RelianSys® Compliance

Transforming Compliance

QS2-
User Setup

Compliance Module

Contents

User Management

→ **What you need**:

- An Administrator or System Owner user account with a temporary password
- Internet Access
- Web Browser
- A list of users and their email addresses

→ **Login In**

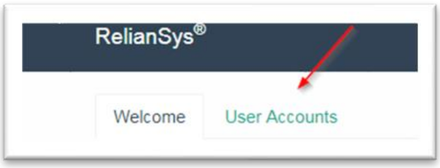
The first time you login you will be requested to change the temporary password to a new one. (Passwords must be at least 8 characters long, containing numbers and both upper case and lower case letters. Additional symbols are recommended for extra strength)

Note: If a user tries to login with the wrong password 5 times, their account will be automatically locked. An Administrator or System Owner is able to re-activate the login.

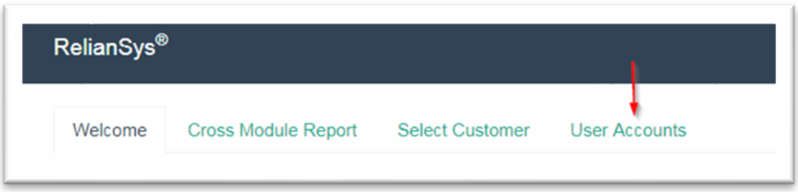
User Accounts view

Note: Only **System Owners** and **Administrators** can set up new users. Once logged into RGS, click on User Accounts in the top navigation bar.

Administrator's view:

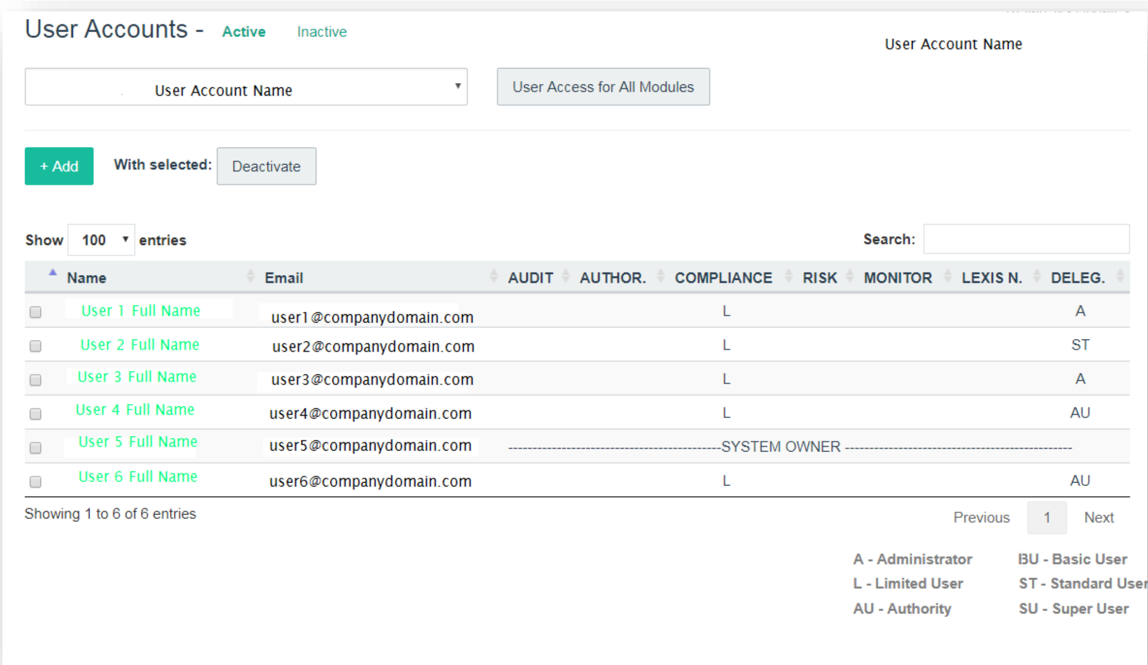


System Owner's view:



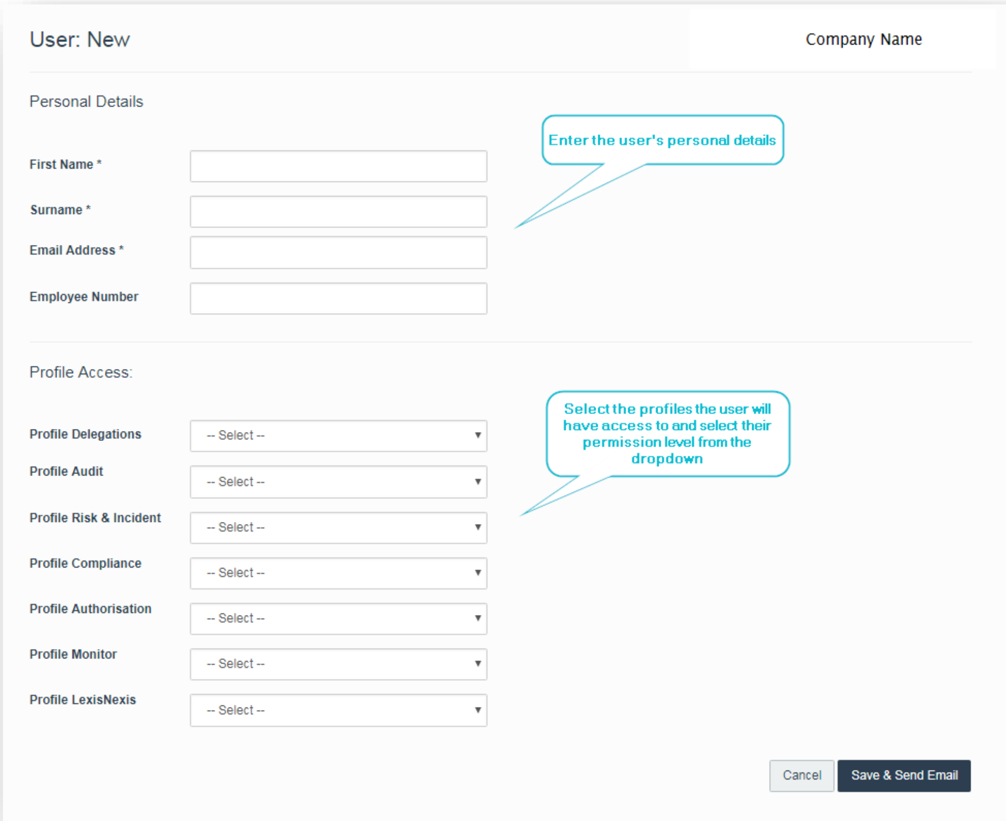
Once in User Accounts, the System Owner and Administrator can see **all User profiles.**

Once your users are set up you will be able to click into individual profiles by clicking on the user's full name. Note the **reference key** in the bottom right hand corner with the different Permission levels explained.



Adding a new user

1. Select **+ Add** from the User Accounts page
2. Enter the new User's name, email address, and profile in the mandatory fields marked with a red asterisk.
3. User emails address must be unique. (Each email address can be only used once in RelianSys Governance Suite)



4. Click Save to save details for each User once entered.
5. Once completed and correct level of access is given per Module, click on **Save & Send Email** the bottom right of the screen.

This will send an email to the new user with their **login id** (this is the Email Address that you entered, so it is important to enter that correctly) and a **randomly generated password** that they will be required to change when they first log in. The email also shows them who their Administrators are.

This removes the need to individually email each User with their login details when you set them up as new Users in RelianSys Governance Suite®, saving you time and inconvenience.

Note: Email addresses can only be used ONCE in RGS. You cannot have multiple accounts linked to the same email address.

New Password

- The users will receive an email with a randomly generated password.
- The first time a user logs in, they will be prompted to create their own password. A rule is enforced that they can't re-use the password they were sent.
- Once the user is created the Password and Password Hint fields will become active in case the password needs to be reset.

Allocating user profiles

You can define if a user has access to the module by ticking the check box next to the profile dropdown menu.

System Owner
This type of user account will be able to create, modify or delete users, and also has access to the Cross Module Report. The System Owner can only be updated in the system by ReliansSys staff.

Administrator
Full access and over-ride of all set-up and functions

Super User
No Access or over-ride of setup functions, but otherwise can Search, view Reports and have full compliance registration and management access to allocated registers.

Basic User
Can Search, Sign off Obligations, view Reports, but no compliance registration and management access.

Standard User
Can Search, raise CARs and MAP Action Plans

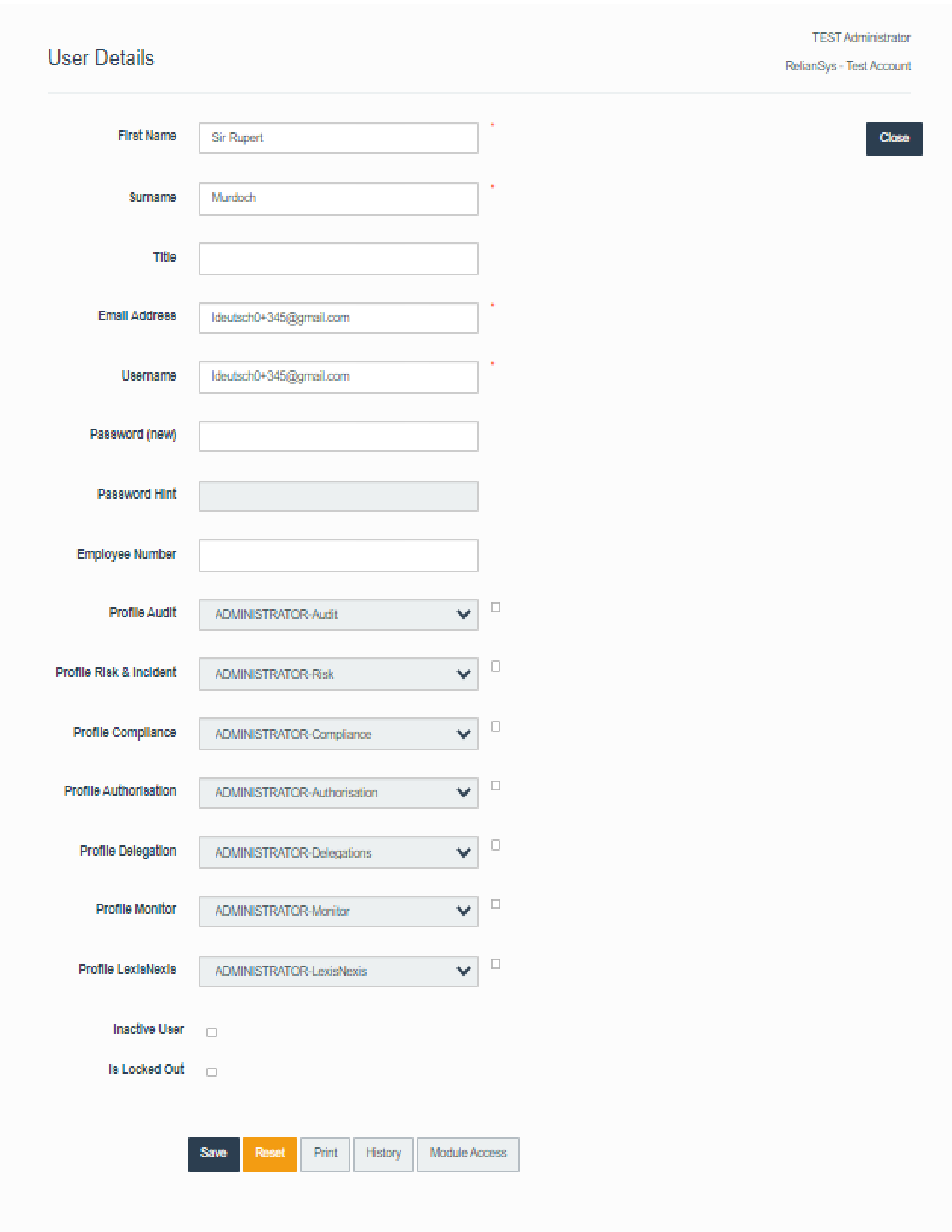
Limited User
Can Search, and otherwise Read Only

	System Owner	Administrator	Super User	Basic User	Standard User	Limited User
Change User Accounts Permissions	✓*	✓*	✗	✗	✗	✗
Maintenance Setup functions	✓	✓	✗	✗	✗	✗
Read View of Obligations	✓	✓	✓	✓	✗	✗
Add New Internal Register	✓	✓	✗	✗	✗	✗
Delete Internal Register	✓	✓	✗	✗	✗	✗
User Access	✓	✓	✗	✗	✗	✗
Hide/unhide Registers	✓	✓	✗	✗	✗	✗
Add/Edit Obligation	✓	✓	✓	✗	✗	✗
Reset Obligations	✓	✓	✓	✓	✗	✗
Duplicate Obligations	✓	✓	✗	✗	✗	✗
Hide/unhide individual Obligations	✓	✓	✓	✗	✗	✗
Assign Responsibility	✓	✓	✓	✗	✗	✗
Sign Off Obligations	✓	✓	✓	✓	✗	✗
Delete Internal Obligations	✓	✓	✓	✗	✗	✗
Edit Obligation Type	✓	✓	✓	✓	✗	✗
Add Explanatory Notes to Internal Obligation	✓	✗	✗	✗	✗	✗
Add Internal Notes to Obligation	✓	✓	✓	✓	✗	✗
Set Reminders	✓	✓	✓	✓	✗	✗
Add Supporting Info	✓	✓	✓	✓	✗	✗
Add Control Measures	✓	✓	✓	✓	✗	✗
Add Report to Obligation	✓	✓	✓	✓	✗	✗
Bulk Actions	✓	✓	✓	✓	✗	✗
Analytical Method	✓	✓	✓	✓	✓***	✗
Raise CARs	✓	✓	✓	✓	✓	✗
Raise MAPs	✓	✓	✓	✓	✗	✗
Access/Edit MAP Tasks	✓	✓	✓	✓	✓	✓
Create Tags	✓	✓	✗	✗	✗	✗
Apply Tags	✓	✓	✓	✓	✗	✗
Edit Tags	✓	✓	✗	✗	✗	✗
See Obligation History	✓	✓	✓	✓	✗	✗
See Status History	✓	✓	✓	✓	✗	✗
Access AMR Report Menu	✓	✓	✓	✓	✗	✗
Search	✓	✓	✓	✓	✓**	✓**
User Login Tracking	✓	✓	✗	✗	✗	✗

*Cannot change System Owner ** Cannot Access Obligations *** Cannot Edit

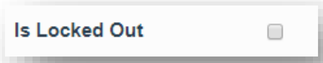
Edit an existing user account

Go into **User Accounts** and click into the individual profiles by clicking on the link with the user's full name. Make the changes, and Save.



User Locked Out

If a user tries to login with the wrong password 5 times, the account will be automatically locked. To unlock an account simply go into User Accounts and click the link with their name. untick the box at the bottom of the **User Details page** marked “Is Locked Out” and click Save.



Transferring user responsibility

<u>It is not possible to delete users.</u>

This would result in lost history records or compromise data relationships. Users that no longer need to be in the system can then be made inactive in the User Accounts page. In the situation where a person leaves, and is replaced, do not attempt to reallocate their Responsibilities by changing the User details. Reallocate User responsibilities (for the Compliance Module) using the Position screen or Search page.

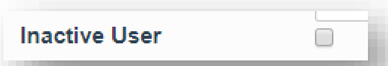
For CARs and MAPs, retrieve a CAR/MAP report that shows the ones that are allocated to a User. Then each one is individually reallocated to another User by clicking through to the record for each instance.

Removing/deleting user accounts

Users cannot be deleted in RGS.

You will notice that there is no "Delete" button in the User Accounts page. The reason for this is that if existing Users are deleted from the system, database relationships are broken, and history is lost. If you have a User who is replaced by a new person, set the new person up as a new User.

<u>Do not overwrite the previous User with the new person’s details.</u> Instead, make the old user inactive by clicking the Inactive User box at the bottom of the screen.



Then in the Positions page (Settings > Positions) **allocate the new person** to the position of the previous user.

Positions

In RelianSys® all records are allocated to Positions, to which individual Users are linked. This enables quick and easy transfer of responsibility to new people as they come and go in various Positions.

Entering Positions

Before creating a Position, the User must be already created to be assigned. All Positions must be linked to a User. All Users that are linked to a position must be a Basic User, Super User or Administrator (If Limited or Standard users are assigned a Position they will be upgraded to Basic User automatically) because the role of a Position is to transact in the system to develop the compliance profile for your organisation.

1. Select "Settings" from the menu bar at the top.
2. Select "Positions".
3. When entering new positions, do not select from the Lookup User drop-down list. Enter the new Position name, Position description, Position Number (if applicable), the User to be associated with that Position, and Manager Position for escalation if required.
4. Click Save

The Manager Position field is to activate the escalation procedure. If the Manager Position is set up, this function will enable escalation to a selected Position to occur for action items that are overdue. This field is optional and can be left empty.

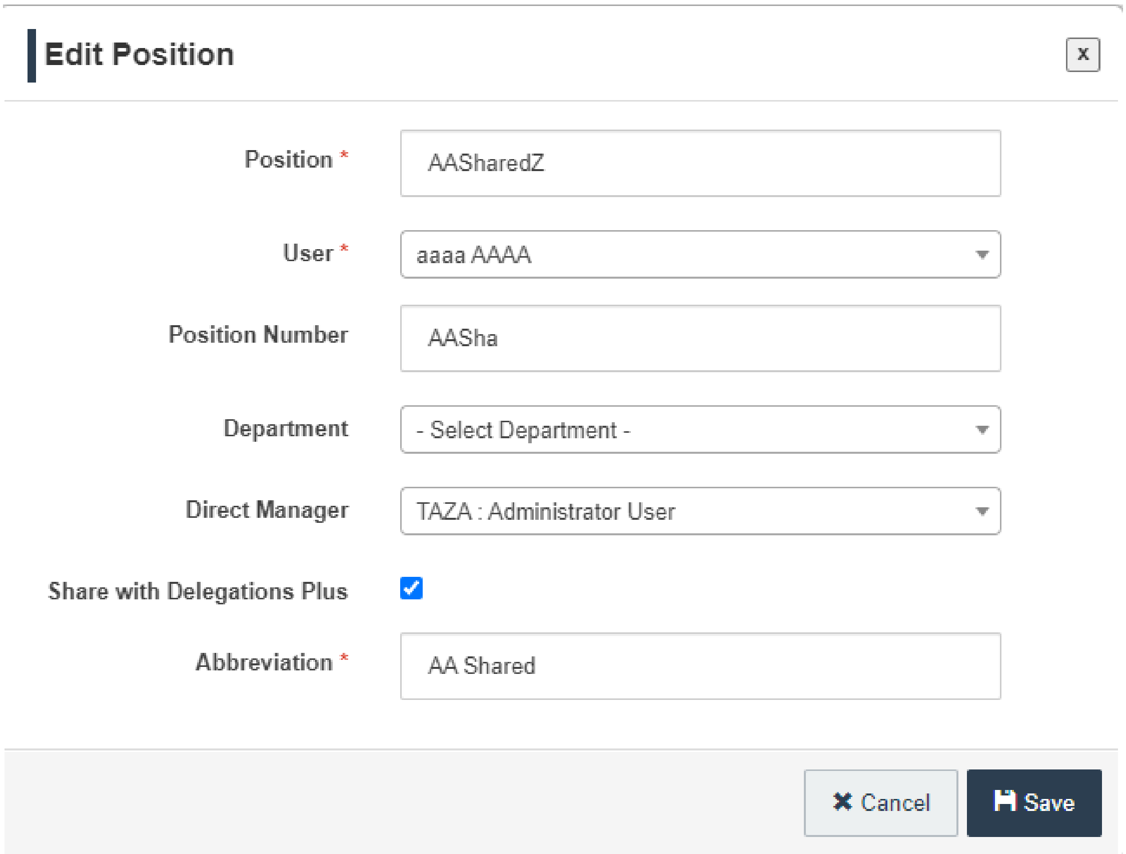
1. Select a Position from the lookup menu.
2. Select a Manager Position to escalate to from the drop-down menu.
3. Click Save.

Updating Positions

If you need to change the Position name, select it from the list. Amend the text and save.

If you need to change the User who is attached to the Position, Select a Position from the lookup menu. Then change the User selection from the drop-down list, and save. All records are now transferred to that User.

You can deal with the situation of a person taking up an "Acting Role" by this method. Sometimes a person keeps their current role, and also takes on another person's functions in an acting capacity, and the situation returns to the prior status quo when they return. The best way to do this is to link the User to the "Acting" Position instead of the original User. The User will now have two Positions using the one email address and password to log in. They will have different responsible records, organized by Position. You can also insert the word “Acting” in front of the Positions, then go through the process again to restore the original person to the position.



This ensures that the User is removed from the list of available Users, but all their history of interaction in RGS is preserved.

If you consider deletion of a User essential, contact the System administrator at contact@RelianSys.com.au.

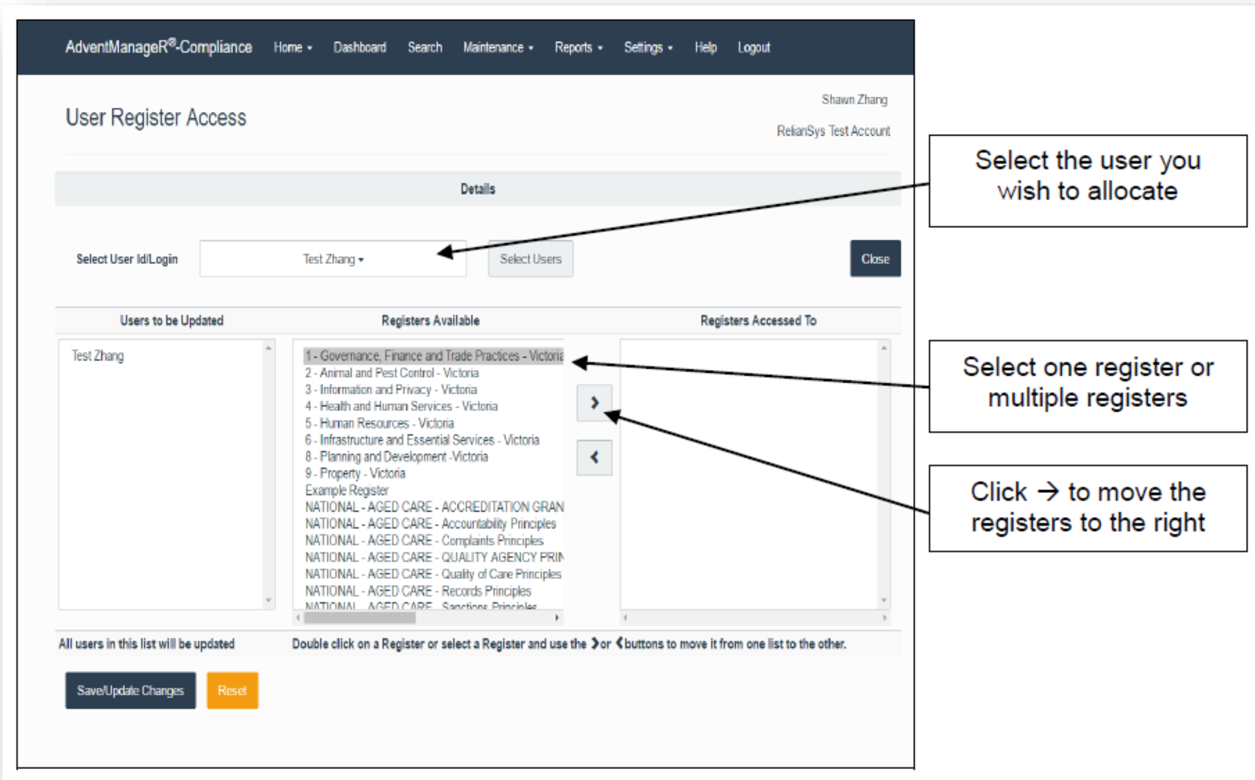
DO NOT ATTEMPT TO REALLOCATE RESPONSIBILITY BY CHANGING USER DETAILS IN THIS SCREEN. DOING SO WILL DESTROY ALL USER HISTORY RECORDS.

You can see the list of Inactive Users by checking the Show list of Inactive Users box at the top of the screen, and then selecting the Lookup User drop down. You can restore an Inactive User to Active User by simply checking the box at the bottom of the screen.

User Register Access

Register access gives access to the defined Registers to users. The given Registers will appear in their register list and in the drop down menu when they log on.

1. Select User Register Access from the Settings drop down menu
2. Select the user you wish to allocate register(s) to, or you can select any number of Users to allocate Registers to concurrently. Do this by clicking the 'All' checkbox to deselect all Users, and then select the ones you wish to include. Then click the 'Select Users' button at the top-right of the screen.
(Three columns will appear below showing the Users you have selected, the Registers Available and Registers Accessed To)
3. Select the registers you wish to allocate
4. Click on the arrow key to move them from Registers Available to Registers Accessed to



Note –

1. If a User has previously been allocated certain Registers, they are still retained. This function will add to the list that they have access to, but not replace them.

2. The most common help request we receive is related to Users receiving reminder emails, and when they click through they see a blank screen. This is a result of responsibility being allocated, but not having access to the Registers they need to see to be able to fulfil that responsibility.