West Midlands Pension Fund

Employer Hub Training Guide

Superuser Functionality

Version 1.1
July 2021

This guidance document has been created to support you to perform the functions and processes that are associated with Superuser access.

In Hub, Superusers can perform the following actions in addition to general processing rights:

1. Create new user
2. Unblock accounts and reset user passwords
3. Modify Existing user access
4. Run 'Managed User' report

There are three levels of access available in Hub:

Access Type	Create New Users	Reset Passwords	Access Worktrays	Complete Processes	Search for members/ employers	Edit Members	Access Reports	Access Dashboard	Change Own Details
Superuser*	✓	✓	✓	✓	✓	✓	✓	✓	✓
General Processing			✓	✓	✓	✓	Limited	✓	✓
Read Only					✓		Limited	✓	✓

There must be a minimum of one Superuser per organisation, although the Fund recommends at least two.

If you outsource your payroll function to a third-party, and they submit data to the Fund on your behalf, it is possible for both the payroll provider and your organisation to each have designated Superusers. Please contact the Fund at WMPFEmployerLiaison2@wolverhampton.gov.uk if you require Superuser access in addition to your payroll provider. If you have recently changed payroll provider we will need to set up their access – please contact the Fund at the above email address to notify us of the change and request access.

Please note, all users accessing the Hub are bound by the Employer Hub Acceptable Use Policy and associated Terms and Conditions. By using Hub, you confirm that you accept the terms of this policy and that you agree to comply with them. If you do not agree to these terms, you must not use Hub.

Create new users

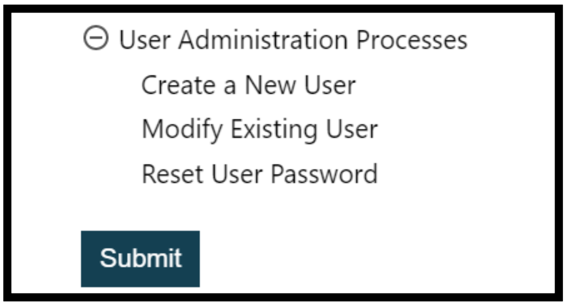
To aid self-service, Superusers can create accounts for new users within their organisation without contacting the Fund. Accounts can be created for: other Superusers, General Processing Users or Read Only Users.

Please note that third-party payroll providers cannot create accounts for their clients, and employers cannot create accounts for their third-party payroll provider. If access needs to be granted to a new organisation that has not previously had access to Hub please email WMPFEmployerLiaison2@wolverhampton.gov.uk.

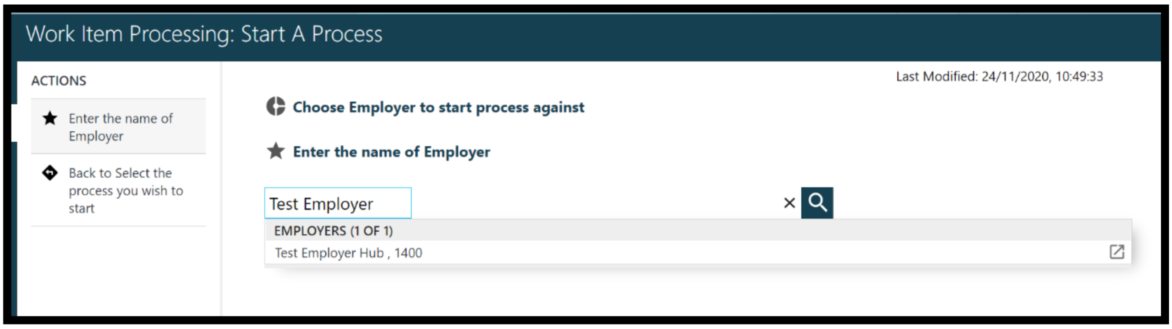
Employers are still required to contact the Fund if they wish to change their payroll provider. If you have recently changed payroll provider we will need to set up their access – please contact the Fund at the above email address to notify us of the change and request access.

To create an account for a new user:

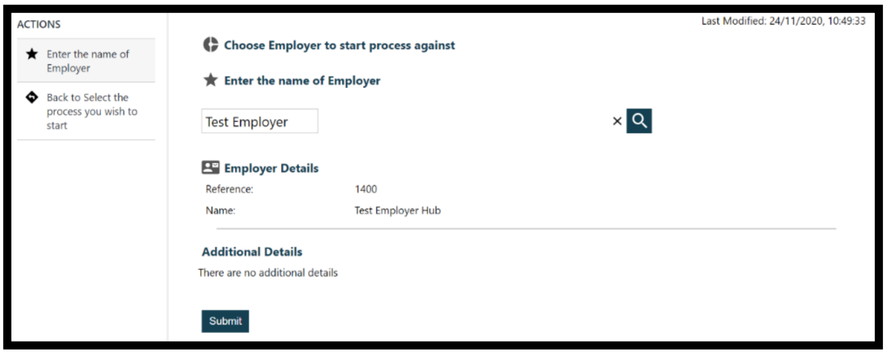
1. After logging into Hub, click the *Start a Process* tile, and then select the *Create a New User* process in the *User Administration Processes* dropdown. Select *Submit* to start the process.



2. Search for the employer that the new user needs access to, to start the process against. **A superuser can only create accounts for new users within their organisation.**



3. Basic details for the employer will be displayed; check the process is being started against the correct employer and select *submit*

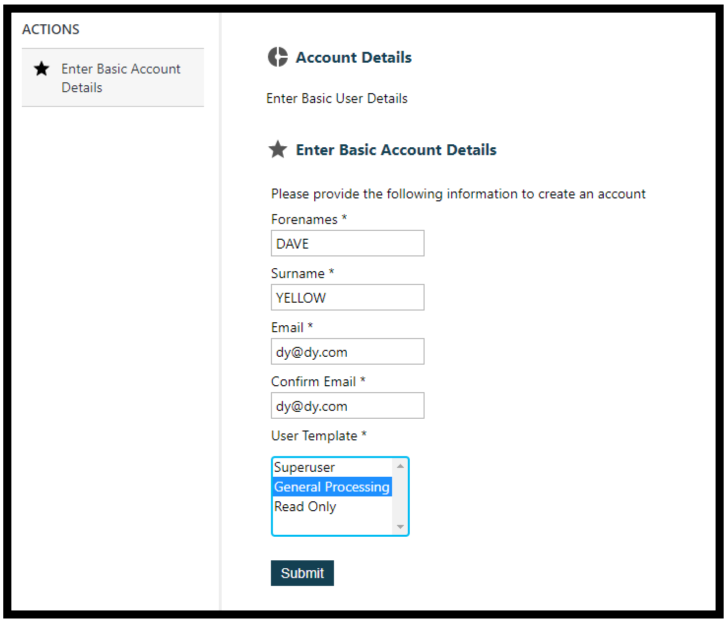


4. To create the new account, the superuser will need to provide:

- Forename (in capital letters)
- Surname (in capital letters)
- Email address*
- Access required (access abilities are detailed at the beginning of this guide)

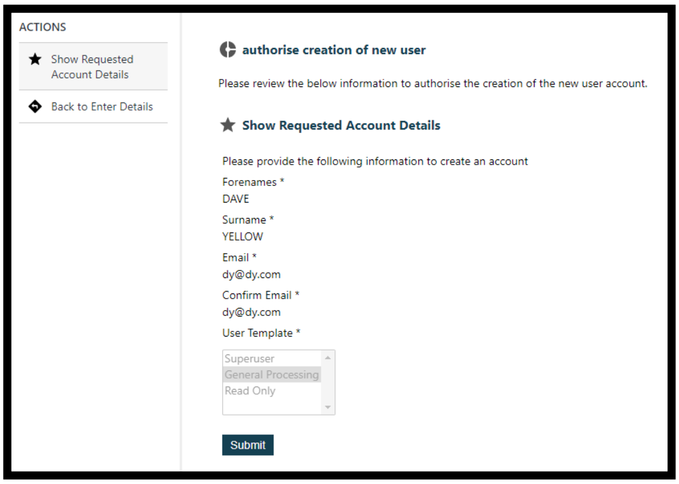
*Please note, email addresses must be unique to the user - group email addresses cannot be used. If an email address is provided which is already in use, the Superuser will receive an error within the process, advising that a different email address is required.

Once the new user details have been entered, click *Submit*.

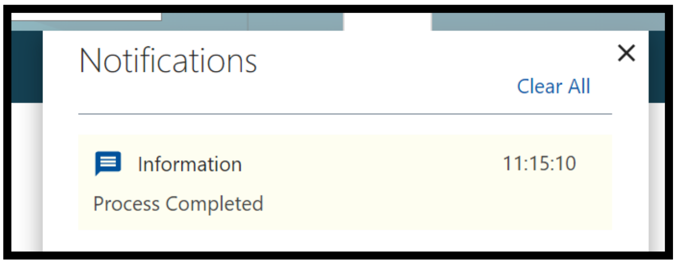


5. The details that have been input will then require checking and authorising. Please ensure all information provided is correct. As information cannot be edited at this stage, if an error is noted, click *Back to Enter Details* in the *Actions* and amend the data as described in Step 4.

If you are satisfied the information provided is correct, click *submit*. This will create the new user's account.



6. You will receive a notification in the Hub window to confirm that the process has been completed successfully.



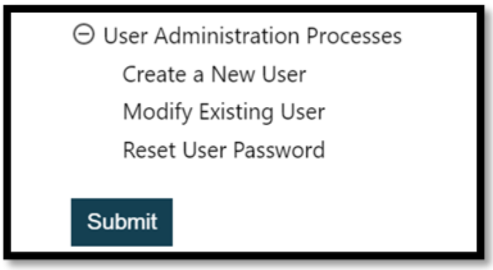
7. The superuser will receive an email confirming that an account has been created for the new user. This email will include an activation code. This code is valid for **10 days only.**

8. An email will be sent to the email address provided for the new user, informing them that an account has been created which they need to activate. This email will include their login username and advise them that they must contact the superuser who set up their account to receive their activation code in order to activate their account. Instructions for how to activate an account are provided in the Activate Your Account (New Hub User) section of the General Processing Handbook.

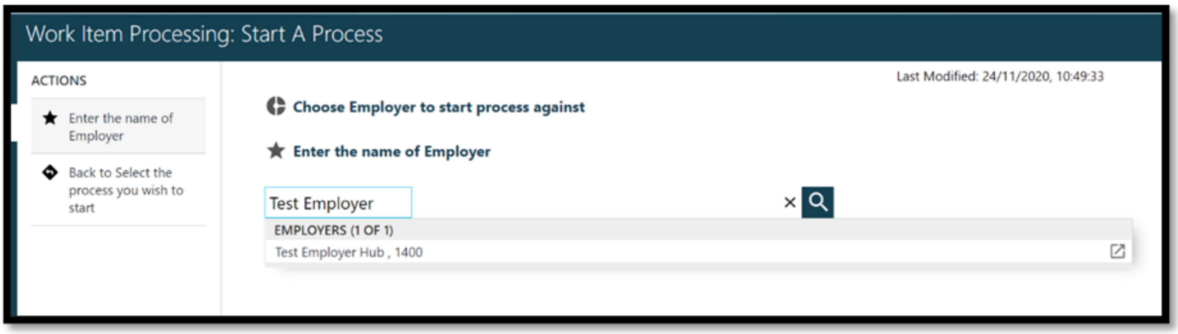
Unblock accounts and reset passwords

To reset a user's password/unblock access:

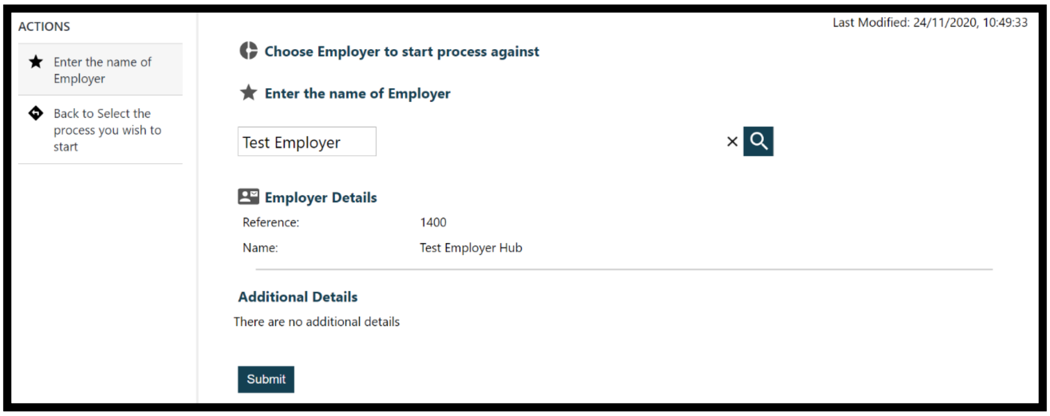
1. After logging into Hub, click the *Start a Process* tile, and then select the *Reset User Password* process in the *User Administration Processes* dropdown. Select *Submit* to start the process.



2. Search for the employer that the user has access to, to start the process against.

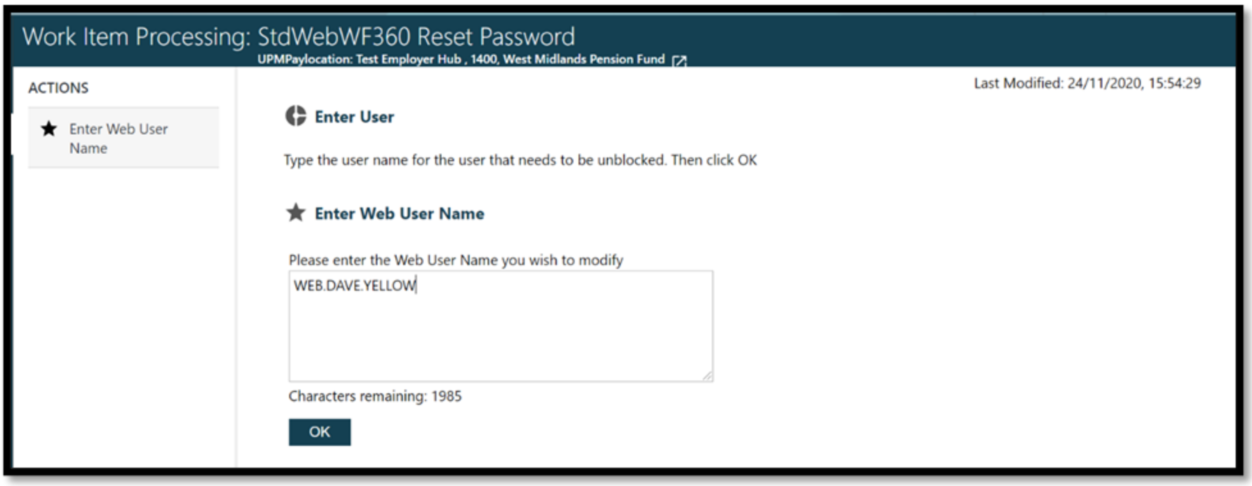


3. Basic details for the employer will be displayed; check the process is being started against the correct employer and select *submit*



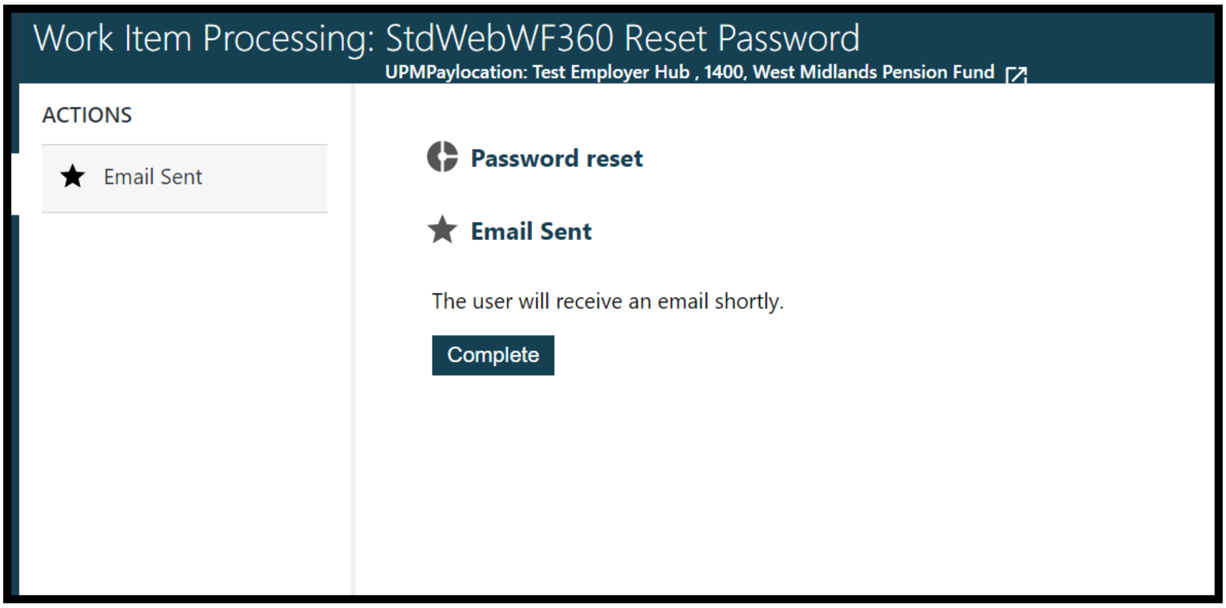
3. You will receive a warning to input the web username for the user whose password requires reset/unblocking. This notification can be cleared by clicking *Clear All* and then clicking the cross in the notifications box.

4. Enter the user's log in name in the format *WEB.FORENAME.SURNAME* - this can be found in the *managed user* report if not known – and click *OK*.



5. Select the *Proceed to Password reset* action

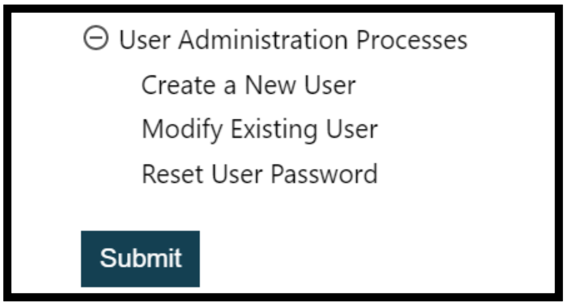
6. You will be notified that an email has been sent to the user – click *Complete*



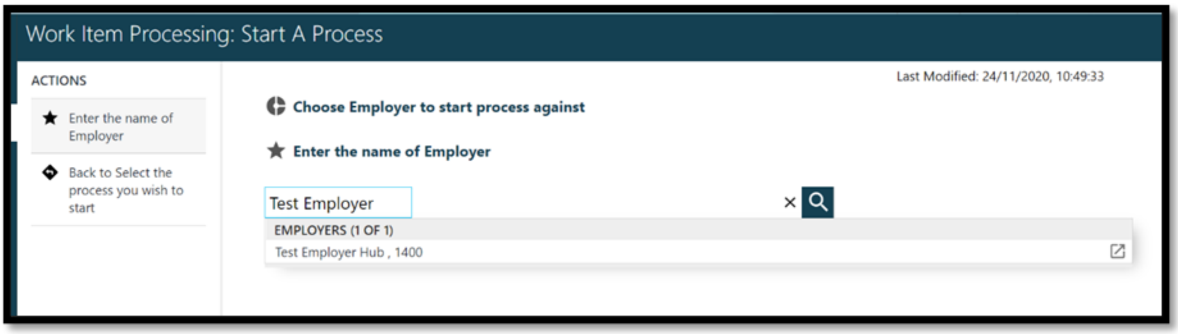
7. The user whose password has been reset will receive an email with a temporary password included and instructions on next steps.

Modify existing user access

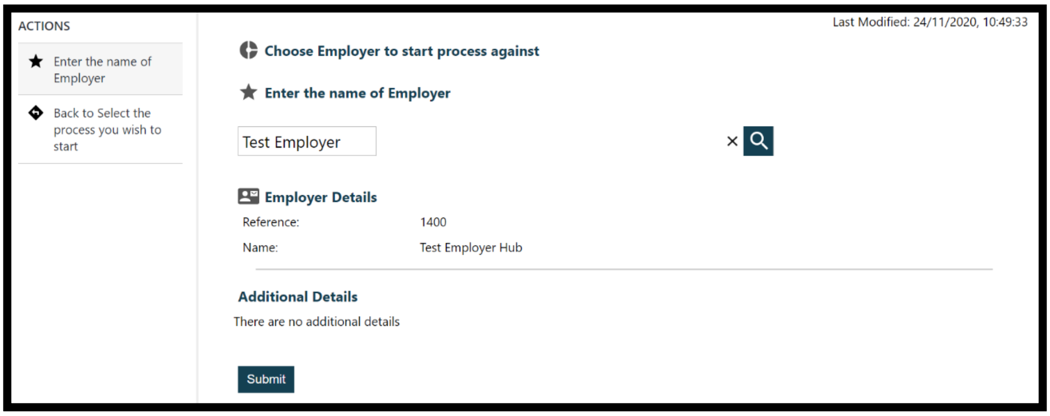
1. After logging into Hub, click the *Start a Process* tile, and then select the *Modify Existing User* process in the *User Administration Processes* dropdown. Select *Submit* to start the process.



2. Search for the employer that the user works for to start the process against.

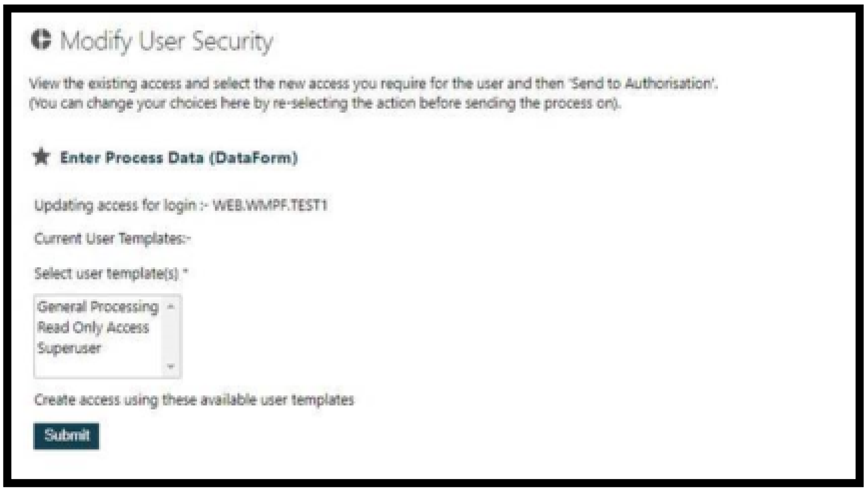


3. Basic details for the employer will be displayed; check the process is being started against the correct employer and select *submit*

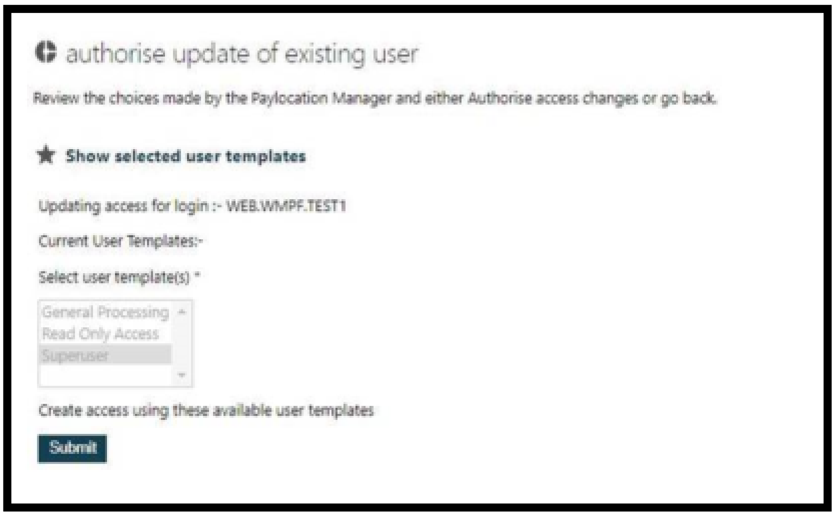


4. Enter the user's log in name in the format *WEB.FORENAME.SURNAME* - this can be found in the *managed user* report if not known – and click *OK*.

5. Choose the new access rights (User Template) that you would like the user to have and click *Submit*



6. Review the new access level that has been assigned to the user and click *Submit* if you are happy to proceed.



Managed User Report

The *Managed User Report* is only available to Superusers and shows all users currently registered with access to your organisation. We recommend that this report is run periodically so that you can audit access to Hub. If you find that there are users contained in the report that no loner require access to Hub please email WMPFEmployerLiaison2@wolverhampton.gov.uk to request that their access is revoked. Please ensure that you notify us of any leavers as soon as possible to prevent breaches.

All superusers will only be able to view users with access within their organisation e.g. a payroll provider will not be able to see a client's users if a client also has access to the Hub and a client will not be able to see who at their payroll provider has access to the Hub.

This report will enable users to see:

- Which users have access to the Hub
- The login username for all users who have access to the Hub
- What level of access users are assigned e.g. superuser, general processing, read only
- When users were created
- What email addresses are in use for the organisation (email addresses must be unique for users created e.g. group email addresses cannot be used for all users)

To access the *Managed User Report,* click on *SSRS Reports* on the Hub homepage and then click on *List of Managed Users*