



# Working with Users in ComplianceWire<sup>®</sup>

Learning Management

Lauri Fauerbach Adams  
October 18, 2022

**Safety. Science. Transformation.<sup>™</sup>**

UL LLC © 2022. All rights reserved.

# Your speaker



## **Lauri Fauerbach Adams** **Senior Training Specialist, UL**

- 27 years training experience, from coordination to senior management
- Successful track record in developing, documenting, coordinating, and delivering online/live training programs and eLearning solutions for groups of any size
- Specializes in programs that increase operational efficiencies, reduce expenses, and streamline workflow in highly confidential industries including over 25 years in the pharmaceutical industry
- BA, Muhlenberg College, History // French

# Disclaimer

- For this webinar, we are using the ULDEMO environment which is used by many UL employees in different departments.
- You may see options that have not been enabled in your system.
- If you are interested in enabling one of these features for your organization, please contact UL Client Services:
  - [PRN.TechnologySupport@ul.com](mailto:PRN.TechnologySupport@ul.com), (888) 338-4357

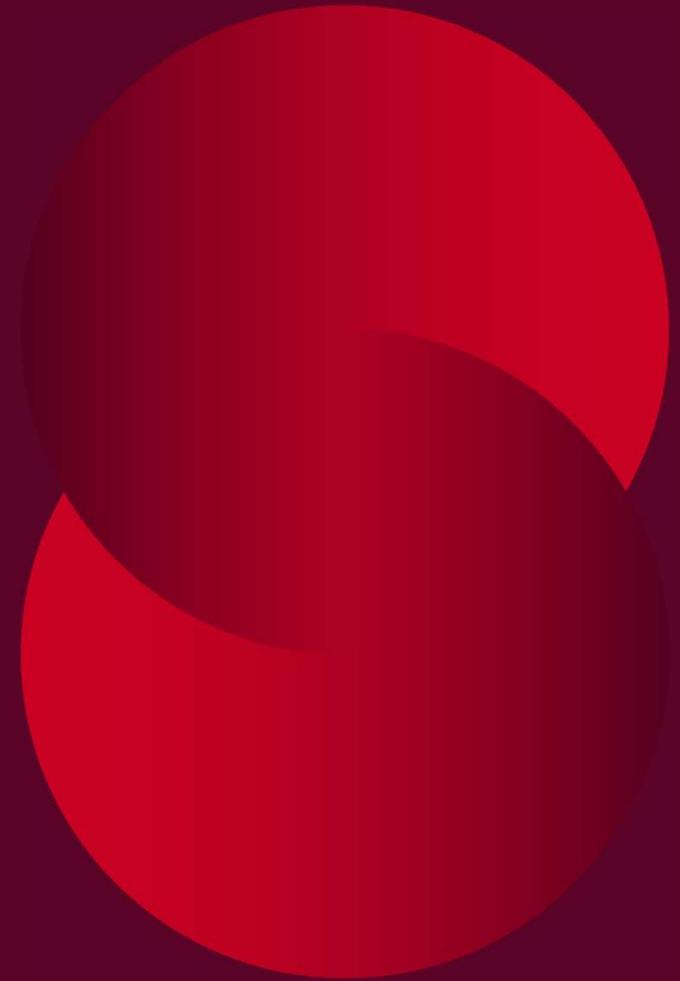


# Webinar agenda

- Manual user creation v. HR feed
- Modify a user account
- Custom fields
  - Adding drop down field options
  - Populating user profile values
- User reporting
- Demonstration
- Q&A



# User creation

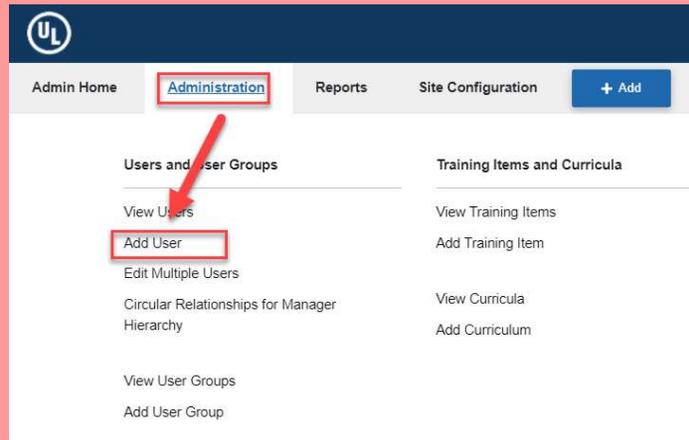
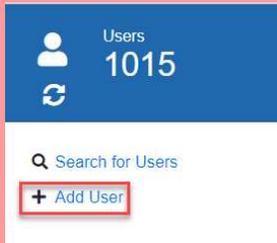


# Creating a user account

- Five required fields: **Last Name, First Name, User Id, Home Organization, Password**
- **Manager** ID entered assumes **Primary Manager** inherited security role
- **Password Expires at login** is not checked by default
- Email address is not required but very important!
- Custom Fields can automate user group membership
- HR feeds can map its values to ComplianceWire® custom fields

# Manually add a user

1. Perform one of the following actions:



# Manually add a user

2. Enter the user's required **First Name\*** and **Last Name\*** and optional **Middle Name**
  - Each field up to 100 characters
3. If applicable, choose the appropriate **Suffix** for the user from the drop down list
4. Enter a unique **User ID\*** for the user.
5. Click the appropriate **Home Organization\*** structure icon to house the user
6. Add the user's manager via the **Manager** search icon
7. Enter the user's **Password\*** and optionally mark it as temporary

**Add a new User**

First Name:\* Chloe Middle Name: Last Name:\* Adams Suffix:

User Id:\* cadams Home Organization:\* \_Lauri FA Personnel Code:

Manager: LFauerbach

**Password Policies**

Passwords must follow the rules below:

- must be at least 1 Character(s) long
- cannot be longer than 25 Character(s) long

Password:\* Confirm Password:\*

Password Expires at login (Temporary Password)

**Organizational Structure**

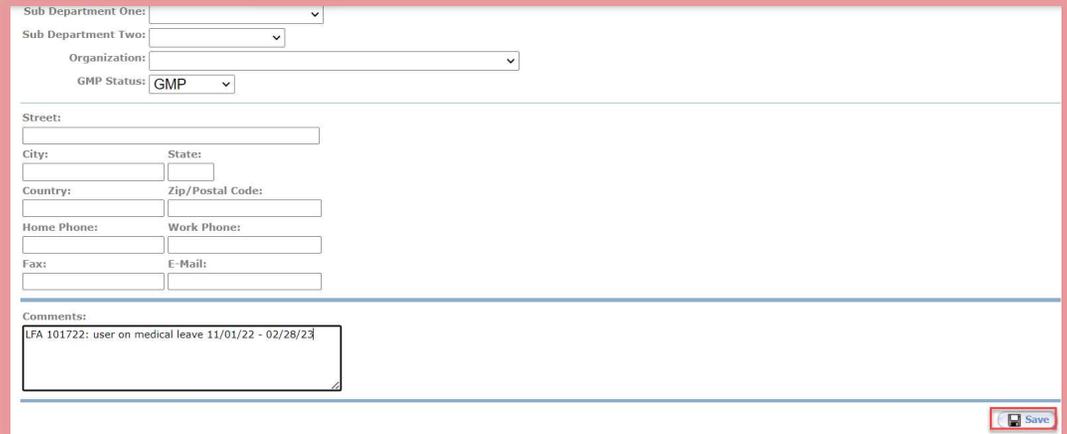
- UL Demo Site
  - \_Lauri FA
    - Franklin
    - Princeton
    - Workshops

Selected Organization \_Lauri FA

[Continue](#)

# Manually add a user

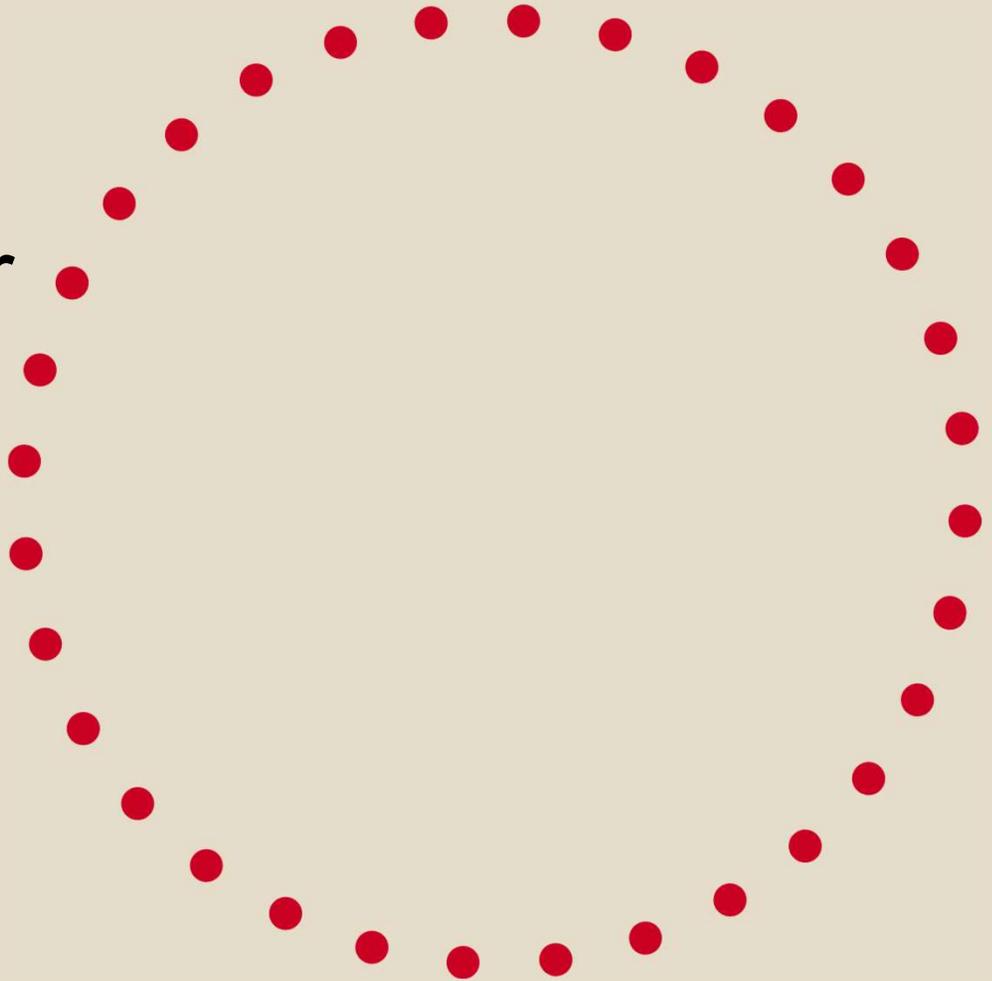
8. Enter information in the Custom Fields for this user as appropriate
9. Enter the user's address and contact information if desired
  - *Note:* an email must be entered for the user to receive system notifications
10. In **Comments**, enter any information for this user that you wish to share with fellow Administrators
11. When complete, click **Save**



The screenshot shows a web form for adding a user. It includes several dropdown menus for 'Sub Department One', 'Sub Department Two', 'Organization', and 'GMP Status' (set to 'GMP'). Below these are text input fields for 'Street', 'City', 'State', 'Country', 'Zip/Postal Code', 'Home Phone', 'Work Phone', 'Fax', and 'E-Mail'. A 'Comments' section contains a text area with the text 'LFA 101722: user on medical leave 11/01/22 - 02/28/23'. A 'Save' button is located in the bottom right corner.

# Demonstration: Manually create a user

UL's demo environment

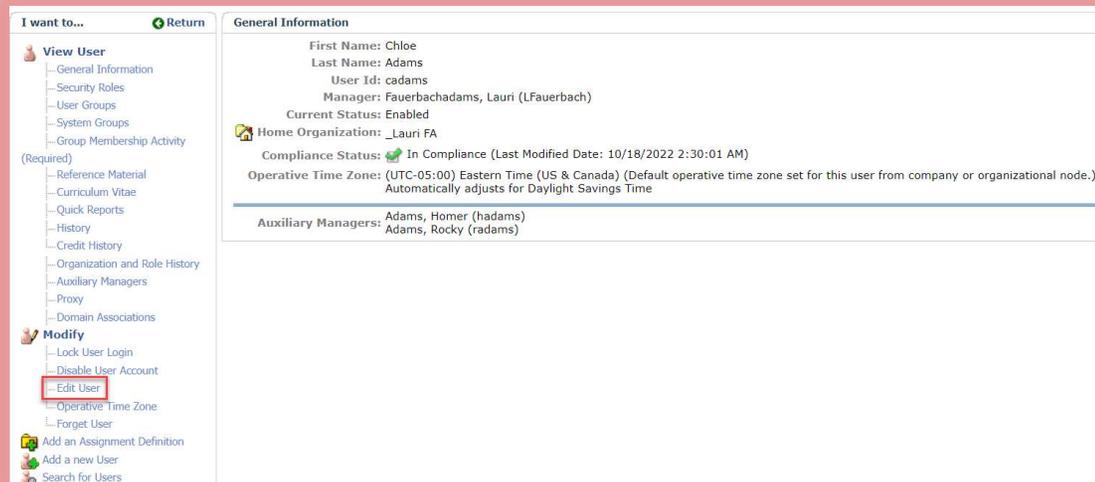


# Modifying a user account



# Modifying a user account

- **General Information** tab > **Modify** > **Edit User**
  - Edit any information populated during the **Add User** process
  - HR feed information will be overwritten when the next feed runs, so only edit ComplianceWire® fields
- Click any **View User** option to add/edit items for that option



The screenshot shows a user management interface. On the left, a navigation menu is visible with the following sections:

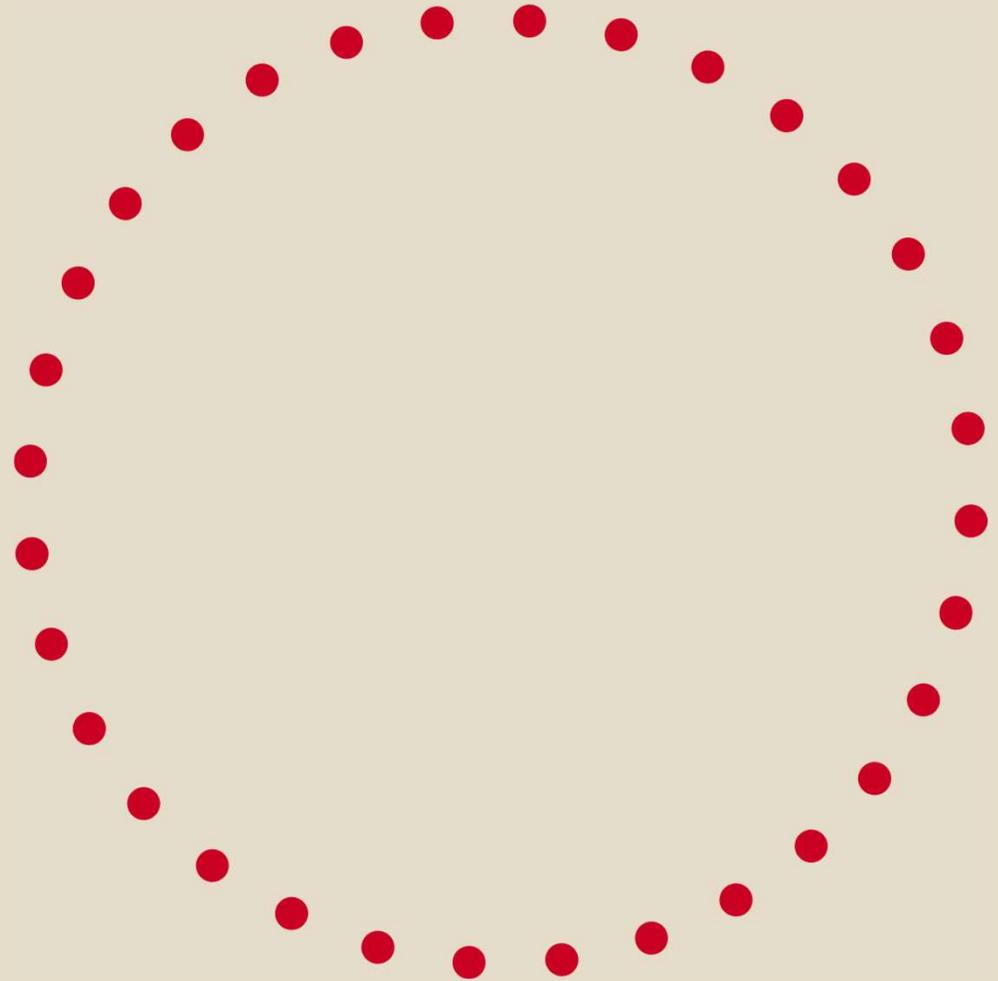
- I want to...** (with a green 'Return' button)
- View User**
  - General Information
  - Security Roles
  - User Groups
  - System Groups
  - Group Membership Activity
- (Required)**
  - Reference Material
  - Curriculum Vitae
  - Quick Reports
  - History
  - Credit History
  - Organization and Role History
  - Auxiliary Managers
  - Proxy
  - Domain Associations
- Modify**
  - Lock User Login
  - Disable User Account
  - Edit User** (highlighted with a red box)
  - Operative Time Zone
  - Forget User
- Add an Assignment Definition**
- Add a new User**
- Search for Users**

The main content area displays the **General Information** tab for a user. The details are as follows:

- First Name: Chloe
- Last Name: Adams
- User Id: cadams
- Manager: Fauerbachadams, Lauri (LFauerbach)
- Current Status: Enabled
- Home Organization: \_Lauri FA
- Compliance Status: In Compliance (Last Modified Date: 10/18/2022 2:30:01 AM)
- Operative Time Zone: (UTC-05:00) Eastern Time (US & Canada) (Default operative time zone set for this user from company or organizational node.) Automatically adjusts for Daylight Savings Time
- Auxiliary Managers: Adams, Homer (hadams), Adams, Rocky (radams)

# Demonstration: Modifying a user account

UL's demo environment



# Custom fields



# What is a custom field?

- Company-specific identifier for users that are defined during implementation
- Can be defined as:
  - Drop down list
  - Date
  - Freeform text box
- Globally available to every user
- Need not be used for every user

# What is the purpose of a custom field?

- Further definition of user information
- Automation of user group membership
- Targeted assignment creation
- Detailed report runs

I want to...	Custom Fields					
	Field Name	Field Data Type	Drop down	Editable	Allow Nulls	Unique
Use this section to modify the Custom Fields. Click on the links to rename or add drop down values.	Department	Alphanumeric	✓	✓	✓	✓
	Location/Facility	Alphanumeric	✓	✓	✓	✓
	Job Title	Alphanumeric	✓	✓	✓	✓
	Shift	Alphanumeric	✓	✓	✓	✓
	Supervisor Name	Alphanumeric	✓	✓	✓	✓
	Start Date	Date	✓	✓	✓	✓
	People Manager	Alphanumeric	✓	✓	✓	✓
	Employee Status	Alphanumeric	✓	✓	✓	✓
	Job Code	Alphanumeric	✓	✓	✓	✓
	Job Role	Alphanumeric	✓	✓	✓	✓
	Cost Center	Alphanumeric	✓	✓	✓	✓
	Sub Department One	Alphanumeric	✓	✓	✓	✓
	Sub Department Two	Alphanumeric	✓	✓	✓	✓
	Organization	Alphanumeric	✓	✓	✓	✓
	GMP Status	Alphanumeric	✓	✓	✓	✓

# Define a custom field

- Think large to small in terms of what information you wish to define
  - User group membership fields
  - HR
  - Role-based
- Consider your home organization structure

# Common custom fields

- Location
  - *County, Site, Facility*
- Department
- Job Title
- Role
  - *Project Name, Product, Task, Responsibility*
- Employee Type
  - *Full Time, Part Time, Contractor, Seasonal, Intern*
- Employee Status
  - *Active, On Leave, Terminated*
- Start Date
- End Date

# Manage a custom field

- The fields are created during system implementation by UL Solutions
  - Created manually, via upload template, or via HR feed
  - Field names cannot be removed
  - Field values can be added and removed
- Specific administrator access is required to manage and maintain custom fields including the population of custom field values
  - Managed manually or via HR feed

# Managing custom field drop down values

- **Site Configuration > Site / Data Dictionary > Custom Fields**
- To add a drop down list value:
  1. Click a field name
  2. Click **Manage drop down values**

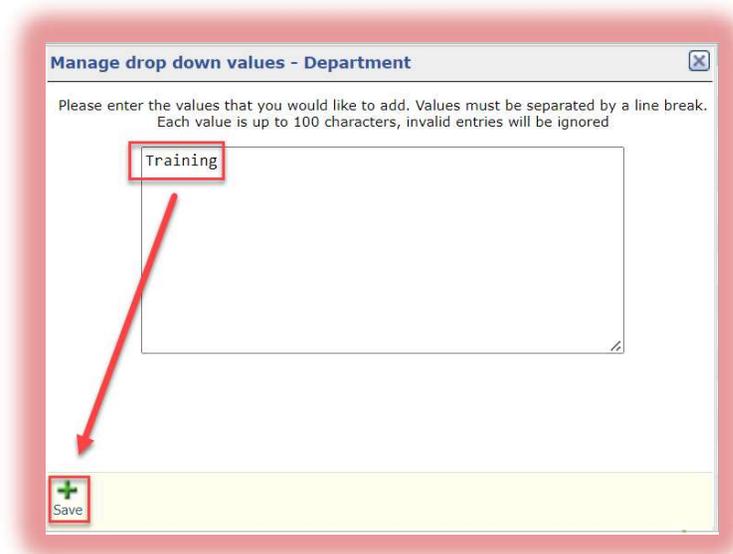
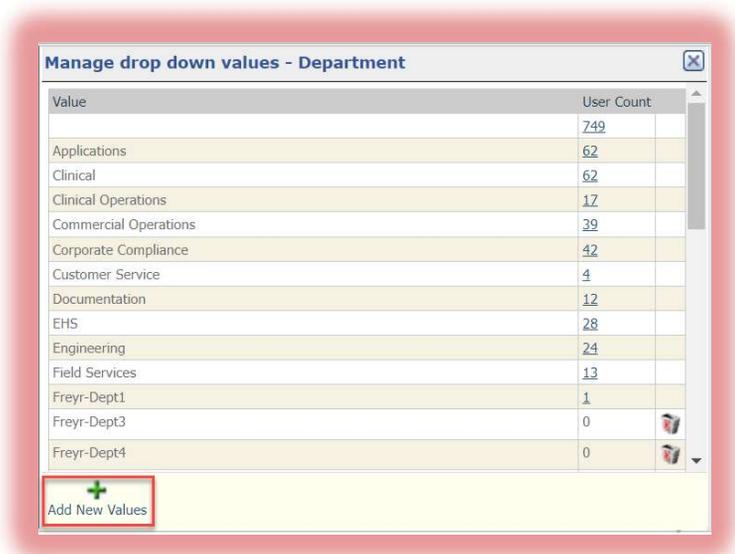
**I want to...**

Use this section to modify the Custom Fields. Click on the links to rename or add drop down values.

Field Name	Custom Field	Editable	Allow Nulls	Unique
Department	Field Name: Department Field Data Type: Alphanumeric Drop down: Yes Editable: Yes Allow Nulls: Yes Unique: No Last Modified By: Vivek D Last Modified Date: Thursday, June 4, 2020 01:42:53 AM User Count: 1371	✓	✓	✓
Location/Facility		✓	✓	✓
Job Title		✓	✓	✓
Shift		✓	✓	✓
Supervisor Name		✓	✓	✓
Start Date		✓	✓	✓
People Manager		✓	✓	✓
Employee Status		✓	✓	✓
Job Code		✓	✓	✓
Job Role		✓	✓	✓
Cost Center		✓	✓	✓
Sub Department One		✓	✓	✓
Sub Department Two		✓	✓	✓
Organization		✓	✓	✓
GMP Status		✓	✓	✓

# Managing custom field drop down values

3. Click **Add New Values**
4. Enter new value(s)
5. Click **Save**



# Populating custom fields in user profile

- Use the drop down lists, calendar icons, or text box

Department:	<input type="text" value="Training"/>
Location/Facility:	<input type="text" value="Princeton"/>
Job Title:	<input type="text" value="Technical Trainer"/>
Shift:	<input type="text" value="1"/>
Supervisor Name:	<input type="text"/>
Start Date:	<input type="text" value="1/2/2020"/>  <small>(m/d/yyyy)</small>
People Manager:	<input type="text" value="No"/>
Employee Status:	<input type="text" value="Full-Time"/>
Job Code:	<input type="text"/>
Job Role:	<input type="text"/>
Cost Center:	<input type="text"/>
Sub Department One:	<input type="text"/>
Sub Department Two:	<input type="text"/>
Organization:	<input type="text"/>
GMP Status:	<input type="text" value="GMP"/>

# Using custom fields as user group membership criteria

1. Within the user group, under **View User Group** click **Membership Criteria**
2. Via the **Actions** Menu, select **Edit Group Criteria**

CW Admin Trainees > MEMBERSHIP CRITERIA

CW Admin Trainees

Actions

Edit Group Criteria

Add

- New Group
- Assignment Definition

View User Group

- General Information
- Membership Criteria **2**

Group Hierarchy

- Structure
- Membership Detail
- Unique Users **26**

Group Membership

- Unique Users **26**
- Manually Added Users **1**

Display 50 Records

Search

Print Download

CRITERIA OPERATOR	CRITERIA VALUE
Criteria Operator	Criteria Value

Match all of the below criteria

User Id

begins with workshop0

Showing 1 to 2 of 2 Records

First Page Previous Page **1** Next Page Last Page

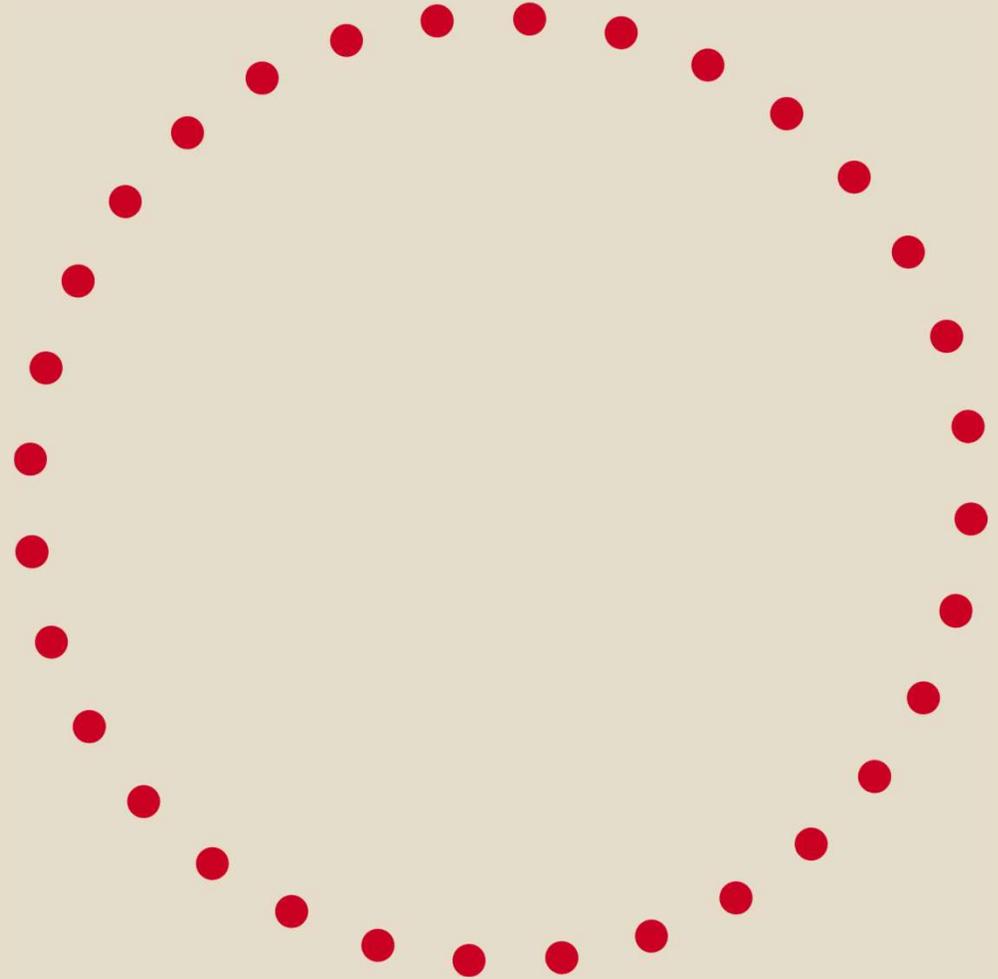
# Using custom fields as user group membership criteria

3. Select the value to add inclusive of operator and value option
4. Click **Add**
5. Repeat as necessary
6. Click **Save Changes** when complete

The screenshot displays the 'Edit Group Criteria' interface. At the top, the group name is 'CW Admin Trainees' and the home organization is 'Workshops'. The 'User' section shows '1' users with a 'Match All Conditions' checkbox checked. A dropdown menu is open, listing various criteria: Organization, User, Security Role, ManagerID, Personnel Code, User e-Mail, City, State, Country, Zip/Postal Code, Custom Fields, Department, Location/Facility, Job Title, Shift, Supervisor Name, and Start Date. The 'Custom Fields' option is highlighted. The interface includes an 'Add' button and a 'Show Changes' toggle. At the bottom right, there are 'Cancel' and 'Save Changes' buttons.

# Demonstration: adding custom field values and user group criteria

UL's demo environment



# User reports



# User reporting

- **Quick Reports:** used to access completion, assignment, and general reports for this user
- **Reports** menu

Admin Home > Fauerbachadams, Lauri (LFauerbach) > QUICK REPORTS

Fauerbachadams, Lauri (LFauerbach) Actions

Modifications made to Quick Reports from here are global and applied to all administrators.

Search

Display 25 Records Print Download

REPORT NAME	DESCRIPTION	STATUS	
<input type="text" value="Report Name"/>	<input type="text" value="Description"/>	Enabled	

**Assignment Reports**

Assignments Completed this year	Displays a list of all of the Assignments Completed by this user for this calendar year	Enabled	<span>▶</span> <span>✎</span> <span>🔇</span>
Assignments currently in progress	Displays all assignments that the user has started	Enabled	<span>▶</span> <span>✎</span> <span>🔇</span>
Assignments that have not been started	Displays all assignments that the user has not yet started	Enabled	<span>▶</span> <span>✎</span> <span>🔇</span>
User's To-Do List	Displays the current To-Do List for this User	Enabled	<span>▶</span> <span>✎</span> <span>🔇</span>

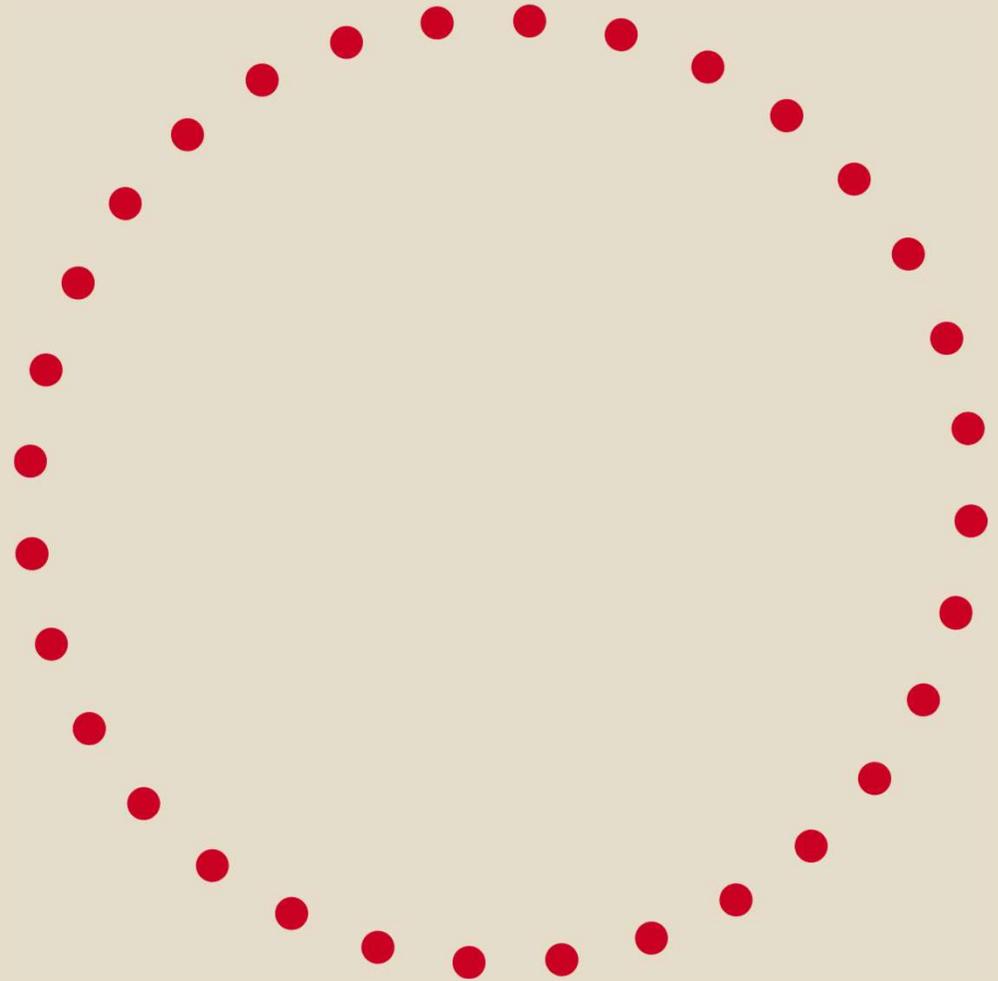
# Using custom fields for user reporting

- Columns can contain custom field information
- Filter can include custom field information
- *Event Log* report can be filtered by custom fields

The screenshot displays the ULSolutions interface for configuring the 'Event Log Report'. On the left, the 'Event Log Report (System Default)' is selected, showing its description and configuration options like 'Filtered By', 'Grouped By', and 'Report Time Zone'. On the right, the 'Edit' configuration window is open, showing the 'Filters' tab. A filter is configured with 'Employee Status' selected from a dropdown menu, followed by 'is' and 'Full-Time'. A '+ Set Filter' button is visible. A dropdown menu for 'Custom Fields - User' is open, listing various fields including 'Employee Status', 'GMP Status', 'Job Code', 'Job Role', 'Job Title', 'Location/Facility', 'Organization', 'People Manager', 'Shift', 'Start Date', 'Sub Department One', 'Sub Department Two', and 'Supervisor Name'. At the bottom of the 'Edit' window, there are buttons for 'Save as New Report', 'Set as My Default', and 'Run Report without Saving'.

# Demonstration: User reporting

UL's demo environment



# Final considerations



# Considerations

- What happens if a value changes in a user's profile?
  - Manual modification
  - HR feeds change
- What happens if I don't manage user profile information?
- How do user profile changes affect user group membership?
- What happens if I manually add a user to a user group?

# Final Q & A



# Contact information



**Lauri Fauerbach Adams**

Senior Training Specialist, UL

Lauri.Fauerbachadams@ul.com

[UL.com](https://www.ul.com)

Phone: (609) 627-5300

Email: [UL.ComplianceWireLMS@ul.com](mailto:UL.ComplianceWireLMS@ul.com)



# Thank you

[UL.com/Solutions](https://www.ul.com/Solutions)

**Safety. Science. Transformation.™**

UL LLC © 2022. All rights reserved.