# AlphaVAT

# System Administration Guide

For System Administrators and Superusers



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# Contents

# 1. Introduction

## About this guide

This document is for those who have been assigned the System Admin or Superuser roles and guides you through the system administration features, including:

- How to plan and set up your folder structure
- How to manage folders and assign user access to them
- How to plan and create your user role structure
- How to manage users and allocate user roles

## Version control

This user guide was last updated as follows:

| Date | Summary of changes |
|---|---|
| 08/09/22 | New template applied. |

## Technical support

We provide a technical support help desk for users requiring assistance. The help desk can be contacted by telephone between the hours of 9.00 am and 5.30 pm, Monday to Friday excluding public holidays.

| If you require help or further information, please contact the support team on: | | |
|---|---|---|
| **UK** | Tel: +44 (0) 1784 777 666 | Email: support@taxsystems.com |
| **Ireland** | Tel: +353 (0) 1661 9976 | Email: support@taxsystems.ie |

# 2. System administration overview

System administration tasks full under the following two categories:

1. Folder management tasks which include:
   - Planning your folder structure
   - Add, edit, move, and delete folders
   - Assigning user access to folders

2. User management tasks which include:
   - Planning your user role structure
   - Assigning user roles
   - Add, edit, and delete users
   - Assigning user access to entities

To perform system administration tasks, you need to have one of the following roles assigned to you.

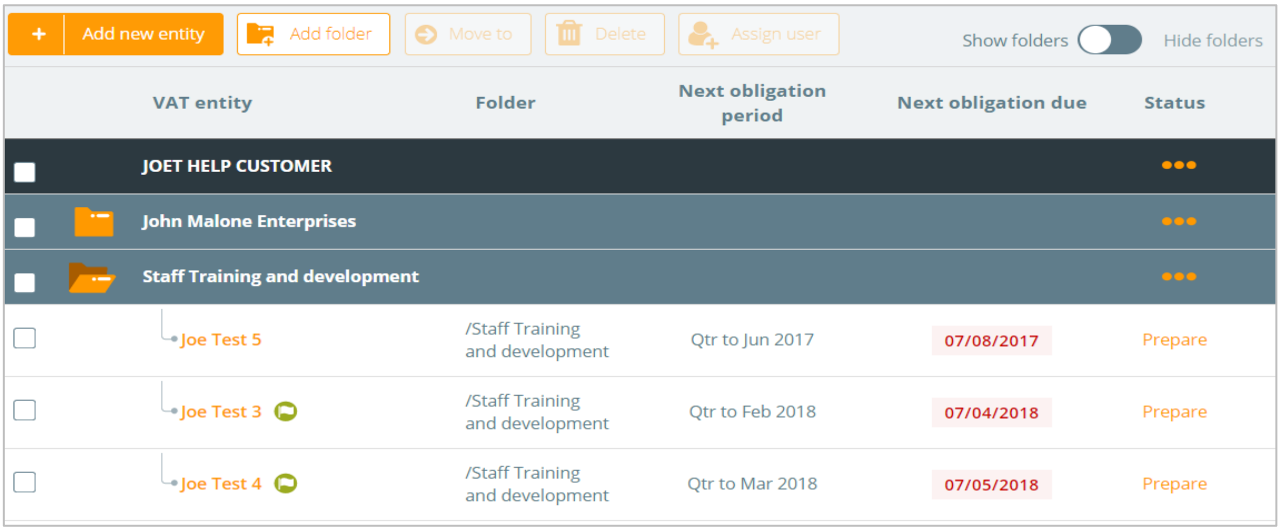
1. System Admin role
2. Superuser role

For more information on user roles, see Allocating user roles.

# 3. Folder management overview

The *Entity management* screen includes a range of folder options to help you create and manage your folder structure and user permissions, including:

- **Add folder:** Allows you to create a new folder
- **Edit folder:** Allows you to edit your folder name and location
- **Move to:** Allows you to move a folder
- **Delete:** Allows you to delete a folder
- **Assign user:** Allows you to assign folder and entity permissions to other users
- **Folder toggle:** Allows you to hide/unhide the folder structure

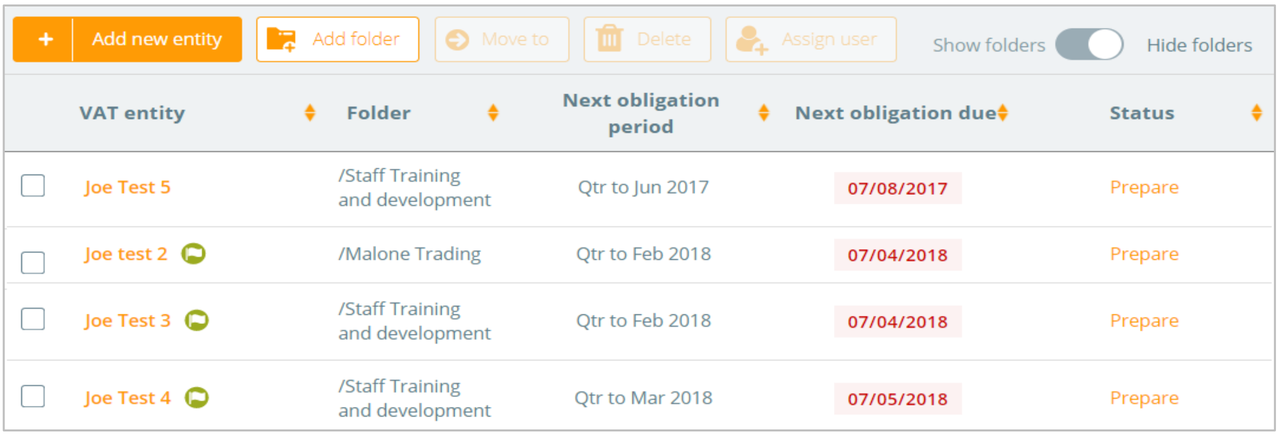


Only users that have been assigned the System Admin, and Superuser roles will have access to all folders and folder options. Other roles types will not have access to the folder options.

Entities that reside within a folder will display the following information:

- **VAT entity:** Displays the name of the entity
- **Folder:** Displays the name of the folder that the entity has been created in
- **Next obligation period:** Shows what the next obligation period will be for the entity
- **Next obligation due:** Provides the date of when the next obligation is/was due
- **Status:** Displays the next action that is due

You can use the **folder toggle** to show/hide the folder structure and you can sort entities by clicking on one of the column heading names.




| | VAT entity | Folder | Next obligation period | Next obligation due | Status |
|---|---|---|---|---|---|
| | Joe Test 5 | /Staff Training and development | Qtr to Jun 2017 | 07/08/2017 | Prepare |
| | Joe test 2 | /Malone Trading | Qtr to Feb 2018 | 07/04/2018 | Prepare |
| | Joe Test 3 | /Staff Training and development | Qtr to Feb 2018 | 07/04/2018 | Prepare |
| | Joe Test 4 | /Staff Training and development | Qtr to Mar 2018 | 07/05/2018 | Prepare |

# 4. Planning your folder structure

Before you begin setting up your folder structure, it’s a good idea to look at your current process, access restrictions in place for certain entities or groups and how your current system folder structure is set up.

If you have a lot of users that require different access levels to the folders and/or you need to set up a more complex folder structure, its worth documenting it first.

Based on the example given of a firms folder structure, this is how it might look:

| Folder Name | Entities in Folder | Sub-Folder Name | Entities in Sub-folder | Sub-Folder Name | Entities in Sub-Folder | Sub-Folder Name | Entities in Sub-Folder |
|---|---|---|---|---|---|---|---|
| Acc Firm LLP | Acc Firm LLP | Office A | | Client 1 | Entity 1 | | |
| | | | | | Entity 2 | | |
| | | | | Client 2 | Entity 3 | | |
| | | | | | Entity 4 | | |
| | | | | | Entity 5 | | |
| | | Office B | | Client 3 | Entity 6 | | |
| | | | | Sensitive | | Client 4 | M&A Entity |

## Staff Training Folder

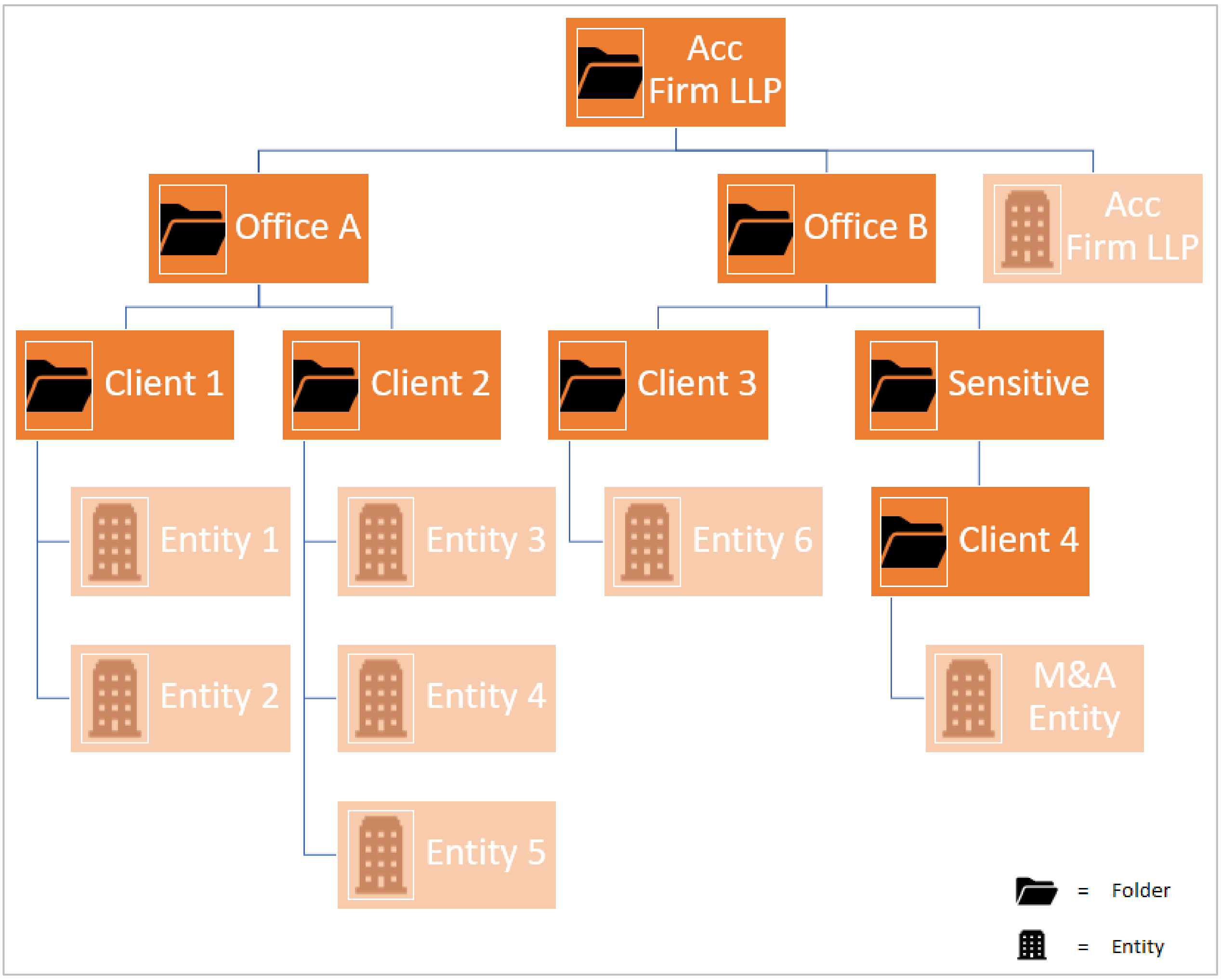
We recommend that you create a folder for **Staff Training** that can be accessed by all users while they are learning to use the system. It is also a good idea to create some example entities using the **Demo entity** feature, so that users can view them before creating their own demo entities.

This is also a great way to ensure that all demo entities created as part of the learning process, are stored in one place and are kept separate from real “live” entities.

For more information, see the Demo entity help page.

# Example 1: A firm's folder structure/access

This is an example of how a firm might create their folder structure and set up the user permissions on various folders.




The **Assign user** feature provides the ability to restrict access to a folder and its contents (sub-folders and/or entities).

So in this example, users that have access to **office A**, could be restricted from seeing the contents of the **Office B** folder and its sub-folders/entities.

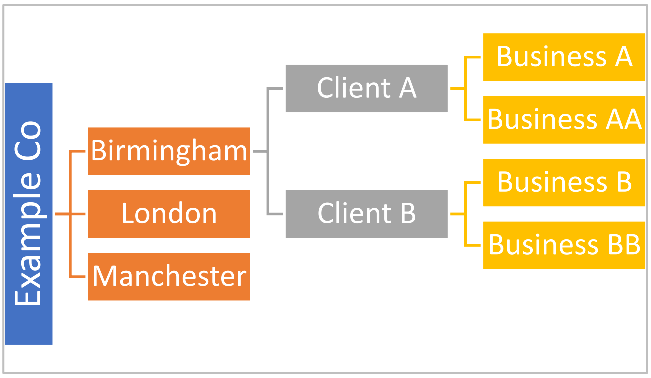
The **Sensitive folder** could be also be restricted to certain users that have been given access to the main **Office B** folder.

In addition the **Acc Firm LLP** entity could be restricted to specific individuals.

## Example 2: A business folder structure/access

Int the following example, this customer has their root folder called **Example Co.** Below that are three folders that have been created for each of the customer's offices.

Within the **Birmingham** office folder, are two client folders and each of these folders contains two business entities.



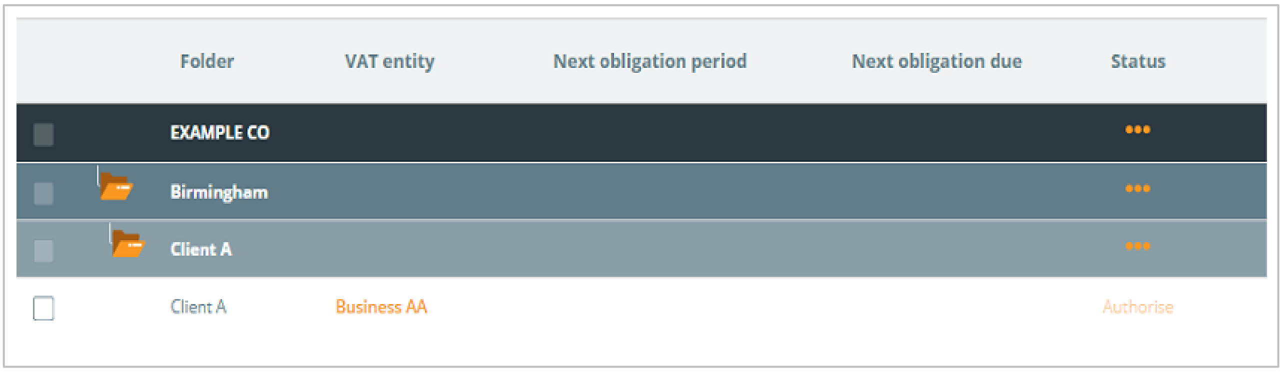

**User #1** has been created and has been given the **Superuser** role, with permission to the root folder and inherited permission to all other subfolders and entities.

This is what **User #1** sees on the **Entity management** screen:

| Folder | VAT entity | Next obligation period | Next obligation due | Status |
|---|---|---|---|---|
| EXAMPLE CO | | | | ••• |
| Birmingham | | | | ••• |
| Client A | | | | ••• |
| Client A | Business A | | | Authorise |
| Client A | Business AA | | | Authorise |
| Client B | | | | ••• |
| Client B | Business B | | | Authorise |
| Client B | Business BB | | | Authorise |
| London | | | | ••• |
| Manchester | | | | ••• |

**User #2** has been created and given the **Edit & Submit** role, but is only allowed access to a specific client in the **Birmingham** folder, called **Business AA**.

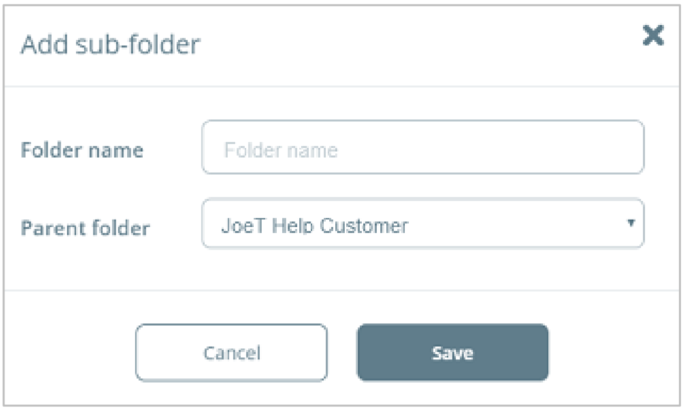
This is what **User #2** sees on the **Entity management** screen:




# 5. How to add a new folder

You can add any number of folders and sub-folders to create a structure that works for your team and business requirements  You can also define who should have access to the folders.

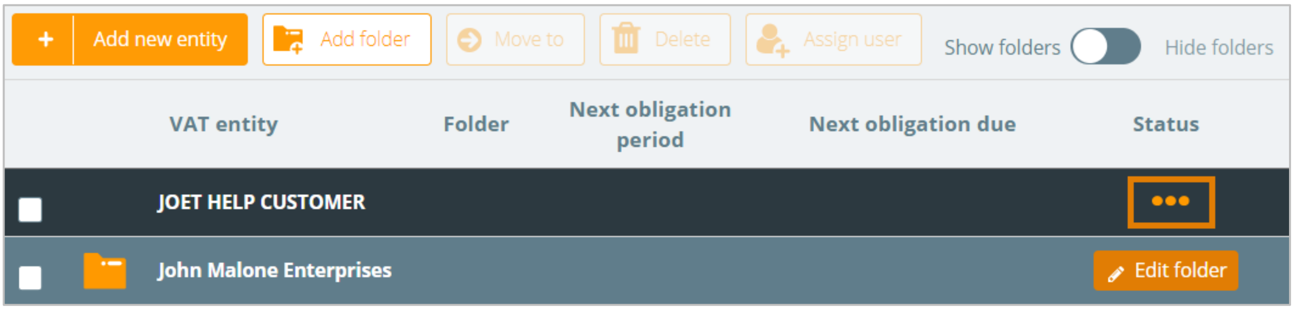
1. Click on the **Add folder** button and the Add sub-folder dialog will appear.



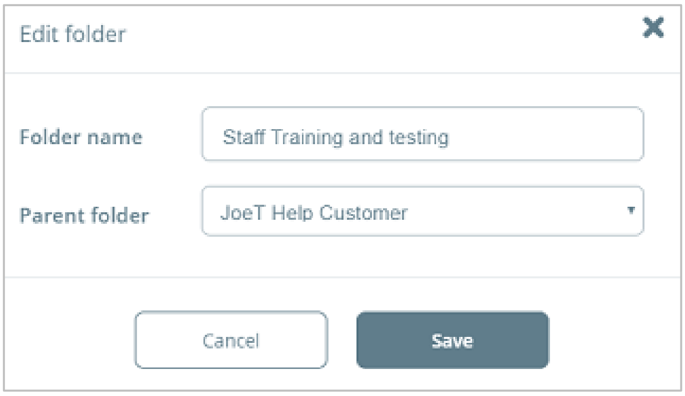

2. Type in the **folder name**.
3. The parent folder defaults to the name of your root folder. To change this, click on the **drop-down list** and select the **folder** you would like your new folder to be created under.
4. Click on the **Save** button.

# 6. How to edit an existing folder

You can edit a folder's details by hovering over the **three orange dots** that appear alongside the folder name, under the status column. This will reveal the edit folder button.




1. Click on the **Edit folder** button and the Edit folder dialog will appear.

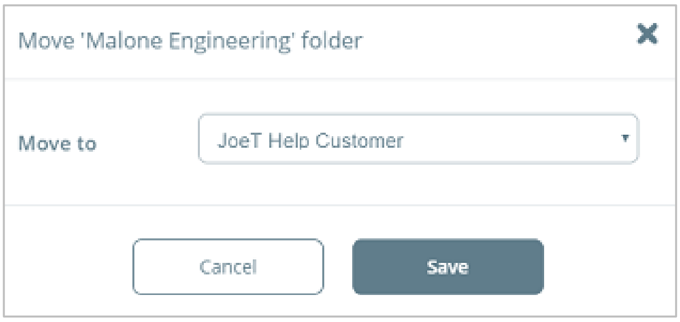



2. You can change the folder name.
3. You can also select a different parent folder for it to reside under, by selecting one from the **drop-down list**.
4. Once you have made your changes, click on **Save**.

# 7. How to move an existing folder

Should you need to change your folder structure, you can easily move your folders and sub folders.

1. Select the folder you wish to move by checking the tick box next to it.
2. Click on the **Move to** button
3. The Move to dialog will appear allowing you to select the folder that you would like to move your folder into.




4. Click on **Save or press Cancle is you do not want to proceed**.

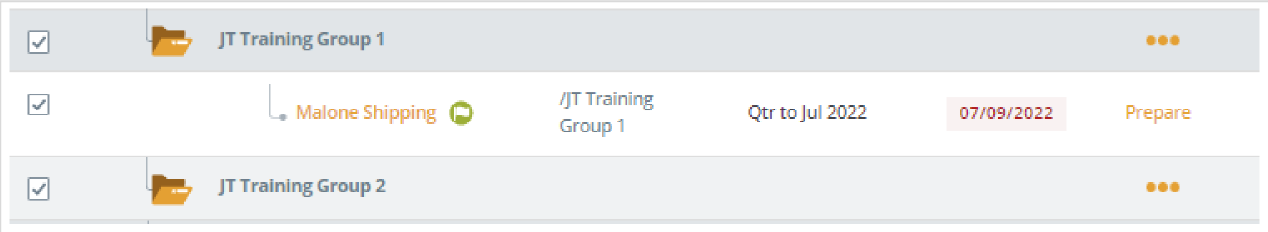
# 8. How to delete existing folders

Take extra care when deleting existing folders.

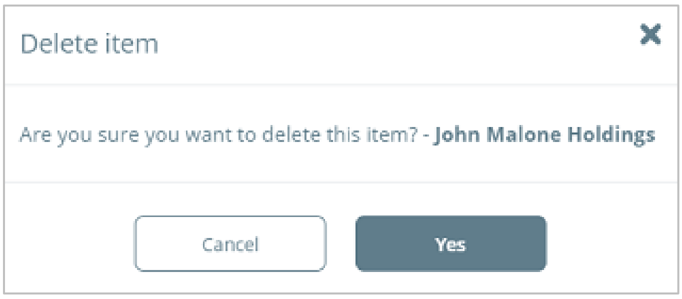
When you select a folder for deletion by checking the tick box next it, the system will also select any entities or sub folders within it. If you proceed with deleting the folder, you will also delete all subfolders and entities it contains.

Once deleted these **subfolders and entities cannot be retrieved**.

If you do not want to delete other subfolders/entities, you will need to move them into another existing folder before you delete the folder, they resided in.




1. Select the folder(s) you would like to delete by checking the **tick box** next to them.
2. Click on the **Delete** button and the Delete item dialog will appear asking you to confirm that you want to delete the folder or multiple folders/items.

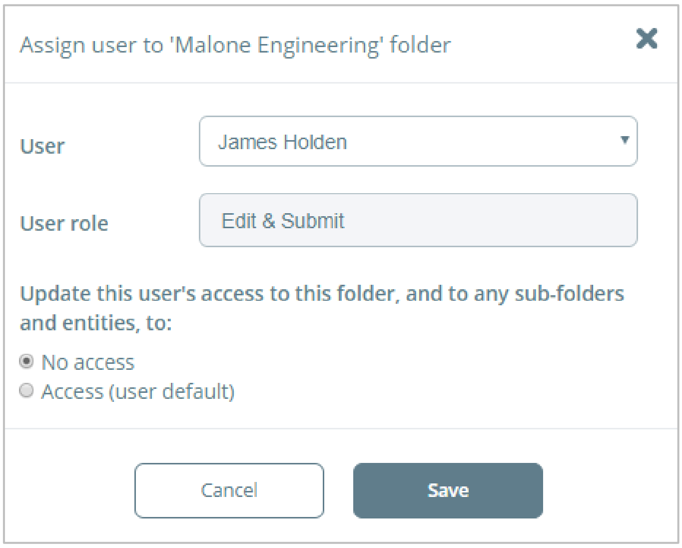



3. Click on the **Yes** button to confirm or press **Cancel** if you do not want to proceed.

# 9. How to assign user access to folders

The Assign user feature allows you to restrict or allow user access to specific folders.

1. From the *Entity management screen*, select the folder that you want to assign access to by checking the **tick box** next to it.
2. Click on the **Assign user** button and the *Assign user* dialog will appear.




3. Select a user from the **drop down list** and their user role will be displayed.

4. The system default is to allow access to a folder. You can change this by selecting the **No access** option. To revoke this, repeat the process and select the **Access (user default)** option.

5. Click on **Save**.

# 10. User management overview

The User management feature allows you to add, edit and delete other system users.

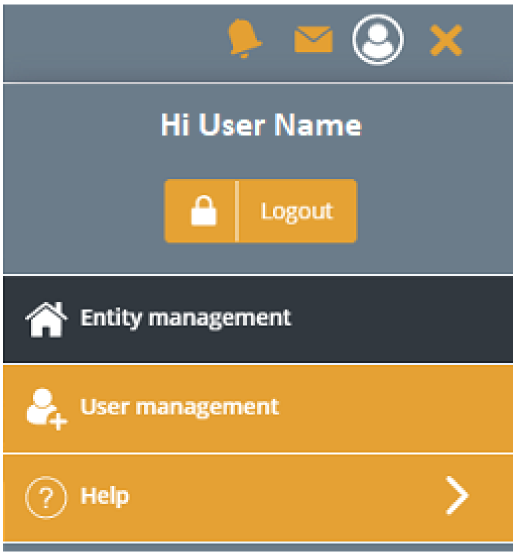
It also allows each user to be assigned a specific role that will allocate the appropriate level of access they should have.

Only users that have been assigned the System Admin, and Superuser roles will have access to the User management options.

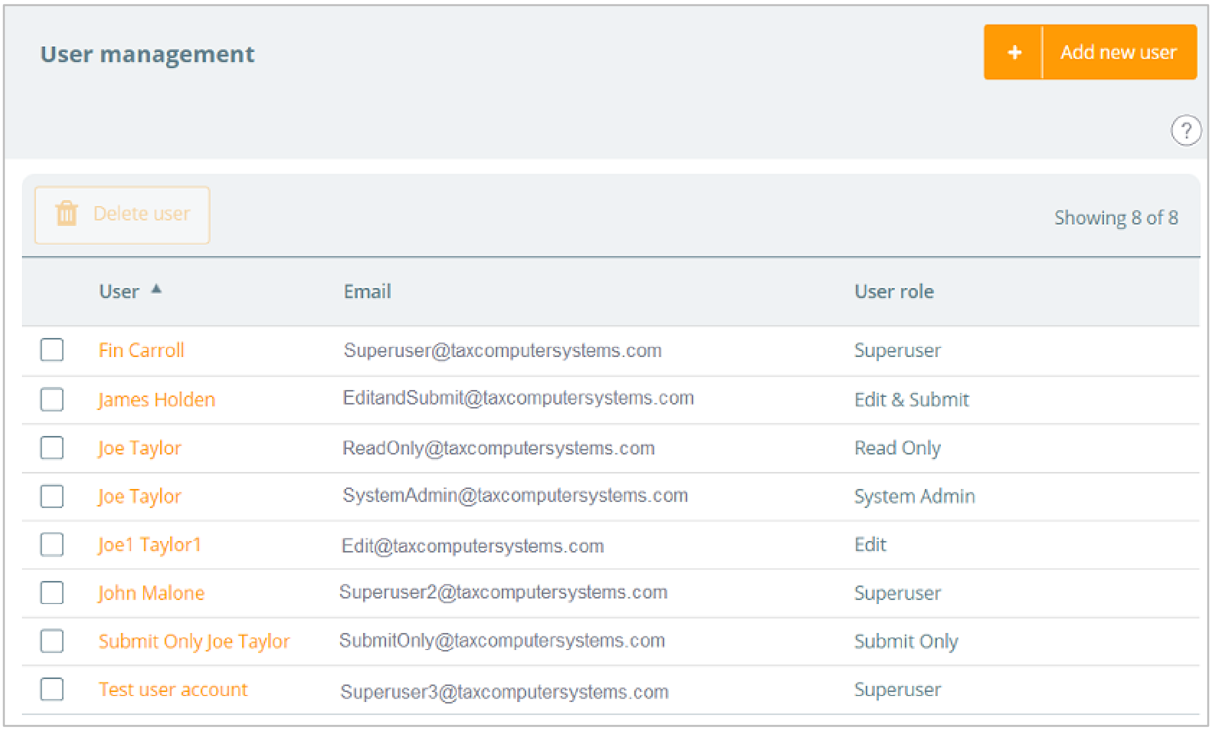
Other roles types will not see the User management option in the User menu.

1. To access the User management options, click on the **User menu** icon in the top right-hand corner of the screen.

2. Select the **User management** option.



3. This will display the *User summary* screen which will provide a list of users that have access to the system, including their name, email address and the role that they have been assigned.


User management

Add new user

Delete user

Showing 8 of 8

| | User ▲ | Email | User role |
|---|---|---|---|
| ☐ | Fin Carroll | Superuser@taxcomputersystems.com | Superuser |
| ☐ | James Holden | EditandSubmit@taxcomputersystems.com | Edit & Submit |
| ☐ | Joe Taylor | ReadOnly@taxcomputersystems.com | Read Only |
| ☐ | Joe Taylor | SystemAdmin@taxcomputersystems.com | System Admin |
| ☐ | Joe1 Taylor1 | Edit@taxcomputersystems.com | Edit |
| ☐ | John Malone | Superuser2@taxcomputersystems.com | Superuser |
| ☐ | Submit Only Joe Taylor | SubmitOnly@taxcomputersystems.com | Submit Only |
| ☐ | Test user account | Superuser3@taxcomputersystems.com | Superuser |

4. The system defaults to displaying users in alphabetical order from A – Z, via their name. You can sort users by email address and user role, by clicking on the relevant **heading name**.

   An arrow will appear next to the heading that you have sorted on, indicating whether items are displayed from A – Z or from Z to A and you can click on this arrow to switch between the two.

# 11. Planning your user role structure

Before you begin creating users, it is a good idea to look at your current process, access restrictions in place for certain entities or groups and whether you already have established roles for who can perform different tasks relating to VAT Return submissions.

If you have a lot of users that require different access levels to the system and/or you need to set up a more complex folder structure, its worth documenting it first.

This will help you to map each user's current access levels with the appropriate role within AlphaVAT, to ensure that they can access the right features and folders needed to perform their work.

Using Example 1: A firms folder structure/access, your user roles and folder access might look something like this:

| User Name | AlphaVAT Role | Folder Access | Folder Restrictions | Entity Restrictions |
|---|---|---|---|---|
| Joe T | System Admin | All | None | None |
| John M | System Admin | All | None | None |
| Stephen T | Superuser | All | None | None |
| Sam H | Superuser | All | None | None |
| Jonathan R | Superuser | All | None | None |
| Bernadette K | Edit and Submit | Office A Only | None | None |
| John F | Edit and Submit | Office A Only | None | None |
| Indika F | Edit and Submit | Acc Firm LLP | None | Acc Firm LLP |
| Fatima E | Edit and Submit | Acc Firm LLP | None | Acc Firm LLP |
| Teresa C | Edit Only | Office A Only | None | Acc Firm LLP |
| David W | Edit Only | Office B Only | Sensitive | Acc Firm LLP |
| Sharon D | Submit Only | Office A Only | None | None |
| Jacqui C | Submit Only | Office B Only | Sensitive | Acc Firm LLP |
| Matt H | Read Only | Office A Only | None | None |
| Andy M | Read Only | Acc Firm LLP | None | Acc Firm LLP |

## User role descriptions

The **User role column** on the *User management* screen will display the role that each user has been assigned and this dictates the level of access they have and what they are allowed to do in the system. The roles available are:

- **Superuser:** This role has access to all system administration and entity management tasks and allows the user to prepare and submit VAT Returns.
- **System Admin:** This role has access to all system administration tasks, including user management and folder management. This allows the user to create, edit and delete other users of the system. They can also add, edit, move, and delete folders, along with assigning user access to folders and entities.
- **Edit & Submit:** This role has access to all entity option tasks on the entity management screen and allows the user to prepare and submit VAT Returns.
- **Edit:** This role has access to all entity option tasks on the entity management screen and allows the user to prepare VAT Returns.
- **Submit only:** This role has access to view an entity's VAT Return summary details and submit the VAT Return.
- **Read only:** This role has access to view an entity's VAT Return summary.

Only those who have been assigned the role of System Admin or Superuser, have the ability to create new users and assign them roles and access permissions.

They can also set permissions on entities and folders, allowing you to restrict a user from accessing a specific folder or specific entities.

When creating a new user, it is important to understand the level of access they will need so that they can be assigned the appropriate role. See Allocating user roles to view a matrix outlining the features/actions that each role has access to.

# Allocating user roles

The following table outlines the user roles available and the access they provide.

| Role / Rights | Superuser | System Admn | Edit and Submit | Edit Only | Submit Only | Read Only |
|---|---|---|---|---|---|---|
| Set up new users (including add/edit/delete) (Administering user roles and root level access) | ✓ | ✓ | × | × | × | × |
| | | | | | | |
| Administer user access for entities and folders | ✓ | ✓ | × | × | × | × |
| Add/Move/Edit/Delete folders | ✓ | ✓ | × | × | × | × |
| | | | | | | |
| Create new entities (includes setting up groups/members) | ✓ | × | ✓ | ✓ | × | × |
| Authorise entities (HMRC entities) | ✓ | × | ✓ | ✓ | × | × |
| Entity details / Prepare VAT returns (using AlphaVAT, AlphaBridge or via file upload) | ✓ | × | ✓ | ✓ | × | × |
| AlphaVAT Calculation builder<br>(includes all features: PESM, upload files, file and data mapping, data cleansing and manual adjustments) | ✓ | × | ✓ | ✓ | × | × |
| View calculation results via entity details page | ✓ | × | ✓ | ✓ | ✓ | ✓ |
| View calculation reports (including exporting feature) | ✓ | × | ✓ | ✓ | ✓ | ✓ |
| Uploading supporting documents | ✓ | × | ✓ | ✓ | × | × |
| Group consolidation | ✓ | × | ✓ | ✓ | × | × |
| Finalise VAT Returns | ✓ | × | ✓ | ✓ | × | × |
| Submit VAT Returns | ✓ | ✓ | ✓ | × | ✓ | × |
| Add implementation entities (not linked to the HMRC API) | × | × | × | × | × | × |
| Add other implementation users | × | × | × | × | × | × |
| Custom cleansing checks (including automatic treatments) | ✓ | × | ✓ | ✓ | × | × |
| Save templates | ✓ | × | ✓ | ✓ | × | × |
| Archive template manager | ✓ | × | × | × | × | × |

If you do not need to restrict what your users are able do and see, then you can assign them all the Superuser role. However, you should bear in mind that they will have the ability to create other users, change the roles of existing users, change the folder structure and set folder permissions.

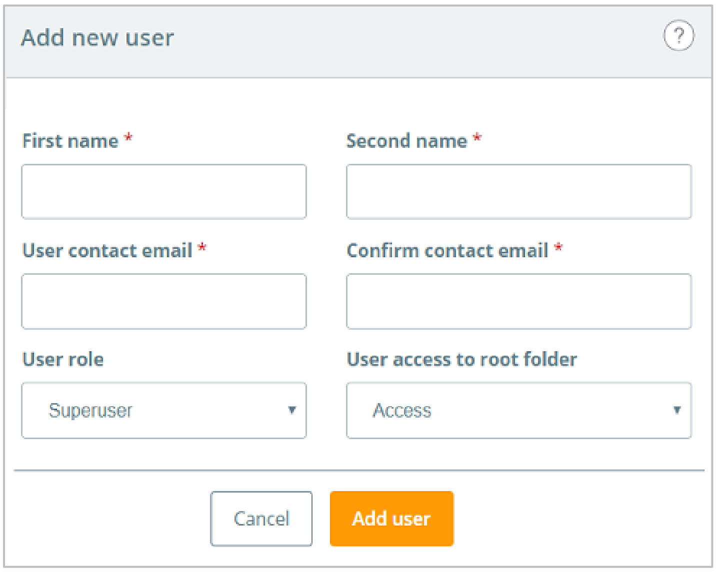
If you want to maintain more control over how/when the folder structure is changed and the access that users have to certain folders/entities or to performing certain tasks, then you should consider allocating a smaller number of Superuser roles and choose one of the other roles types for the majority of your users.

When you create a new user, you can also decide whether or not the user has access to the root folder. This is the main folder that will have been created for you by Tax Systems and is the one that all additional folders are created under.

## 12. How to add a new user

You can add any number of users and define their access to the system, by selecting the appropriate role.

1. From the *User management* screen, click on the **Add new user** button and the Add new user dialog will appear.




2. All fields marked with an asterisk are **mandatory**. Fill in these details for your new user.

   ***Note:** Care should be taken when typing in the user's **email address**, since this cannot be changed once you have created the user. If you make a mistake, you will need to **delete** the user and **add** them again.*

3. The user role defaults to *Superuser*. To change this, click on the **drop-down list** and **select the role** you would like to assign.
4. Choose the access level the user should have to the root folder. The default option is set to **Access**. You can change this by clicking on the **drop-down list** and selecting **No access**.
5. Click on the **Add user** button to confirm or press **Cancel** is you do not wish to proceed.

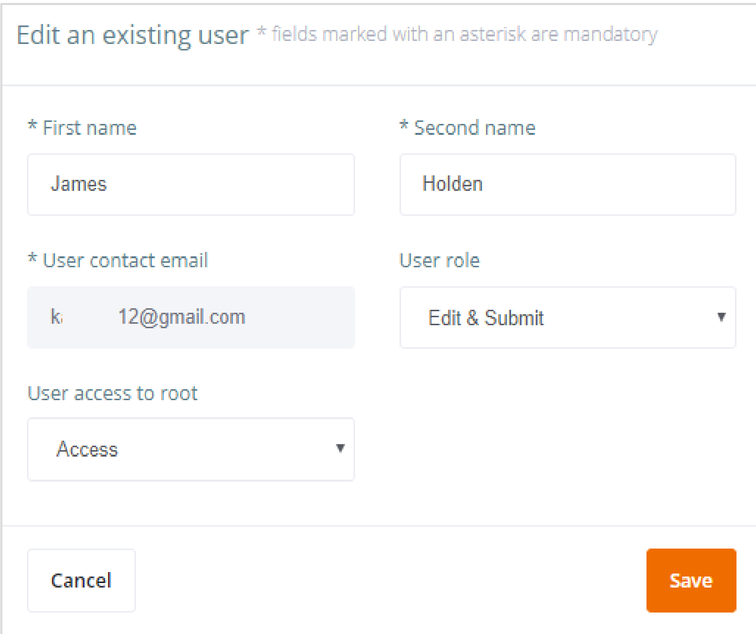
# 13. How to edit an existing user's details

You can edit the following user details:

- First name
- Second name
- Change their role type
- Change their access to the root folder

However, you **cannot edit the user's email address**. If you have input an incorrect email address for a user, you will need to **delete** the user and **add** them in again.

1. From the *User management* screen, click on the **user's name**.
2. The Edit an existing user dialog will appear allowing you to change the user's **first name**, **second name**, the **user role** they have been assigned and their access to the **root folder**.



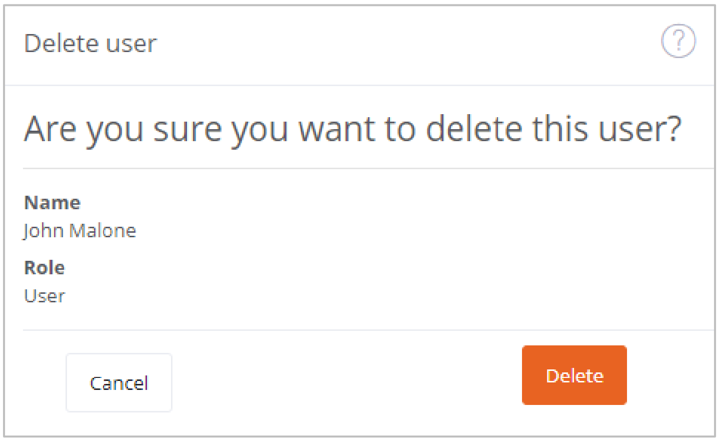

3. Once you have made your changes, click on **Save** to confirm or press **Cancel** if you do not wish to proceed.

# 14. How to delete a user

In the event that a user leaves, no longer require access to the system or has been created in error, you can delete them and remove their system access.

***Note**: Users that have been assigned the System Admin and Superuser roles will **only** be able to edit their user name details. They will not have the ability to **delete themselves**.*

1. Click on the **Check box** next to the user's name.
2. The **Delete user** button is now activated.
3. Click on the **Delete** button and the Delete *user* screen will appear.

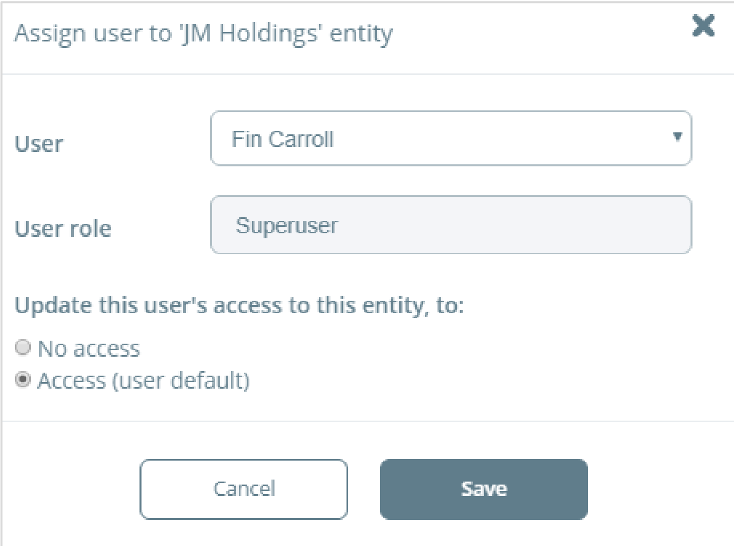



4. To confirm your deletion, click on the **elete** button or press **Cancel** if you do not want to proceed.

# 15. How to assign user access to entities

The Assign user feature allows you to restrict or allow user access to specific entities.

1. From the *Entity management screen*, select the entity that you want to assign access to by checking the **tick box** next to it.
2. Click on the **Assign user** button and the *Assign user* dialog will appear.




3. Select a user from the **drop down list** and their user role will be displayed.

4. The system default is to allow access to an entity. You can change this by selecting the **No access** option. To revoke this, repeat the process and select the **Access (user default)** option.
5. Click on **Save**.

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