Participant Guide - Creating and Maintaining Groups, Users, and Accounts

This guide may be used to supplement your Works training. Because training sessions are often customized, this guide is meant to supplement the learning session and is not intended to be a complete overview of the training. This guide provides information for understanding key concepts and features and may be used as a reference source.

Click an object to link to the corresponding page.
Tips for Participating in an Interactive Group Training Session

▪ Download the Participant Guide.

▪ Join both the audio and WebEx event.

▪ Ask any questions during the session.
  – What are your objectives? Tell your trainer.

▪ Please mute your phone when not asking a question.
  – Press *6 to mute or unmute.

▪ Please do not place your phone on hold or use a speaker phone.

▪ Check your WebEx screen size. It is recommended that you maximize your screen, click the double arrows.
  – Click ESC to return to the content viewer.

▪ Access Works for a variety of training tools.
During implementation your Implementation Manager may have assisted you in developing your groups and users. It is important to understand how these structures relate as you may have changes and additions to make for your program.

**Key Points**

Traditionally the group and user structure in Works mirrors that in your company.

**Groups**

- A group is a collection of users within Works grouped by a specific component such as department or location.
- Initially, a new group will have the attributes of the parent group assigned.

**Users**

- A user is any employee in an organization who is assigned a Login Name within Works.
- All users must be a member of a single group and can be assigned one or more roles depending on company needs.

**Roles**

- Roles determine what additional tasks a user can perform within Works. Roles can be assigned to a group or directly to a user.
- Roles determine a user’s access to data.
  - A **Global** role gives the user rights to perform the assigned role over the entire company structure.
  - A **Group Official Role** has oversight to specific groups and subgroups.

**Notes**

Browsing your company’s group structure as a hierarchy tree may help you to understand the relationship between groups and their subgroups and/or group members. Click **Administration > Organization > Hierarchy** to access your group hierarchy structure.

**Roles Determine Access to Data**

<table>
<thead>
<tr>
<th>Global Roles</th>
<th>Scoped Roles</th>
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</thead>
<tbody>
<tr>
<td><strong>Global Roles are able to view the entire hierarchy:</strong></td>
<td><strong>Scoped Roles are able to view their part of the hierarchy:</strong></td>
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<tr>
<td>- Program Administrator</td>
<td>- Scoped Administrator (their point down)</td>
</tr>
<tr>
<td>- Accountant</td>
<td>- Scoped Accountant (their point down)</td>
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<td>- Auditor</td>
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<td>- Group Owner (their group)</td>
<td>- Group Owner (their group)</td>
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<td>- Group Proxy Requester (their group)</td>
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<td>- Roles that are able to view only the account assigned to them:</td>
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<td>- Primary Accountholder</td>
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<td>- Secondary Accountholder</td>
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Creating and Managing Groups

It is important to understand how to create new groups and manage groups to maintain your company structure within Works.

Key Points

- **When creating a group, the Group Name must be unique and should describe the contents of the group.**
- **When you select a group’s Parent Group, the parent group attributes such as address, allocation settings, and approval settings are applied to the group. These attributes can be edited, if needed.**
- **You can assign an Allocation Profile to a group to restrict the group’s allocations to a specific set of General Ledger combinations.**
- **Default Allocation Codes can be assigned to a group’s general ledgers. The default codes are then assigned to a transaction, reimbursement, and purchase request when it posts to Works.**
- **Approval Settings are rules and controls that determine the approval and review requirements of transactions, reimbursements, and purchase requests.**
- **To Deactivate a group, you must first move or deactivate any users in the group and/or subgroups, then deactivate any subgroups.**
- **You can Move multiple groups to another parent group at one time, but you must move those groups to the same parent group.**

Key Points (continued)

- The Members tab on the Group Details screen lists all the users and sub-groups of a group.
- The Permissions tab on the Group Details screen lists the users with their corresponding Group Official roles. A group must have one Owner and at least one Approver.

Notes
A Spend Control Profile can enable you to group accounts with identical settings and easily manage accounts with similar spending needs. Each account must be assigned to a spend control profile.

### Key Points

- When creating a Spend Control Profile, the **Profile Name** must be unique. Use a name that defines something about the profile, since it can be used in multiple groups and for multiple users.

- You can reassign an account to a Spend Control Profile and set a return date to the previous profile. When setting a return date for the account, it will restore at 3:30 a.m. Central Time on the date you specify.

- Spend control profiles you create often have similar features and only a few features may need to be changed. In these cases, it is more efficient to use the **Quick Copy** action on a profile, rename it, then edit the needed details.

- To delete a profile you must first either move all of its assigned accounts to another profile or close the accounts.

### Best Practices

- When creating a spend control profile, use a naming convention that is suitable for your company, and be sure that all administrators use this naming convention for consistency.

- You can create a Suspend profile to manage accounts that need to be temporarily suspended instead of closing the accounts. A Suspend profile should have all spend control settings placed at zero and all Merchant Category Code (MCC) Groups set to Prohibit.

### Tips

- Before assigning an account to a different spend control profile, alert the accountholders about the new limits. Changes made to an account’s spend control profile assignment are effective immediately.

- Set the return date to a previous profile as the first day of the next billing cycle so the credit limit is restored and purchases are not declined due to previous profile limits. Also, make sure sign-off has occurred so discretionary funds are restored.
Creating and Managing Users

As a Program Administrator, you can create new users and edit all user information for users within your scope of authority.

**Key Points**

- A role assigned to a user at the group level is a **Global** role. A Global role is tied to any user assigned or who will be assigned to the group.

- Group-based roles that are inherited from the Group default for a user in the **Roles** section when creating a new user.

- Accountholders who will be allocating their transactions must be assigned the **Allocation Coder** role.

- The **Group Owner** role cannot be removed from a user. Instead, a new owner must be selected or added, which removes the current group owner role from the user’s assignment.

- The **Group Permissions** tab on the User Details screen lists the Group roles assigned to a user. From this screen you can add or remove the user’s group roles.

- To permanently disable one or more users, click **Deactivate** on the Users screen.
  - After a user is deactivated, the user cannot be reactivated. A new user must be created.
  - Deactivating a user also closes any accounts associated with that user.
  - Draft purchase requests created by a deactivated user are deleted.

**Tip**

To edit allocation codes on purchase requests, a user must also be assigned the **Purchase Requester** role in addition to the **Allocation Coder** role.

**Notes**

- After a user is deactivated, the user cannot be reactivated. A new user must be created.
- Deactivating a user also closes any accounts associated with that user.
- Draft purchase requests created by a deactivated user are deleted.
Creating and Maintaining Accounts

As a Program Administrator, you can create account requests and perform all administrative and account maintenance tasks in Works for your Card program.

Key Points

- To create an account request simultaneously with a new user request, click Accounts > Account Requests > Create > Create User & Account Request.
- To create an account for an existing user, click Accounts > Account Requests > Create > Create Account Request.
- **Verification ID** is 1 - 15 alphanumeric characters used to activate a card. No special characters may be used and the values cannot be all the same character. A Program Administrator must tell an accountholder what the Verification ID is for the account so the accountholder can activate the card after it is received.

It is important to understand when to use the following features:

- Select **Close Account** to close an account permanently.
- Select **Mark Account Lost/Stolen** if a card is reported lost or stolen.
- Select **Replace Card** if:
  - The card has been damaged.

**Tips**

- The **Account Name** and **Account Name Line 2** data is imprinted on the physical credit card, so it may be helpful to match the name on the user’s official I.D.
- The **Account Nickname** for the plastic card is helpful when an accountholder has more than one account/card.

Best Practices

Customize the **Verification ID** for each user. It is best to keep it simple. For example, you could use the user’s business phone number. For information protection, never use social security numbers for Verification IDs.
Conclusion

Session Objectives
After this session, you should now be able to:
▪ Recognize the relationship between groups, users, and roles.
▪ Understand the association between accounts and spend control profiles.

Contacts & Additional Resources
Use the following resources to assist with questions or additional training needs.

Client Education: 1.866.355.9388
Technical Help Desk (THD):
Call: 1.888.589.3473, Option 4
Email: CommCardTHD@bankofamerica.com

To access additional educational resources in Works:
Click any of the following links located at the bottom of any screen within Works:
▪ Training Guides
▪ Training Videos
▪ Live Training

Your Objectives
Were your objectives met?

What additional questions do you have for the trainer?

Action Plan
What steps will you take to achieve your goals?

What resources do you need to complete your action plan?

What is your timeline for achieving your goal?