

Annual Questionnaire Information and Batch Processing

02/26/2025 5:00 pm CST

This section of the guide discussed the Online Annual Questionnaire creation and alteration as well as sending and gathering responses.

How to Set Required Questions on the Annual Questionnaire

The Online Annual Questionnaire can be set to have certain questions marked as required. To mark fields as required, check the 'Req' checkbox next to the applicable question on the Online Annual Questionnaire edit form. This requirement can be set on the plan level, in the online annual questionnaire batch, and for the online annual questionnaire default edit form. Note: If the user sets required questions on the default edit form, the defaults will only apply to a questionnaire if no questionnaire had previously been added to the plan.

If marked as required, those fields must be populated on the portal before the portal user can submit their response. If a user attempts to submit the questionnaire without answering a required question, an error message will appear identifying which required questions need to be answered prior to submission.

How to Post a Batch Online Annual Questionnaire

To set up the 'Default Online Annual Questionnaire' select the Wolters Kluwer Logo drop-down > Administrative Tasks > Defaults > Default Online Annual Questionnaire. You will want to make any necessary updates to the Default Online Annual Questionnaire prior to creating batches, as this default will populate when first creating a batch.

Please Note: You cannot send invites unless you have 'Specify a Server' selected as the email sending method under the Compliance tab in the global email settings.

1. Select 'Online Annual Questionnaire' from the 'Batches' drop-down list on the 'Select Company' screen or from the Wolters Kluwer Menu > Batches > Online Annual Questionnaire.
2. Click on 'Create New Batch' and enter a batch name, then click again on 'Create New Batch'.
3. You will be directed to the 'Edit Batch' screen where you can:
 1. **Edit Name:** Modify your batch name.
 2. **Email Template:** The email template will default according to what was set up in the Global Email Settings within the Document Tab. Click on "Edit" to update the email template or create a new template.
 3. **Year End:** Enter in the Plan Year End (YYYY-MM-DD) for the plans you wish to add to the batch. If the PYE has not yet been added, it will be added once you add the plan to the batch.

4. **Change Filter:** Enter a Plan Year or select a checklist.
5. **Edit Questionnaire:** Provides several ways to update the Online Annual Questionnaire.
6. **Add Plans:** Plans will display based on the Filter and if they are not in another batch.
 - a. When plans have been added, you are able to add/update portal users assigned to the plan with “Annual Questionnaire (Upload/Download/Complete Online)” permissions.
 - b. You are also able to “Customize” the Online Annual Questionnaire for each of the plans within the batch.
7. **Post Batch:** Sends the Online Annual Questionnaire to the portal. If the “and send invites” box is checked, you will be able to post the batch and send the invites to the portal users at one time.
8. **Invited:** The date will populate once the portal user(s) have been invited to the portal.
9. **Downloaded:** The date will populate once the portal user(s) have submitted the Online Annual Questionnaire and downloaded/printed the document from the portal.
10. **Responded:** The date will populate once the portal user(s) have “Submitted” the Online Annual Questionnaire.

Note: To receive Confirmation that the portal user has viewed, responded (submitted), and/or downloaded the Online Annual Questionnaire, you will need to have the confirmation emails turned on within the Document Tab, or for the specific portal users, have a confirmation email entered for the Document Permissions.

How to Upload a Batch Annual Questionnaire to the Portal (Compliance User)

Note: You do have to subscribe to the Compliance Software, ‘**ftw**Portal Pro’, and have ‘Specify a Server’ set up to post annual questionnaire batches. Please also know this is an Annual Questionnaire that is uploaded from your files to the software, and not an item that is generated by ftwilliam.com. These files will populate in the Portal Files of the Compliance Module.

1. Select ‘Annual Questionnaire’ from the ‘Batches’ drop-down list on the ‘Select Company’ screen.
2. You have the option to edit a cover letter by clicking on “Edit Settings”. **Note:** Any changes made here will also update the default email setting under the “Admin” tab for “Annual Questionnaire”.
3. ‘Create New Batch’.

4. You will be directed to the 'Edit Batch' screen where you can:

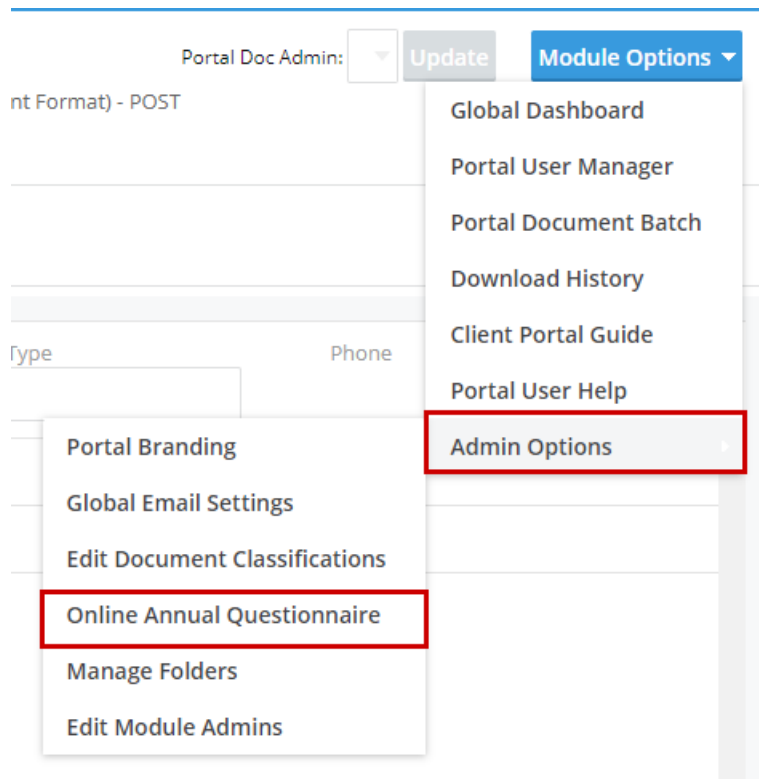
1. **Edit Name:** Modify your batch name.
2. **Browse:** Upload the annual questionnaire you want to post to the portal.
3. **Add Plans:** Plans will display based on the current plan year end and if they are not in another batch.
 - a. When plans have been added, you are able to add/update portal users assigned to the plan with 'Annual Questionnaire (Download):' and 'Annual Questionnaire'(Upload / Complete Online):' permissions.
 - b. You are also able to 'Customize' the Annual Questionnaire for each of the plans within the batch.

5. **Post Batch:** Sends the Annual Notice to the portal. If the 'and send invites' box is checked, you will be able to post the batch and send the invites to the portal users at one time.

How to Add or Edit an Online Annual Questionnaire for Non-Compliance Module Users

If you subscribe to ftwPortal Pro, but not the Compliance Software, you are able to go to the Admin Menu > Portal Settings to click on 'Default Online Annual Questionnaire' to edit the global default Online Annual Questionnaire. This default will populate when first adding a questionnaire to a plan.

To add the Online Annual Questionnaire to a plan, you must first select a company and a plan. Then, click on Portal Module. Once in the Plan level dashboard, select the Module Options Link> Admin Options> Online Annual Questionnaire:



Once you make this selection a new window will populate to either select an existing year from the dropdown to edit, or create a new year end and selecting Edit Questionnaire:

A screenshot of a window titled 'Annual Questionnaire'. Inside the window, there is a dropdown menu labeled 'Add New Year End' and a blue button labeled 'Edit Questionnaire'. Below these, there is a checkbox labeled 'Make Default Plan Year' and a blue button labeled 'Update'. A red arrow points to the 'Update' button. At the bottom of the window, there is a note: '*The Plan Year End at the top of the drop-down list is the current default plan year which is accessible to the Portal User.'

If entering a new year end you will be prompted to complete the data information and then select the 'Add Year End' button:

A screenshot of a window titled 'Annual Questionnaire'. Inside the window, there is a form labeled 'Enter New Year End' with a text input field containing '2022-12-31'. Below the input field, there are two buttons: 'Add Year End' and 'Cancel'. The 'Add Year End' button is highlighted.

You will be directed to the Portal Files screen where you will be able to Edit/Publish.

Home > Edit Company > Edit Plan > Portal > Portal Files

Company: Example Company ID:
Plan: Example Company ID:
Year End: 12/31/2023

Online Annual Questionnaire: [Edit / Publish](#)

[Edit Portal Users](#)
[Portal](#)

Description	Year	File Name	Size	Posted Date	Review	Status	Options
None							

Once you click on the link, the default Online Annual Questionnaire will display. You will be able to modify the questionnaire, add plan document questions, etc.

Once prepared, select to 'Publish to Portal' checkbox and 'Save' the questionnaire. This will be the trigger to add a Portal user and invite the user to complete the questionnaire within the Portal. Use the breadcrumbs in the upper left corner to return to the Portal Files page:

Company: Example Company
Plan: Example Company 2
Year: 12/31/2022

[Edit Default Online Annual Questionnaire](#)

Saved Online Annual Questionnaire

Online Annual Questionnaire Options

Title: 2022 Online Annual Questionnaire

☐ Disable the file upload option [?](#) ☒ Publish to the portal [?](#) ☐ Disable Prior Year Portal User Responses [?](#)

Save Reset Clear | Copy Questionnaire Export Questions Import Questions | Print

Online Annual Questionnaire Questions

Prompt	Type	Req	Default
Company Information	Group		
Name:	Text		
Mailing Address:	TextArea		
Business Type (C Corp, LLP, etc.):	Text		
If the business is a sole proprietor, partnership, or LLC/LLP,	List		
EIN:	Text		

Here you will see the Online Annual Questionnaire available to review, change or remove. You will now need to add a portal user to the plan and add or alter the Online Annual Questionnaire permissions. By selecting the Edit Portal Users link:

Home > Edit Company > Edit Plan > Portal > Portal Files

Company: Example Company ID:
Plan: Example Company ID:
Year End: 12/31/2023

[Edit Portal Users](#)
[Portal](#)

Description	Year	File Name	Size	Posted Date	Review	Status	Options
Online Annual Questionnaire (Upload / Download)	12/31/2023	2023 Online Annual Questionnaire	N/A	09/20/2022 12:01:43	Review	OK	Change Remove

You will need to select the user from the dropdown, and set permissions:

Edit Portal User Options

All Contacts: Vincent Valentine (VincentValentine)
Manage
Add

Example Company - Compliance Permissions
Selected Year: 12/31/2023
Portal Users: Vincent Valentine (VincentValentine)

Compliance Options

Census Worksheet (Download): No

Edit Census Worksheet: No

Census Worksheet (Upload): No

Annual Questionnaire (Download): Yes

Annual Questionnaire (Upload / Complete Online): Yes

Participant Statements (Download): No

Client Package (Download): No

Email Settings

From Name: Allison Bailey@walterskluwer.com

• **Bold** indicates the required permission.
• **RED** indicates the portal user does not currently have the plan or permission.

Help
Save Changes
Close

Once the Portal User is added you will be able to select the 'Invite User to the Portal' link and a new communication will populate with the classification and OAQ email template selected to invite the user to complete the Online Annual Questionnaire.

Home > Edit Campaign > Edit Plan > Portal > Portal Files

Company: Example Company ID:
Plan: Example Company ID:
Year End: 12/31/2023

Edit Portal Users
Portal
Invite Vincent Valentine to the portal

Portal Files

Description
Online Annual Questionnaire (Upload / Download)

Communication Manager - ftwilliam.com - Google Chrome
devtest4.ftwilliam.com/cgi-bin/MasterIndex.cgi?windowed=1#go=/Portal/Communication&CommonField=418499302&ChildField=523393307&Classificati...

To: Annual Questionnaire (1) - Vincent Valentine,
Edit Portal Users

Subject: OAQ

Send Email Invite
Confirmation Email Recipient:
Expires (Optional): MM/DD/YYYY

Email Invite
Portal Message

Default Annual Questionnaire Email

!@!CustomLanguage The annual questionnaire for !@!PlanName is ready for your response.
You can log on at:
!@!loginlink
You can log in using the following credentials:
Username: !@!Username
Password: !@!Password
Thank You
Add ToDo for Portal User's with View Access:
☐

Folder Name
Edit Folders

☐ FileName
E-Sign
Add Signer

Do with Selected
Upload Files

Close
Post + Send Invite