



Managing SchoolsHUB user requests

Who should read this guide?

This guide is for SchoolsHUB users who hold either Authority Representative or Access Manager access for an organisation. Authority Representatives and Access Managers can now manage all access to their organisation and any connected schools and campuses.

Authority Representative access is granted by the Department of Education and Training. Once approved, Authority Representatives grant access to all other users for their organisations.

Access Manager access is granted by the organisations Authority Representative. Account Managers have the authority to grant access requests on behalf of the Authority Representative.

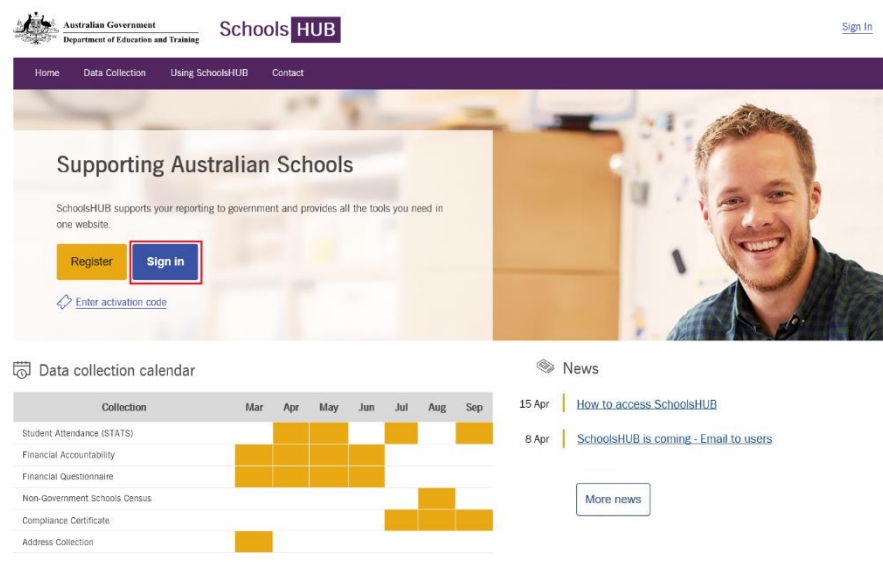
What does this guide help me do?

This step-by-step guide assists Authority Representative (and Access Managers) to:

- Manage new user access requests
- View an organisations linked users
- Edit user access levels
- Remove a user from an organisation

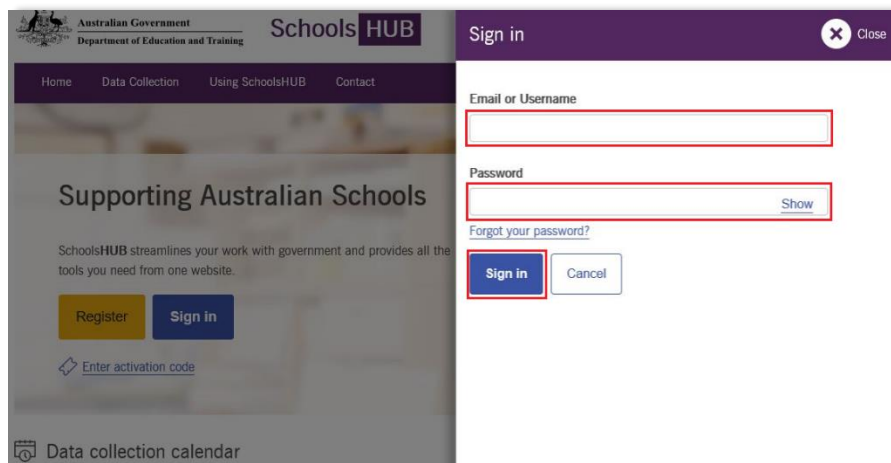
Manage user access requests

To begin, open the new [SchoolsHUB website](#). Click **Sign in**.



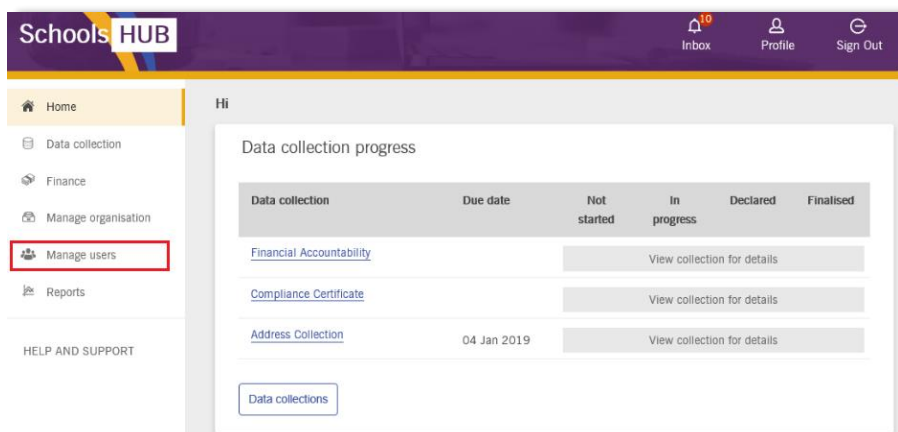
Step 1 of 2 – Sign in

Enter either your email or username and password. Click **Sign in**



Step 2 of 2 – Manage users

On your dashboards left hand navigation menu. Click **Manage users**



Manage users page

Welcome to your **Manage Users** page. Only an Authority Representative or an Access Manager (if appointed) can see Manage users. From this page you can view, modify or remove user access to all organisations linked to your account.

The screenshot shows the 'Manage users' page in the Schools HUB. The left sidebar contains navigation links: Home, Data collections, Manage organisation, Reports, Manage users (highlighted), and Finance. The main content area is titled 'Manage users' and contains two sections: 'Access requests' and 'Registered users'. The 'Access requests' section displays a table with columns: Name, Organisation, and Date requested. The 'Registered users' section includes a filter input and a table with columns: Organisation, Type, and Location.

Name	Organisation	Date requested
User Name	AGEID: Sample School (Organisation Type)	03 Mar 2018
John Smith	0000: Registered School Name (Location)	12 Mar 2018

Organisation	Type	Location
0000: Registered School Name	Location	Suburb, State

Access requests

New user access requests are listed in Manage users under the **Access requests** section. Any Access requests made to an organisation you are registered to as either an Authority Representatives or Access Manager will be listed for action. To approve or reject an access request:

Step 1 of 2 – Select name of user

Click on the **user's name** (for example, Jimmy McCoy).

Once selected, the user's personal and organisation details will display along with the roles they have requested for the organisation.

This screenshot shows the 'Access requests' section of the 'Manage users' page. The table lists access requests with columns: Name, Organisation, and Date requested. The name 'Jimmy McCoy' is highlighted with a red box.

Name	Organisation	Date requested
Jimmy McCoy	1111: One Tree Hill College (SCHOOL)	03 Mar 2018
Jane Heston	1111: One Tree Hill College (SCHOOL)	12 Mar 2018

Step 2 of 2 – Review access request

Each request is individually listed. Click **Approve** or **Reject** for each role requested. Click **Action request**.

If a role is rejected, provide a comment. Comments are emailed to the user for their reference.

Schools HUB

Inbox

Profile

Sign out

Home

Data collections

Manage organisation

Reports

Manage users

Finance

HELP AND SUPPORT

Home > Manage users > Access request

Jimmy McCoy

Access request

Name	Jimmy McCoy
Email	james-mccoy@1th.edu.au
Username	jimmybigmarn
Organisation	1111: One Tree Hill College (SCHOOL)
Date requested	Sat 3 March 2018 at 2:09PM AEST
Roles requested	<div>Data Reporter: Census (including NCCD)<div>ApproveReject</div></div> <div>Data Reporter: Student Attendance (STATS)<div>ApproveReject</div></div> <div>Finance Officer<div>ApproveReject</div></div>
Roles removed	Data Reporter: Socioeconomic Status

Cancel

Action request

Registered Users

All user access granted for an organisation are listed in Manage users under the **Registered Users** section. To review an organisation's linked user's access:

Step 1 of 2 – Select organisation

Click on the **organisations name** (for example, 0000: School name).

Once selected, the user's personal and organisation details will display.

The screenshot shows a web interface titled "Registered users" with a green square icon. Below the title is a filter input field labeled "Filter by organisation, user name or AGEID:" and a "Show 10" dropdown menu. A table with two columns, "Organisation" and "Type", displays one entry: "0000: School Example" under "Organisation" and "APPROVED SYSTEM AUTHORITY" under "Type". The "0000: School Example" text is highlighted with a red box. At the bottom, there are "Previous", "1", and "Next" navigation buttons, and a status message "Showing 1 to 1 of 1 entries".

Step 2 of 2 – Select user

Individual user access for this organisation will be displayed.

To view their level of access, Click on the **users name** (for example, John Smith).

The screenshot shows the "Registered users" interface with a breadcrumb trail "Home » Manage users" and a "Back to organisations" button. The filter input field is now labeled "Filter by user name:". Below it is a table with two columns: "User name" and "Last updated". The table contains five entries: "John Smith" (07 Mar 2019), "Example Name" (05 Mar 2019), "Example Name" (06 Mar 2019), "Example Name" (05 Mar 2019), and "Example Name" (04 Mar 2019). The "John Smith" entry is highlighted with a red box. At the bottom, there are "Previous", "1", and "Next" navigation buttons, and a status message "Showing 1 to 5 of 5 entries".

Individual registered users page

Welcome to the **Registered user** page (for example, John Smith).


Only an Authority Representative or Access Manager (if appointed) can see this level of detail for another registered user within their organisation.

From the Individual user's access page you can:


- Review the users personal details
- Review or edit the users qualifications (if applicable)
- Review or edit the users organisation and roles
- Remove the users access from your organisation
- View the users access history
- Link an additional organisation

[Home](#) » [Manage users](#) » Edit user


JOHN SMITH

 Registered user


Personal details


**John Smith**
Phone: 02 6000 000
Email: john.smith@email.com.au
Position: Business Manager

Organisations and roles

**AGEID: Sample School Name (Organisation Type)**
Authority Representative

Edit Remove

**0000: Registered School Name (Location)**
Data Reporter: Financial Questionnaire
Data Reporter: Student Attendance (STATS)
Data Reporter: Address Collection
Data Reporter: Non-government Schools Census

**000: Registered School Name (Approved System Authority)**
Authority Representative

Link an organisation View access history

Need more help?

We are here to help. Contact us by:

- email at schools@education.gov.au
- phone on 1800 677 027
- submitting a new support request online from our Help and Support centre