Your secure ELMhub user guide

ELMhub basics

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1. Getting started

Welcome to your secure ELMhub portal.

There are several different ways your employer can configure your ELMhub portal. The images here are examples and may not be an exact match with 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:
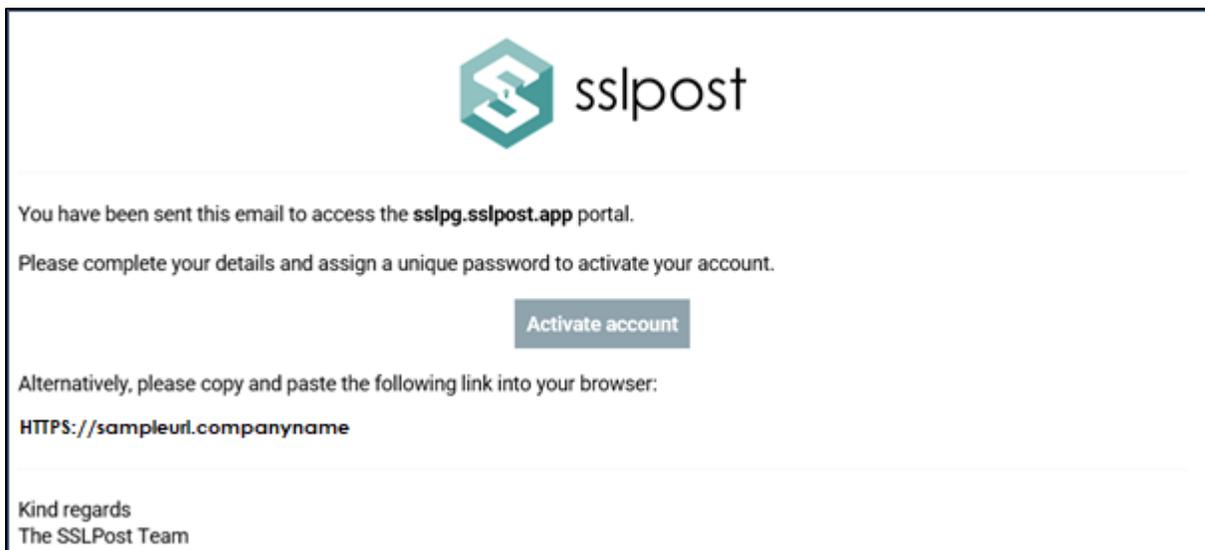

If your organisation has chosen a different user name such as:

- 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. Click the link provided.

![sslpost logo — trust us to deliver]

You will land on this page. Before you go any further, save this page to your bookmarks/favourite/home screen.
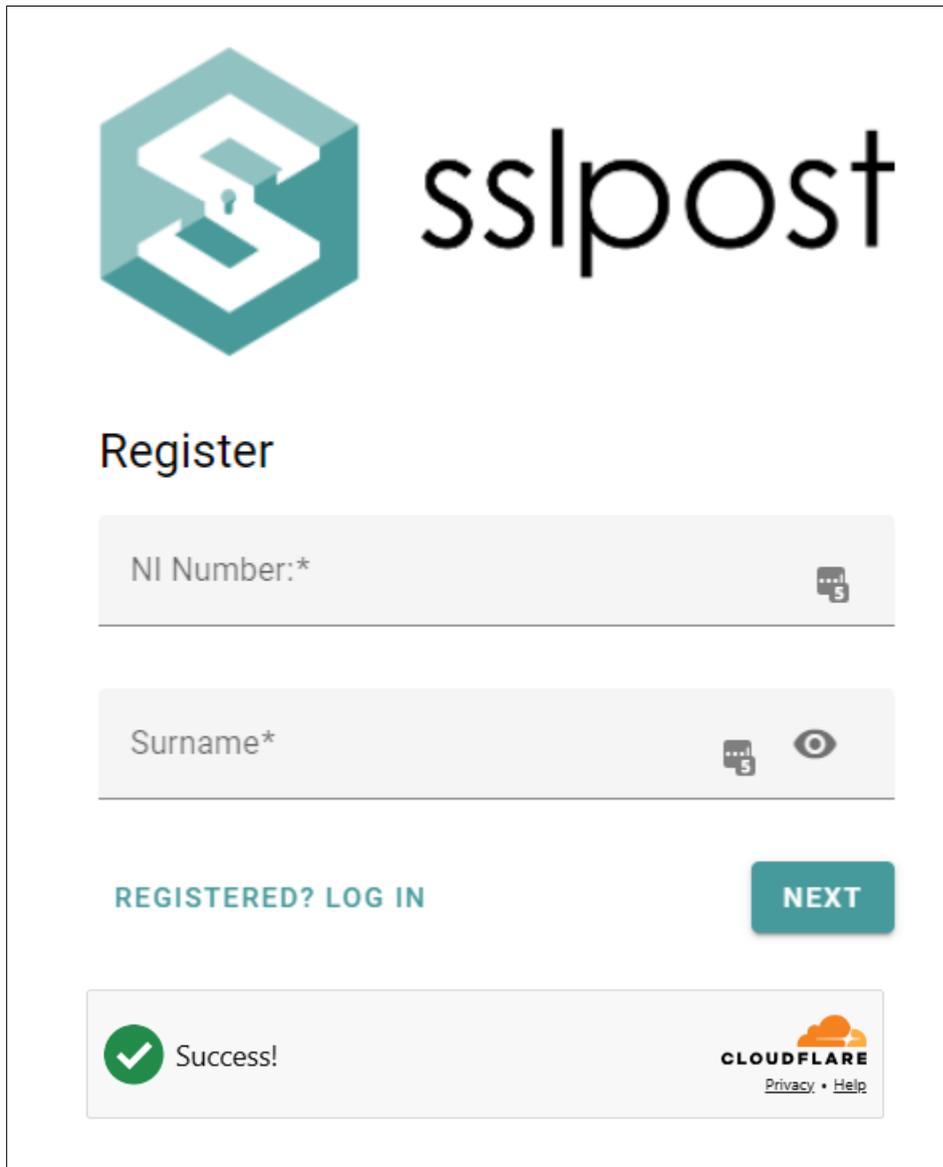
Select "Register"
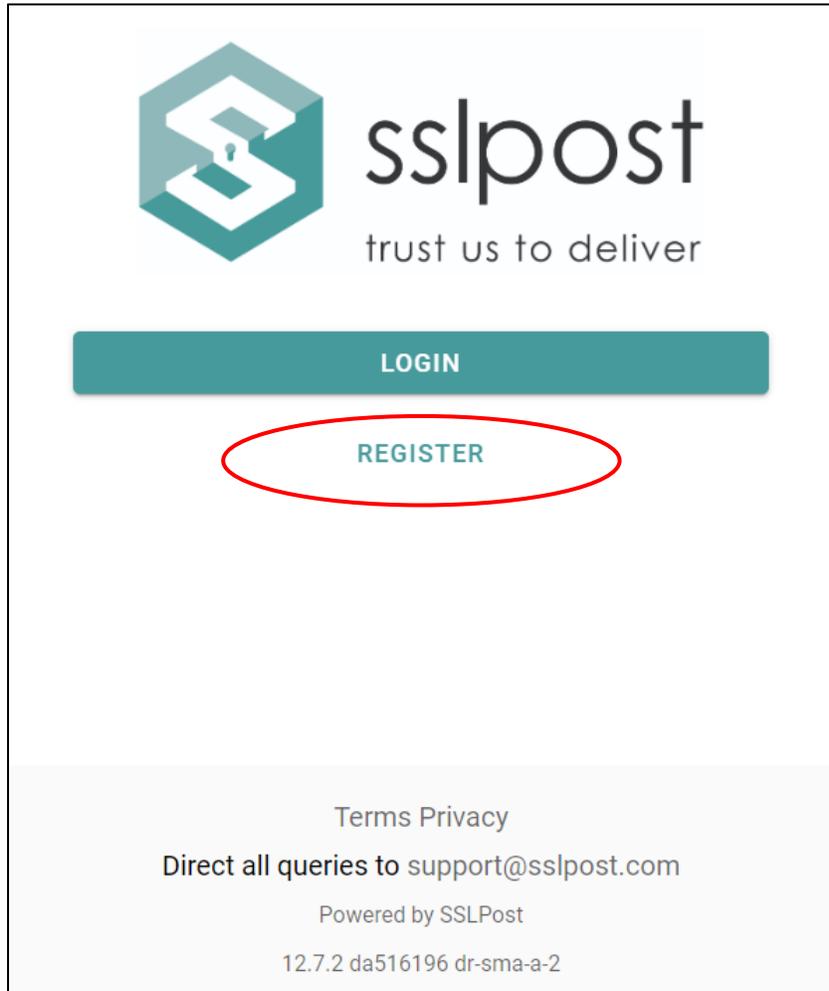
If your User name is your email address, you will see a slightly different registration screen. Enter the details requested.

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

We use Cloudflare to verify you are not a bot. Please allow time for the verification to complete. When it is finished, you will see a tick as shown below.

Complete all the boxes.

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

The email address you enter can be your work email address or your personal email address. It will be where you receive notifications and password resets. In some circumstances, you may also be able to log in using this email as your user ID instead of your unique ID (NI number/Payroll number). You will be asked to verify this email later in the process. **It will not become active until verified**.

Activate account

Mobile

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

☐ Message notifications

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

☐ Logon notification

Receive an email notification when your account is logged into.

Email

This email address will be used for notifications, password resets and as login username.

Email*

Confirm email*

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 on the registration screen.

Credentials

Password requirements:

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

Password*

Verify password*

☐ I agree with terms and conditions*

☐ I agree with privacy policy*

ACTIVATE

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

This will prompt a verification of email request to the email address you entered.

Please confirm your email address by clicking the link below:

https://secure.sslpost.com/alias/confirm/vpcNuGZYU01CjRPX7MSEKXM6RiNTHcJs/

Kind regards,
The SSLPost team

You must verify your email address by clicking the link on the email.

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

3. Existing Users – new process

All existing Users must now enter an email address and verify it. You can use a work email address or a private email address, It will be used for notifications, password reset and alternative login purposes. If you are an existing User of ELMhub (previously epayslip or employee portal) or have not verified your email address, action as follows:

When you next log in, you will see the message below:
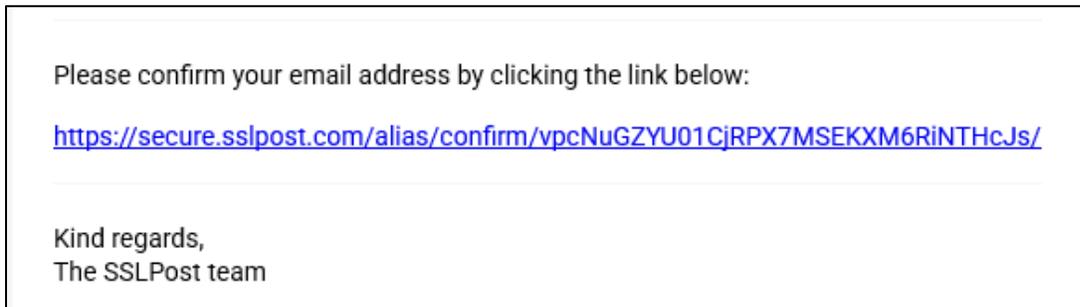
Email verification required

Please enter a valid email address to access further account features.

Email*

Confirm email*

VERIFY

Enter your email address and click Verify.

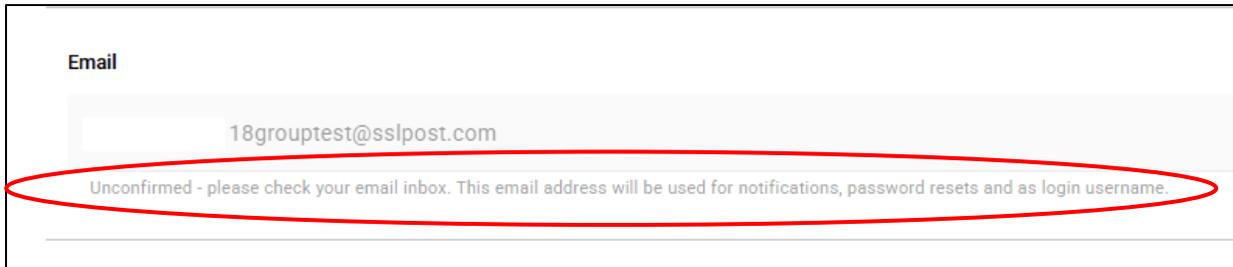You will see the message below at the top of your screen when you enter your ELMhub:

PAYSLIPS 57

Email address verification sent, please check your inbox
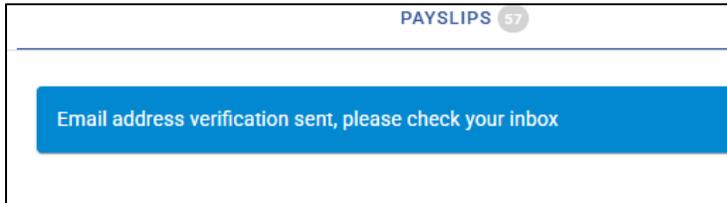
Go to the Inbox of the email address you have entered and action the verification email by clicking on the link.

Please confirm your email address by clicking the link below:

https://secure.sslpost.com/alias/confirm/vpcNuGZYU01CjRPX7MSEKXM6RiNTHcJs/

Kind regards,
The SSLPost team

Once you have verified your email address, you will be taken to your login page where your email verification will be confirmed via this message.

Email address confirmed

Log in

NI Number:*

Password*

FORGOTTEN PASSWORD?   NEXT

✓ Success!   CLOUDFLARE
                    Privacy • Help
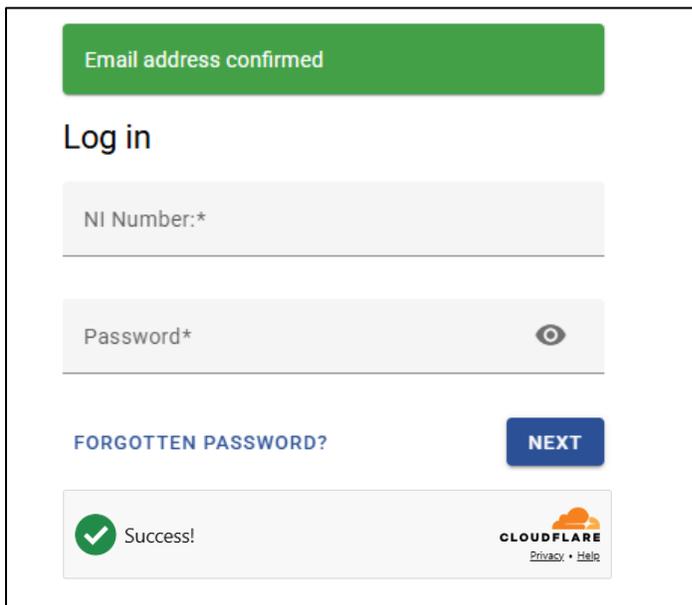
If you want to check if you have actioned the email verification, go to Settings and read this grey text:

Email

18grouptest@sslpost.com

Unconfirmed - please check your email inbox. This email address will be used for notifications, password resets and as login username.
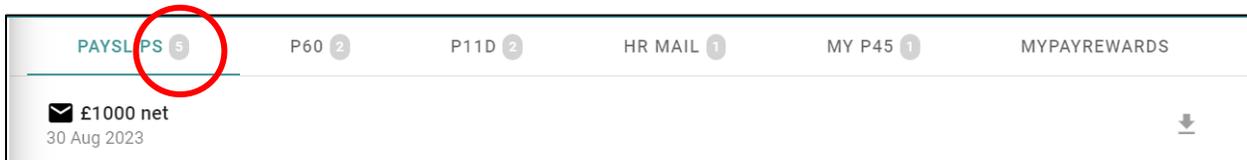
You will be able to see if you have verified your email address. The example above shows email has not yet been confirmed. Once you have confirmed it, it will include the message "Confirmed".
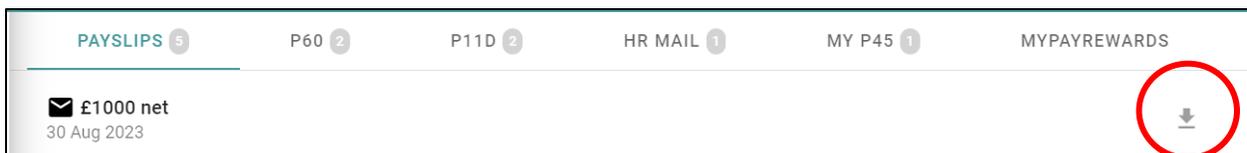
4. Accessing and viewing documents

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

PAYSLIPS 5	P60 2	P11D 2	HR MAIL 1	MY P45 1	MYPAYREWARDS
✉ £1000 net 30 Aug 2023					⬇
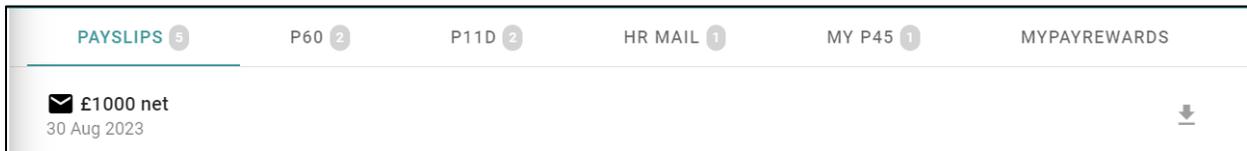
Documents that have not been accessed will appear as a small circle alongside the tab.

PAYSLIPS 5	P60 2	P11D 2	HR MAIL 1	MY P45 1	MYPAYREWARDS
✉ £1000 net 30 Aug 2023					⬇

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

| PAYSLIPS 5	P60 2	P11D 2	HR MAIL 1	MY P45 1	MYPAYREWARDS
✉ £1000 net 30 Aug 2023					⬇

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.

5. Send a secure email from your ELMhub

<u>NOTE: ELMhub secure email is only available to those senders and recipients that use the ELMhub</u>. We call this your "bubble". Should you wish to send secure email to someone who does not use the ELMhub, contact your Administrator requesting "stand alone" secure email that will enable you to send and receive secure emails outside your ELMhub bubble.

To send a secure, encrypted email, click Compose.

It may also appear on the bottom right of your screen like this:
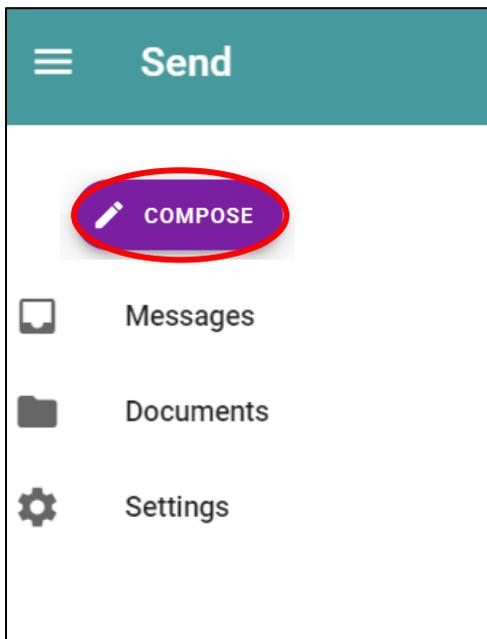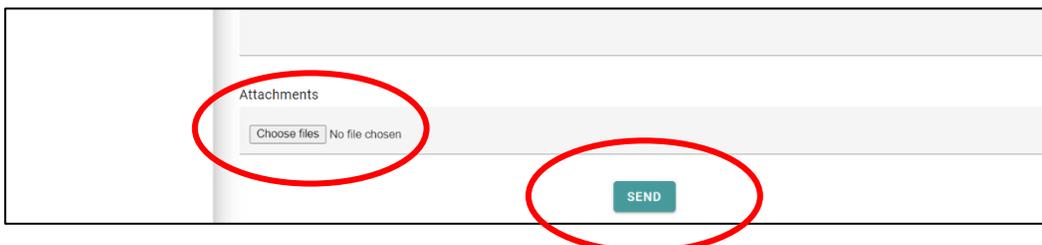
You will then see this screen:
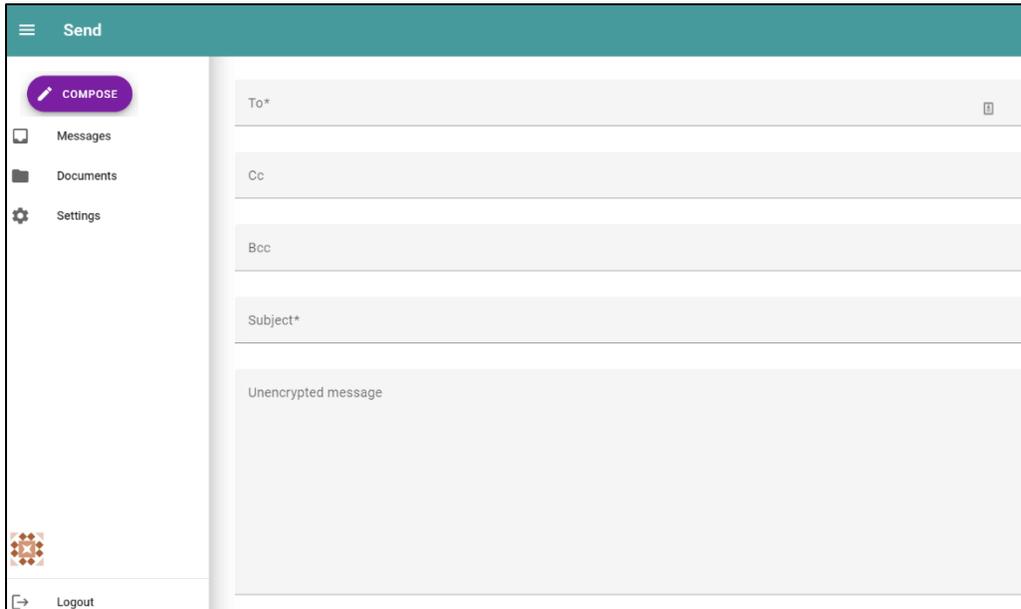
As you start to enter the recipient's name, you will see a drop down of those people within your ELMhub bubble, select the recipient from the list provided. If you cannot find the recipient's details from those provided, please contact your Administrator.

The ELMhub email address for the recipient may look slightly different from what you are used to. Complete any additional CC & BCC email addresses in the same way. 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.
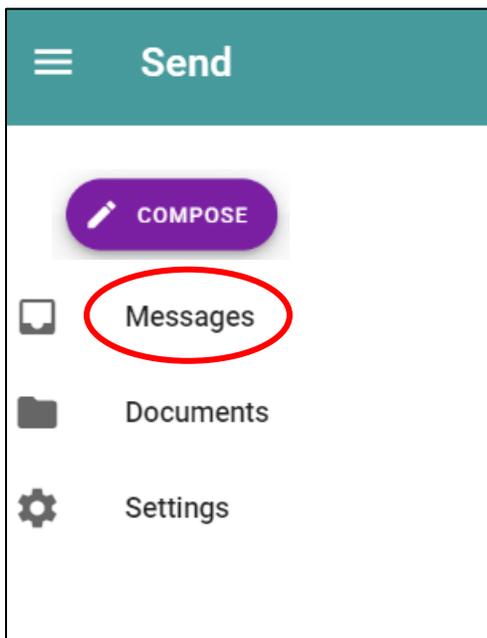
You will then see this confirmation message. If your file attachments are very large, it may take several seconds before you see this confirmation message.

Message sent

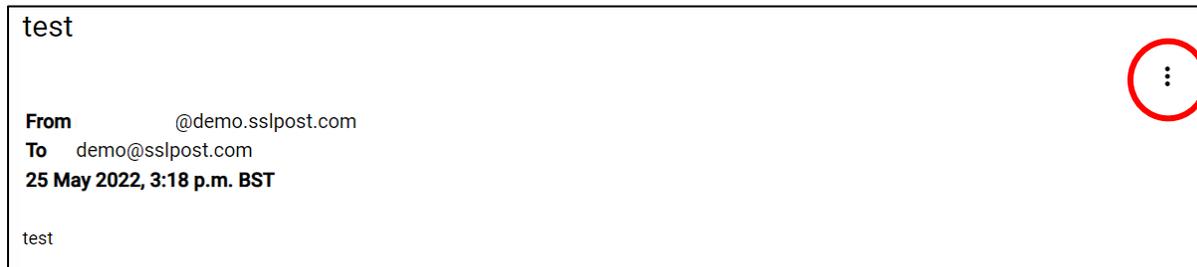## 6. View sent and received secure emails using your ELMhub

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.

INBOX	SENT
✉ test demo@sslpost.com	ⓘ

---

test

⋮

From @demo.sslpost.com
To demo@sslpost.com
25 May 2022, 3:18 p.m. BST

test

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

Disable

Resend

Forward
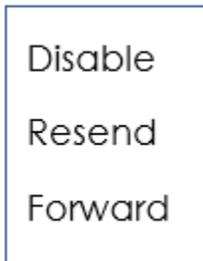
The screens that follow are fully intuitive.

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.

7. Receiving a secure email

When you receive a secure email, 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:

> You have received a new secure email message.
>
> **Sender:** @portaldemo.sslpost.com
>
> **Subject:** Testing email
>
> **Sent at:** 27 Jul 2023, 3:43 p.m. BST
>
> **Open message and download files**
>
> Kind regards
> The SSLPost Team

8. 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. The notification will look similar to this example:

> **sslpost**
> trust us to deliver
>
> A new document has been uploaded to your account.
>
> **Sender:** @portaldemo.sslpost.com
>
> **Subject:** Testing email
>
> To view your new document, please log into your account here:
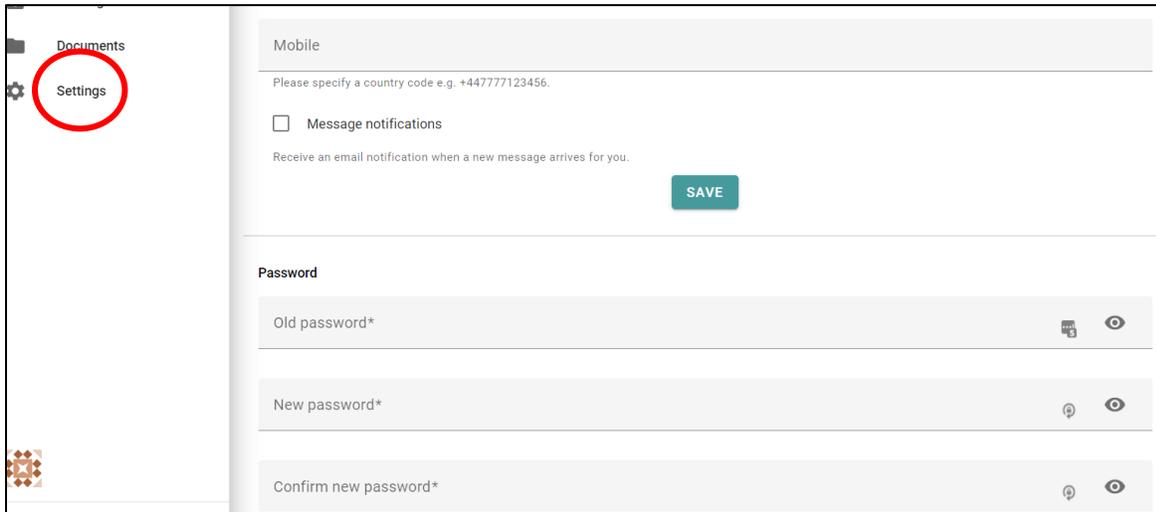> https://secure.sslpost.com/app/login/standard/Kr8uSS4c6qiDuQvACjEspwlD4t8W3U6X/
>
> Kind regards
> The SSLPost Team

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.

9. Settings

To change your password, notification setting or mobile phone number, click Settings. If you need to change your email address, please notify your Administrator.

Don't forget to Save before you exit!

10. 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 password managers available online or in app stores.. 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.