EL-ITE Setuply System Users Guide

Overview

When your organization begins their partnership there will be an Onboarding Questionnaire completed. On this questionnaire we request you to provide 1 or more Primary contacts whom we add to Setuply. These individuals are those that are initially setup in our system. For information how to login, please see:

- Setuply Client Portal Introduction
  - Full Link: https://eliteconsulting2.sharepoint.com/:b:/g/EbeUg_Tjz-VJqKD20PTUX0wB_NHOSmoE3kqZSnqMDmgPqw?e=4g7rmx

Note: Logins should not be shared between individuals. EL-ITE does not charge for additional users, and setting up a new user is quick and easy. Each login requires multi-factor authentication (MFA) for added security. We strongly encourage requesting new users to ensure optimal protection for your organization. Given the nature of the HCM business, a significant amount of personal information Protected Personal Information (PPI) is exchanged between EL-ITE and our Partners via Setuply, making security a top priority.

Adding/Requesting new Users

If after your Onboarding it is determined that new users need to be added for any reason, please email the following information to Support@el-iteconsulting.com or submit a case via the following link: http://secure.setuply.com/L/10/Z2hwVsfY. Users may also request access via Setuply System emails; click on the link and if you do not have access, you will be prompted to request access.

- Full Name, first and last
- Full Email
- Permission Level: name one:
  - Case Management: Can submit & manage all Support Cases for your organization within Setuply
  - Project Management: Can submit & manage all Project Requests for your organization within Setuply
  - Both: Can manage both Cases and Projects within Setuply
- Urgency Level (Optional): Our team will generally process the request within 48 hours. If a request is more urgent, please indicate the level of urgency here.