

Self-Assessment Hub

Client User Guide

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VMIA is the Victorian Government's insurer and risk adviser Level 10 South 161 Collins Street Melbourne VIC 3000 P (03) 9270 6900 contact@vmia.vic.gov.au ABN 39 682 497 841 vmia.vic.gov.au © Victorian Managed Insurance Authority



The Victorian Managed Insurance Authority (VMIA) acknowledges the Traditional Custodians of the land on which we do business, and we pay our respects to Elders past, present, and emerging. We acknowledge the important contribution that Aboriginal and Torres Strait Islander peoples make in creating a thriving Victoria.

Introduction

The VMIA Self-Assessment Hub (the Hub) is an online tool operated by VMIA. Accessible only to authorised users, the Hub contains the following self-assessment tools:

- Risk Maturity Benchmark
- Victorian Government Cyber Maturity Benchmark
- Health Sector Cyber Security Assessment
- Health Sector Medical Device Security Assessment.

About this guide

We've developed this quick reference guide to help Victorian Government departments and agencies navigate and use the Hub effectively on the following tasks:

- navigating to your desired self-assessment
- logging in and logging out of the Hub
- exploring the different user roles
- performing user maintenance (add and change user roles).

Please note that this guide has been designed to help you find your way around the Hub and should be used alongside the specific self-assessment user guides provided below.

Self-assessment user guides

To help you complete the assessment you want, please refer to the specific user guides provided separately on our website:

Risk Maturity Benchmark - Client User Guide

Victorian Government Cyber Maturity Benchmark - Client User Guide

Health Sector Cyber Security Assessment - Client User Guide

Health Sector Medical Device Security Assessment - Client User Guide

Need assistance?

Contact us by email: <u>contact@vmia.vic.gov.au</u> or phone: (03) 9270 6900.

How to log in and log out

There are two ways to access the Hub:

- new users
- existing users

New Self-Assessment Hub users

You'll receive a welcome email that includes your login details. If the email doesn't arrive, check your junk email folder.

1. On any line array 1	Usern	ame Link to assess	o access sment
1. Open the email.	Hello Lilly,		
 Click on the link. Enter your username (email 	You are now a registered user of VMIA You can now access the VMIA Self-ass Username: Iiily@email.com Password: [Password]	s Self-assessment hub. essment hub using the following login detai	is:
address) and the temporary password provided within the email	For access to your assessment, click or assessment and type your organisation	n the following link, <u>https://www.vmia.vic.c</u> 's name in the search box.	pov.au/our-portals select your desired
	Password		

When you log in for the first time, you'll be prompted to change your password using the temporary password.

Existing Self-Assessment Hub users

1. Access the Self-assessment Hub from VMIA's website (<u>vmia.vic.gov.au</u>) by clicking on the Login button at the top of the page.



- 2. Select your desired assessment. vmia 🔎 📞 🛛 Login Risk advisory 🗸 Tools & insights 🛩 About us 🗸 Insurance 🛩 Claim ~ Training 🛩 Careers 🗸 vmia` Choose the appropriate portal for you Builders _____ Homeowners ce policy Insurance and risk clients Select from this list Risk Maturity Benchmark \rightarrow ernment Cyber Ma of assessments Benchmark Health Sector Cyber Security Ar
- 3. Enter your agency name.
- 4. Click on your agency's name when it appears.

To access the assessment, enter your organisation's name in full in the field below, then choose from the dropdown list. View our <u>terms of use</u> [PDF, 563KB].

Type organisation name ...

- 5. Enter your username (email address) and password.
- 6. Forgotten your password? Click on the "Forgot password" link.

Enter your email addr	ess
Password	
Lc	og in
Remember me	Forgot password?

Handy tip

Save the website to your favourites for future access.

One time password (OTP)

Every time you log in, you'll be prompted to supply a 6-digit, one time password (OTP).

- 1. If you have a mobile number on your profile, the OTP will be sent via SMS.

 0:4:42
 0000000

 Log in
 Log Out

 Check to send OTP via email
 Send OTP to email. J****m@gmail.com
- 2. You may choose to have this sent to you via email. If so, check the OTP to email box then click Resend OTP.

Logging out

If you want to log out of the system, follow these steps:

From the top right of the page, click the down arrow.
 Your name
 Click Log Out
 Click "Log Out"
 Your name
 Edit My Account
 Demonstration account
 Log Out

Setting up Email Digest for an organisation

Email Digest enables you to receive emailed notifications of any changes made to an assessment.

Note: This function is only available to Senior User roles.

- 1. Log in to the Self-Assessment Hub and click on the Settings tab at the top banner.
- 2. Click on the Email Digest button.

	SETTINGS tab Email Digest button					
HOME ASSESSMENTS	ACTIONS REPORTS USERS SETTING					
Overview VIEWS Client Details	Client Details Edit the name, description and profile detail for this Client.	Visual Theme Change the logo and theme for this Client. Enable the logo and theme for this Client.	Data Sharing Modify the benchmarking and action data sharing settings for this Client.			
Visual Theme Email Digest Data Sharing						

3. Complete the Email Digest Settings nominating the time, frequency and types of notifications you would like to receive. Once complete, click on the Save Changes button.

Note: This enables the email digest for the entire assessment, i.e. all users allocated to that assessment will receive Email Digest unless they elect to opt out of it.

	HOME ASSESSMENTS	ACTIONS REPORT	TS USERS SETTINGS	HELP
	SETTINGS			
	Overview	EMAIL DIGEST SE	ETTINGS	
	VIEWS	Time Zone	(UTC+10:00) Canberra, Melbo	urne, Sydney 🗸 🗸
	Client Details Visual Theme Email Digest	Email option	 Do not send emails Digest email that summaris 	es the changes to my Assessments
	Data Sharing Single Sign-on	Timing	05:00	*
Select your preferences —		Frequency	🔿 Weekly 💿 Daily	
		Content	Actions falling due Tasks falling due New Actions/Tasks summar Assessment falling due Updated Assessment	у
		Save Changes		

Opting in or out of Email Digest

1. On the top right-hand corner of your screen, click the dropdown arrow next to your name and select Edit My Account.

		-
ta	Edit My Account	

2. Click on the Email Digest toggle to off.

t toggle to switch email digest on or	CHANGE YOUR PASSWORD			
	Current password			
	New password			
	Confirm new password			
	Change Password			
Toggle to switch email	EDIT MY EMAIL PREFERENCE			
digest on and off	Email digest ON			
	Save Changes			
	ACTIONS PREFERENCE			
	Show Owned Actions by default ON			
	Save Changes			

Exploring the roles

There are two types of contact roles: (1) the Primary Contact for the organisation; and (2) an Assessment Primary Contact. The difference between these roles is explained below:

Role	Responsibilities
Primary Contact	This role is for communication purposes between VMIA and the organisation.
	To change the Primary Contact, you'll need to contact us by email <u>contact@vmia.vic.gov.au</u> or phone (03) 9270 6900.
Assessment Primary Contact	This role is the primary contact for the relevant assessment which can be a different person for each assessment, i.e. Cyber Maturity assessment, Risk Maturity Assessment, etc.
	The user is responsible for allocating access and privilege levels for assessments and receives emails relevant to the assessment.
	To change the Assessment Primary Contact, you'll need to contact us by email <u>contact@vmia.vic.gov.au</u> or phone (03) 9270 6900.

There are two main roles in the Self-Assessment Hub and you can have multiple users in each category. The table below explains the responsibilities of these role types:

Role	Responsibilities
Client Admin	Users assigned to the Client Admin role have access to most functions within their client environment. They can manage users, enable email digest and data sharing, delete actions, export data into CSV format and view assessment participants.
Participant	As regular client users of the system, they can access assessments, actions and reports.

Each assessment has three different roles that can be managed by the Assessment Primary Contact for the relevant assessment. This means that if you're the Assessment Primary Contact for RMB, you can manage these roles within the RMB only. The roles in each assessment are as follows:

Role	Responsibilities
Admin	Users assigned to the Admin role can assign users and privilege levels to the assessment, complete assessments and create actions plans.
Assessor	Assessors can complete assessments and create actions.
Read Only	Read only access.

How to add a user

- 1. Click on the USERS tab.
- vmia Demonstration account SELF-ASSESSMENT HUB Show me this box again next time I login ne to Self-Assessment Hub. The fol Health Sector Cyber Security Assessment DEMO In progress Risk Maturity Benchmark DEMO Cyber Maturity Benchmark DEMO Ongoing Action Plan and mprovement Completed 24% 100% 100% 🕞 Homepage 🕞 Homepage 🕞 Homepage vite key stakeholders to participate in improvement activities Click on the Users tab, then click New User
- 2. From the left-hand menu. HOME ASSESSMENTS ACTIONS USERS SETTINGS HELP REPORTS select New User. USERS Title Name Name & Title ACTIVITIES Client 1 Job Title New User New user Client 1 2 Job Title
- 3. Complete full name, job title and contact number fields.
- 4. In the 'Privilege Level' fields, select the level required for the new user.
- 5. Enter their email address.
- 6. Check that the 'User Active' field is set to 'ON'.
- 7. Ensure 'Password' and 'Send email notification' checkboxes are ticked.
- 8. Select create user and the new user will receive an email with their login details.



Users tab

Adding a participant to an assessment

1. Within the assessment click on Participants.



Click the forward arrow

Select user to move into the next ASSESSMENTS CAMPAIGNS / RISK MATURITY BENCHMARK 2. Select the participant you want to add by clicking on the username in the participants column and click the Overview ON arrow forward to move them to the relevant Enable Ind vidual Participants Report List assessment. TS ASSESSMENT ACCE Completion Detai Participants \mathbf{T} Change List ent Participants Attachment List Client 1 Client 2 Client 3 Previous Assessme Assessment Summary Note: You can add all participants to the assessment by Benchmarking ** mprovemen clicking on the double arrow. Actions List Enter Assessme Export Assessment Data 3. Save changes. Save changes \rightarrow Save Changes

Maintaining users

Only the Senior User role can maintain users.

Resetting a user's password

1. Click on the USERS tab.



2. Click on a user's name and that user's page will appear.

Select the user

vmia`	Der SELF-/		ation a	acco	ount		
HOME ASSESSMENT	S ACTIO	IS REPO	RTS US	ERS	SETTINGS	HELP	
USERS							
	Nar	ie		Т	ïtle		
	Na	me & Title					
New User	-	Client 1 Job Title					
	♥ :	Client 1 Job Title					



- 3. Click the 'Confirm password reset' checkbox.
- 4. Click reset password.

Manually changing a user's password

1. Click on the USERS tab.

			USE	RS ta	ab		
VI	miaì	Demo SELF-ASSI	Onstratio		ount		
HOME	ASSESSMENTS	ACTIONS	REPORTS	USERS	SETTINGS	HELP	
Show	me this box again next I	time I login.					
ACTIVE A	SSESSMENTS						
Welcome	to Self-Assessment Hub	. The following	Assessments are	awaiting co	ompletion. A list	of all active Assessments is available below	v or click on the Assessments tab in the menu above.
Risk M	Maturity Benchmark DI	MO	Cyber Maturi	ty Benchm	ark DEMO	Health Sector Cyber Security Assessment DEMO	
Ong	oing Action Plan and		Completed			In progress	
		100%			100%	24%	
5	Homepage		🖪 Homepa	ige		🕞 Homepage	
Invite key	stakeholders to particip	ate in improve	ment activities Cl	ick on the L	Jsers tab, then cl	ick New User	

Select the user

2. Click on a user's name and that user's page will appear.



- 3. Enter a new password.
- 4. Click the 'Confirm password change checkbox'.
- 5. Select 'Change Password'.

Important: Remember to notify the user of the new password manually as no email is sent.

			Reset password	Confirm the change	Enter the new password	
vmia``	Demonstration UAT SELF-ASSESSMENT H	n account				
HOME ASSESSMENTS	SURVEYS ACTIONS	REPORTS USERS	SETTINGS HELP			
VIEWS AI Users ACTIVITIES New User	EDITUSER Full Name * G Job Title * J Contact Number (International format) Privilege Level * G User Active G Save Changes	Client 2 Iob Title Country code] [phone num Participant Client2@email.com	nber]	RESET PASSWORD Reset his user's password. Confirm password Confirm password Characterized Characterized Characterized Choose new password Confirm password Characterized Confirm password Characterized	or or and send them an email with a new reset If be sent to this address.	randomly generated

Changing a user's role

1. Click on the USERS tab.



Select the user

2. Click on a user's name and that user's page will appear.



Save changes

Privilege level

- 3. Click on the 'Privilege Level' field.
- 4. Select a role.
- 5. Click on 'Save Changes' to confirm.



Deactivating a user

1. Click on the USERS tab.

			USE	ERSta	aD					
vn	nia`		Instratio		ount					
		ACTIONS		LICEDO						
HOME	ASSESSMENTS	ime I login.	REPORTS	USERS	SETTINGS	HELP				
Show m	ASSESSMENTS ie this box again next t	ime I login.	REPORTS	USERS	SETTINGS	HELP				

2. Click on a user's name and that user's page will appear.

Select the user

vmia	Demonstration account						
HOME ASSESSMENTS	ACTIONS	REPORTS	USERS	SETTINGS	HELP		
USERS							
VIEWS	Name			Title			
All Users							
ACTIVITIES	Name	& Title					
New User		Client 1 Job Title					
	2	Client 1 Job Title					

3.	In the 'User Active' field, click on the slide
	to change it to 'Off'.

4. Click on 'Save Changes' to confirm.



Assessment access

Every Assessment Participant receives read access only by default.

1. Change the user's assessment access by selecting the user and clicking on the ASSESSMENT ACCESS tab.

Click the ASSESSMENT ACCESS tab

Overview	ASSESSMENT PARTICIPANT	S			
VIEWS	Enable Individual Participa	ON			
Report List	¥				
Completion Detail	PARTICIPANTS ASSESSMEN	T ACCESS			
Participants					
Explanation List					
Change List	Client Users		Assessment Particip	pants	
Attachment List	Client 3	•	Client 1		
Previous Assessments			Client 2		
Assessment Summary		4			
Benchmarking		**			
mprovement Plan					
Actions List		44			
ACTIVITIES					
Enter Assessment					
Export Assessment Data					

2. In the next screen, select the access level by clicking on the appropriate radio button, i.e. Admin or Assessor. Remember the default for everyone is Read only.

Note: This is where you can also edit an existing user's access type.

HOME ASSESSMENT	S SURVEYS	ACTIONS	REPORTS	USERS	SETTINGS	HELP		
CAMPAIGNS / RISK N	ATURITY BENG	CHMARK						
Overview	ASSESSM	IENT PART	ICIPANTS					
VIEWS	Enable Ind	ividual Part	icipants	ON				
Report List	PARTICIPA	NTS ASS	ESSMENT ACC	ESS				
Assessment Summary				_				
Benchmarking	Current n	ame				Admin	Assessor	Read-only
Improvement Plan	Client 1					0	0	۲
Actions List	Client 2					0	0	۲
ACTIVITIES								
Enter Assessment								
	Save Chan	ges			Cli a	ck the rad	io button e for the	

Remove a participant

To remove a participant from an assessment, select client in the assessment participant column and click the back arrow and click Save changes.



Client 2 has now been moved back into the users column, which means they no longer have access to the assessment.

Report List PARTICIPANTS ASSESSMENT ACCESS Completion Detail Explanation List Client Users Assessment Participants Change List Client 3 . Attachment List Client 2 Previous Assessm • Assessment Summary Benchmarking ** Improvement Plan Actions List --Enter Assessment Save Changes

How do I know if I'm the Assessment Primary Contact?

Check your access level in the Assessment Overview

vmia``	Demonstration accurate self-assessment hub	👲 Clent 1		
HOME ASSESSMENTS	SURVEYS ACTIONS REPORT	ITS USERS SETTINGS HELP		
CAMPAIGNS / RISK MAT	TURITY BENCHMARK		+ Asses	prilents + Overview
Overview	CAMPAIGN INFORMATION			\checkmark
VIEWS	Description	Risk Scorecard Assessment for selected clients.	individual Access Assessme	int Primary Centact

Select user and click the back arrow to move into the previous column

Self-Assessment Hub Homepage

Use the self-assessment hub home page to view recent assessments and read the latest news.

vmia Den	nonstration account		👤 Bel Karademir . 🛛 🖂
HOME ASSESSMENTS ACTION	S REPORTS USERS SETTINGS	нер	LATEST NEWS Recording your mobile number Posted by Jonathon Mason, 31/02/2023 34136 AM
CTIVE ASSESSMENTS Recome to Self-Assessment Hub. The follow	ng Rosessments are awating completion. A list	f all active Assessments is available below or clok on the Assessments tab in the menu above.	To add or update your mobile number, click on your name at top RHS of your screen and select "Edit My Account". You'll need to use the international format: +61 4XX
Risk Maturity Benchmark DEMO Ongoing Action Plan and inprovement 100%	Cyber Maturity Benchmark DEMO Completed 100% Completed	Assessment DBMO	XXX XXX (not "04XX XXX XXX"). If you get stuck, just reach out at contact@vmla.vic.gov.au.

Navigate the Self-Assessment Hub

There are three ways to navigate through the self-assessment hub:

1. In the tabs bar along the top of the screen, select a tab.

VI	nia`	Demo SELF-ASSI	onstratic ESSMENT HUB	on acco	ount		
HOME	ASSESSMENTS	ACTIONS	REPORTS	USERS	SETTINGS	HELP	Ċ

2. Use the menu paths at the top right of a page (not on the homepage).

t	Select a tab other han the homepage	Menu path
vmiař	Demonstration account stur-assessment Hute	👤 Your Name
HOME ASSESSMENTS	ACTIONS REPORTS USERS SETTINGS HELP	Assessments Active Assessments

Use these tabs to

navigate

3. Use the left-hand menu located on each page (not on the homepage).



Quick links

<u>Risk Maturity Benchmark – Client User Guide</u> <u>Victorian Government Cyber Maturity Benchmark – Client User Guide</u> <u>Health Sector Cyber Security Assessment – Client User Guide</u> <u>Health Sector Medical Device Security Assessment – Client User Guide</u>

For more support, please email us at <u>contact@vmia.vic.gov.au</u> or call (03) 9270 6900