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Your secure ELMhub user guide

Registration, viewing documents and sending secure email

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1. Getting started

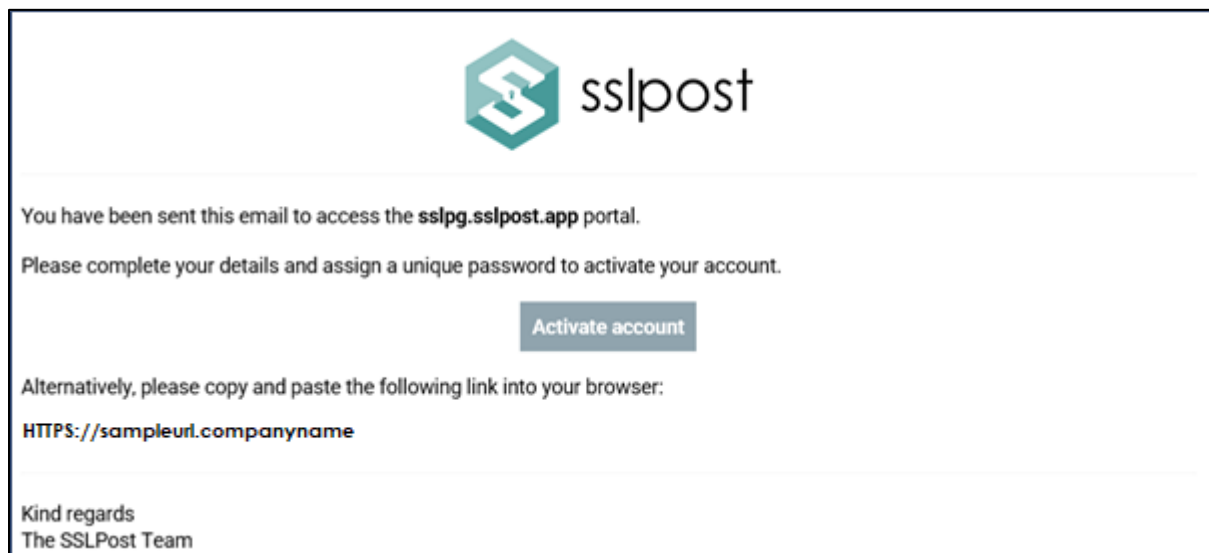
Welcome to your secure ELMhub portal. If you would prefer to watch a video version of this guide, please visit <https://www.sslpost.com/online-support/>

There are several different ways your employer can configure your ELMhub portal. The images here are examples and may not be an exact match your ELMhub portal. There are also different options for content of the ELMhub portal. This is defined by your organisation.

The ELMhub portal has been designed to be intuitive and easy to use. However, we will take you through the steps to get started, view and access your documents and send secure emails (if your company has requested this be included).

2. Registration

If your organisation has chosen your email address as your username you will receive a registration email when the first document is uploaded to your ELMhub portal. It will look similar to this:



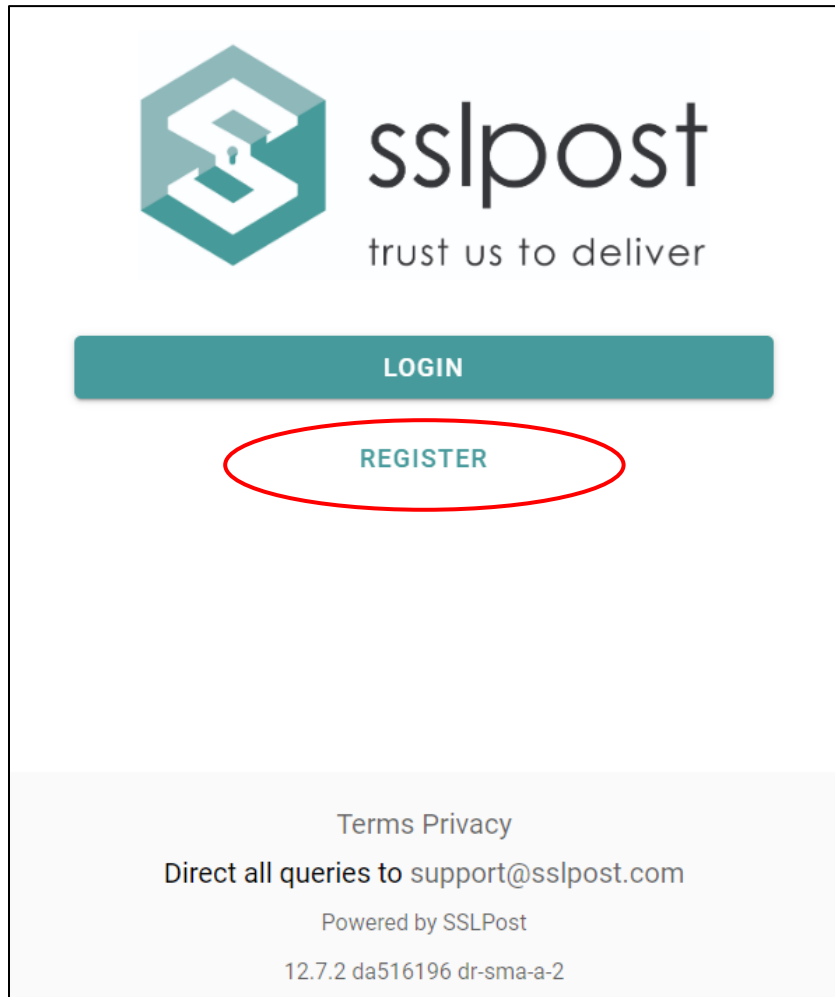
If your organisation has chosen a different user name such as:

- National Insurance Number
- Payroll Number
- Unique Employee Reference Number

Your Administrator (HR or Payroll department) will send you a link to register for your ELMhub.


You will land on this page. Before you go any further, save this page to your bookmarks/favourite/home screen.

Select "Register"






If your user name is your email address, you will see a slightly different registration screen. Enter the details requested.

If your username is National Insurance number/payroll number/unique employee reference number, enter this where shown along with your surname.

 **sslpost**

Register



[REGISTERED? LOG IN](#) [NEXT](#)

This page is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

Enter an email address where you would like your new document notifications to be sent and tick the box "Message notifications" below. This can be a work or a personal email address.

When entering your mobile number, exclude the leading zero and add your country code (+44 for the UK).

Activate account

Email

Notification email address.

Mobile

Please specify a country code e.g. +447777123456.



Message notifications

Receive an email notification when a new message arrives for you.

Read the password requirements carefully as you will need to meet these standards when creating your password.

Now it is time for you to create a password. Enter and re-enter this, here. Remember, it must match the standards detailed.

Credentials

Password requirements:

- Minimum 8 characters long
- Minimum 1 uppercase character
- Minimum 1 lowercase character
- Minimum 1 alphabetic character
- Minimum 1 numeric character



You may be asked to answer security questions. These may be used if you need to reset your password. Do not forget your answers.

Security questions

What is your mothers maiden name ?*

What is the name of your first pet ?*

What is the name of your first school ?*

☐ I agree with [terms and conditions](#)*

☐ I agree with [privacy policy](#)*

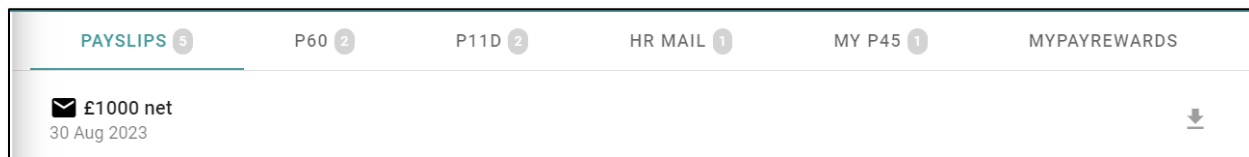
ACTIVATE

Tick the boxes once you have read the policies. Then tick Activate.

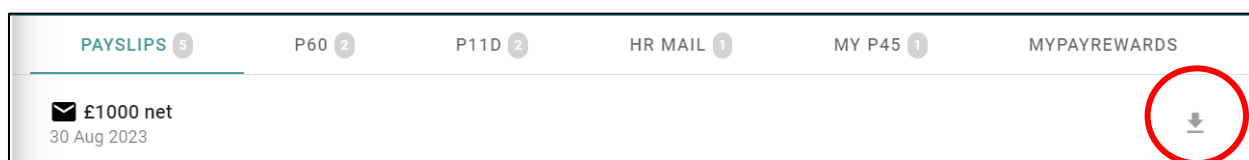
Once you have completed registration, you will be taken to your primary landing page.

3. Accessing and viewing documents

You can view and access different document types by selecting the appropriate tab at the top.

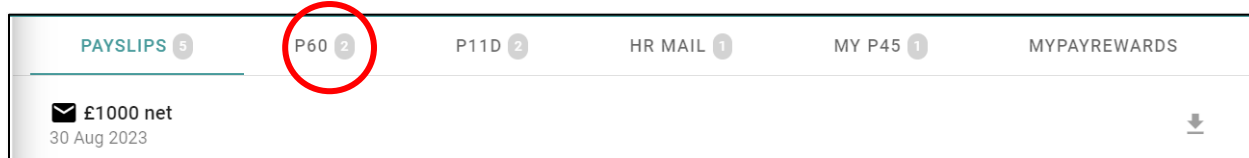


If you want to download your document, click the download icon.



To access the documents, select the appropriate tab from the list at the top.

Documents that have not been accessed will appear as a small circle alongside the tab.

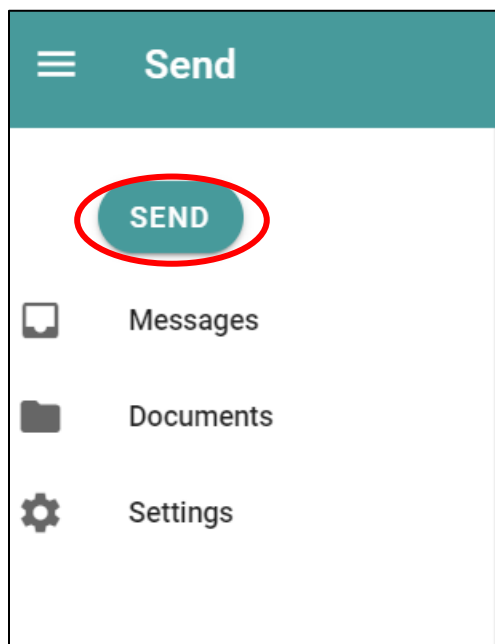


Sometimes employers prevent their users from downloading documents and only allow them to be viewed online. This is usually because your employer has an additional security requirement within their policies.

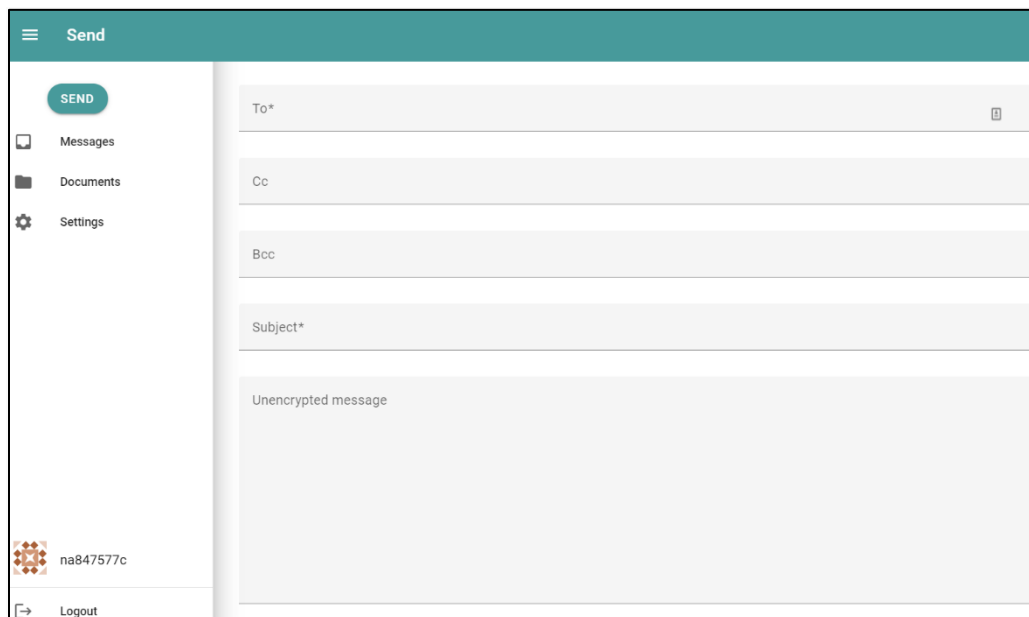
4. To send a secure email from your portal

To send a secure, encrypted email, click Send.

It may also appear on the bottom right of your screen like this:



You will then see this screen.

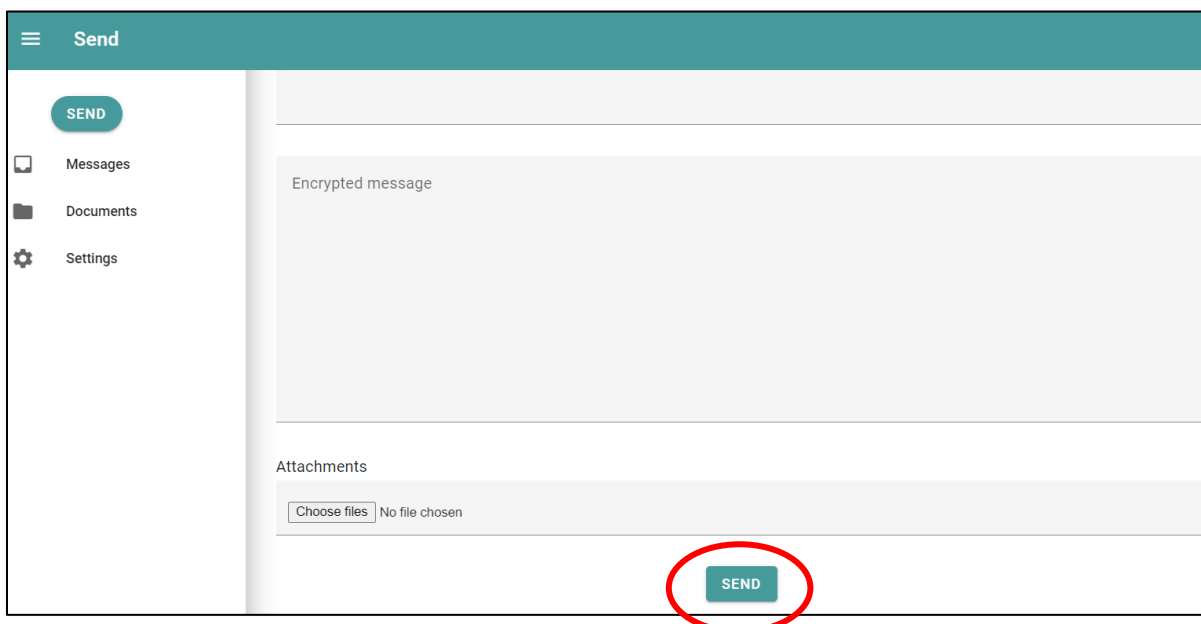


Complete the recipient email address. Complete any additional CC & BCC email addresses. Complete the Subject box.

Enter anything that does not contain personal or private information in the Unencrypted Message box.

Enter any personal or private information in the Encrypted message box.

If you want to add any files, you can do so here. If you want to add more than one file, you can either "add additional file" or ctrl/click on multiple files. When you are finished, click Send.

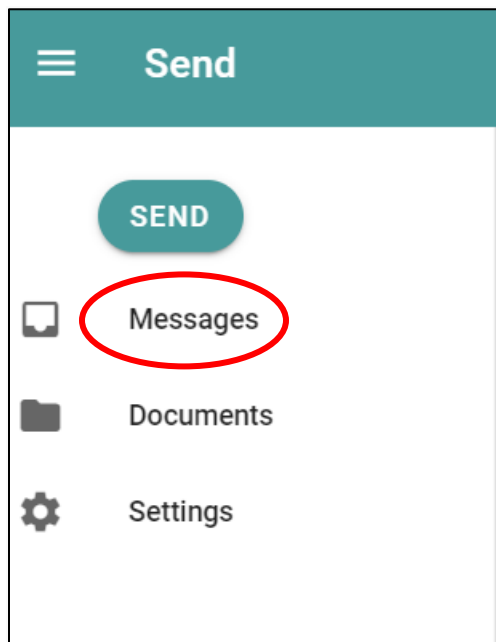


You will then see this confirmation message. If your file attachments are very large, it may take several seconds before you see this confirmation message.

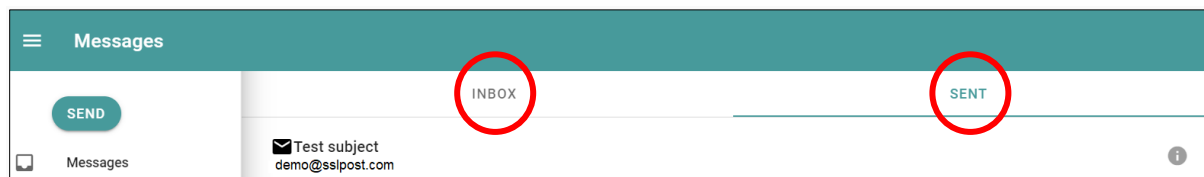


5. To view sent and received secure emails using your portal

To view messages, select “Messages” from the menu on the left-hand side.

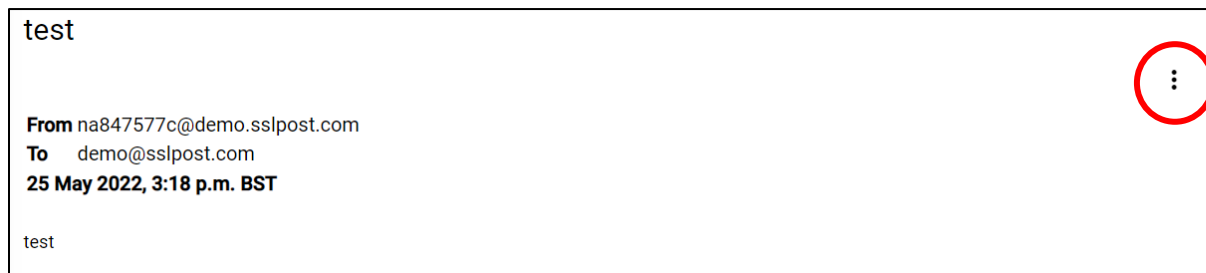


You can see what has been sent and received by viewing the tabs; Inbox and Sent.

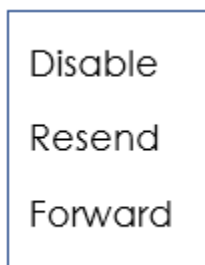


You can see your sent email in the Sent tab. To inspect the details of the email, click on it or click the “i” icon at the end of the row.





To disable/revoke the email, resend the email or forward the email, click on the three vertical dots to produce this menu:



The screens that follow are fully intuitive.

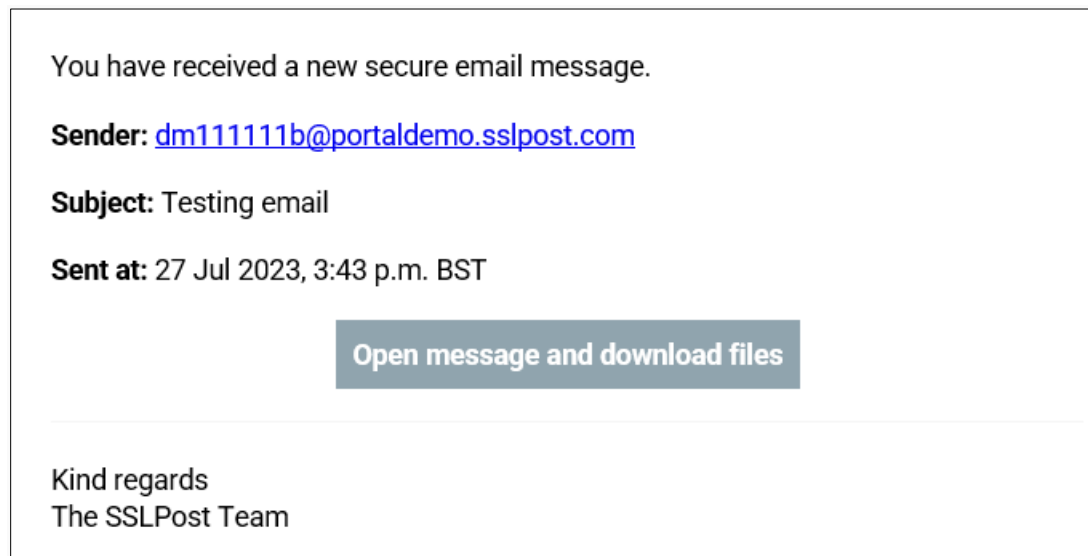
If you do not want the recipient to access the sent email (for instance, if you have sent it to the wrong email address), click the disable button. They will not be able to access the content of the email.

6. Receiving a secure email

When you receive a secure email from another sender, it will arrive in your email inbox. You can view this in two ways:

1. By logging into your portal and selecting Messages>Inbox
2. By clicking the link on the notification email, entering your login details

The recipient of a secure email will receive an email similar to this example:

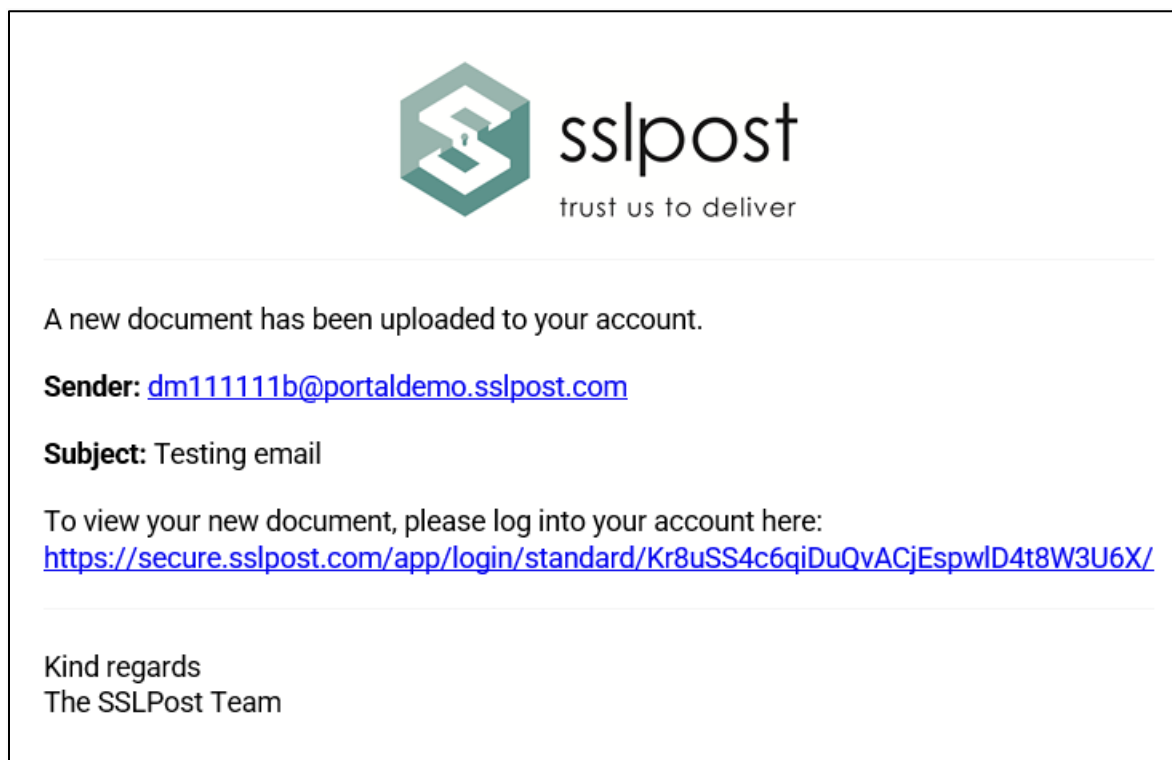


If already registered, they enter their login credentials to access the message or view via their ELMhub portal.

If they have yet to register, they will also receive an invitation to register as in section 2. "Registration".

7. Receiving notifications

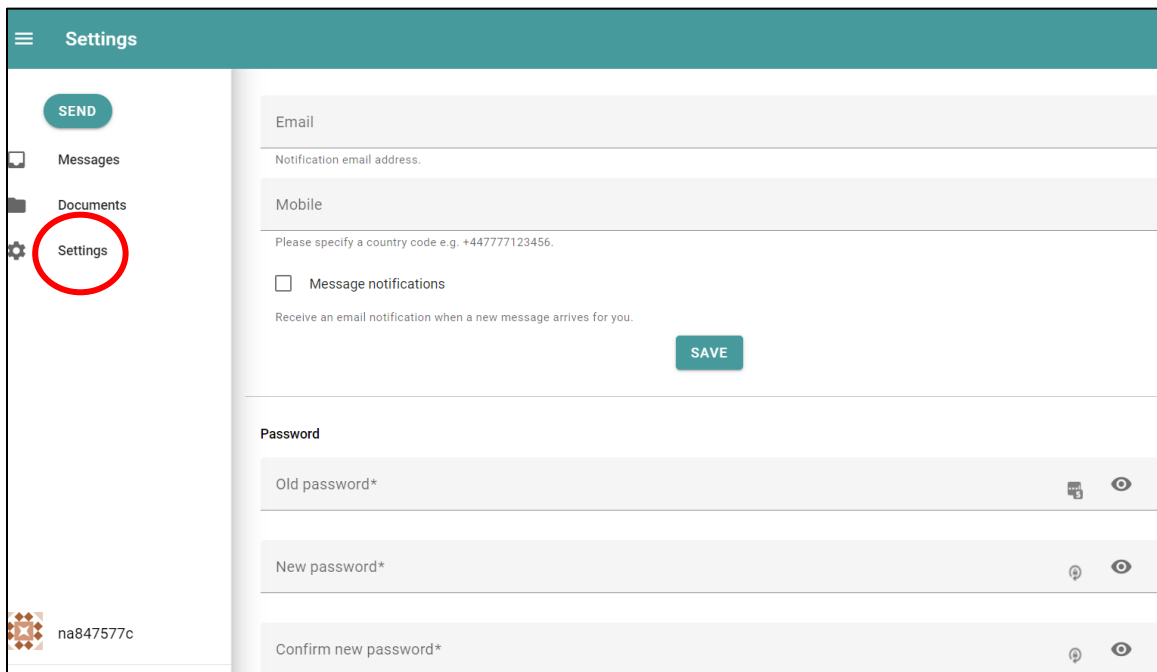
When a new document or message is sent to your ELMhub portal, you will receive a notification message that will be sent to the email address you entered during registration (see page 6). The notification will look similar to this example:



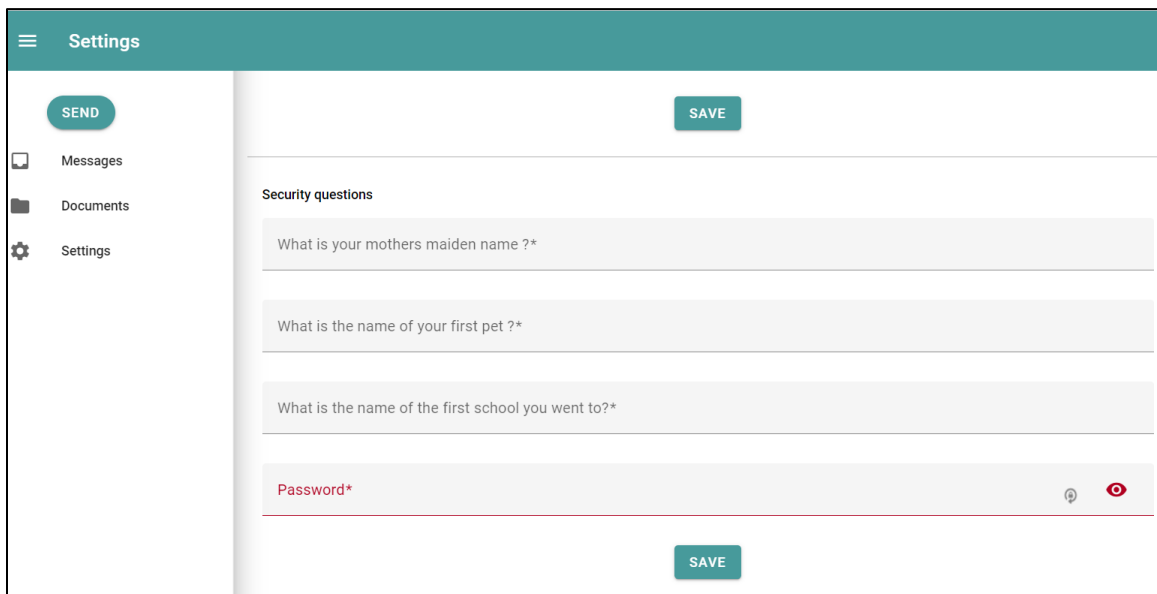
Click on the link and enter your login details. You can then access the message or document that has been sent to your ELMhub portal.

8. Settings

To change your password, notification setting, notification email address, mobile phone number or security answers, click Settings.



The screenshot shows the 'Settings' page with a teal header. On the left, a sidebar contains 'SEND', 'Messages', 'Documents', and 'Settings' (circled in red). The main content area has three sections: 'Email' with a text input for 'Notification email address.', 'Mobile' with a text input and a note 'Please specify a country code e.g. +447777123456.', and 'Message notifications' with an unchecked checkbox and the text 'Receive an email notification when a new message arrives for you.' Below these is a 'Password' section with three text inputs: 'Old password*', 'New password*', and 'Confirm new password*'. Each password input has a small icon for password strength and a toggle for visibility. A 'SAVE' button is located at the bottom right of the main content area.



This screenshot shows the 'Settings' page with the 'Security questions' section expanded. The sidebar on the left shows 'SEND', 'Messages', 'Documents', and 'Settings'. The main content area has a 'SAVE' button at the top right. Below it are three text inputs for security questions: 'What is your mothers maiden name ?*', 'What is the name of your first pet ?*', and 'What is the name of the first school you went to?*. At the bottom is a 'Password*' text input with a password strength icon and a toggle for visibility. A 'SAVE' button is at the bottom right.

Don't forget to Save before you exit!

9. General advice

To maintain the best possible security of your portal account, we recommend you:

- a) Follow best practices for password creation. Do not reuse passwords. Do not use consecutive characters (1234 or abcd). Do not use familiar data like birthdate/children's names etc. as these can easily be discovered online, especially via social media sites.
- b) Do not save your password to your browser. Use a password manager to create and store passwords safely and securely. There are good ones available online or in app stores, like BitWarden. These can be used on mobile or desktop and many are free to use for the basic account. Your company may have a preferred supplier or policy.
- c) Always lock up your mobile device. Secure it using encryption and a lock screen requiring PIN/biometrics (fingerprint or face recognition)/shape.
- d) Never share your password with anyone.
- e) Avoid using public internet facilities where security of data can be compromised.
- f) **Always log out properly** after accessing an online page requiring login.

We hope you enjoy your portal. Should you have any issues, please contact your Administrator in the first instance.