

Assurance Hub

User Guide – Programme Subscriber Internal

Last Updated: 11/08/2021

Version 1.0

Assurance Hub is a system for viewing supplier certification statuses, available at:
<http://hub.asurequality.com/>

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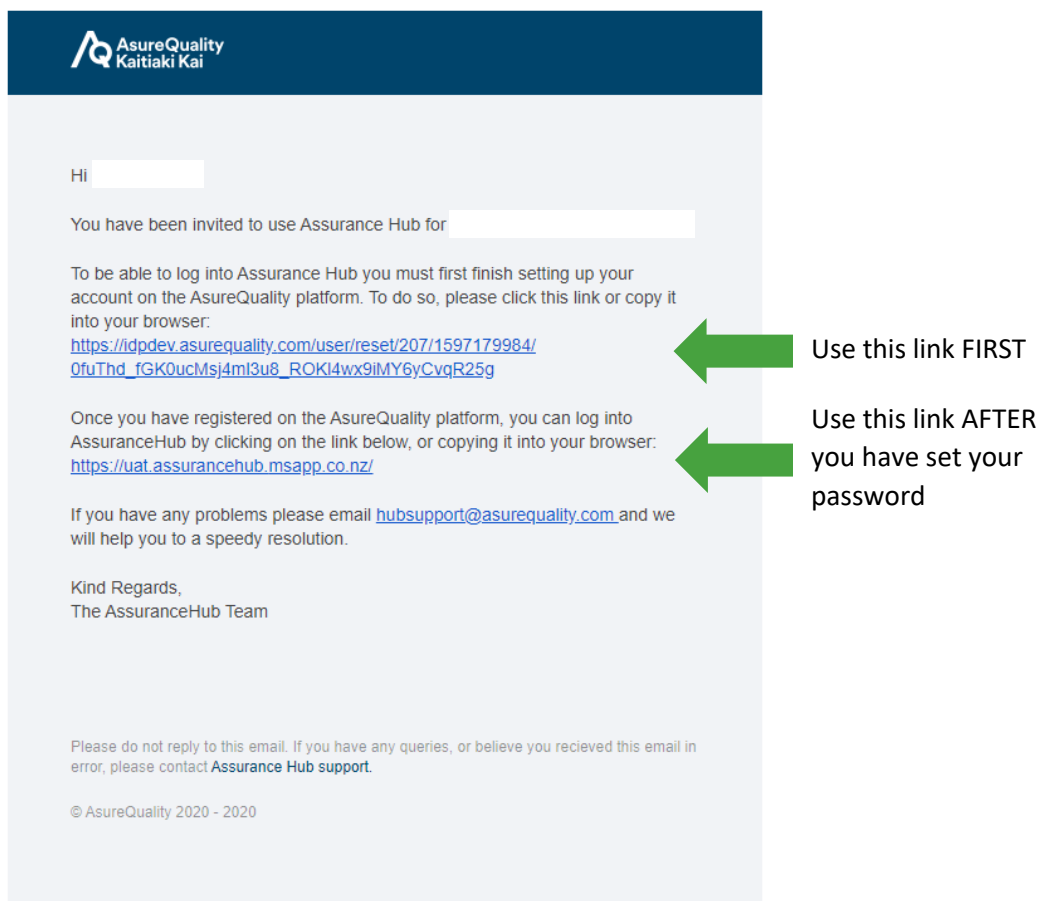
Getting Started

Assurance Hub can only be used by a logged in user. You can log into Assurance Hub by either:

- Selecting the link provided in an invitation email
- Entering the Assurance Hub URL (<http://hub.asurequality.com/>) directly into the address bar of any web browser
- Selecting a bookmarked page saved in your web browser

1. First time log in to Assurance Hub

You can request access to Assurance Hub from your company's Assurance Hub administrator. When they have set you up with the correct access permissions you'll receive an email inviting you to join.



The screenshot shows an email from Assurance Quality Kaitiaki Kai. The email content is as follows:

Hi [redacted]

You have been invited to use Assurance Hub for [redacted]

To be able to log into Assurance Hub you must first finish setting up your account on the AsureQuality platform. To do so, please click this link or copy it into your browser:
https://idpdev.asurequality.com/user/reset/207/1597179984/0fuThd_fgK0ucMsj4mI3u8_ROKl4wx9ilMY6yCvqR25g

Once you have registered on the AsureQuality platform, you can log into AssuranceHub by clicking on the link below, or copying it into your browser:
<https://uat.assurancehub.msapp.co.nz/>

If you have any problems please email hubsupport@asurequality.com and we will help you to a speedy resolution.

Kind Regards,
The AssuranceHub Team

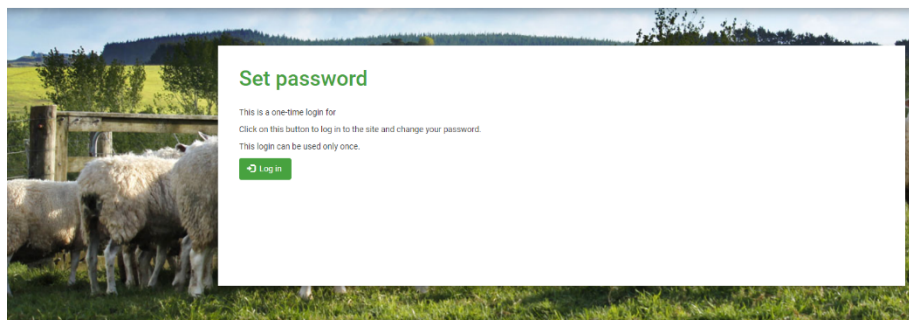
Please do not reply to this email. If you have any queries, or believe you recieved this email in error, please contact Assurance Hub support.

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Two green arrows point to the links in the email. The first arrow points to the first link and is accompanied by the text "Use this link FIRST". The second arrow points to the second link and is accompanied by the text "Use this link AFTER you have set your password".

Steps to complete:

1.1 Click on the first link in the email – this will take you to the AsureQuality Identity Provider page:



New Zealand
0508 00 11 22
+64 9 573 8000
Level 1, Ta Pacific Rise
188 Wellington
Auckland 1000

Australia
+61 3 9089 1140
20 Marengo Road
Tullamarine
Victoria 3042

Singapore
+65 6742 2006
29 Tai Seng Avenue
#06 - 07 Natural Cool Lifestyle Hub
Singapore 534119

1.2 Select Log In, the message will ask you to set/change your password:

[View](#) [Payment methods](#) [Edit](#) [Orders](#)

Email address*

A valid email address. All emails from the system will be sent to this address. The email address is not made public or notifications by email.

Password

Password strength: Fair

Confirm password

Passwords match: yes

1.3 Enter a password that you choose and re-enter to confirm, Save your changes. You will need this password each time you log in.

Identity Provider

The changes have been saved.

Confidential

[View](#) [Payment methods](#) [Edit](#) [Orders](#)

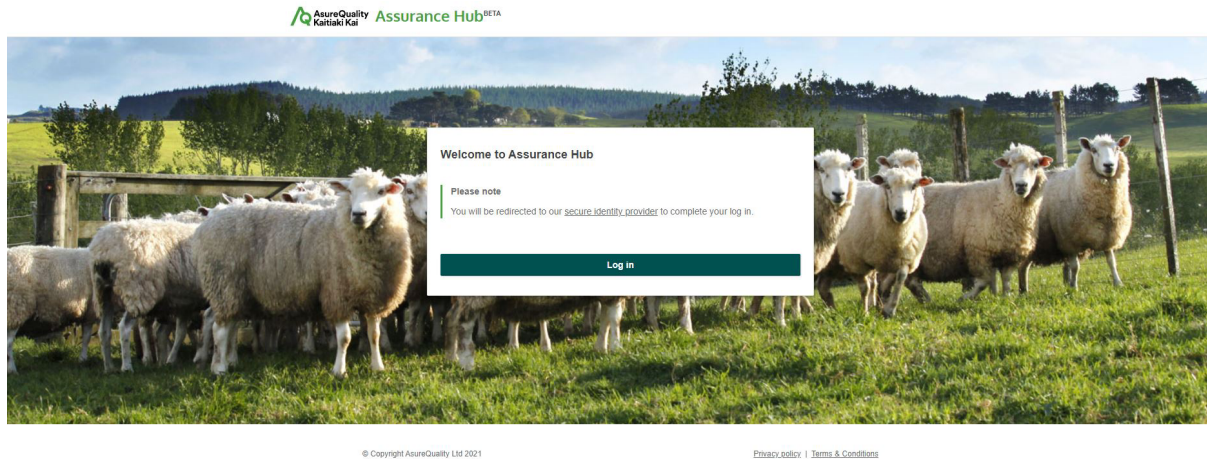
Current password

Required if you want to change the *Email address* or *Password* below. [Reset your password.](#)

Email address*

A valid email address. All emails from the system will be sent to this address. The email address is not made public and will only be used if you wish or notifications by email.

- 1.4 Go back to your invitation email to select the link to the assurance hub site, OR type hub.asurequality.com into your web browser. You will arrive at this page:

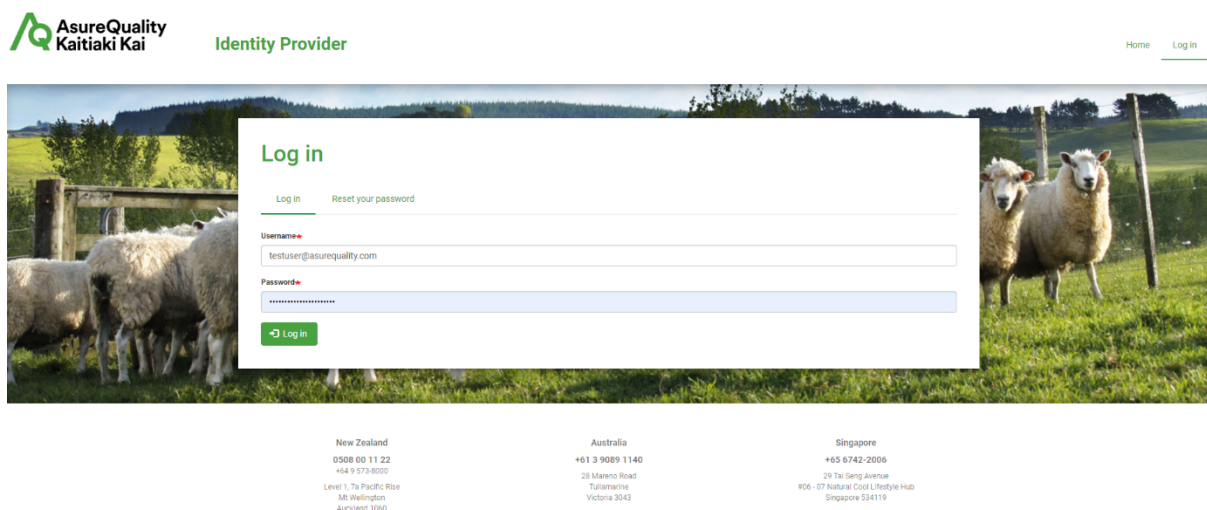


- 1.5 Select Log In. You will be asked to accept the Terms and Conditions of using Assurance Hub. If you chose to accept, you will be granted access and be navigated to your Dashboard. If you do not want to accept, you will be unable to access the hub.

2. Subsequent log in to Assurance Hub

- 2.1 Once you have registered to use Assurance Hub you need to use the Assurance Hub log in page hub.asurequality.com

- 2.2 Your password is securely stored in the AsureQuality Identity Provider system and you will automatically be directed to this webpage hub.asurequality.com to complete your log in:



- 2.3 Enter the **same email address** that you received the initial invitation to join Assurance Hub and the **password that you chose** when you registered for the first time, then Log in. You will be granted access to Assurance Hub and be navigated to your Dashboard.

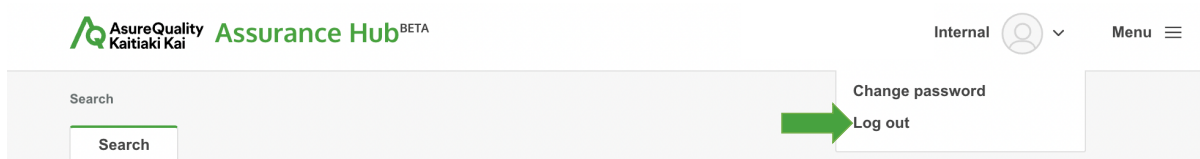
3. Session time out

After 60 minutes of inactivity you will be automatically logged out from Assurance Hub. However you may still be logged into the AQ Identity Provider so that you can access other AQ applications (e.g. LabConnect or MyOrganics).

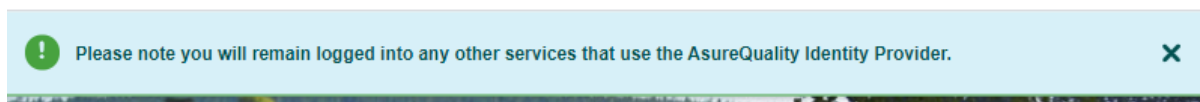
Follow the steps outlined in **Section 2 – Subsequent log in to Assurance Hub** to restart your session.

4. Logging out

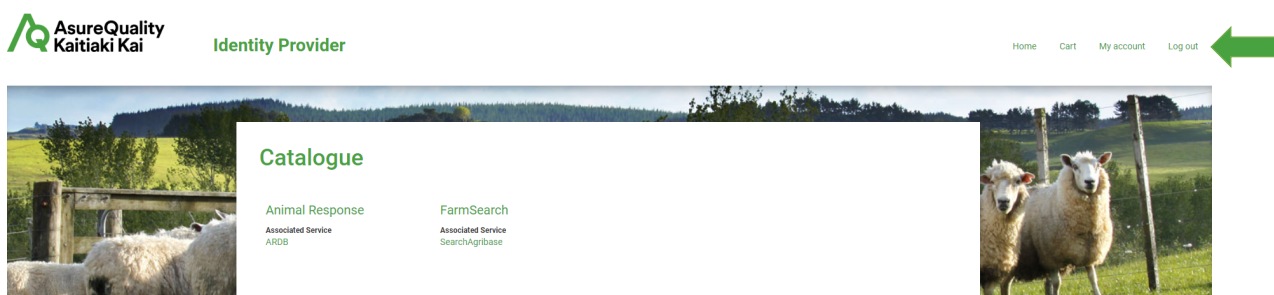
4.1 When you want to log out of Assurance Hub, select the **Log out** option below your name in the top right hand corner of the screen:



4.2 You will see this message explaining that you are still logged into the AQ Identity Provider so that you can access other AQ applications (e.g. LabConnect or MyOrganics).

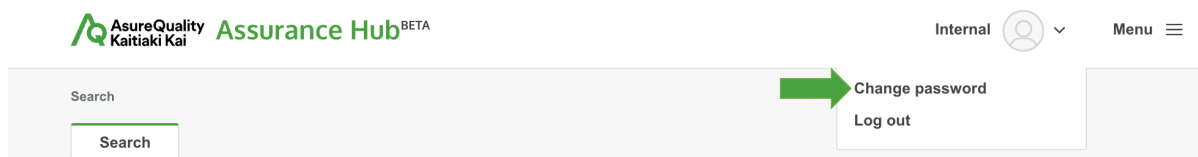


4.3 Your log in to the identity provider will automatically time out if you do not access any other AQ application. If you would like to log out of the AsureQuality Identity provider (e.g. you share a device with another user), please go to idp.asurequality.com and select **Log out** in the top right hand corner:

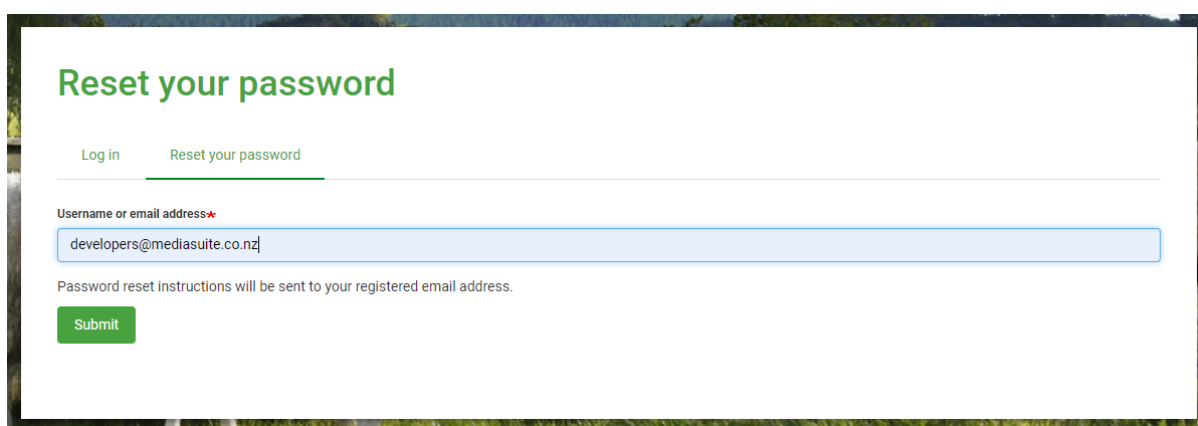


5. Resetting your password

- 5.1 Select the **Change password** option below your name in the top right hand corner of the screen:



- 5.2 You will then be directed the AsureQuality secure identity provider page:



- 5.3 To change your password you will first need to confirm your current password, and then enter a new password. Save the change.

- 5.4 Once your updated password has been saved you can go back to the Assurance Hub log in page, select Log In and you will be given access. The next time you log in you will need your new password.

6. Need more help getting started?

If you have trouble getting access to Assurance Hub please contact your company's Assurance Hub administrator for assistance.

Using the search

7. Search filters

As a programme subscriber internal user, you can use the search filters to check suppliers certification statuses.

7.1 Enter search criteria using the filters:

- You can use as many different search filters as you like
- Select a filter by clicking on the 'pill' shape.
- Add another filter of the same type by clicking on the 'plus' symbol
- Remove a filter by clicking the 'x' on the pill shape OR by clicking the trash can symbol
- Reset search will remove ALL search criteria

The screenshot shows the 'Search filters' section. At the top, there are three filter pills: 'Assurance code' (with an 'x' to remove it), 'Trading name', and 'Address' (with an 'x' to remove it). A green arrow points from the text 'Select one or more filters' to the 'Address' pill. Below the pills, there are input fields for each filter. The 'Assurance code' field contains '12345'. To the right of each input field is a trash can icon. A green arrow points from the text 'Add another of the same type' to the plus icon next to the trash can icon for the 'Assurance code' field. At the bottom, there is a 'Search' button and a 'Reset search' link.

TIP: Items entered into search filters need to be an exact match.

8. View search results

The screenshot shows the search results page. At the top, there is a 'Search filters' section with a pill that says 'Assurance code is 1234' and a 'Modify search' link. Below this is a table with the following headers: 'Assurance code', 'Trading name', 'Address', 'Certified', 'Last certified date', and 'Certificate expiry date'. Below the table, there is a message: 'No results found. The search filters will only return results with an exact match.'

Search results are displayed in a table

- Only information linked to NZFAI wool member organisations will be returned in search results.
- The search filters will only return results with an exact match.
- Your search criteria are shown at the top of the page as a reminder.
- You can use the **Modify search** option to change your search criteria.