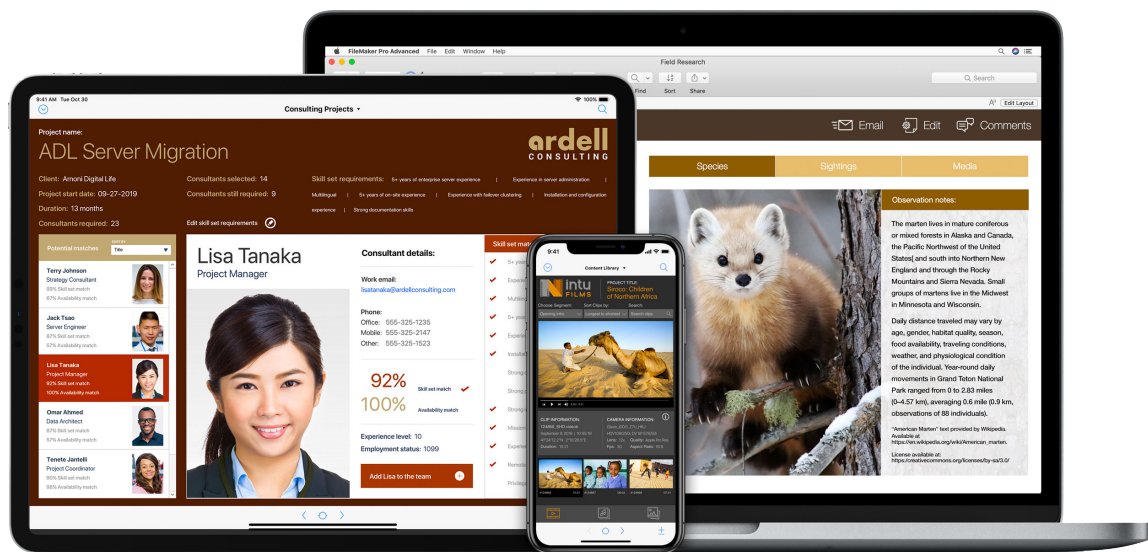


Product Submission Guidelines



Introduction

This guide is designed for those submitting Claris products for review as part of the Claris Partner program, the Solution Bundle Agreement program or Claris Marketplace. It will help you understand what is required so you can be confident that your product submission will have the best chance of being accepted.

Before you submit.

To help your review process go as smoothly as possible, please review the preliminary tasks listed below to avoid approval delays or trigger a rejection.

Pre-review checklist:

- Thoroughly test your solution for bugs and crashes on a variety of clients and devices.
- Verify that hosted apps and APIs can be accessed from external networks.
- Activate any backend systems that might be required by your solution.
- Make sure there are no broken links or missing objects reported in the Database Design Report (DDR).
- Prepare demo account(s) with appropriate credentials.
- Check that valid license keys are used for plug-ins or other external software.
- If submitting a plug-in, verify it is appropriately signed.
- Ensure there are no unsupported features or functions used.
- Check that your solution follows guidance in other documentation, such as:

Development

[FileMaker Security Guide](#)

[FileMaker Go Development Guide](#)

[FileMaker WebDirect Guide](#)

Design

[iOS Human Interface Guidelines](#)

[macOS Human Interface Guidelines](#)

[Microsoft Fluent Design System](#)

Brand and Marketing

[Trademark Guidelines](#)

Submission requirements

Apps & Templates

FileMaker apps are complete solutions that are ready to use. FileMaker templates include starter kits and sample files that can be modified to meet a user's specific needs. Follow these instructions if you are submitting an app or template.

- **.fmp12 file format:** The app should be in the current file format. If it was originally built in an older version, let us know. Apps using current features of Claris FileMaker are a plus. Solutions that appear to have simply been converted from a previous version without any/little additional modern design and development will not pass.
- **Link to hosted app:** A copy of the app submitted for evaluation should be hosted using FileMaker Server or FileMaker Cloud and made accessible to the review team via a link.
- **Sample data:** Apps should include some test data with at least five records. This will help the review team evaluate the app. Ensure the app does not contain any user-identifiable data or other confidential information.
- **Full Access account name and password:** To evaluate all aspects of your app, including the schema design and running a Database Design Report (DDR) on your solution, a [FULL ACCESS] account name and password is required. The Full Access account name and password can be created specifically for the review team to use during the evaluation of your solution.
- **Plug-ins:** If the app requires any plug-ins or additional support software, those must be included with the submission and provided with an automated installation process that includes their activation with valid license keys.
- **Documentation:** Provide user-friendly documentation, a help system, and/or tutorials. This may be in written format (web page or PDF) or video format.
- **Landing page:** Include a URL to the web page where users will be directed to find more information about your solution.
- **Link to video walk-through:** Include a short (~3 minute) video demonstrating how to use the solution. This will help provide guidance to the review team.

What we are looking for

All reviews are based on three main pillars: safety, function and design. Please be sure your submission does not violate any of the guidelines below.

Safety

- **Objectionable content:** Apps should not include content that is offensive, insensitive, upsetting, intended to disgust, or in exceptionally poor taste.
- **Security:** Solutions should implement or instruct the use of appropriate security measures to ensure proper handling of user information. This includes, but not limited to, following the guidelines described in the [FileMaker Security Guide](#).
- Apps that implement or promote methods intended to subvert, replace, or bypass the FileMaker built-in security system, instead of enhancing FileMaker built-in security, will be rejected.

Function

- **Minimum functionality:** Solutions should include features, content, and UI that provide productivity, educational, or entertainment value to the end user.
- **Product completeness:** Products submitted for review should be final versions. Beta, work in progress, or test versions will not be permitted in Claris Marketplace.
- **System requirements:** Solutions must be able to run in currently supported versions of FileMaker and use only supported features. Be sure to phase out deprecated features and technologies from submissions. If the product requires hardware or software components (e.g. apps, drivers) that are not included, they should be listed in the metadata along with instructions on how to obtain them. Apps that require plug-ins should include them along with automated installation procedures (see *Submission Requirements* for more details).
- **Works as described:** Make sure the product has been tested and that it performs the functionality that is described in the submission on all supported FileMaker clients and devices. The product's functionality should be clear to end users and to the review team. If there is any inconsistency between the description submitted and what the product delivers, it will be rejected.

Design

- **Originality:** A submitted solution should not be completely based on a template provided by Claris. While it is okay to start your development with these, we want to see your original ideas that provide a unique value. If little to no modification was done to a template, it will be rejected.
- **User-centered:** A product should have a modern, well designed, and user-friendly interface. The user interface of your product should be useful and intuitive and should take the guesswork out of using it. While we understand that good design, and therefore the review of it, can be subjective, we hope these guidelines will help. Note that not all of these areas are required for a product to pass. Therefore, failing to meet one or more of these guidelines does not mean your product will be rejected. Our goal is for you to be successful and our customers to be delighted.
 - The use of modern supported themes and styles is recommended. Solutions using unsupported themes (e.g. Classic) will be rejected.
 - Layout objects should be aligned appropriately. Align text, images, and buttons to show users how information is related.
 - Layout objects should be sized appropriately. Text should be sized so that it is legible at a typical viewing distance without zooming. Create controls that are sized so they can be accurately clicked or tapped with a finger.
 - Provide appropriate resolution versions of all image assets. Test to make sure images do not appear blurry on the display.
 - Always display images at their intended aspect ratio to avoid distortion.
 - Make sure there is ample contrast between the font color and the background so text is legible.
 - Do not let text overlap. Improve legibility by increasing line height or letter spacing.
 - All layouts should have the same look, feel, and continuity with common objects appearing in the same location from layout to layout.
 - Layouts should be sized and designed for the intended devices and clients. Create layouts that fit the screen of the intended device. Users should see primary content without zooming or scrolling horizontally.
 - Apps should not expose anything unnecessary. This includes a well-organized scripts menu and layout pull-down, as well as limiting access to unfriendly field names in the schema.
 - Hide scripts that you do not want end users to directly execute and layouts that you do not want them to use.

- For apps and templates submitted to Claris Marketplace, it is highly recommended that scripts and calculations be appropriately commented or otherwise documented.

Review process

The Claris product review team may complete any or all of following operations during the review process so please be sure you have successfully performed these tasks before submitting.

Apps & Templates

- Produce and analyze a Database Design Report (DDR).
- Search for use of unsupported features.
- Search for missing or undefined properties (e.g. Perform Script step with no specified script, table occurrences with no underlying table).
- Perform basic record tasks such as browsing, searching, deleting, editing, and creating new records.
- View the relationships graph and database schema.
- View the use of security features such as accounts, privilege sets, and extended privileges.
- Step through scripts via the script debugger.
- Test third-party dependencies (e.g. plug-ins, web services, etc).
- Enter Layout mode to examine the use of objects and features (e.g. themes, styles).
- Review supporting materials such as tutorials, help documents, and walk-throughs.
- Test links provided (e.g. landing page).

After you submit

Once you have submitted your product and you are in the review process, here are some things to keep in mind:

- **Timing:** You will be hearing from the Claris product review team regarding the status of your submission approximately five to ten business days after submitting your product. Some reviews may take longer depending on the complexity of your solution. If your product is repeatedly rejected for the same guideline violation or you have attempted to manipulate the review process, review of your solution will take longer to complete.
- **Status Updates:** You may contact partners@claris.com for updates during the application process.
- **Rejections:** Our goal is to apply these guidelines fairly and consistently. If your solution has been rejected and you have questions or would like to provide additional information, please email partners@claris.com.

We're excited that you are here, and we look forward to working with you to deliver exceptional products and services to the Claris community!