



CLIENT USER GUIDE

Welcome to the Privilege People Hub 365 Client Portal

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Support, advice & guidance.

When you need it

A portal to a wealth of workforce resources

Access workforce & HR support, resources & services – 365 days a year

Features & Benefits

- Resolve workforce issues and crises quickly
- Access resources and services to help you support your team
- Find what you need in this one simple-to-use portal

The PPH Portal is for companies who want to know they're supported for HR & workforce issues, 365 days a year

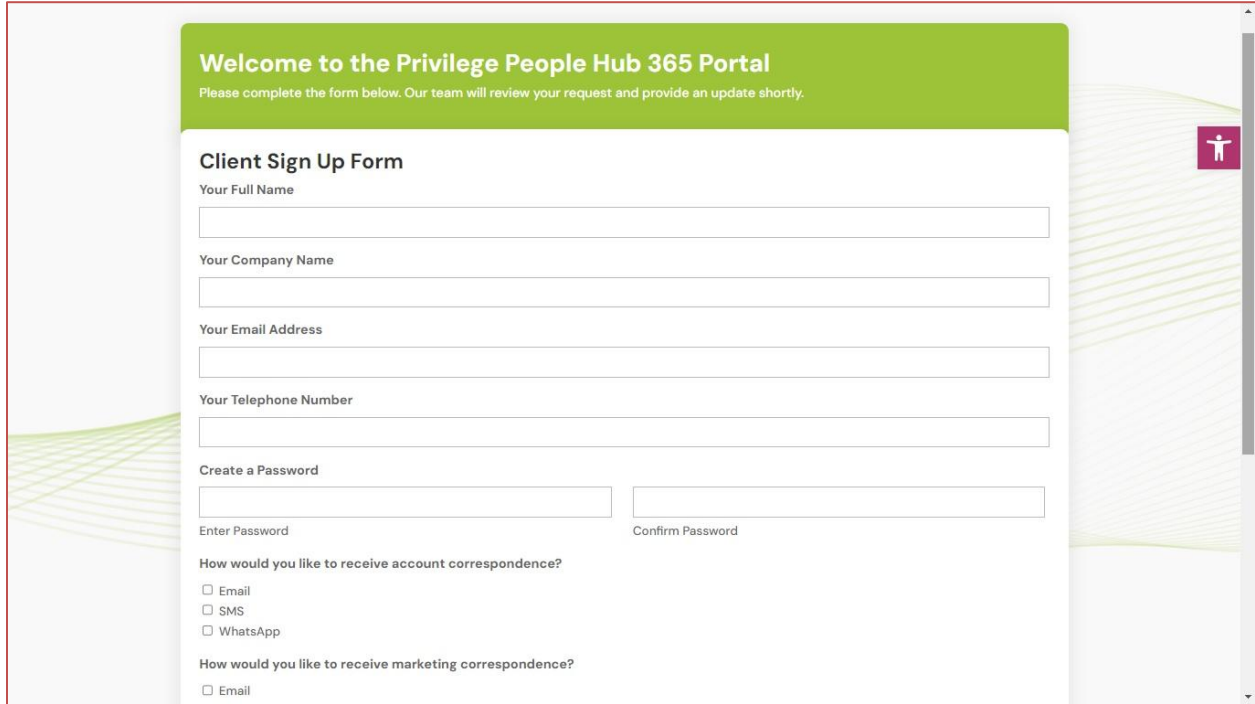
- [Book your FREE consultation](#)
- [Discover how the PPH Portal can benefit your company](#)

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CLIENT INFORMATION / REGISTRATION FORM



Welcome to the Privilege People Hub 365 Portal
Please complete the form below. Our team will review your request and provide an update shortly.

Client Sign Up Form

Your Full Name

Your Company Name

Your Email Address

Your Telephone Number

Create a Password

Enter Password Confirm Password

How would you like to receive account correspondence?

Email
 SMS
 WhatsApp

How would you like to receive marketing correspondence?

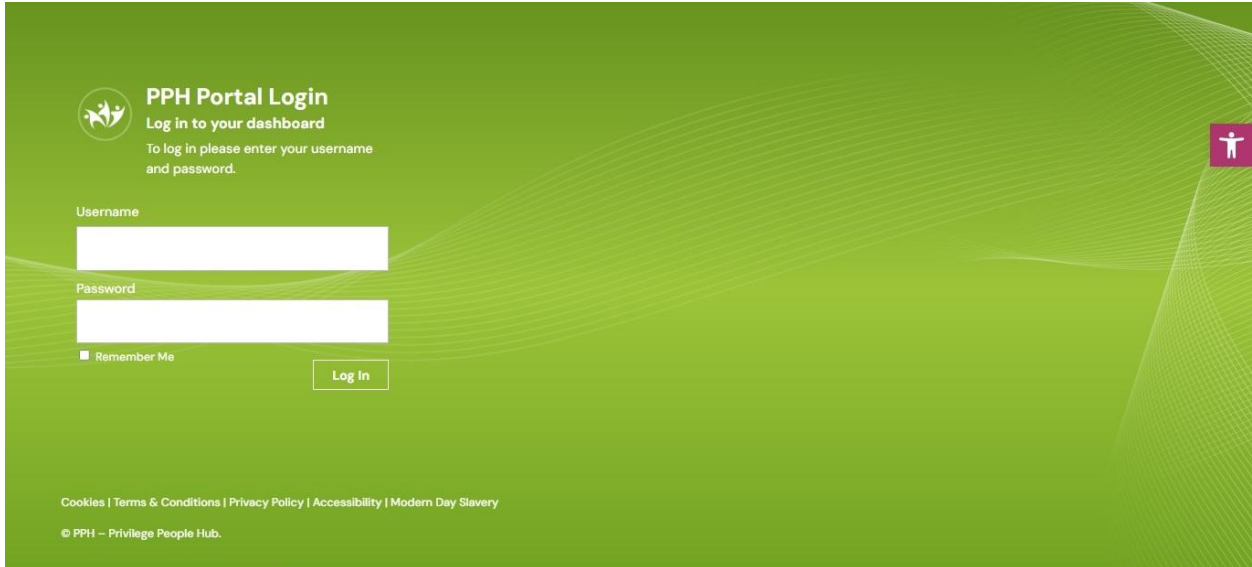
Email

You can visit <https://login.pph365.co.uk/client-sign-up/> to complete this registration form.

Once submitted, you are redirected to a thank you page.

At this stage, your account is pending approval by the PPH365 Team. Once approved, you will receive an email with further updates on how to log in to your new account.

PPH Portal Login for Clients



As a valued Client please use the “Portal Login” link on the top line of the landing page or use this direct link below:-

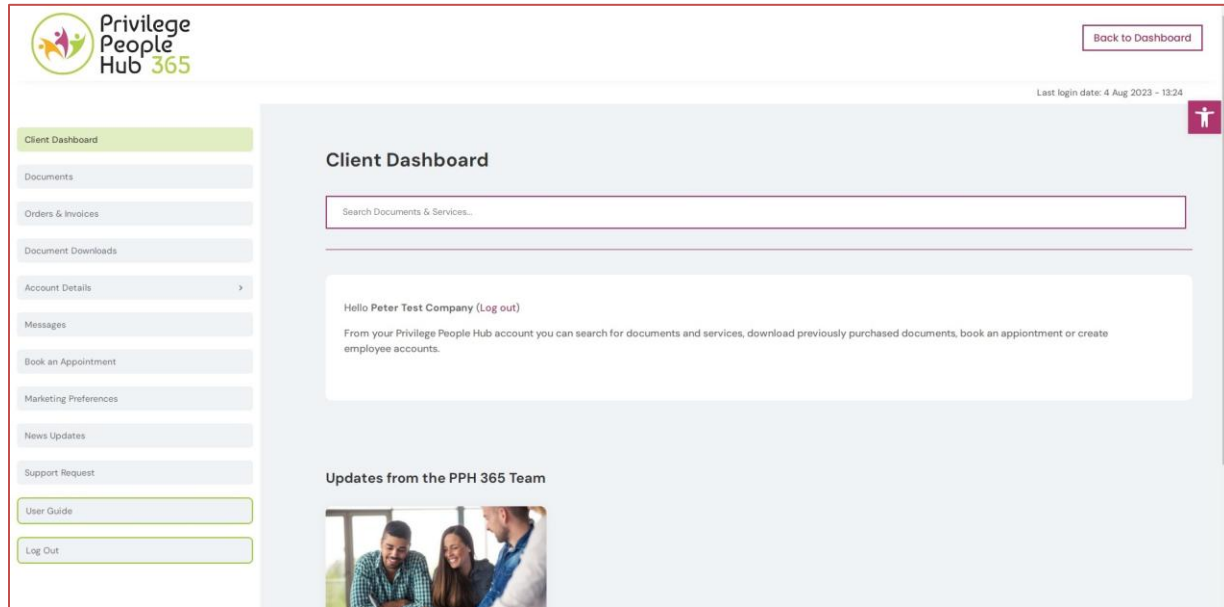
<https://login.pph365.co.uk/log-in>

and log in using your username (your email or company name), password and press the “**Log In**” button.

Please use your email address and password used during your registration.

If you lose or forget your password please click on “**Lost your password**” so that it may be reset. Also, see the [Support Request Tab](#) described on page 11 of this user guide.


CLIENT DASHBOARD



This is your client dashboard and it provides a search facility, so you may search for a wealth of workforce resources including documents and services. It also shows the resource categories available to you and when you last logged in.

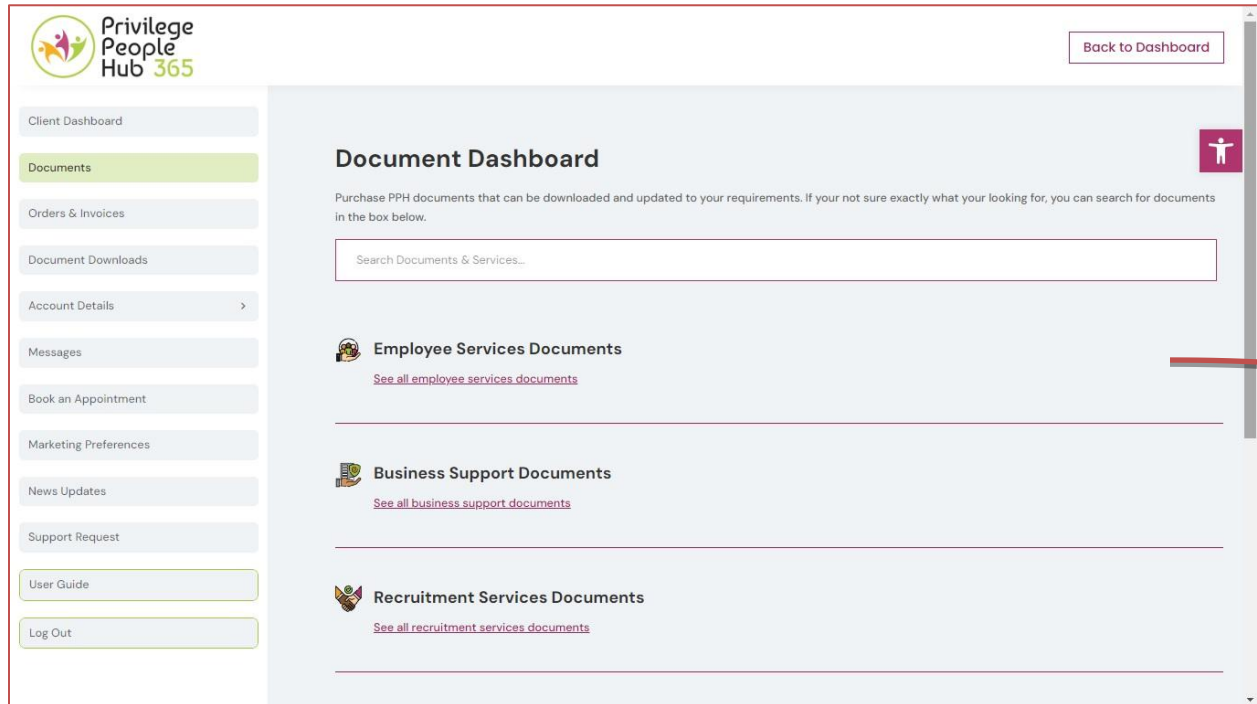
The left-hand menu is available to provide you with quick access to all areas you may require when using the portal.

Accessibility Options

The purple box located on the right-hand side  will provide the user/administrator accessibility options that enable you to increase the text size, change the background to grayscale, apply high / negative contrast, light background, underline links or alter to a more easily readable font.

The accessibility solution is available throughout the site on every page. It hopefully helps most people use the portal in a way that suits their needs.

Documents Tab

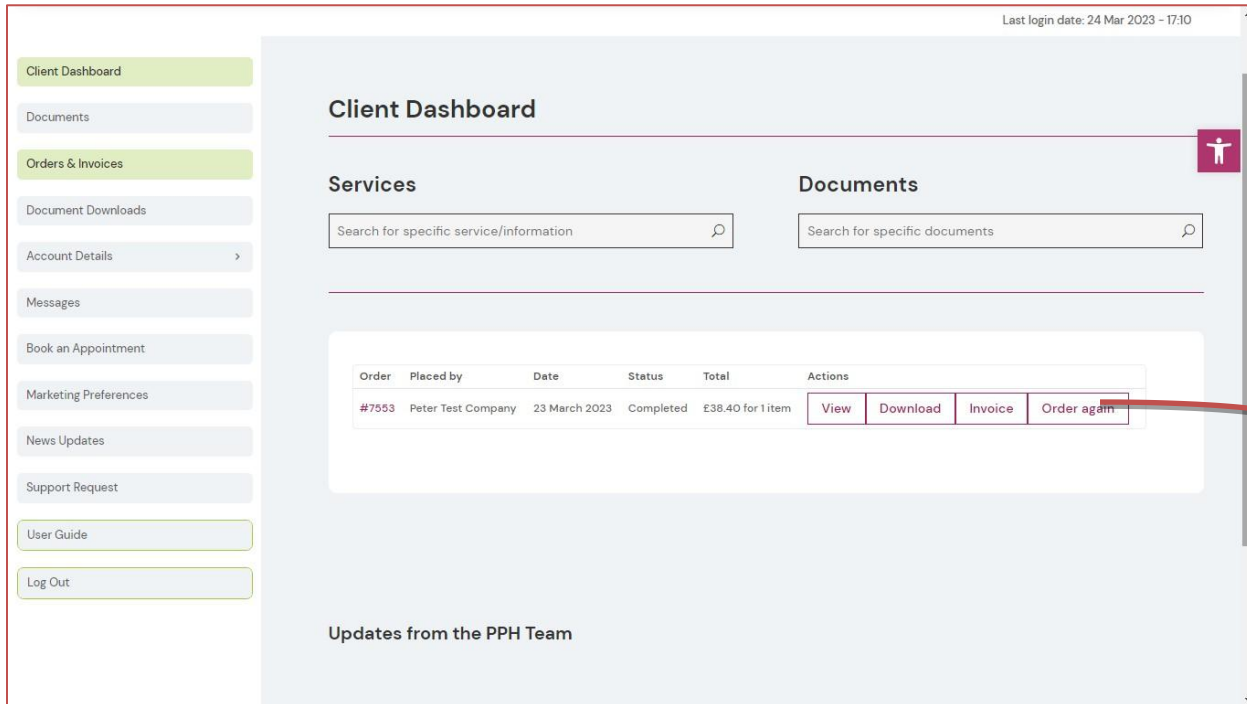


This page shows all resources and categories available to you in the portal. If anything is missing or you would like to make a suggestion please send us a message direct from this portal using the [Messages Tab](#) described on page 12.

Categories of Services. As a client you can click on any category above to see what documents are available in that particular area. This includes Business Support, Employee Services, Recruitment Services, Health & Wellbeing and Learning & Development.

You can also search for a document using the search box at the top of the screen shown in this example.

Orders & Invoices Tab



Client Dashboard

Services

Documents

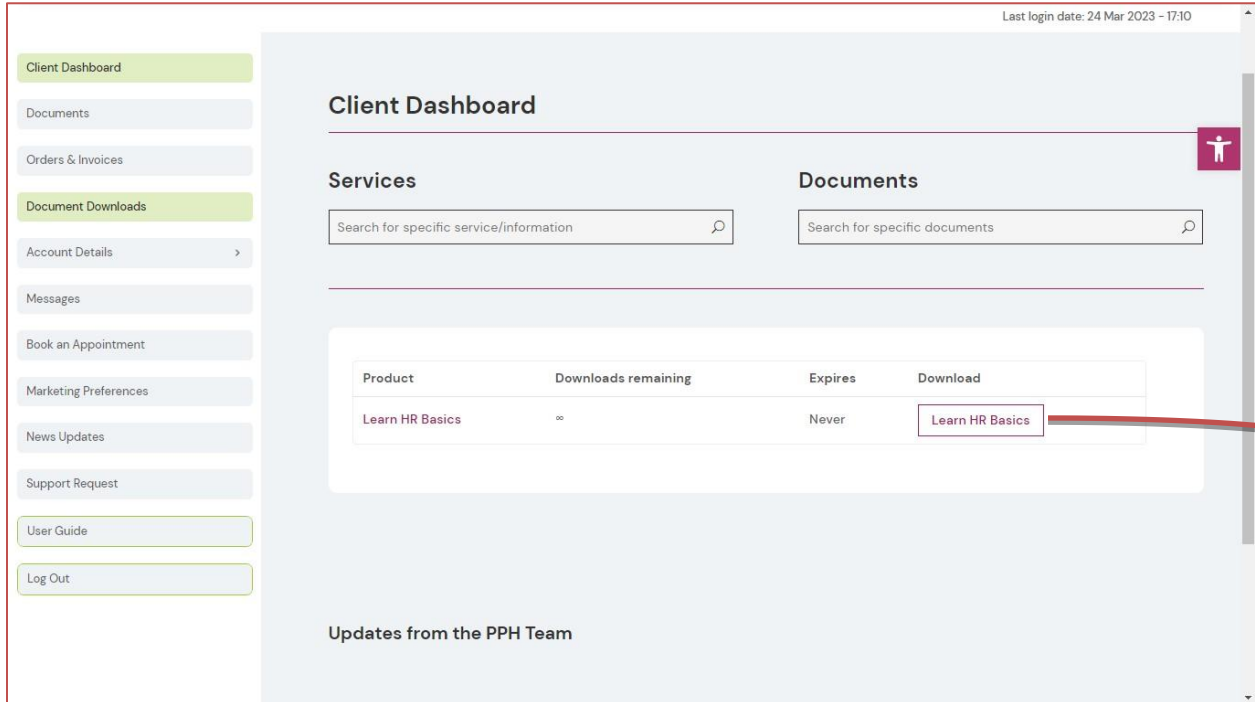
Order	Placed by	Date	Status	Total	Actions
#7553	Peter Test Company	23 March 2023	Completed	£38.40 for 1 item	View Download Invoice Order again

Updates from the PPH Team

This example page will display all orders that you have placed via the Portal.

- You can click on the **View** button to see your order's full details.
- You can also click on each order to see the connected **Invoice** and download it to file.

Document Downloads Tab



Client Dashboard

Services

Documents

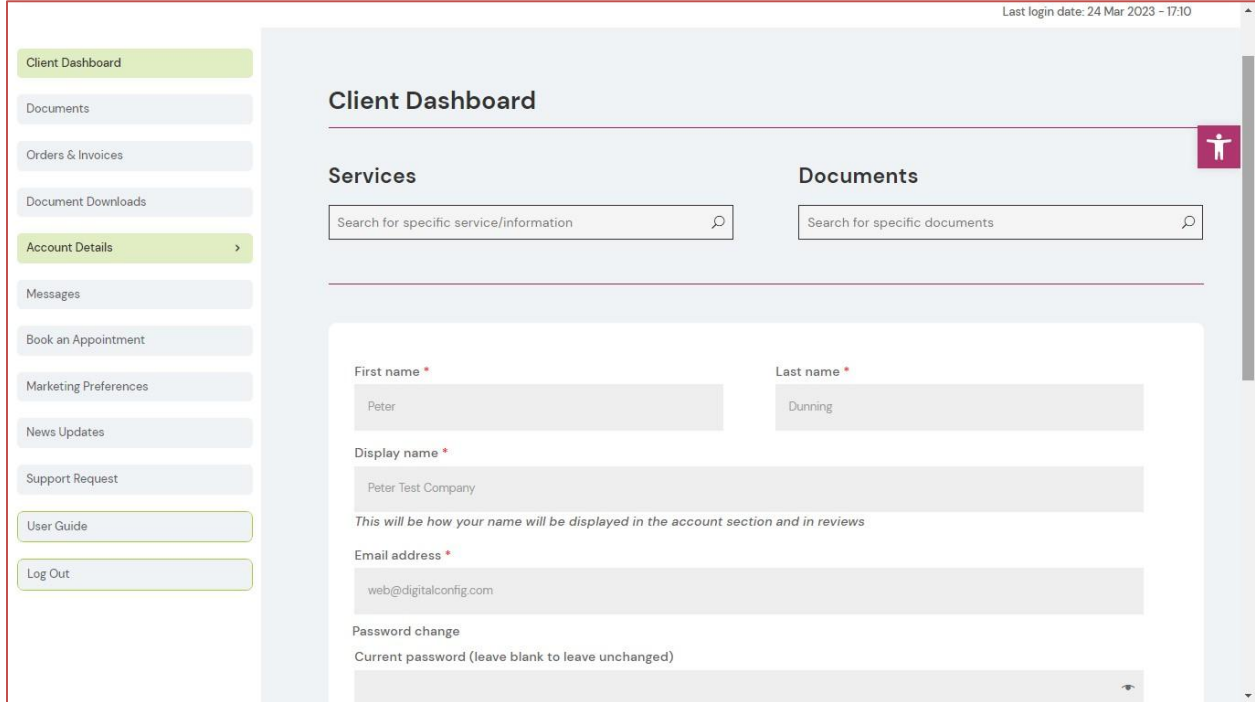
Product	Downloads remaining	Expires	Download
Learn HR Basics	∞	Never	Learn HR Basics

Updates from the PPH Team

This page displays a list of files that you as our client have purchased and ready for you to download when required.

To download, please click the document name shown in the Download column.

Account Details Tab



The screenshot shows the 'Account Details' tab in the Client Dashboard. The dashboard has a top navigation bar with 'Last login date: 24 Mar 2023 - 17:10'. A left sidebar contains menu items: Client Dashboard, Documents, Orders & Invoices, Document Downloads, Account Details (highlighted), Messages, Book an Appointment, Marketing Preferences, News Updates, Support Request, User Guide, and Log Out. The main content area is titled 'Client Dashboard' and features two search boxes: 'Search for specific service/information' and 'Search for specific documents'. Below these are two columns of form fields for updating user details:

First name *	Last name *
Peter	Dunning
Display name *	
Peter Test Company	
<i>This will be how your name will be displayed in the account section and in reviews</i>	
Email address *	
web@digitalconfig.com	
Password change	
Current password (leave blank to leave unchanged)	

This page displays your recorded details, which you can access and update at any time.

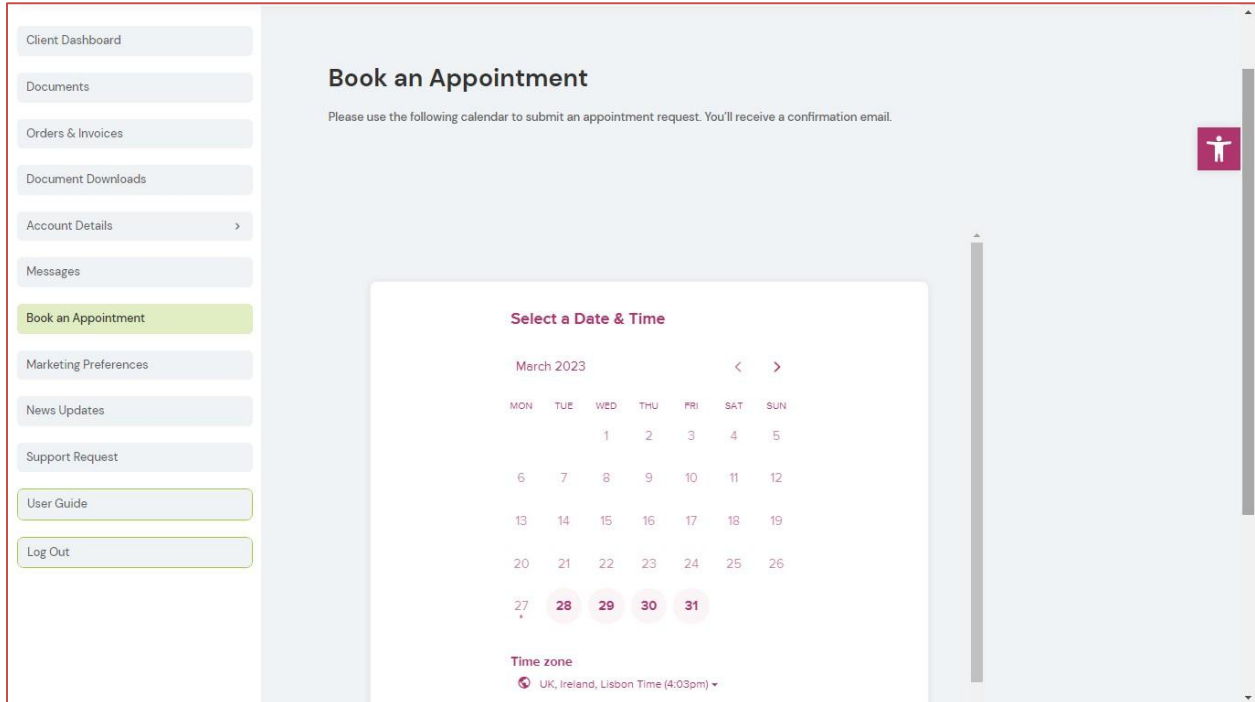
Payment methods: If you have agreed to save your payment details for future purchases, you can edit your details here.

Address: Billing addresses can also be updated here.

Employee Accounts: As a client. You can create Employee accounts who have their own access to the overall account.

Please Note: Employee accounts can't make purchases via the portal. If they see a document that they would like to purchase, they can add it to a list. When the main account holder logs in, they can visit the employee shopping list tab and purchase the documents for them.

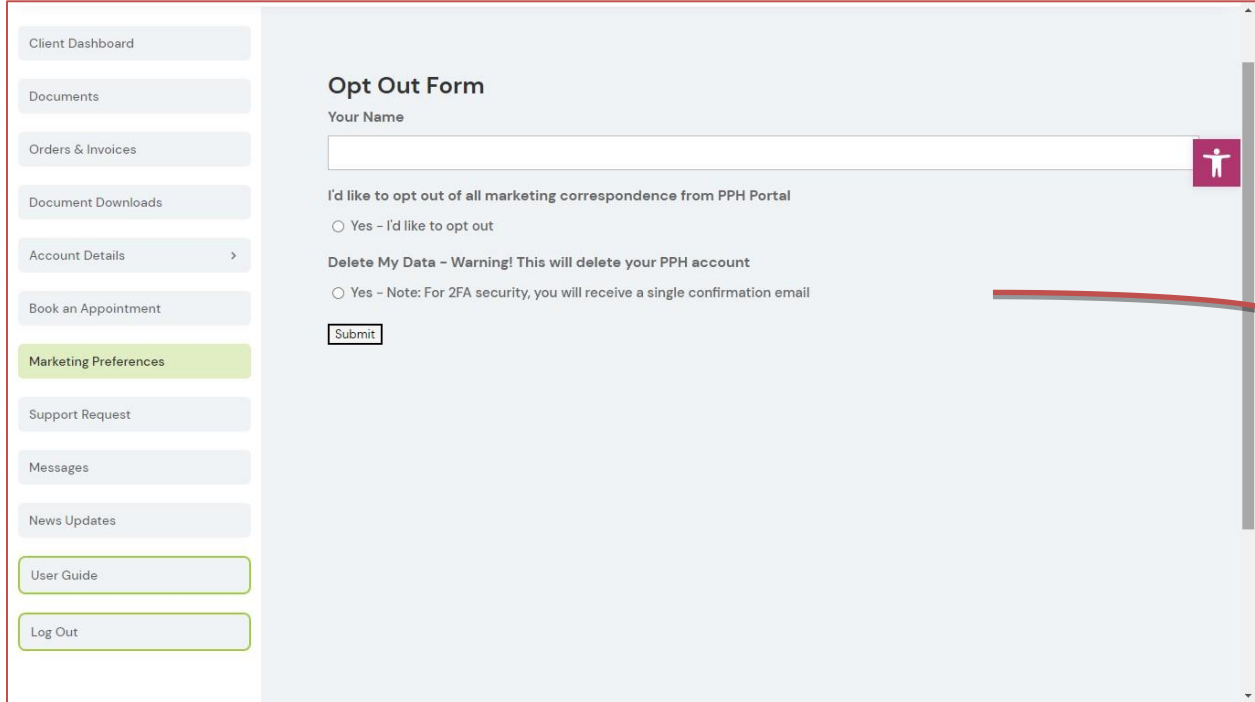
Book an Appointment Tab



The screenshot shows the 'Book an Appointment' tab in the client dashboard. On the left is a navigation menu with options: Client Dashboard, Documents, Orders & Invoices, Document Downloads, Account Details, Messages, **Book an Appointment** (highlighted), Marketing Preferences, News Updates, Support Request, User Guide, and Log Out. The main content area is titled 'Book an Appointment' and includes the instruction: 'Please use the following calendar to submit an appointment request. You'll receive a confirmation email.' A calendar for March 2023 is displayed, with days of the week (MON to SUN) and dates (1 to 31). The dates 28, 29, 30, and 31 are highlighted in pink. Below the calendar, the 'Time zone' is set to 'UK, Ireland, Lisbon Time (4:03pm)'.

This page enables you to book an appointment with the Privilege People Hub Team. It includes an innovative calendar feature that enables direct booking of appointments into our calendar.

Marketing Preferences Tab



Client Dashboard

Documents

Orders & Invoices

Document Downloads

Account Details >

Book an Appointment

Marketing Preferences

Support Request

Messages

News Updates

User Guide

Log Out

Opt Out Form

Your Name

I'd like to opt out of all marketing correspondence from PPH Portal

Yes - I'd like to opt out

Delete My Data - Warning! This will delete your PPH account

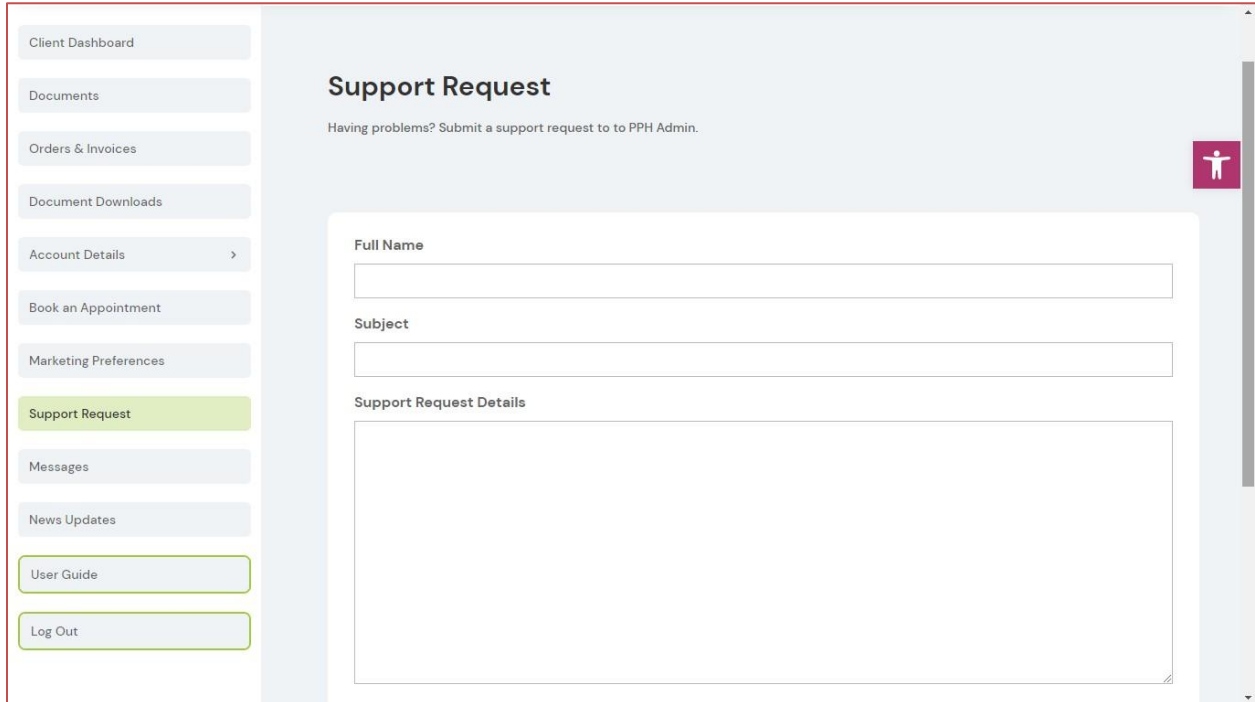
Yes - Note: For 2FA security, you will receive a single confirmation email

Submit

Enables you to opt out of all marketing correspondence at any time from the Privilege People Hub Portal.

Please Note: WARNING If all data is to be deleted, this will affect your account. You will also receive an email asking you to re-confirm if you choose to delete your data.

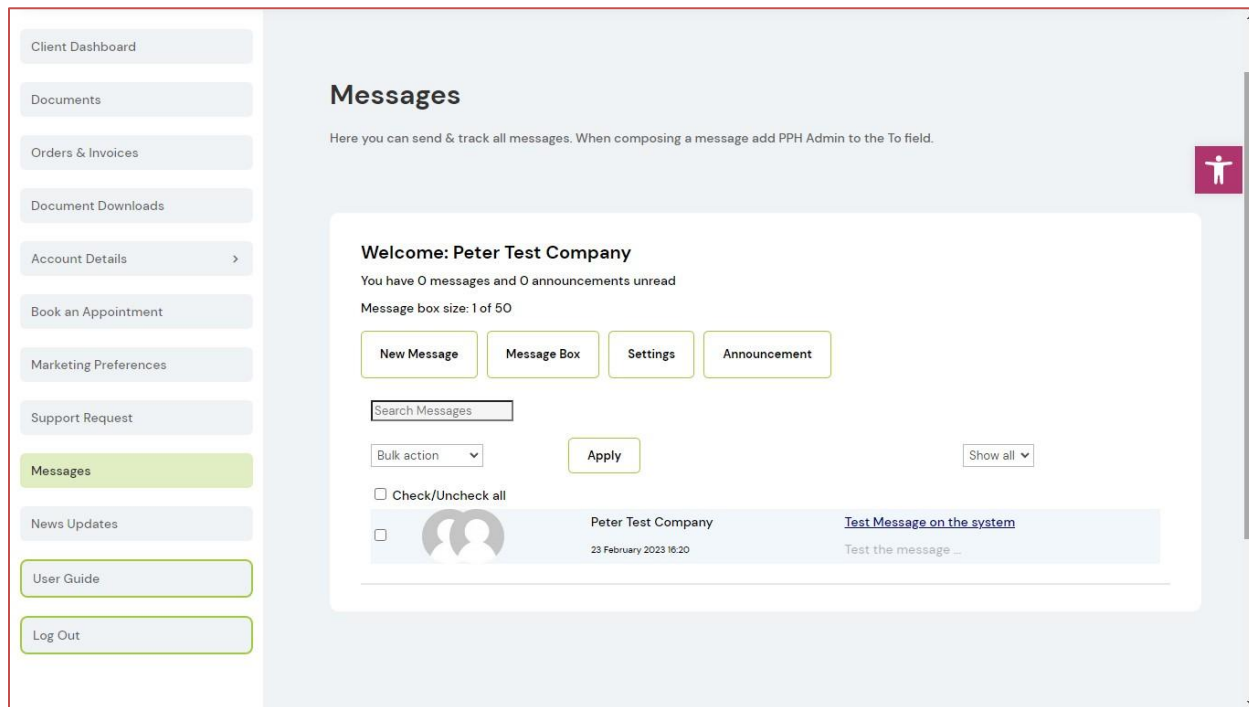
Support Request Tab



The screenshot shows a client dashboard with a sidebar on the left and a main content area. The sidebar contains several menu items: Client Dashboard, Documents, Orders & Invoices, Document Downloads, Account Details (with a right arrow), Book an Appointment, Marketing Preferences, Support Request (highlighted in green), Messages, News Updates, User Guide, and Log Out. The main content area is titled "Support Request" and includes the text "Having problems? Submit a support request to PPH Admin." Below this is a form with three sections: "Full Name" with a text input field, "Subject" with a text input field, and "Support Request Details" with a large text area. A small red icon of a person is visible in the top right corner of the main content area.

Use this form to send us a request for further support. We will receive this request via an email.

Messages Tab



You can use this innovative process to send us direct and secure messages and to also receive messages from us.

To compose a new message:

- Click the new Message box.
- **To:** Add PPH Admin
- **Subject:** Add a subject to the message.
- **Message:** Add a message for Admin.

Please Note: When a message is sent to the team at Privilege People Hub they will receive an email alert letting them know so they can log in, read your message and reply internally.

Example uses include sending us crisis and urgent messages. We will of course reply to your message during agreed working hours.

News Updates Tab

This page displays latest updates / news posted by your Privilege People Hub colleagues.

User Guide Tab

This link opens this Partner User Guide downloadable PDF, designed specially for you as our Partner and to view at any time, plus act as a learning tool and should you wish to share with your colleagues.

END...