# Frequently Asked Questions

The following articles relate to commonly asked questions pertaining to the ftwPortal Pro Module.

Accessing and Reviewing the Download History Report

The Download History Report is a way to track what the portal users have downloaded in the portal. It contains dates the admin uploaded documents for the portal user to download; dates the portal user downloaded the documents; which admin uploaded the document; etc.

You may access the Download History link from four different locations.

1. The Global/Plan Level dashboard by selecting the Module Options button in the upper right-hand corner
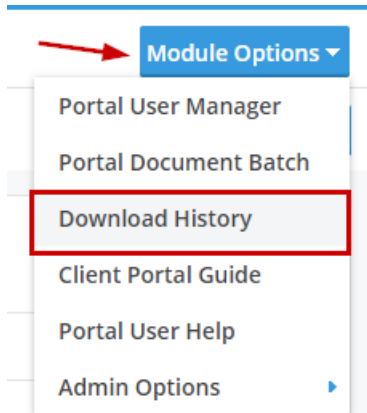
2. Within the Wolters Kluwer Menu by selecting ftwPortal Pro and clicking on Download History.
3. Under the ftwPortal Pro menu in the upper left-hand corner of the home page
4. Links to this feature are also available in the batch menu of the Annual Questionnaire and Portal Document Batches
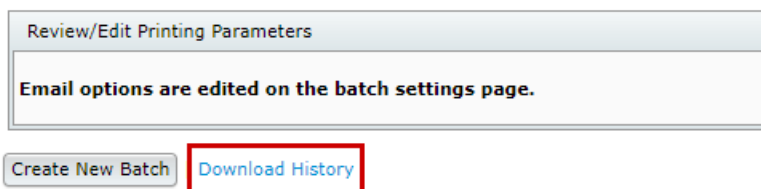

## How to Delete Folder Names Associated with Portal Communications

To delete document folders, you must be the Master Admin User or a Designated Admin. With these designations you may access the folder options through the following paths:

1. From the Global/Plan dashboard select the Module Options button in the upper right-hand corner. The 'Manage
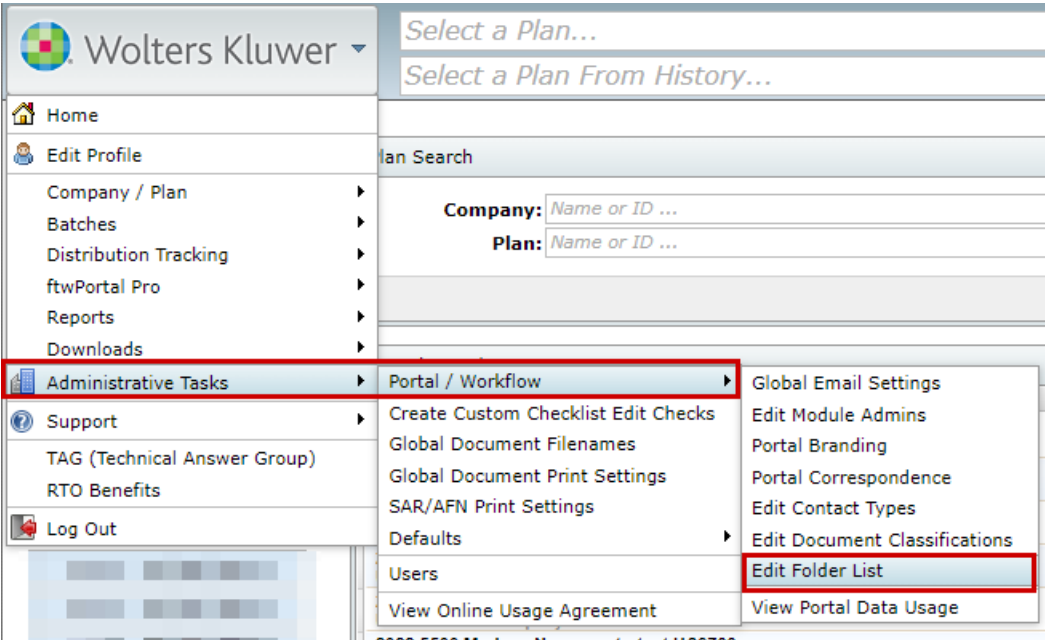
Folder' option is within the 'Admin Options' dropdown:
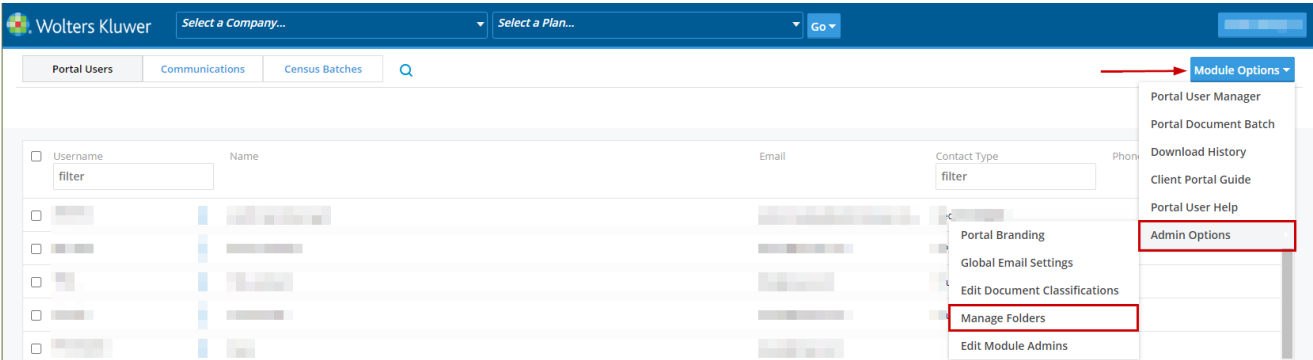
2. From within a new communication (other than a Direct Message):
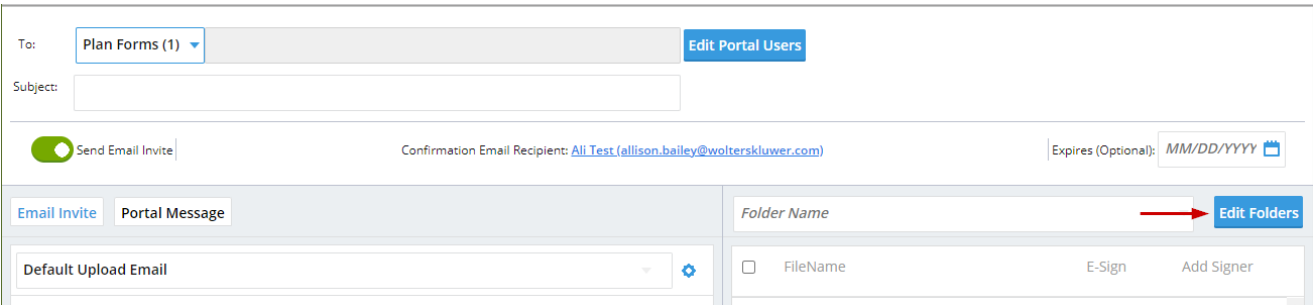
3. From within the Wolters Kluwer Menu, select Administrative Tasks> Portal/Workflow> Edit Folder List:

After clicking on "Edit Folders" or "Edit Folder List", a list of folder names will appear in a pop-up. Select the check the box for the desired folders to delete and click on "Delete Folders". The pop-up box will update with the text "Changes Saved". *

Please Note- Once removed, a folder can not be restored, any documents within the folders will be moved to display

as a loose documents within the Portal Users view.

Edit Folder List	✕
Folder Name	
Annual Notices	
Compliance Information	
DB Checklist Tests	
EXPIRE	
Plan Document	
Plan Document/2021	
Plan Document/2022	
Plan Documents	
Required Documentation	
Trustee	
WELFARE Tests	

Delete Folders   Close