already in the database.

## Required Fields

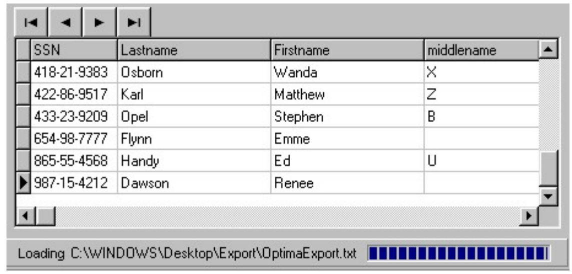
The following are required fields for importing:
**Last Name**
**First Name**
**Location** – name must be in the Optima database prior to importing
**Department –** name must be in the database prior to importing
**Date of Hire**
**Full/Part Time**
**Active Status** (Active, Inactive, or Terminated)

## Importing

To import your information, follow these steps:

From within the program click **File**, **Import**.

1. Enter the path of the file or click on the  to navigate to it.
2. Select **Tab Delimited** or **Fixed Length**. This should correspond with the way the import file was saved.
3. Select **Skip First Line** if you have title headings. Do not select Yes if you don't have title headings or you may lose the first line of data.
4. Click **Load File** to preview the file. At this point you should check that all column headings match the fields that will be imported.




Note the column titles above: SSN, Lastname, Firstname, and Middlename; check each column to make sure the appropriate data is in the correct column. For example, the SSN number should have an 11-digit number plus two hyphens.

1. Select which fields to check for duplicates in the Check Duplicates box. Duplicates will be checked during the Test File phase.
2. Click **Test File**. This checks for blank required fields, and in the case of Location and Department, it checks to make sure that the name of the Location and Department has already been set up within the program.

**CAUTION**: If duplicates were detected and you click on Import, these fields will be imported into the program.

3. Once it passes the Test portion, you will be able to click on Import File.

## Exporting

The **export** feature is used to transfer basic employee information into a text file that you can open in any word processor or spreadsheet application. Only the basic information (see Field Layout in Appendix D) will be exported.

To export your information, follow these steps:

1. Click File, Export.
2. Select Tab Limited or Fixed Length for the Export File Type.
3. Enter a path and file name or keep the default name.
4. Click Export.

Your export file will be created as the file designated in the file block. You may rename the file, but we recommend keeping the file extension of .txt. After exporting you may open the file from within any other spreadsheet or word processor program.

**Note: Only the information in the Field Layout will be available for export.**

# Appendix A
# Report Icons

You'll see each of these icons when you click on Preview for a specific report.


1. The first 3 icons control how the report page is previewed. The first icon zooms the report to fit the whole page. The second icon zooms the report to 100% of its size. The third icon zooms the report to the width of the screen. This is the normal view when previewing reports.
2. The arrow buttons are the navigational buttons that allow you to go from one page to another. In the bottom left of the Preview screen is the number of pages for this report.
3. The first printer icon (with the wrench) is the Printer Setup icon. This icon will allow you to change to a different printer to print to and allows you to select a print range. This is a good selection to choose if you want to only print a partial amount of pages. **Note**: After selecting your print range and clicking OK, you will need to click on the Printer icon to print the page. Printer icon – brings up the Printer screen.
4. Save Report (Export) – this allows you to save a report in one of the following formats (pictures are not exported):
   a. **QuickReport file (*.QRP)** – Normally, you will not need to save it in this type of format. This is the format that the Reports themselves are written in.
   b. **Text file (*.TXT)** – exports as a text file. This allows you to open the file with any word program.
   c. **Comma Separated (*.CSV)** – exports as comma separated fields. This allows you to open the file with any spreadsheet program. Word programs can open it also, but, the formatting may not be right.
   d. **HTML document (*.HTM)** – exports as an HTML file. This allows you to open the file with a Browser. The formatting may be a little off.
   e. **Excel spreadsheet (*.XLS)** – exports as an Excel spreadsheet file. This allows you to open the file with MS Excel and other spreadsheet programs. This is probably the best choice to export to.
   f. **RTF File (*.rtf) –** exports as Rich Text Format. This is another good choice to export to. Will open in MS Word and other word programs that support Rich Text Format.

g. **WMF File (*.wmf)** – exports as a windows meta file. This is a format used by Microsoft to transfer graphics between Windows applications. Normally, you would not need to export to this type of file. Certain graphic programs can open this type of file.

5. Load Report – This opens a QRP file. Normally, you will not use this.
6. Close – closes the preview screen and returns to the Report Interface.

# Appendix B
# Troubleshooting

Here are the most common issues that you may experience when using Optima applications.

- Unable to connect to Interbase Server
- Getting **SQL Parse Error: EOF in String Detected** message when logging in
- Cannot install on a Win NT or 2000 system
- Exceeded the authorized user count

## Unable to connect to Interbase Server

**Users affected**
Optima Attendance Controller
Optima Confidential Employee Record
Optima Time Clock
Optima COBRA

**Issue**
When launching one of the programs above the following message may be encountered:

"This program was unable to connect to your Interbase Server. This is likely due to the fact that the default Interbase User Account has been change. Please provide a UserName and Password with Administrative Privileges to Interbase."

**Description**
Users may encounter this issue for one of the following reasons:
If running from a Server:
1. If you're using an NT server and trying to install the database files to a drive other than C:\, permissions to the database folder may be incorrect.

If running from a Standalone Computer:
2. Interbase Guardian may be shut down

If running from a Client Workstation:
3. Incorrect Server Name and/or Database Path
4. Client needs to have TCP/IP installed
5. Server may be down

**Possible Resolution**

1. If running Optima from a Server and encountering the above issue, try each of these solutions:

Check your permissions for the Database folder. Full Control access must be given to System for the database folder. You may add to the Permissions by going through Windows NT Explorer and going to Properties by right-clicking the database folder.

2. Check to make sure Interbase Guardian (or Interbase Manager) is running.

On a Win 95/98 system there will be an icon in the system tray (next to the clock). The icon graphic appears as a gray tower with a green flag. When you put your mouse over the icon it will read, "Interbase Guardian". This icon will not appear on a Win NT/2000 system. You may check to see if it is running on a Win 95/98/NT/2000 system by clicking on Start, Settings, Control Panel and clicking on the Interbase Manager. If it is not running click on Start (from within the Interbase Manager), then try to open the Optima application again.

3. If encountering the message when running from a Client Workstation, try this:

Check the Server Name and Database Path by going to the Server, opening the Optima application and clicking on Help, System Information and printing out this information from the TechSupport tab. (If you don't have the TechSupport tab then you have an earlier version of Optima and will need to do a screenshot of the System Information screen and Current Users screen and print them out.)

Once you have the Server information, go to the Client Workstation that you cannot connect to the Server with. From the Workstation, click on Start, Run, and enter: HRWARE.INI. Verify that the Server Name and Database path are the same.

NOTE: The printout of the Server Name and Database path you were asked to print or write down when installing the Server side must be exactly the same when entering this information on the Client Workstation(s)!

4. The Client needs to have TCP/IP installed.

This is done through the Network Neighborhood Properties. Please see your Network Administrator if you need more assistance in setting this up.

If everything is the same on the Client as it is on the Server and you're still unable to connect then try this:

If your Server has a static IP Address, try entering this for the Server name when installing to the Client Workstation.

5. If running from a Client Workstation and you went through the steps above and it didn't fix the issue check with your MIS or Network Administrator regarding the status of the Server.

## SQL Parse Error: EOF in String Detected

**Issue:** Getting the above error message when logging in

**Description:** This is caused when pressing the comma key ( **'** ) and **Enter** key at the same

**Possible Resolution(s):**
Avoid pressing the comma and Enter key at the same time.

## Unable to install on a Win NT or 2000 system

**Issue:** Doesn't finish installation

**Description:** This usually happens if you do not have full administrator rights on the Win NT or 2000 computer.

**Possible Resolution(s):**
Make sure you have full administrator rights before installing.

## Exceeded the authorized user count

**Issue:**
You have exceeded the authorized user count. Your product license allows up to [number of licensed users] simultaneous users. There are # connections at this time.

The # connections is a number greater than one that changes each time you close and reenter the program.

**Description:**
Users may experience this issue when closing the program by clicking Exit under the File menu. Users who exit the program by clicking the close window icon in the top right corner will not experience the problem, but we still recommend downloading and installing the latest update.

**Possible Resolution:**
Download and install the latest Optima update from our Updates area on our Website at: www.gneiltechsupport.com.

Please follow the installation instructions. After downloading and installing the update follow the steps below to clear the connections.

1. Close Optima and any other G.Neil programs that are open.
2. Open DB Monitor and log in, if it is not already running. The DB Monitor resides on the computer where the Optima database is installed.
3. Click the Connections button.
4. Click the Refresh button to verify all connections are "N" (not active).
5. If all connections are "N", then Click the Clear Inactive Connections button, this will reset the connections.
6. If you wish to close the DB Monitor (not recommended if you have automatic database backups scheduled), right-mouse click on the icon G.Neil Database Monitor located in the system tray area, select Shutdown Database Monitor, and click OK to close DB Monitor.
7. Otherwise, click the Hide button.

# Appendix C
# Custom Reports

## Custom Report Tutorial #1

A step-by-step guide to modify a custom report template. See Tutorial #2 for creating a report from scratch.

**<u>GOAL OF THIS TUTORIAL</u>:** This tutorial will show you how to create a custom report by using a provided template to remove a standard report field and add a new field.

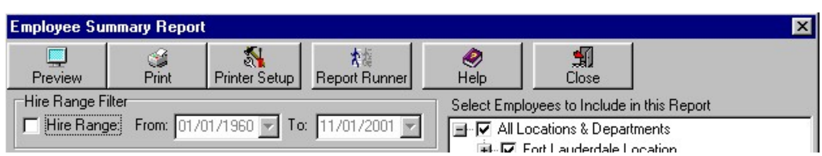
Specifically we will be removing Date of Birth and adding Social Security Number to the Employee Summary report in Optima Attendance Controller.

1. **<u>TASK</u>:** Click Start > Programs > G.Neil > Sample Database.

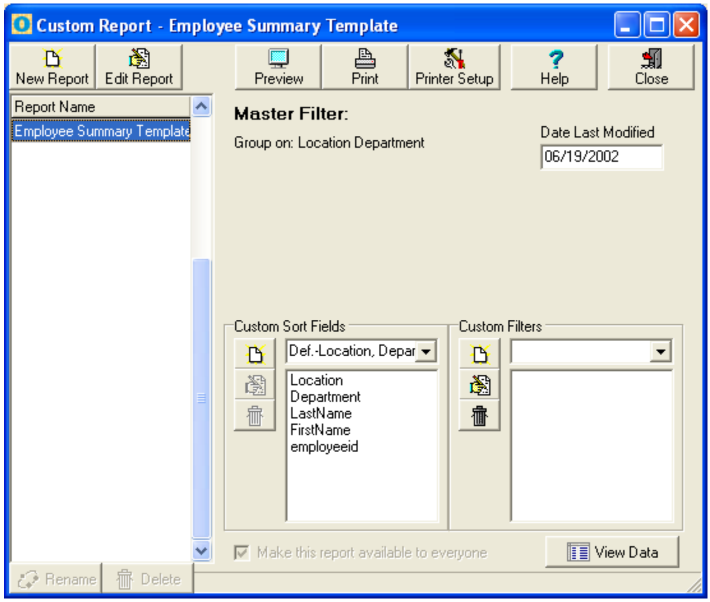
2. **<u>TASK</u>:** Select the application you want to run.

3. **<u>TASK</u>:** From the main menu, select ***Reports*** > ***Employee*** > ***Summary***.

4. **<u>TASK</u>:** Click on the Custom Reports Icon.



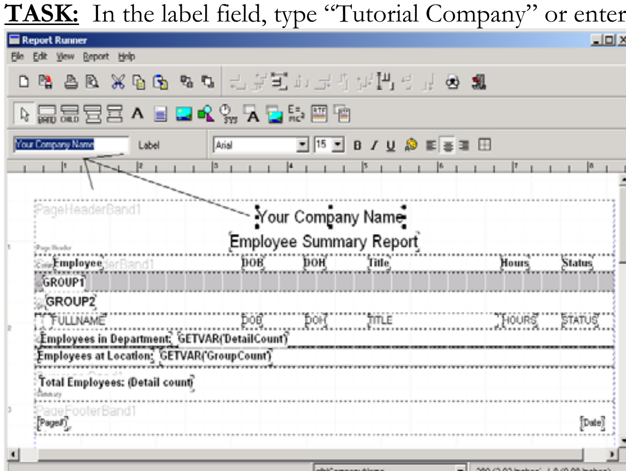

**<u>TASK</u>:** From the Custom Reports main window, click on the ***Edit Report*** button.




5. You are now presented with the report editing screen shown below. You will notice that the field label says "Your Company Name." Your first step in customizing a template should be to replace this label with your company name.

**TASK:** Click on the field "Your Company Name."

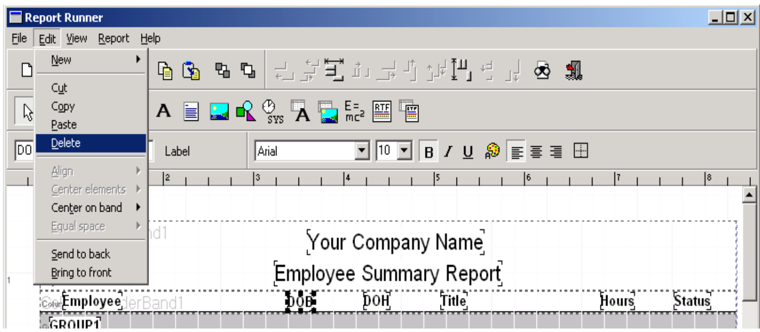
**TASK:** In the label field, type "Tutorial Company" or enter your company's name.



6. The next step is to remove the Date of Birth from the report.

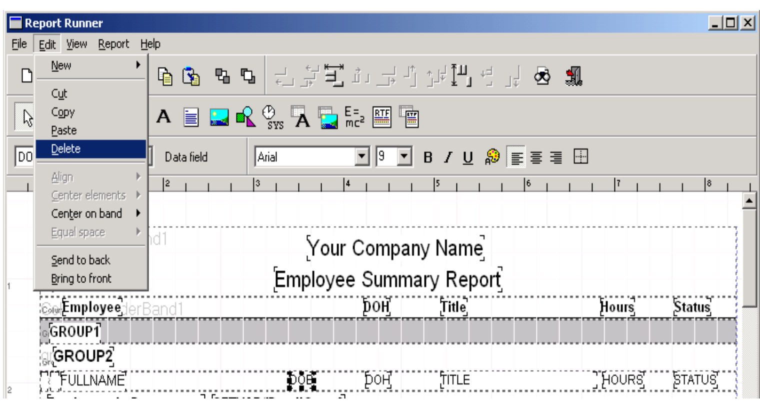
**<u>TASK:</u>** Click on the top DOB label.

**<u>TASK:</u>** Select ***Edit*** from the main menu; select ***Delete*** as shown below.



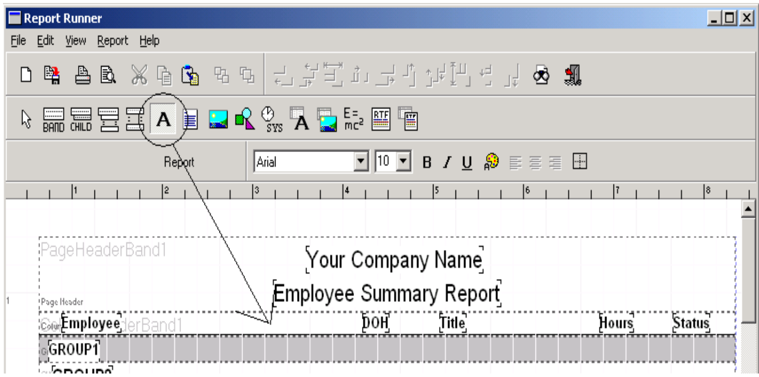

**<u>TASK:</u>** Click on the DOB data field.

**<u>TASK:</u>** Select ***Edit*** from the main menu; select ***Delete*** as shown below.




7. You have now deleted the date of birth heading <u>and</u> data field from the report. The next step will be to add the social security label and field to the report.

**<u>TASK:</u>** Click on the label button circled below, and click in the "Column Header" band as in the arrow below.




8. You are presented with the Label Dialog Box shown below.

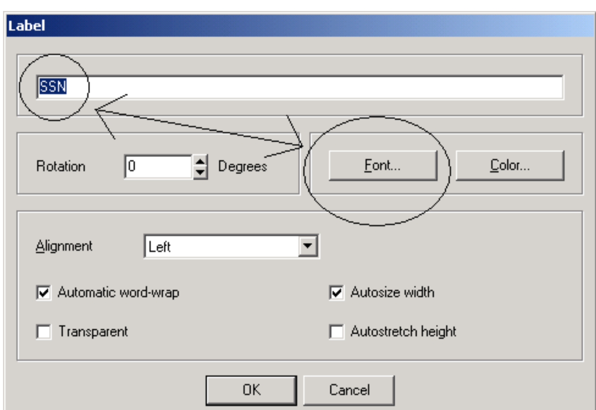
**TASK:** Enter "SSN" in the label field circled below.

**TASK:** Click the ***FONT*** button circled below.

**TASK:** Select BOLD for the font style.

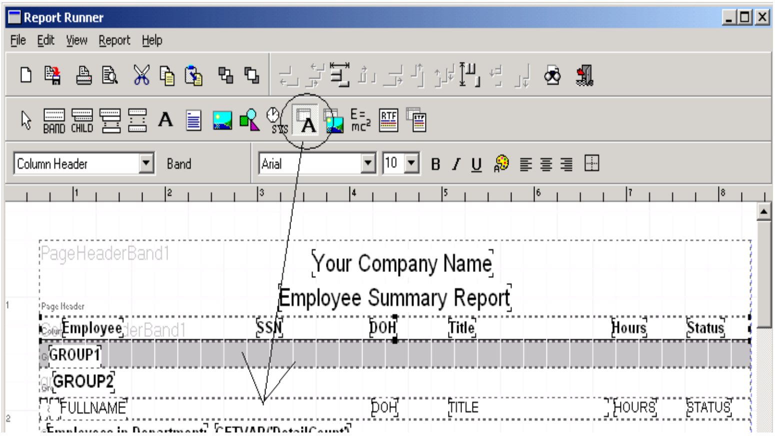
**TASK:** Click OK to close the font window.

**TASK:** Click OK to close the label dialog box.




9. The next step is to add the DOB data field.

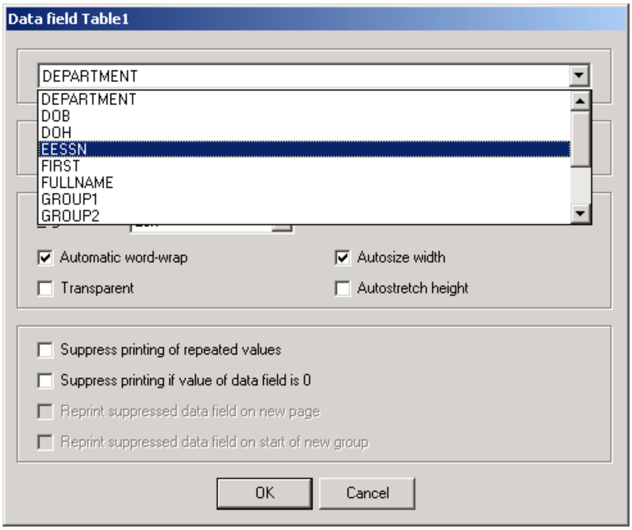
**TASK:** Click on the datafield button circled below and click in the "Detail" band as shown below.



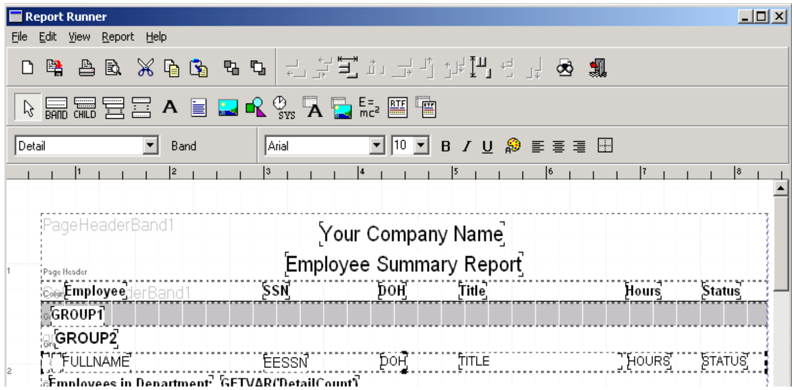

10. You are now presented with the datafield dialog box shown below.

**TASK:** Select "EESSN" from the list of available fields as shown below.

**TASK:** Click the OK button.




Your completed layout should now look similar to the screen below:

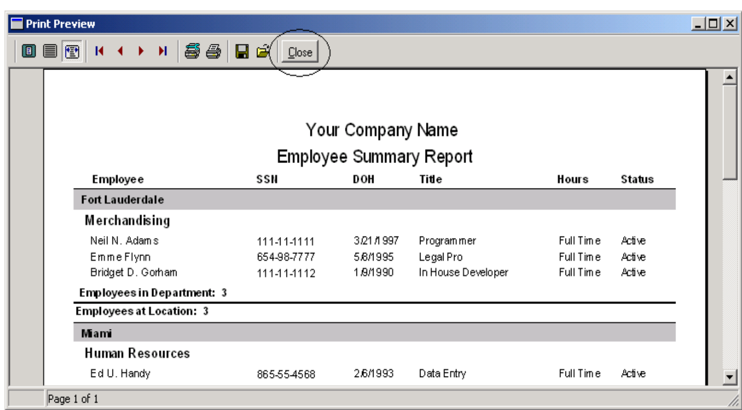



11. You can preview your results.

**<u>TASK:</u>** Select ***File > Preview*** from the main menu.

Your preview should look similar to the preview shown below.

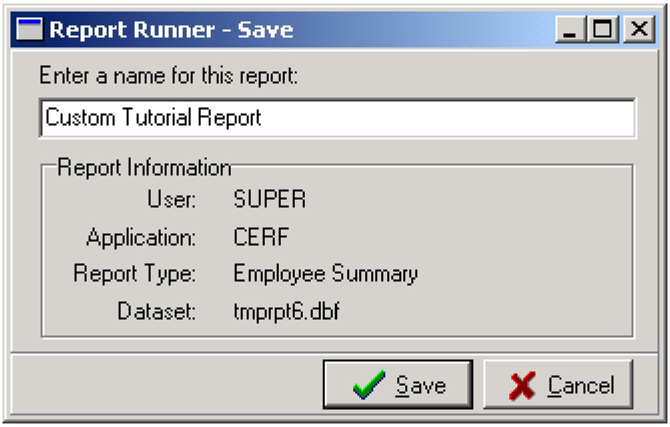
**<u>TASK:</u>** Click the Close button to close the print preview window.




12. The next step is to save your changes.

**<u>TASK:</u>** Select ***File > Save as*** from the main menu.

**<u>TASK:</u>** Enter "Custom Tutorial Report" as shown below and Click Save.




13. You have now completed this tutorial, to return to the main program, follow these steps:

**TASK:** Select ***File > Exit*** from the main menu.

**TASK:** Click ***Close*** on the Custom Report Interface.

# Custom Report Tutorial #2

A step-by-step guide to creating a custom report from scratch.

Note: You may use any Optima database application for this tutorial.

**GOAL OF THIS TUTORIAL:** This tutorial will show you how to create a custom report from scratch using the Custom Reports, custom-reporting tool provided in Optima Attendance Controller.

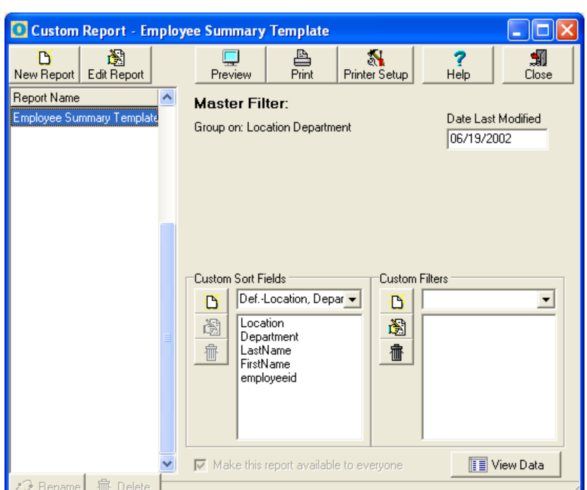
1. **TASK:** Click Start > Programs > G.Neil > Sample Database.

2. **TASK:** Select an Optima application to run.

3. **TASK:** From the main menu, Select ***Reports*** > ***Employee Detail***.

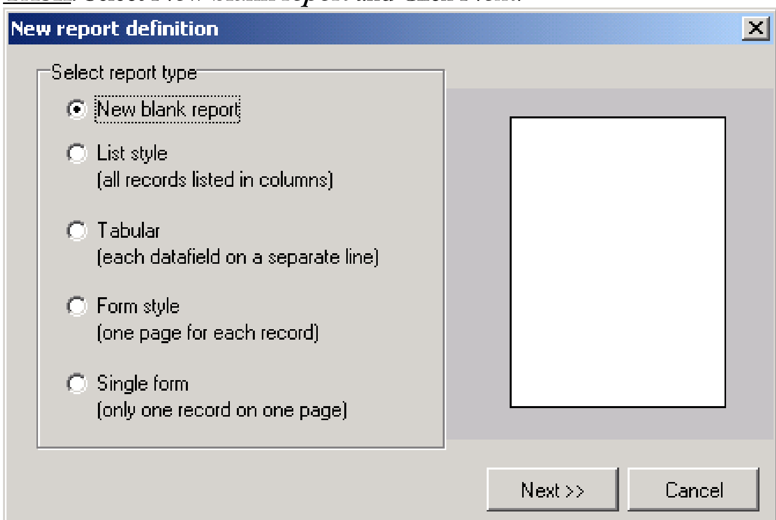
4. **TASK:** Click on the Custom Reports Icon.


5. **TASK:** From the Custom Reports main window select ***New Report***.



6. The screen shown below is the Custom Reports Design Window. This window is used for report creating and updating. When you select New from the main window, the designer first presents you with a report wizard. The report wizard assists you in creating a basic report. For the purposes of this tutorial we will not be using the wizard. Instructions for using the wizard are provided in your Custom Reports documentation.

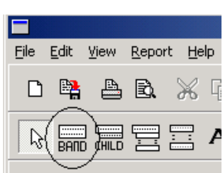
**TASK:** Select ***New blank report*** and Click ***Next***.




7. We are now ready to begin designing our report. Data reports are designed with report bands. A report band is an area of data or text, which will repeat based on criteria we set at design time. Let's start with the first band common in most reports: The Title Band.

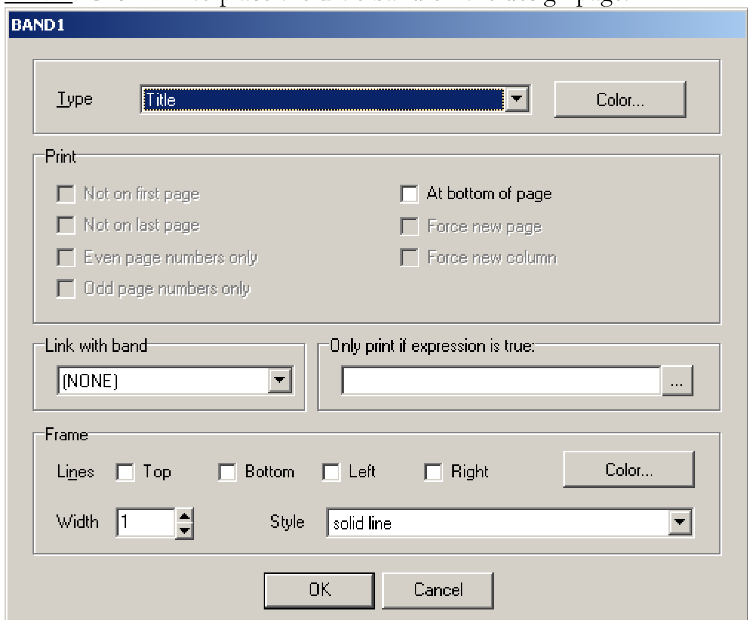
**TASK:** Click on the ***Band*** button circled in the screen shot below.

**TASK:** Click anywhere on the design page to drop the band on the page. (The design page is the white area filling the center of the window with grid lines.)

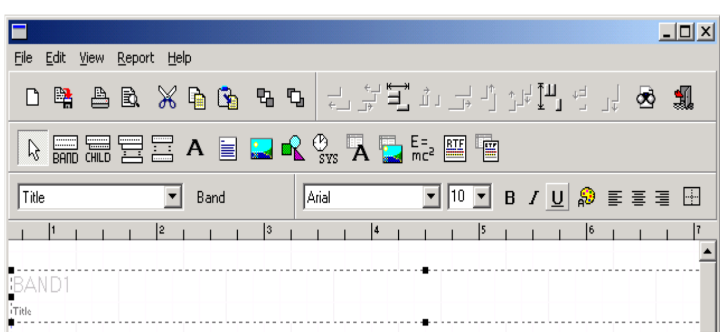


8. We are now presented with the "Band Editor" window. Note the Type of band is set to Title. This window has many advanced options which are covered in the Custom Reports documentation.

**TASK:** Click ***OK*** to place the Title band on the design page.




9. The design page should now contain BAND1 as shown below. You will notice that BAND1 also shows that it is a Title band. Any text and/or data which is placed in the title band will be the first thing printed on your report. It will print only on the first page of the report – hence the name "Title".



10. We will be designing an employee mailing list report; therefore, we want the title of our report to say "Employee Mailing List".

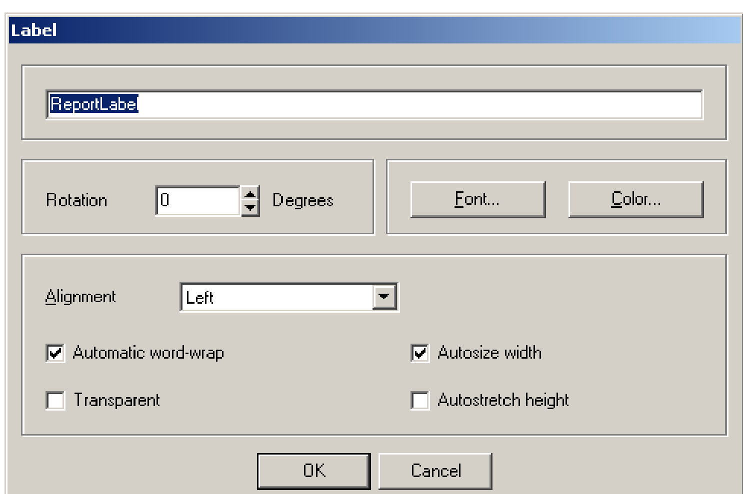
**TASK:** Click on the **Text** button circled in the screen shot below.

**TASK:** Click in the middle of the Title Band (BAND1).


11. You are now presented with the Label window.

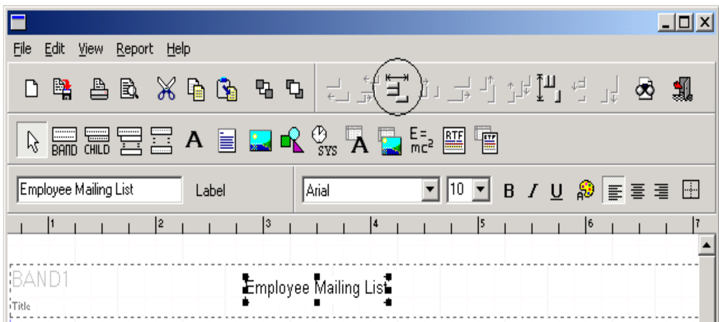
**TASK:** On the line where it says "ReportLabel," type in "Employee Mailing List."

**TASK:** Click ***OK.***



12. Your screen should now look similar to the one shown below. The next step is to center the label in the band.

**<u>TASK</u>**: Click on the "center horizontally" button circled below to center the label in the band.




13. Now we need to add another band.

**<u>TASK</u>**: Click on the ***Band*** 

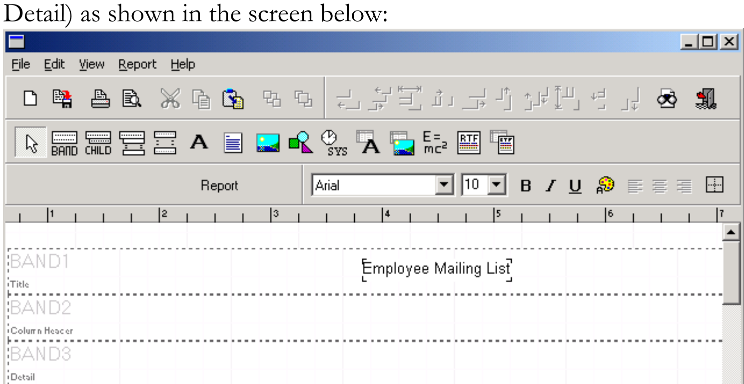
button and Click in the design window.

**<u>TASK</u>**: Choose "Column Header" for Type and Click ***OK.***

**<u>TASK</u>**: Click the ***Band*** button again and Click in the design window.

**<u>TASK</u>**: Choose "Detail" for Type and Click ***OK.***

Your design window should now contain a total of three bands (Title, Column Header, Detail) as shown in the screen below:



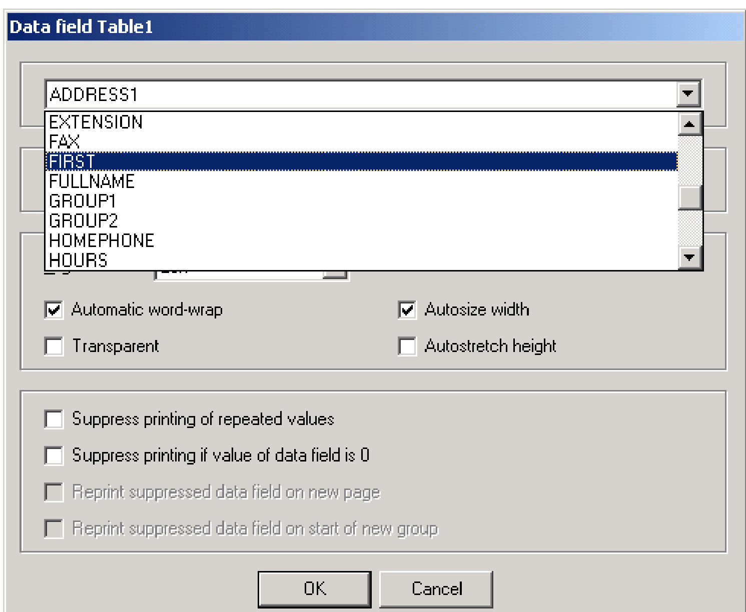
14. The next step is to add the data fields to the Detail band.

**TASK:** Click on the data field button circled in the screen shot below.

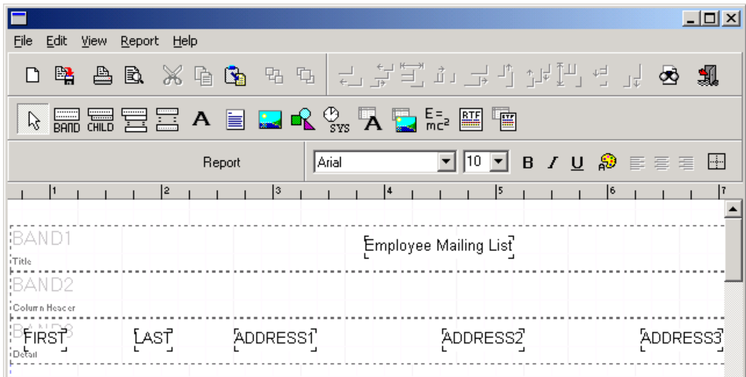

**TASK:** Click inside of the Detail band to bring up the "Data Field" window shown below.

**TASK:** Select the field "FIRST" from the pull down menu as shown below.

**TASK:** Click the OK button.



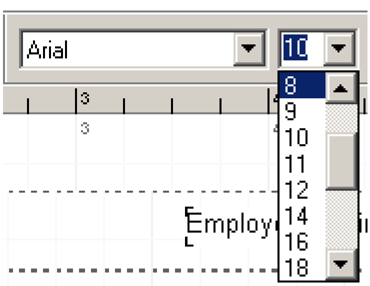
Continue adding data fields so that your detail band is laid out as shown below.




15. Now we need to change the size of font for the fields on the report.

**TASK:** To select all of the fields on our report, hold down your Shift key on the keyboard and keep it down while Clicking on each field (FIRST, LAST, ADDRESS1, ADDRESS2, ADDRESS3).

**TASK:** Click on the font size dialog box shown below and set the font size to 8.

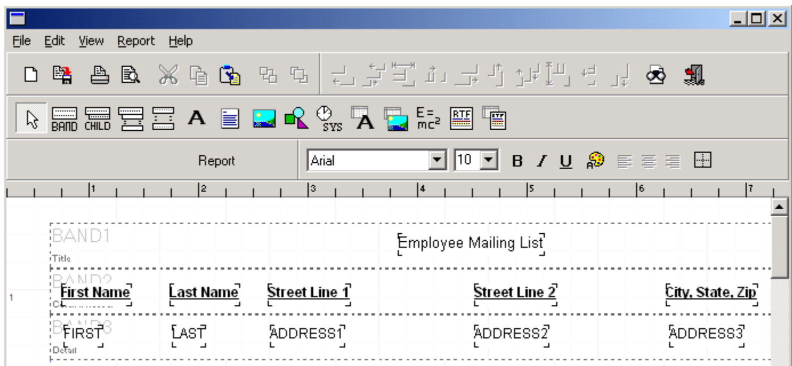



16. Now we are ready to fill in our Column Header band. This band will be printed on the top of our Detail band and is generally used for printing the names on columns on the report. We need to add text labels over the top of each datafield in the detail band.

**TASK:** Use the **Text** 

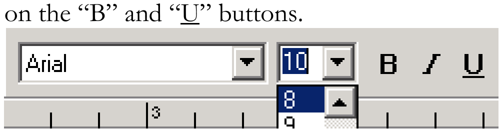
button to add the text "First Name" above the [FIRST] data field in the Column Header band.

**TASK:** Continue adding text labels to the Column Header band above each data field so that your screen matches what is shown in the picture below.




**TASK:** Select all the text labels in the Column Header band by holding down the SHIFT key and Clicking on each of them.

**TASK:** Set their font size to 8 and turn on the Bold and Underline properties by Clicking on the "B" and "<u>U</u>" buttons.




17. Add the Date and Time to your report.

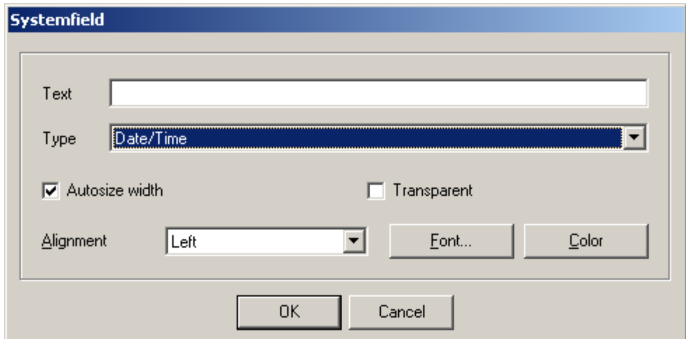
**TASK:** Click on the ***System Field*** button. 


**TASK:** Click in the top left hand corner area of the Title Band.

18. After dropping the System Field in the Title Band, you are presented with the System Field Window shown below.

**TASK:** Select ***Date/Time*** as the Type as shown in the screen below.

**<u>TASK</u>:** Click ***OK***. The **(Date/Time)** text should be in the Title Band as shown in picture above.



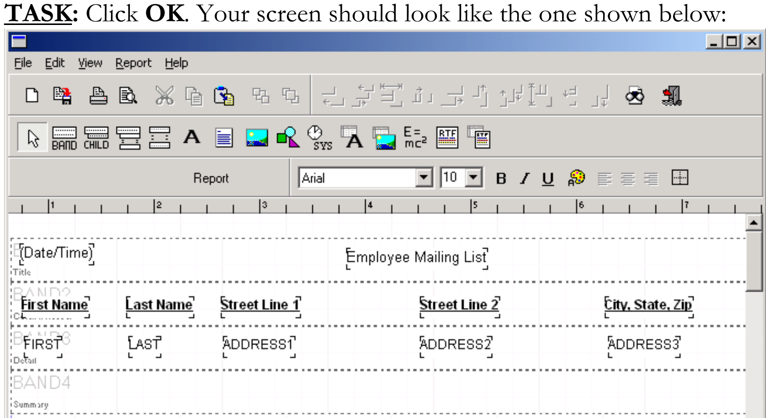

19. Add one final band to your Report.

**<u>TASK</u>:** Click on the BAND button 

and then click in the design window.

**<u>TASK</u>:** Select "Summary" as the type.

**<u>TASK</u>:** Click **OK**. Your screen should look like the one shown below:




20. Add a text label to the Summary band.

**<u>TASK</u>:** Click on the Text field button 

.

**TASK:** Click inside the Summary band.

**TASK:** Type "Total Records": in the Label field and Click **OK**.

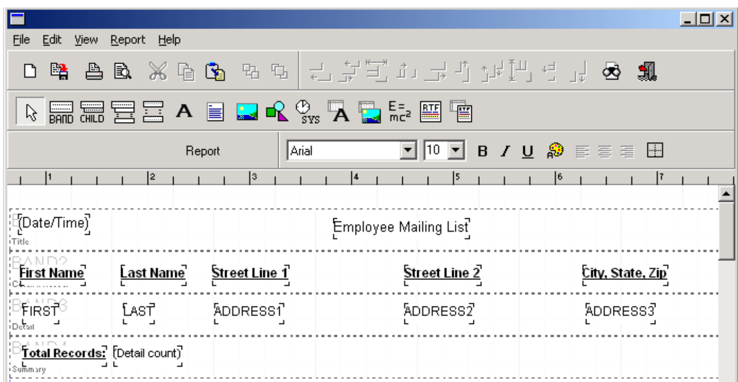
**TASK:** Set the label font size 8, Bold and Underlined.

**TASK:** Click on the System field button 

.

**TASK:** Click inside the Summary band.

**TASK:** Set the Type as "Detail Count" and Click **OK**.




21. Optional – Advanced Reporting Features – Script Language

The following section shows you how to add a small piece of Script Code to your report. This section is optional; if you wish to skip this section go to Item 30.

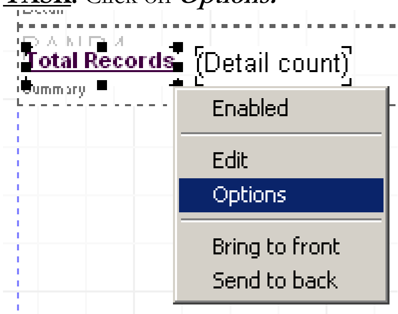
Custom Reports provides an advanced way for you to add flexibility and creativity to your reports using script language. A detailed explanation of this feature and its use are provided in the Custom Reports documentation.

In order to access an item on your report, whether it's a field label or a text label, it must have a name. In this example we will be adding code to access the labels in the summary band; therefore, we must give them a name.

**TASK:** Select the text label "Total Records" by clicking on it with your LEFT mouse button. It should appear selected by having six small boxes around its perimeter as shown below.

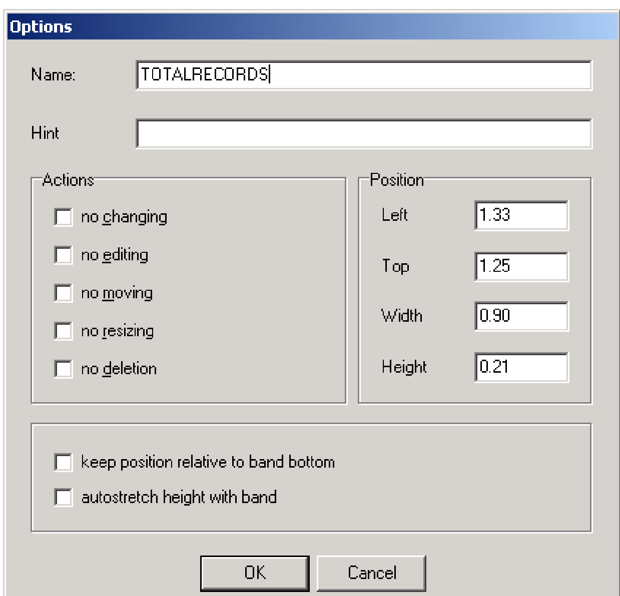
**<u>TASK</u>:** Now that it's selected, click on it with the RIGHT mouse button. A small drop menu will appear as shown below.

**<u>TASK</u>:** Click on ***Options.***




22. This will bring up the options window for this text label as shown below.

**<u>TASK</u>:** Enter **TOTALRECORDS** in the Name field and click ***OK.***



23. We have now given the "Total Records:" text label the name "TotalRecords." A name is required in order to access this label in the script language. We must now give a name to the Detail Count label.

**<u>TASK</u>:** Click on the [Detail count] field. It should appear selected.

**<u>TASK</u>:** Right-click on the [Detail count] field.

**<u>TASK</u>:** Click on **Options**.

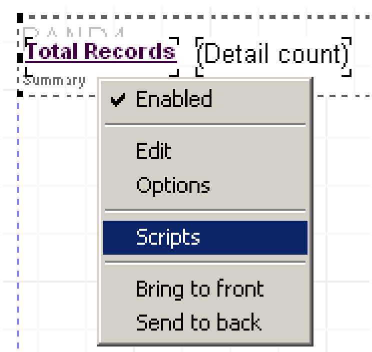
**<u>TASK</u>:** Enter **DETAILCOUNT** in the Name field and Click **OK**.

24. Now that these 2 labels have been given names we can access them in code. Script code is normally attached to the band which contains the labels you wish to modify. In this case, since these labels are in the summary band, we will enter the code into the summary band's script window. To do this, select BAND4 (the summary band); we need to make it the active band.

**<u>TASK</u>:** Click on the Summary band (BAND4). The summary band should now be highlighted.

**<u>TASK</u>:** RIGHT-click inside of the summary band. Be sure your mouse pointer is over one of the fields in the Summary band – you must click in an open area of the band. You should see the drop-down menu shown below.

**<u>TASK</u>:** Click on ***Scripts.***



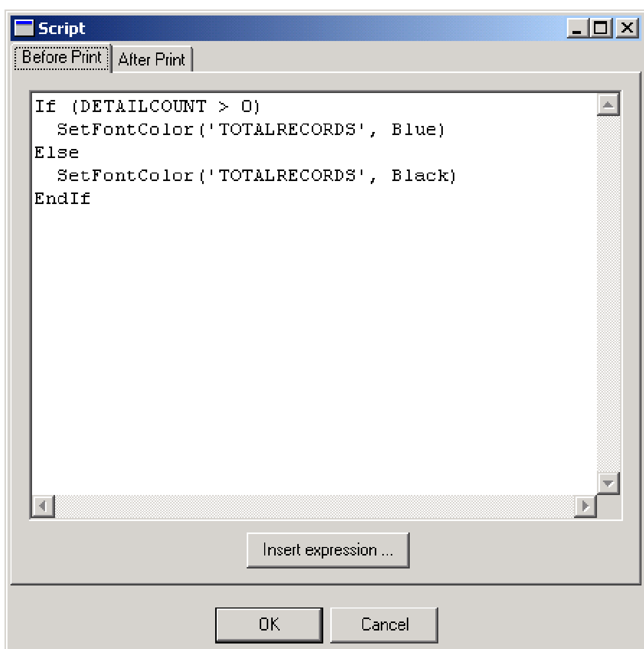

This will bring up the Scripts window as shown below. This is the window where you enter the script code. This window contains 2 tabs – Before Print and After Print. Any code entered in the Before Print window will execute before the band prints. Any code entered in the After Print window will execute after the band prints. If you want to add code to modify the look or layout of text in the band, it must be executing before it prints; therefore, we will enter our code in the Before Print window.

**TASK:** Enter the following code in the Before Print window:

```
If (DETAILCOUNT>0)
  SetFontColor('TOTALRECORDS', Blue)
Else
  SetFontColor('TOTALRECORDS', Black)
Endif
```

The above code tells Custom Reports to do the following: If the DetailCount is greater than 0, set the color of the label TotalRecords to Blue; otherwise, set the color of the label TotalRecords to Black.

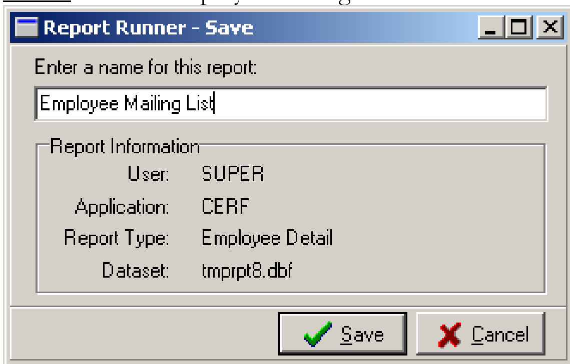
**TASK:** Click ***OK*** to save the report code.




25. The basic layout of our report is now complete. The next step is to save our report.

**TASK:** Select ***File > Save*** from the main menu.

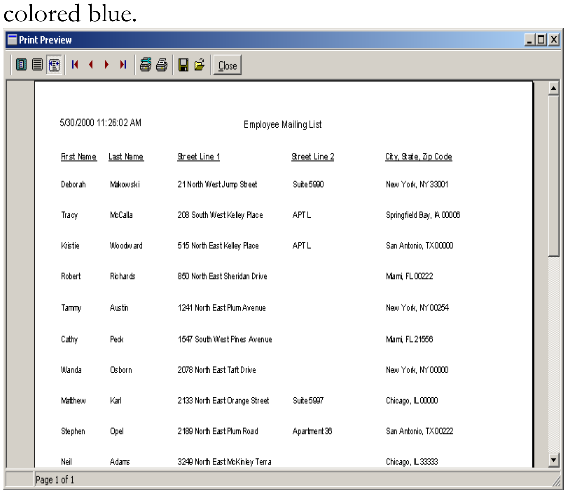
**TASK:** Enter "Employee Mailing List" as the name of this report and Click ***Save.***




26. We can now preview the results of our report.

**TASK:** From the main menu select ***File > Preview.***

Your view of the report should look similar to the screen below. If you did the Optional - Advanced section the **Total Records:** line at the bottom of your report should be colored blue.



Print Preview

5/30/2000 11:26:02 AM — Employee Mailing List

| First Name | Last Name | Street Line 1 | Street Line 2 | City, State, Zip Code |
|---|---|---|---|---|
| Deborah | Makowski | 21 North West Jump Street | Suite 5990 | New York, NY 33001 |
| Tracy | McCalla | 208 South West Kelley Place | APT L | Springfield Bay, IA 00006 |
| Kristie | Woodward | 515 North East Kelley Place | APT L | San Antonio, TX 00000 |
| Robert | Richards | 850 North East Sheridan Drive | | Mami, FL 00222 |
| Tammy | Austin | 1241 North East Plum Avenue | | New York, NY 00254 |
| Cathy | Peck | 1547 South West Pines Avenue | | Mami, FL 21556 |
| Wanda | Osborn | 2078 North East Taft Drive | | New York, NY 00000 |
| Matthew | Karl | 2133 North East Orange Street | Suite 5997 | Chicago, IL 00000 |
| Stephen | Opel | 2189 North East Plum Road | Apartment 36 | San Antonio, TX 00222 |
| Neil | Adams | 3249 North East McKinley Terra | | Chicago, IL 33333 |

Page 1 of 1

**TASK:** To exit the Print Preview, Click ***Close.***

**TASK:** To exit the report designer, from the main menu, select ***File > Exit.*** If you're prompted to save the report, select ***Yes.***

**TASK:** To exit the Custom Reports main window, click ***Exit.***

# Appendix D
# Import/Export File Format

You may import and export only the fields on the Field Layout page. There are two different formats that you may use: Tab Delimited and Fixed Length.

For a Tab Delimited format you may use any program that allows you to save as Tab Delimited. Excel and Access are two that will allow this. This is the easiest format.

When entering your information into a spreadsheet such as Excel, you will need to follow the order of the field names according to the Field Layout page.

For example, the columns should have SSN first, then Last Name, First Name, etc. Also, you will need to leave a blank column for any fields that you will leave blank. For example, following the format on the Field Layout page, we create a Tab Delimited file with the fields: SSN, **Last Name**, **First Name**, [blank column for Middle Initial field], **Location**, **Department**, **Date of Hire**, **Full/Part Time**, [blank column for Title field], [blank column for Employee Code field] and **Active Status**. All of the fields in bold are required. You still need to have a blank column for MI, Title and Employee Code in the order of the fields.

For a Fixed Length format, you may use the DOS Editor or any other editor that shows you the field length. The lengths of each field must correspond to the Length column under the Field Layout page. We recommend using the Tab Delimited format.

The following is the field layout for importing text files into Optima COBRA. Fields shown in **bold** type are required and all import text files must include them.

## Field Layout

| Field Name | Length (if fixed length format) | Format |
|---|---|---|
| Social Security Number | 11 | 123-45-6789 |
| **Last Name** | 20 | up to 21 characters |
| **First Name** | 20 | up to 21 characters |
| Middle Initial | 20 | up to 20 characters |
| **Location** | 50 | up to 25 characters or numbers |
| **Department** | 50 | up to 25 characters or numbers |
| **Date Of Hire** | 10 | MM/DD/YYYY (slashes required) |
| **Full/Part-Time** | 10 | Full-Time or Part-Time (only) |
| Title | 30 | up to 30 characters or numbers |
| Employee Code | 14 | up to 14 characters or numbers |
| **Active Status** | 10 | Active or Inactive or Terminated (only) |

**If you have Optima Records installed, your text file can also include these fields:**

| | | |
|---|---|---|
| Date of Birth | 10 | MM/DD/YYYY (slashes required) |
| Address 1 | 30 | up to 30 characters or numbers |
| Address 2 | 30 | up to 30 characters or numbers |
| Home Phone | 30 | 800-123-4567 (dashes required) |
| City | 30 | up to 20 characters or numbers |
| State | 2 | Standard U.S. two-letter code (e.g., FL) |
| Zip Code | 15 | 33325-1234 (-1234 can be omitted) |
| Salutation | 5 | Mr. – Ms. – Mrs. – Dr. (only) |
| Employee Security Level | 16 | up to 16 characters or numbers |
| Security Clearance Date | 10 | MM/DD/YYYY (slashes required) |
| Race | 25 | Must match a valid race on the Employee Detail Feature |
| EEO Category | 25 | Must match a valid category on the Employee Detail Feature. |
| Sex M/F | 1 | M or F only |
| Driver’s License Number | 15 | up to 15 characters or numbers |
| I9 Renewal Date | 10 | MM/DD/YYYY (slashes required) |
| Veteran Status | 25 | Disabled – Vietnam Era – Other Veteran – Not Applicable (only) |
| Office Phone & Ext. | 30 | 800-123-4567 Ext. 123 |
| Fax | 30 | 800-123-4567 |
| Email address | 30 | up to 30 characters or numbers |
| Address Effective Date | 10 | MM/DD/YYYY (slashes required) |

## Appendix E

# Using the Notes/Comments Editor and Attachments

Optima has powerful word processing features for all comments and notes fields, as well the ability to attach objects and documents within these fields. When documenting employee absences, you may find it useful to attach

- Copies of e-mails
- Word or Excel attachments that you've used for tardies, warnings and specific sections of reviews
- MyBiz Forms personnel forms for vacation requests, FMLA requests and company responses, warnings and counseling reports

## Right-Click Menu Commands

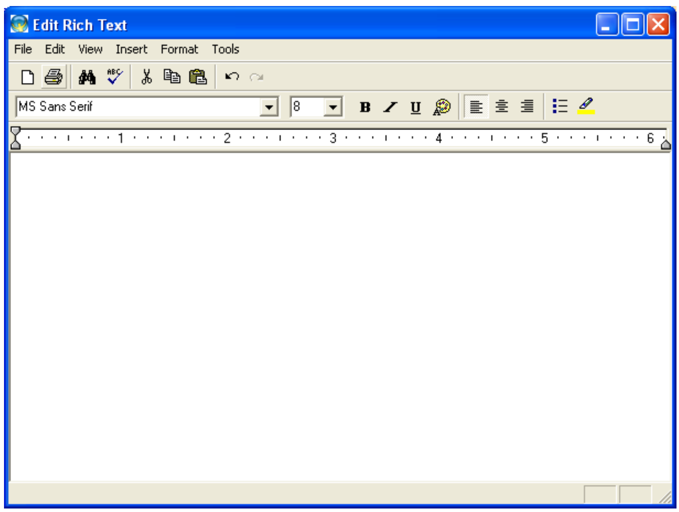
Right-click on any notes or comments field – the menu shown at right will pop up with the following options:


**Edit** – Opens the full text editor
**Cut** – Copies to the clipboard and deletes the currently selected text
**Copy** – Copies the currently selected text to the clipboard
**Paste** – Pastes the currently selected text into the comments or text field
**Font** – Brings up a standard font edit window, with settings for font, style, size, effects and color
**Bullet Style** – Toggles bullets for selected paragraphs on and off
**Paragraph** – Brings up a standard paragraph settings window for alignment style, indentation, and line spacing
**Tabs** – Lets you set tab stops for selected paragraphs
**Find** – Searches for the text you enter
**Replace** – Searches and replaces text according to your settings
**Insert Object …** – Opens the Insert Object window and lets you select either a type of new object to insert into the notes/comments field or attach an existing file

**Check Spelling** – Launches the Microsoft® Word spellchecker (must be installed)

## Using the Rich Text Editor

When you right-click and select **Edit**, the text editor opens in a separate window, giving you access to all Right-Click Menu commands in a word-processor-like environment. Here's a brief overview:




**Toolbar**

| | | |
|---|---|---|
| | New | Creates a new document. |
| | Print | Prints document. |
| | Find | Finds specified text. |
| | SpellCheck | Checks spelling. Requires MS Word installed. |
| | Cut | Cuts selection and puts it on the clipboard. |
| | Copy | Copies selection to clipboard. |
| | Paste | Pastes selection from clipboard. |
| | Undo | Reverses the last action. |
| | Redo | Reverses the last Undo action. |

**Format Bar**

| | | |
|---|---|---|
| MS Sans Serif | Font Type | Changes the font selection. |
| 8 | Font Size | Changes the font size. |
| B I U | Bold, Italic, Underline | Changes the font to Bold, Italic or Underline. |
| | Font Color | Changes the font color. |
| | Left, Center, Right Alignment | Changes the text to Left, Center, or Right Alignment. |
| | Bullet | Inserts Bullet. |
| | Highlight | Highlights selected text. |

# Adding Attachments to Comments or Notes

Each Comment or Note field allows you to insert an attachment to that field. Attachments can be a Microsoft® Word Document, Microsoft® Excel spreadsheet, PDF, Rich Text Format, or even a picture file. Attachments may be linked to a file, displayed as an icon or inserted into the field.

## Inserting an Attachment

To insert an attachment, follow these steps:

1. Locate the Comment or Note field you want to insert an attachment into.
2. Right click on this field and select Insert Object.
3. Select Create from File.
4. Click Browse to navigate to the file you want to attach and click Open.
5. Select Display as Icon.
6. Click Change Icon and change the Label, if necessary, to make the name more descriptive.
7. Click OK, then OK one more time.

## Insert Object Options

**Create New**

Selecting Create New allows you to insert a new object that you want to create from scratch. For example, selecting Create New and clicking on Microsoft® Word Document for the Object Type and then clicking OK will bring up a blank Word Document for you to enter text. When you close out of the Word Document it will appear in the Comments field. Double-clicking on the Word Document object will bring up Microsoft® Word so that you may again edit the document.

If the Display As Icon option is checked, then the Word Document (or object type) will appear as an icon in the Comments field.

**Create from File**

Selecting Create from File will allow you to insert an existing object type, such as a Microsoft® Word document, PDF file or Excel spreadsheet. Normally, this will be the option you will use for every day use.

If you do not select the Link or Display as Icon option, then the object type will be inserted into the Comments field. In other words, you will see the text as you would see the text on a Word Document within the Comments field. Double-clicking on this text in the Comments block will bring up Microsoft® Word so that you may edit the document.

We recommend selecting the Display as Icon option when inserting an object. This inserts the object type within the Comments field; however, it shows as an icon. When you double-click on the icon, it brings up the object within the program that created it.

The Link and Display as Icon options will perform the following, depending on your selections:

| Selected | | |
|---|---|---|
| **Link** | **Display as Icon** | **Results** |
| | | Inserts the contents of the file as an object into your document so that you may activate it using the program which created it. |
| X | | Inserts a picture of the file contents into your document. The picture will be linked to the file so that changes to the file will be reflected in your documents. |
| | X | Inserts the contents of the file as an object into your document so that you may activate it using the program that created it. It will be displayed as an icon. |
| X | X | Inserts a shortcut that represents the file. The shortcut will be linked to the file so that changes to the file will be reflected in your document. |

# Appendix F
# Quick Start Guide

This appendix is for those wanting to get up and running quickly with Optima COBRA. For more detailed instructions please see the appropriate section within this manual.

## Installing Optima COBRA

To install Optima COBRA, insert the CD-ROM into your CD-ROM drive; the installation process should start automatically. Follow the on-screen prompts to continue. If the installation process doesn't begin automatically, select RUN from the START Menu and enter D:\Setup.exe where D: is the letter of your CD-ROM drive. Click OK to begin the installation process.

**NOTE:** Optima products are for standalone installations. These products can be installed on one computer only, however, you may give access to different users to use the program from that computer. If you need to have others access the database in a network environment, and/or need to enter more than 100 active employees, then you should look to our Optima programs. (See www.gneil.com/optima for more info.)

## Pre-Setup Instructions

If setting up Optima COBRA for the first time, you will need the following information:

- Location and Department names – These are required fields within Optima when entering employee data. (Such as Location: Miami, Department: Merchandising.)
- Benefit Plan info – Benefit info such as Medical and Dental rates, insurance company contact info, employee and employer rates.
- User Info – Who will have access to the COBRA software? This will be for setting up or administrating purposes.
- Employee Info – Data such as Employee Name and number, Date of hire, spouse and dependent info, benefits elected or waived, COBRA info.

## Program Setup

The following information is designed to get you up and running in the quickest way possible. For detailed instructions on any of these topics please see the appropriate title in the manual or help file.

## Checklist

This checklist will help guide you in setting up Optima COBRA in the recommended order:

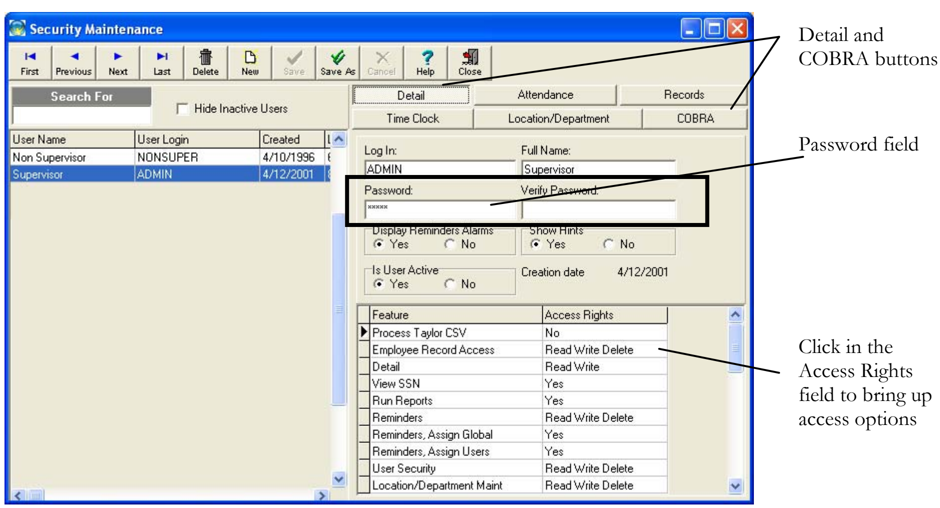
1. Change Admin Password (Default Login and Password is: ADMIN) and Set Up Access for Other Users
2. Set up Global Preferences
3. Set up Locations and Departments
4. Set up Benefit Plans
5. Enter Employee Data
6. Assign Benefits to Participants
7. Add Additional Users

## 1. Change Admin Password and Set Up Access for Users (Settings > User Security)

We highly recommend changing the Admin password immediately upon setting up the program due to the confidential nature of the information. Also, you'll want to give access to anyone who will be setting up or entering data into Optima COBRA.

CHANGING THE ADMIN PASSWORD

To change the Admin Password, from within the program, go to Settings > User Security.




The ADMIN User Login record should be highlighted. Click in the Password field, enter the new Password and then re-type it in the Verify Password field and click Save. The next time you login under the ADMIN User, you'll need to enter the new password.

SETTING UP ACCESS FOR OTHER USERS
From the User Security screen, click New. Enter a Log In name, Full Name and Password for this new user. (The Log In name and Password is what the user will enter into the program to gain access.)

Next, while on the Detail button, select what type of access rights you want this user to have for each general feature. (See Chapter 4 - Security Options for more information.) Click on the COBRA button and assign access to the COBRA specific features.

NOTE: If you need to set up users access to only specific location/departments and/or employees, these will need to be set up first. For example, if a Sales Manager only needs access to his department, you'll need to set up the Locations and Departments into the program.

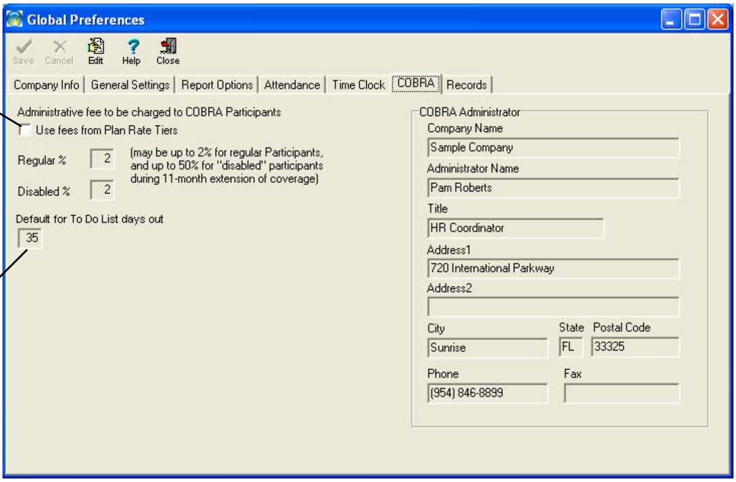
## 2. Set Up Global Preferences (Settings > Global Preferences)

It is important that you enter all requested information in the area titled "COBRA Administrator" under Global Preferences > COBRA Tab before getting started. Failure to do so may prevent your COBRA Notifications from generating, and may interfere with other important COBRA administration features. NOTE: Your company logo should 200 x 200 pixels. (See Chapter 2 - Company Information for more information.)

Also, note when entering settings under the COBRA tab, you have the option to **Use Fees from Plan Rate Tier**; These tiers are set up under Benefit Plan Maintenance.

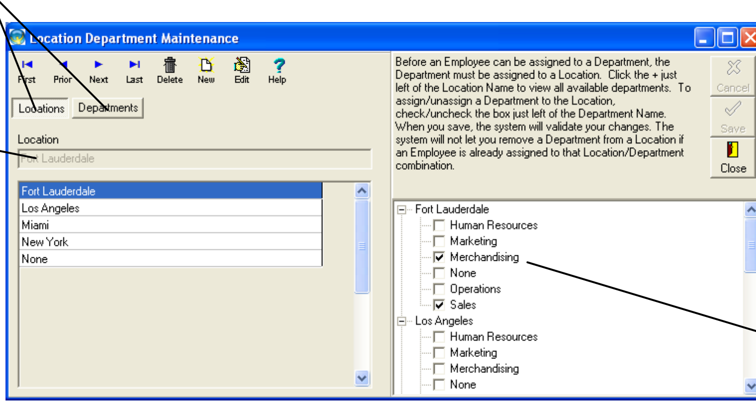
Use fees from Plan Rate Tiers - This option will default to either use fees from actual benefit plan (checked) or fees listed here. Fee can be changed at any time when setting up the plan.

Default for To Do List days out - This is how many days ahead of time the program will display any Notices or Billing Records on the To Do List.



## 3. Set up Locations and Departments

Departments are assigned to locations, so locations should be created first, then create your departments, then assign departments to a location.




CREATING LOCATION AND DEPARTMENT NAMES

Select the Locations button first.

a. Click New.
b. Enter the name for the location.
c. Click Save.
d. Enter other locations as needed following steps b - d.
e. Select the Department button next.
f. Click New.
g. Enter the name of the Department.
h. Click Save.
i. Enter other departments as needed following steps g - i.

ASSIGNING A DEPARTMENT TO A LOCATION

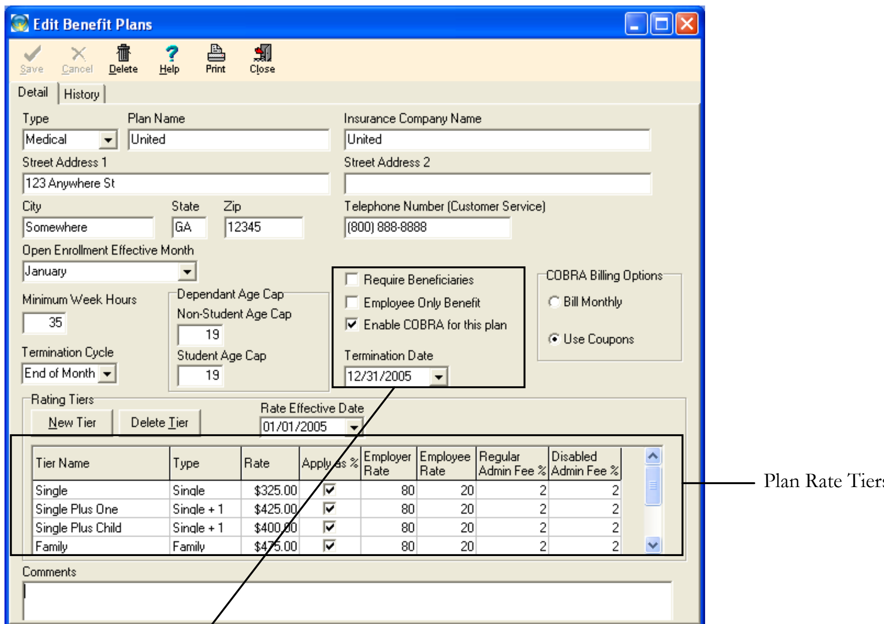
After your location and department names have been created, you'll notice that each location has each department name underneath it with a checkbox.

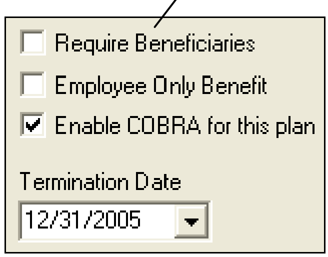
To assign the department name to a location simply select the department name (put a check mark in the checkbox) under the appropriate location.

Now whenever you choose a location, such as from the Employee Detail screen, in the Department drop-down field, you'll only see the assigned departments associated with that location.

## 4. Set up Benefit Plans (Settings > Benefit Plan Maintenance)

Benefit Plan Maintenance is where you will enter your Company's benefit information, such as the names of the insurance companies you have, rates and tier information, etc.




- Require Beneficiaries – For plans where you need to enter beneficiary info. Displays a Beneficiaries button when assigning benefits to employees.
- Employee Only Benefit – For plans that are only for employees. Only displays employee name when assigning benefits.
- Enable COBRA for this plan – Displays the option for the COBRA button on the Benefits feature.
- Termination Date - The date the plan terminates.

## 5. Enter Employees and Personal Contact Info

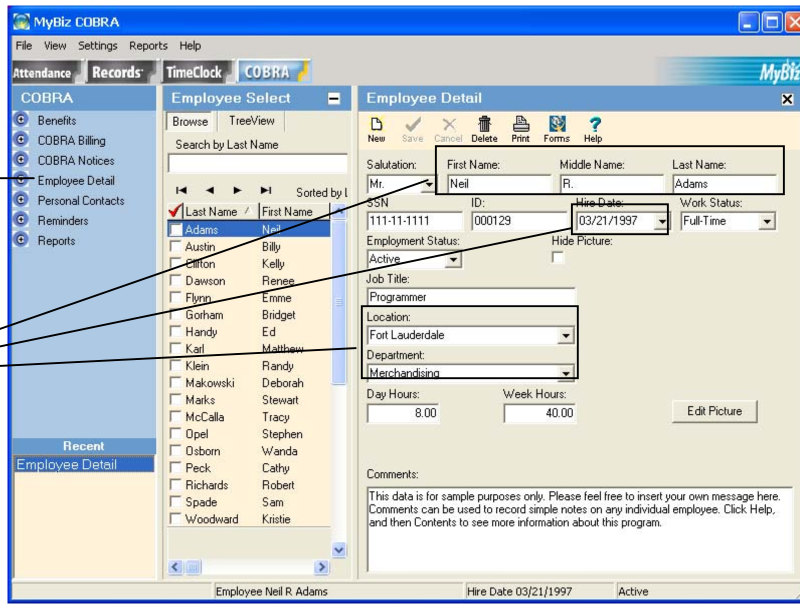
Next, you'll want to add employees to the database, then add contact info which will be used to identify spouse and dependent info for benefits.

ENTER EMPLOYEES (Employee Details Feature)

Click New to enter a new employee. First Name, Last Name, Hire Date, Location and Department are all required fields.

Employee Detail allows you to enter and view employee info

First, Last Name, Hire Date, Location and Department are required fields

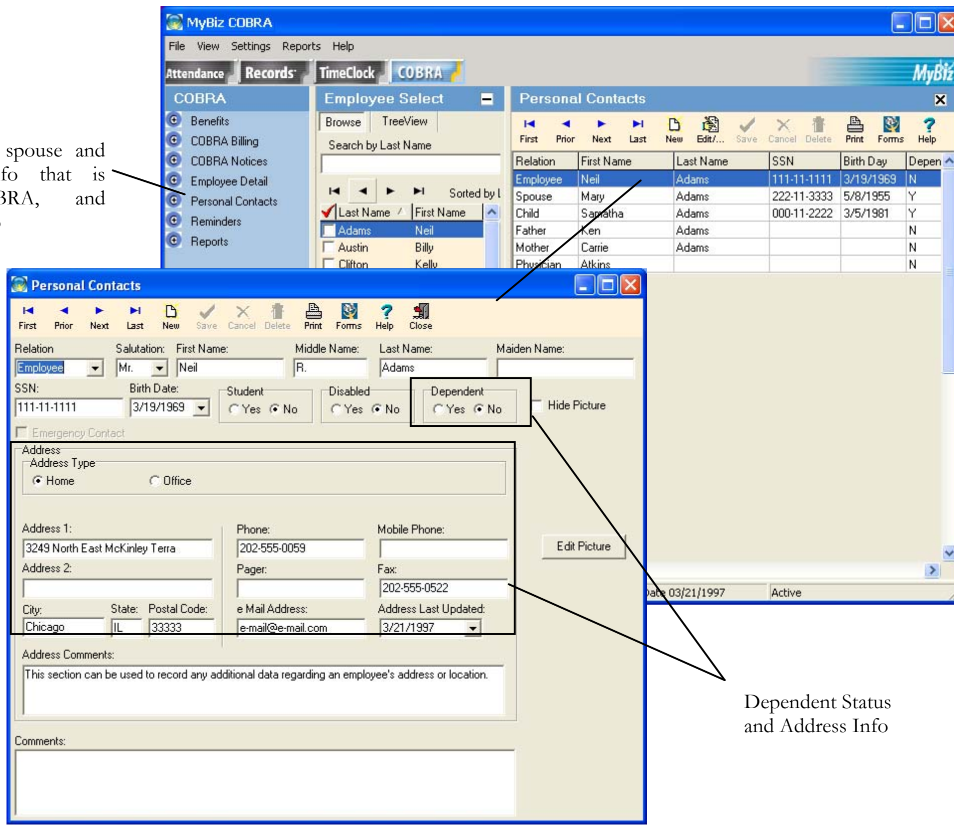



Having accurate Day and Week Hours for each employee is important too. Optima COBRA uses the Week Hours to determine whether an employee is eligible for a benefit depending on the Minimum Week Hours set for each benefit plan.

ENTER PERSONAL CONTACT INFO (Personal Contacts Feature)

We recommend entering an employee (through the Employee Detail screen) then enter their dependent information for that employee (through Personal Contacts Feature). You may also enter all of your employee data first then go back and enter all the dependent information. This information will be needed when assigning benefits to employees and their dependents.

Personal Contacts - Allows you to enter spouse and dependent status info that is needed for COBRA, and emergency contact info




Dependent Status and Address Info

Be sure to enter dependent and address info along with the first and last name. The dependent status will be important when assigning benefits and the address will be important when printing notifications.

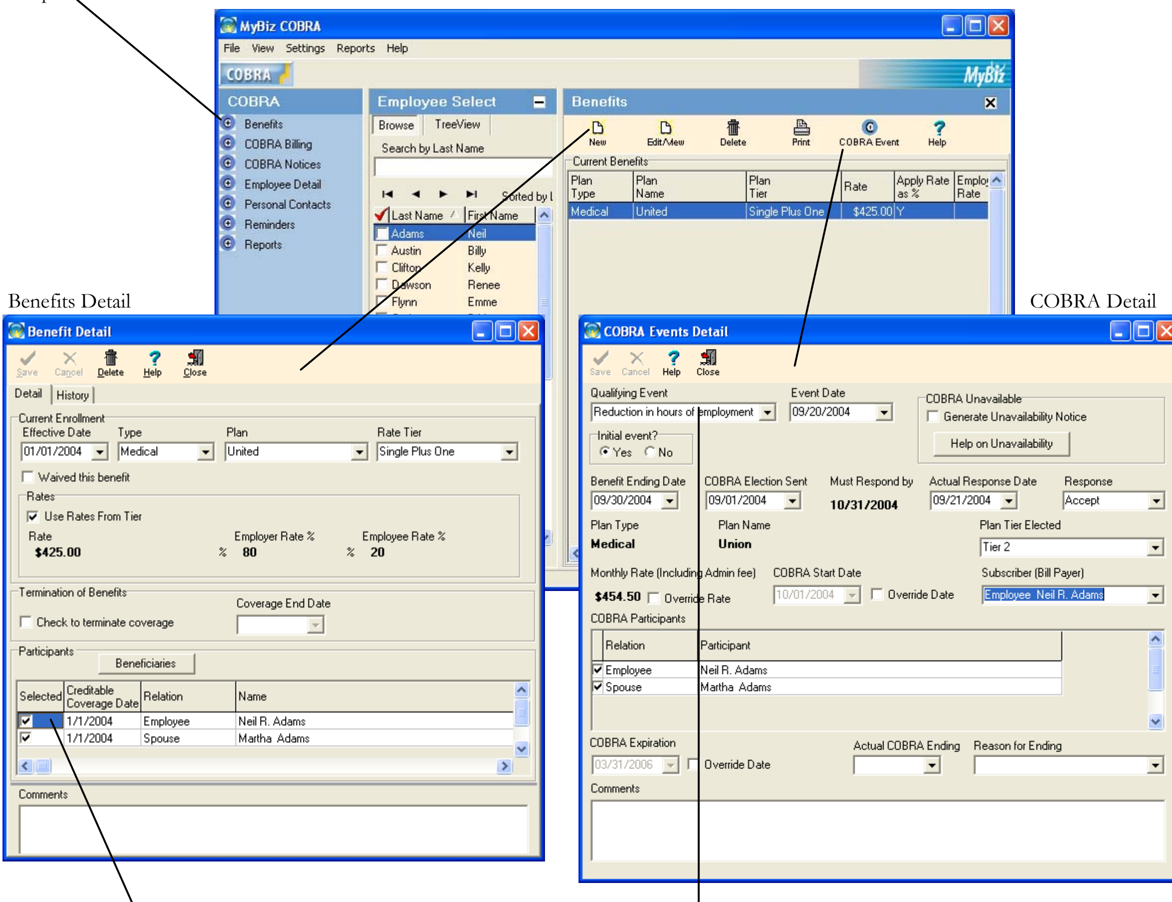
## 6. Assign Benefits to Participants (Benefits Feature)

The Benefits Feature allows you to assign benefits to employees, their spouses and dependents (participants). After a benefit is assigned to a participant(s), then you can create a COBRA event, such as Reduction in Hours, End of Employment, Loss of Dependent Status, among others.

Benefits -
The Benefits feature is where you assign benefits to employees and their dependents and enter COBRA events

Benefits Detail

COBRA Detail




Participants on this plan

As you fill in fields other fields will become available.

## 7. Add Additional Users (Settings > User Security)

At this point, everything is basically set up. You can add additional users who you want to give access to, down to the employee level now that you have your locations, departments and employees entered.

# Other Quick Tips

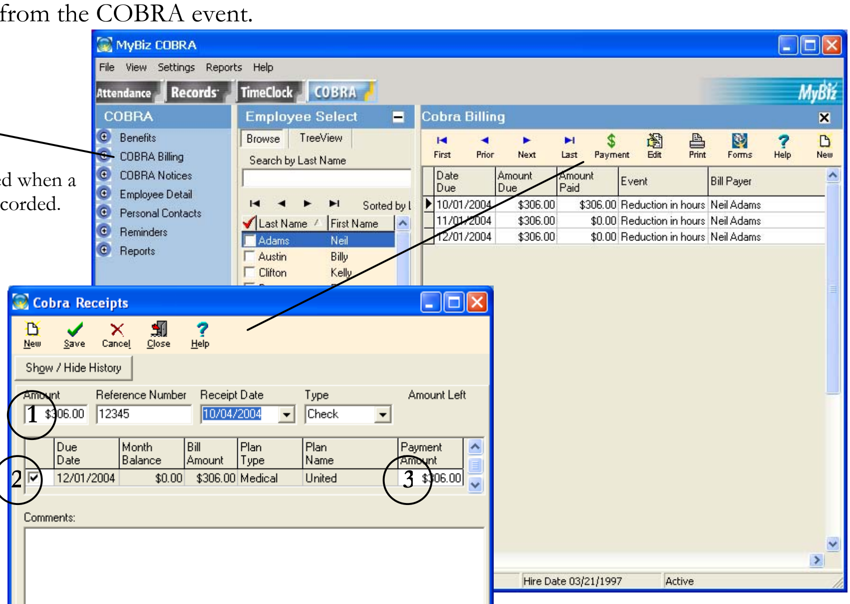
## About To Do List

Now that Optima COBRA is set up, you'll get a To Do List of notifications that need to be printed and mailed whenever you open the program. You may also get to this list by going to the View Menu > COBRA Tasks, and you'll be able to view this information for each individual employee from the COBRA Notices Feature. Colored Records mean: White - Printed; Green - No action needed yet; Yellow - Becoming due. Need to print out and mail notice soon; Red - Past Due - needs immediate attention. The To Do List tasks and dates are generated by Optima COBRA based on information you have entered and the legal timeframes imposed by COBRA requirements. (See Chapter 3 – Notifications and Timeframes under What You Need to Know About COBRA.)

## About COBRA Billing

COBRA billing records are automatically created when a COBRA event is recorded. Optima COBRA gives you the ability to also create a new billing record or edit an existing amount, however, we recommend having the program automatically create the record for you from the COBRA event.

COBRA Billing - Billing records are automatically created when a COBRA event is recorded.




**Receiving a Payment**

1. Enter the payment amount received.
2. Select the row(s) to apply that amount against from the available billing records.
3. Or enter the amount applied directly into the Payment Amount field.