

# New Works UI Access

User Guide

Bank of America   
Merrill Lynch

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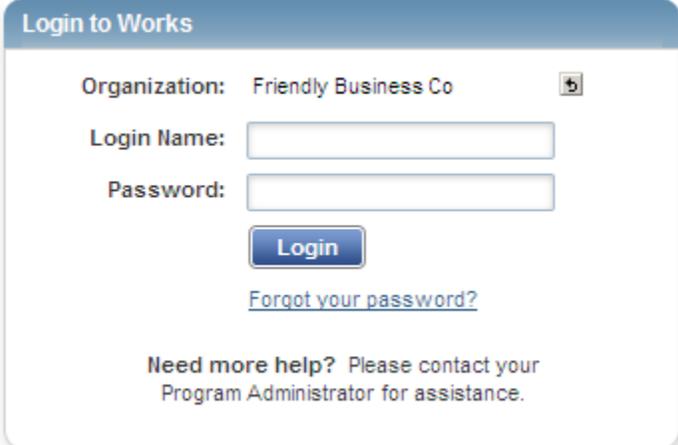
# New UI Access Instructions

Any existing Works user can access the new UI by following these easy steps. All you need on hand is your current Works User ID and Password to get started.

## Login to Works:

Go to the following web address: <http://www.bankofamerica.com/worksonline> or <https://payment2.works.com/works/>

- Bookmark the login screen once it appears on your desktop, for ease of access in the future.
- If you have a previous login stored in your browser (using “cookies”) you will see the Organization field pre-populated with the name of your most recently logged in Company Name. (Note that Works requires cookies to be enabled.) If not, enter the email address associated with your “Login Name” and “Password” in order to access Works.
  - Complete the Login Name and Password fields with your current login/password to login to the listed Organization
  - OR -
  - If you have multiple instances of Works, use the  icon to remove the listed “Organization”. The “Email Address” field will appear; enter the correct “Email Address”, “Login Name” and “Password” in order to access Works.



**Login to Works**

Organization: Friendly Business Co 

Login Name:

Password:

**Login**

[Forgot your password?](#)

Need more help? Please contact your Program Administrator for assistance.

# Resources and Training

Below is an outline of various information and resources for program administrators to leverage as you explore the new UI for the first time. Please take time to review these resources and also ask questions of team servicing and/or your card account manager.

## Online

**Online Help** – The new UI brings forth a dynamic, page-based, searchable and indexed online help feature. No more digging through lengthy PDF reference guides to find answers to your questions on features or functionality. Simply select the “?” icon in the upper right corner of any page in the new UI to activate the online help feature. An indexed and searchable *Glossary of Terms* is also contained within online help.

**Quick Reference Guides** – Updated for both content and format, you will find valuable information on key process flows and features of the new UI in the library of Quick Reference Guides. Consider using these guides in any communications you may formulate for your end users about their transition to the new UI. To access a list of available guides, select the [Training Guides](#) link in the footer of any page on the new UI.

**Reference Cards** – For both program administrators as well as end users, these cards provide a quick snapshot of new workflows for commonly executed functions within Works.

**Release Notes** – To view information about subsequent Works technical releases, access the [Release Notes](#) footer from any page in the new UI. Additionally, the notes will be distributed through the current program administrator email distribution process.

**Home Page** – The new Works UI allows program administrators to present customized messaging for end users directly on the Home screen. Any time an end user logs into Works, they are delivered to the Home screen and will view the announcement. Consider utilizing this new feature to message to your end users once they’re over on the new UI.

## Training & Communications

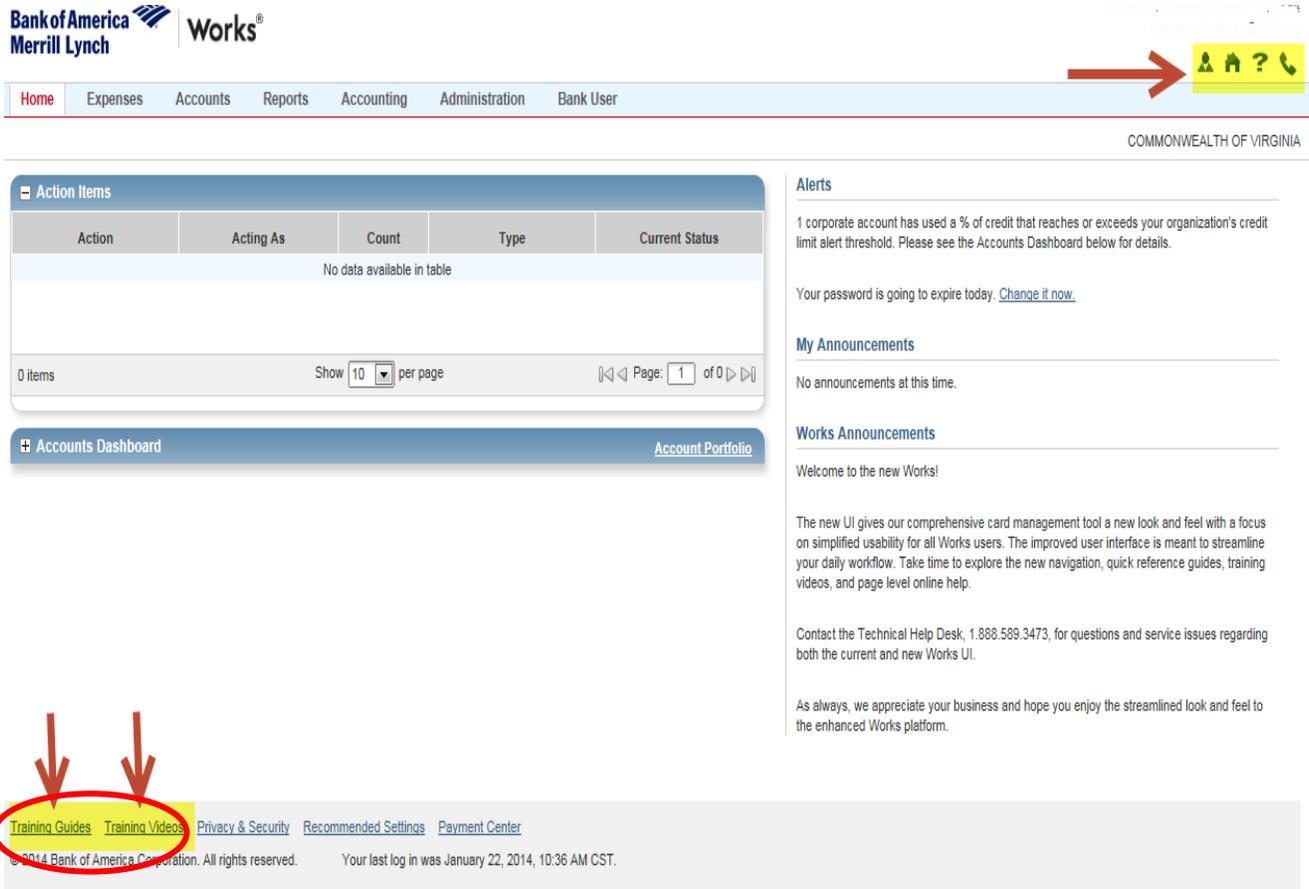
**Webinars** – Various instructor-led webinars on the new UI are available to Program Administrators. Additional webinars will be introduced over time as new features and functionality are developed. Program administrators may access webinar descriptions as well as sign up to attend specific courses via the [Training Guides](#) link in the footer of any page on the new UI. A new window will launch where you can select the [Live Training](#) tab and then the specific course and complete an online registration. You will receive email verification once the registration process is complete. Note that as with the current UI, webinars on the new UI are only intended for program administrators.

**Instructional Videos** – A series of end-user instructional videos are available and can be accessed via the new UI. Program administrators can share videos with end users as a means to help their end-user population transition to the new UI. Keep in mind that like the webinars, the videos are only accessible via the new UI.

Program Administrators have access to a host of *Training Guides*, *Training Videos* and *Live Training* webinars covering various features and functionality of the Works platform.

**Access to *Training Guides*, *Training Videos* and *Live Training* is a simple process:**

- Login to the new Works UI
- Find and select the *Training Guides* link from the footer of the Home page (see arrow at bottom of page below).



- A new window will open, displaying tabs for *Training Guides*, *Training Videos* and *Live Training*. From this screen you are able to navigate to the various training guides, training videos, live training and release notes using the tabs at the top of the page (see arrows below).

The following guides are provided to assist you in learning how to perform various tasks within the Works application.

### Training Manuals

#### Administrator's Guide

- Administrator's Guide (Entire Book)

#### User's Guide

- User's Guide (Entire Book)

### Quick Reference Guides

#### Administrator

- Administration Configuration
- Allocation Profiles and Rules
- Creating Groups and Group Official Roles
- Creating Users
- Default Allocations and Combinations
- Segment Values and Accounting Settings
- HR File Integration Technical Requirements and Samples
- Managing Account Requests
- Managing Individual and Corporate Accounts
- Managing Groups and Group Official Roles
- Managing Spend Control Profiles
- Managing Users
- Receipt Imaging
- Works GL Upload Web Services
- Works Online Account Request
- Works Report Retrieval Services

#### Accountant

- Allocation Profiles and Rules
- Default Allocations and Combinations
- Segment Values and Accounting Settings
- Managing Purchase Requests for Accountants
- Managing Transactions for Accountants
- Works GL Upload Web Services

#### User

- Completing an Online Account Request
- Creating And Managing Expense Reports
- Creating And Managing Reports
- Managing Purchase Requests for Accountholders
- Managing Purchase Requests for Purchase Requesters
- Managing Transactions for Accountholders
- Receipt Imaging
- Working with Reimbursement Requests
- Works ePayables QRG
- Works ePayables Terms and Definitions

## Live Training

### Navigating Works New User Interface for Transitioning Cardholders

This video is designed for cardholders transitioning from their current user interface to the NEW Works user interface.

[Enroll Now for Live Training Webinar](#)

[Watch Now](#) (10 min)

## Training Videos

The following videos are in Flash format, and include audio. Please set your speaker volume to a comfortable listening level.

The videos follow the processes for standard implementation, workflow and data validation. Your implementation or requirements may differ from these videos. Contact your administrator with any questions.

Videos are separated into two sections: [Training for All](#) and [Cardholders](#). Please watch the videos that apply to your role within the Works application.

### Training for All

- Funding Accounts In Works
- Navigating Works
- Performing the Initial Login
- Creating Reports

### Training for Cardholders

- Reconciling Transactions
- Reconciling Transactions with General Ledger
- Reconciling a Transaction with General Ledger Without Expense Reports
- Reconciling Transactions with Purchase Requests



## Bank of America Live Training Workshops

We welcome you to Bank of America Client Education. Our Live Training Workshops (LTW) gives you the opportunity to attend a web-based training with a live instructor at your convenience.

### Works™ Workshops

The Works workshops allow you to obtain a complete comprehension of the Works application and learn how to utilize the available functions.

The following is a list of the available Works workshops:

- [Administrators: Navigating the New Works User Interface](#)
- [Creating and Maintaining Accounts \(formerly Creating Your Card Program\)](#)
- [Works and the Accountant](#)
- [General Ledger End to End](#)
- [Administrators: Creating Users and Groups](#)
- [Administrators: Understanding Accountholder and Approver Workflows](#)
- [Administrators/Accountants: Creating and Managing Reports](#)
- [Managing Purchase Requests for Purchase and Travel Card Programs](#)
- [Managing Your ePayables Program](#)
- [Reconciling Your ePayables Program](#)

### Register for a Workshop

To register for a workshop, complete the following:

1. Click on the workshop title provided within the topics below (for example, go to [Works and the Accountant](#)).
2. Select the desired **Date/Time** of the class you wish to attend.  
**Note:** *The default event schedule is set at Eastern Standard Time (EST).*
3. Click **Register**.
4. Complete the requested information (i.e., Name, Email address, Company, etc.)
5. Click **Submit**.
6. Click **Done**. A confirmation email is sent to the email address you provided. The email includes detailed information about how to join the workshop.

**Note:** If you have any questions while signing up for a training class, please contact Client Education at [workstraining@works.com](mailto:workstraining@works.com).

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- To read more information about a course, select the course title and the course detail will appear.
- To register for a specific course, select the course name and follow the prompts.
- Choose your desired Date/Time of the class you wish to attend and click Register.  
*Note: The default event schedule is set at Eastern Standard Time (EST).*
- Complete the requested information (i.e., Name, Email address, Company, etc.) and click **Submit**.
- Click **Done**. A confirmation email is sent to the email address you provided. The email includes detailed information about how to join the workshop.

**Note:** If you have any questions while signing up for a training class, please contact Client Education at [workstraining@works.com](mailto:workstraining@works.com).

- The day of your training course, you will receive an email reminder with information on how to access the WebEx for the training session.
- Please be sure to activate the WebEx 10 minutes prior to the start of your training session to ensure that your system is working properly. Dial into the provided bridge line early – if you have access questions, the instructor will be available to help you out.

## Class logistics and format

All classes are delivered via WebEx, an easy-to-use web conferencing software. You will need to register for each class before attending.

Please plan to log into the workshop 10 minutes prior to the start time, in case you need to install the WebEx software.

Classes are attended by multiple clients, which gives you the advantage of hearing how other companies implement their programs and/or overcome internal challenges.

# Frequently Asked Questions

Here are a few additional FAQs that may provide guidance as you explore the new Works . As always, if you have specific questions or issues with the Works platform, reach out to the Technical Help Desk for assistance.

**1. My company has many end users of the Works application. How can I best train these end users for the new UI?**

Program Administrators should attend the Webinar entitled “Administrators: Understanding Accountholder and Approver Workflows” – the course provides valuable information for how to train end users on the new UI. It is also recommended that companies review the library of training videos and materials to help create a self-paced learning curriculum for your end users.

**We have also added New User Interface training for Cardholders. On the Training Video tab, Cardholders can now enroll in a Live Training Webinar.**



**2. My company has customized training and reference materials for Works. What is the best way for me to update these documents? What resources should I leverage?**

Clients may utilize any of the information posted on the new interface. This includes content such as: Quick Reference Guides, the new online help, or even screen shots directly from the application. Additionally, you can download PDF versions of the QRGs or online help straight to your desktop. Lastly, there is a series of end user videos in the new UI – you can send a link directly to the video to an end user. If you are not sure where to find specific documentation, please contact the Technical Help Desk ([commcardthd@bankofamerica.com](mailto:commcardthd@bankofamerica.com)) for assistance.

**3. Where can I get help on a specific feature or workflow on the new UI?**

Assistance with the Works application is just a mouse click or phone call away:

- From directly within the new Works interface, you can access the Online Help, Quick Reference Guides, or Live Training resources. Note that documentation and training displays dynamically based on your role within the application. (Ex. Only program administrators will see the *Live Training* option.)
- Contact the Technical Help Desk at [commcardthd@bankofamerica.com](mailto:commcardthd@bankofamerica.com)

# Technical Help Desk

If you have specific questions or need assistance with the new Works platform, you can reach out to the Technical Help Desk:

Phone: 888-589-3473 Option 4

Email: [commcardTHD@bankofamerica.com](mailto:commcardTHD@bankofamerica.com)