



# Quick Guide – Removing user access

## Why?

The HE Gateway includes a facility to create and maintain user accounts which provides access to student information. It is the User Administrator's responsibility to remove access to individuals who no longer need it. This may arise from a change to a staff member's responsibilities, a department move, or when an individual leaves employment at the HEP.

## Access

To expire user accounts, you must hold User Administrator access within the HE Gateway, which the Student Loans Company (SLC) sets up when an HEP is initially set up.

## Expiring user accounts

Once a user's account is expired, their records cannot be amended or reinstated.

- 1) To begin administering users, select **User Administration** from the HE Gateway Home page.

The screenshot shows the HE Gateway Home page. On the left is a navigation menu with the following items: HE Gateway Home, Courses Management Service (15/16), SIS Home, Maintain Contacts, **User Administration** (highlighted with a red box), Select HEI, and Feedback. To the right of the menu is a 'Welcome...' message: 'Welcome to the HE Gateway. The HE Gateway is a secure site that provides access to the Bursary, Scholarship & Fee Waiver Scheme, Courses Service, Financial Information Service (FIS) and Student Information Service (SIS); giving your HEI an easy way to administer bursary, scholarship & fee waiver functions, manage course information, view student information and access details of fee payments, registration & attendance confirmations and process change of circumstances.' Below the message is a link for 'HE Portal System'.

If you only have access to a single User Group, the Users List will appear when you click **User Administration** from the HE Gateway Home page. If you have access to more than one User Group, you must select the **User Group** to display the corresponding Users List.

- 2) Select a User Group to show the **User List**.

The screenshot shows the 'Users List' table. The table has columns for 'Edit / View', 'Username', 'Surname', 'Forename(s)', and 'Expired'. There are two rows of user data. The first row has 'ABCABCA1' as the username, 'ABCABC' as the surname, and 'ABC' as the forename(s). The second row has 'SLCSLCS1' as the username, 'SLCSLC' as the surname, and 'SLC' as the forename(s). Both rows have an 'Expired' checkbox that is currently unchecked. At the bottom right of the table are links for 'Back', 'Create New User', and 'Hide Expired Users'.

Service Group	HEI Services			
User Base	HEIs - SIS			
User Group	SLC			
Edit / View	Username	Surname	Forename(s)	Expired
Edit / View	ABCABCA1	ABCABC	ABC	<input type="checkbox"/>
Edit / View	SLCSLCS1	SLCSLC	SLC	<input type="checkbox"/>

- 3) From the **Users List**, click on **Edit** to display the **Profile** screen then select **Expire Account**.

The screenshot shows the 'Profile for SLCSLCS1' screen. It contains several input fields: 'Forename(s)' with the value 'SLC', 'Surname' with 'SLCSLC', 'Contact No' with '0', and 'Email address' with 'test@slc.co.uk'. There is an 'Expired' checkbox which is currently unchecked. At the bottom right of the form are links for 'Back', 'Expire Account' (highlighted with a red box), 'Authorisation and Authentication', and 'Reset Password'.

- 4) The **Confirm Details** screen will display – select **Submit** to expire the user. You will be returned to the **User Administration** screen.

Confirm Details for SLC SLCS1		Help
This user is being expired.		
Service Group	HEI Services	
User base	HEIs - SIS	
User	SLCSLCS1	
Forename	SLC	
Surname	SLCSLC	
Contact Number	0	
Email	test@slc.co.uk	
Expired	<input checked="" type="checkbox"/>	

  

Group Memberships			Help
	Start Date	End Date	
SLC	18/Apr/2018 16:01:50		

  

Role Memberships			Help
	Start Date	End Date	
HEI Student Information Advisor	18/Apr/2018 16:11:35		
HEI User	18/Apr/2018 16:03:37		
HES SIS User Administrator	18/Apr/2018 16:13:21		

  

Authentication Methods			Help
	Set/Re-set	Lock	
Single Sign On	<input type="checkbox"/>	<input type="checkbox"/>	

Back Submit