

Managing access to a matter, or file, can be done by a **System Administrator**, or anyone with **Password of the Day** privileges, who also has access to the matter. Any user can be restricted from accessing any matter. When a matter is blocked to a user, they will not be able to search for the matter or for any documents associated with the matter.

To restrict access to a matter, check out [Deny File Access](#).

To restore access to a matter, check out [Grant File Access](#).

Deny File Access

There are 4 steps to complete this task:

1. [Get the Password of the Day](#)
2. [Open Deny File Access Module](#)
3. [Locate Matter](#)
4. [Add Staff to Restrict](#)

Step 1. Get the Password of the Day

The fastest way to get the **Password of the Day** is to email [Cycom Support \(support@cycominc.com\)](mailto:support@cycominc.com). You can also call **Cycom Support** at **888-292-6688**.

Step 2. Open Deny File Access Module

To open the **Deny File Access** module, select **Options** on the **Menu Bar** and select **Deny File Access**.

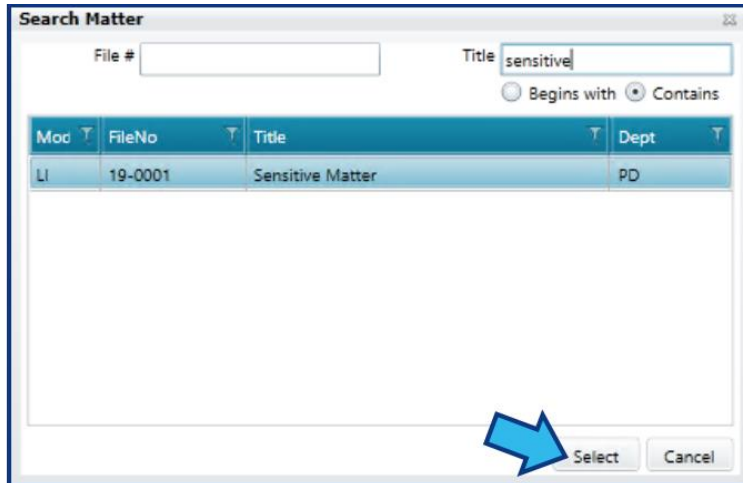


Enter the **Password of the Day**.



Step 3. Locate Matter

After gaining access to the **Deny File Access** module, you will need to enter the file number or title of the matter to which you wish to deny access in the **Search Matter** window. Once highlighted, press **Select**.



Search Matter

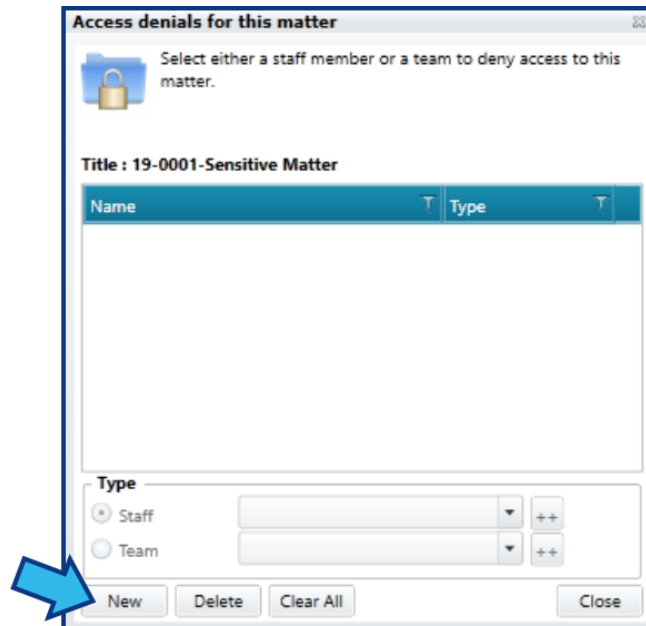
File # Title

Begins with Contains

Mod	FileNo	Title	Dept
LI	19-0001	Sensitive Matter	PD

Step 4. Add Staff to Restrict

Press the **New** button in the **Access denials for this matter** window to add a new individual or team to the denials list for this matter.



Access denials for this matter

Select either a staff member or a team to deny access to this matter.

Title : 19-0001-Sensitive Matter

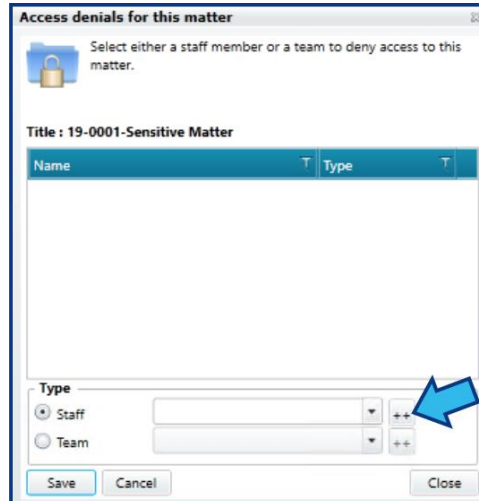
Name	Type
------	------

Type

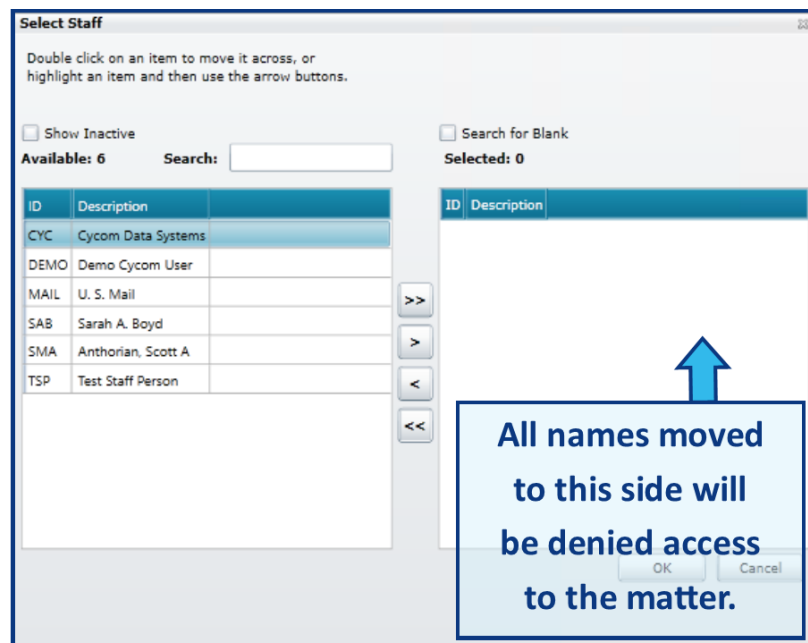
Staff ++

Team ++

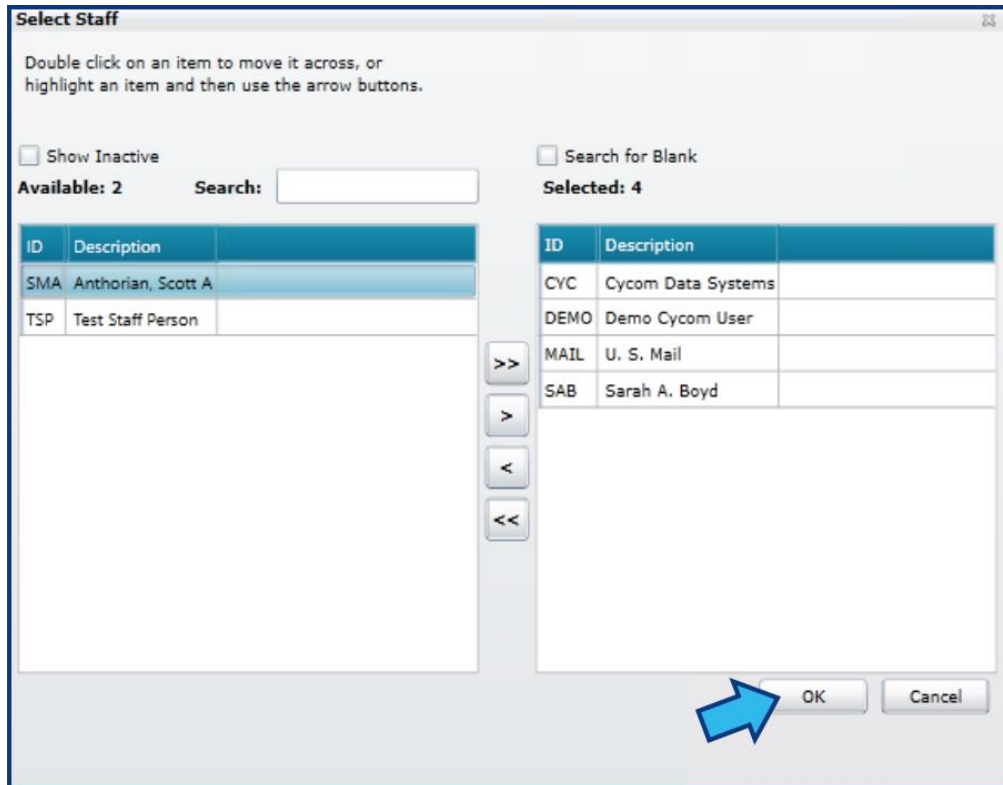
To deny an individual, select the **++** next to the staff option. To deny a team, select the radio button beside **Team** and select the **++** next to the team option.



In the **Select Staff** window, move staff names from the left side to the right side. Those on the right side **will be denied access to the file**. It is important that you leave your name on the left side or you will also be denied access to the matter.



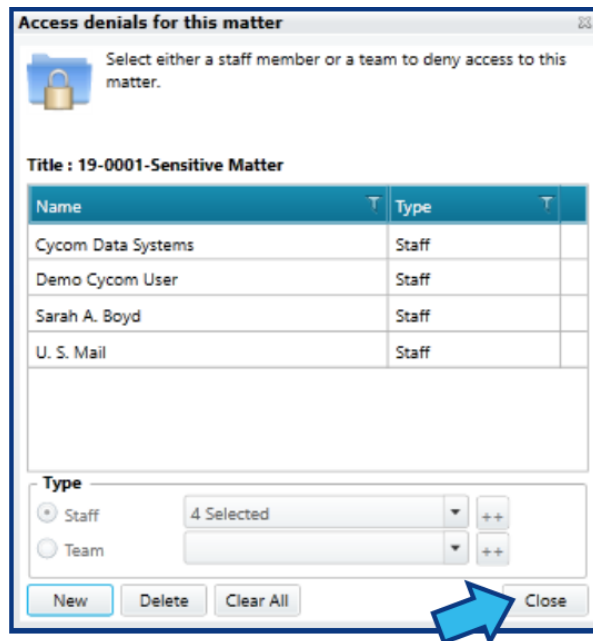
Once the names of all the staff to be denied access have been moved to the right, press the **OK** button.



Press the **Save** button to save your changes. Those denied access will appear in the list once they have been saved.



Press **Close** to close the **Deny File Access** module.



Access denials for this matter

Select either a staff member or a team to deny access to this matter.

Title : 19-0001-Sensitive Matter

Name	Type
Cycom Data Systems	Staff
Demo Cycom User	Staff
Sarah A. Boyd	Staff
U. S. Mail	Staff

Type

Staff 4 Selected ++

Team ++

New Delete Clear All Close

It is best to put a minimum amount of information into a new matter to which you wish to deny file access. After that, you can do the deny file access process and then add more information to the matter. Doing it this way ensures access to any sensitive information is restricted.

If you accidentally find that you have denied yourself access to the matter, contact [Cycom Support](#).

All new users entered into **Tools\System Management** will automatically be denied access to any file that has a deny file access associated with it. Users can have access restored by granting file access for that user (see below).

Grant File Access

There are 4 steps to complete this task:

1. [Get the Password of the Day](#)
2. [Open Show All File Access Restrictions Module](#)
3. [Locate Staff and Matter](#)
4. [Confirm Access Denial](#)

Step 1. Get the Password of the Day

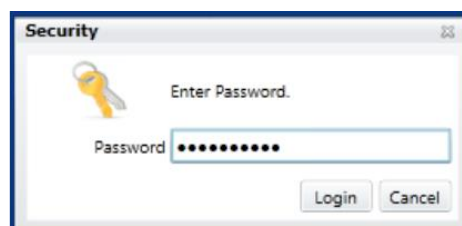
The fastest way to get the **Password of the Day** is to email [**Cycom Support**](mailto:support@cycominc.com) ([**support@cycominc.com**](mailto:support@cycominc.com)). You can also call **Cycom Support** at **888-292-6688**.

Step 2. Open Show All File Access Restrictions Module

To open the **Show All File Access Restrictions** module, select **Options** on the **Menu Bar** and select **Show All File Access Restrictions**.

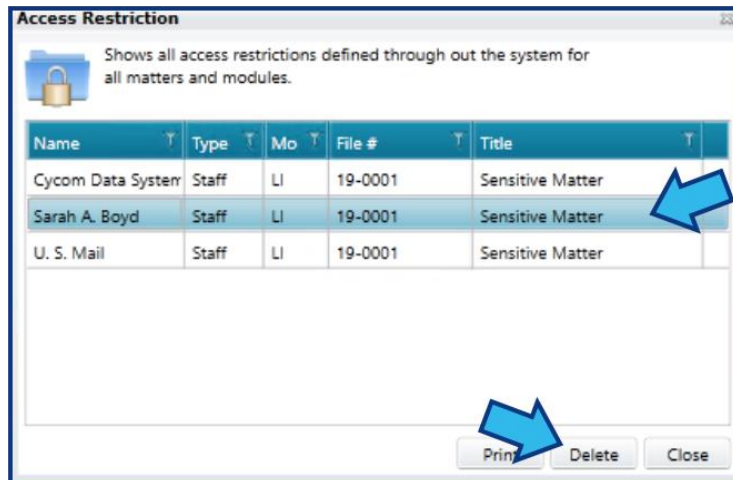


Enter the **Password of the Day**.



Step 3. Locate Staff and Matter

All the denials to which you have access will be displayed. Located the staff and the matter to which you wish to grant access. Select the denial and press **Delete**. A selected denial will be highlighted in blue as shown below.



Step 4. Confirm Access Denial

On pressing **Delete**, a confirmation dialog will appear. After pressing **Yes**, the user's name will be removed from the denial list and they will have access to that file.

