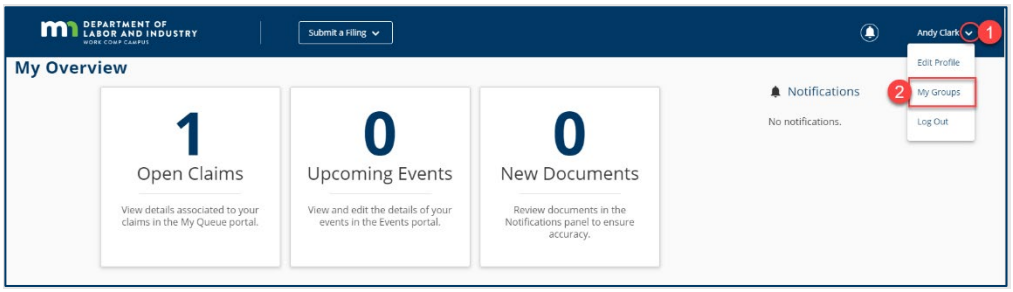
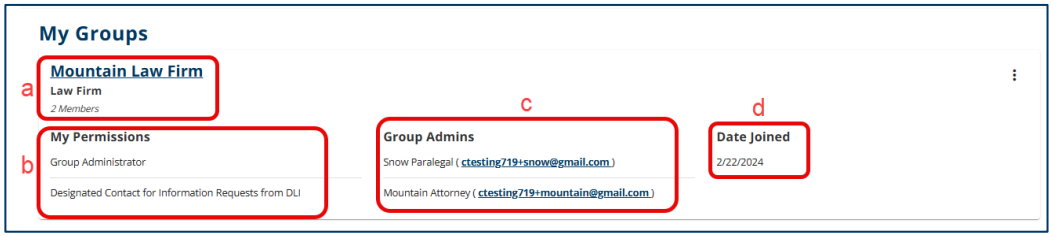
Work Comp Campus group administration manual

Group administration tasks, such as adding members to a group, changing permissions, editing relationships and more, can only be performed by a group administrator within Campus.

There are several actions needed for a group administrator to grant permissions or create relationships for users within Campus.

- The individual must register in Campus, making themself a Campus user.
- A group administrator of the group adds the user as a member of the group. Only members of groups can access claims in Campus, with the exception of injured workers.
  1. A group administrator can then assign specific permissions to any members within the group.
  2. A group administrator can also link individual users within the group to share claim access with each other, such as linking a paralegal to an attorney.

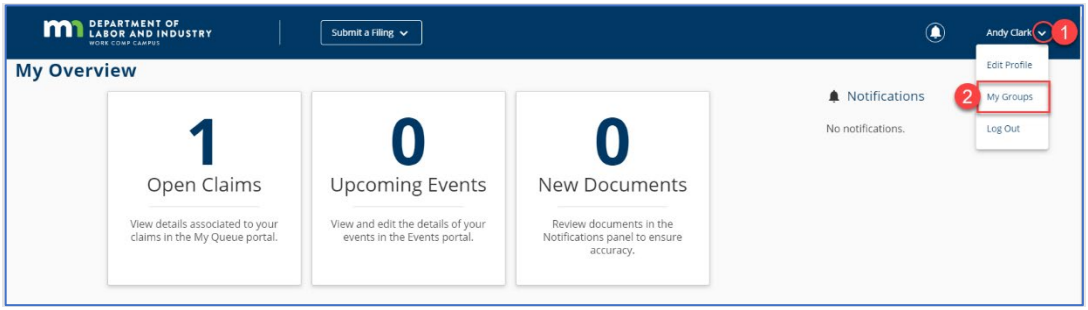
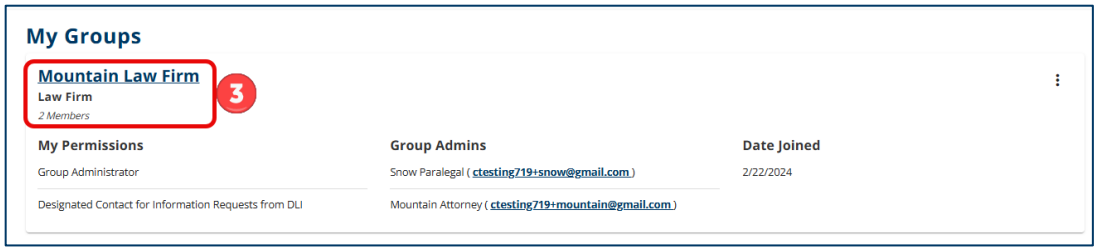
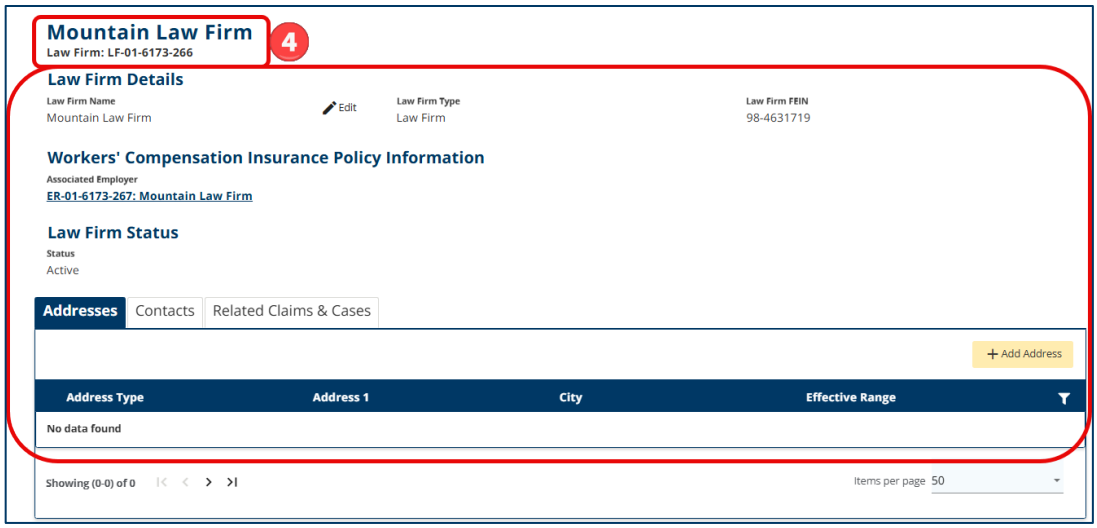
Viewing group information

Instructions	Visual aids
1. At the top of the user dashboard (homepage), click the drop-down arrow next to the user's name. 2. Select **My Groups**.	
3. The **My Groups** page lists the groups you are associated with. Each group you are associated with shows: a) the number of members; b) user permissions; c) group administrators; and d) the date joined.	

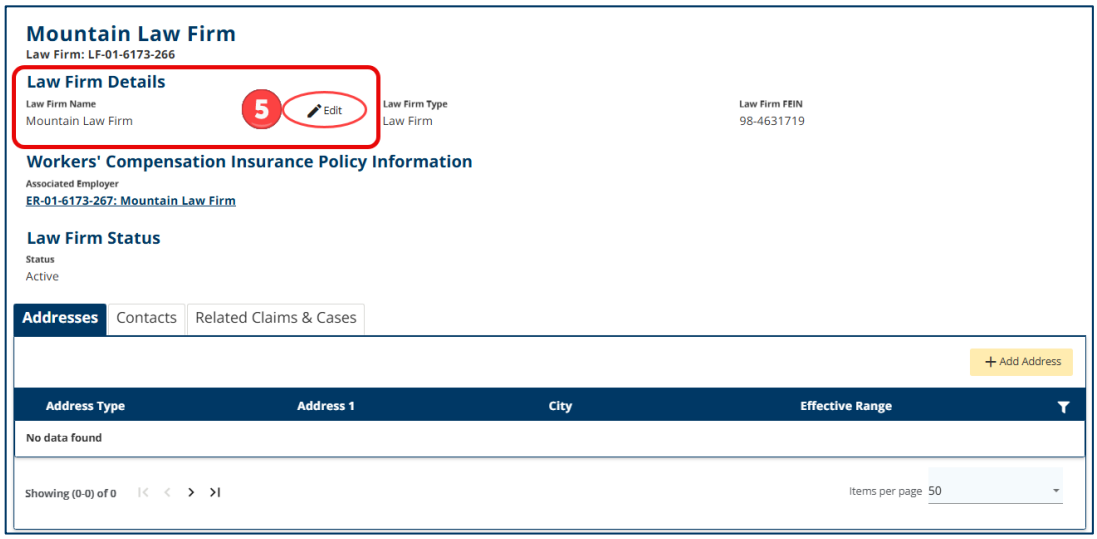
Viewing and editing entity details

An entity can be an individual user within Campus or a group, such as an employer, insurer, third-party administrator, trading partner, law firm, rehabilitation providers or supplemental entities. Except for employees, all entities can view entity details. To edit entity details, you must have the profile management designation.

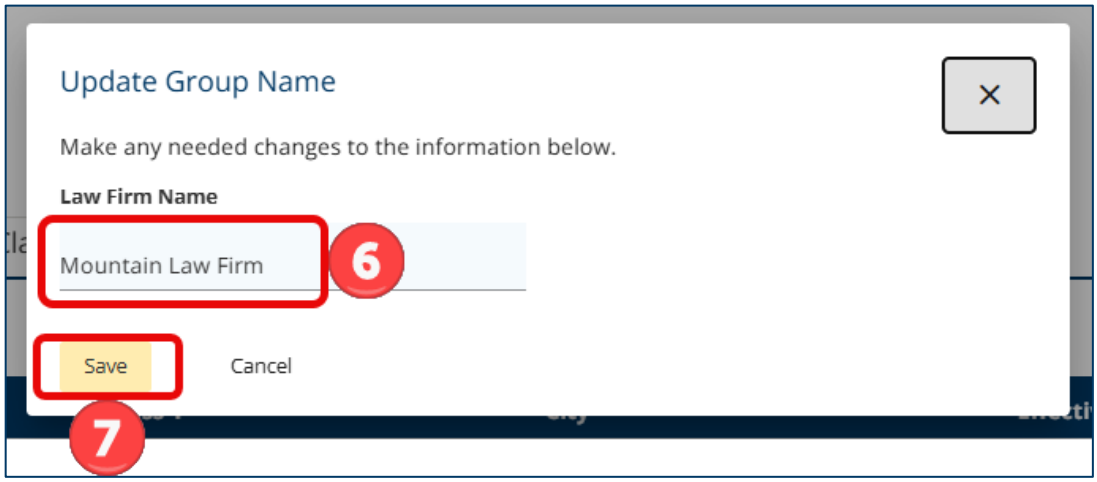
Note: Any edits made to the entity name or address information will be submitted to DLI and require approval. When the request is approved by DLI, the changes will be reflected in Campus.

Instructions	Visual aids
1. At the top right of the user dashboard (homepage), click the **drop-down** arrow to display the menu. 2. Select **My Groups**.	
3. The **My Groups** page lists the groups you are associated with. Click on the hyperlink for the entity you wish to view or edit.	
4. The **Entity Details** page has the name of the entity at the top and relevant information about the entity below.	

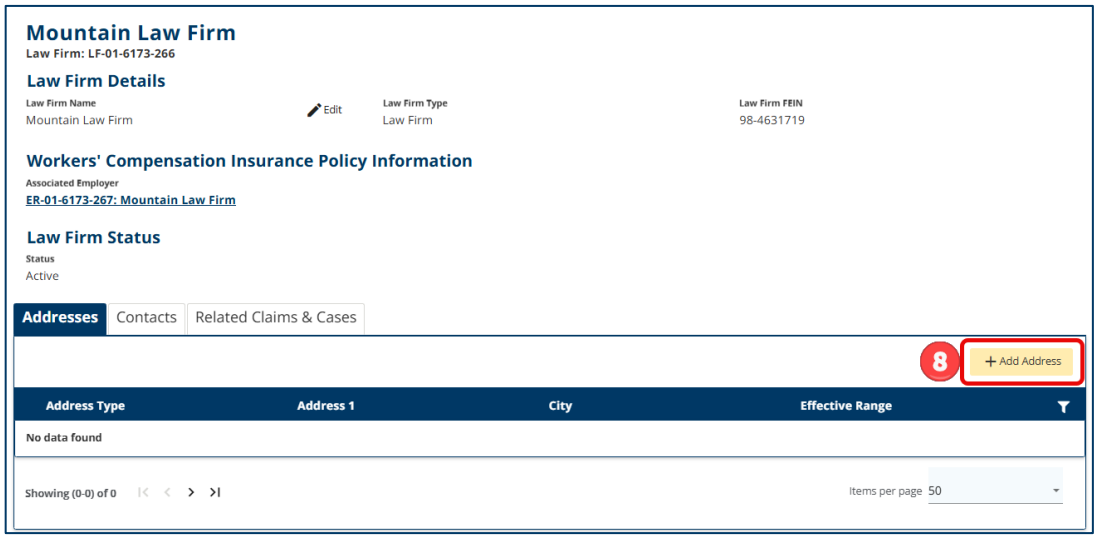
5. From this page, the group name can be updated by clicking on the **Edit** button next to the group name.



6. The **Update Group Name** window will display. Under the text field, edit the group name.
7. When complete, click the yellow **Save** button to confirm the changes or click **Cancel** to exit without any changes being made.



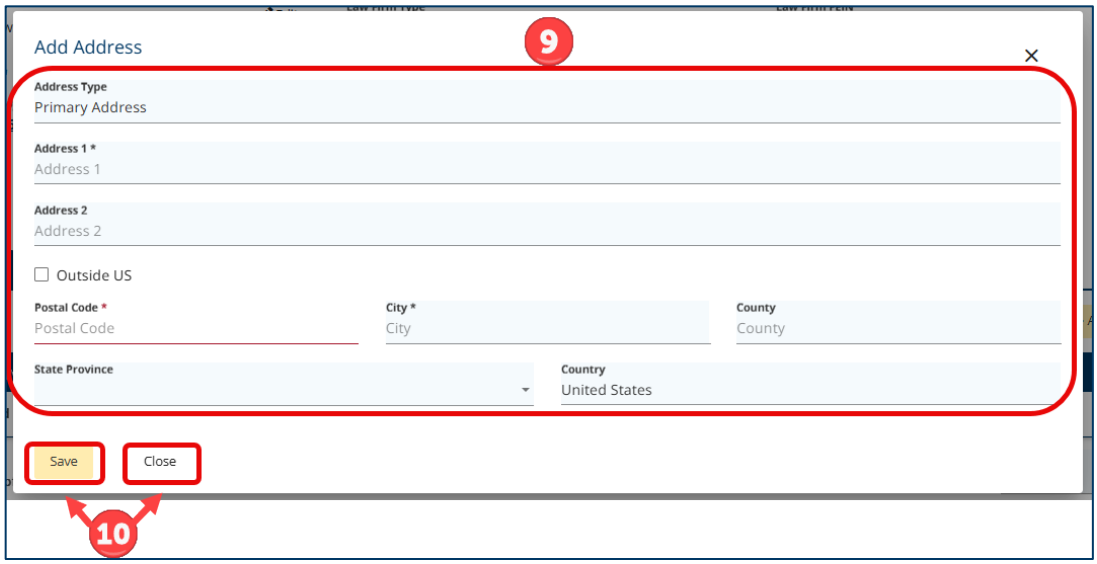
8. To add an address for the group, click on the yellow **+Add Address** button.



9. The **Add Address** window will pop up. Click on the drop-down menu to select the **Address Type** and fill in all required information marked with an *.

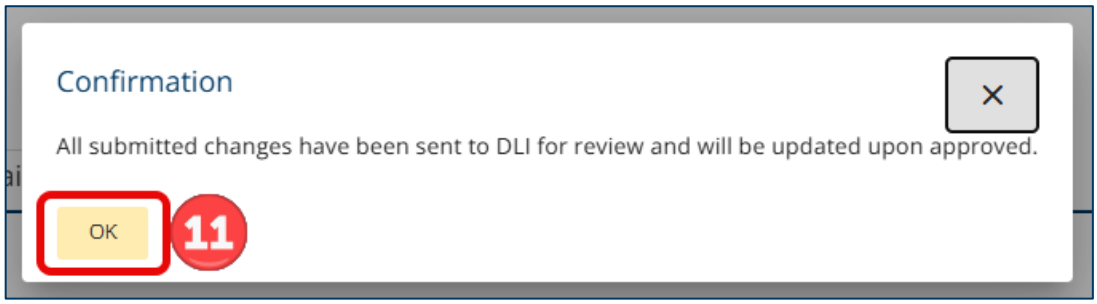
Note: If no primary address has been entered, the drop-down menu in the **Address Type** field will not be available.

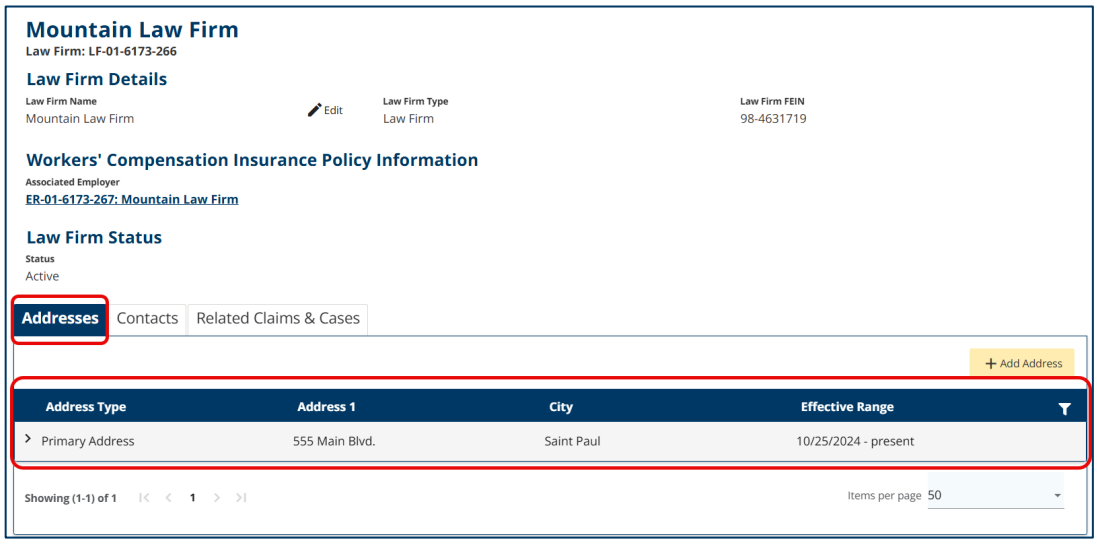
10. Click **Save** to submit the new address request or **Close** to exit without saving.



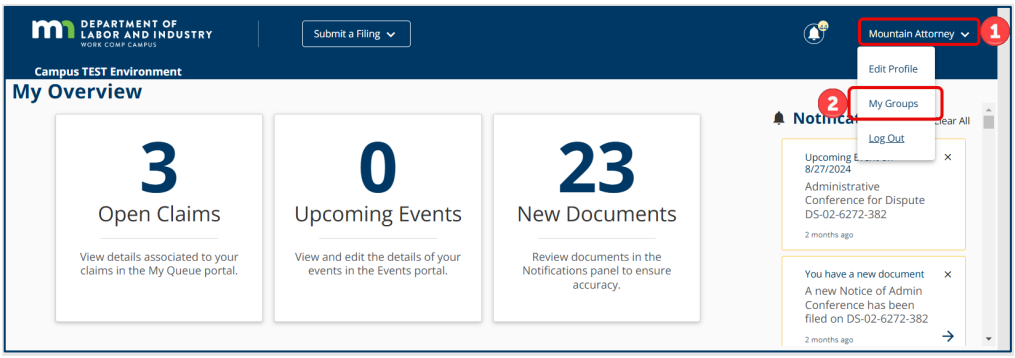
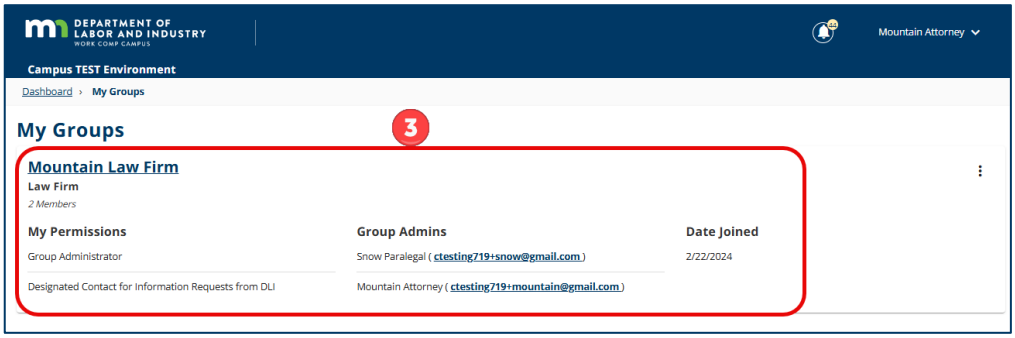
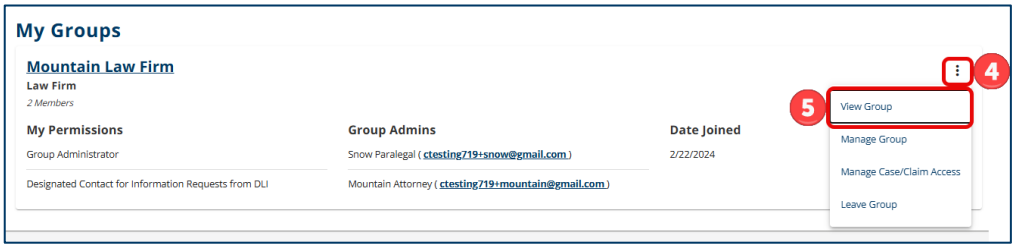
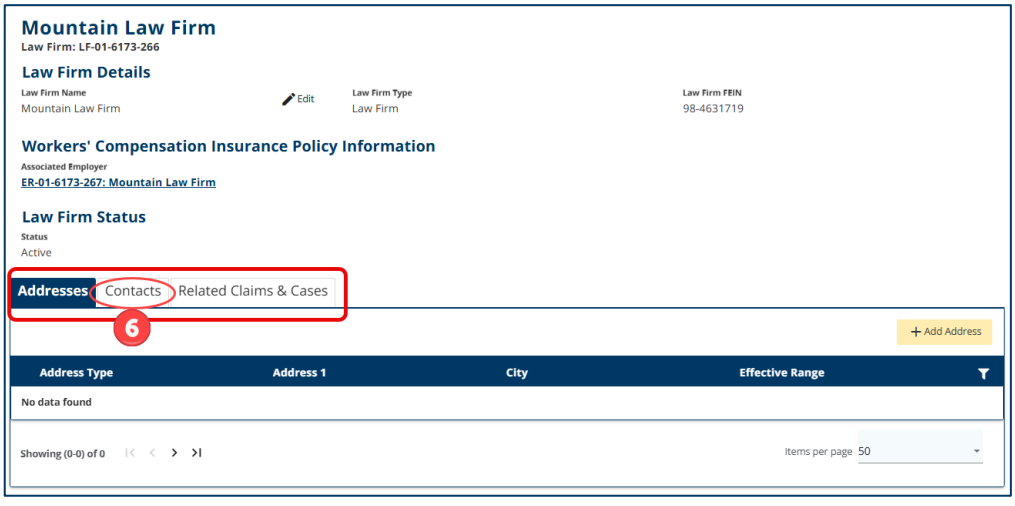
11. Once submitted, a **Confirmation** window will pop up. Click the yellow **OK** button to close the window.

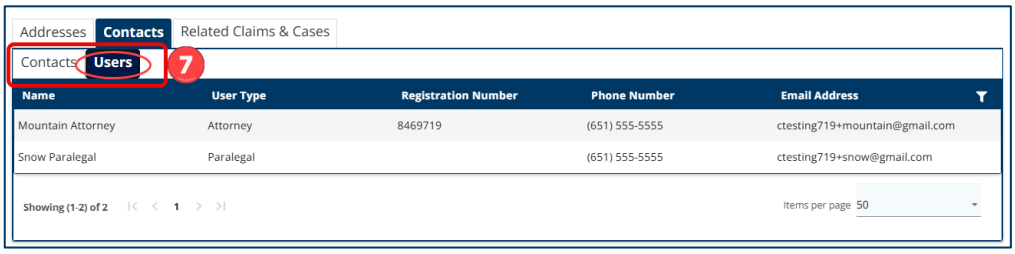
Note: The system will send a notification to DLI staff members for review; if approved, the address will be visible on the **Entity Details** page, under the **Addresses** tab.



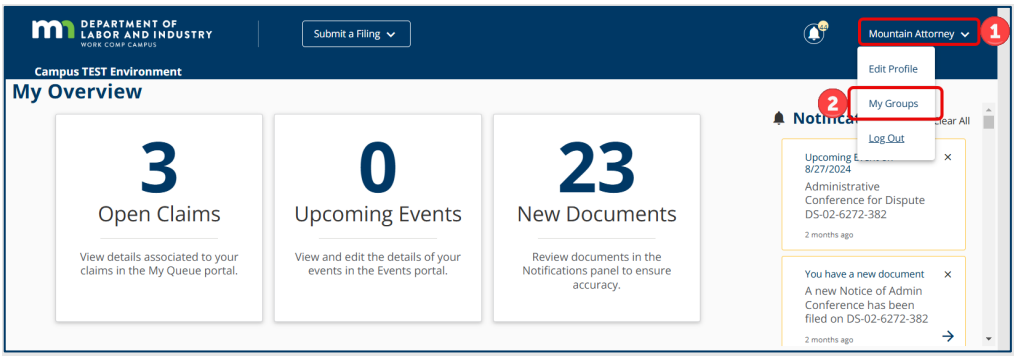
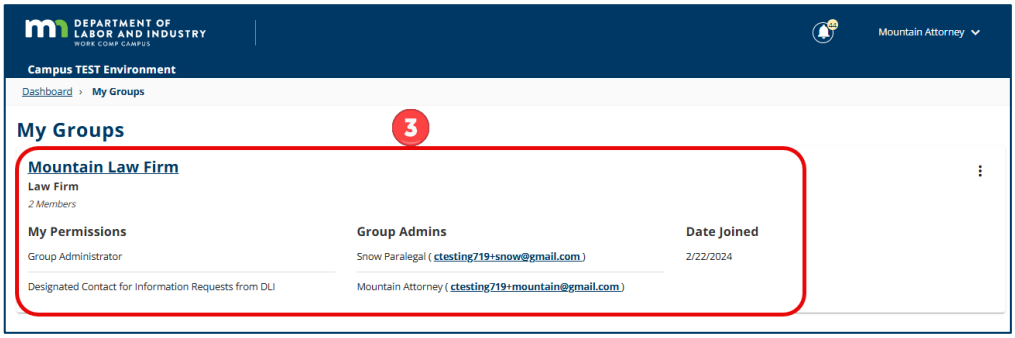
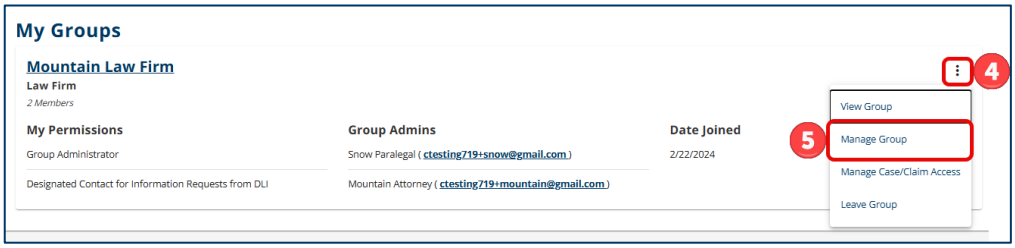
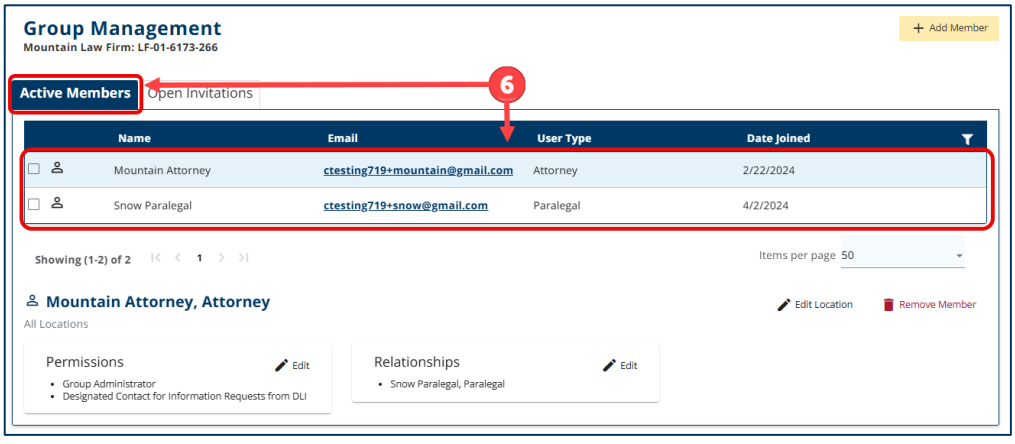


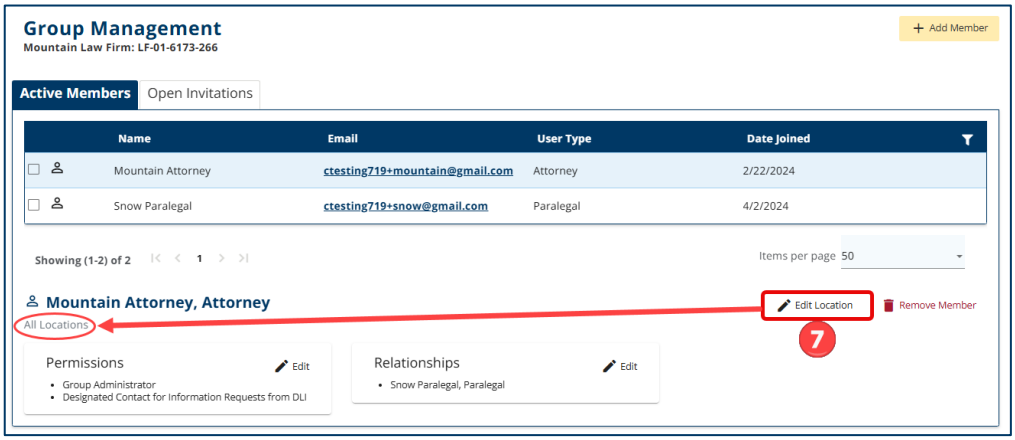
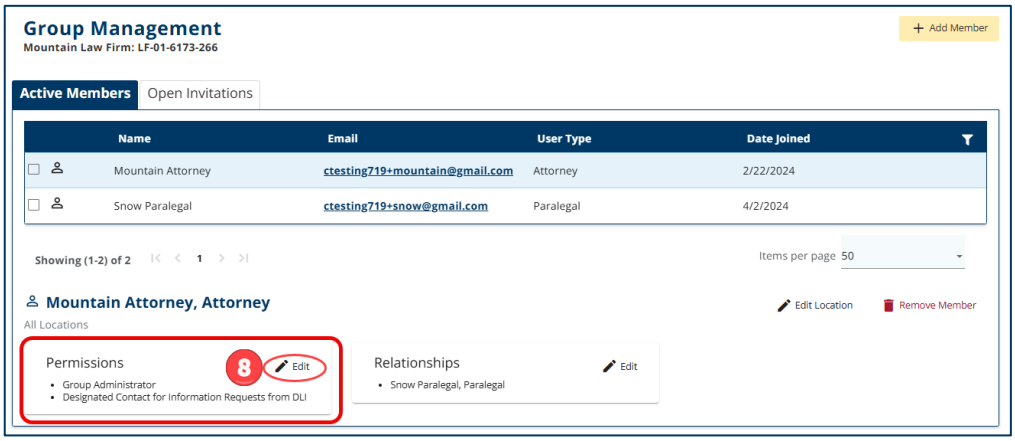
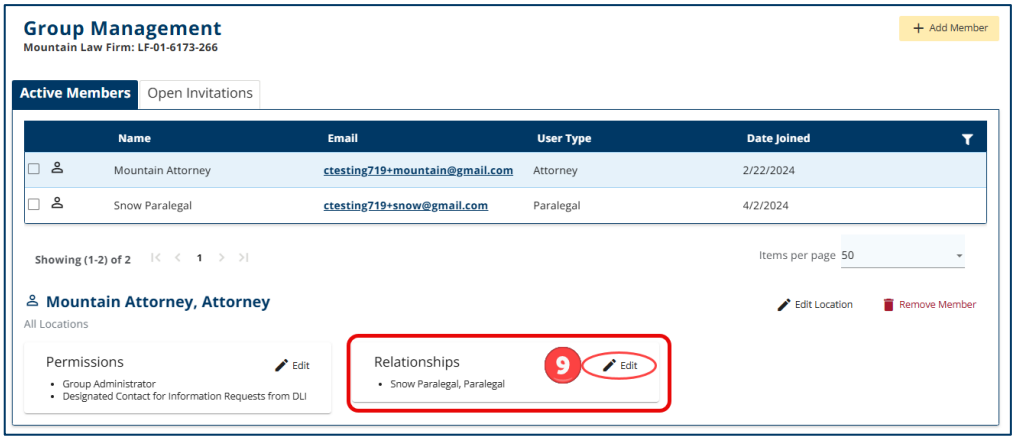
Viewing member information

Instructions	Visual aids
1. At the top right of the user dashboard (homepage), click the **drop-down** arrow to display the menu. 2. Select **My Groups**.	
3. The **My Groups** page lists the groups you are associated with. **Note:** To view more detailed information about this page, go to the *Viewing group information* section of this manual.	
4. Click on the kebab menu (three vertical dots) in the upper right to display the menu. 5. Click on **View Group** to view the list of current members of the group.	
6. The **Entity Details** page will open; click on the **Contacts** tab.	

7. Under the **Contacts** tab, click on the **Users** tab to view all the users connected to this entity.	

Accessing group administrator settings

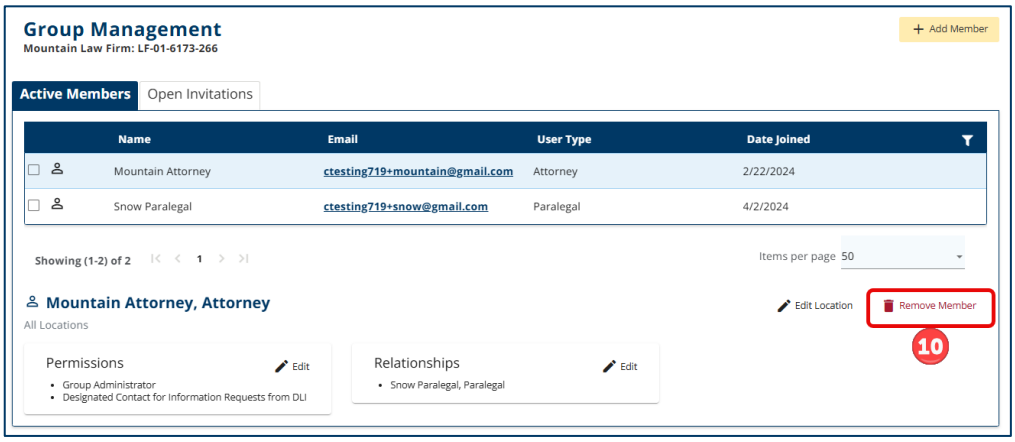
Instructions	Visual aids
1. At the top right of the user dashboard (homepage), click the **drop-down** arrow to display the menu. 2. Select **My Groups**.	
3. The **My Groups** page lists the groups you are associated with. **Note:** For instructions about how to view the current members of the group, go to the *Viewing member information* section of this manual.	
4. Click on the kebab menu (three vertical dots) in the upper right to display the menu. 5. From the drop-down menu, select the **Manage Group** option. **Note:** This option is only available to group administrators.	
6. The **Group Management** page displays all **Active Members** and includes their: a) name; b) email address; c) user type; and d) date joined. **Note:** An **Active Member** is a user who has registered in Campus and is linked to the group entity. If the user is not registered, see more detailed	

instructions in the *Member not registered* section of this manual.	
7. As a group administrator, you can update the address information associated with a member by clicking on the **Edit Location** link. More detailed instructions are provided in the *Editing member's location* section of this manual.	
8. Permissions are displayed for the member. Click the **Edit** link to update **Permissions**. More detailed instructions are provided in the *Editing member permissions* section of this manual.	
9. Relationships are displayed for the member. Click the **Edit** link to update **Relationships**. More detailed instructions are provided in the *Editing member relationships* section of this manual.	

10. If you need to delete a member associated to this group, click the **Remove Member** link.

Note: A user cannot leave a group if they are the only member assigned group administrator or service of process designee permissions. Another group administrator or service of process designee must be identified before removing this member from the group.

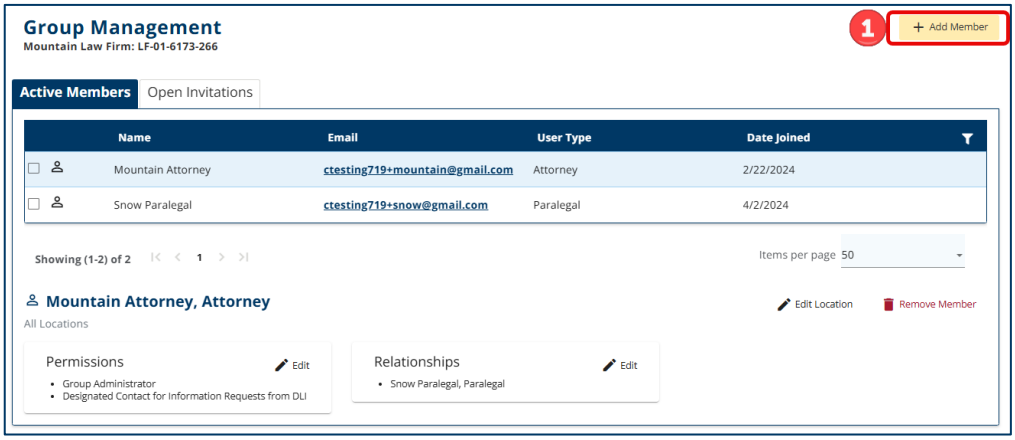
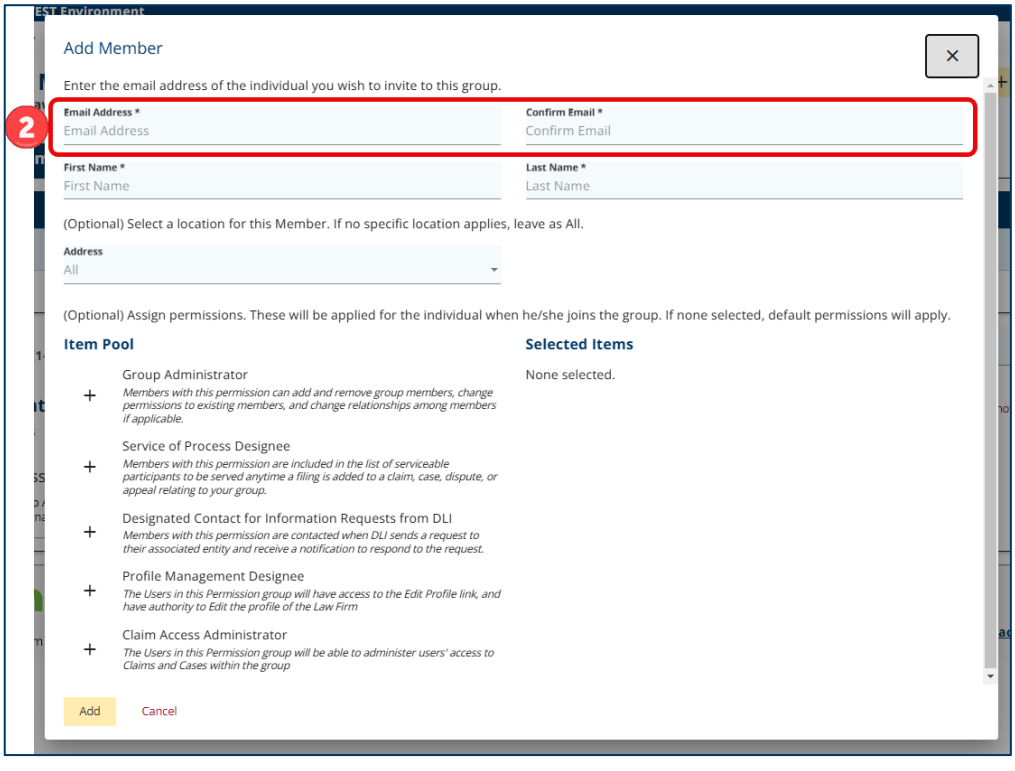
More detailed instructions are provided in the *Removing a member from group* section of this manual.



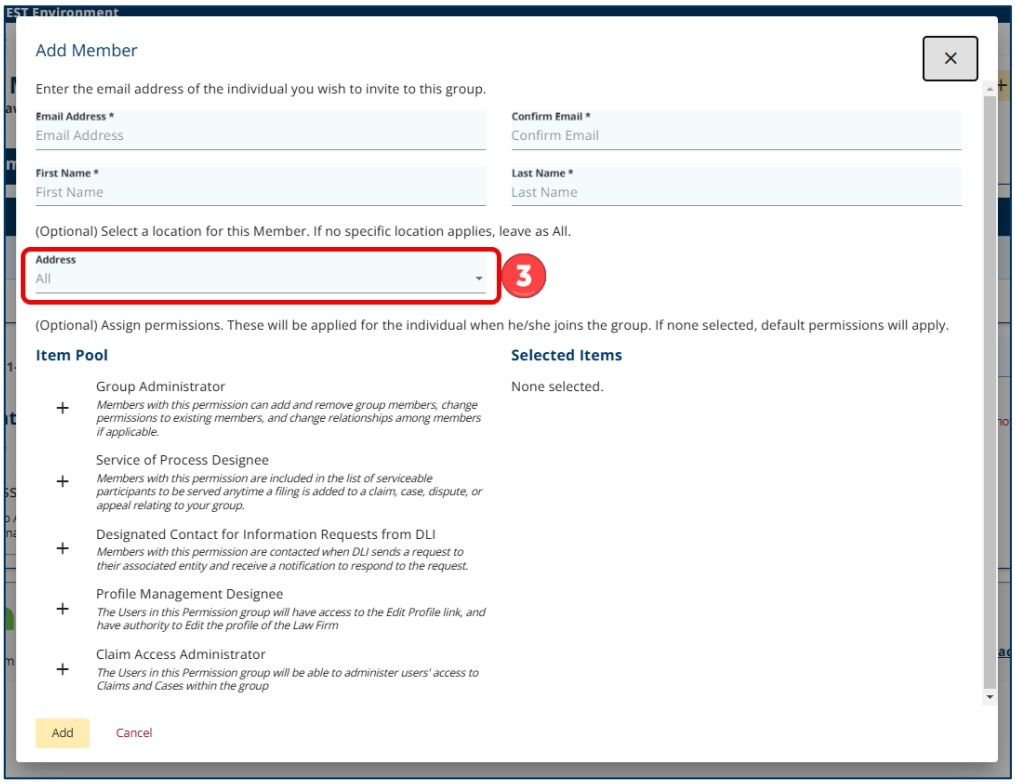
Adding members to a group

Member already registered in Campus

A group administrator has the ability to add and remove members from their group. If a member needs to make updates to their individual user information, such as an email address, they must log in and make that update.

Instructions	Visual aids
1. From the **Group Management** page, click on the yellow **+Add Member** button at the top right of the page.	
2. On the **Add Member** page, enter a valid email address in the **Email Address** field for the new member and enter it again in the **Confirm Email** field. **Note:** The email address must be the same one the individual used to register and activate their account in Campus. **Note:** If a person is already registered in Campus, their name will auto-populate after entering their email address.	

3. Optional: In the **Address** field, select a location for the member. If no specific location applies, leave the field selection as **All**.



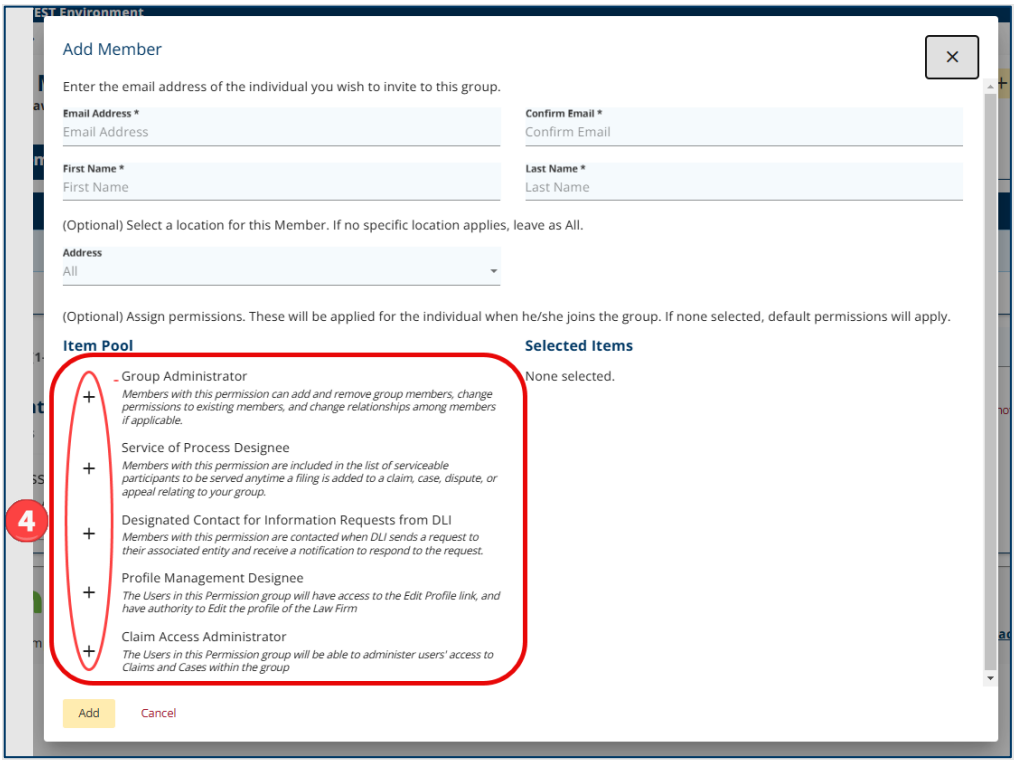
4. Assign the appropriate permissions for this member by clicking on the **+** symbol.

Permissions available are as follows.

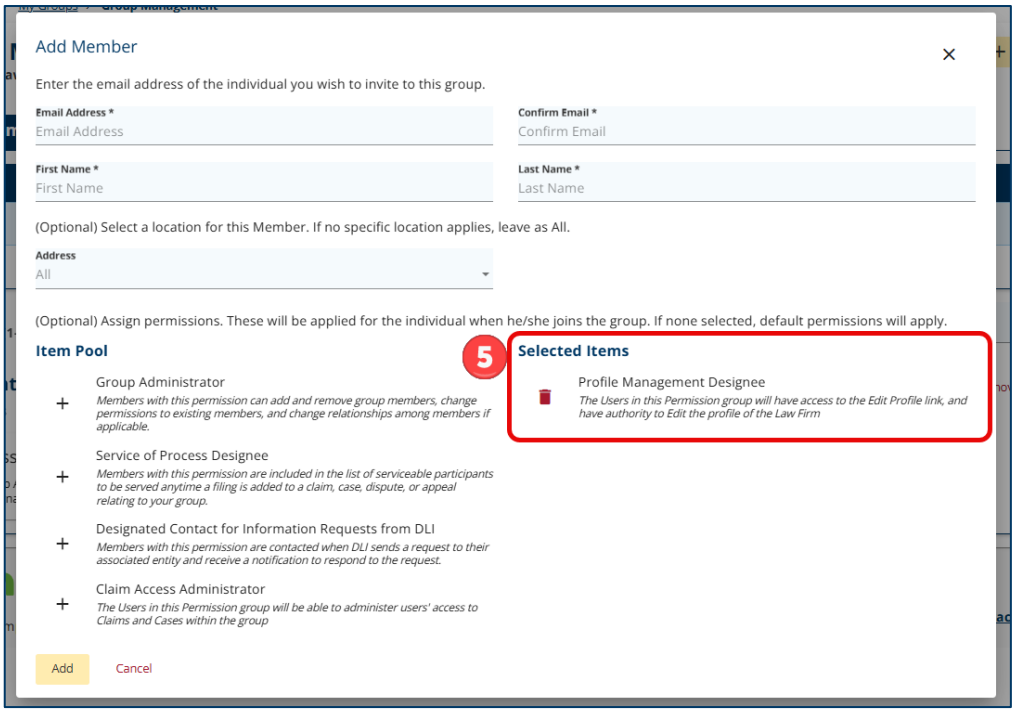
a) **Group Administrator** – members with this permission can add and remove group members, change permissions to existing members and change relationships among members if applicable.

b) **Service of Process Designee** – members with this permission are included in the list of serviceable participants to be served any time a filing is added to a claim, case, dispute or appeal relating to your group.

c) **Designated Contact for Information Requests from**



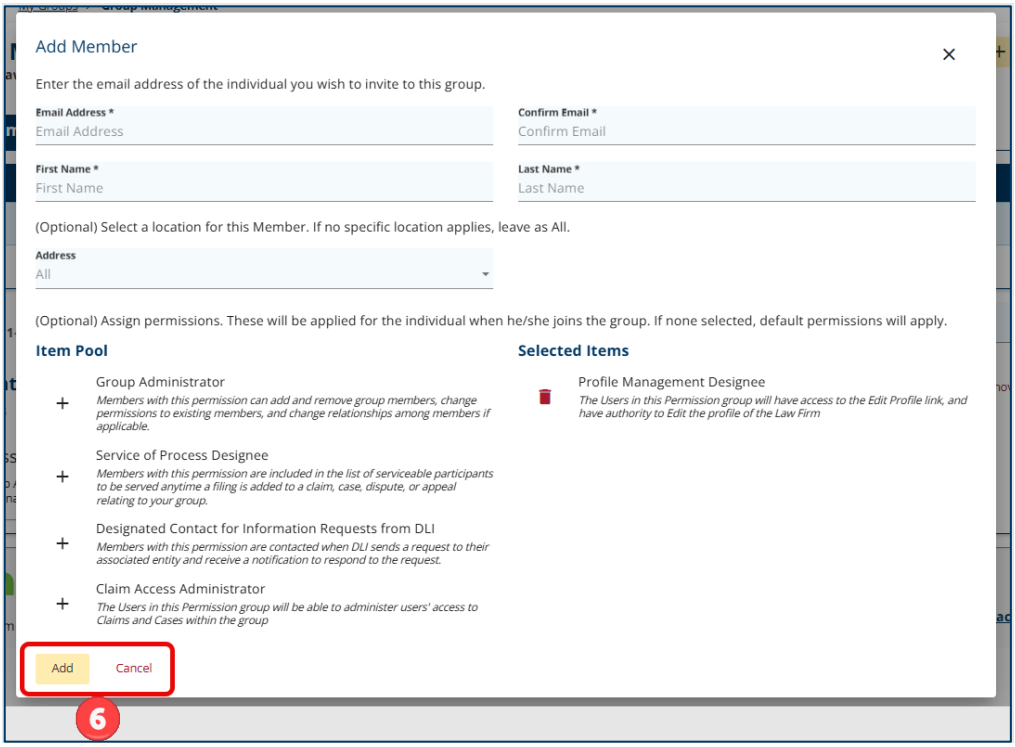
Note: Permissions do not have to be selected in this step. Member permissions can be set up at any time, either when the individual is initially added to a group or at a

DLI – members with this permission are contacted when DLI sends a request to their associated entity and receive a notification to respond to the request. d) **Profile Management Designee** – users in this permission group have access to the **Edit Profile** link and have authority to edit the profile of the group. e) **Claim Access Administrator** – users in this permission group are able to administer users' access to claims and cases within the group.	later time by the group administrator. More detailed instructions are provided in the *Editing member permissions* section of this manual.
5. Any permissions that are selected will show in the **Selected Items** column.	

6. After permissions are selected, click the yellow **Add** button to save the information or click **Cancel** to exit without any changes.

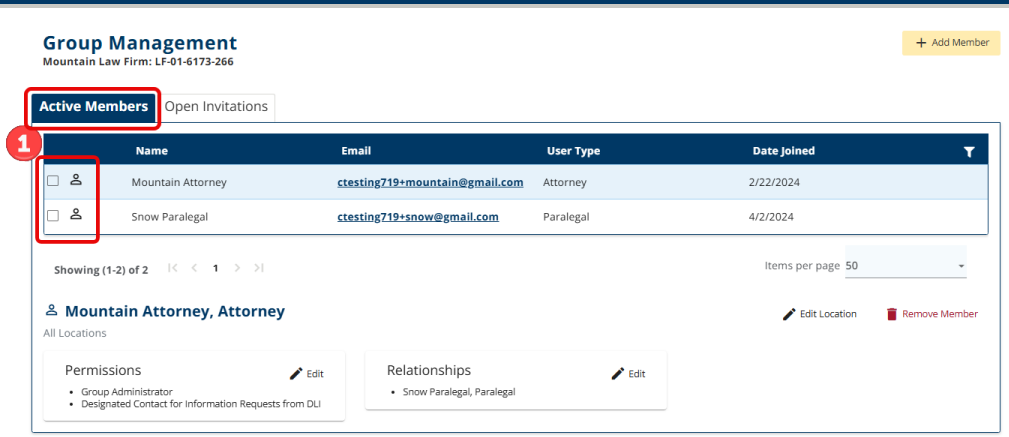
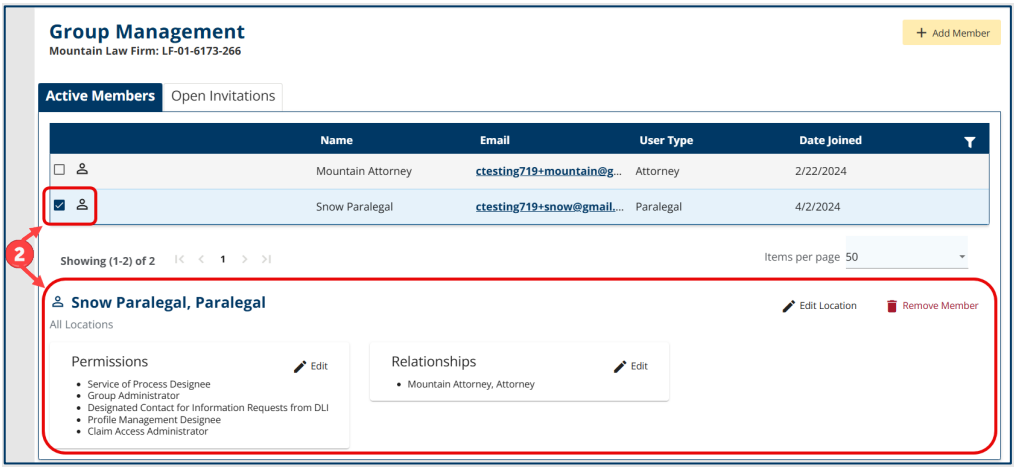
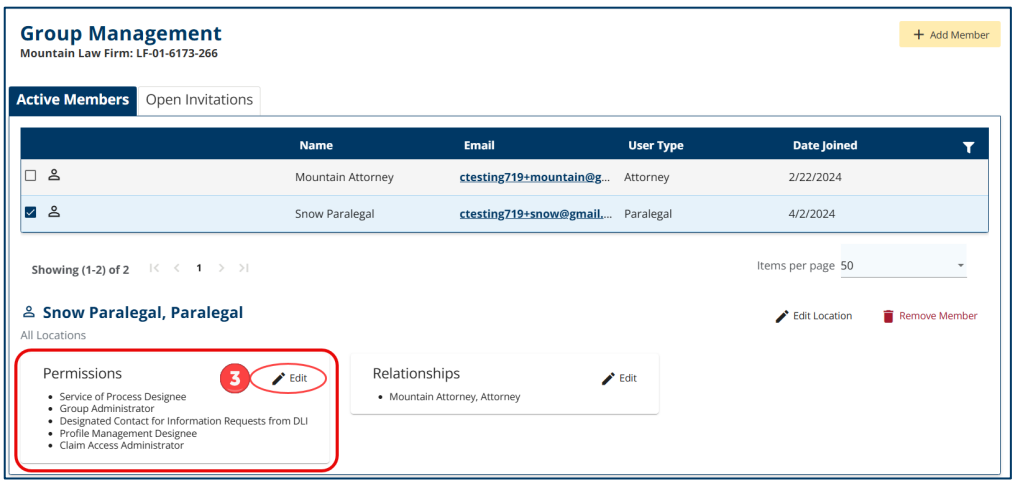
Note: The individual who has been added will receive an email message to the address listed in Campus.

They will need to confirm their email address to get access. After confirmation, their name will appear under the **Active Members** tab on the **Group Management** page.



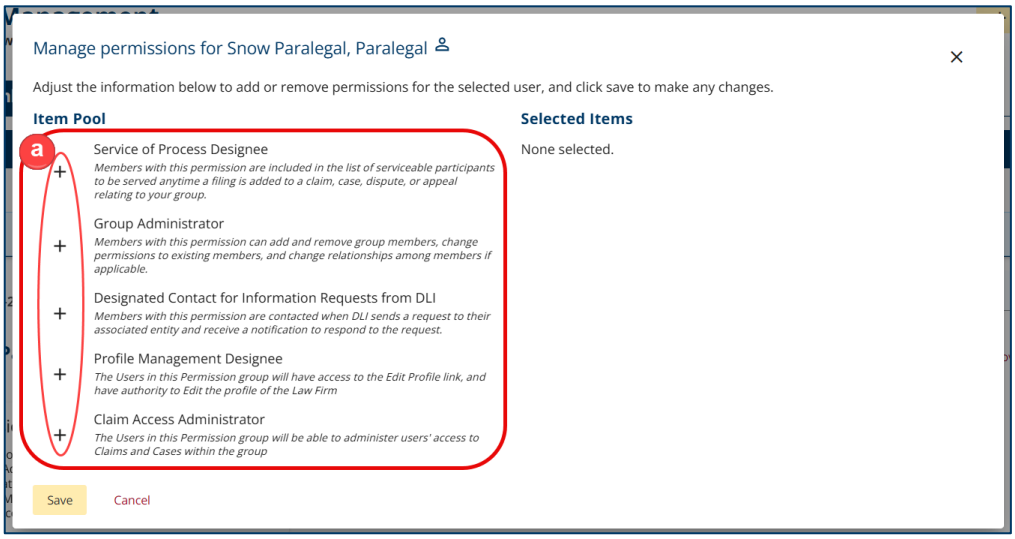
Member not registered in Campus

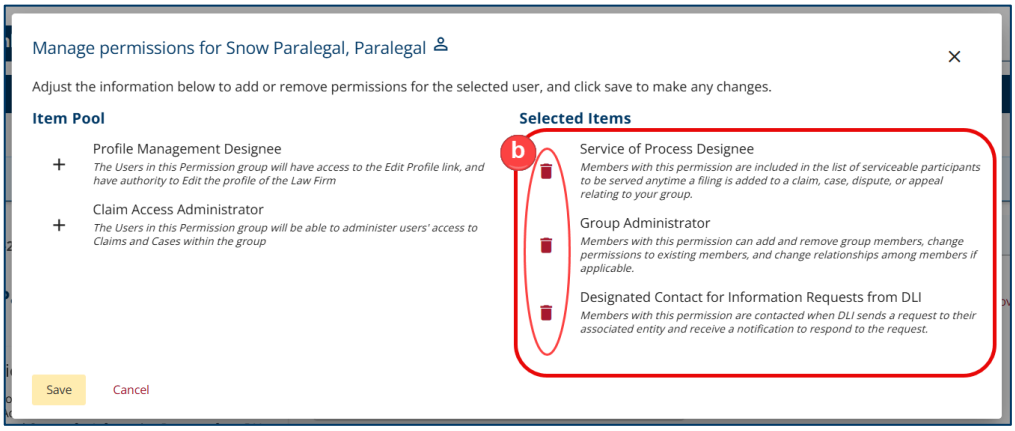
Member permissions can be set up at any time, either initially when the member is added to a group or later by the group administrator.

Instructions	Visual aids
1. From the **Group Management** page, select the user whose account you are changing by clicking the box next to the user's name in the **Active Members** tab.	
2. When selected, more detailed information will display at the bottom of the page.	
3. To edit their permissions, click on the **Edit** button in the **Permissions** box.	

4. The **Manage permissions for …** window will display.

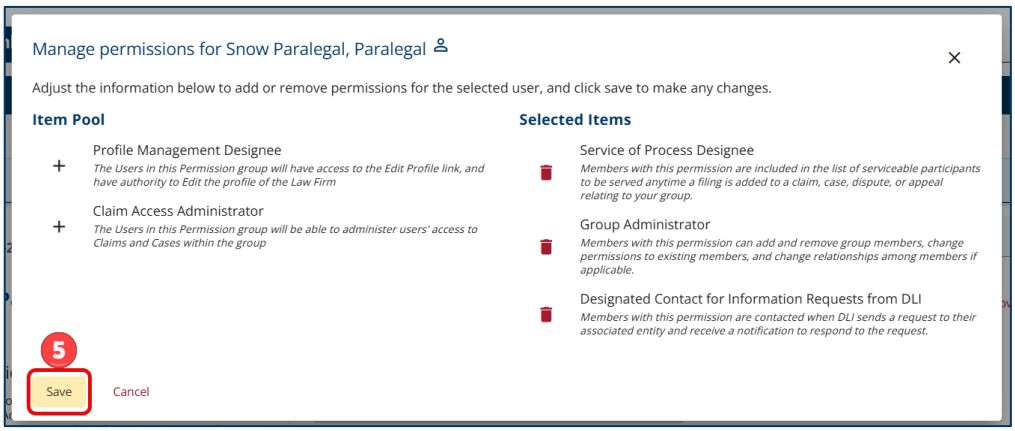
   a.) To add permissions, click on the **+** next to the permission.
   b.) To remove a permission, click on the red trash can icon.





5. When completed, click the yellow **Save** button at the bottom of the window.

Note: Changes will take effect immediately. Have the user log out of Campus and log back in for the changes to be applied to their account.



Editing member permissions

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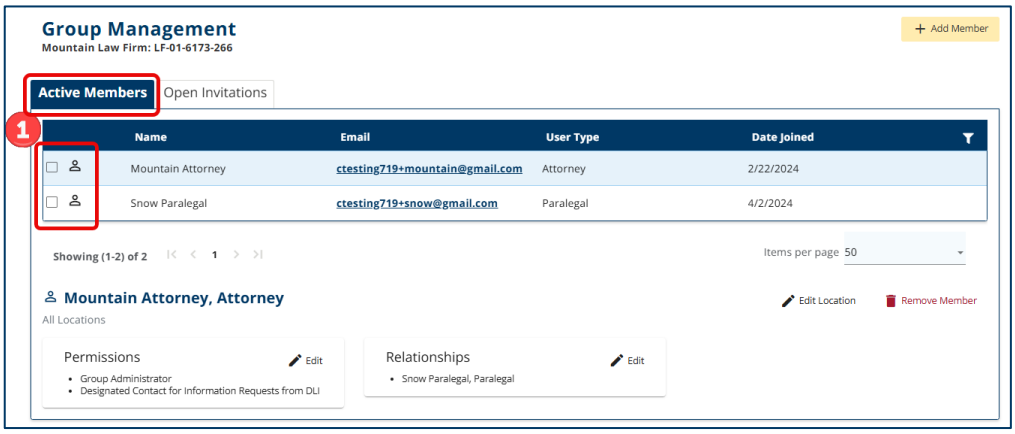
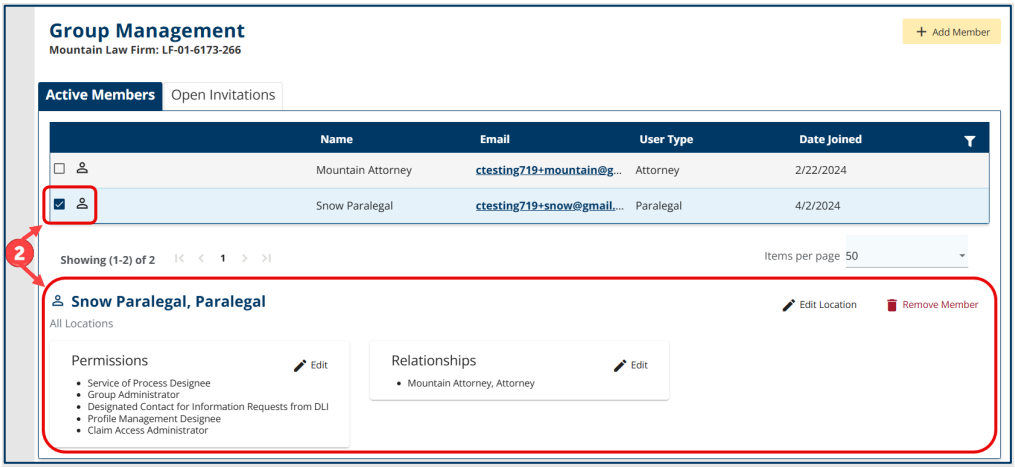
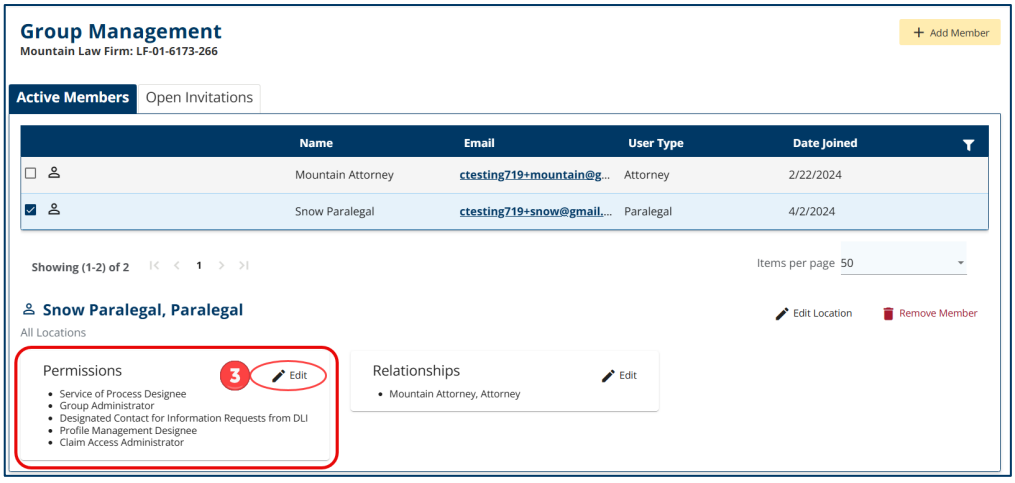
1. From the **Group Management** page, select the user whose account you are changing by clicking the box next to the user's name in the **Active Members** tab.	
2. When selected, more detailed information will be displayed at the bottom of the page.	
3. To edit their permissions, click on the **Edit** button in the **Permissions** box.	

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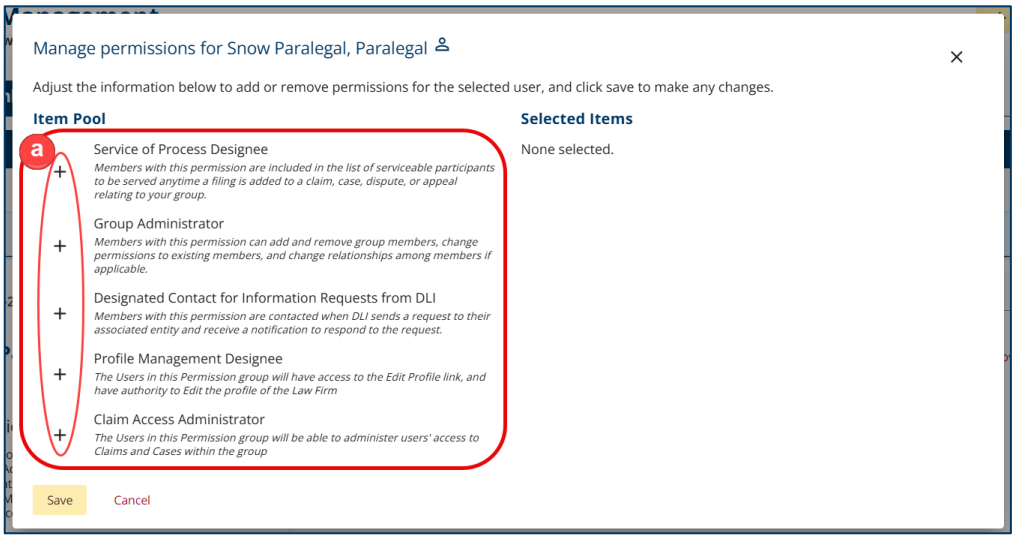
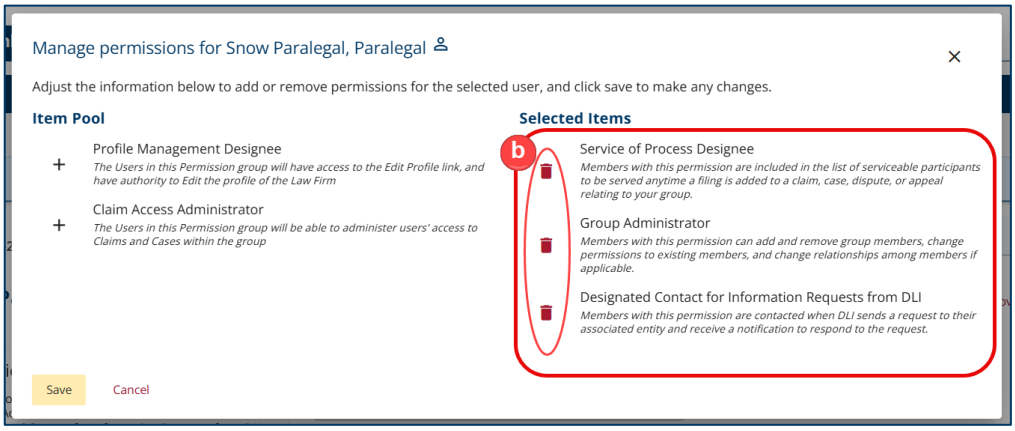
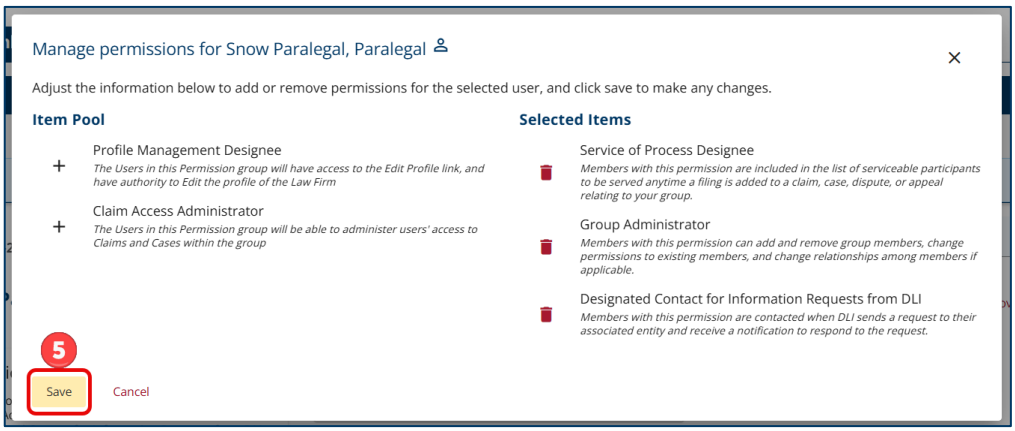




5. When completed, click the yellow **Save** button at the bottom of the window.

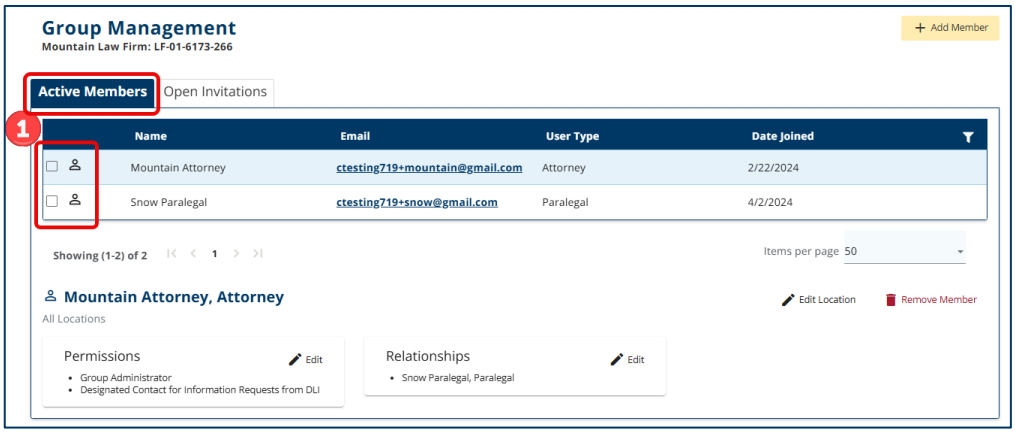
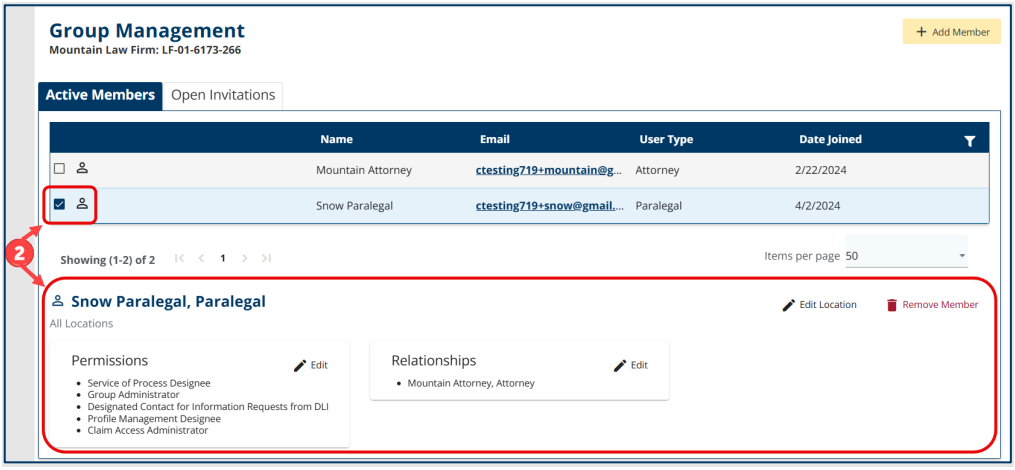
Note: Changes will take effect immediately. Have the user log out of Campus and log back in for the changes to be applied to their account.



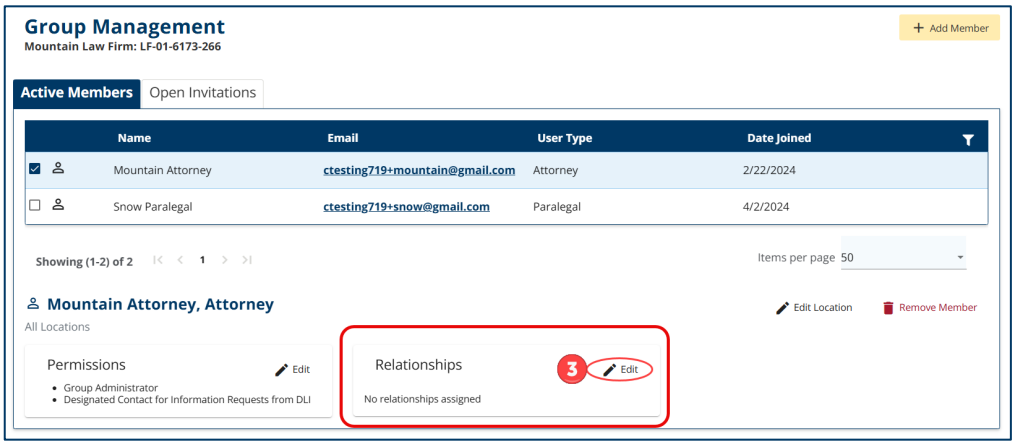
Law firm groups: Creating and editing member relationships

Group administrators can create relationships between members of a group by linking individual users within their group to be able to share access with each other, such as a paralegal to an attorney. They may also edit those relationships at any time after they are established.

Note: This is only relevant to law firm groups and members.

Instructions	Visual aids
1. From the **Group Management** page, select the user by clicking the box next to user's name from the **Active Members** tab.	
2. When selected, more detailed information will display at the bottom of the page.	

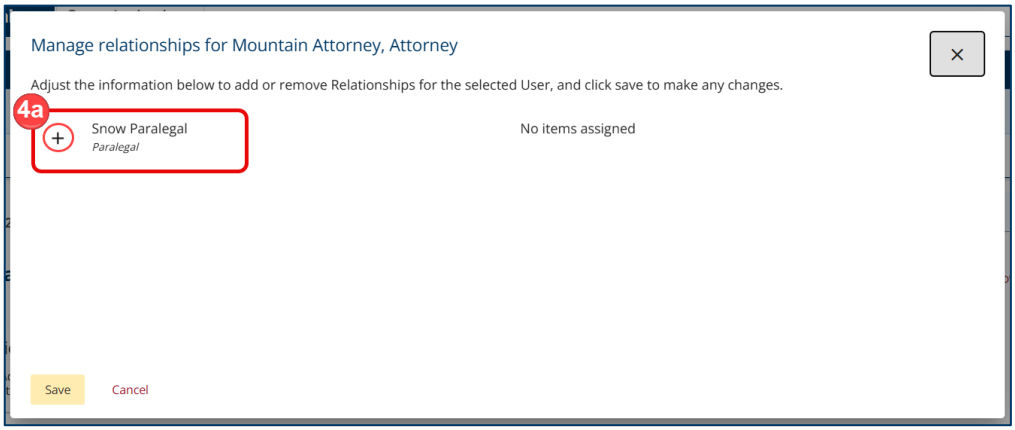
3. To create or edit the user's relationships, click on the **Edit** button in the **Relationships** box.

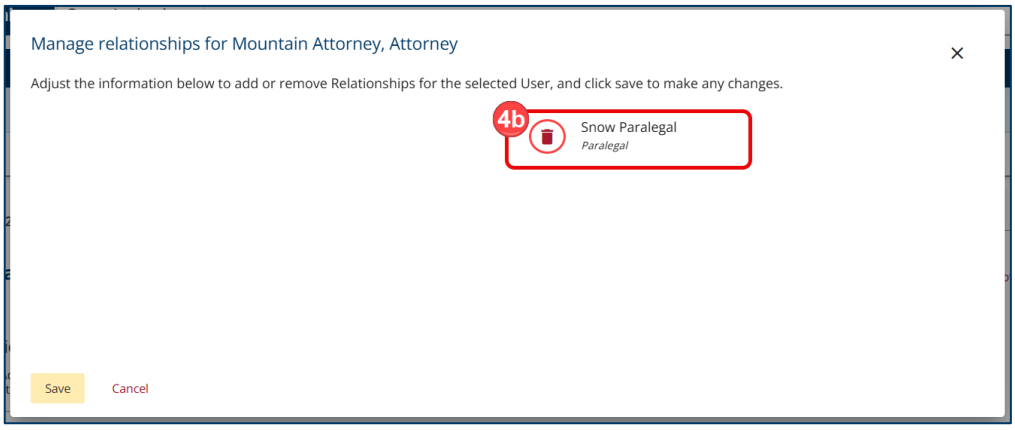


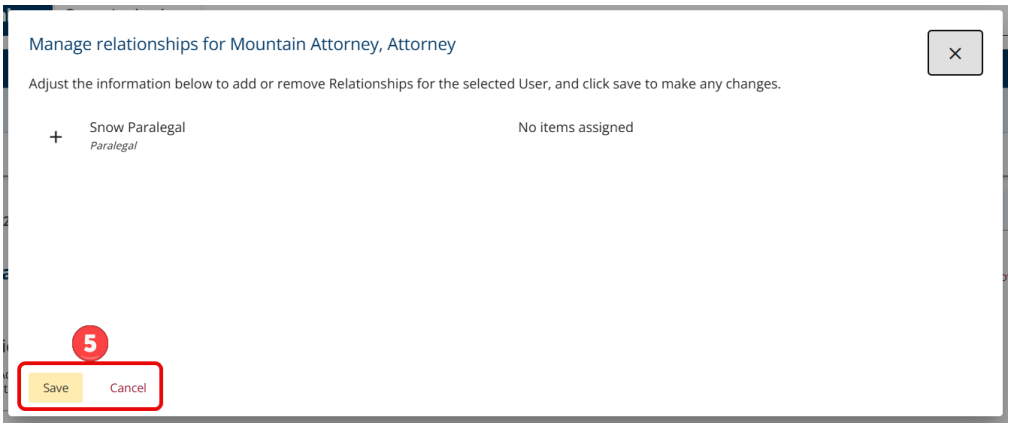
4. The **Manage relationships for …** window will display.

   a.) To add a relationship, click on the **+** next to the appropriate name.

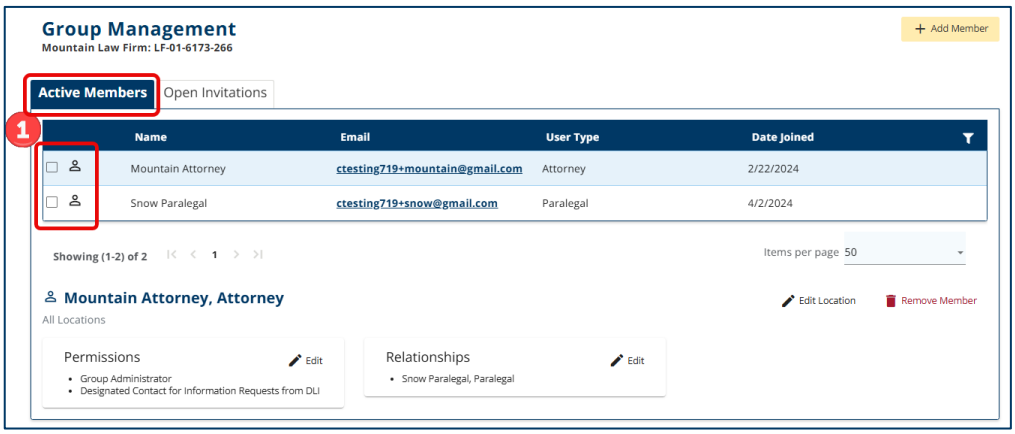
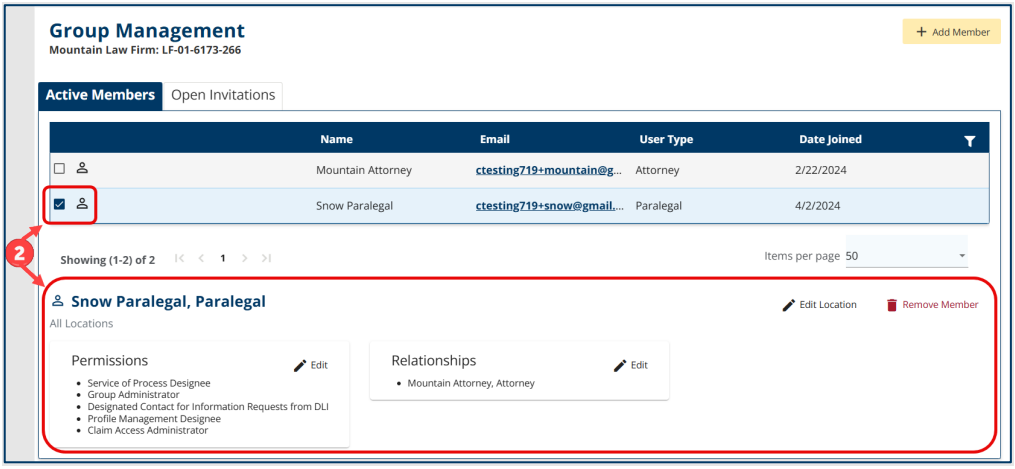
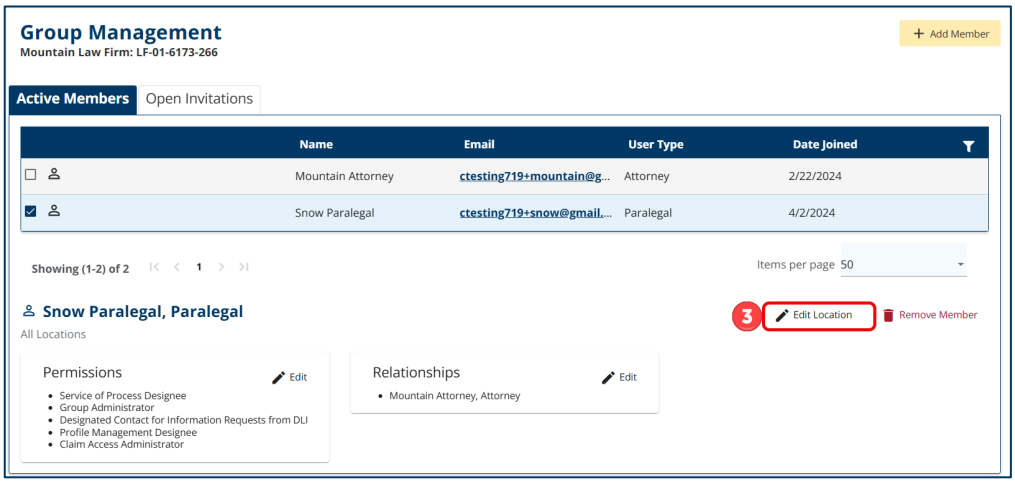
   b.) To remove a relationship, click on the red trash can icon.





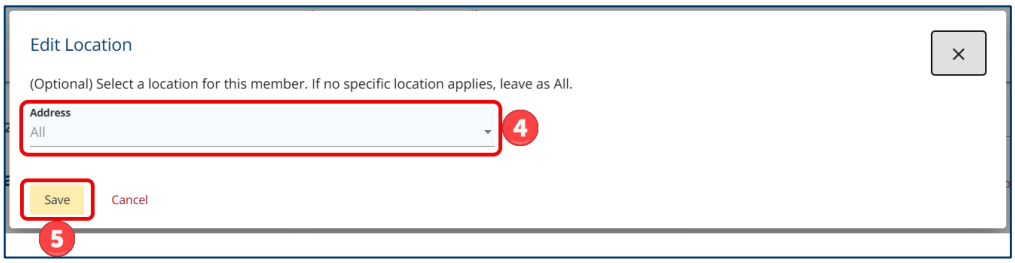
5. When completed, click the yellow **Save** button at the bottom of the window or click **Cancel** to exit the window without any changes. **Note:** Changes will take effect immediately. Have the user log out of Campus and log back in for the changes to be applied to their account.	

Editing member's location

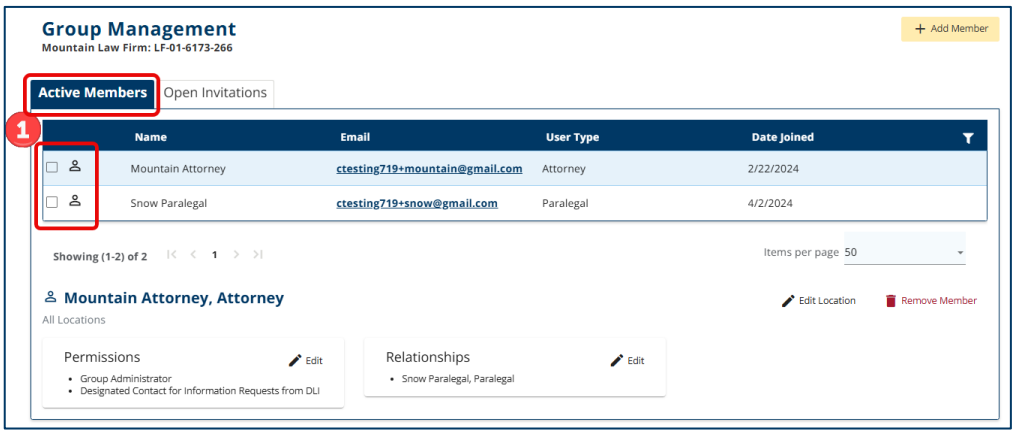
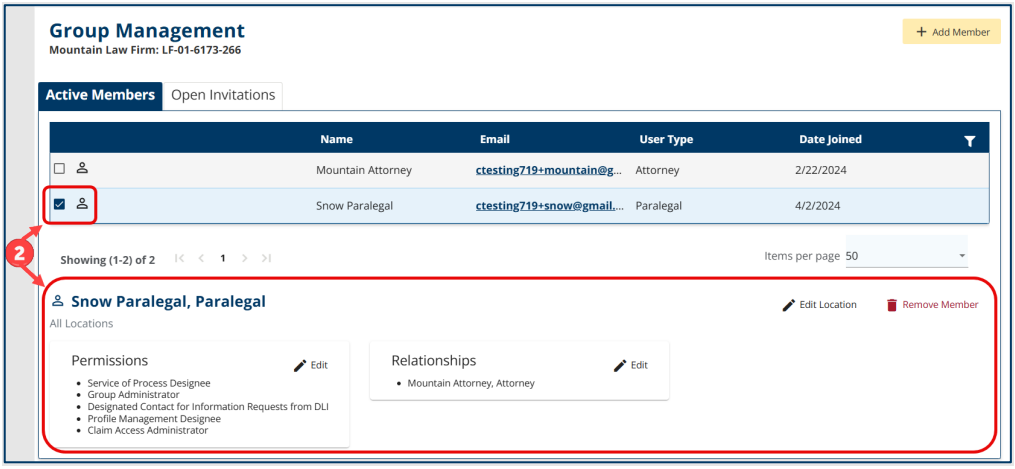
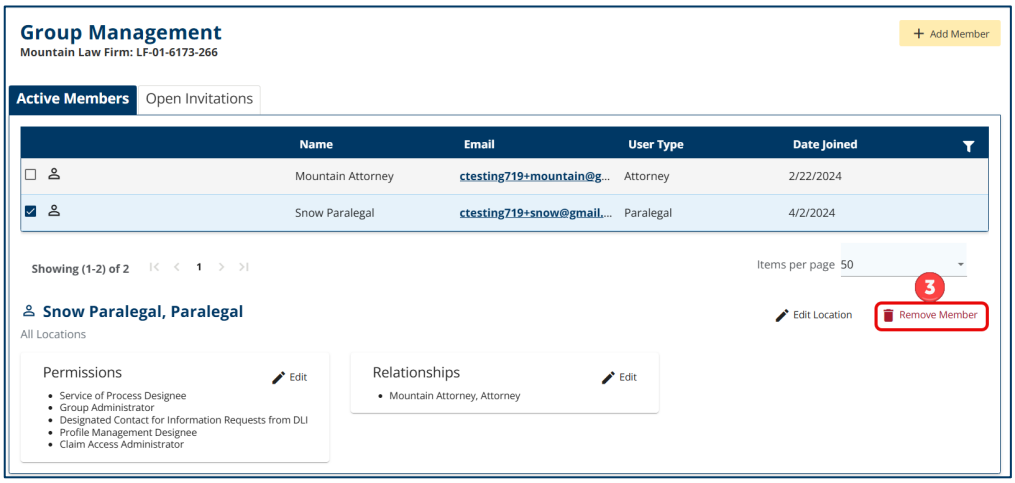
Instructions	Visual aids
1. From the **Group Management** page, select the user by clicking the box next to the user's name from the **Active Members** tab.	
2. When selected, more detailed information will display at the bottom of the page.	
3. To edit the user's location, click on the **Edit Location** button in the user details at the bottom of the page.	

4. The **Edit Location** window will display. In the **Address** drop-down menu, select the location for the user.
5. Click the yellow **Save** button when completed.

Note: Changes will take effect immediately. Have the user refresh their browser for the changes to be applied to their account.

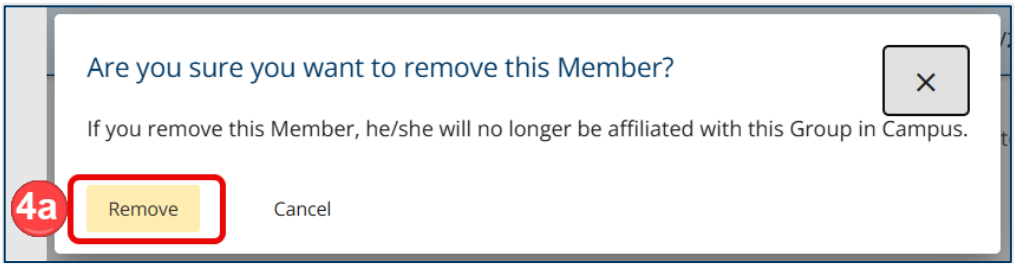


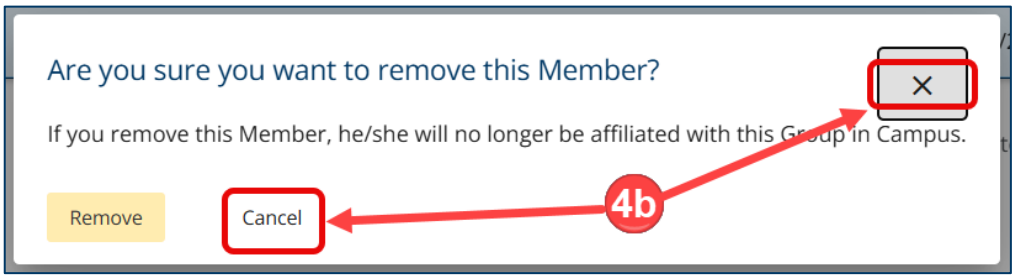
Removing a member from a group

Instructions	Visual aids
1. From the **Group Management** page, select the user by clicking the box next to the user's name from the **Active Members** tab.	
2. When selected, more detailed information will display at the bottom of the page.	
3. To remove the member from the group, click on the red **Remove Member** button in the user details.	

4. A confirmation window will display asking if you are sure you want to remove this member.
   a) To remove, click on the yellow **Remove** button.
   b) To exit this window and not remove the member, click on the **Cancel** button or the **X** in the corner of the window.

When completed, the user will no longer be affiliated with the group in Campus.





Note: Changes will take effect immediately. Have the user log out of Campus and log back in to apply the changes to their account.