



TalentCentral™

User Management Guide



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This guide has been created to assist Company Super Users and Company Admins organise their TalentCentral™ platform.



Access to TalentCentral™ Platform

Administrator access on TalentCentral is controlled in 2 ways: by User Role and by User Group. User Roles control the tasks and actions that an administrator can perform whilst user groups control which projects an administrator can access.

User Groups

User Groups control which administrators have access to a project and its results. The level of access that has been assigned to a user will determine what actions they can perform within the project.

User Roles and Permissions

There are five different permission levels that can be assigned to an admin user:

Supervisor or Proctor	Restricted access <i>Low number of users</i>	Can only view Candidates who have been progressed by system Can initiate supervised tests
Viewer	Read-Only access <i>Low number of users</i>	Can view all Candidates assigned to the Project Can view Candidate Scores and Reports Can act as an Interviewer/Evaluator
Manager	Medium access <i>High number of users</i>	Can perform all the actions of a Viewer and Supervisor Can create, update and administer Projects Can act as an Interviewer/Evaluator/Assessor Can view admin users in other User Groups but cannot update them
Company Admin	Advanced access <i>Low number of users</i>	Can perform all the actions of a Manager Can create and update User Groups Can change company level Settings Can only see User Groups they are part of Can only see the projects belonging to the User Groups they are part of
Company Super User	Full access <i>Low number of users</i>	Can perform all the actions of a Company Admin Can see the User Groups they are not part of Can see Projects they are not explicitly part of

Guidelines for Organising your Platform

Below are several examples of how to organise user access on TalentCentral:

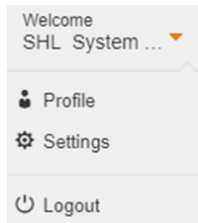
Global / Multinational Sized Company		
Example of company structure	User roles	User groups
<p>The company is globally based, operating over multiple countries/regions.</p> <p>There may be national level leaders for each country/region.</p>	<ul style="list-style-type: none"> The main administrator/contact is assigned as a Company Super User. Additional administrators/secondary contact can be nominated as Company Super Users. National level leaders are assigned as Company Admins. All other roles/access should be assigned by the Company Super User or Company Admin. 	<ul style="list-style-type: none"> User Groups are created for each country/region, each containing the relevant Company Admin. The Company Admin may add additional Users to the User Group as needed.
National Sized Company		
Example of company structure	User roles	User groups
<p>The company is nationally based, operating over multiple regions/departments.</p> <p>There may be regional level leaders for each region/department.</p>	<ul style="list-style-type: none"> The company is nationally based, operating over multiple regions/departments. There may be regional level leaders for each region/department. 	<ul style="list-style-type: none"> User Groups are created for each region or department, each containing the relevant Company Admin. The Company Admin may add additional Users to the User Group as needed.
Regional / Small Sized Company		
Example of company structure	User roles	User groups
<p>The company is small or regional based with one HR department.</p>	<ul style="list-style-type: none"> The main administrator/contact as a Company Super User. All other roles/access should be assigned by the Company Super User or Company Admin. 	<ul style="list-style-type: none"> User Groups are created for each department or team. The Company Super User may create additional Users as needed.



Company Level Settings

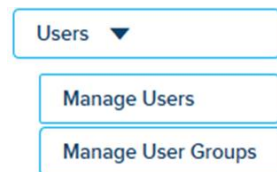
Company Admins and Company Super Users can access and update company level settings. All available options within company level settings are listed on the left-hand side of the page.

Accessing Company Level Settings



- Click on the *Welcome* button on the top right-hand side.
- Select *Settings* from the drop down.

Creating a New User



- Select *Users* from the Company Settings list.
- Select *Manage Users*.
- Select *New User* on the right-hand side to fill in the required information.

New User

First Name*
John

Last Name*
Doe

Email*
John.Doe@example.com

Select Country*
Select Country

Select Language*
International English

User Group*
Please Select...

User Role* [User Role Details](#)
User Role

Send email notification

Create Close

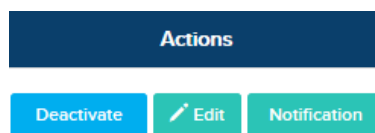
- Once all fields have been completed, click on *Create*.

Note: Before you click on create, ensure that *Send email notification* is checked. This means that the new user will receive an email and will need to register within 24 hours

Managing Users

Once a new admin user has been created some additional actions can be performed under the *Managing Users* section.

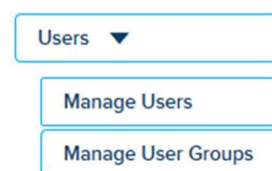
- *Deactivate* will disable the user's account and prevent them from accessing TalentCentral™ as administrators.



- From *Edit*, any User's information can be changed/updated (this includes changing user roles/groups).
- *Notification* will resend the notification to the user, allowing them to register and access TalentCentral™.

Note. A new admin user must be assigned to a user group; this can be the '*Default*' user group.

Creating a new User Group



- Select *Users* from the *Settings* list on the left-hand side.
- Select *Manage User Groups*.

- Select *New User Group* on the right-hand side to fill in the required information.

 A form titled 'New User Group' with a close button (X) in the top right. It contains three input fields: 'Group Name*' (required), 'Group Description', and 'Select Users*' (a dropdown menu with 'Please Select...' as the placeholder). At the bottom right are 'Create' and 'Close' buttons.

- Enter a *Group Name*; the *Group Description* is optional.
- The admin Users that will be part of the User Group can be determined under *Select User*.
- Once all fields have been completed, click on *Create*.

Note: An admin user must already exist in order to add them to a new user group.



TalentCentral™ Support

For queries about our services, solutions or products, please contact [Customer Success](#). For system issues please contact [Technical Support](#).

Country	Telephone	Country	Telephone
Australia	1800 091 846	Japan	81 3 5909 7207
Belgium	0800 49683	Netherlands	08 00 02 03 243
Canada	1 800 899 7451	New Zealand	0800 45 22 14
China	400 820 3912	Norway	80 01 19 25
Denmark	80 88 97 91	Singapore	800 441 13 52
Finland	0800 9 19639	South Africa	0800 999 914
France	08 05 10 16 86	Sweden	02 00 89 68 25
Germany	08 00 66 47 991	Switzerland	0800 001 668
Hong Kong	800 966 235	UAE	800 044 0581
India	022 40929209	UK	0330 100 34 35
Italy	800 976 020	USA	1 800 899 7451

For additional training materials, please visit : <https://talentcentral.learning.shl.com/>

For technical support, please visit: <https://support.shl.com>



About SHL

SHL is the global leader in HR technology and psychometric science that leads to deep people insight, helping companies craft powerful workforce solutions that drive business results. With more than forty years of powerhouse product launches, groundbreaking science, and business transformation, SHL continues to build on a long legacy of innovation and development. SHL equips leaders at more than 10,000 companies with the intelligence to effectively manage talent, customers, and operations. SHL is a trusted partner to nearly 90% of the Fortune 500 and FTSE 100, and more than 70% of the Dow Jones Asian Titans. More at [SHL.com](https://www.shl.com).

