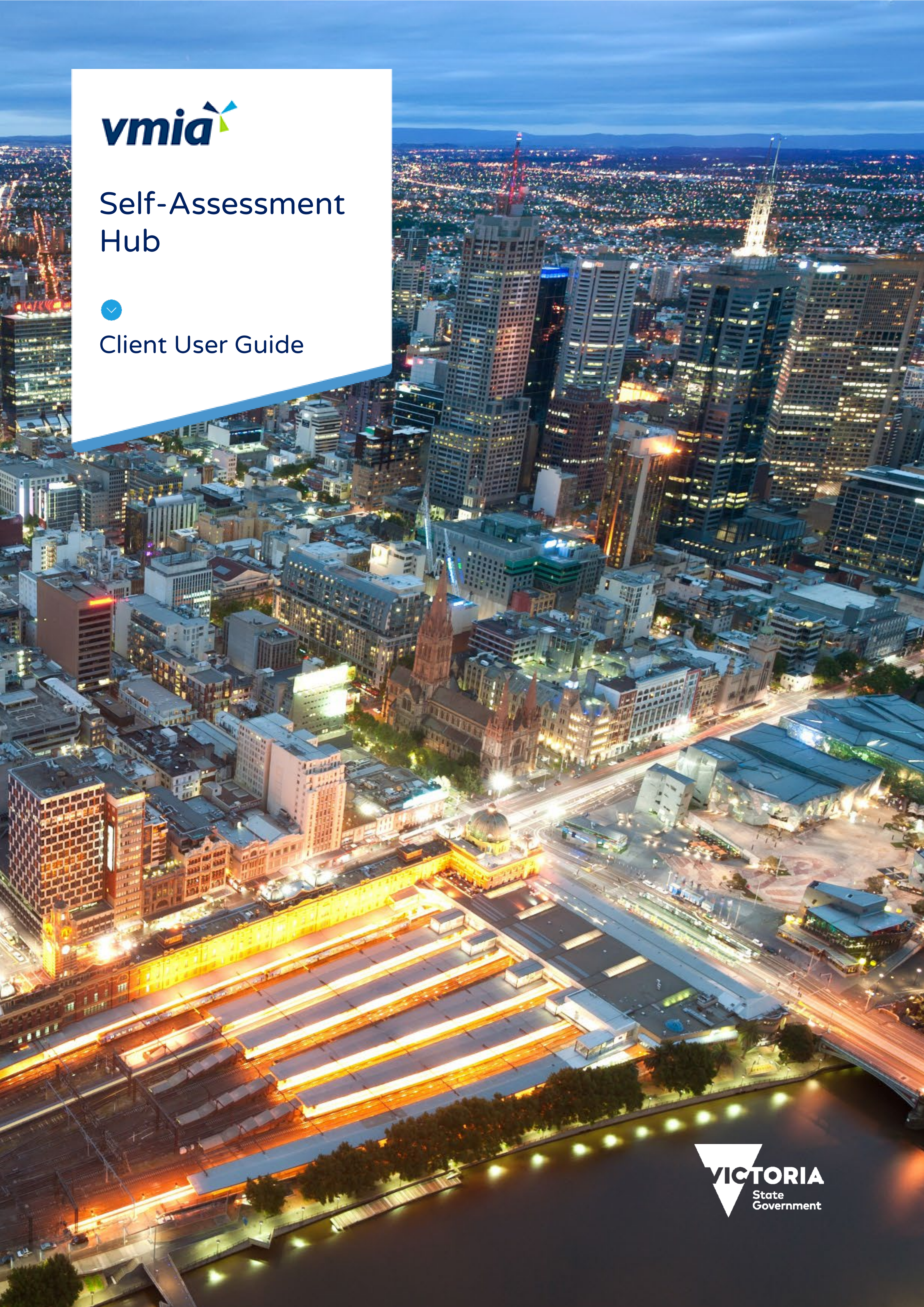
vmia

Self-Assessment Hub

Client User Guide



VICTORIA
State
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Contents

VMIA is the Victorian Government's insurer and risk adviser

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

D23/136385

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: contact@vmia.vic.gov.au or phone: (03) 9270 6900.

How to log in and log out

There are two ways to access the Hub:

- new users
- existing users

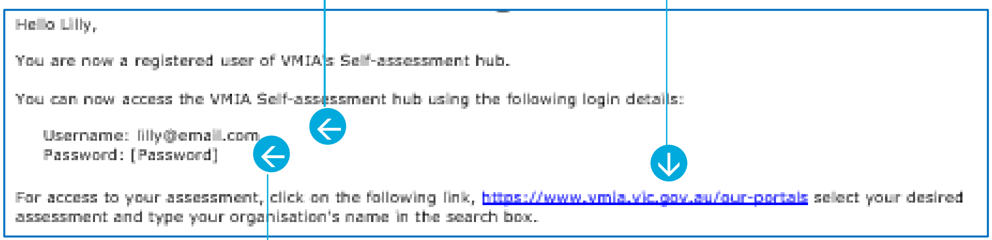
New Self-Assessment Hub users

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

1. Open the email.
2. Click on the link.
3. Enter your username (email address) and the temporary password provided within the email.

Username

Link to access assessment



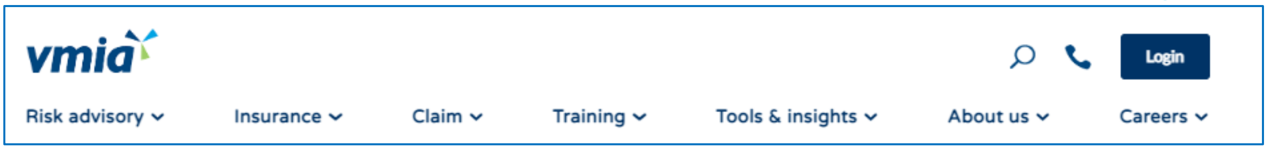
Password

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

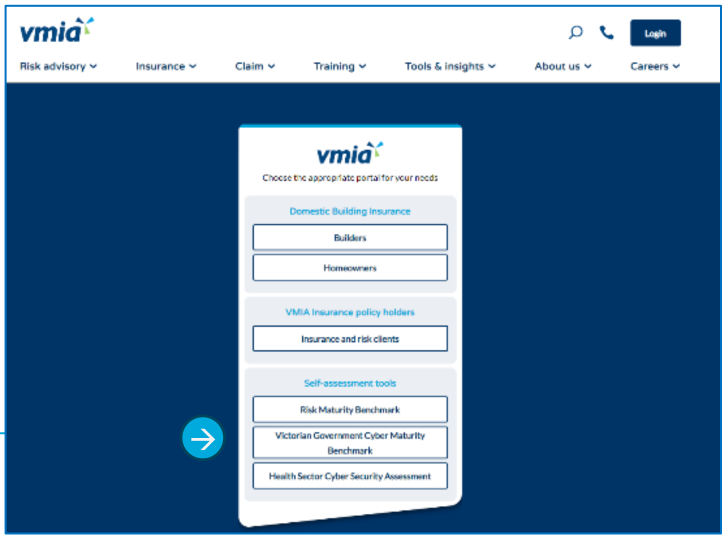
Existing Self-Assessment Hub users

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

Login button



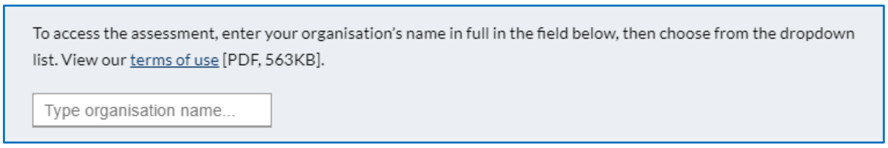
2. Select your desired assessment.



Select from this list of assessments

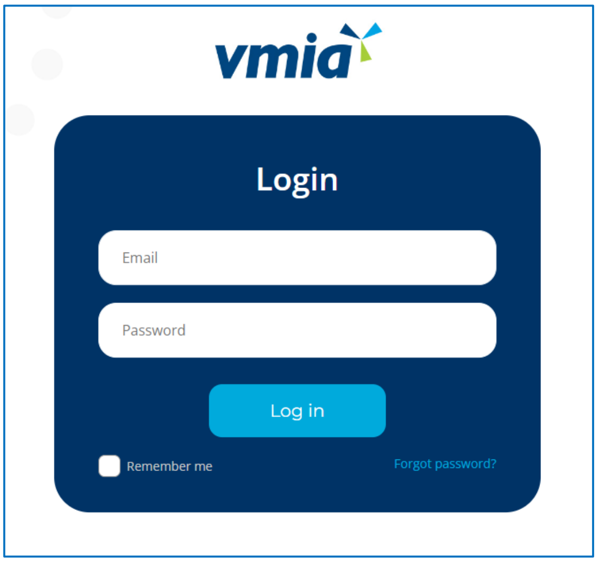
3. Enter your agency name.

4. Click on your agency's name when it appears.



5. Enter your username (email address) and password.

6. Forgotten your password?
Click on the "Forgot password" link.



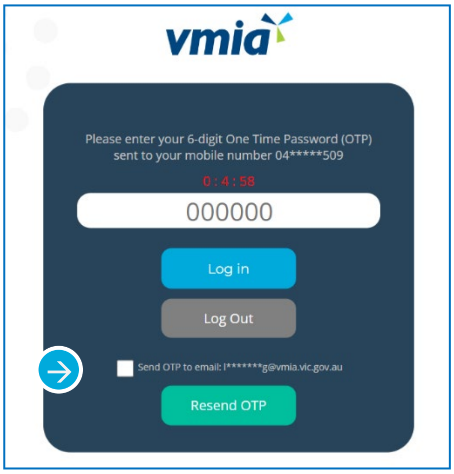
Handy tip

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.



Check to send OTP via email

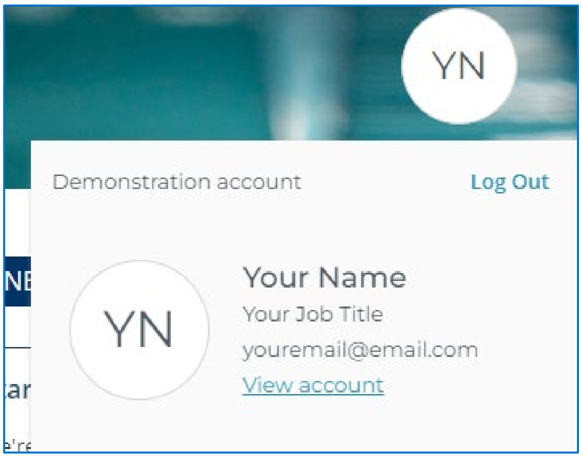
2. You may choose to have this sent to you via email.

   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:

1. On the top right corner of the screen, click the circle with your initials.
2. Click 'Log Out'.



Click Log Out

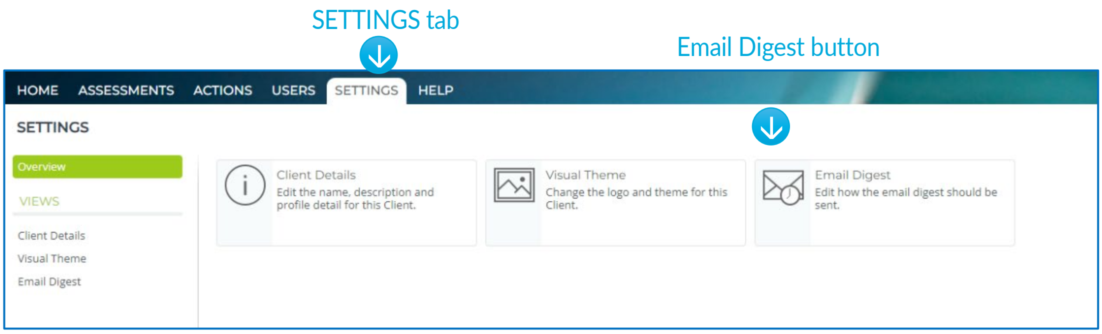
Setting up Email Digest for an organisation

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

Note: This function is only available to Client Admin roles.

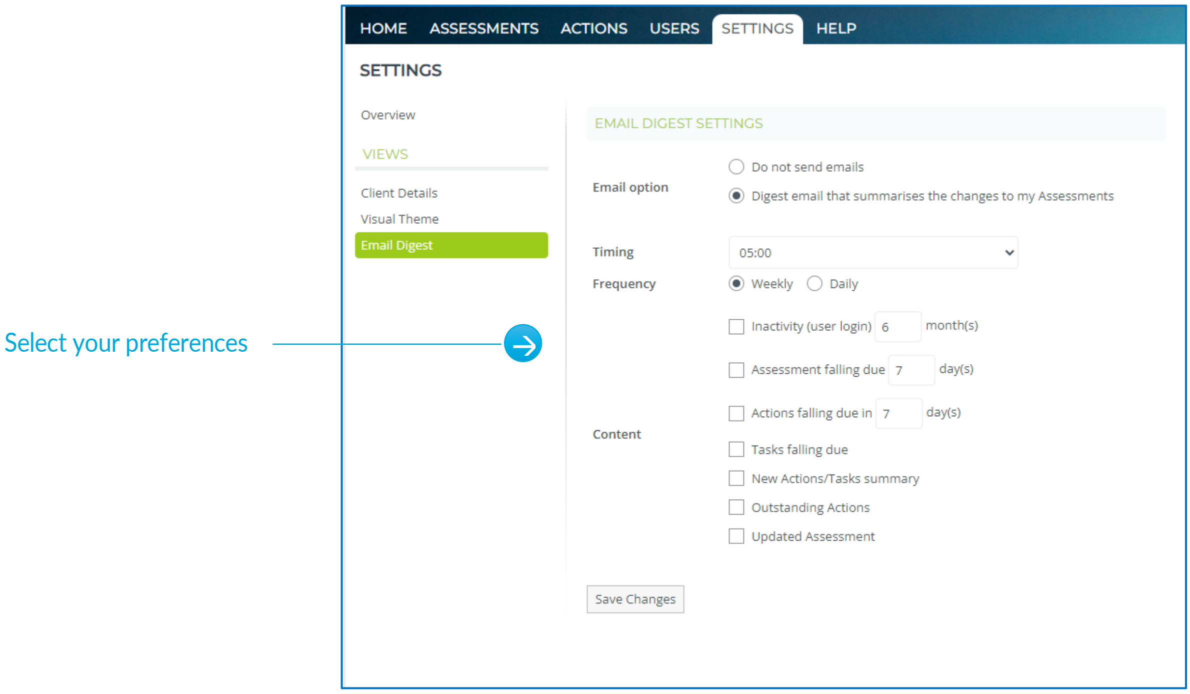
1. Log in to the Self-Assessment Hub and click on the Settings tab at the top banner.

2. Click on the Email Digest button.



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.

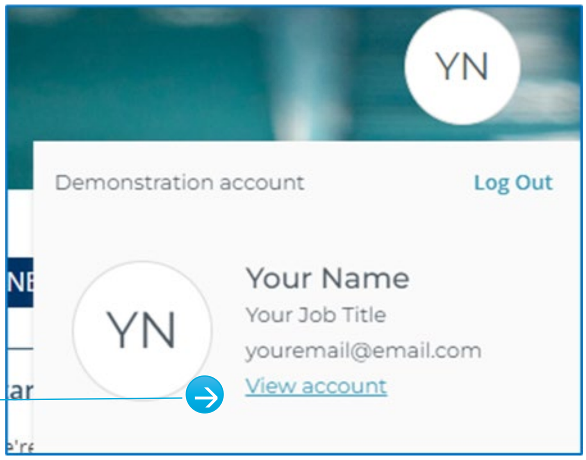
Note: This enables the email digest for the entire assessment, i.e. all users allocated to that assessment will receive Email Digest unless they elect to opt out of it.



Opting in or out of Email Digest

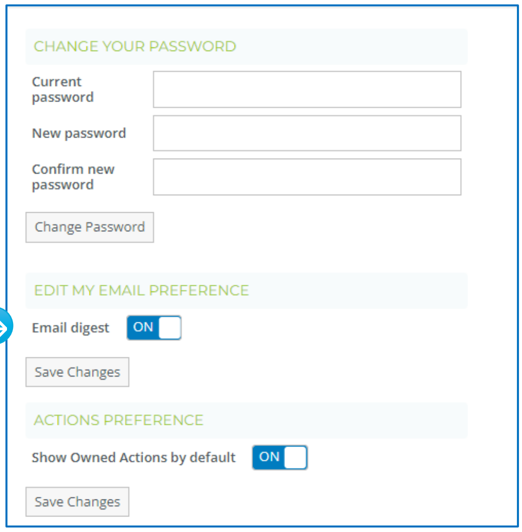
1. On the top right-hand corner of your screen, click the circle with your initials and select ‘View account’.

View account



2. Click on the Email Digest toggle to switch email digest on or off.

Toggle to switch email digest on and off



Exploring the roles

There are two types of contact roles, the first is the Primary Contact for the organisation and secondly an Assessment Primary Contact. Let's take a look at the difference between these roles:

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 contact@vmia.vic.gov.au 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 to assessments and privilege levels for assessments and receives emails relevant to the assessment.

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 the majority of functions within their client environment, can manage users, enable email digest and data sharing, delete actions, export data into CSV format and see assessment participants.
Participant	Regular client user of the system, access to assessments, actions and reports.

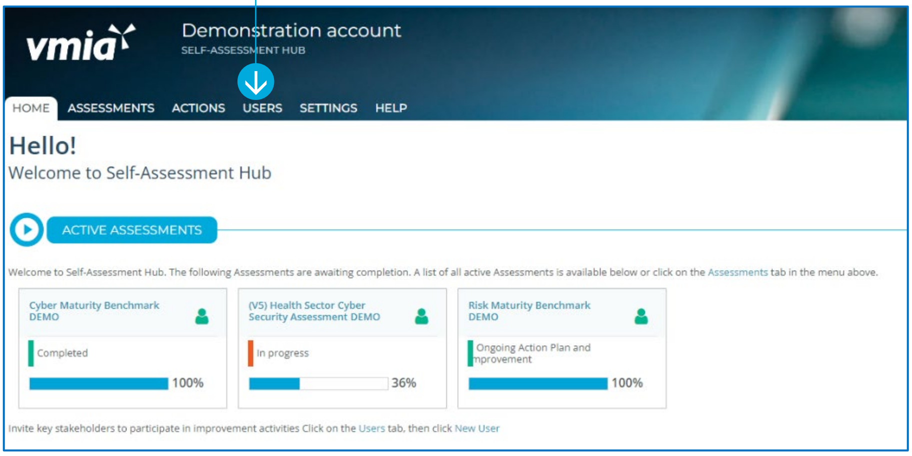
Each assessment has three different roles that can be managed by the Assessment Primary Contact for the relevant assessment. This means that if you're the Assessment Primary Contact for RMB, you can manage these roles within the RMB only. The roles in each assessment are as follows:

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

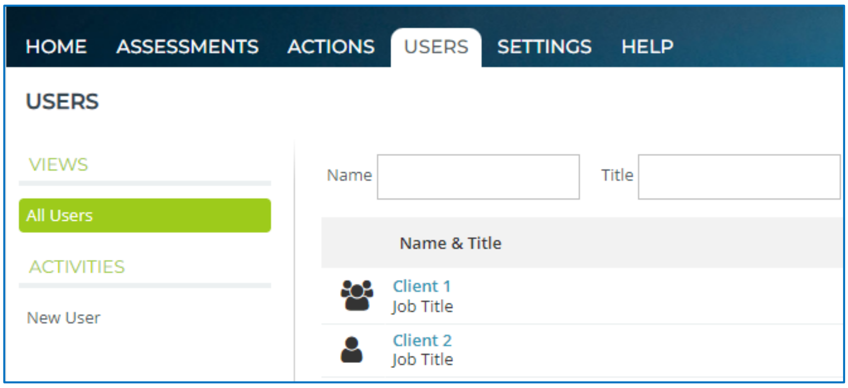
Users tab

1. Click on the USERS tab.

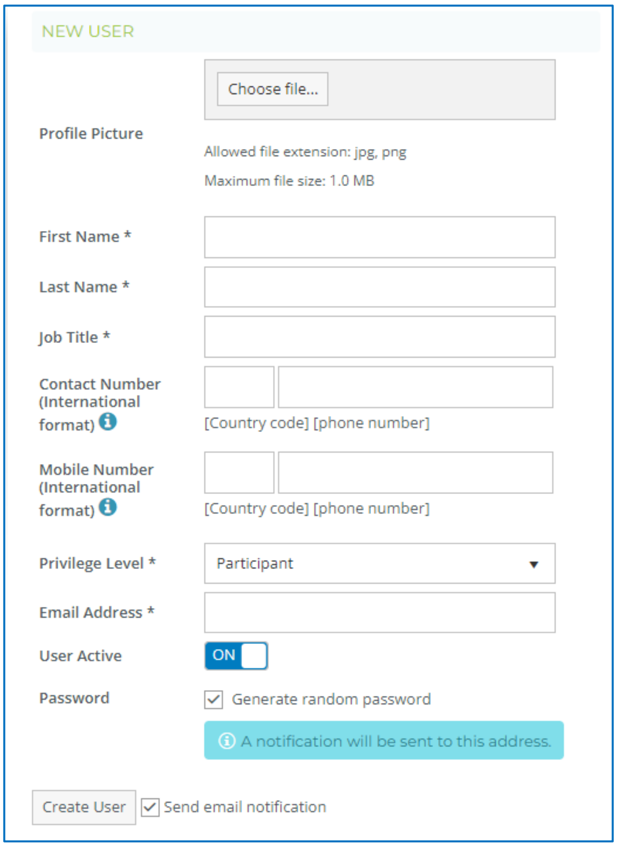


2. From the left-hand menu, select New User.

New user

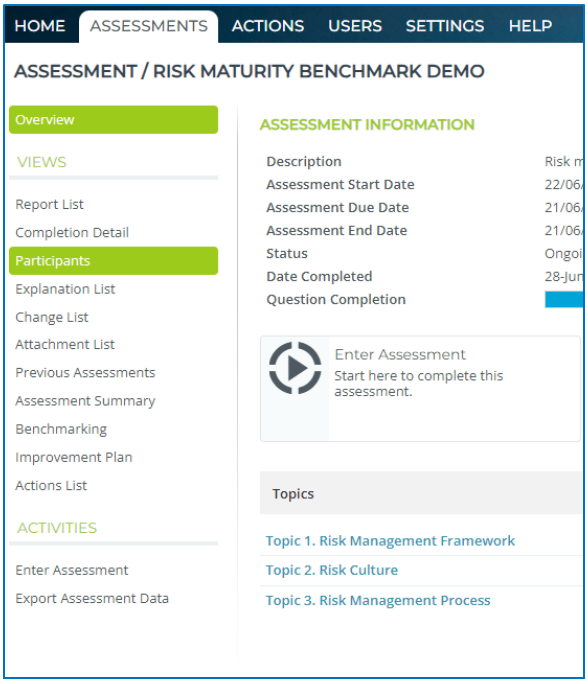


3. Complete first name, last name, job title and contact number fields. Mobile Number will be used for Multi-Factor Authentication.
4. In the 'Privilege Level' fields, select the level required for the new user.
5. Enter their email address.
6. Check that the 'User Active' field is set to 'ON'.
7. Ensure 'Password' and 'Send email notification' checkboxes are ticked.
8. Select create user and the new user will receive an email with their login details.



Adding a participant to an assessment

1. Within the assessment click on Participants



Click the forward arrow to move into the next

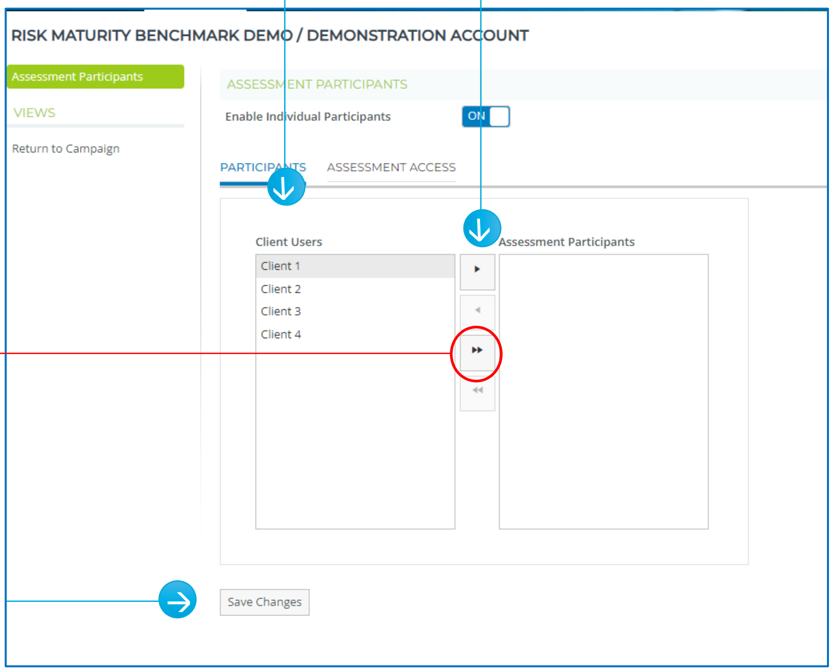
Select user

2. Select the participant you want to add by clicking on the username in the participants column and click the arrow forward to move them to the relevant assessment.

Note: You can add all participants to the assessment by clicking on the double arrow.

3. Save changes

Save changes

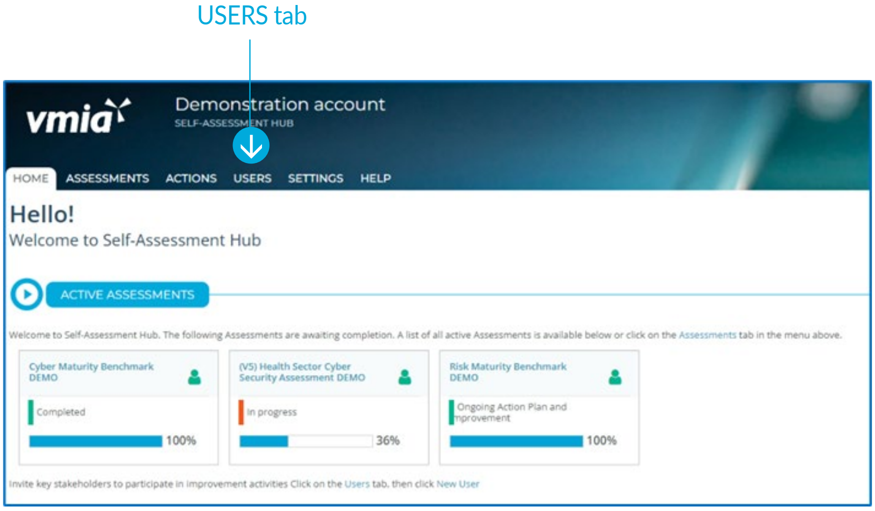


Maintaining users

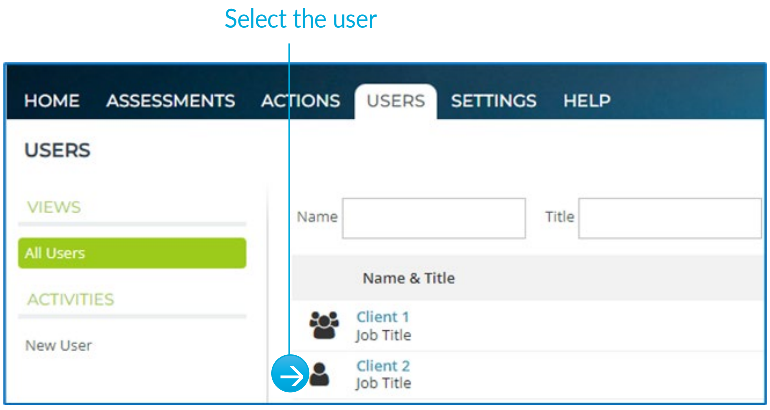
Only the Client Admin role can maintain users.

Resetting a user's password

1. Click on the USERS tab.

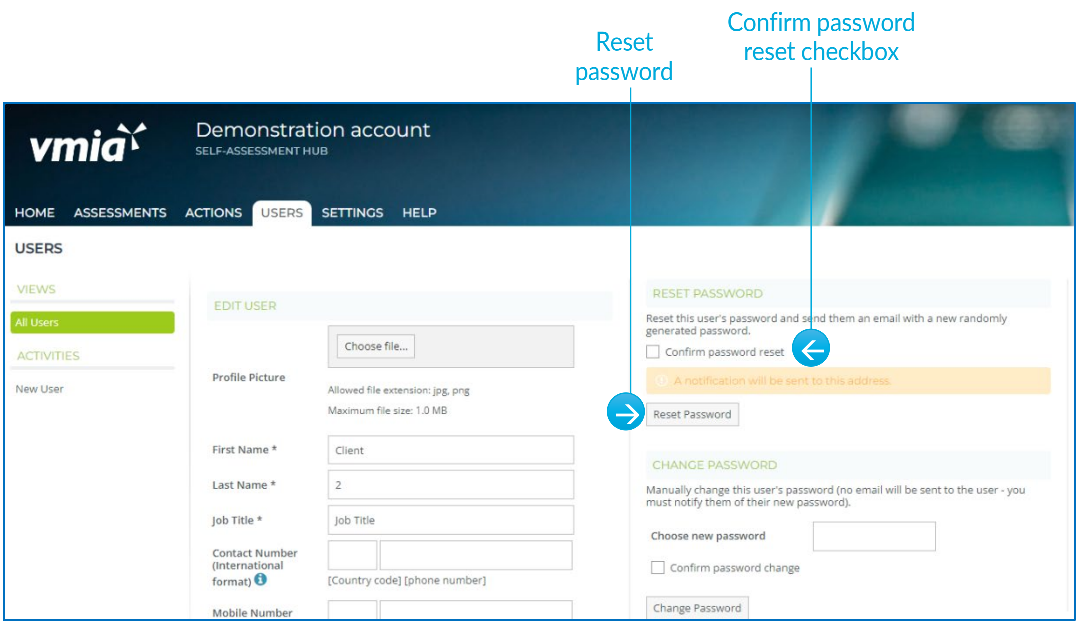


2. Click on a user's name and that user's page will appear.



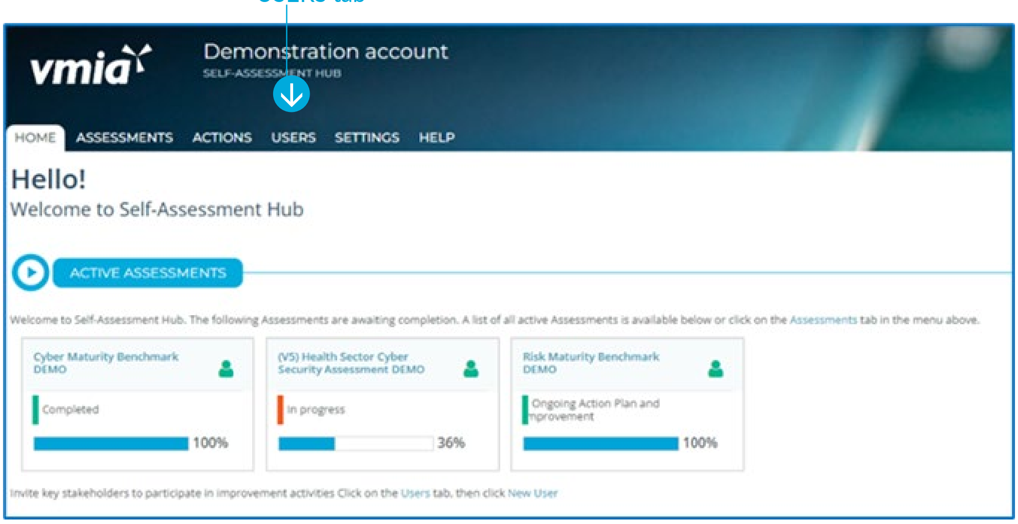
3. Click the 'Confirm password reset' checkbox.

4. Click reset password.

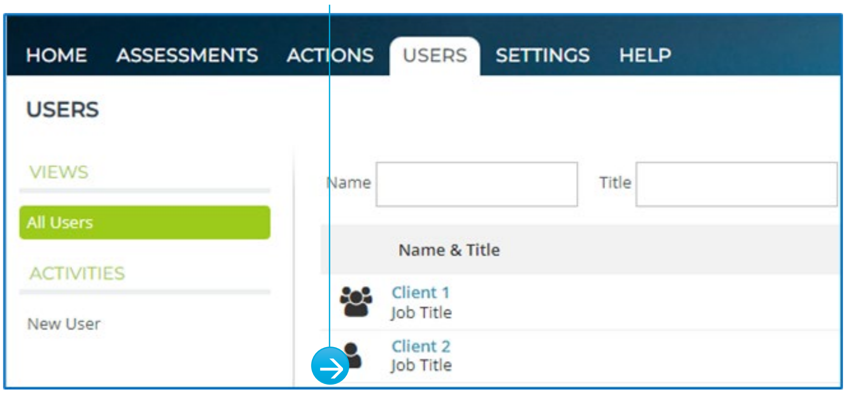


Manually changing a user's password

1. Click on the USERS tab.



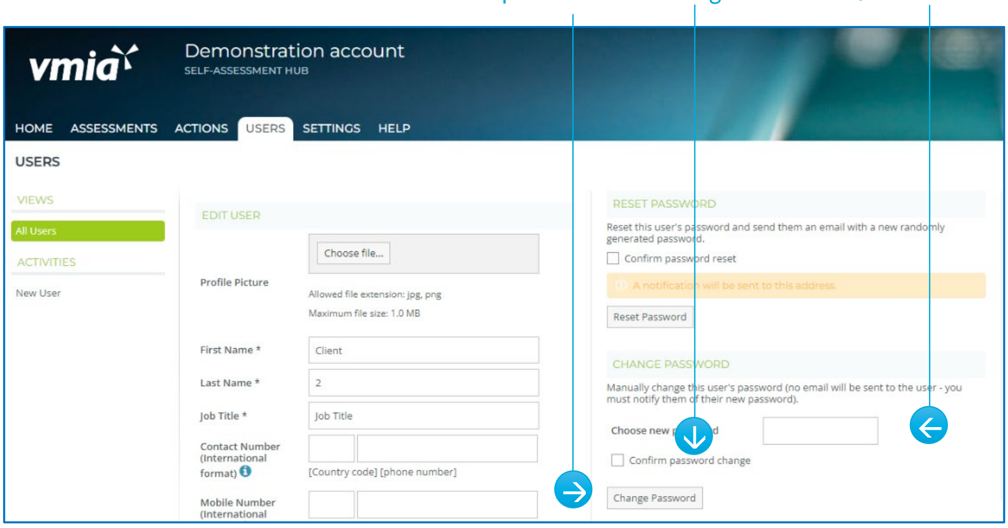
2. Click on a user's name and that user's page will appear



3. Enter a new password.

4. Click the 'Confirm password change checkbox'.

5. Select 'Change Password'.

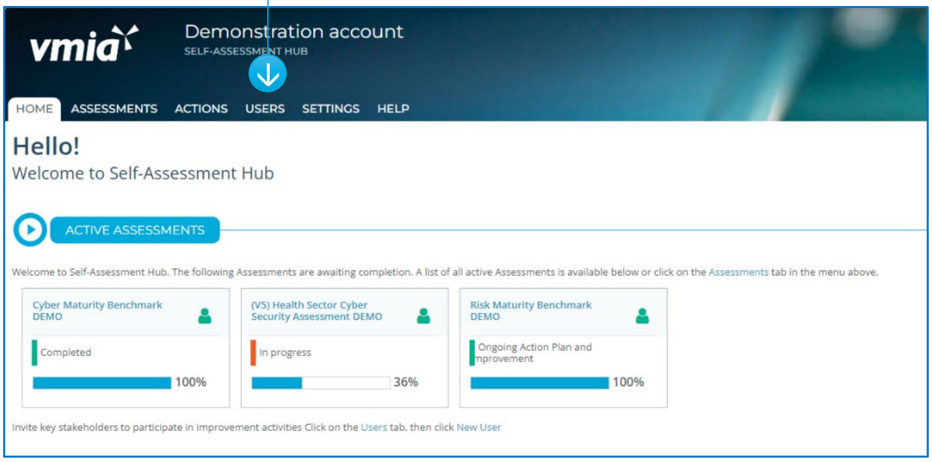


Important: Remember to notify the user of the new password manually as no email is sent.

Changing a user's role

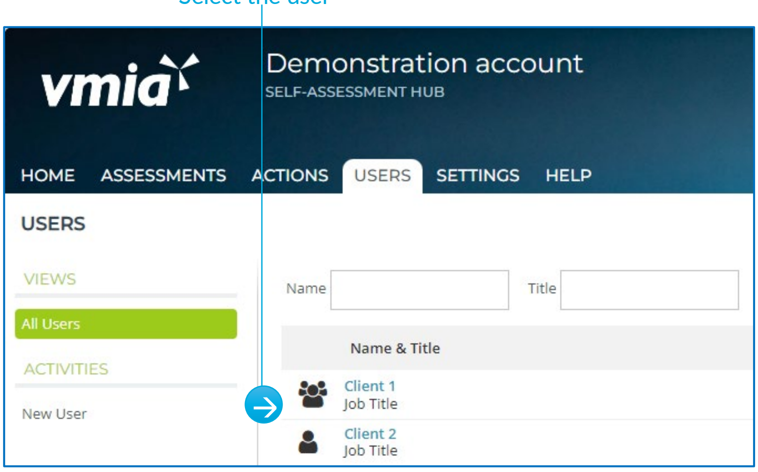
USERS tab

1. Click on the USERS tab.



Select the user

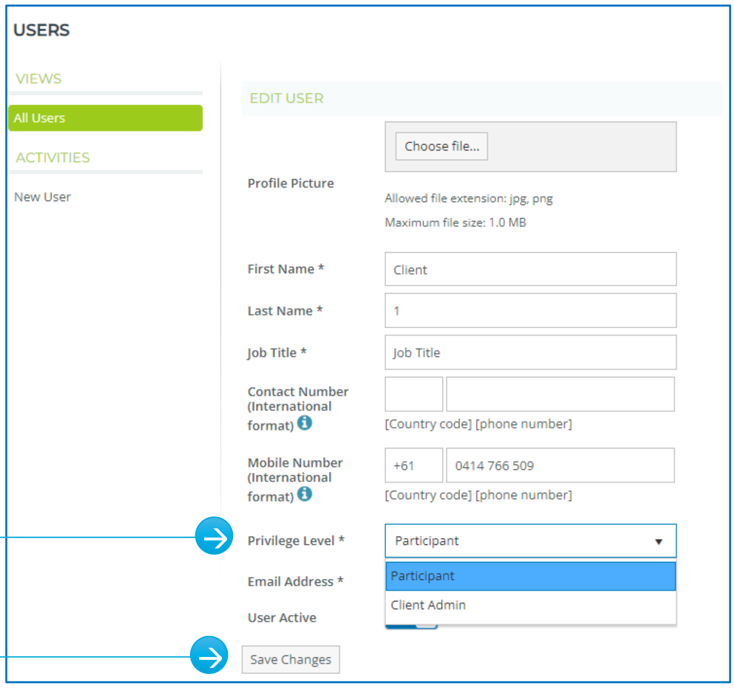
2. Click on a user's name and that user's page will appear.



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

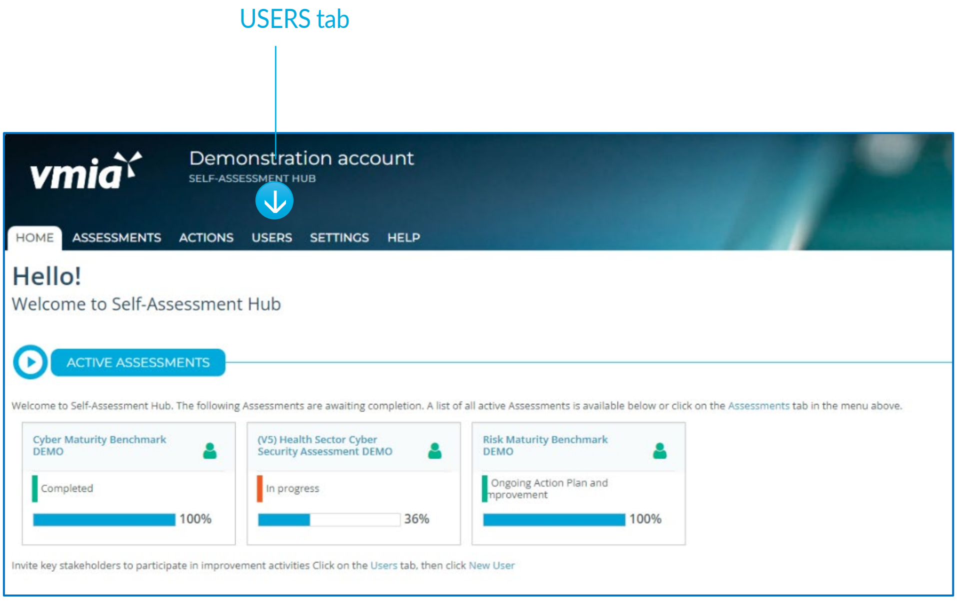
Privilege level

Save changes

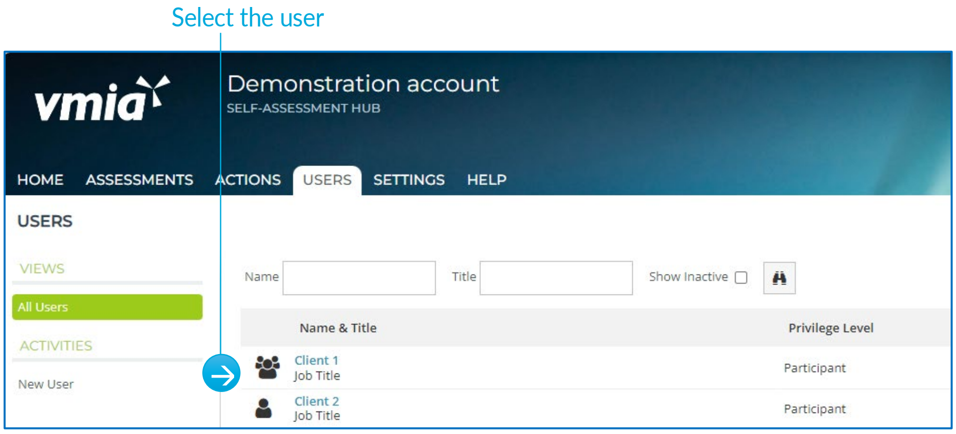


Deactivating a user

1. Click on the USERS tab.

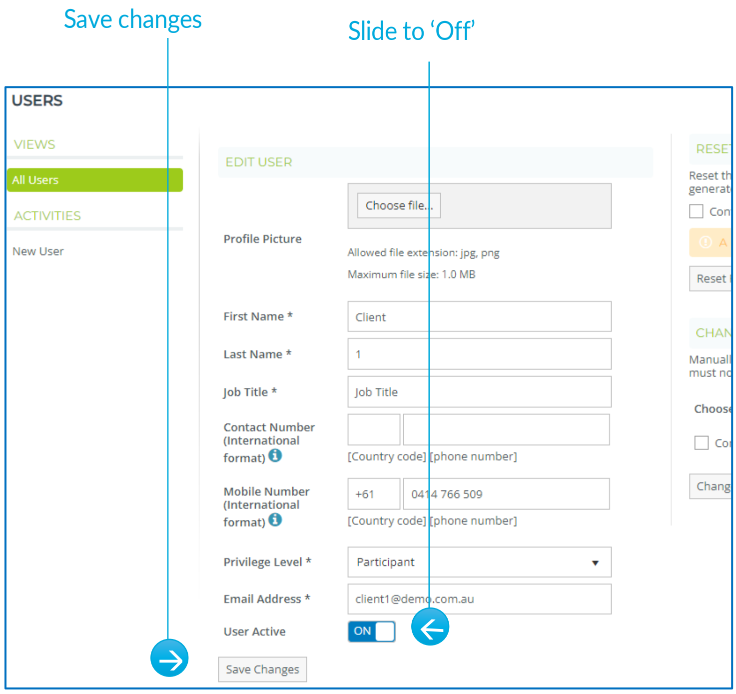


2. Click on a user's name and that user's page will appear.



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

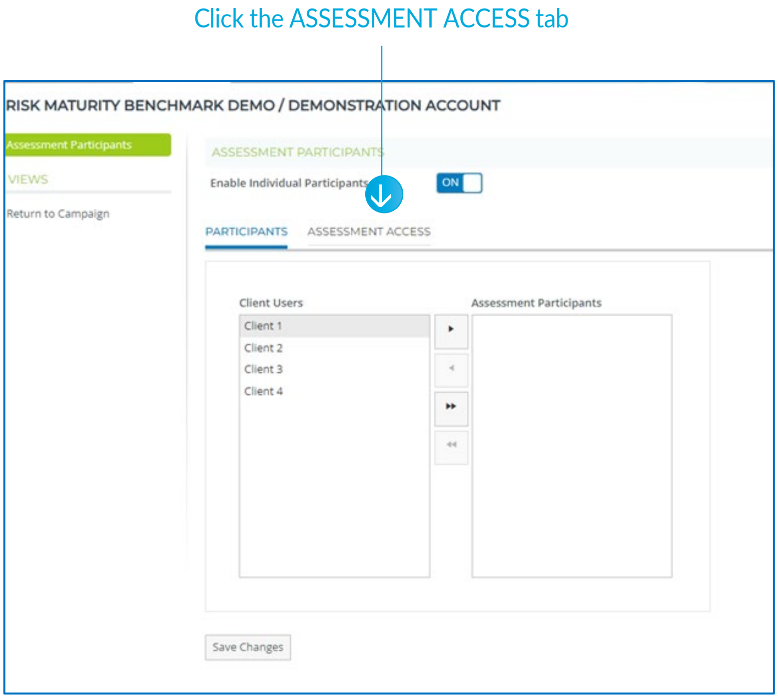
4. Click on 'Save Changes' to confirm.



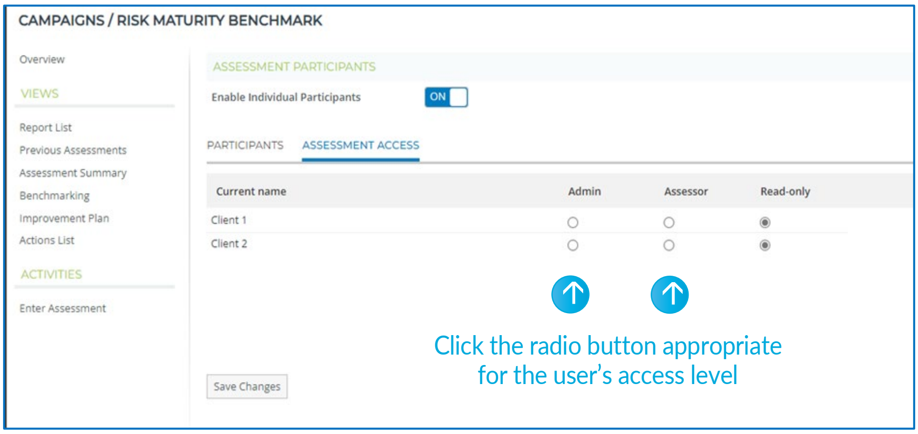
Assessment access

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.



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.

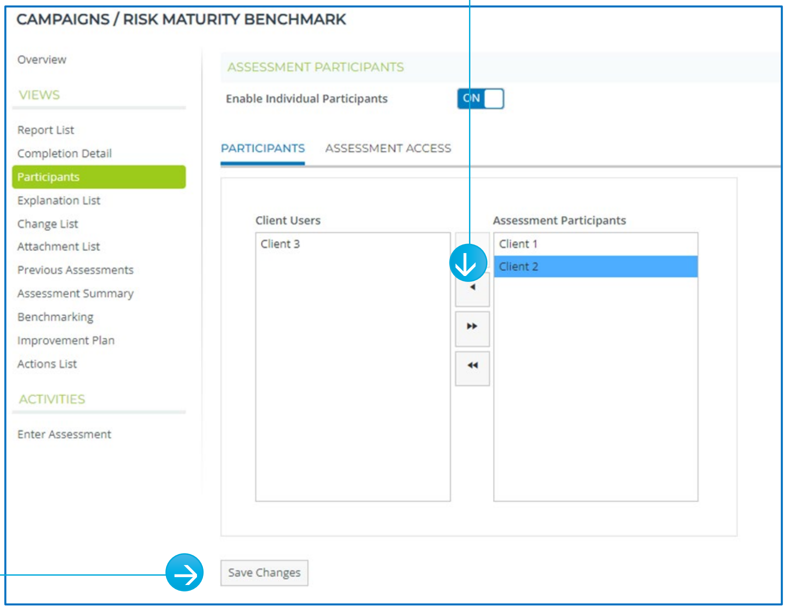


Note: This is where you can also edit an existing user's access type.

Remove a participant

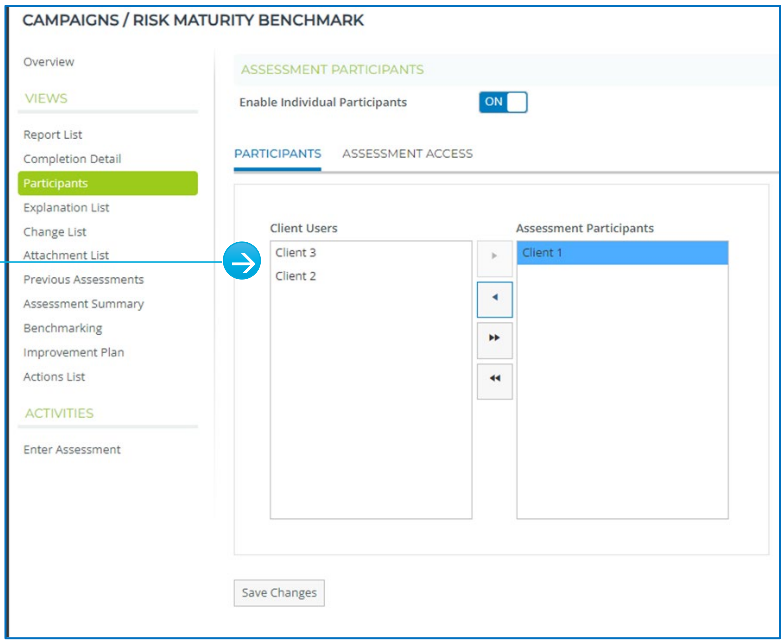
Select user and click the back arrow to move into the previous column

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



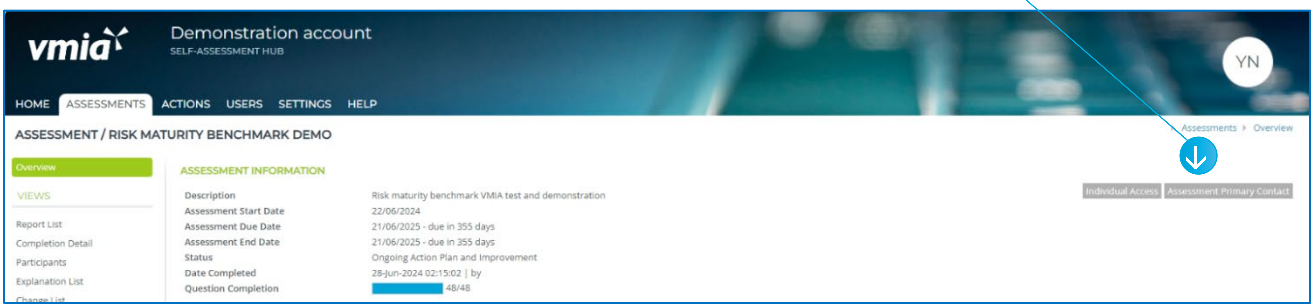
Save changes

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



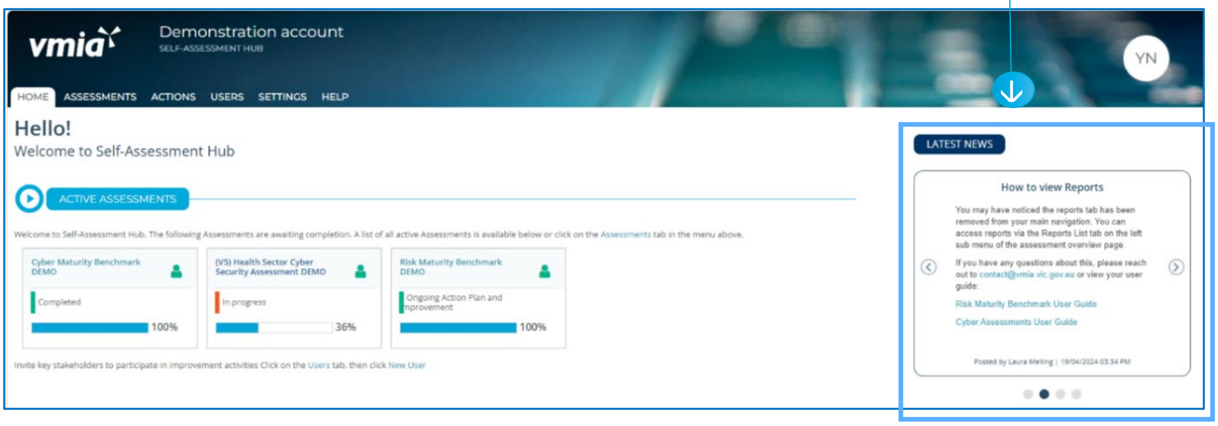
How do I know if I'm the Assessment Primary Contact?

Check if you're an Assessment Primary Contact in your Assessment Overview page:



Self-Assessment Hub Homepage

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

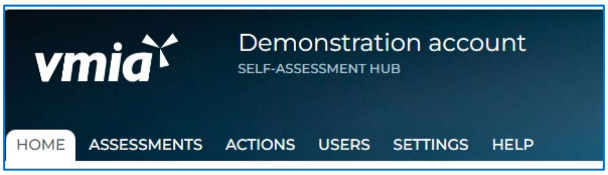


Navigate the Self-Assessment Hub

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

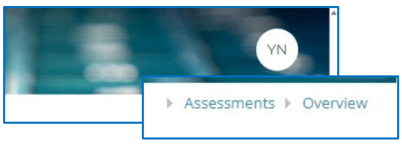
1. In the tabs bar along the top of the screen, select a tab.

Use these tabs to navigate



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

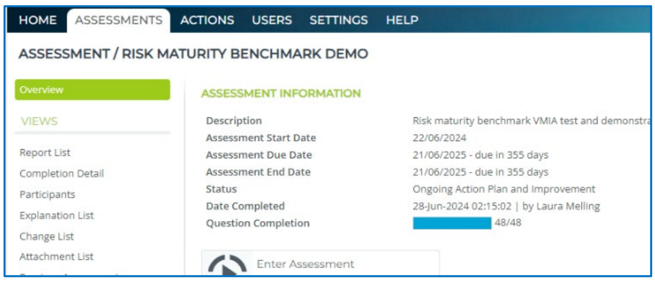
Select a tab other than the homepage



Menu path

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

Menu path



Quick links

Risk Maturity Benchmark – Client User Guide
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Health Sector Medical Device Security Assessment – Client User Guide

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